

The specifics of work with Roma drug users in low-threshold contact centers

Abstract

This work maps a qualitative research that aims to identify a current situation in low-contact center in terms of their work with Roma users of addictive substances. The survey is based on semi-structured interviews with addictology experts, who work in low-contact centers. For an implementation of research the method of simple enumeration of clusters was used. Pre-research is based on a qualified estimate of a number of Roma clients in individual contact centers as well as a total number of clients in 2010. Custom research attempts to answer on a question whether and if there were detected differences between Roma clients and clients from the major society. Furthermore it investigates expert opinion on if they use the services of individual contact centers and whether there are some ways to involve more Roma clients. The research is also interested in further aspects. If there was cooperation with drugs user family, what was the experts experience with it and whether to employ Roma workers in contact centers and if so how they find their advantage. Finally experts opinions to set up special programs for Roma are consulted and summed up whether a specific center has got such a program.

Results of the research tend to the fact that Roma clients have their own characteristics on which everything else depends. It means their lower participation on treatment programs, dysfunctional work with their families and difficulties to establish the first contact. The research confirmed the findings of some previous researches that indicated a necessity of employing Roma workers and a necessity of a deeper cooperation with their families. Also a need to support formation of differentiated parts of the program with different manners of operation (less institutionalized, more closely connected with the client-worker, more benevolent rules).

The research also found out that the current situation in selected contact center is different.

Keywords: Roma people – their specific – socially pathological phenomena – low-threshold contact centers