



Youth Work Unit "Luotsi" City of Helsinki

Multi-administrative and multi-professional unit for targeted youth work in Helsinki.

The Youth Department
managers and youth workers



Helsingin kaupunki
Sosiaalivirasto

The Social Services
social instructors



Helsingin kaupunki
Terveyskeskus

The Health Center
public health nurses



AIMS

The aims of "Luotsi" are:

- support teenagers in their development and growth.
- prevent social exclusion.
- provide an early and multi-professional support for teenagers and their families.



FOR WHOM the client profile 1

- living in the Eastern-, Northeastern- or Western parts of Helsinki.
- between 12-15 years old (at 6-9 grade).
- not a client of any other multi-professional forms of support.
- has concern creating behaviour, such as: depression, timidity, unsocial behaviour, Attention Deficit Disorder, Conduct Disorder.

FOR WHOM the client profile 2

Teenagers are nominated by:

- 1)The Groups of Special Workers of the schools (every school has a group that includes the principal, special education teacher and a public health nurse).
- 2)Social welfare offices' employees.
- 3) Other professionals working with young people.

The final selection of the clients is done jointly by the multi-professional team of "Luotsi".

FOR WHOM the client criteria

- The behaviour creating concern should not be especially severe or long-lasting. It is enough that a professional working with the teenager is worried about the situation.
- The choice can be made only if the preventive methods of youth work used at "Luotsi" are estimated to be helpful for the individual.

Defining the Need of the Support

- The teenager has special needs for creation of a support network.
- The concerning behaviour differs from the usual symptoms of puberty.
- Being a client of the services of Child Welfare, Adolescent Psychiatry, Youth Centres or similar services is not an obstacle for becoming a client of "Luotsi".

NETWORK AND SUPPORT PLAN

A network of adults committed to support the growth of the teenager is established to all "Luotsi" clients. The network holds regular meetings.

- An individual support plan is created together with the network. The plan takes into account home, school and free time.
- The teenager himself/herself takes part in defining the individual goals and makes a commitment into them.
- The network implements, follows and evaluates the plan and its jointly agreed actions supporting the everyday life of the teenager.
- A counselor is appointed for every teenager and regular meetings are held between them.



WORK METHODS

With EVERY individual teenager

- Networks, home visits, support of parenthood.
- Individual discussions, personalised support, empowerment of life management.
- *Stimulating* free time activities.
- Experiences and adventure activities (trips, camps).
- Search for hobbies based on his/her personal interests (if needed).
- Respond to the need of attention and give time of an adult person.
- Support the school work.
- Support and encourage the positive aspects in the life of the teenager and his/her family.

Teenagers with Attention Deficit Disorder

- Activities training concentration.
- Setting boundaries and rules.
- Group activities.

Depressed, unsocial and timid teenagers

- Activation.
- Safe peergroups (slow and careful formation of groups).
- Possibilities for feelings of knowing and success.
- Getting to know other people.
- Inspiring to try and experience new things.
- Individual discussions.
- Therapeutic interaction.
- Dialogue.
- Guidance to the needed support mechanisms.
- Life management support.
- Guidance in sleeping rhythm, healthy diet, hygiene and taking care of oneself.

Teenagers with Conduct Disorder

- Setting boundaries and rules.
- Active activities.
- Group work training (mixed groups).
- Support of the school work (class behaviour, class cutting, late arrivals).
- Intervention in shoplifting, substance abuse, violence.
- ART-*Agression Replacement Training* (social skills, moral and self-control).
- Empathy training.
- Support of parenthood (encouragement in setting boundaries and rules).
- Active cooperation of the network.



PRINCIPLES

- The activities are based on the individual strengths, needs and interests of the teenager.
- The actual purpose is not in the activities themselves but in the support of the growth of the young individual.
- The personal life situation is the reason for joining "Luotsi".
- One of the purposes is to get the teenager involved and committed to the existing social and other services.
- Contacts between "Luotsi" and the teenager/ the family are kept regular.
- The young person can take part in "Luotsi" up to 1-1,5 years.



STRENGTHS

- Multi-professional team.
- Special expertise in encountering teenagers.
- Planning starting at the level of the individual young person.
- Flexibility in work methods and working hours.
- Long-period-contact for the teenager with a trustworthy adult.
- Comprehensive vision of all the aspects of teenagers' life (home, school, free time).
- Expertise and efforts in regional cooperation.
- Possibility for organisation of camps, trips and different small group activities.
- Expertise in the services and free time activities available for young people in general.



SELECTION PROCESS

- A young individual can be proposed to be part of "Luotsi" by a professional aware of his/her situation (The Groups of Special Workers of the schools, youth work, child well fare, etc).
- The first contact to "Luotsi" is typically made by a phone call of one of these professionals.
 - Prior to the first contact the professional should discuss about "Luotsi" with the teenager and his/her family.
 - The aim of the phone call is to consider the life situation of the young person in question and estimate together if the activities of "Luotsi" would be a suitable (=enough and adequate) support for him/her.
- The final decision is made by the multi-professional team of "Luotsi".
- The professional who made the first contact will be part of the support network established for the teenager.



AFTER "LUOTSI" ?

- The goal is that after the whole "Luotsi" process positive developments can be seen in the life of the teenager:
 - teenager, parents and professionals are committed to networking and it has become a natural part of the cooperation between home and school (for example).
 - teenager has found some free time activities suitable for him/her and some positive progress can be noticed in the school work as well.
 - some positive change can be noticed also in the relations between the teenager and his/her family.
- The teenager can be guided to further support services after (or during) the process. If needed, efforts can also be made to find a new personal counselor to continue the individual support.

IMPACT

Clients in numbers

- youth worker, social instructor and public health nurse:
10-15 teenagers/ employee/ year.
- in total about 350 clients/ year.
- 90 % of the clients complete their individual support plans.
 - 90% of the clients who have completed their individual support plans have shown positive progress in the evaluations.



CONTACTS

"KOILLISLUOTSI" (Northeastern Luotsi)

Working Areas in Helsinki:

Malmi, Pukinmäki, Tapanila, Siltamäki, Puistola, Jakomäki and
years 2010-2012 Pihlajanmäki, Pihlajisto, Viikki

OFFICE:

Visiting Address: Kujanen 1

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EMPLOYEES:

- manager Anu Mattila +358 (0)41-512 1741
- 4 youth workers
- 2 social councilors
- 2 public health nurses



CONTACTS

"LÄNSILUOTSI" (Western Luotsi) (project in 2008-2010)

Working Areas in Helsinki: **Malminkartano, Kannelmäki,
Hakuninmaa, Maununneva, Pohjois-Haaga and**

years 2010-2012 Pitäjänmäki, Konala, Pikku-Huopalahti, Etelä-Haaga, Ruskeasuo, Pasila & Alppiharju

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EMPLOYEES:

- Manager Kaisa Kivelä +358 (0)40-334 5330
- 4 Youth workers
- 2 Social councilors
- 2 Public health nurses



CONTACTS

"ITÄLUOTSI"

(Eastern Luotsi)

Working Area: Eastern Helsinki
and years 2010-2012 Southeastern Helsinki

OFFICE:

Visiting address: Pohjanvedenkatu 5, Helsinki 98

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Tel: +358 (0)9-310 89074

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EMPLOYEEES:

- manager Jonna Laitinen +358 (0)50-559 1784
- 4 Youth workers
- 2 Social counselors
- 2 Public health nurses



"SKANSSI"

- "Skanssi" is a unit using work methods developed from the methods of "Luotsi". Its functions are based on group work and the target group is the 12-15-years-old living in the Eastern Helsinki.
- Being part of "Skanssi" is helpful when a young person shows unsocial behaviour or his/her behaviour is disturbing and harmful for him/herself or the others.
- Group stays together for one year and involves 12 teenagers.
- Parents are supported in parental groups.
- One of the work methods is ART (Aggression Replacement Training). A training method for self-control, social skills and morals in groups.



CONTACTS "SKANSSI"

Working Areas in Helsinki:
Kontula, Mellunmäki, Vesala, Kurkimäki ja Kivikko

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EMPLOYEES:

- manager Jonna Laitinen +358 (0)50-559 1784
- youth worker Matti Kykyri +358 (0)41-512 1720
- social counselor Marja Matintupa +358 (0)41-512 1773

"Skanssi" functions under "Luotsi" / "Itäluotsi" (Eastern Luotsi).



"SPINNU"

- "Spinnu" is a unit under "Luotsi" using the same work methods for preventing social exclusion. The target group is the teenagers and families originating from the area of the former Soviet Union and living in the Helsinki area.
- The goal is to support 12-15-years-old teenagers and their families in their integration processes. Acknowledgement of their own cultural identities is a central part of the work.
- One of the work methods is "Voimatarina" (Power story). This method gives tools to discuss various aspects of identity and feelings.
- Parents have several possibilities to participate in the activities. For example: parental groups (in Finnish or Russian languages) and family camps. They are also an important part of their own child's network.
- About 20 teenagers participate in "Spinnu" yearly.



CONTACTS "SPINNU"

Working Area: All Helsinki

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EMPLOYEES:

- | | | |
|----------------|--------------------|---------------------|
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| ■ youth worker | Aleksandr Zinovkin | +358 (0)50-559 1723 |
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"Spinnu" functions under "Luotsi" / "Itäluotsi" (Eastern Luotsi).