

Annual Report



CHARITY ORGANIZATION

NOCHLEZHKA

HOMELESS.RU

**Nochlezhka Charity Annual Report
about its work in 2018**

Nochlezhka, Interregional charitable organization helping the homeless

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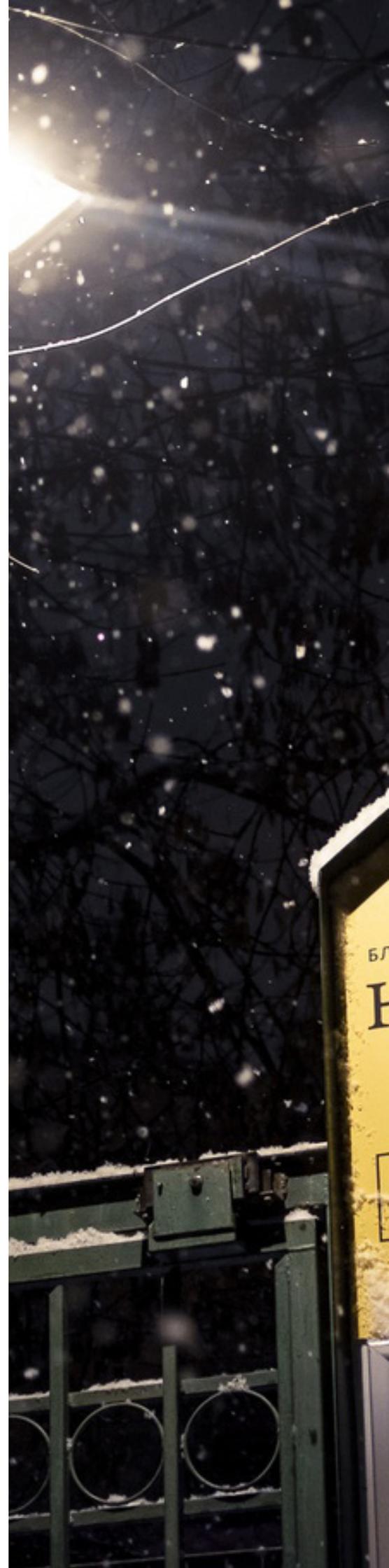
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<https://www.facebook.com/Homeless.ru>
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This report features photos taken by our volunteers:
Artem Leshko, Tatiana Pankratova, Viktor Yulyev, Alexander Halperin.

All pictures are published with the consent of the people depicted in them.

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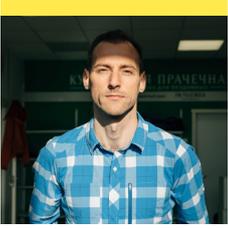
We welcome any questions or suggestions on how to help the homeless. Please call or email us!
You can always find out more about Nochlezhka's work, our clients, employees, volunteers, partners and sponsors on our website homeless.ru



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WELCOME WORDS

Grigory Sverdlin

Friends! Thank you so much for being with Nochlezhka in 2018.

For finding time, energy and empathy to help us. Thank you for thinking of those in trouble. Thanks to you, many people are not left alone to deal with their misfortune.

Last year was a turning point for Nochlezhka: we decided to open a branch in Moscow. This was followed by several months of active search for the premises, and the Cultural Launderette that never happened. There was also a petition signed by 80,022 people for a place for Nochlezhka in the capital, the first Christmas and Espresso-Help campaigns in Moscow, workshops for our colleagues from NGOs and state institutions, a large conference on homelessness, our first public service campaign on the streets of Moscow and the first donation boxes. Today Nochlezhka in Moscow means three employees and 135 volunteers!

I have no doubt that we will expand all our major projects to the capital, the Cultural Launderette, Rehabilitation Shelter and Legal counselling - everything that has been working very well in St. Petersburg for a long time now. And then will be the turn of other projects, that for now we only dream of.

AND HERE'S WHAT WE DID IN ST. PETERSBURG IN 2018:

Our Counselling Service helped 3,211 people to get off the streets. Social workers gave 8,269 consultations and our lawyers - 857.

A total of 2945 people came to our Night Bus with varying regularity, and our volunteers handed out 17,673 hot meals.

3,485 people used our free launderette to wash and dry their clothes 5,908 times.

In 2018 the Rehabilitation shelter at 112B, Borovaya Street accommodated a total of 145 people.

Our three Heated tents accommodated 1,299 people, who spent a total of 13,729 nights in them.



Yesterday and today, tomorrow and every day, between 500 and 600 people receive assistance as part of Nochlezhka's projects. Every day.

And a few words about our plans in St. Petersburg. This year we will open large shower facilities in Kalininsky district. We're also planning to open a Night shelter with 40 beds in Frunzensky district where all year round any person will be able to spend the night.

We will also relaunch our rehab programme for the homeless addicted to alcohol and/or drugs: it will be run in a separate shelter for 14 people.

I am sure that thanks to all this, Nochlezhka will provide even better and more diverse assistance. Which means that more people will have a chance to get off the streets and return to stable lives.

Thank you so much for being with Nochlezhka, for supporting us and believing in us. We will succeed!

President Grigory Sverdlin



WHO WE ARE AND WHAT WE DO



Our mission

To help homeless people and people without registration.

Ensure that there is an efficient system in Russia designed to prevent homelessness and help the homeless reintegrate into society.

Who we are

Nochlezhka is a non-profit organisation which has been helping homeless people in St. Petersburg to return to stable lives since 1990.

We are a non-governmental organisation, so we raise our funds ourselves: we collect donations, look for sponsors, grants and subsidies. In 2018, Nochlezhka became an interregional organisation and opened a branch in Moscow.

What we do

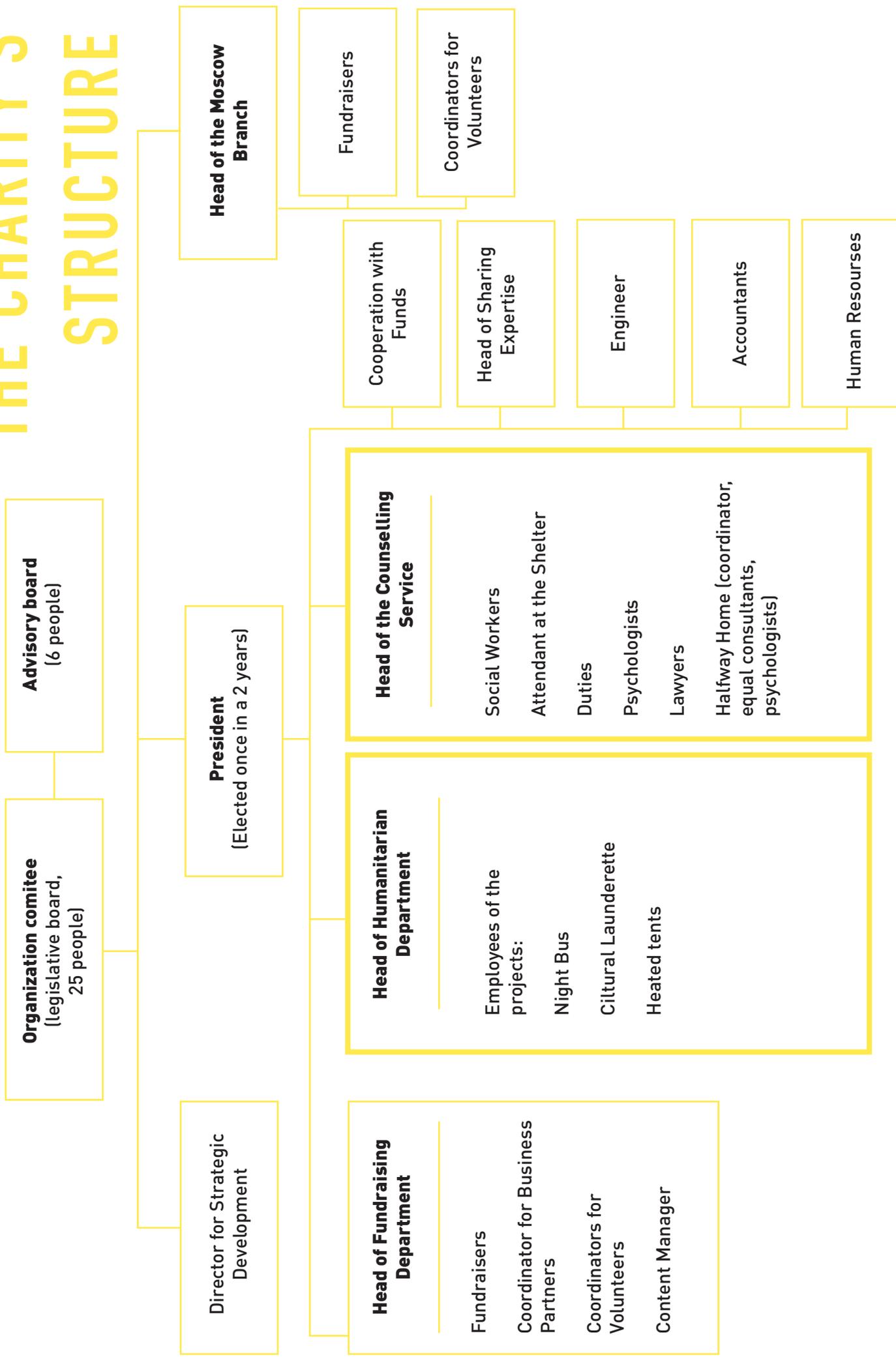
We feed, keep people warm, help them sort out their papers, find jobs, register as disabled, apply for benefits, get admitted to care homes, find their relatives and return to their hometowns. We challenge fraudulent real estate transactions and defend the rights of people with no registration. We also share our extensive experience with our colleagues from NGOs and governmental organisations so that as many experts as possible can efficiently help the homeless. We raise people's awareness about the problem and try to change the general public's attitude towards people who have found themselves in trouble and to homelessness in general.

Why we do it

It is extremely easy to end up on the street but getting back to a stable life without professional help is practically impossible. There is no truly accessible and efficient system of state assistance for those who have become homeless in Russia. We know that no one is insured against the street and believe that one simply cannot turn a blind eye to people in need.

Our humanitarian aid projects save homeless people from starving and freezing to death and help them keep their dignity. Our rehab projects are designed to significantly improve the lives of homeless people and help them get off the streets. Through our projects designed to defend the rights of people with no registration, papers or home, thousands of people get access to public services and healthcare. We tell the public how people end up on the streets and why they need help to return to a stable life to make the society kinder and more tolerant.

THE CHARITY'S STRUCTURE



NOCHLEZHKA'S MAIN ACHIEVEMENTS IN 29 YEARS OF ITS EXISTENCE



Night Bus

We launched the Night Bus in 2002. In 17 years volunteers fed tens of thousands of hungry people. The bus sets off every evening of the working week, all year round.



Heated Tents

Since 2007, every winter, we have been opening heated tents which can accommodate up to 50 people, where anyone in need can spend a night, warm and safe. Every winter hundreds of homeless people find shelter in Nochlezhka's tents. Thanks to Nochlezhka's efforts social institutions of St. Petersburg and even other cities are now launching such projects.



Rehabilitation Shelter

We opened the largest rehabilitation shelter for the homeless in St. Petersburg. It can accommodate up to 52 people, and this is more than any other state or charity-run centre in our city.. Each year hundreds of people go through rehabilitation in our shelter and get back to stable lives with the help of our therapists, lawyers and social workers.



Counselling Service

We have opened a Counselling service where anyone can get free assistance from our social workers and lawyers, get some clean clothes and toiletries. Every day 40-70 people come to us. Over the years of its work, our counselling service has helped thousands of people to get off the street.



Halfway Home programme

We launched a rehab programme for the homeless suffering from an alcoholic or a drug addiction called Halfway Home in 2000. Over the years, the project has helped hundreds of people overcome their addictions.



Cultural launderette

In 2016, Nochlezhka opened its Cultural Launderette, the first free self-service laundry in Russia and the CIS region for the homeless and people in need. This is our large-scale joint project with Prachka.Com., a chain of self-service laundries. In two years 7,023 people used our free laundry to wash and dry their clothes 14,921 times.



Mandatory Medical Insurance for the homeless

As a result of our efforts since 2011 all people in St. Petersburg who have no registration have been able to obtain a mandatory medical insurance. Thanks to that, in eight years 37000 people received their insurance and, consequently, got access to free health services.



Homeless ID

Since 1992, we have been issuing certificates confirming that Nochlezhka considers this person homeless. Such a certificate has the person's photo, a stamp and a signature of a social worker and is recognized in many official institutions as a form of ID. This makes life a lot easier for the homeless, of course. We have given out over 60,000 such certificates over the years.



Interaction with the State

We have done a lot to ensure that homeless people in St. Petersburg and in Russia generally receive more help from the state. For example, we have made it possible that people staying in state-run night shelters get temporary registration at these shelters. Registration makes a person's life easier in many ways, including when it comes to employment. We initiated the local law on 'Prevention of homelessness in St. Petersburg'. Before this law, assistance to homeless people in St. Petersburg was practically unregulated on a legislative level. We have also made the government open polling stations in St. Petersburg and Moscow for people with no registration. And so on and so forth.



International Activities

Nochlezhka has on several occasions participated in the preparation of several reports for UN committees working on social and civil rights of Russian citizens. In 2016, Nochlezhka became a member of the European Federation of National Organisations working with the Homeless (FEANTSA). Our employees participate in international conferences and exchange experience with their colleagues from abroad.



Homeless People's Day

In 2017, Nochlezhka established the annual Day of Homeless People in Russia, together with the Nuzhna Pomosh charity and Takie Dela project. According to various estimates, there are between 1 and 4.5 million homeless people in Russia. Even if we take the most conservative estimate, a million is still a huge number. People who are not warm or comfortable even in the summer, people who are shunned and cannot get a job, people who have no home of their own but have the right to their own dignity, understanding and support. We hope that this day, which we will organise annually, will remind people that no one is insured against homelessness. And therefore, it is important to help those who are in need.



Development and support of colleagues

In 2012, Nochlezhka launched a project on sharing expertise. We want Russia to have an effective and accessible system of assistance to homeless people. Knowing how difficult it is to start any project from scratch, we are happy to share our knowledge and best practices. 29 years of experience allows Nochlezhka to support colleagues throughout Russia: to advise, run training programmes and seminars, describe the organizational processes in guidelines and manuals. In 2018, we launched the MFO online system (a multifunctional office for a social worker), which will help colleagues in following cases, in accounting for rendered services and collecting statistics. We launched a website titled "What to do" where anyone can find step-by-step instructions for resolving legal and social problems. The site is intended both for social workers who help the homeless, and for ordinary users who are faced with the need to recover or obtain documents.



Moscow Branch

In 2018, Nochlezhka became an interregional organisation and opened a branch in Moscow. While Nochlezhka is looking for premises for our projects in the capital, the Moscow team has already started working: our employees organize campaigns to collect and distribute food and warm clothes to those in need, give lectures on homelessness, hold events, run Nochlezhka's advertisements, dispel myths and stereotypes about homeless people.



Vocational education for residents of our shelter

Nochlezhka launched a project in which homeless people can get professional training and get employed. In 2018, 12 people participated in the project, completed the programme and found a job.



Psychological help to the homeless

Since 2014, Nochlezhka has been running a project on psychological assistance to homeless people. Individual counseling sessions and group adaptation meetings with a psychologist are provided to shelter residents. In 2018, we began to organizing support group meetings for the homeless in Nochlezhka's courtyard which anyone can attend.

NOCHLEZHKA'S PLANS FOR 2019

Open large showering facilities for homeless people outside Nochlezhka

This is a modular building built and equipped especially for the purpose. It has two shower units (one of them adapted for people in a wheelchair) and a toilet. It is also equipped with a washing machine and tumble drier which people will be able use to wash their dirty clothes, and the person on duty will give them clean clothes.

We planned to launch the project in 2018, but due to long negotiations and coordination with the city authorities, we had to postpone the opening to 2019.

Why it matters

People who have been homeless for a long time often smell bad. But it rarely occurs to us that there is simply nowhere for them to wash. In St. Petersburg there is only one free shower; it has been open for many years in Nochlezhka's courtyard, its capacity at the moment is 40 people per day.

We plan to open the showering facility in Kalininsky district so that homeless people can wash for free, not only in Nochlezhka, but also in another area of St. Petersburg.

Helping people getting clean is the first step to helping them get a job, restore their papers and social bonds.



Open a year-round Night Shelter

A night shelter is a Stationary Heated shelter for the homeless. It will be open all year round. It is a one-story warm and well-lit modular building. There will be 40 beds, two showers and a toilet equipped for people in wheelchairs. If we have enough power capacity we will also install washing machines and tumble driers.

Why it matters

For a person to have physical and moral strength to get off the street, they need to sleep somewhere warm and safe. The night shelter for the homeless is not only a roof over the head for the night, but also an opportunity to learn about what further help one can get to get off the street.

Update and relaunch Halfway Home project

In 2018, we reorganized our rehabilitation program for addicts. The project moved from the shelter at 112B, Borovaya Street. The project participants will now live in a four-room apartment in Krasnogvard-eytsky district. Thanks to this we will be able to take more people into the program and open a women's room.

Why it matters

Many homeless people ended up on the street because they did not receive help in time. As a rule, people take to the bottle when they are already homeless: out of hopelessness and not knowing where to look for help. Alcoholism is a disease. We believe that we need to help those who are ready to recognize their addiction and work in order to overcome it.



Launch assistance projects in Moscow

We are planning to open a Rehabilitation Shelter for homeless people for 20 people, a Counseling Service, a free laundry for those in need and a humanitarian aid point.

Why it matters

There are quite a few state-run organisations and charities helping the homeless in Moscow, and it's great. But, unfortunately, tens of thousands of homeless people live in the capital, and there is still an acute shortage of aid projects. There's a particularly not enough projects on re-socialization, meaning projects that help people get off the street and return to a stable life. To achieve this, it is important not only to feed the person and warm them up, but also to provide shelter and an opportunity to receive professional help from lawyers, social workers and psychologists. Tackling the problem systematically requires federal resources: media attention to raise awareness about the problem of homelessness, working directly with the federal authorities.

Launch an employment adaptation programme

Our Rehabilitation Shelter accommodates people with various circumstances. Some apply for a pension or an allowance with the help of our social workers, others get their papers back, some are on the waiting list for a care home, others get the medical treatment they require. There are elderly people among our residents who can't work for health reasons.

In order to more effectively help able-bodied clients, whose age and state of health allow them to get employed, in order to preserve and increase their motivation to change their lives, we put them together in a separate room and work with them following a special program.

We conduct additional classes which are not available for elderly or disabled residents for the participants of this project:

- communication training sessions with a psychologist which will help to overcome difficulties in interacting with people;
- master classes on how to go through interviews and communicate with employers and colleagues;
- financial literacy classes, where they learn how to handle money, spend reasonably and make savings;
- legal literacy trainings to teach them about their rights regarding recruitment and employment and how to handle documents.

If a person does not have a qualification or professional skills, we help them get professional training in order to find a decent job.

Volunteers - professional psychologists and coaches - help clients define and set their goals, choose the right job, draw up a CV and prepare for an interview.

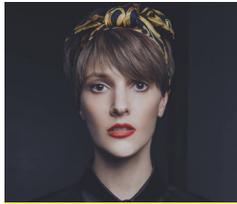
NOCHLEZHKA'S TEAM

You can get in touch with any of us. Write to us at info@homeless.ru or call our office on a week-day on + 7 812 407 39 37. We will put you through to the right member of the team. Or check the contact list on our website homeless.ru.

Nochlezhka in St. Petersburg



Grigory Sverdlin
President



Ekaterina Azarkevich
Director for Strategic Development



Andrey Chapaev
Head of Humanitarian Department



Igor Antonov
Driver at the Night Bus



Elena Bonshtedt
Coordinator for Heated Tents



Anna Malinina
Coordinator for Heated Tents (in 2018)



Oleg Polschikov
Administrator at the Cultural Launderette



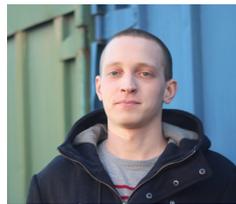
Natalia Shavlokhova
Head of the Counselling Service



Valentina Boreyko
Social Worker



Pavel Lyaks
Social Worker



Alexander Voronov
Social Worker



Asya Suvorova
Social Worker



Roman Shirshov
Social Worker



Alexandra Sandomirskaya
Psychologist



Natalia Guseva
Psychologist



Igor Kartinsky
Legal Consultant



Vyacheslav Samonov
Lawyer



Tatiana Yakovleva
Lawyer



Ekaterina Dikovskaya
Lawyer



Ivan Lendyashov
Housekeeping Manager (2018)



Alexey Lyashenko
Chief Engineer



Alexey Kotin
Head of Supplies



Alexey Fomenko
Driver



Sergey Prepodobny
Attendant at the Shelter



Alexey Gudkov
Attendant at the Shelter (2018)



Yuri Polkanov
Attendant at the Shelter



Vlada Misuryova
Head of Fundraising Department



Veta Lavrentieva
Cooperation with Funds



Alexandra Popova
Cooperation with Funds



Danil Kramorov
Coordinator for Volunteers



Natalia Kravchenko
Coordinator for Business Partners



Victoria Ryzhkova
Fundraiser (2018)



Anastasia Sadovnikova
Fundraiser



Masha Shkoda
Fundraiser



Masha Kalinkina
Content Manager



Ekaterina Cherimisina
Content Manager (2018)



Karina Garinova
Head of Sharing Expertise



Alexey Varsopko
Head of Sharing Expertise (2018)



Yulia Sigova
Human Resources



Igor Kolchinsky
IT



Natalia Kuznetsova
Chief Accountant



Galina Rumyantseva
Accountant



Natalia Zarubina
Accountant



Tatiana Gor
Courier

Nochlezhka in Moscow



Daria Baibakova
Head of the Moscow Branch



Valentina Yarovaya
Fundraiser at the Moscow Branch



Alyona Mordasova
Fundraiser at the Moscow Branch



**There is no official statistics
on the number of homeless people.**

**According to Nochlezhka's experts, between 50,000
and 60,000 people live on the streets of St. Petersburg.
In our calculations, we rely on annual statistics
on mortality and hospitalizations of homeless and
non-homeless residents of St. Petersburg.**



**We know less about Moscow for now
but it is obvious that there are even
more homeless people there.**



WHO ARE THE HOMELESS AND WHY DO THEY NEED HELP?

In Russia people without a residence registration cannot exercise many of their rights: the right to work, the right to medical treatment, pension, social benefits, the right to vote. Oddly enough, the rights are not attached to people but to their residence. If there is no residence, there are no rights. Nochlezhka ran numerous projects with a view to amend the system of residence registration. Yet they seemed to fall on deaf ears: Russian citizens without registration are practically deprived of their constitutional rights.

Unfortunately, Russia has practically no effective state system of assistance to the homeless. The existing system is also tied to the last place of residence and involves a lot of red tape. One cannot count on effective assistance without a valid or latest registration in the city where the person is located.

Due to this, people spend seven years on the street on average, and most often die on the street, too. In the countries where the problem of homelessness is taken on seriously this period is under a year, because there is an accessible and a developed system of assistance.

ALMOST ALL HOMELESS PEOPLE DREAM OF GOING BACK TO STABLE LIVES. THEY JUST NEED A BIT OF HELP. THIS IS EXACTLY WHAT NOCHLEZHKA DOES EVERY DAY.

The main reasons for homelessness in 2018

It is very important to understand that one single reason rarely results in homelessness. Usually, a person becomes homeless as a result of a tragic coincidence of several misfortunes which pile up like a snowball. Coping with them alone is no longer possible. Therefore, we call homelessness a complex issue.

This is the statistics for the reasons for homelessness provided by Nochlezhka's Counselling Service. We interviewed 1,384 people. Summed up, these figures make more than 100%, because people were able to choose several reasons. Because people end up on the street as a result of a combination of factors.

49,8%

Moving to another city in search of work

People go to big cities in the hope of finding work and livelihood of their families. Having lost their job due to health problems, having been made redundant or simply deceived by the employer, people are left without money and without housing. Finding a new job in a city where one knows no one is difficult. Especially when there is nowhere to rest, sleep, wash and recover. In addition, there is a great risk of theft on the street: documents, telephone, the remaining money, because the person doesn't even have a place to store them.

34,3%

Family issues

Families often break up as a result of a conflict. And if the relations get really bad, someone has to leave. If there is nowhere to go, there are no savings and a financial "safety net", the person will end up on the street. Even if initially they are able to stay with friends, it cannot last for a long time. We should also take into account the depressive mental state the person may be in after the breakup of their family. When numerous financial and everyday problems are added to this colossal stress, it is very difficult to manage without any support. Therefore, family issues are such a huge risk of ending up on the street.

Unfortunately, it is also quite common that people are on the street due to dishonesty of their own relatives. For example, because they want the property to themselves. With a view to become the sole owner of the property, people evict their family members: children kick out elderly parents, parents expel children.

10,7%

Loss of job

Losing a job on its own rarely results in homelessness. But in combination with other factors, this circumstance, of course, greatly increases the risk of being on the street. If the person is from another city and they do not have strong ties and connections, if they are in a precarious financial situation and do not have a property of their own, if there are health issues, all this, together with the loss of job, can result in the person no longer being able to rent housing and provide for themselves.

8%

No property upon release from jail

Relatives of imprisoned people often evict them while they are serving their term. Alternatively, their property can be recognised as unfit for living, and they are unable to apply for new housing within the set time frame. As a result, they return from jail only to find a wasteland where their house used to stand.

7,2%

Alcohol or drug addiction

There are "primary" and "secondary" causes of homelessness. Primary are the ones that result in the person becoming homeless. Secondary are the ones that stop them from going back to stable lives. In the vast majority of cases people get addicted when they are already homeless: out of despair and trying to keep warm in the cold. And also out of despair after failing time and time again to resolve their problems. For example, a person has ended up on the street as a result of family problems, he is unable to get a job, he meets a group of people who invite him to have a drink. In order to be socialise, the man starts drinking. In a state of constant stress, this can develop into a heavy addiction which makes it difficult to take steps to reintegrate into society.

These cases are rare but it does happen that alcohol or drugs are primary reasons homelessness. As the addiction gets more and more serious, the person starts having problems at work and at home. If the person doesn't see it as a problem and does nothing to resolve it, this can result in homelessness.



The general educational level among the homeless matches the that of the overall population of Russia:

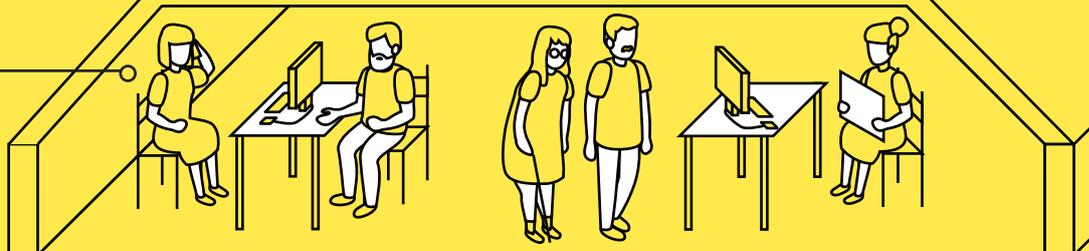
- Higher or undergraduate (16,1%)
- Secondary vocational (44,3%)
- Secondary (28,6%)
- Unfinished secondary education (9,4%)
- Primary (0,8%)
- No education (0,8%)

46
The average age.

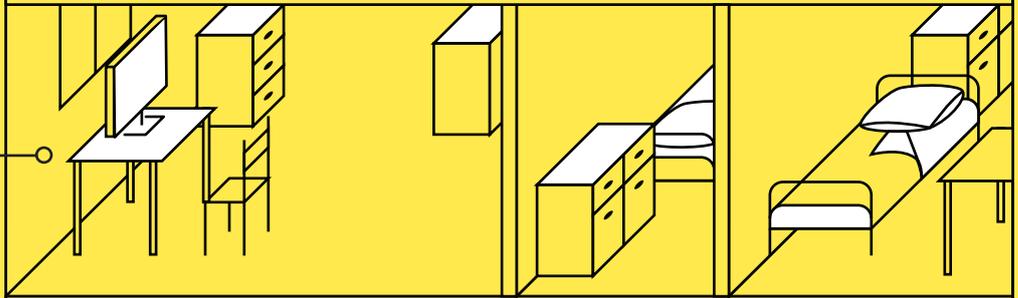
81%
of the homeless are men.

87%
of the homeless are Russian citizens.

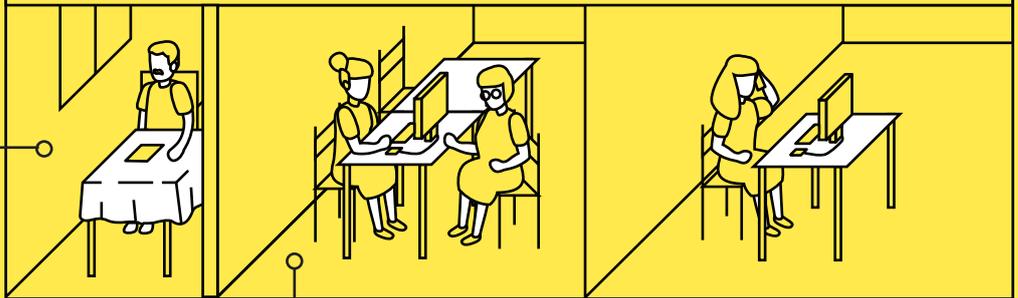
Nochlezhka's HQ



Shelter



Attendant



Counselling Service:
help with employment,
documents' re-issuing,
lawyers

Waiting area

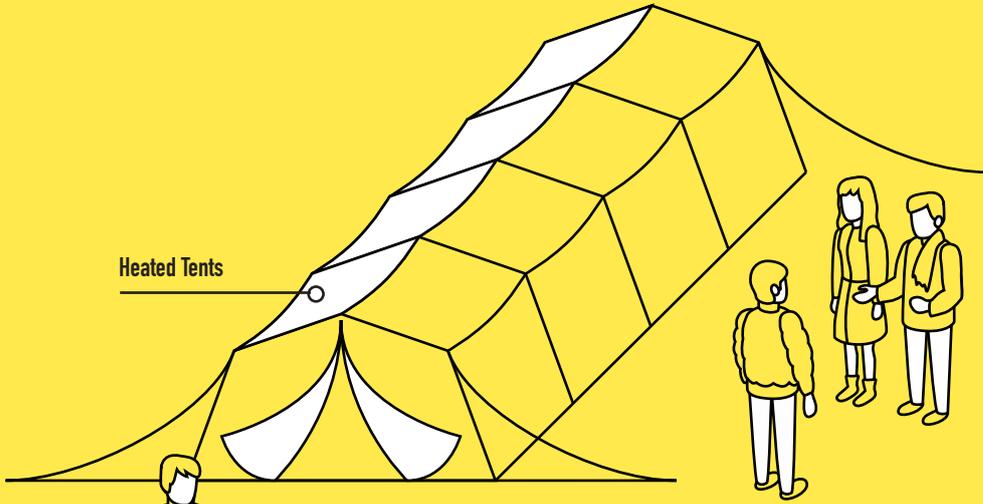


Nochlezhka's yard

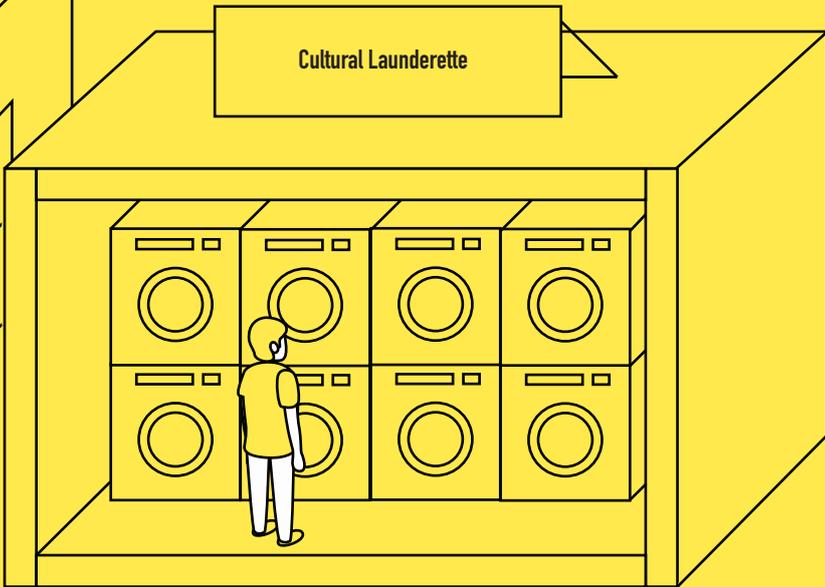
Hand-out point



Heated Tents



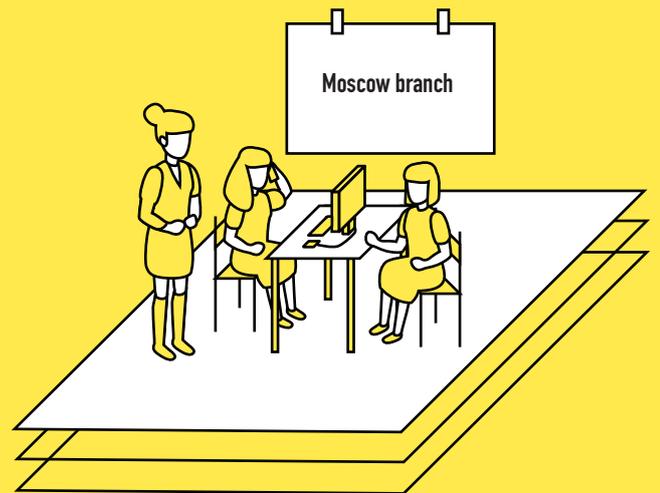
Cultural Launderette



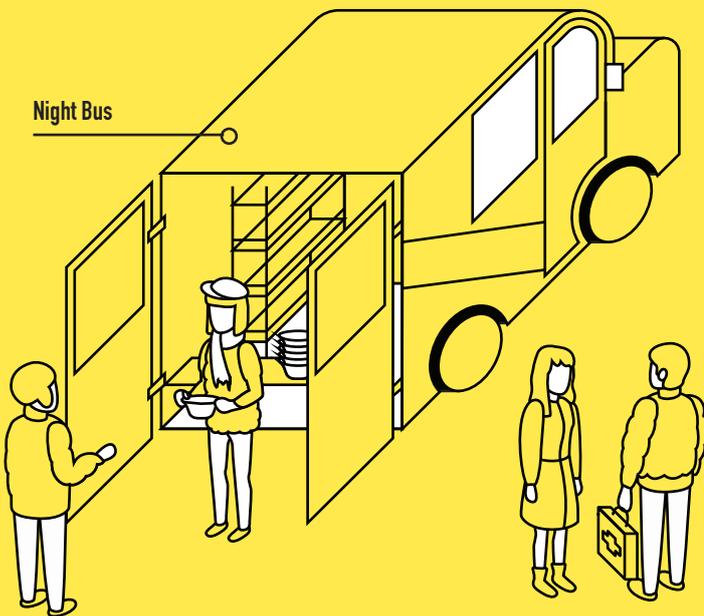
Halfway Home



Moscow branch



Night Bus



NOCHLEZHKA'S PROJECTS

NIGHT BUS



Igor Antonov,
driver and social worker at the Night Bus

«A hot dinner for the homeless is not just food, but also a symbol of compassion and care. Many people are excluded from society. Society treats the homeless indifferently or even aggressively. Therefore, it is very important for them to speak with someone, share their concerns and not feel rejected. At the stops of the Night Bus, we treat everyone as an individual, with respect. People feel it and are grateful to us».

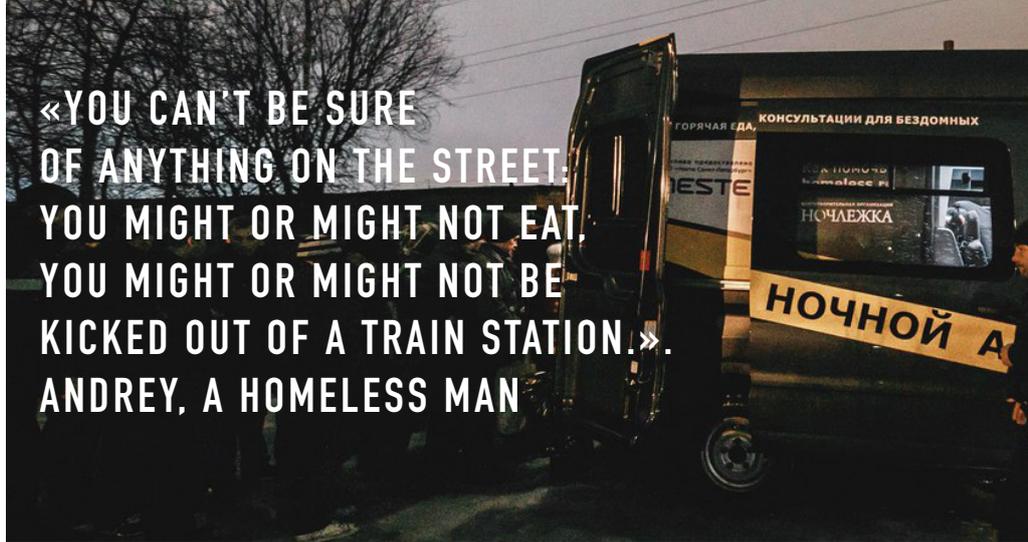
Why we do it

Going back from the street to a stable life requires a lot of effort. So, for a start, homeless people need to eat, otherwise they simply will have no energy to get their papers re-issued and work. What's more, thousands of people in St. Petersburg live below the poverty line. These are lonely elderly people, temporarily unemployed people, and families with many children. We believe that no one should be starving in our city.

How it works

A specially-equipped van goes to residential areas of the city five days a week and makes four stops to distribute hot meals, toiletries and clothes among the homeless and the poor. Professional doctors volunteering for the projects provide primary medical services, and the driver tells homeless people that with the help of Nochlezhka's experts they can solve social, legal or medical issues, overcome their addictions and eventually go back to a stable life. About a quarter of the people using the Night Bus are not homeless but simply poor.

«YOU CAN'T BE SURE OF ANYTHING ON THE STREET. YOU MIGHT OR MIGHT NOT EAT. YOU MIGHT OR MIGHT NOT BE KICKED OUT OF A TRAIN STATION.»
ANDREY, A HOMELESS MAN



In 2018, thanks to the active participation of the 'Blagotvoritelnaya Bolnitsa', we were able to organize regular trips with professional doctors onboard. They set off with the Night Bus at least twice a week and provide first aid, do dressings and examine patients. The 'Blagotvoritelnaya Bolnitsa [Charity Hospital]' is a project where professionals doctors provide medical assistance free of charge to the homeless on the streets and in shelters. It was founded in St. Petersburg in 2018.

The Night Bus sets off every weekday evening. This project has been running for 17 years. It means tens of thousands of kilometers, hundreds of volunteers and hundreds of thousands of hungry people fed.

NESTE

In 2018, Neste provided free fuel for our Night Bus for the third year in a row.

«A normal person cannot remain indifferent at the sight of the suffering of another. We, as a socially responsible company, are trying to do what we can for those who are in need. Nochlezhka is a unique charity which helps adults who have lost their path. We are delighted to have this opportunity to contribute to the tremendous work done by Nochlezhka».

Nina Odnokonnaya,
PR Coordinator at Neste





Истории подопечных Ночного автобуса



Andrey, 40

Andrey has a room in a communal flat in St. Petersburg, but he cannot go back, his neighbours won't let him in. Andrey is linguist and a translator by trade. He's a polite and timid person. Sometimes people just force a neighbor out and change the locks. The person has nowhere to go to ask for help and he has no energy to defend themselves. Andrey used to spend nights with the homeless in a basement. And then he found a window sill in a block of flats and started sleeping there. Residents of the block of flats do not kick him out and treat him well. Some jokingly call him their concierge. Andrey is not offended by such jokes. The man explains how he managed to get used to this sleeping place: «Actually, I'm quite warm here, it's just that sometimes there's a draught from the window. I can always warm up next to the radiator, luckily, it's still on. I get up at 6.50, I go to bed at one or two in the morning when people stop walking up and down the stairs. Sometimes they keep walking, then I go and walk the streets, knowing that I won't be able to fall asleep on the window sill with the noise.» Andrey spends his days in the library, trying to make a living with translations. And in the evening he comes to the Night bus for food.



Elena, 48

Elena has a home. She lives in an apartment, but every evening she comes to the Night Bus to get her dinner. The woman does not have enough money to pay for food. Elena has serious health issues and has to pay for expensive drugs that cost more than the benefits she receives. The woman tried to get help from the state for months, going from one instance to another to no avail. She had lost all hope. The Elena learned about the Night Bus and started coming for a meal. For a long time the woman did not speak to anyone, she just stood quietly in the queue, took the food and left. It took our driver, Igor Antonov, a long time to make contact with Elena. After so many disappointments, the woman shut down and did not trust anyone. After a few months of cautious and tactful conversations, Igor managed to make Elena open up and tell her story. The woman started trusting our driver bit by bit. Both as a person and as a professional. Igor managed to inspire Elena again to fight for her life and stand up for herself. Our driver keeps in touch with the woman and consults and guides her by phone on her difficult bureaucratic path.



**IN 2018 ALONE
VOLUNTEERS OF THE
NIGHT BUS FED 2,945
PEOPLE, GIVING OUT
17,673 HOT MEALS.
DOCTORS EXAMINED
1,428 PEOPLE AND
BANDAGED 136 PEOPLE.**

The Night Bus is a 75% volunteer project: every week day three volunteers go on the Night Bus to hand out food and tell people about Nochlezhka's social projects. These are people from all walks of life and of all ages. They help the homeless with their kindness and compassion.



Night Bus Schedule: Mon-Fri
19:00 — 19:30

Sortirovochnaya Station, 37/4, Yuzhnoye Highway, Agatova Lane

20:00 — 20:30

behind the Ligovo train station

21:10 — 21:40

Primorskaya Metro station, opposite 1, pr. KIMa, near Smolenskoye cemetery

22:30 — 23:00

Moskovskie Vorota Metro station, 103, Moscow Ave



How much it costs for Nochlezhka:

One trip - 11,974 roubles,
Per month - 246,469 roubles,
Per year - 2,957,629 roubles.
Feeding one person costs 167 roubles.

HEATED TENTS



Elena Bonstedt, project coordinator

«We all know how important it is for a person to feel accepted. Regardless of whether you feel good, whether you're clean and sober or not. At our heated tents, we don't ask people why today they have nowhere to go, we don't lecture or judge them. Anyone can come to the tents in search of warmth, safety and food. No explanations needed. We will accept anyone and help anyone, because no one should have to sleep rough».



Why we do it

One can survive a winter night in St. Petersburg only if one is safe and warm. We do not want people to freeze to death on the streets of our city or become disabled due to frostbite. So if someone needs to hide from the cold, they can come and stay in one of our heated tents, no certificates or papers required.

How it works

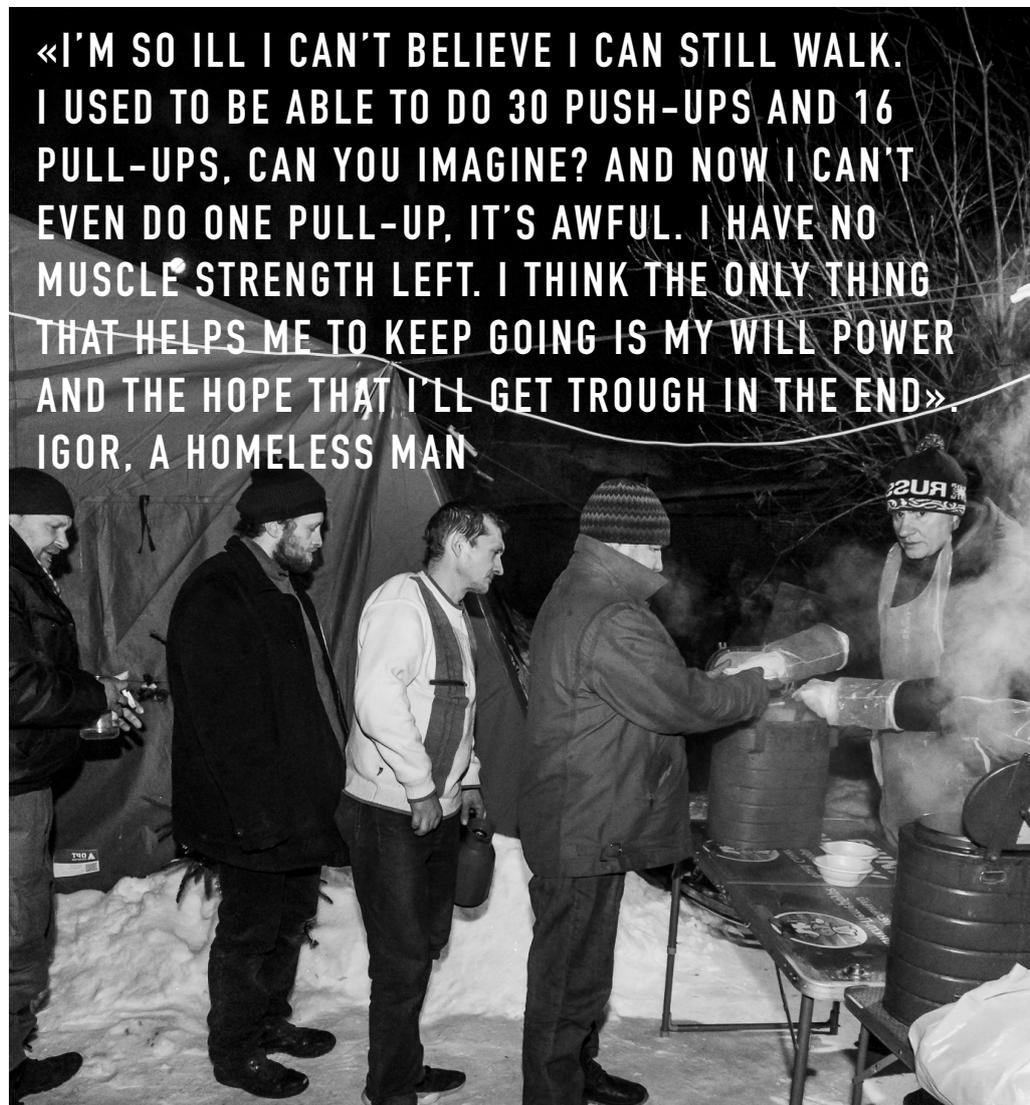
Nochlezhka's heated tents can accommodate up to 50 people each. Anyone can sleep there protected from the cold, get a hot supper and breakfast, some warm and clean clothes, as well as medical aid. The attendants of the tents tell visitors about Nochlezhka's shelter and counselling service and about ways to get off the street with the help of the charity's experts. Twice a week, professional doctors volunteering for the project examine those sleeping the tents and provide medical assistance if needed.



ГОРОДСКИЕ РЕСТОРАНЫ
TOKYO-CITY

In 2018, the Tokyo-city restaurant chain covered a whole month of running the heated tent at the Muzhestva Square and also provided hot dinners for those staying in the tents.

«It is hard to imagine that even today there are still people in a desperate need of a place to sleep and a plate of hot food. Unfortunately, the problem exists, and we are doing our best to make life easier for these people».



«I'M SO ILL I CAN'T BELIEVE I CAN STILL WALK. I USED TO BE ABLE TO DO 30 PUSH-UPS AND 16 PULL-UPS, CAN YOU IMAGINE? AND NOW I CAN'T EVEN DO ONE PULL-UP, IT'S AWFUL. I HAVE NO MUSCLE STRENGTH LEFT. I THINK THE ONLY THING THAT HELPS ME TO KEEP GOING IS MY WILL POWER AND THE HOPE THAT I'LL GET TROUGH IN THE END».
IGOR, A HOMELESS MAN

Who are the people coming to our heated tents?



Vadim, 27

Vadim was born in Ryazan. He was brought up by his mother. In the 90s, Vadim and his mother were evicted from the house where they were living, the boy was sent to stay with his grandmother in the countryside. As for his mother, she stayed in Ryazan to get on with her life.

Still a school boy, Vadim was sent to a boarding school. He went to school and then started a training programme to become a driver. While doing this programme, Vadim went to jail. He stole a car. The man was sentenced to six years in jail. 'Why did we steal it? We wanted a thrill, some adrenaline, or maybe we wanted to show that we're grown-ups', Vadim explains now.

The prison changed Vadim a lot. He says he quickly matured. After his release, Vadim faced a difficult choice: his acquaintances nudged him to join all sorts of projects to get some quick money, saying that 'everything will be tip-top'. But the young man went to work as a cleaner at a factory. In 2017, Vadim with a friend of his found an ad for job with accommodation in St. Petersburg. They called the number and got invited for an interview. But when they arrived, they weren't employed.

Vadim slept rough for three months. He then found a job at a construction site. Then he learned about Nochlezhka's Heated tents and started staying in a tent. At the tent, Vadim was advised to go to Nochlezhka's Counselling Service. With the help of social workers, he managed to get his papers reissued and set clear goals: Vadim decided train as an industrial climber, completed a training programme, and started working.



Kirill Nikolayevich, 66

Kirill Nikolayevich spends the night in the Nochlezhka's heated tents. This lovely, decent but gullible man lost his home for one of the, unfortunately, still very common reasons - he fell victim to real estate fraud. The man had worked as a mechanic at a factory for 40 years. When he retired, the allowance was so small that he started looking for ways to earn a bit on top. Finding a job after 60 proved to be difficult, but he managed to get a job at a construction site.

This is where he met a young man who turned out to be a professional fraudster. He got into the man's confidence, promised a profitable business and persuaded him to take out a loan against his flat. Kirill Nikolayevich trusted the fraudster and still can't understand how he signed all the papers without reading. The fraudster soon disappeared with the money, but other people emerged: fake officials who first persuaded him and then threatened him with court proceedings, offering to give away his flat.

To cover their tracks, the fraudsters hired a man who "identified" Kirill Nikolayevich in another dead man. When a person dies, they stop being registered at their property. Which made challenging the fraudulent transaction even more difficult. Kirill Nikolayevich, who grew up in a completely different era, is terribly scared of courts. Anything to do with red tape is extremely hard for him. Moreover, since the fraudulent transaction was documented correctly, it is very unlikely that even with the help of professional lawyers, the man will get the court onto his side. For now a heated tent is the only option for the man.

**IN 2018, 1,299
PEOPLE FOUND SHELTER
IN OUR TENTS, WHERE
THEY SPENT A TOTAL OF
13,729 NIGHTS.
DOCTORS EXAMINED
406 PEOPLE AND
BANDAGED 52 PEOPLE.**



Opening times: edaily
from 1 October to 31 March
from 8:00 p.m. to 8:00 a.m.

Addresses:

At Vasileostrovskaya metro station
18-16, Skipper canal.

**At Ploschad Muzhest-
va metro station**
11B, Polytechnicheskaya Str.

Obukhovo metro station 8,
January 9th Avenue.



How much it costs for Nochlezhka:

Per day - 15,652 roubles,
Per month - 496,554 roubles,
Per season - 2,582,550 roubles.
Accommodating one home-
less person at a heated tent
for a night - 313 roubles.

CULTURAL LAUNDERETTE



Andrei Chapaev, coordinator of Nochlezhka's humanitarian projects

«Thousands of people have been able to wash and dry their clothes since we opened our laundry two years ago. It seems to be a simple thing, but not being able to wash one's clothes significantly reduces the chances of getting off the street. We are pleased that in 2018 our laundry helped 3,485 people do exactly that».



«MY FAMILY SAYS: DAD, WHEN YOU CLEAN UP, WE'LL TAKE YOU BACK. I CAME ROUND RECENTLY AND I THOUGHT I LOOKED OK BUT MY SON LOOKED AT ME AND SAID: GO AWAY, YOU'RE NOT CLEAN ENOUGH».
SERGEY, A HOMELESS MAN



Why we do it

One of the main things people tend to hold against the homeless is that they smell bad and their clothes are dirty. But people rarely stop to think that the homeless simply have nowhere to wash their clothes. Not every launderette will let a homeless person in and, besides, one needs to pay for it. But homeless people may not have enough money because they cannot find a job while they look this way. This is a Catch 22 situation. Furthermore, the smell draws negative attention to them and as a result they may end up suffering not just psychologically but also physically. Helping people clean themselves is one of the first steps to help them get off the street.

How it works

The Cultural Launderette is a joint project run by Nochlezhka and Prachka.Com, a chain of self-service launderettes. We launched it on 22 November 2016, and this is the first free laundry for the homeless in Russia. It is equipped with 8 washing machines and 8 tumble driers with a capacity of 5 kg each as well as one washing machine for bulky clothes for up to 9 kg.

In 2019, we are planning to open a Cultural Launderette in Moscow. Unfortunately, in 2018 we did not manage to open a laundry in Moscow since we had some issues finding suitable premises.



The rent and all utility bills for the project are covered by Prachka.com.

«Sometimes you do something spontaneously and it makes you feel great. The idea of organizing free laundry for the homeless came a little bit out of the blue. It is always nice to do something new, to become a pioneer. This laundry is one of a kind in Russia for now. It turned out that such assistance is not just in demand, but is really needed for some».

David Papaskiri, the owner of Prachka.com

Who are the people coming to the Cultural Launderette?

 **Alexey, 32**

Alexey came to St. Petersburg from the Rostov region. He came to look for a job, in search of a better life. The man was deceived several times, his employers didn't pay him, but he did not give up. He is willing to work and he's healthy and strong enough to fight. Alexey found a job, in shifts. Every week he chooses a special day to come and wash his clothes and have a shower. When a person has nowhere to wash their clothes, they have to throw away things that are almost new. And finding new ones for the season, is another difficulty in the series of such troubles.

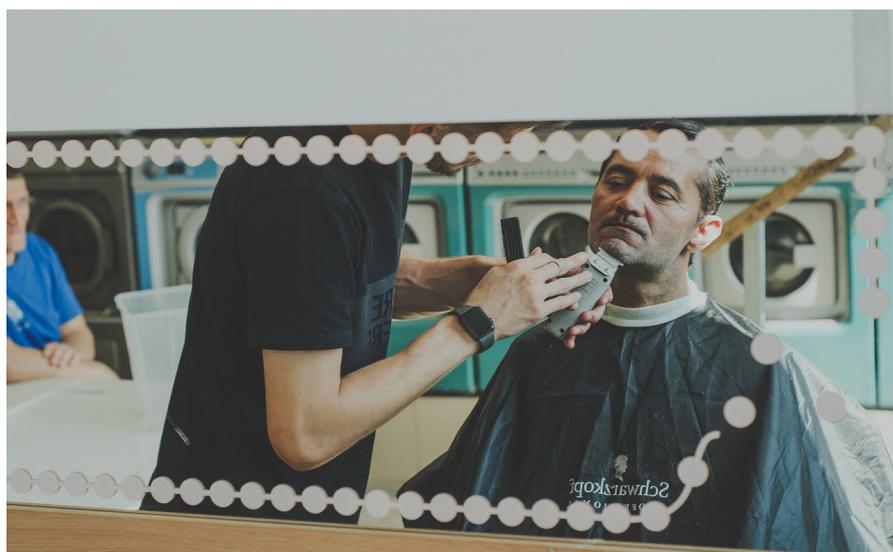
 **Lyubov, 41**

The woman is registered in St. Petersburg, in the flat she inherited from her parents. Lyubov's 18-year-old daughter lives in this flat. Lyubov feels extremely guilty for her wasted life and cannot go home, because her daughter 'does not need such a worthless mother'.

Lyubov went to jail when she was young. It was a silly thing that went awfully wrong, when Lyubov was 16, her friends tried to steal something from a shop. Since she was the smallest one, they asked her to get into the shop through the window. She was caught and got a probational sentence for attempted robbery. While on probation, she was to register now and then, which she forgot to do once and ended up in prison at the age of 18.

When she was released, she wanted to start a new chapter. She met a man and had a daughter with him. Family life was running its course. But Lyubov developed tuberculosis. She had several major operations. She started drinking, then tried to quit. She never found the courage to come home and look her daughter in the eyes, as she says. So she started sleeping rough. 'I try not to call her too often,' Lyubov says. I don't want to remind her of this shame. At 18, they dream of a completely different mother. Don't I know?'

Lyubov recovered and got discharged a year ago and has been on the street since then. The woman does not complain but feels remorse and endures this hardship stoically. She even manages to find a silver lining now and then. She says that her disability allowance is enough to buy food. To stay clean and look tidy, the woman comes to wash her clothes at our laundry.



IN 2018 3,485 PEOPLE USED OUR FREE LAUNDRY TO WASH AND DRY THEIR CLOTHES 5,908 TIMES.

30-50 PEOPLE COME TO THE CULTURAL LAUNDERETTE EVERY DAY.

In 2018 Nochlezhka started working with with the HARD COIN barbershop.

Barbers shave and do haircuts for people coming to the laundry on a weekly basis. Between July and the end of 2018, they served 203 people.



Address:

116, Borovaya Street
The Launderette was opened just 500 m away from Nochlezhka, where homeless people receive humanitarian aid, social and legal assistance and can also have a shower.

Opening hours:

Mon - Fri, from 10 a.m. to 5 p.m.



How much it costs for Nochlezhka:

Per day - 3,743 roubles,
Per month - 78,596 roubles,
Per year - 943,156 roubles.
It costs Nochlezhka 160 roubles to let one person wash their clothes.

COUNSELLING SERVICE



Pavel Lyaks, a social worker at Nochlezhka

«I often think that my main job is to give people coming to us strength. And often I ask myself if what I'm doing right now gives people strength.

Many people go through dozens of institutions and still receive no help or even information. I see how people's faces change when they see that the person in front of them understands and respects them.

Sometimes people say that we are the first organization where they are treated as humans».

Why we do it

Homelessness is a complex issue and solving it requires an adequately comprehensive approach. There are numerous causes for homelessness and their combinations. To help a person effectively and efficiently, their situation needs to be considered individually. One person needs help with re-issuing his papers and find a job, another one with getting a medical treatment, yet another one with finding his relatives and going back to his hometown, a fourth one with challenging a fraudulent transaction... Getting back to a stable life is nigh on impossible without professional help. Our experts help people who are on the brink of homelessness not to cross that line and those who are already in trouble to resolve the problems that led to their situation. Unlike governmental institutions we do not check the person's last registered address and what their nationality is. We help everyone we can help.

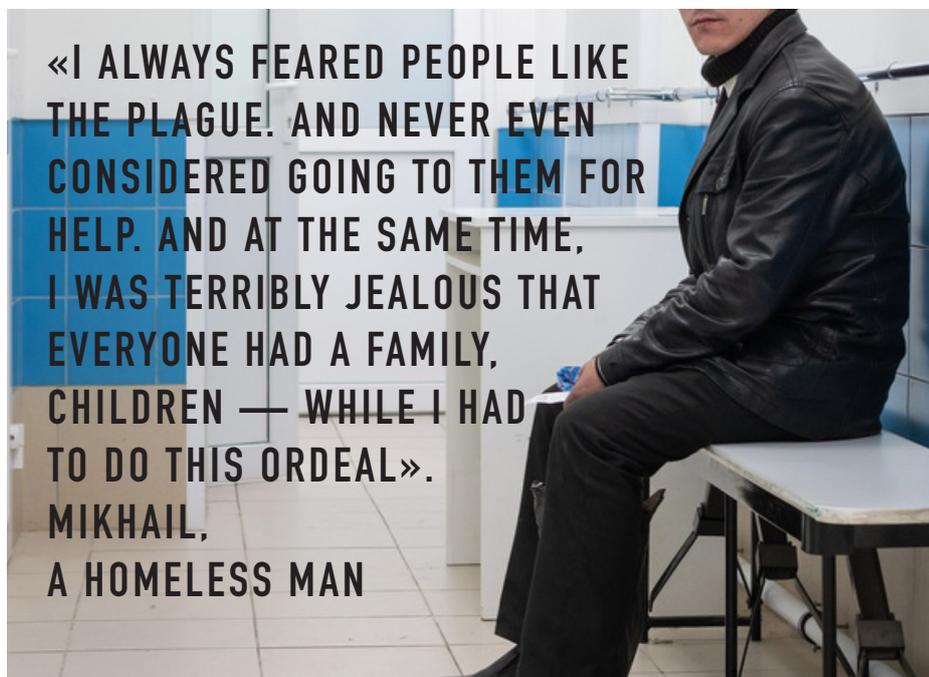
How it works

People come to the Counselling Service with various questions: how to get employed without registration; how to get mandatory medical insurance; how to challenge a fraudulent transaction and get their property back; how to get one's papers re-issued and get the required medical treatment.

Every day, 40-70 people come to the Counseling Service for help. Sometimes a one-off consultation is enough, but often people in trouble need longer-term assistance. Then our social workers and lawyers start a long process: they fill in application forms and requests, look for jobs, help the people sort out their papers, accompany the people to various institutions and sometimes even represent them in court. It is all done case by case.

Our work is organised in such a way to help people solve the problems which have led them to homelessness. We also help people improve their living conditions: apply for retirement or disability benefits, find a job, register as disabled.

At our Counselling Service people can also get some clothes, food, toiletries, crutches, a mobile phone, metro tickets and other useful things donated to Nochlezhka.



«I ALWAYS FEARED PEOPLE LIKE THE PLAGUE. AND NEVER EVEN CONSIDERED GOING TO THEM FOR HELP. AND AT THE SAME TIME, I WAS TERRIBLY JEALOUS THAT EVERYONE HAD A FAMILY, CHILDREN — WHILE I HAD TO DO THIS ORDEAL».
MIKHAIL,
A HOMELESS MAN

«I COULDN'T EVEN IMAGINE THAT SOMEONE CARES ABOUT PEOPLE LIKE US. THAT CARING ABOUT US IS SOMEONE'S JOB. I DON'T WANT TO SOUND MELODRAMATIC BUT HERE I STARTED BELIEVING IN PEOPLE».

ANDREY, A HOMELESS MAN



The Counselling Service opening hours

Social workers:

Mon, Tue, Wed, Fri,
from 10:00 till 17:00,
lunch from 14:00 till 15:00.

Lawyers:

Mon, Wed, Fri,
from 10:00 till 17:00,
lunch from 14:00 till 15:00.

Address — 112B. Borovaya Street.



How much it costs for Nochlezhka:

Per day - 49,307 roubles,
Per month - 854,648 roubles,
Per year - 10,255,779 roubles.
Helping one person re-
solve their social or legal is-
sues - 986 roubles on average.

NOCHLEZHKA'S WORK IN NUMBERS

3211

homeless people-
Helped at Nochlezhka's
Counselling Service

1 PERSON

assistance in chal-
lenging a fraudulent
transaction and get-
ting property back

28 PEOPLE

assistance in getting
an individual insurance
number

1 PERSON

assistance in getting
admitted to a care
home*

8269

consultations given
by social workers

10 PEOPLE

assistance in get-
ting a birthday certifi-
cate re-issued

39 PEOPLE

assistance in getting
mandatory medical in-
surance

5 PEOPLE

successfully complet-
ed the rehabilitation pro-
gramme of our Half-
way Home project

857

consultations given by
Nochlezhka's lawyers

20 PEOPLE

assistance in confirming
identity

29 PEOPLE

assistance in get-
ting a personal taxpay-
er's number (re)issued

117 PEOPLE

assistance in getting a
temporary registration
at Nochlezhka's address

4813

consultations given by
our social workers by
phone

21 PEOPLE

assistance in deter-
mining citizenship

383 PEOPLE

assistance in getting
medical treatment

11 PEOPLE

assistance in get-
ting admitted to mu-
nicipal night shelter

120 PEOPLE

assistance in getting
an ID re-issued

3 PEOPLE

assistance in get-
ting army records
restored

34 PEOPLE

assistance in getting ad-
mitted to a hospital

1 PERSON

assistance in getting
admitted to an emergen-
cy response centre

101 PEOPLE

assistance in finding a
job (including with
accommodation)

1 PERSON

assistance in getting
education certificates
re-issued

9 PEOPLE

assistance in registering
with an AIDS centre

3 PEOPLE

assistance in looking
for relatives

12 PEOPLE

assistance in getting
professional training

5 PEOPLE

assistance in prov-
ing employment re-
cord

4 PEOPLE

assistance in getting ad-
mitted to a rehab clinic

3 PEOPLE

assistance in getting
admitted to the Cen-
tre of social adapta-
tion for ex-convicts

42

representation at court

13 PEOPLE

assistance in applying for
retirement allowance

9 PEOPLE

assistance in register-
ing as disabled*

35 PEOPLE

assistance in returning
to a different city*

Here are just a few stories about the people whom Nochlezhka helped in 2018:



Valery, 51

Valery is from Grozny. During the first Chechen war the man fled to Spain to save his family.

In Spain, the family had a second son. Valery's wife no longer wanted to come back to Russia. They started arguing, which ended in a divorce. The wife took the children and moved in with a Spaniard, they received Spanish citizenship. Valery worked, helped his sons with money and decided against applying for Spanish citizenship.

In 2011, Valery found out that the authorities in Grozny were going to demolish the cemetery, where all his relatives were buried. So he decided to go. Back home, the man visited the graves of his mother and other members of the family and learnt that many of his friends had died defending their homes and families. Then he decided to go to St. Petersburg.

At the station, his whole bag, with all his papers inside, got stolen. This is how he found himself on the street. He started looking for work and trying to making a living doing odd jobs.

One day Valery passed out and woke up two weeks later at the Botkin hospital with severe meningitis. The man was ashamed to admit to the doctors that he had nowhere to go. So after he was discharged he returned to the street, almost deaf. Finding job became even more difficult.

Valery found out about Nochlezhka and came to the counselling service. Our workers started by helping him to get his ID re-issued, they gave him detailed instructions and helped him pay the fee. A few weeks later, a place vacated at the shelter, and Valery was able to move in.



Anna, 30

Anna came to Nochlezhka two years ago. She knew that she was HIV-positive but she wasn't taking Antiretroviral drugs because she had no papers and didn't know where to apply for these drugs. In the first few months, we could not even get her papers restored, because she kept getting into hospital. This is how bad her health situation was.

Two years went by. Anna has now moved out of the shelter and is renting a flat. The woman is taking all the necessary drugs and is feeling well. At the AIDS centre, she has been told with this level of viral load she could even have a baby. What's more, Anna is officially employed at a large company.

990

times gave homeless people the metro tokens and passes

6814

sets of clothes were given to homeless people

5306

hygiene kits issued to homeless people

602

received post at the address of Nochlezhka

225

took ID photos

325

sent out requests and applications to government institutions

125

covered fees for state and notary services

74

gave out mobile phones

20

gave out crutches and wheelchairs

REHABILITATION SHELTER



Natalia Shavlohova, head of the Counselling service and the shelter

«It is usually a combination of circumstances and reasons that results in a person being homeless. Getting off the street is very difficult without professional help. Thanks to the great work of lawyers, psychologists, social workers and volunteers, people get a chance to overcome difficulties and get back to a stable life».

Why we do it

It is a lot easier for a homeless person to get back to a stable life when they don't have to worry every day about where to sleep and what to eat. Living in decent conditions, support from our social workers, lawyers and therapists are all part of the rehabilitation process from injuries and traumas of the months or years spent on the street.

How it works

People move into the shelter only after a personal interview with a social worker. There are two conditions on which a homeless person can be accommodated:

- 1) there is a free bed in the shelter;
- 2) we understand how we can help the homeless person and what our common goals will be.



People spend from a couple of weeks to up to a year in our shelter depending on how complicated their case and the plan of assistance we have developed are. On average, people spend 4-5 months in Nochlezhka.

The shelter is not just a place to sleep and regular meals, it is also a rehabilitation centre where everyone gets comprehensive support. It is done case by case, based on personal circumstances. While the person is staying at the shelter, our lawyers and social workers help them sort out their papers, find a job and a place to live, find their relatives, get admitted to a medical or a social institution or get their property back. Each resident has their "own" social worker who works on their case, supports them and helps at all stages of this social plan. Professional assistance from therapists who volunteer for our charity is an important part of their return to stable lives.



People staying at the Rehabilitation Shelter



Ekaterina, 34

Katya was born in St. Petersburg into a dysfunctional family. Katya's parents are alcoholics and they beat and hurt Katya and her brother, so one day the children simply ran away from home.

They started hiding, worried that they would be brought back to their parents if found. They had to be hungry at times, but the children adapted to the street. The main thing for them was not to return home.

The girl now has a five-year-old daughter. Katya loves children and dreams of working with them. The most important thing in her life is to give her daughter that love and care that she herself never had.

Katya has now moved out of the shelter, is renting and working. She also volunteers for our Night Bus.



Evgeny, 40

Evgeny was born and raised in St. Petersburg. When his father died, Evgeny inherited a flat but he lost it in a fraudulent transaction back in the 90s. He spent some time living in his mother and brothers' flat. In 2014, when the rouble collapsed, he lost his job and he had his loans to pay back. He started suffering from an alcoholic and a drug addictions. This is how he found himself on the street.

His friends suggested that he should go to Nochlezhka. We had him complete our Halfway home programme to get rid of his addictions, and he has stayed clean for three years.

In 2018, Evgeny became one of the first participants of our professional training programme. He was trained as a commis chef and has been working at the Hilton Hotel for half a year now.

«I AM WORKING AND SAVING, I GO TO INSTITUTIONS MYSELF AND TRY TO LOOK WELL. NOCHLEZHKA GIVES ME GIVES ME WHAT I NEED MOST, A PLACE TO SLEEP AND SUPPORT. IT'S NOT JUST ABOUT SURVIVING, IT'S ALSO ABOUT WANTING TO SURVIVE. HAD IT NOT BEEN FOR NOCHLEZHKA, I DON'T THINK I WOULD HAVE MANAGED ON MY OWN.»

VALERY, A HOMELESS MAN

THE SHELTER IN NUMBERS: IN 2018 OUR REHABILITATION SHELTER AT 112B, BOROVAYA STREET ACCOMMODATED 145 PEOPLE.

Over a half of the residents moved out of the shelter having improved their living conditions: to a rented place or accommodation provided by their employer, to their relatives or a care home..

NOCHLEZHKA'S SHELTER CAN ACCOMMODATE UP TO 52 PEOPLE: 12 WOMEN AND 40 MEN.

This ratio reflects the general gender situation on the street.

It is the largest shelter for the homeless in St. Petersburg.



How much it costs:

Per day - 24,347 roubles,
Per week - 170,428 roubles,
Per month - 740,549 roubles,
Per year - 8,886,592 roubles.

Accommodating one person for a day at the shelter costs Nochlezhka 468 roubles.

Accommodating one person for a month at the shelter costs Nochlezhka - 14,241 roubles.

On average, people spend about four months at our shelter. So, on average it costs about 56,965 roubles to help one person get off the streets.

PSYCHOLOGICAL ASSISTANCE



Alexandra Sandomirskaya,
psychologist at Nochlezhka

«Whatever the homeless person says, whatever they demonstrate, no matter how brave they are trying to look, it is important to remember that you're talking to a human, a human under stress. They are going through an acute crisis as they have only just become homeless or this condition is chronic due to a long life on the street.

Coping with a difficult situation requires a whole range of actions. First, taking some steps to change external circumstances, going to certain institutions, starting to look for a job. Secondly, making an effort to change on the inside, to deal with the confusion, despair, fear, a sense of one's own hopelessness and uselessness. Very often, we need to help with both».

Why we do it

Changing one's life requires motivation, belief in oneself and energy. After months and years on the street, people often are left with practically none of these. Working with a psychologist is necessary to believe that one deserves a better life, to find motivation and back and realize that one is the master of one's own life. This motivational work complements and makes our help with documents, job hunt, challenging a fraudulent transaction and looking for relatives more effective.

How it works

In 2018, two full-time psychologists and three volunteer psychologists worked for our Psychological Service.

The Psychological Service currently uses four basic forms of working with clients:

- 1. Primary counselling.** The client is asked questions about themselves, about how they see themselves now and in the future, to get more familiar with the person, to understand their situation and personality better. This information helps Nochlezhka's workers to find a common language with the residents of the shelter and help them resolve their issues more efficiently.
- 2. Short-term consultations.** These are one-time sessions with a psychologist at the request of the client, in order to discuss and resolve a specific problem.
- 3. Non-medical psychotherapy** (long-term counselling). This is a long-term form of work with a psychologist, which can last a year, two or more. It is designed to gradually change something in the client's personality.
- 4. Adaptation Groups.** These are meetings of residents of each of the five shelter dorms. This is important to create an internal platform for discussion and communication, and to resolve conflicts that arise. Every dorm has 10-12 people, they are all adults, they are all different, all with their own characters and characteristics, therefore, inevitably, differences arise from time to time. These groups provide an opportunity to discuss points of contention and emerging problems. Another thing is that during these meetings, residents acquire new communication skills by participating in discussions and themed conversations.



TODAY THE PSYCHOLOGICAL SERVICE PROVIDES PROFESSIONAL AND STRUCTURED HELP, WHICH HAS TANGIBLE RESULTS IN EVERYONE RECEIVING IT.



 Nikolai

Sometimes the information acquired during the initial meeting with a psychologist helps to make significant adjustments to the assistance programme developed for this particular client. Here is one of such stories:

One of our social workers developed a programme for a client which involved getting their papers restored and helping them to find a job.

Nikolai had received vocational training and was hoping to find a job at a construction site. After an initial session, the psychologist reported that the man had some health issues, namely a hernia, which entailed certain restrictions in terms of work. The man himself did not tell his social worker about it, deeming it unimportant. And the social worker had no reasons to suspect that there were health issues.

Thanks to the recommendations made by the psychologist, important amendments were made to the assistance plan: first, the man had an operation, which was followed by a two-month recovery period. And only then was he able to start looking for a job.

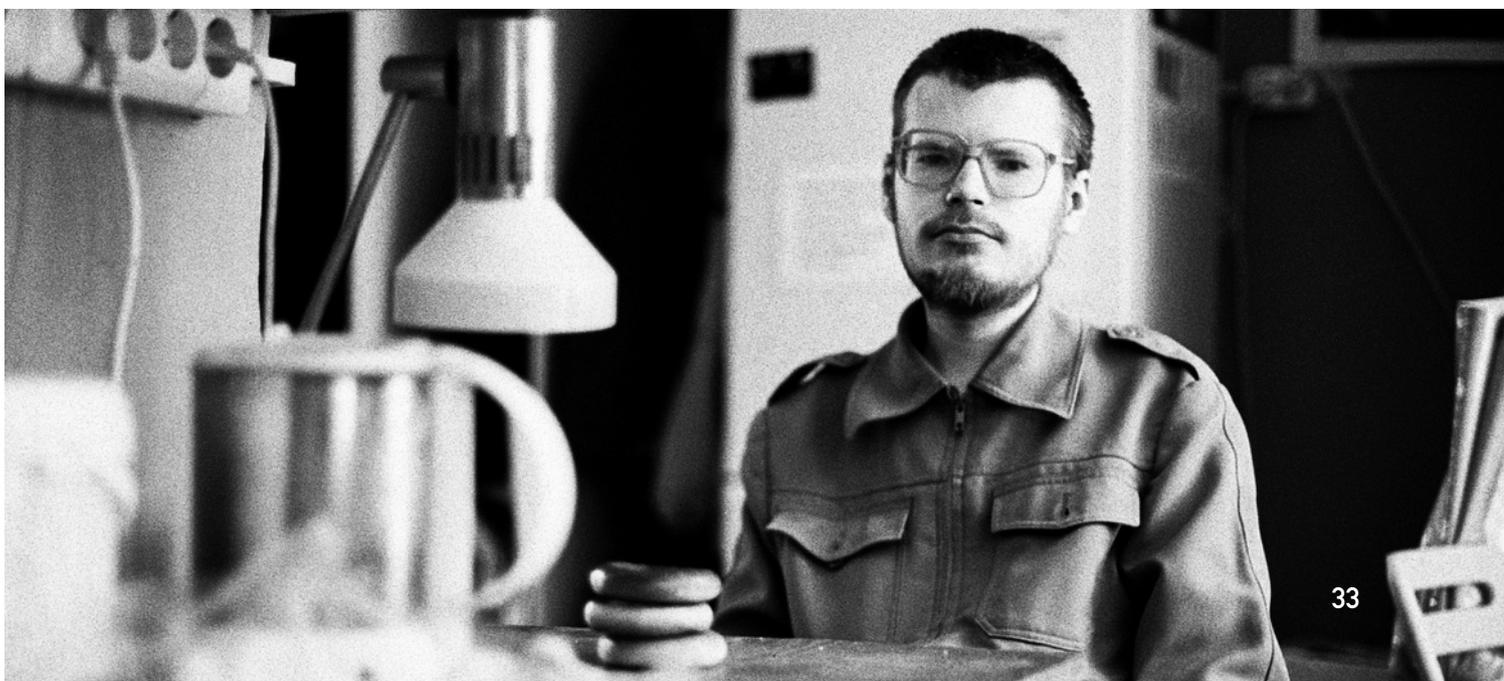
Nikolai is now working, renting and leading a perfectly stable and normal life.

What could have happened? Had the psychologist not reported the health issues in time, it would have been a lot more difficult to help the man. Following the initial plan, the man could have found a job almost immediately but sooner or later he would have had to quit in order to get treated. Furthermore, his condition would have been aggravated by hard work and he would have had to leave and seek help again.

IN 2018, NOCHLEZHKA'S PSYCHOLOGISTS AND VOLUNTEERS HAD 334 CONSULTATIONS WITH 94 PEOPLE, AND ORGANISED 121 THERAPEUTIC GROUP MEETINGS FOR RESIDENTS OF THE SHELTER.

Psychological service is the youngest department of the Counselling Service. The project was launched in 2014, and was run by volunteers until 2018.

In 2018, we organized our first psychological support groups for homeless people. Anyone who needs help can come and participate.



SHARING EXPERTISE

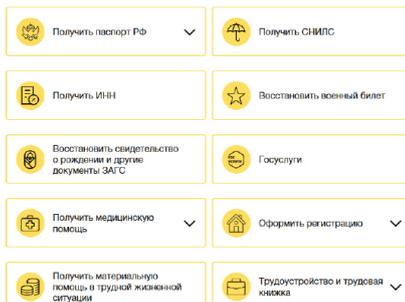


Karina Garinova,
project coordinator

«Nochlezhka has been organizing training sessions for our colleagues for many years now. We tell them how we organise our projects, what resources they require and how to provide assistance to the homeless in a structured way. We describe our own experience, because we really want Russia to have more and more projects providing comprehensive and professional help to the homeless. We want it to be based on the principles of humanism and respect for the person. We want to make life ever so slightly easier for our colleagues who have chosen to engage in such a difficult area, helping homeless people. We want them to have some guidelines and ideas and to know where they can find some useful expert information».

ЧТО ДЕЛАТЬ

Пошаговые инструкции для решения правовых проблем.
Ваш проводник в дебрях бюрократии



Why we do it

People from other organisations and volunteers often contact us and ask various questions about our work: how to start a Night Bus in one's city? Where to begin to open a heated tent for the homeless? How to defend homeless people's right for work and shelter? To facilitate and optimise such consultations we prepared some information materials where we tell people about our experience and posted them on our website. We organize monthly trainings and workshops on the most relevant issues. And in 2018, we launched two ground-breaking projects which we happily share with our colleagues for free: an online Multi-Functional Social Worker's Office (MKS) and the 'What to do' website, Nochlezhka's special project, a collection of step-by-step instructions for resolving legal problems. We want to help as many people as possible all across the country to efficiently help the homeless and, as a result, bring more people back to stable lives.

This project is useful for Nochlezhka itself: we constantly analyse our work and are able to improve it. It is also important to preserve the knowledge gained by experienced members of staff to move forward.

How it works

Our experts consult their colleagues and activists who ask for advice, organise workshops and webinars, prepare guidelines which summarise their experience.

We develop new free tools and software designed to help our colleagues in their hard work.

In 2018, we launched the "What to do" website — Nochlezhka's special project, a collection of step-by-step instructions for resolving legal problems: algorithm.homeless.ru. The content of the online manuals was prepared by Nochlezhka's lawyers and social workers. They will be useful to all those involved in paperwork: both social workers who help the homeless, and those who are faced with the need sort out their papers.

We launched the MKS online system — Multifunctional Social Worker's Office. This is an online system that helps to organise assistance to a person, take into account the services provided and collect statistics. It can be used by social workers, lawyers and other people working for NGOs and state institutions. MKS can be downloaded and used for free, and then even improved by anyone.

Nochlezhka held the fourth big conference on homelessness in Moscow. This is the largest professional conference dedicated to homelessness which brought together over 100 people from Russia and abroad.

We published manuals for colleagues, participated in round tables, organized dozens of trainings and workshops, conducted 250 professional consultations for 159 non-profit organizations, government agencies and activists from 61 cities in 44 regions of Russia, Belarus, Armenia, Serbia, Turkey, Germany, and the USA.

WORKING WITH VOLUNTEERS



Danil Kramorov, Coordination of Volunteers

«I would like to thank everyone who supports Nochlezhka every day. You are such wonderful, kind, responsible people, and we are so grateful there are more and more of your with us every day. Thank you for being on our team! We haven't posted a single request which was left unanswered. I admire this compassion of yours. We are sincerely grateful for your humanism, openness, for the way you bravely and passionately defend the Nochlezhka, human dignity and the human right to always remain a human».



In 29 years of work over 1000 volunteers have helped Nochlezhka.

WHO ARE OUR VOLUNTEERS?

The average age
Nochlezhka's volunteer
is 30.
The youngest volunteer
is 16.
The oldest volunteer
is 69.



IN 2018, NOCHLEZHKA'S TEAM WAS JOINED BY

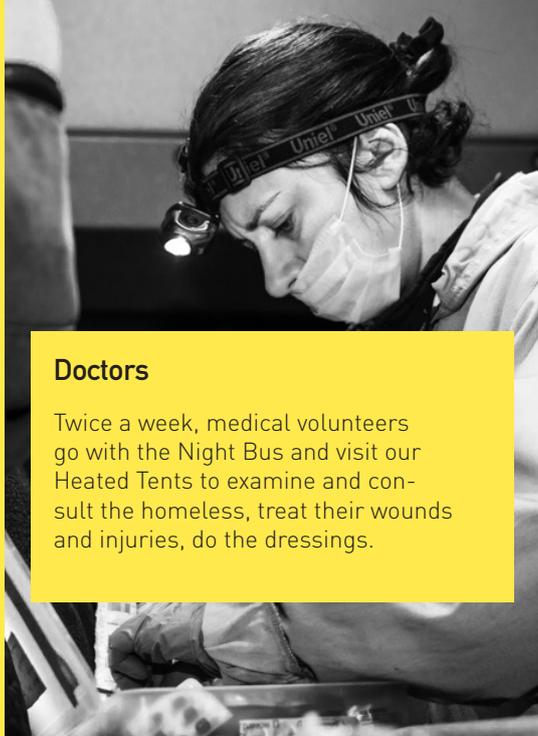
198
MORE VOLUNTEERS.
IN 2018,
NOCHLEZHKA HAD
409 VOLUNTEERS.

There are so many ways to help Nochlezhka, spending as much time as you can. You can do it once a week, once a month or every six months, all the various things that you do turn into one big thing that we do together. There are a lot of volunteer vacancies in Nochlezhka.

In 2018, Nochlezhka paid special attention to volunteer fundraising. Developing this area, we wanted to provide any volunteer with an opportunity to become a fundraiser and to raise money for Nochlezhka from their friends and colleagues. Last year's highlight in this respect was the updated edition of the Espresso-Help campaign, where anyone anywhere in the world was able to hold a charity event.



HERE'S JUST A SMALL PART OF WHAT VOLUNTEERS DO FOR NOCHLEZHKA:



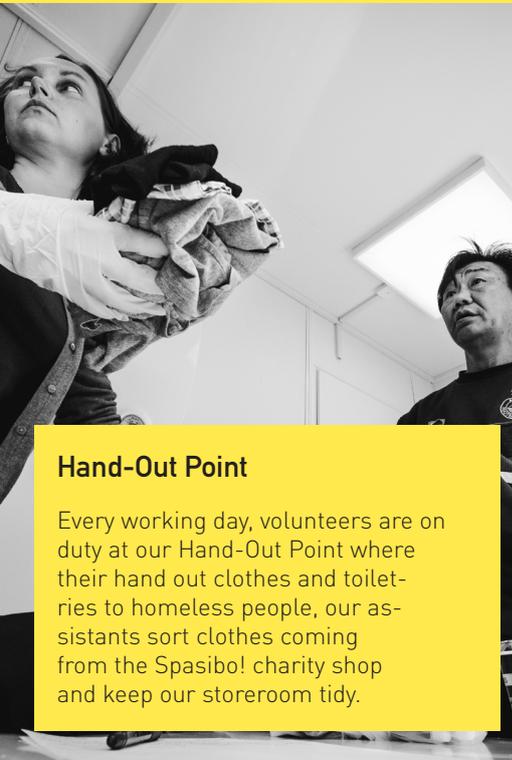
Doctors

Twice a week, medical volunteers go with the Night Bus and visit our Heated Tents to examine and consult the homeless, treat their wounds and injuries, do the dressings.



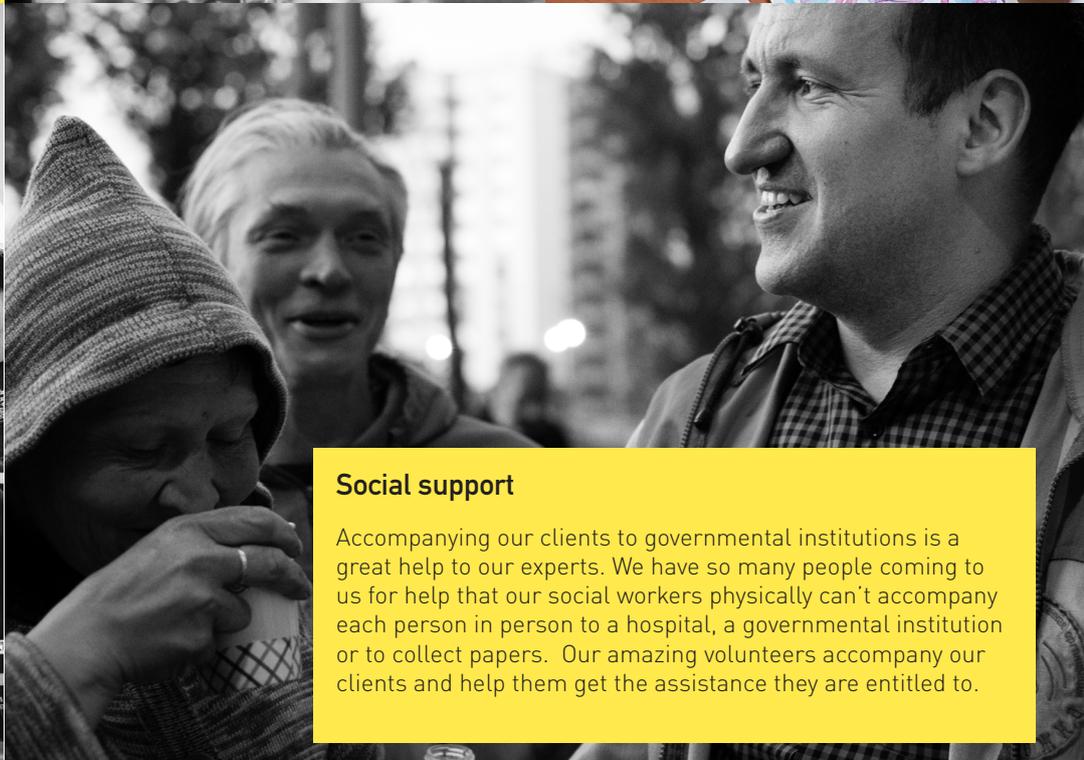
Psychological Service

Professional psychologists help Nochlezhka pro bono. they do individual counselling and provide psychological assistance for the residents of the shelter.



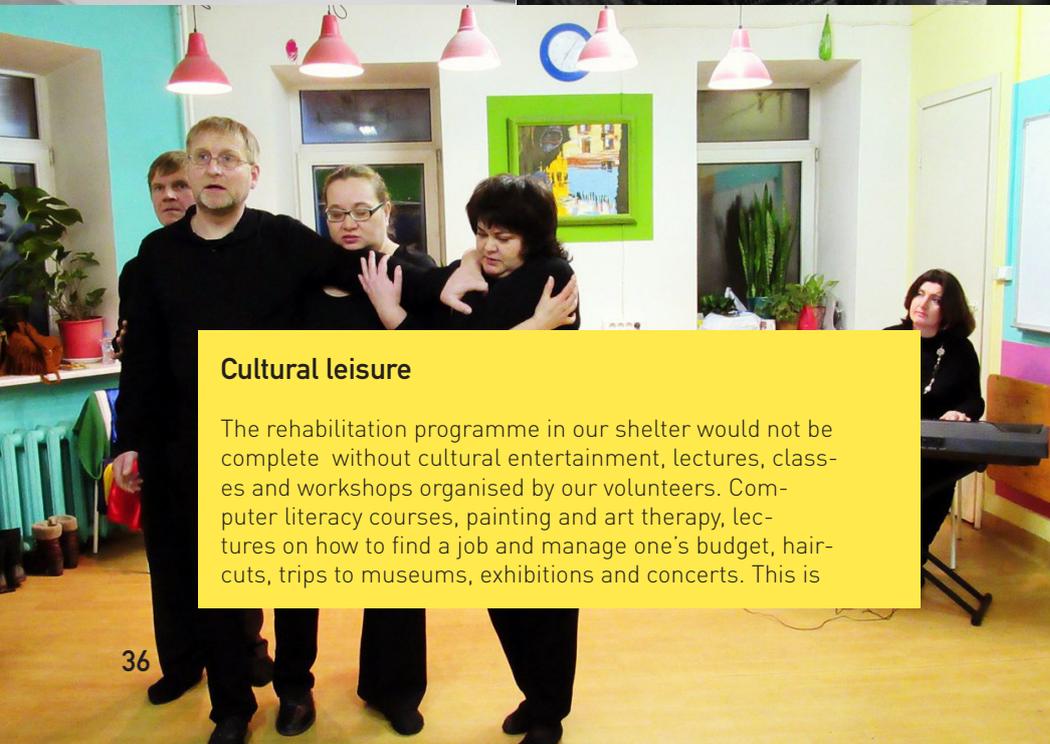
Hand-Out Point

Every working day, volunteers are on duty at our Hand-Out Point where they hand out clothes and toiletries to homeless people, our assistants sort clothes coming from the Spasibo! charity shop and keep our storeroom tidy.



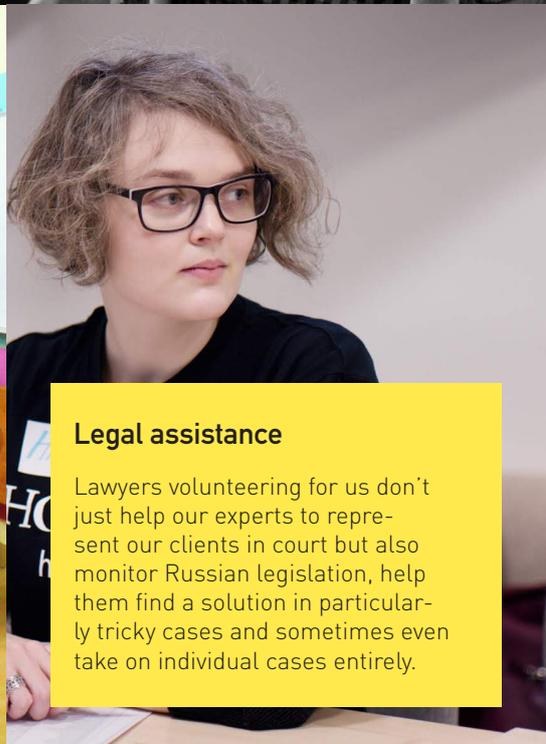
Social support

Accompanying our clients to governmental institutions is a great help to our experts. We have so many people coming to us for help that our social workers physically can't accompany each person in person to a hospital, a governmental institution or to collect papers. Our amazing volunteers accompany our clients and help them get the assistance they are entitled to.



Cultural leisure

The rehabilitation programme in our shelter would not be complete without cultural entertainment, lectures, classes and workshops organised by our volunteers. Computer literacy courses, painting and art therapy, lectures on how to find a job and manage one's budget, haircuts, trips to museums, exhibitions and concerts. This is



Legal assistance

Lawyers volunteering for us don't just help our experts to represent our clients in court but also monitor Russian legislation, help them find a solution in particularly tricky cases and sometimes even take on individual cases entirely.

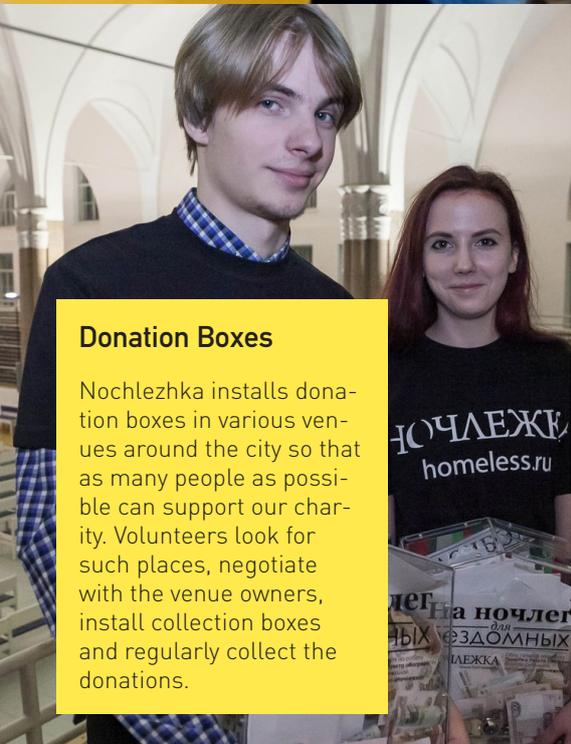
Lectures about Nochlezhka in schools and universities

In 2018, we held 27 lectures. We have a team of daring volunteers who go to schools and universities to tell students about Nochlezhka. They tell them about charities and NGOs, how they are established and why they exist, where they find funds and who they are accountable to, what the real causes of homelessness are and what it feels like to be part of an organisation which helps people in need. This is part of Nochlezhka's educational mission and we would never be able to tell as many people about helping the homeless without our team of volunteers.



Donation Boxes

Nochlezhka installs donation boxes in various venues around the city so that as many people as possible can support our charity. Volunteers look for such places, negotiate with the venue owners, install collection boxes and regularly collect the donations.



CORPORATE VOLUNTEERING



НАУЧНО-ТЕХНИЧЕСКИЙ ЦЕНТР

In 2018, entire teams of employees from companies supporting Nochlezhka took part in our campaigns.

Employees of Gazpromneft launched a campaign titled 'Cup of Tea' and organized some entertainment for the residents of our shelter: they took them on a tour to the planetarium, had a picnic on the Gulf of Finland, a tea-drinking party with pancakes and a board games tournament, a professional photo shoot with a stylist, and for New Year's they made a fantastic party for our residents with competitions, presents and singing.

«Through this campaign we can debunk various stereotypes about the homeless, help people see individuals with their complicated life stories behind the generic word 'homeless' and support them in a difficult situation», says **Lia Akmadieva from the R&D centre at Gazpromneft, who designed this campaign.**



iq option

IQOption Software introduced a system of non-financial incentives. Each employee is credited with special chips that can be given to someone else as a thank you or exchanged for goods or services in the internal online store. Alternatively, they can be donated to a charity, which is exactly what the employees opted for. In 2018, the raised 90,000 roubles towards our Night Bus. The company monetized all the donated chips and transferred the money to Nochlezhka.

«Why do we help the homeless? Homelessness is a serious issue which may be invisible until you are faced with it directly. This results in many prejudices about homeless people, causing hidden or open conflicts. When we organise collective donations towards the homeless, we hope that those who understand the issue will just help. and those who don't will gradually give up their prejudices», says **Kirill Latokhin, Director General at IQOption software.**

улыбка радуги

Employees of "Ulybka Radugi" shops from all over Russia knitted woolen socks, scarves and hats for the homeless as part of their «Making the world a warmer place» campaign.

CAMPAIGNS



Natalia Kravchenko, Coordinator of work with business partners

«Many people feel sorry for the homeless and want to help them. However, they have no idea how to do it and what to start with. It often seems that a small contribution cannot change anything, and that one has to help significantly. We tell people that there are many ways to help and any contribution and support means a lot. Our campaigns acts as a little bridge from one person to another. At Nochlezhka we do our best to let everyone find a way to help the homeless which would be suitable for them, so that charity is a natural part of life».



Every year we celebrate Nochlezhka's birthday and throw a party to thank our volunteers, donors and partners. For us it presents a rare and pleasant opportunity to bring together people who help Nochlezhka all year round and thank everyone.

With the help of our employees and volunteers we held two editions of the Espress-Help campaign in 2018. The 11th November edition was done internationally. Cafes, bars and restaurants of St. Petersburg and Moscow were selling coffee in support of Nochlezhka, while anyone anywhere in the world was able to organize an event and a friendly gathering and collect donations for our work. 102 people registered their events on the map and organized them in St. Petersburg, Moscow, Vologda, Arkhangelsk, Dublin, Paris, Doha and Santander. In 2018, Espress-Help raised 933,000 roubles. In total, 11 editions in four years raised 2,400,000 roubles for Nochlezhka.

Nochlezhka and Tokyo City restaurant chain held a New Year's campaign. Throughout December the restaurants served ginger bread and donated all the proceeds towards Nochlezhka's work. They sold 17,516 gingerbreads in total raising 858,284 roubles.

At the Meet for charity platform we raised 90,000 roubles by selling a meeting with Matilda Shnurova for a donation to Nochlezhka.

We held the 'Night at the Hotel' campaign twice timing them to coincide with the International Day for the Eradication of Poverty and the Homeless People's Day. The two editions together raised 198,000 roubles for Nochlezhka.

Nochlezhka joined forces with the Lenta supermarket chain and held a campaign to mark the Homeless People's Day. Customers were able to buy and immediately donate food, toiletries and treats for the homeless.



«Through this campaign we hope not only to help Nochlezhka directly but also to introduce or further engage our customers in charity».

Maria Filippova, Head of Public Relations and at Lenta

In 2018, Nochlezhka took part in the White Nights marathon in St. Petersburg. 50 people ran in our support and raised 85,861 roubles.

To raise funds for our work, we held two concerts from the 'From Mozart to Jazz' series, raising 145,800 roubles. We also organized a charitable lecture 'Dovlatov's Leningrad' by Lev Lurie, which he presented at the planetarium, raising 95,540 roubles.

We organised our traditional Christmas present collection in St. Petersburg and the first one in Moscow. In the capital, we managed to collect over 200 sets of presents for the homeless, while in St. Petersburg over 600 sets.

In 2018 we held the third edition of the Street Barbershop campaign in Nochlezhka's courtyard. All day long, professional barbers from the HARD COIN barbershop were cutting hair and shaving anyone for free. In one day, the barbers managed to serve 82 people, everyone who came to Nochlezhka that day.



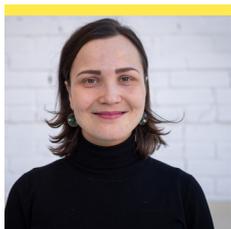
«NOT LONG AGO, I WAS SURPRISED TO FIND OUT THAT NOT SO MANY BERRIES GROW ON A COFFEE TREE OVER THE SEASON: ONLY 2-3 KILOS. THESE BERRIES MAKE NOT SO MANY BEANS. IT IS ENOUGH TO MAKE, PERHAPS, 10-15 CUPS OF COFFEE. IT WOULD SEEM THAT THIS IS VERY LITTLE, ONLY 10 CUPS. WHEN YOU THINK HOW MUCH WORK WENT INTO IT. AND WHEN YOU THINK ABOUT IT, YOU FALL INTO A SPECIAL AREA OF RESPONSIBILITY AND FRUGALITY: YOU CAN EITHER SPOIL IT OR USE IT TO DO SOMETHING GOOD. WHEN I LOOK AT WHAT NOCHLEZHKA DOES, I GO THROUGH A SIMILAR THINKING PROCESS: WE HAVE CERTAIN RESOURCES THAT WE CAN EITHER WASTE, OR WE CAN DO SOMETHING WITH THEM - WE CAN HELP PEOPLE».



Andrei Gvozдовsky, barista and the owner of the 'Bob and List' coffee shop, one of the oldest and most loyal participants of our Espresso-Help campaign.



RAISING AWARENESS



Vlada Misюреva, head of fund-raising.

«We talk a lot about people who are in trouble: on social media, with journalists, in adverts and within special projects on the Internet. These texts, photos and videos dispel stereotypes and help to see in a homeless person a human who is in trouble. This is the only way to change people's attitude towards the issue of homelessness and raise funds for our work».

Why we do it

On the one hand, we want our society to be more tolerant. We want people to understand that anyone can end up on the street and that helping a stranger in need is natural. On the other hand, Nochlezhka only has as much money at its disposal as it can raise. If we don't explain to people who the homeless are, why people end up on the streets and how difficult it is to get back to stable lives, no one will want to help us. Only through regularly raising awareness about homelessness, can we raise funds to run our projects and cover the cost of humanitarian aid. This is also a way to let great people know about us, who might then become our volunteers and help Nochlezhka in a whole variety of aspects.

How it works

We organise awareness campaigns and charitable concerts, we work with mass media and on social media, we interview famous people, shoot videos with famous artists and create public service adverts.

Nochlezhka's annual report was granted the 'Gold Standard' status and won other awards at the 'Tochka Otscheta' competition. This competition is held by the Donors Forum with the support of the Ministry of Economic Development of the Russian Federation.

In 2018, over 5,000 reports and articles about Nochlezhka were released in Russian and international media. As part of the Homeless People's Day, which Nochlezhka founded in 2017 together with the Takie Dela platform, we prepared special articles about homelessness for Paper, Sobaka.ru, Afi-sha Daily, Esquire, Bureau 24/7, Pravoslavie I Mir, Takie Dela, Meduza, on Channel One and Channel 78. Local media outlets of Kazan, Irkutsk, Yekaterinburg and the Far East spoke about local organizations which help homeless people.



Nochlezhka's employees made dozens of talks as experts and spoke about Nochlezhka at professional and educational events at universities, libraries, festivals and other venues in the city and the whole country.

Nochlezhka participated in St. Petersburg International Economic Forum: Nochlezhka's chairman, Grigory Sverdlin, and Prachka.com's owner, David Papaskiri, spoke about our unique joint project, the Cultural Launderette.



In 2018, Grigory Sverdlin spoke about Nochlezhka and the problem of homelessness at the TEDxNevaRiver conference and at an open meeting in the Yeltsin Centre in Yekaterinburg.



We ran a social campaign titled «Let's act like Petersburgers». The campaign, stylized as the well-known posters about using the language correctly «Let's talk like Petersburgers», urges people to show compassion to homeless people. The campaign was fully designed for Nochlezhka for free by our long-time friend, the Great agency.

ДАВАЙТЕ ПОСТУПАТЬ КАК ПЕТЕРБУРЖЦЫ

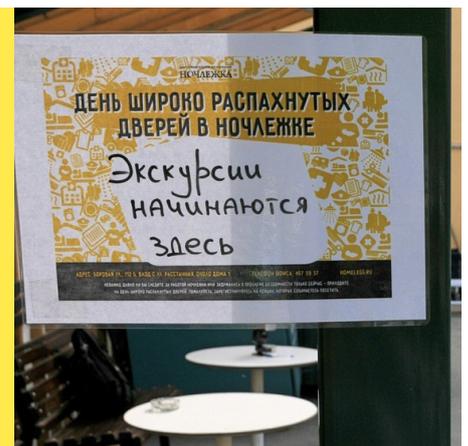
«Ночлежка» — благотворительная организация, помогающая бездомным людям

НОЧЛЕЖКА

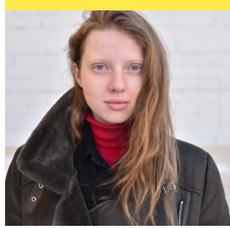
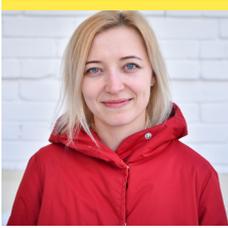
Поступайте правильно!

Неправильно	Правильно
Презирать — относиться с презрением, пренебрегать	Призирать — смотреть со вниманием, с участием, сочувственно, милосердно
Махнуть рукой — перестать заниматься чем-то как не заслуживающим внимания	Протянуть руку помощи — оказать содействие, поддержку, прийти на выручку
Воротить нос — отворачиваться, брезговать	Воротить горы — делать большое, очень важное дело

We held our annual «Open day». Nochlezhka is open to guests on every working day all year round: you can come and see how everything is organized inside. After all, openness and transparency are our main principles. On the Open Day, however, our doors are not just open, they are wide-open. We invite everyone to learn about our work and see everything for themselves. Our team prepares special tours and lectures for our guests.



MOSCOW BRANCH



Daria Baibakova, Head of the Nochlezhka's branch in Moscow

«Opening an office in Moscow is a very important step in Nochlezhka's development. Tens of thousands of homeless people live in the capital. They need help to get off the street. And besides, our work in Moscow will help us be more efficient in telling officials and the media about the difficulties faced by the homeless, about any gaps in the legislation and our proposals on how to improve it».

Getting Started in Moscow

In 2018, Nochlezhka became an interregional organisation and opened a branch in Moscow. We are planning to open a Counselling Service, a Hand-out point, a rehabilitation shelter and a free laundry for the homeless. Unfortunately, we were unable to launch these projects in 2018, because we had great difficulties in finding suitable premises.

We asked Moscow officials to provide us with such premises and received two negative responses from the Moscow City Property Department, while the Labor and Social Protection Department suggested that we start working at the Dmitrovsky Centre for Social Adaptation. Unfortunately, it is very far from the end of the metro-line, one has to travel 5 km more by overground transport to get there. It may not sound like a lot but it's nigh on impossible for a homeless person to get there on their own.

In September 2018, together with the Second Wind foundation, we rented some premises for the Cultural Launderette, but this was met very negatively by some residents of this district. After long and hard discussions, we decided to look for another place for our project.

A team of three employees and more than a hundred volunteers work for Nochlezhka in Moscow, and in 2018 they managed to do a lot. Our Moscow colleagues are actively engaged in educational activities: they lecture on homelessness and dispel myths about homeless people, organize awareness-raising campaigns and professional workshops for colleagues, set up donation boxes, run social campaigns and work with the media.





In October, a Muscovite Pavel Bukhtychuk launched a petition to the Mayor of Moscow with a request to allocate premises for Nochlezhka. As of December 13, 80,022 people had signed it. The author of the petition, Pavel Bukhtychuk, and the head of the Moscow branch, Daria Baybakova, submitted the petition with the signatures and a presentation with proposals for working together to help homeless people to the Moscow City Government.



In November, we ran our first 'Espress-help' campaign in Moscow covering 25 venues. They raised over a third of all donations of the campaign, 196,924 roubles.

Daria Baibakova gave lectures on homelessness at the Higher School of Economics and MSIR and spoke about stereotypes about the homeless in the Museon Park.

Nochlezhka launched the first social advertising campaign in Moscow, 'Eye Test', which was designed for us back in 2017 by the Action Agency. These are posters similar to the ones used for eye tests telling real stories of homeless people. They were displayed at the Leningrad station



«People are often short-sighted when it comes to the homeless, when they see a homeless person, they don't recognize them as another member of the society, preferring not to delve into the problem. Meanwhile, there are complex circumstances behind every homeless person that the person failed to cope with on their own. We used common stereotypes about homelessness and the principle of an eye test poster to tell real stories of people who found themselves on the street but have not lost hope in life».

Ekaterina Volkova, grouphead at Action Group

THANK YOU VERY MUCH

IT IS PHYSICALLY IMPOSSIBLE TO LIST EVERYONE WHO HELPED NOCHLEZHKA IN 2018. THEREFORE, WE WILL LIST HERE COMPANIES AND PEOPLE WHO DID PARTICULARLY A LOT FOR OUR WORK WITH THE HOMELESS. TO MAKE IT FAIR, LET'S JUST DO IT IN ALPHABETICAL ORDER.

Organisations which helped us in 2018

6 line hotel
64 grains
Action Agency
Administration of Petrogradsky District
Aydem
IT Solution
Vice-Governor Serov's Office
Art Buffet
Auroville
Afisha
Bekitzer
Bekitzer Butylka
Bitrix
BiFsnab
"Spasibo!" charity shops
"Second Wind" Foundation
Bob and List
Bodraya Sova
Brandson branding agency
Boutique hotel DOM
Gazprom
DDT Band
Passazhiravtobrans
Delai Kulturu
Diaconese of Hamburg
Dobro
DODO Pizza
House of family traditions "Christian"
Dushistye Radosti
Evrostroy-Razvitie
Sobaka.ru Magazine
"Novaya Vysota" Factory
Zaimemsa Kofe
"Institut Stroyproekt"
IntelliJ Labs
King-pong
"Formation" Companies
Lenta
German Consulate
Consulate of the Netherlands
Consulate of Norway
Consulate of France
Cherny Cooperative
Corinthia Nevsky Palace
Kofe na Kuhne
Kofeinaya Komnata
Kofeprovod
Laisa
LAT
Lecture Hall Cultura
Lenta.ru
Ligue A
"Alchemy"
The White Nights Marathon

Marfa cakes
Megaservice SPb
International Bar Association "St. Petersburg"
International Women's Club
Anna Akhmatova Museum
Museum of Soviet Gaming Machines
Spice Museum
Myasorubka
Navigator SBS
Nimax
New Holland
NPF Khimiteck
Obshchestvo Chistykh Tarelok
IQOption Software
Virginia
Gazpromneft NTC
Inturion.ru
Capital Print
Kiilto Klin
Lyubimoe Delo
NETFOX
Orient Products
PK-TEKS
Svyatogor
EtLight
SP BUSINESS CAR
Tavrichesky garden Greenhouse
Orimi Trade
Nevsky Forum Hotel
Ognivo Hotel
Tradition Hotel
The Hermitage hotel
Otkrytoe Prostranstvo
Polny Balet
Pora Risovat
Prague Civil Centre
Provence
Project 111
Kometa space
Fifth engineering and construction company
Regional Jewish Congress
Reklama Centre
Great Advertising agency
Rosbank
Russian Museum
Rymochka v Butylke
Svoya Komnata
Camera Obscura café chain
Kitaiskie Novosti restaurants
Khleb I Vino restaurants
Tramontana Climbing centre
Skotny Dvor
Sosna I Lipa
Change.org
Timeweb
Taki Dela
Taxi Russia
Freeman

SysoevFM Telegram Channel
Coffeeinmsk Telegram channel
Tydex
Lyubavich Printing house
Tokyo City
Tort Vashey Mechty
NeverSleep Tour Operator
Teorema
Ulybka Radugi
Phoenix Company
Fish Fabrique Novel
Friends Foundation
Heinrich Boll Foundation
Foundation for the support and development of philanthropy CAF
Roscongress Foundation
Fonoteka
Khvalovskie Vody
Druzia Hostel
Khroniki
Blagosfera Centre
Chiptrip
Eclex
Eco loft
ENDICOFE
Energosbereregayushie Technologii
Enthusiast
Echo of Moscow in St. Petersburg
Acer Russie
Action
AHF
Idsstiftung
Aktion Mensch
Allcafe
AMREST Ru
Amway
Artplay
BGL
Bica
Brimborium
Brot für die Welt
Caterpillar
Caritas
Danfoss
Dead poets bar
Elite Realty Services
Ernst&Young
Espresso Bike
Fasp VPS
Fazer
Fondation Solidarité (Société Générale)
Four Seasons hotel
Genesys
Hello Blogger
Hilton Saint Petersburg ExpoForum
Hogan Lovells (CIS)
Hood street food
IGRO
Institut Francais à Saint-Petersbourg

Intrepid Foundation
la cafe veranda
Le Moniteur
Mad espresso Team
Majestic Boutique Hotel
Meet For Charity
Neste
Nevsky Hotels Group
Nochlezhka Suisse Solidaire
Nord Coffee
Pinsapositana
Poster
Powerhouse
Prachka.Com
Quest
Romb TV
SATO
Secours Populaire Fédération Paris
Sukhothai SPA boutique
T-Systems
TEPLO
The Village
TRI Company
Tucano coffe
Warmed Heart
West 4
Wonderzine
Wood bar
ZOOM

People who helped us in 2018

Avrora Batyreva
Alexander Berkovsky
Alexander Brovkin
Alexander Gromov
Alexander Yelchaninov
Alexander Kravtsov
Alexander Moskovsky
Alexander Musin
Alexander Serov
Alexander Sokurov
Alexander Chernikov
Alexandra Donskaya
Alexandra Kalinovskaya
Alexandra Muzalevskaya
Alexandra Savina
Alexey Varsopko
Alexey Zhurbin
Alexey Ivanov
Alexey Legostaev
Alexey Maksimushkin
Alexey Mokhov
Alexey Tereshchenko
Alexey Chistopashin
Alyona Novikova
Alina Persh
Alla Vasilieva
Anastasia Ivanova
Anastasia Melnikova
Anastasia Sazonova
Anastasia Stepanenko
Anatoly Temkin
Andrey Gvozdovsky
Andrey Ermeev
Andrey Muratov
Andrey Sergeev
Andrey Chekan
Andrey Sharafeev
Angela Bogdanova
Anna Voznyuk
Anna Zhdanovskaya
Anna Kagan
Anna Kistochkina
Anna Mityanina
Anna Mityanina
Anna Oreshnikova
Anna Parshina
Anna Rybchynchuk
Anna Skorobogatova
Anna Tsareva
Anna Shlyapkova
Anton Vyazmensky
Anton Kostyukhin
Anton Kukushkin
Anton Leonov
Anton Sukhanov
Anton Uik
Anya Stukanova
Anya Surovegina
Arvo Ruotsalainen
Armen Ghazaryan
Arseny Vesnin
Artyom Volobuev
Artyom Gordin
Artyom Leshko
Asya Alexandrova
Asya Kuks
Boris Grebenshchikov
Vadim Drapkin
Vadim Kokorev
Vadim Kuznetsov
Valery Panyushkin
Valeria Gulyaev
Valeria Koroleva
Valeria Sotskaya
Valeria Temkina

Vera Aleshkina
Vera Dunets
Vera Salyukova
Vera Ushakova
Vika Kalantai
Victor Bassistov
Vitaly Koschy
Vladimir Brechalov
Vladimir Kurnosov
Vladimir Udalov
Vsevolod Gorodnikov
Galina Kazakova
Gleb Urusov
Ms. Kruger
Grigory Kropotov
David Papaskiri
Danzan Khineev
Daniil Terentyev
Danya Aleksandrov
Daria Alekseeva
Daria Blagova
Daria Varakina
Daria Zarichnaya
Daria Nikiforova
Denis Kondakov
Dmitry Ermilov
Dmitry Kurlapov
Dmitry Makarov
Evgeny Bobrov
Evgeny Orlov
Evgeny Seleznyov
Evgeny Tolmachyov
Evgenia Butusova
Ekaterina Volkova
Ekaterina Grishina
Ekaterina Grishina
Ekaterina Karamova
Ekaterina Kolesova
Ekaterina Pavlova
Ekaterina Pluzhnik
Ekaterina Pudanova
Ekaterina Cherkashina
Elena Sokolova
Elena Titova
Zhanetta Koshekbaeva
Zhenya Kuziner
Zoya Safonova
Ivan Kvasov
Igor Varb
Igor Kuziner
Igor Kucherenko
Igor Piskaryov
Ilona Lisina
Ilya Ershov
Ilya Lebedev
Ilya Sharkov
Ilya Yanson
Inna Belik
Inna Valkova
Irina Vlasova
Irina Vorobyova
Irina Kurochkina
Irina Mogilyovkina
Irina Simancheva
Irina Fedotova
Irina Shubina
Irya Rabo
Katerina Vasilyeva
Katia Shvedova
Katya Isayeva
Katya Kharitonova
Keshka Nesterenko
Killill Shishkov
Kirill Afanasyev
Konstantin Platonov
Ksenia Brailovskaya
Ksenia Mikheeva
Ksyusha Staroverova
Lena Kazanina
Lena Petukhova

Leonid Evdokimov
Liza Dolzhanskaya
Lisa Kolesnikova
Liya Akmadiyeva
Lyubov Kazantseva
Lyubov Sitkareva
Lyudmila Illarionova
Lyudmila Morova
Maya Gromova
Maya Soerova
Marianna Karkkäinen
Marianna Saburova
Marina Arsyonova
Marina Bobrova
Marina Zak
Marina Kasumova
Marina Savicheva
Maria Grebenkina
Maria Zernova
Maria and Vasily Friedland
Maria Lukavskaya
Maria Mironovskaya
Maria Oshkina
Maria Sedova
Maria Simareva
Maria Sinitskayte
Maria Tairova
Matilda Shnurova
Masha Maksimova
Miroslav Ursiny
Mikhail Belyaev
Mikhail Kalashnikov
Mikhail Kalinin
Mikhail Lyapunov
Mikhail Shvydkoy
Mikhail Shevelev
Nadezhda Zryachkina
Nadezhda Chashchina
Nastasya Chernogrivova
Nastya Bergart
Nastya Budyleva
Nastya Grokhovskaya
Nastya Dmitrieva
Nastya Ozerskaya
Nastya Yakovitskaya
Natalia Rudenko
Natalya Vitol
Natalya Galechyan
Natalya Gorbacheva
Natalya Evdokimova
Natalya Konechnaya
Natalya Nikolayeva
Natalya Romanova
Natalya Tepenitskaya
Natalya Tikhomirova
Natasha Osolikhina
Natasha Uchitel
Nika Belotserkovskaya
Nikita Atroshin
Nikita Kraynyukov
Nikolay Brel
Nina Dyl
Nina Kossova
Nina Odnokonnaya
Nuria Fatykhova
Oleg Almazov
Oleg Borisov
Oleg Sevastyanov
Olga Golubeva
Olga Goncharova
Olga Dolotova
Olga Maryevskaya
Olga Strelova
Olga Fler
Olga Yurieva
Olya and Danya Larionov
Pavel Anokhin
Pavel Bukhtiychuk
Pavel Kovtun
Pavel Steryalyaev

Peter Maryasov
Petr Semykin
Polina Afonina
Polina Zaitseva
Polina Nosova
Polina Ostrovskaya
Polina Ulzutueva
Razia Vladimirova
Rinat Umyarov
Roman Kulikov
Roman Chernyansky
Rustem Khamitov
Sasha Gospodinov
Sasha Ershova
Sasha Zakharenko
Sasha Kutsenko
Sasha Sokolova
Sveta Mikhailova
Svetlana Mironyuk
Sergey Alimov
Sergey Ievkov
Sergey Krivolap
Sergey Semushkin
Sergey Shevlyagin
Seryozha Popov
Tanya Artemyeva
Tanya Volkova
Tanya Ivanova
Tatyana Baranova
Tatyana Denisova
Tatyana Klepikova
Tatyana Kuzmina
Tatyana Legkobyte
Tatyana Pankratova
Timofey Gorshkov
Timofey Kashalaba
Tonya Tkach
Ulla Smirnova
Fedya Larin
Francois Morvan
Helga Karsten
Cheynesh Sumachakova
Edward and Ksenia Markeyev
Elina Davydova
Elzara Valishina
Julia Kuleshova
Yulia Maksimova
Julia Romashchenko
Julia Semenova
Yulia Smirnova
Julia Razumovskaya
Yuri Bobr
Yana Savitskaya
Yaroslav Yermolaev
Yaroslav Pozdnyakov
Abdelsem Ghazi
Anna Wade
Bérénice van Cutsem
Elli Keller
Hans Wesseling
Herve Waxin
Ingrid Guilvout
Jean Guilvout
Kylene Anthony
Lionel Veer
Madita Stoer
Pierre Jaccard
Sabine Erdmann-Kutnevich
Sangeeta Fager
Stefanie Bronowicki
Susanne Müller
Veronique Monteil
Véronique Ogé

WHY DOES NOCHLEZHKA HAVE SOME MONEY LEFT AT THE END OF A YEAR?

First, because there are targeted donations. For example, if a company donates money to us for shelter work in 2017-2018, we cannot spend the entire amount on something else in one year. Otherwise, it would be misspent.

Secondly, if the account of the Nochlezhka will be zero rubles, we will not be able to work. It is always necessary to have a margin of safety, so that our projects never stop running even for a day, and we continue to help homeless people.

It has happened that we only had enough money for two weeks of work. Thanks to your help, Nochlezhka now has enough money for many months ahead.

On the one hand, it is a lot. On the other — unfortunately, hundreds of homeless people need our help every day. Therefore, we always need money so that our work does not stop, so that we help people get out of the street.

2018 FINANCIAL REPORT

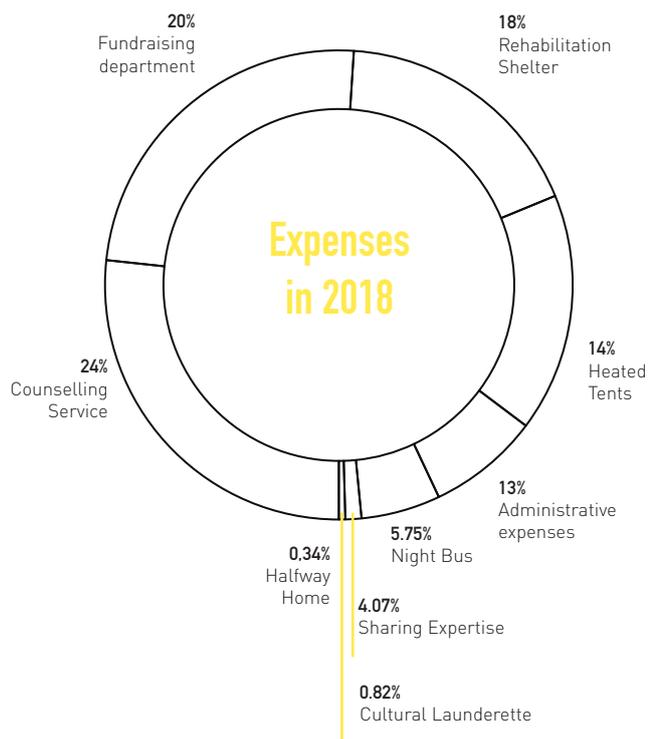
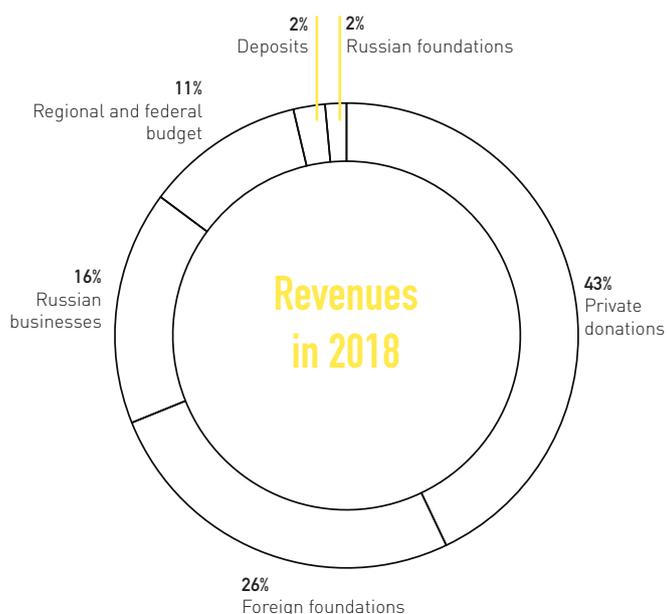
Balance as of 01.01.2018 r. - 25.58 mln. roubles

Revenues in 2018, mln.roubles

Private donations	26.27
Foreign foundations	15.89
Russian businesses	9.97
Regional and federal budget	6.82
Deposits	1.35
Russian foundations	0.91
Total revenues in 2018:	61.20

Expenses in 2018, mln.roubles

Total expenses in 2018	47.52
Counselling Service	11.40
Fund-raising department	9.64
Rehabilitation Shelter	8.79
Heated Tents	6.42
Administrative Expenses	5.94
Night Bus	2.79
Sharing Expertise	1.98
Cultural Launderette	0.40
Halfway Home	0.16
Balance as of 31.12.2018, mln.roubles	39.25



Report by source of funding for 2018

Source	Balance as of 01.01.2018	Revenue	Expense	Balance as of 31.12.2018
Private donations	18099919.36	22390910.63	13406724.36	27084105.63
Social Policy Committee Subsidy		4188467.00	4188467.00	0.00
Brot fur die Welt 2017-2019	-148599.29	2238019.85	3617598.20	-1528177.64
Donations from legal entities	3766567.60	2918764.47	2574543.24	4110788.83
Diaconese of Hamburg 2018-2019		2665925.50	2527440.70	138484.80
IntelliJ Labs	499742.12	1500000.00	1999742.12	0.00
Zavod Vysotnyh Konstruktsii	60000.00	1540000.00	1800000.00	-200000.00
UK Online Giving		2273755.34	1481709.83	792045.51
GBU SON TC BO	2220.40	1364600.00	1366820.40	0.00
Foundation for the support and development of philanthropy CAF	207848.42	1015381.75	1266636.26	-43406.09
Consulate of the Netherlands		1400000.00	1128082.67	271917.33

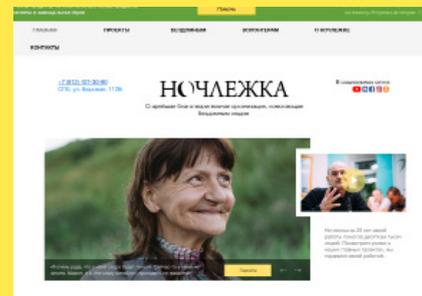
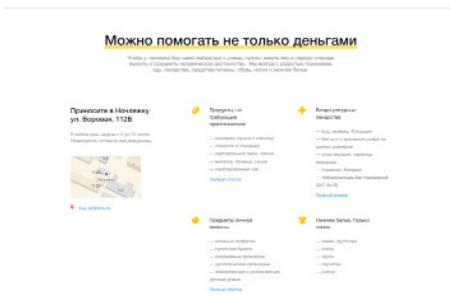
Source	Balance as of 01.01.2018	Revenue	Expense	Balance as of 31.12.2018
BF REK SPb		905000.00	905000.00	0.00
JSC Energy Service Com- pany Lenenergo		900000.00	900000.00	0.00
Aidsstiftung		954656.30	843016.44	111639.86
Acer 2018		761693.00	761693.00	0.00
Acer winter 17-18		705338.00	705338.00	0.00
AO SSMO LenSpetsSMU		600000.00	600000.00	0.00
Nochlezka Suisse solidaire	723695.23	1784097.08	540749.24	1967043.07
Secours Populaire Francais	344334.00	671867.18	483408.08	532793.10
Nyzhna Pomosch Foundation	95828.51	434685.00	530513.51	0.00
Souvenirs	477875.59	155660.00	424245.13	209290.46
Opora		437054.96	423149.02	13905.94
Diaconese of Hamburg, Showering facilities project		396348.97	371676.33	24672.64
Heinrich Böll Foundation		350000.00	350000.00	0.00
Fondation Solidarite (pro- fessional training)		481537.22	325408.70	156128.52
LAT	84006.39	218065.74	302072.13	0.00
Diaconese of Ham- burg, Dialogue Project		379932.46	299434.12	80498.34
Mirazh		284257.00	282340.60	1916.40
Detskaya Derevnya – SOS Pushkin		240000.00	240000.00	0.00
DDT Band	230550.00		230550.00	0.00
Global Giving	540153.38	900947.83	200840.00	1240261.21
Spasibo!	360000.00	240000.00	185940.73	414059.27
CAF - Caterpillar Foundation		1189997.83	174506.63	1015491.20
Intrepid Travel Australia	3054.48	151121.28	154175.76	0.00
CAF Foundation	151691.45		151691.45	0.00
BifSnab		150000.00	150000.00	0.00
AHF	149373.17		149373.17	0.00
Hotel Management		180000.00	141130.00	38870.00

Source	Balance as of 01.01.2018	Revenue	Expense	Balance as of 31.12.2018
Consulate of the Netherlands, internship with colleagues		119400.00	119400.00	0.00
CAF		111450.41	111450.41	0.00
Interest on deposits		1206039.29	105314.42	1100724.87
Institut Stroioproekt		100000.00	100000.00	0.00
International Women's Club		110000.00	88225.05	21774.95
IQOption Software		90000.00	87372.00	2628.00
Erasmus+		0.00	83254.00	-83254.00
Warmed Heart		80621.53	80621.53	0.00
Lyubimoe Delo		80000.00	80000.00	0.00
Freemen		80000.00	80000.00	0.00
COST Association		86611.95	61610.99	25000.96
Never Sleep Travel Agency		60000.00	60000.00	0.00
Novaya Meditsina		60000.00	60000.00	0.00
President's Grants Foundation		1264579.20	53149.64	1211429.56
Profits from commercial activities	62833.18	140730.85	50846.08	152717.95
Camera Obscura Coffee		49940.00	49940.00	0.00
MBIK		20000.00	20000.00	0.00
Tidex	18319.20		18319.20	0.00
Grand Hotel		15000.00	15000.00	0.00
IHI (Benelux) B.V.		10000.00	10000.00	0.00
Brot fur die Welt 2015-2016	-335008.26	346610.74	2898.30	8704.18
Enrst&Young		100000.00	0.00	100000.00
Concert	152523.25		0.00	152523.25
I vse za odnogo		147.00	0.00	147.00
Orients Products		100000.00	0.00	100000.00
Eurosoyuz TESIS-3	28998.68			28998.68
Total	25575926.86	61199215.36	47521418.44	39253723.78

WE LOVE BEING IN TOUCH

OPENNESS AND TRANSPARENCY ARE NOCHLEZHKA'S MAIN PRINCIPLES.

Our doors are open to guests every weekday, you can come and see for yourself how things are organised at Nochlezhka, all year round.



YOU CAN FIND OUT MORE ABOUT ALL OUR PROJECTS AND READ OUR LATEST NEWS ON YOUR WEBSITE: [HOMELESS.RU](http://homeless.ru)

Anyone can help

You can support Nochlezhka personally or on behalf of your company. We are sure to find a convenient and suitable way for you. You can call our office on weekdays at + 7 812 407 39 37 or send an email to info@homeless.ru. You can find all convenient ways to donate on our website, under the HELP section: homeless.ru/how_to_help/. We always need your support. Thanks to your contributions we help tens of thousands of people go back to stable lives off the streets!

We want to be useful

In 2018 we launched a website on what to do: algoritm.homeless.ru. We see it as a guide for the unfamiliar land of red tape. On this website you will find step-by-step guides which you can follow to resolve an issue with your papers. This website is for the people. The guidelines were prepared by professional lawyers and social workers, so they are all consistent not only with the legislation but also with real everyday practice. Our editors did their best to make it as user-friendly as possible, so that the information is detailed and clear enough for any reader. These manuals can be useful not only for people working with the homeless but for anyone who is looking for information regarding obtaining or getting their papers re-issued. We will be delighted if you find this information helpful.



Do what you love and help Nochlezhka

espress-help.ru is something we're extremely proud of. It became a starting point for our updated Espresso Help campaign and gradually turned into a platform for any volunteer fund-raising campaign. Now anyone anywhere in the world can create an event and raise funds for Nochlezhka in a most interesting, convenient and fun way. Register your event, set the date and invite people. Do what you love doing and help Nochlezhka!



Night Bus Schedule



Heated tents



At Ploschad Muzhestva metro station.
11B, Polytechnicheskaya Str.



21:10 — 21:40
Primorskaya Metro station,
opposite 1, pr. KIMa, near
Smolenskoye cemetery.



At Vasileostrovskaya metro station.
18-16, Skipper canal.



Cultural launderette
116, Borovaya Street

БЛАГОТВОРИТЕЛЬНАЯ ОРГАНИЗАЦИЯ
НОЧЛЕЖКА
HOMELESS.RU

112B, Borovaya Street



19:00 — 19:30
Sortirovochnaya Station,
37/4, Yuzhnoye High-
way, Agatova Lane.



20:00 — 20:30
behind the Ligovo train station.



22:30 — 23:00
Moskovskie Vorota Metro station,
103, Moscow Ave.



Obukhovo metro station.
8, January 9th Avenue.

Nochlezhka is people: employees, sponsors, volunteers, partners, thousands of people, who support our work and tens of thousands of the homeless whom we help to get off the streets

47

employees

409

volunteers

9157

people, to whom Nochlezhka helped only in 2018

52

business partners, who helped us by money and free services

Our Counselling Service helped 3,211 people to get off the streets. Social workers gave 8,269 consultations and our lawyers - 857.

Our three Heated tents accommodated 1,299 people, who spent a total of 13,729 nights in them.

In 2018 the Rehabilitation shelter at 112B, Borovaya Street accommodated a total of 145 people.

3,485 people used our free launderette to wash and dry their clothes 5,908 times.

A total of 2945 people came to our Night Bus with varying regularity, and our volunteers handed out 17,673 hot meals.

CHARITY ORGANIZATION

NOCHLEZHKA

HOMELESS.RU