



First phase work

First phase describes the initial stages of U-turn's work. It includes most of our work with people still living on the streets. The aims of first phase are to reach street people with the gospel of Jesus Christ and to encourage them into further rehabilitation, particularly U-turn's shelter. We do this by creating opportunities to spend time with street people, to get to know them and their stories, and to share with them the story of Jesus.

We have successfully created soup kitchens, drop in groups, first aid clinics, and a second-hand clothes shop all as means of reaching these people. Once a week we have a walk-in soup kitchen and bible talk.

In addition lots of our work is done by going out onto the streets to meet people where they are. A person leaves first phase when they move off the street into some kind of long-term housing or a rehabilitation scheme.

Second phase work

The U-Turn Shelter is the main base of operations for contact with homeless people. We house up to 20 residents at any one time as well as 4 staff members. For the first 6 weeks of a person's stay they do not pay anything. Thereafter as a token, they only pay R50 / week for breakfast, lunch and supper.

We run the shelter on Christian principles although residents do not have to be Christian to stay with us. They are expected to attend Bible Study once a week and Church on a Sunday. Residents who stay with us are helped to prepare for and find meaningful employment.

Staff members are always on hand to provide counselling, support and advice on a variety of issues. When staff members uncover more deep rooted issues individuals are referred to specialist training partners of U-turn located throughout Cape Town. Typical areas include: specialist vocational training, skills training and alcohol and drug rehabilitation.

From time to time we run basic computer skills and money management training as well as providing HIV Aids and TB education.

Third phase work

Third phase work at U-Turn is essentially the exit process of an individual from U-Turn and reintegration back into mainstream society. There are three main areas that third phase covers: Employment, Accommodation and the Post Care of past residents.

- **Employment**

The first step is to sit down with an individual and explore with them what sort of realistic job or career they are looking for. We would then walk with that person through all the options available to them.

As well as encouraging each person to look in the newspapers, use recruitment agencies and other reliable sources to find work, U-turn have implemented a work placement scheme. In this we work in partnership with several different employers in Cape Town area covering a number of market sectors. We aim to provide a foot in the door for people who have expressed an interest in a particular industry.

U-Turn works with individuals to develop their CV's and interview technique. Through outsourcing to third party training providers, specific job related work skills are attained for a particular industry.

- **Permanent Accommodation**

Part of the third phase work is to assist the individual to find suitable permanent accommodation once they have successfully come through the rehabilitation programme and are holding down a full time job. It is crucial that this is within their budget. This is achieved through working on a one to one basis and encouraging the person to develop the skills to browse the newspapers and notice boards located in the local community and other reliable sources.

By encouraging an individual to find permanent living accommodation we are providing the support and the skills for that individual to make the final step toward fully reintegrating back into society. When a person moves out of the shelter, it also allows the whole U-turn process to begin again with the next person who wants get off the streets and make a U-turn in life.

- **Post Care**

Once a person has moved on from U-turn this does not mean we end the relationship or the support that is available to them. We at U-turn recognise that for a person going from a social outcast living on the streets to a fully reintegrated individual capable of living within accepted

society behavioural norms is a huge step for someone to take in life.

The final part of the third phase work is to follow up on people who have gone through the U-turn programme. Where it is possible we try to visit every individual on a quarterly basis to ascertain how they are getting on and progressing in life.