

CITY REPORT

SALZBURG



EUROPEAN
HOMELESSNESS
COUNTS 2025

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1 Introduction

The City of Salzburg is located in the Western part of Austria and is the capital of the Province of Salzburg. It has approx. 157.000 inhabitants and lies amid vast green spaces and hills at the foot of the Alps. The service landscape in the City of Salzburg is characterised by a vast network of services for people experiencing homelessness (PEH) as well as for persons in various social, psychological, and other life-crises that are in part organised by the City of Salzburg, its partner organisations, and NGOs (co-)financed via public funds. For PEH a large network of services exists that includes outreach and low-threshold services, night shelters, temporary and transitional housing facilities, as well as particular services and housing for persons and families in various crises situations (e.g. psychosocial support services, abstinence based housing, emergency housing for families, youth shelter, women's shelter etc.). Many services for PEH are regularly coming together in the Forum Wohnungslosenhilfe Salzburg, which serves as the main local network organisation and whose member organisation were partners in the European Homelessness Count.

In the Province of Salzburg one of the longest-running service-based counts in Europe – Wohnbedarfserhebung Salzburg – is conducted since 1995¹. The count provides a long-term, methodologically sound database for monitoring the extent and profile of homelessness and precarious housing in the Province of Salzburg and its regions according to the ETHOS typology. It is carried out by Forum Wohnungslosenhilfe Salzburg², members of the social services network for people experiencing homelessness (PEH) and other public institutions completely on a pro-bono basis and provides an indispensable basis for creating and updating local services for the most vulnerable social groups. In 2025, the Wohnbedarfserhebung Salzburg was conducted parallel to the EU Homelessness Count and both counts have been harmonized and integrated in a common survey methodology. By taking part in the EU Homelessness Count project additional attention has been created for the issues of homelessness and housing exclusion in one of the most expensive cities in Austria. Creating a network of researchers, political actors, public institutions, and local service providers can increase expertise on counting procedures, extend the reach of the count, and create opportunities for knowledge exchange and collaboration. The current political situation in Salzburg puts the topic of affordable housing on the top of the agenda and the current collaboration in the scope of the EU Homelessness Count project garnered additional attention for one of the most pressing social problems of our time.

2 Chosen method

2.1 Extended service-based count

Since 1995, a yearly service-based count has been conducted in the entire province of Salzburg that involves services for PEH, public institutions, faith-based social services, as well as some social welfare and health institutions. This comprehensive service-based count is conducted using an online questionnaire, which is rolled out across all institutions and organizations in contact with PEH in the Province of Salzburg. Data entered by caseworkers during the entire month of October. Every year the

¹ <http://forumwlh.at/wohnbearfserhebung/>

² <http://forumwlh.at>

number of services varies a bit, but the largest services for PEH in Salzburg are involved – Caritas, VinziDach, and Soziale Arbeit gGmbH – as well as numerous counselling and support offers, services for specific sub-groups, some hospitals and psychiatric institutions etc. The design of the questionnaire in Salzburg is similar to the EU Homelessness Count method, because an extended service-based count is used, which is rolled out all across the province. In contrast to the EU Homelessness Count, the Wohnbedarfserhebung Salzburg uses the ETHOS Typology and the online survey tool Unipark/Tivian. In order to continue the methodology of the last years and to integrate it with the EU Homelessness Count framework, the methodological basis and research design of the Salzburg Count were largely left unchanged, but the questionnaire was harmonized to meet the requirements of the EU Homelessness Count, so that the results of the Salzburg count would deliver an internationally comparable dataset.

As a broad range of services for PEH and other public institutions were involved, the City of Salzburg aimed at conducting a **comprehensive service-based count which also targeted persons living in public space** for the first time. October 1 was chosen as the reference date to record the place of stay according to ETHOS Light and the counting period lasted from October 1 until October 31, 2025. Importantly, for legal reasons and due to reservations concerning the future implementation after the EU Homelessness Count in the pool of participating organizations, the local umbrella organization for services for PEH (Forum Wohnungslosenhilfe Salzburg; hereafter referred to as “Forum”) realized the count independently and following the same procedure as the previous years. This implied that the central organizing team of the previous counts – all members of the Forum – were all part of the Steering Group. This group realized the count together with the Salzburg organizations in a similar way than in the years before. Philipp Schnell (research partner from the Austrian Academy of Sciences) worked together with the Steering Group and the members of the Forum to ensure the harmonizations with the provisions of the EU Homelessness Count, the sound implementation of the count in the City of Salzburg as well as sound data quality and the exchange of a fully anonymized and cleaned dataset at the end of the counting period. This way, planning and organization were integrated with the requirements of the EU Homelessness Count, while the count was implemented by the central organizing team of the Salzburger Wohnbedarfserhebung.

The Steering Group and the central members of the Forum who had organized the count in previous years worked together with the research partner to arrive at a high-quality outcome while ensuring compliance with the EU Homelessness Counts rules. Notably the yearly Wohnbedarfserhebung Salzburg includes organizations in the entire Province of Salzburg, while the EU Homelessness Count focuses only on the City of Salzburg. Also, the Wohnbedarfserhebung Salzburg uses the ETHOS Typology, while the EU Homelessness Count uses ETHOS Light. Finally, the Wohnbedarfserhebung Salzburg uses the Unipark/Tivian software, while the EU Homelessness Count uses LimeSurvey. By adjusting the list of services, adapting the questionnaire to the requirements of the EU Homelessness Count, making the necessary legal provisions, ensuring sound data cleaning and analysis and vetting results together with the analysts of the Wohnbedarfserhebung Salzburg full compliance with the research design set up by KU Leuven could be reached. The team surrounding Peter Linhuber, Gustav Holzner, Torsten Bichler, Teresa Mayr and Samuel Kok have been conducting the Salzburg count for many years so great trust was placed in their abilities and the necessary contractual steps to transfer a full cleaned, anonymized dataset after the counting period were taken before the count started. After the count had been completed, the fully anonymized and thoroughly cleaned data was vetted by the relevant individuals responsible for data analysis at the Forum together with the research partner

at the Austrian Academy of Sciences. After transferring the fully anonymized and reviewed dataset, further analysis was conducted at the Institute for Urban and Regional Research.

2.2 ETHOS groups covered by the selected method

The ETHOS typology has been used for conducting the Wohnbedarfserhebung Salzburg since 2016. Salzburg's count continues to use the full ETHOS typology, as opposed to ETHOS Light, for reasons of continuity and comparability of results. ETHOS Light has been integrated in the Salzburg questionnaire for the goals EU Homelessness Counts in a separate question about the place to sleep on the reference date October 1 and, in addition, all the compulsory elements of the questionnaire for the EU Homelessness Count could be included. A translation of results from one conception to the other was avoided to ensure conceptual clarity. Also, the place of stay according to ETHOS is usually collected for the entire month of October (multiple places of stay possible), whereas the place of stay according to ETHOS Light was only collected for one point in time. This way, the Wohnbedarfserhebung Salzburg could be conducted across the entire province of Salzburg, as in previous years, using the ETHOS conception, whereas the results for the city of Salzburg were filtered for further use in the scope of EU Homelessness Counts with the underlying ETHOS Light typology. Moreover, the place to stay according to the ETHOS Typology has been recorded for the entire month of October, while the place of stay according to ETHOS Light has been recorded specifically for the night of October 1. In a final step the data for persons residing in the City of Salzburg were filtered for the EU Homelessness count and the ten compulsory questions of the EU Homelessness Counts including the place of stay according to ETHOS Light were transferred into a separate cleaned and fully anonymized dataset.

ETHOS Light 1: There was a high interest in placing a focus on rough sleeping population in the city, since previous counts did not specifically target this group. Hence, it was decided that outreach teams from Caritas and VinziDach should focus on persons living in public space in the course of their regular activities in the city during the day of October 1. During this day persons living in public space were approached by outreach teams, persons residing in public spaces could be covered and existing data of outreach services could be completed to obtain a more detailed perspective on this group.

The Roma community in Salzburg was another specific group to be recorded, which is usually quite visible in public spaces. Interestingly, the service Va an Va, particularly aiming at this group, recorded less persons than in the years before. Also, different groups of migrants could be counted, which vary each year. Recording rough sleepers with care needs is another specific goal of the Salzburg count.

ETHOS Light 2: This group is covered by a number of emergency shelters, which include regular night shelters as well as specific services for youths and women. Considering the timing and the design of the EU Homelessness counts 1) Haus Elisabeth, winter night shelter for women, could not be included in the count as they open only in November. 2) Exit7, night shelter for youths, was also not included in the count, as this group was excluded due to legal objections on the basis of vulnerability of this group by a specific legal counsel hired by the Austrian Academy of Sciences. Pension Torwirt and Haus Franziskus, the remaining night shelters with the largest capacity took part in the count. Especially, poverty-driven migrants are a relevant sub-group here, which is expected to be covered in the count. The number of people in emergency shelters tends to vary each year.

ETHOS Light 3: Includes numerous services for temporary accommodation, which are also targeting certain sub-groups such as families, women, youths, people with substance abuse problems etc. Some

of the temporary housing facilities also provide emergency support with the option of temporary housing, such as the protective shelter by ARGE Schutzunterkünfte for women and their children. Some temporary housing services are connected to specific social and psychological support programs to help people in need overcome times of crisis. Two transitional housing programs – organized by Caritas and the Heimo Gasteiger Haus – have a longer-term focus and aim to enable people on their way to a more stable overall living situation. In summary, different populations in temporary and transitional housing across states with specific needs can be covered extensively.

ETHOS Light 4: Prisons are not part of the count and, hence, also not part of the counted population. Probationary services, however, are taking part in the count, so there is some information about people recently released from institutions, albeit only after their release. However, this moment in the housing pathway may prove particularly meaningful. People to be released from hospitals and psychiatry wards are covered via the Salzburg State Hospitals (SALK) and specifically at the University Clinic for Psychiatry, Psychotherapy and Psychosomatics. In addition, the service “Integrierte Versorgung” of the Christian Doppler Clinic for Psychology and Psychotherapy offers outreach services aiming at minimizing the revolving door effect of persons frequently returning, so transitions to life after a stay in the clinic are well-covered. With Caritas Grundversorgung and Diakonie Salzburg Flüchtlingsdienst two services are aiming at migrants, who are still in institutional housing and might transition the regular or grey housing market, targeted this subgroup.

ETHOS Light 5: People in this category can only be counted, if they are in contact with institutions, e.g. social counselling or street work or if they have applied for social housing with city services. Services in this context are provided for all persons in precarious housing situations, so there are no specific sub-groups that could be addressed.

ETHOS Light 6: People staying with family and friends are an important part of the homeless population in every city and are usually heavily underrepresented. Usually, this group includes people from all strands of life, including Austrian nationals, migrants from within and outside the EU, and in different family and life situations. In past years this group could be reached through diverse services and made up to one sixth of the entire homeless population. Likewise in 2026, a large network of outreach, low-threshold, social and psychological support services as well as some hospitals and public services ensured multiple access points for persons in this category to be included.

2.3 Method used to cover the groups

Generally, the comprehensive service-based count covered all ETHOS Light categories. Data was only to be entered by caseworkers and member outreach teams alone, based on already existing data. To complement or complete datasets clients could be approached within the regular activities of the organizations’ daily operation. The main data source, hence, was client data already existing in the different services for PEH. As a broad range of services took part in the count, ETHOS Light 1-6 were covered in the extended service-based count in organizations from October 1 – 31, which included all relevant housing facilities for PEH as well as a large range of social counseling, psychosocial assistance, work training, housing services, and the largest hospital and main psychiatric clinic in Salzburg. As Salzburg is using their own questionnaire, based on the Unipark / Tivian software, a broad variety of aspects is usually covered which will be harmonized with the EU Homelessness Counts survey. In the design of the questionnaire researchers and local partners made sure that all the compulsory variables from the EU Homelessness Counts were included and the place to stay according to ETHOS Light on

the night of October 1 was recorded separately. Hence, compliance with the provisions of the EU Homelessness Count was ensured through harmonizing the yearly Salzburg count with the set of compulsory variables.

ETHOS Light 1: In order to extend the reach of the survey to ETHOS Light 1, it was decided that outreach teams should focus on persons living in public space during their regular work with clients on October 1 and that they should gather data systematically in focus areas and special points of interest. As urban areas in the city are surrounded by hills and vast natural spaces, places close to the city center and certain places of usual stay were designated by the Steering Group and outreach services beforehand. A zoning map for the most relevant areas to be covered can be found below. Since most of these areas are known to outreach workers, covering them is expected to result in an effective coverage of persons residing in public spaces. During their activities outreach teams were to approach persons in public spaces systematically and extend already existing client data. These data were then entered into the survey software. All in all, the focused activities on October 1 resulted in 107 persons counted.

ETHOS Light 2: Since only two night shelters were accessible at the time of the count, with a combined capacity of up to 80 persons, coverage within this category was limited. Locally, persons with care needs are expected to be overrepresented in this group; therefore, specific questions addressing care-related needs were included in the questionnaire. Also, poverty-driven migrants are counted to varying degrees in this category, which is supposed to be recorded using a specific set of optional questions. Importantly, the winter night shelter for women was not open at the time of the count, and persons in the youth night shelter could not be included for legal reasons. The results showed that this group was covered extensively.

ETHOS Light 3: Through the broad range of services, people in different life situations can be recorded in temporary and transitional housing services. There are housing facilities for people with specific care and service needs, such as women with children, young families, and people with special psychol-social or financial needs. Because of regulations requiring full social-security details to be recorded for every person staying in temporary and transitional housing, this group could be covered extensively.

ETHOS Light 4: Prisons are not included in the count, but people about to be released from institutions without secure place to stay can be counted via the Salzburg State Hospitals (SALK) and specifically at the the University Clinic for Psychiatry, Psychotherapy and Psychosomatics. Services such as Neustart or the Integrierte Versorgung are monitoring the transition of persons recently released from prisons or the Christian Doppler Clinic respectively. Caritas Grundversorgung and Diakonie Salzburg Flüchtlingsdienst are aiming at providing services for migrants who eventually leave institutional housing so that also this group could be included in the count.

ETHOS Light 5: Since there are many low-threshold services involved in the count and the survey is rolled out in the entire city, including outreach and counseling services, work and social support services, housing services, pastoral support programs and advocacy programs, also persons in this category could be counted. In 2023, 13 persons in provisional housing arrangements and 17 persons in unfit housing conditions were counted. Due to the change from the ETHOS typology used for previous count and the switch to the ETHOS Light category a shift in the mapping of results was to be expected. Compared to the other categories this group had a smaller turnout.

ETHOS Light 6: The broad range of psycho-social support, housing, and advisory services mentioned above will ensure a wide coverage of this category. In previous counts, people living with families and

friends were the second largest group of people to be counted after people threatened by eviction; hence, also this year, almost 40% of persons counted could be attributed to ETHOS Light 6.

2.4 Topics covered

Since the main umbrella organisation for all organisations offering services for the homeless in Salzburg (Forum Wohnungslosenhilfe Salzburg) was organizing the count in a similar fashion to the previous years, and using their own survey software system (Unipark / Tivian), also the questionnaire contained a number of questions that were tailored to the Salzburg context and were not part of the compulsory questions outlined by KU Leuven. Since the Forum Wohnungslosenhilfe self-organized the count similar to the previous years, cleaned the data in house and transferred a fully cleaned and anonymised data set to the research partner at the Austrian Academy of Science, it was decided beforehand that all the compulsory variables set out by KU Leuven would be included in the questionnaire and, hence, also in the dataset to be transferred. Consequently, the questions and answers in the Salzburg questionnaire were mapped to the sample questionnaire distributed by KU Leuven to ensure comparability and integration with the provisions of the EU Homelessness Count. This way all the compulsory variables of the EU Homelessness Count were included and transferred to the research partner. While Data cleaning was conducted by Peter Linhuber and Gustav Holzner who are central to the organization and planning of the Salzburg count for years, the fully anonymized data were vetted, analysed, and compared together with the research partner, Philipp Schnell, before transfer to KU Leuven.

All compulsory variables from the questionnaire included:

- Place of stay on the night of October 1
- Type of organization recording the data
- Name of the organization recording the data
- Unique identifier consisting of first letter of last name, first letter of first name, birthdate.
- Age category
- Gender
- Citizenship
- Residence status
- Duration of homelessness
- Triggers of homelessness
- Family situation
- Person filling out the questionnaire

Additional variables that were not marked as compulsory questions:

- Number of children living with the person
- Income sources

To summarize, the results of the Salzburg count as presented in the anonymized dataset transferred to the research partner included all the compulsory variables of the sample questionnaire, plus the number of children living with the interviewed persons and income sources separately. The results reflect current numbers in the city of Salzburg for the aims of the EU homelessness counts, while the Wohnbedarfserhebung 2025, which is conducted by the Forum parallel to the EU Homelessness Count,

will cover the entire province of Salzburg. From this larger dataset, the specific results for the city of Salzburg were be filtered and the items above were be included for data reporting to KU Leuven.

Summary table

ETHOS Light group covered	Comprehensive count, reporting ON clients; Extended service-based count (including purpose in the local context, and if combined with other methods)
ETHOS Light 1	Data gathered in interaction with clients on October 1 by outreach organizations (Caritas, VinziDach). Client data existing in outreach organizations, low-threshold, social work and support services in contact with rough sleepers.
ETHOS Light 2	Client data from night shelters organizations (Caritas, VinziDach) and other organisations and low-threshold services in contact with persons using night shelters.
ETHOS Light 3	Client data from temporary housing , transitional supported accommodation and other organisations and low-threshold services in contact with persons from this group.
ETHOS Light 4	Data from CDK - UK f. Psychiatrie, Psychotherapie und Psychosomatik, Integrierte Versorgung, Landeskrankenhaus Salzburg on clients to be released from health institutions; data from Caritas Grundversorgung and Diakonie Salzburg Flüchtlingsdienst from persons in leaving government housing for asylum seekers. Data on persons to be released from prison (Neustart), albeit only after release.
ETHOS Light 5	Client data from all housing, social counselling, other organisations and low-threshold services in contact with persons from this group.
ETHOS Light 6	Client data from all housing, social counselling, other organisations and low-threshold services in contact with persons from this group.

3 Technical details of the implementation

The Salzburg count has been conducted for 30 years and the methodology has evolved step by step, as has the questionnaire. This year's questionnaire includes most of last year's questions, plus the set of mandatory questions prescribed by the EU Homelessness Counts project. Existing questions that were phrased differently before were mapped to the compulsory questions of the EU City Counts Questionnaire to harmonize questions and answers. Hence, a direct translation of the Salzburg data to the codebook of the EU Homelessness Counts could be reached. A number of questions have also been changed to fit the provisions of the EU Homelessness Count. For some questions answers from the Salzburg questionnaires had to be merged or transformed in the data analysis phase, as planned before the count.

Concerning the technical implementation, the count has been implemented with the tool Unipark / Tivian for years. This is a professional survey tool to be used for academic and commercial purposes to design and evaluate online questionnaires. As this tool has been used in recent years, the Salzburg project has stayed with the software that ensures GDPR-compliant data collection and data pooling. As the questionnaires in Salzburg are usually filled in by case workers alone for their clients, data generation from the different services to the data pooling by the Unipark / Tivian software is covered by local and EU GDPR regulations by provisions on the use of data in the public interest.

The distribution of the questionnaire, the technical implementation of the count, and the analysis have been conducted by Forum Wohnungslosenhilfe Salzburg, which has 30 years of experience in realizing extended service-based counts. As questionnaire design has been harmonized with the provisions of the EU homelessness counts and questions and answers have been adapted beforehand, results match the provisions laid out in the handbook and the sample questionnaire. Peter Linhuber and Gustav Holzner, as central persons for the planning and organization of the count, then cleaned the data, removed duplicates, removed identifiers, and transferred a fully anonymised, cleaned dataset to the research partner at the Austrian Academy of Sciences.

3.1 Participating stakeholders and management structure

Since the Salzburg counts have been conducted for many years, getting in contact with participating services is a routine task. After a press conference and a kick-off meeting were held on June 30, services were continuously informed about the ongoing procedures and next steps of the count. Finally information about the start of the count was sent on September 3 and on September 29 a request to take part and the link to the survey questionnaire was sent out. The Salzburg count is conducted in the entire province of Salzburg so the invitation to take part went out to all services in the province. However, for the EU homelessness counts only persons that were residing in the City of Salzburg were included in the results. This was ensured by a specific question in the questionnaire. Since Salzburg is aiming for a comprehensive count including ETHOS Light 4, 5, 6 not only services for PEH were included but also a broad range of social and job counselling, substance abuse programs, health services, psychosocial support services, services for asylum seekers etc. From the sector of the services for PEH all major stakeholders participated (Caritas, Soziale Arbeit GmbH, VinziDach) and 40 of 59 organizations in the City of Salzburg filled out at least one questionnaire. Work by outreach teams and client data from day centres and soup kitchens complemented the data.

Target groups of the Salzburg count are mainly PEH but also people threatened by eviction, persons living in overcrowded households, persons living in insecure or unfit housing, who are still housed but in different forms of precarious housing. These forms of housing are recorded in the Salzburg count as it uses the ETHOS Typology. For the EU Homelessness Count one question was included that records the place of stay on the reference date October 1 according to ETHOS Light. Also, a unique identifier to remove duplicates is usually included in the Salzburg count. By including the place of stay on the reference date October 1 and a unique identifier, as well as the compulsory variables mentioned in section 2.4, compliance with the provisions of the EU Homelessness Count was achieved and all compulsory items could be covered.

The count in the entire province is usually conducted by existing staff in the organisation who shift their working schedule to manage the extra workload. Since the count takes place in the entire month of October (October 1 until October 31) there is enough flexibility to make time for recording the data.

Also, knowledge about data entry is extensive so no major training activities were needed. In addition, a video with information about how to fill the questionnaire and sensitive areas of the count was created by Peter Linhuber. Also, the data cleaning and data analysis were conducted by Peter Linhuber and Gustav Holzner in recent years and in 2025 as well, which ensured a high quality of the data cleaning process.

No volunteers have been included in the count. Data processors have been recruited from the entire network of services for PEH and other social and work advisory, psychosocial counselling, health and substance abuse organizations etc. Hence substantial coverage of the services landscape could be reached. Notably, social welfare services and housing services of the city of Salzburg also took part in the count. Data processors were contacted before the count and reminded of the count before the official starting date, then they used the Unipark / Tivian survey tool to enter data during the entire month of October. All in all, approx. 65 persons in different organisations were involved in the count.

A full list of services that took part in the count can be found in section 8. The sector of services for PEH has been covered to a very large extent and a multiplicity of other social support and advisory services were included. From the focus areas of these organisations it becomes clear that women, families, people with disabilities and psychiatric symptoms, persons with substance abuse problems, among others, could be targeted in the count.

On behalf of the City of Salzburg a temporary position was created in the office of the vice-mayor, which was filled by Lara Simonitsch, who coordinated the count on behalf of the city. The Steering group consisted of seven representatives from different larger services and umbrella organisations in the city, plus Lara Simonitsch from the city's vice-mayor office and Philipp Schnell, the research partner from the Austrian Academy of Sciences. Also, members of the Steering Group represented the EU Homelessness count in the Forum, the main interest group for organisations for PEH in Salzburg. Traditionally, the yearly Wohnbedarfserhebung Salzburg is organised via the Forum so that expertise and experience is concentrated there, e.g., in the persons of Peter Linhuber and Gustav Holzner who are central to the design of the questionnaire, data cleaning and evaluation, or in the persons of Torsten Bichler, Teresa Mayr, and Samuel Kok who are central to coordinating, networking, and implementation. As the Forum can be understood as a grass roots democratic organisation, all decisions concerning the count also were vetted there, which introduced some complexity before the start of the count.

In the months of May and June 2025, revolving Steering Group meetings served to clarify and update the open questions and the agenda of the count. As much knowledge on the organisation of the count was already at hand in Salzburg, basic decisions could be made quickly. During the summer months meetings were mostly held at an ad hoc basis, with regular bi-weekly and weekly meetings and smaller coordination teams coming together more often in the weeks leading up to the count. Questionnaire design and harmonization was conducted on an ongoing basis between Peter Linhuber, Gustav Holzner, and Philipp Schnell. Samuel Kok from VinziDach together with Teresa Mayr from Caritas Streetwork MoSES were the main contact persons for coordinating the activities of outreach teams, who took great effort to reach extensive coverage of most important areas and neuralgic points of interest in the city area. For the evaluation of the data, Peter Linhuber and Gustav Holzner realised data cleaning and anonymisation of data, before transferring a fully anonymized data set to the research partner, including descriptive statistics. Since, Peter Linhuber and Gustav Holzner have worked with the Salzburg count data for many years, a high quality of data was achieved.

The solution to outsource data cleaning to Peter Linhuber and Gustav Holzner was taken after multiple organisations from the pool of data processors (represented in the Forum Wohnungslosenhilfe Salzburg) expressed concern with signing the data processor agreement that was drafted by the research partner at the Austrian Academy of Sciences together with the Steering Group, as this would have changed the setup and legal arrangements that previous counts were based on. . It could not be determined what their exact objections were, but the wish was there to keep the data collection in the same form and process as the years before. Consequently, a number of possible alternatives were discussed including taking the biggest organisations on in a joint controllership agreement or signing data processor agreements with only a few willing organisations. The most comprehensive and unproblematic outcome was expected by leaving the final implementation of the count and the realization of data cleaning in the hands of the Forum Wohnungslosenhilfe Salzburg, who was to organise the data collection as in the years before, to analyse and clean the data, and transfer a fully anonymized and cleaned data set to the research partner by mid-December. This agreement and the exchange of data was accompanied and mapped out in a separate cooperation and data transfer agreement that was drafted by the legal department of the Austrian Academy of Sciences and signed by the main representatives of the Forum Wohnungslosenhilfe Salzburg, who took responsibility for realising and organising the count. As a consequence, the sudden changes before the initiation of the count could be counteracted, output of the count could be maximised while upholding extent and quality of results. As the questionnaires had been harmonized to adhere to the principles of the EU Homelessness Count beforehand, coverage of diverse ETHOS Light groups was achieved and data collection, cleaning and transfer was framed in a legal document signed between the main members of the Forum and the Austrian Academy of Sciences this resulted in an effective and widely accepted solution for generating data for the EU Homelessness Count, while not compromising the setup of the Wohnbedarfserhebung Salzburg.

Communication within the Steering Group mainly went through Lara Simonitsch but was also shared in emails and Steering Group meetings. Before the actual start of the count multiple meetings in the Steering Group and the Street Survey Group were held to ensure efficient exchange of information. Also, a press conference on June 30 made sure the public was widely informed about the count. Since, the Salzburg count took place for 30 years it was not necessary to create a big public relations campaign to inform all services. However, the participation in the EU Homelessness Counts created extra attention for the issue of precarious housing and housing exclusion which is a significant problem in the city of Salzburg. The City of Salzburg therefore promoted the EU Homelessness Counts as an effort to combat precarious housing and homelessness in the city.

3.2 Timing

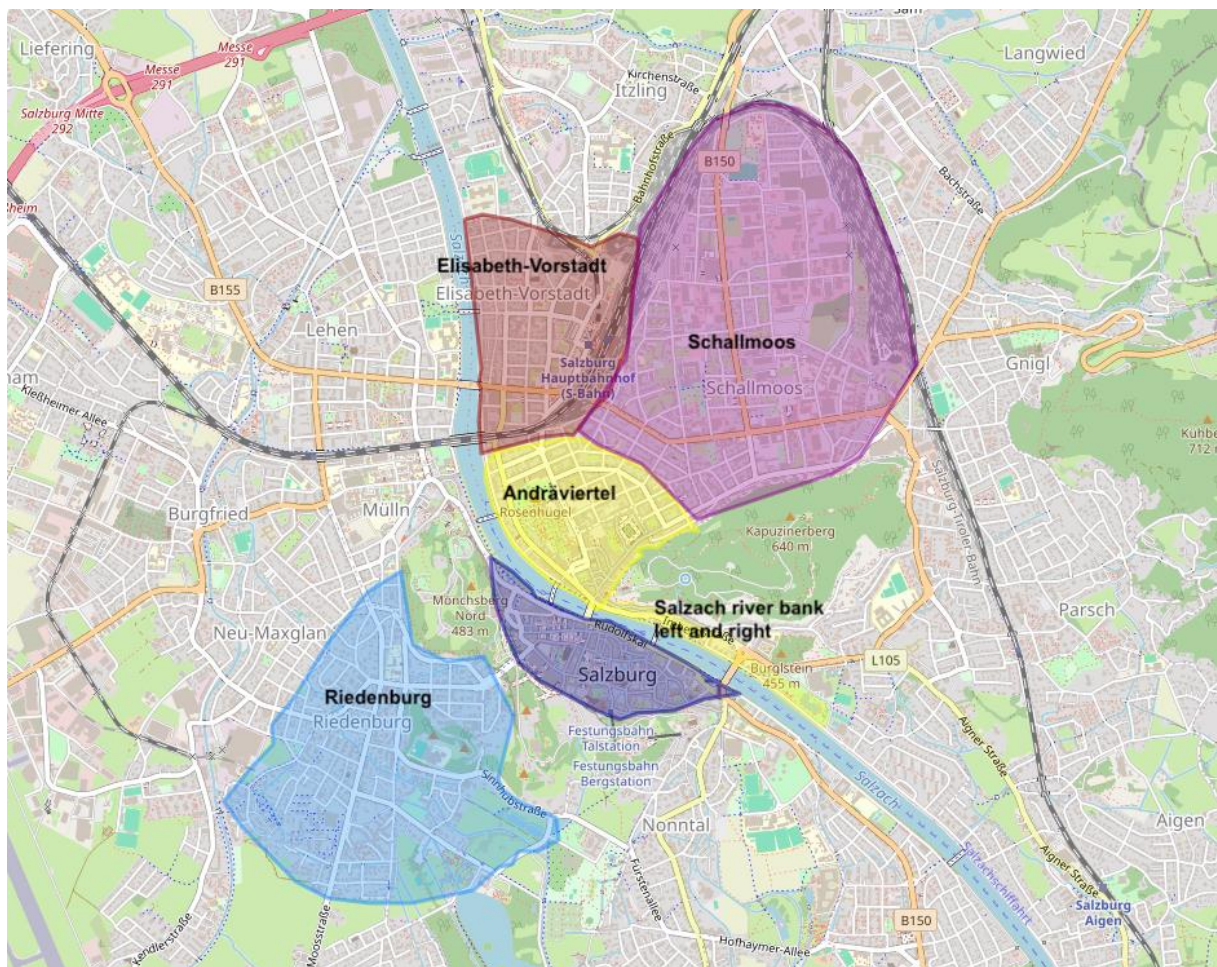
October 1 was chosen as the reference date for the extended service-based count in the different services and housing facilities. The reason can be found in the organizational structure of the counts that have been conducted year over year since 1995. As the Forum wanted to keep the existing timing structure, the count started on October 1 (with October 1 as reference date) and lasted until October 31. This gave services ample time to record data and did not disrupt the existing process of the count.

In addition, outreach teams recorded persons staying in public spaces on October 1 withing their usual service activities with clients. Data on clients was also recorded during the rest of the month, and already existing client data was entered into the survey tool. On October 1, however, a systematic

coverage of the city by Caritas Streetwork MoSES and VinziDach – Housing First was to ensure that a maximum of persons could be reached and client data could be gathered and updated. As the relevant areas within the city limits are somewhat limited, and outside urbanized areas nature and hilly areas start quickly, a focused coverage of the most relevant areas in one day was feasible. The final zoning for the street survey can be found below.

3.3 Geographical coverage

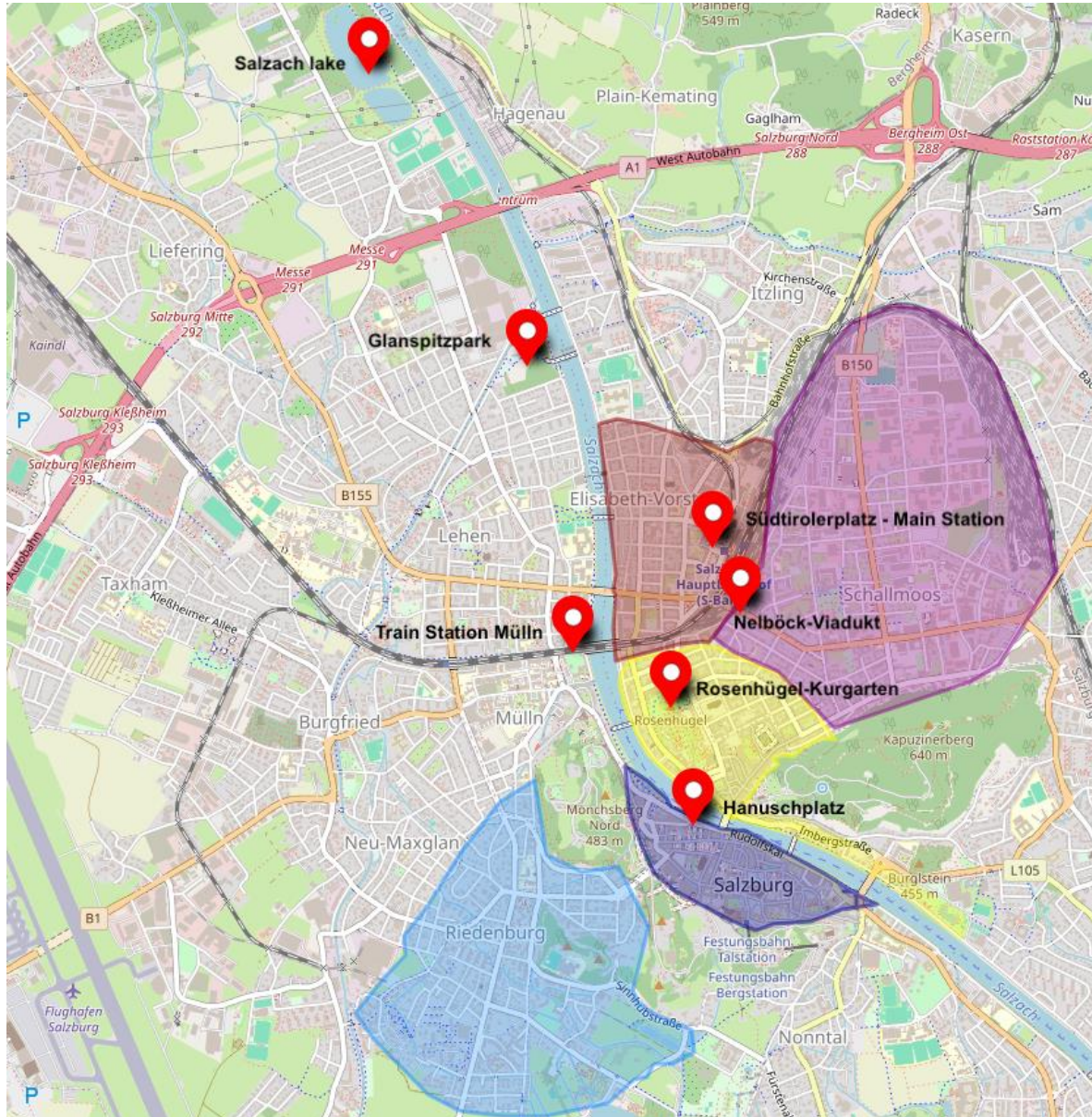
The areas around the river Salzach in the city centre are a usual meeting point for PEH, where they often spend their day. The Elisabeth-Vorstadt is home to numerous social services and other public institutions. Also, some persons are sleeping in public spaces here. Schallmoos and Riedenburg also have a number of social services and other public institutions in the area, so that PEH can be met during the day here. The Andräviertel offers some relevant services and meeting places. In addition, people are sleeping in public spaces here. A mapping of these areas can be found below.



Areas covered by outreach teams

In There are a number of neuralgic points in the city that were be of relevance and that were included in the count. The Nelböck-Viadukt is an underpass that is frequently used as a place to sleep. At Südtirolerplatz – Main Station many PEH spend their day and especially persons with substance abuse problems can be found here. The Train Station Mülln is a meeting spot for poverty-driven migrants, as it provides shelter from the rain and there is a food bank nearby. Persons also find places to sleep here, which makes it a relevant place to stay all day long. Hanuschplatz, Rosenhügel-Kurgarten, and

Glanspitzpark are places where PEH meet and spend their time. The Salzachsee provides a place to meet and hang out, also there is plenty of space to sleep and spend the night. The local infrastructure for bathing, that is not frequently used, adds another aspect of attraction to this place. A map of the relevant places can be found below.



Focus points covered by outreach teams

The social services that provide outreach social work in Salzburg, VinziDach – Housing First Salzburg and Caritas Streetwork MoSES, coordinated their routes specifically for contacting clients and increasing their reach on October 1. From 7 a.m. to 10 p.m., various teams were active in all the marked areas. The weather was favourable on 1. October, with no rain and not too cold temperatures. The majority of persons were already known to outreach teams and the activities on October 1 were used to update and gather data on clients within regular street work activities. Through this focus on persons living in public spaces on October 1 and the integration of these data with already existing client data during the rest of the month, a positive output concerning persons living in public spaces could be

reached. For the EU Homelessness Count this resulted in 107 additional data entries of persons that could not be reached through other contact points.

3.4 Enumerators

The regular staff of different accommodation services and other services for PEH served as enumerators, including their work for the Salzburg count in their regular work schedule. In larger organisations such as Caritas, some employees were set aside to enter large amounts of client data. Since only largely only existing client data was used and new information on clients was gathered within the regular operation and legal framework of service operations, only case workers and staff entered client data. No questionnaires were completed together with clients. If information had been missing, it was asked from clients within the regular operation of services and later introduced into the survey from internal data management software. In the diverse accommodation services, social counselling, social support and low-threshold services around 50 persons were involved in the count. In the outreach teams four persons from Caritas Streetwork MoSES and nine persons from VinziDach – Housing First Salzburg were involved. There were no volunteers involved in the count. As all enumerators had a professional expertise for working with data on PEH and most had already taken part in a previous count, rollout and data entry went smooth and according to plan.

3.5 Activities

In the preparation phase of the count, first, the support of the city of Salzburg was secured, who designated Lara Simonitsch as central contact person for the count. Together with Philipp Schnell as research partner and seven members of the largest services for PEH in Salzburg, the Steering Group was created, which involved most persons and organisations that were central to the planning and implementation of the count in previous years, such as Caritas, VinziDach, Soziale Arbeit gGmbH or Frauentreffpunkt. This group was also well represented in the Forum Wohnungslosenhilfe Salzburg, the main network organisation for PEH services, who supported participation in the count from the beginning. Regular meetings of the Steering Group served as anchors to keep everyone informed about current activities. The main activities of the harmonization of the online questionnaire and data collecting tool were realised by Peter Linhuber, Gustav Holzner, and Philipp Schnell. Lara Simonitsch served as a contact person to the political sphere and the city government, as well as a networking partner for the entire pool of local service organisations. General cooperation was effective, and a data collection tool in line with the provisions of the EU Homelessness Count could be created. Rollout of the count was expected to take place as in the years before with multiple emails announcing the count, important information on September 3 and a kick-off email with the link to the survey on September 29.

Legal contracts for data processors and a joint controllership agreement with the members of Forum Wohnungslosenhilfe Salzburg, who were responsible for the count, had been drafted and vetted by the legal department of the Austrian Academy of Sciences. Unfortunately, some organisations expressed concern about the signing of additional documents for the EU Homelessness Count at the last minute. This is why an alternative solution for the organisation of the count and the transfer of data had to be found. Consequently, the previous agreement of data exchange between the Forum Wohnungslosenhilfe and the organizations taking part in the Salzburg count was left intact, so that the Wohnbedarfserhebung Salzburg could be conducted exactly as in the years before. In addition, a legal

contract was drawn up with the legal department at the Austrian Academy of Sciences which ensured the collection of data by the central members of the Forum for the aims of the EU Homelessness Count, the cleaning of data and removal of duplicates as well as the transfer of the fully cleaned, anonymized dataset to the Austrian Academy of Sciences free to use for the EU Homelessness Counts. This implied that Peter Linhuber, as central organiser of the count, prepared the questionnaires to be sent out to organisations, which had been harmonized beforehand with Philipp Schnell from the Austria Academy of Sciences and vetted by Gustav Holzner, who had been organising the Salzburg count for many years. Peter Linhuber then prepared an information video on the questionnaire and important new items in the weeks before the count. The count was then conducted from October 1 until October 31 with the night of October 1 as a reference date. As questionnaire had been harmonized in accordance with the provisions of the EU Homelessness Counts it also contained all compulsory questions and answers were mapped to match the sample questionnaire. As there has been great expertise in the organisation on conducting these counts rollout and data generation went smoothly. After the count had been concluded on October 31 Peter Linhuber and Gustav Holzner took up the part of data cleaning and removing duplicates and transferred a fully cleaned and anonymized dataset to the research partner at the Austrian Academy of Sciences. A contractual arrangement had been drafted before to lay down the exact nature and extent of data. After careful vetting of the data by the research partner together with Peter Linhuber and Gustav Holzner, the fully anonymized and cleaned data set, together with an overview of descriptive statistics were accepted by the research partner, Philipp Schnell.

During the count period Peter Linhuber served as contact person in Salzburg and answered critical questions when they came up. As data was only entered by case workers without clients the data collection could be smoothly integrated into daily activities and the long timeframe avoided overtime hours and strain on personnel. Approx. 65 persons were working as enumerators in the Salzburg count. As Unipark / Tivian was already well-known to enumerators little problems existed with its use and application. In case of questions Peter Linhuber served as contact person and could solve problems quickly and efficiently. After data collection had been completed on October 31 all data was pooled by Peter Linhuber and Gustav Holzner as the persons central to data cleaning and analysis. In the time between October 31 and December 31 data cleaning was expected to be completed including a full overview of descriptive variables for the data set. Data was collected on the entire province of Salzburg and data on persons residing in the city of Salzburg were filtered out. In total 1.447 questionnaires were filled out for the entire Province of Salzburg, and after filtering results for the City of Salzburg, removing duplicates, entries without ID and place of stay according to ETHOS Light 910 valid questionnaires were included in the count. An overview of results can be found in section 7.

As the network of services in the Salzburg count is cast large and wide and involves services for women, families, youths, persons with psychiatric problems, persons with substance abuse problems, persons to be released from health institutions, persons to be released from prisons, asylum seekers, persons from the Roma community, persons living in public places the coverage of subgroups can be deemed extensive. With the social welfare service and the housing service of the city of Salzburg also public institutions could be motivated to take part. Many low threshold, day centres and counselling and advisory services ensured multiple access points and possibilities to take part in the count so coverage and contact points could be increased.

Summary table

ETHOS Light groups and subgroups if relevant	Geographic areas covered	Types of stakeholders involved	Timing of the data collection	Data collection tool chosen	Who collected the data (self reporting / reporting on PEH / combination)
ETHOS Light 1	Elisabeth Vorstadt, Andräviertel, Schallmoos, Altstadt (Old Town), Riedenburg,	Outreach organizations (Caritas Streetwork MoSes and VinziDach), plus all low threshold and advisory services in the city.	October 1 in designated areas and hot spots; October 1 – October 31 of existing data	Extended service-based count	Outreach teams, staff, and case workers
ETHOS Light 2	Itzling, Maxglan and Gnigl	Night shelters	October 1 – October 31	Extended service-based count	Staff and case workers
ETHOS Light 3	Entire city	Temporary and transitional supported accommodation throughout the city	October 1 – October 31	Extended service-based count	Staff and case workers
ETHOS Light 4	Gnigl, Lehen, Itzling, Mülln, entire city	Hospital, psychiatric and psychological support services, services for asylum seekers, service for persons to be released from prison	October 1 – October 31	Extended service-based count	Staff and case workers

ETHOS Light groups and subgroups if relevant	Geographic areas covered	Types of stakeholders involved	Timing of the data collection	Data collection tool chosen	Who collected the data (self reporting / reporting on PEH / combination)
ETHOS Light 5	Entire city	Low-threshold services, day centres, support and advisory services, social work centres	October 1 – October 31	Extended service-based count	Staff and case workers
ETHOS Light 6	Entire city	Low-threshold services, day centres, support and advisory services, social work centres	October 1 – October 31	Extended service-based count	Staff and case workers

4 Data collection: challenges and solutions

As services in Salzburg have been taking part in the yearly Wohnbedarfserhebung (survey on housing needs) for many years, **networking with services** went smoothly, and general knowledge on the nature and process of an extended service-based count was excellent. Because the network was motivated and engaged relationships were already established and few extra steps had to be taken to gather network response. A press-conference on June 30 served to gather more attention from the public and to motivate organisations to take part. Political support from the vice-mayor's office and the main network organisation "Forum Wohnungslosenhilfe Salzburg" was received quickly and directly, which aided to overall implementation and planning of the count.

Ideally, contact with services should be ongoing and direct, multiple reminders and meetings can motivate organizations to get all relevant facilities on board. Steering Group meetings were held at regular intervals during most of the planning phase and collaboration went smoothly. In the larger network of services for PEH and public institutions, due to the diverse nature of organizations coordination and motivation proved difficult at times, also because most services had taken part numerous times and did not seek further information on their own. In case of a repetition of the count

a clear timeline with regular reminders and attendance meetings for members of all services should be implemented to maximise participation and outcome. Also, larger compulsory meetings can help get most important information across.

In case of a repetition of the count the central planning team on part of the research partner and the City of Salzburg should be filled with regular staff employed exclusively for the organization of the count. While distribution of workload worked well during the less busy phases of the project the time shortly before implementation was particularly stressful and work overload was palpable. By re-distributing some of the workload within the Steering Group and shifting it withing regular working agreements all tasks could be fulfilled.

Cooperation with services was generally good and a common understanding of the direction and the strategy for the count was shared, among the members of the Steering Group and the other organization from the Salzburg landscape subsumed in the Forum. After the planning of the count, and the drafting of all the legal documents some dissent arose, when data processor agreements had to be signed. Even though this information had been published before, and a Joint Controllershship Agreement with the representatives of the Forum as well as data processor agreements for data processors had been set up, vetted by the legal department of the Austrian Academy of Sciences, and distributed in the social services network, resistance was mounting against signing another agreement connected to the data collection connected to the EU Homelessness Count. Also, organisations felt reluctant to change the counting procedure and the processual requirements of the count. Also, legal process would most likely have to have been changed: As the Austrian Academy of Sciences is a research entity according to Austria law (FOG) a different legal basis applies to the data collection process, compared to the collection of existing client data within a network of social service organisations. This process of collecting existing client data in an extended service-based count has been legally vetted and approved by members of the Forum the Province of Salzburg years before. Hence, organizations shunned away of changing the procedures and the legal basis of the count.

After coordination with Koen Hermans and the EU Homelessness counts scientific committee, a compromise could be reached: The Salzburg count could be realised on the same legal and operational basis as the years before with the Forum Wohnungslosenhilfe as central network organisation reaching out to data processors, and Peter Linhuber and Gustav Holzner as persons responsible rolling out the online questionnaire, and conducting data cleaning and analysis. This included the communication before the count, the setting up of the online questionnaire, the data collection, and the cleaning and anonymisation of data. As the persons involved had set up the count many times outcomes implementation was of high quality and all steps were coordinated with the research partner, Philipp Schnell. After cleaning and anonymisation of data a fully anonymised, cleaned dataset was transferred to the research partner at the Austrian Academy of Sciences free to use for further analysis. With the consent of Koen Hermans and the scientific committee of the EU Homelessness Counts this arrangement has been set out in a contract detailing the rights and responsibilities of the parties involved, including the transfer of data.

Concerning the **coverage of groups that were excluded or not covered in the count**, children and youth services organized by the city of Salzburg did not participate in the count. Also, data on persons below the age of 18 was not included in the results compiled for the EU Homelessness counts, because of objections by the legal department of the Austrian Academy of Sciences and a special legal counsel hired to clarify questions connected to data protection on the grounds of the need for increased data

protection for this group. Nevertheless, this group would have been extremely important to predict the future development of homelessness in the city and to draft effective strategies to combat homelessness. Hence, it should be included in future counts.

Just as the years before, the extent of hidden homelessness, e.g. women who live in insecure conditions or violent relationships due to a lack of housing, can only be guessed. This remains a challenge in Salzburg as in other cities and specific solutions still have to be found.

A particular focus of reaching persons in public space through outreach services in the course of their operations in the city and obtain data, generated 107 additional data entries, after removing duplicates. This implies that, even though, all other services were counting for the entire month of October, 107 persons could be reached by outreach services, who could not be reached by other social support, low-threshold and accommodation services. This clearly points towards the importance of a focused and systematic monitoring of street homelessness and persons living in public space in future counts.

As the city is surrounded by forests and hills, many persons that find a place to sleep there might not be included in the current numbers. However, it is hard to reach these populations that likely want to stay hidden and take cover in natural surroundings. An effort to extend the reach of the count to these areas might be futile, but increasing the number of enumerators, e.g., by using volunteers, could be an option.

Unfortunately, Caritas Haus Elisabeth, the winter night shelter for women, was not open at the time of the count as opens only after November 15. These women could, hence, not be counted. Other groups of women, who do not use shelters, or other housing facilities for women, may live in violent relationships and unsafe conditions, and cannot be contacted and recorded. These are grey areas of the study that are hard to overcome and specific solutions must be sought.

In addition, the Roma community is present in daily life on the streets of the city, but hard to integrate in a systematic count. Here, an undercount may exist that is difficult to resolve. A specific service for Roma – Caritas Va en Va – also recorded less Roma persons than in previous years.

Lessons on the **technical implementation** included compulsory answers and the vetting of the place of stay according to ETHOS Light. Even though it was communicated that the place of stay on the night of October 1 was a compulsory variable in the EU Homelessness Count, many services did not fill out this item and included only the 'usual place of stay' in the month of October, according to ETHOS. Consequently, 248 data entries did not meet the methodological criteria for the point-in-time criterium of the EU Homelessness Counts. However, around 70% of these data would also not have been included in the count, if the place of stay according to ETHOS Light had been recorded as the answered did not fit any of the ETHOS Light types. For the remaining 30% a compulsory answer to the place of stay according to ETHOS Light could have increased output further.

Concerning **communication and information** about the count, a press conference to kick off the count was held on June 30, which resulted in some media attention and a news clip on TV. While politics, local media, and local news picked up the story, it did not result in a major PR coverage. This may change when the results are presented in 2026 in will be part in the program for housing for all and justice on the housing market in Salzburg.

Promoting the topic of the homelessness counts and precarious housing in Salzburg in general remains challenging. In the current political climate, with a left-leaning city government, there is hope that the results will be reflected in politics and policy design. However, to capture more media attention and create more awareness for the topic of homelessness and housing exclusion is a goal for years to come.

Within the Steering Group, most information was exchanged via email and in direct meetings. As most information on conducting a count was already known to members of the Steering Group this worked fine for the most time of the planning phase. However, when the contractual agreements had to be changed at the end of the planning phase and lots of confidential documents had to be sent back and forth this communication method proved ineffective. However, through the coordination of Lara Simonitsch from the City of Salzburg important issues could be resolved and a sound arrangement could be reached for all persons. For the future a confidential online file only to be accessed by designated members to exchange confidential information should be created. Also, more flexible communication methods such as a Whatsapp group could help to quickly coordinate responses.

Considering resources, future counts and a regular repetition of the count in the City of Salzburg necessitate a larger team that is continuously financed throughout the years and can focus on the organization and implementation of the count. For future years is desirable to introduce a steadily financed, repeating count that disposes of some central financial and personnel resources to uphold quality and continuity. This will also allow a replacement by single persons who are central to the count and cannot quit at the moment. Hence, a professionalization and financialization of the count should be sought.

Concerning the **implementation and rollout** of the count, it is important to keep case workers opinions and feedback of enumerators and other persons involved in the count present in order to find out which parts of the survey were not fitting or not working. In the current survey the usual place of stay was recorded for the entire month of October according to the ETHOS Typology for the entire Province of Salzburg. _However, the place of stay was also recorded with a particular reference date, October 1, according to the ETHOS Light typology to fit the study design of the EU homelessness counts. Since most services could answer the first questions from their client data (ETHOS place(s) of stay for the month of October), but not all could answer the question for the place of stay on October 1 according to ETHOS Light, some harmonization of the questionnaire according to one typology could remedy these dualities in future counts. Moreover, continuous and consistent planning, organization, communication and implementation are key to ensuring the ongoing motivation of organisations and individuals taking part in the count. Since, many persons and organisations are involved in the count it is paramount to keep everyone on track while avoiding overburden on some team members. Also here, a continuous and stably financed operation can distribute workload more evenly and ensure a sound and smooth implementation of the count over many years.

As mentioned before, a focus and an involvement of persons in public spaces by outreach teams during their daily operations generated a large amount of additional data. In coming years, it should be envisioned to extend this part of the count to reach other hidden populations.

In general, the harmonization of the count in the Province of Salzburg (Salzburger Wohnbedarfserhebung) went well and some extra effort had to be taken to map the questions and answers to the provisions of the EU Homelessness Count. This could, however, largely be resolved. The double question of ETHOS place of stay during the month and ETHOS Light on October 1 created some

confusion and one single typology should be sought for future years. Arriving at a fully harmonized framework in future years can reduce overall complexity and effort.

After vetting by the legal department of the Austrian Academy of Sciences and a specialised legal counsel, persons under 18 years of age have been excluded from the count and were only recorded as children of PEH. This has the disadvantage that, e.g., unaccompanied minors cannot be counted at all, which might otherwise have revealed essential insights for a hard to reach and particularly vulnerable group.

Summary table

	strengths / what worked out well	challenges that had to be tackled and how they were tackled	lessons learned
participation of services	Networking and motivating services. Including services for PEH, hospitals, social welfare and housing services of the City of Salzburg, services for former inmates and asylum seekers to be released. Covering the most important access points, social advisory and support services to reach large coverage.	Realizing the EU Homelessness Counts parallel to the Salzburger Wohnbedarfs-erhebung created some confusion. Services were reluctant to sign another agreement for the EU Homelessness Counts. Some services consented to taking part in the count but did not fill out any questionnaires.	Both counts should be integrated, and a common methodology should be convened upon. Now, a careful harmonization of the existing questionnaire ensured effective outcomes for the EU Homelessness Count. A new agreement could be set up that left the initial counting procedure intact and transferred a fully anonymised and cleaned data set to the Austrian Academy of Sciences. More direct contact with services, extensive networking and motivation can further increase coverage.
coverage levels of ETHOS groups	Extensive coverage reached. By including a broad range of services from different parts of	Winter night shelter for women was not yet open. Youths were excluded for legal reasons.	A counting date later in November could increase coverage of women in night shelters.

	strengths / what worked out well	challenges that had to be tackled and how they were tackled	lessons learned
	the social services spectrum, many sub-groups could be reached. Recording persons in public spaces by street work organisations.	Women living in violent relationships or hidden homelessness are difficult to reach. Some social support services did not record many clients, hence, reduced coverage.	Revising the legal basis of the count could allow for including minors. Enlarging the network of social support, counselling and public welfare organisations could increase contact to hidden populations.
technical implementation	Harmonization of the Salzburger Wohnbedarfs-erhebung with the EU Homelessness Count questionnaire worked well and most compulsory questions were consistently answered. Planning, rollout and implementation went smoothly as longtime experience exist in Salzburg.	Since the the Salzburger Wohnbedarfs-erhebung uses the ETHOS Typology and the EU Homelessness Count employs the ETHOS Light framework, not all answers to the general questionnaire could be used. After inspecting the answers more closely, most datasets would not have been included in a count according to ETHOS Light, as a narrower definition of homelessness is applied.	To use one homelessness typology and organize data collection accordingly will be helpful in the future.
data quality	Data quality was excellent and most compulsory	Two typologies for place of stay created some	Find a common typology and

	strengths / what worked out well	challenges that had to be tackled and how they were tackled	lessons learned
	questions were consistently answered.	confusion and unusable data entries. However, if the place of stay on October 1 was indeed not known, it should be accounted for as unknown /missing.	organise the count accordingly.
management of the data collection process (e.g. time, protocols, etc.)	Planning of the count and mapping questions to the Salzburger Wohnbedarfs-erhebung to the EU Homelessness counts worked well. Processes and procedures were well-defined because of the experience of previous years.	Short timeframes and multiple concurring events added to increased workload towards the end of the count. By shifting schedules and transferring activities within the Steering Group this could be solved well. Contractual agreements caused some confusion as some organizations did not want to sign new documents. An alternative solution could be found that kept existing procedures in place and maximised output of the count.	Stable and ongoing resources should be set aside for the count to ensure sufficient financial and personnel resources. A longer planning interval and a clear timeline will ease a repeat implementation of the count and coordination between researchers, politics, and organisations. A repeat count needs to be based on a clear contractual framework for all participants.

5 Plans for the future

Building on the long-standing experience with homelessness data collection in Salzburg and the insights gained through participation in the EU Homelessness Counts, several directions for future development can be identified. These plans are linked to current policy developments at city level and to lessons learned during the 2025 data collection.

5.1. Institutionalization of data collection at city level

The City of Salzburg is currently developing a new housing policy framework (Wohnleitbild), within which a regular and recurring assessment of housing needs is foreseen. This includes the intention to conduct annual housing needs assessments, covering not only homelessness but also broader dimensions such as housing size, accessibility, specific support needs, and risks of housing exclusion.

The existing Wohnbedarfserhebung, including the EU Homelessness Count, provides a well-established methodological and organizational foundation for this process. Embedding data collection on homelessness within the housing policy framework can ensure political legitimacy, long-term continuity, and the strategic use of the data.

5.1 Methodological improvements based on lessons learned

Building on the challenges identified during the 2025 data collection, several methodological improvements are envisaged for future counts. Emphasis will be placed on providing explicit guidance and stronger technical validation for compulsory variables, especially regarding the accurate recording of the place of stay on the reference date. In addition, training and communication for data processors will be further strengthened to ensure a shared understanding of EU point-in-time requirements and to reduce inconsistencies in data entry. Strategies to include a larger part of persons living in public places via outreach teams or a systematic Street Count can increase coverage of the most vulnerable ETHOS Light groups. Additionally, future efforts can focus more strongly on improving coverage of other underrepresented groups, including people experiencing hidden homelessness and those without regular contact with services, to enhance the overall completeness and analytical value of the data.

5.2 Governance, roles, and responsibilities

Future decisions regarding the continuation, scope, and format of homelessness counts using ETHOS Light will lie with local political actors and the Forum Wohnungslosenhilfe Salzburg. The current data collection has demonstrated that the existing governance structures, networks, and expertise can support both local policy needs and EU-level reporting requirements. However, a clear communication framework supported by multiple communication channels between services, research partners, and political actors can ease an integrative view ongoing activities and the efficient transfer of information.

In a long-term perspective, clarifying roles between the city administration, the Forum Wohnungslosenhilfe Salzburg, service providers, and research partners will be key to ensuring efficient coordination and sustainable implementation. This should be supported by sufficient resources dedicated to personnel, technical implementation, and communication to ensure a stable and well-financed continuation of the count.

5.3 Strategic outlook

Overall, the 2025 data collection provides a solid baseline for future monitoring of homelessness and housing exclusion in the City of Salzburg. If continued, the count can enable the development of longitudinal data on homelessness at city level, support evidence-based evaluation of housing and social policy measures and allow for a sustained contribution to European homelessness statistics. Whether and how Salzburg continues to produce harmonized ETHOS Light data in the future will ultimately depend on political priorities and strategic decisions at local level. However, the institutional, methodological, and organizational prerequisites for long-term implementation are in place.

6 Measurement issues around and data on ETHOS Light 4-5-6 gathered in the project

With more than 50% of respondents attributed to ETHOS Light categories 4, 5, and 6 coverage in these categories can be deemed substantial. Although the biggest hospital in Salzburg, psychiatric institutions and psychosocial support services, as well as special services for persons with substance abuse issues were taking part in the Salzburg count, coverage of **ETHOS Light 4** did not include prisons, housing facilities for asylum seekers or children and youth services. With 7% of total responses, ETHOS Light category 4 was the second smallest group following the ETHOS Light framework. Although the roster of organisations taking part in the count varies slightly every year a more or less stable roster of participating organisations could be established. Hospitals and psychiatric clinics mentioned in section 8 have entered the count in previous years and have made the legal provisions for a sound recording of data according to Austrian law. This process takes time and is depending on the legal and practical framework these institutions operate in. Prisons, for example, could not be included as they are subordinate to the Ministry of Justice and are, hence, subject to Austrian state law, which requires intervention at the national level. Also, the main prison covering the City of Salzburg is located beyond the city limits, which opens the question where persons will be counted. Asylum seekers could effectively be reached through support services offered by Caritas and Diakonie. However, in general, housing for asylum seekers is organised on federal province level, and facilities operated by the Province of Salzburg are currently not part of the count. The same is applicable for children and youth services. To sum up, increasing the coverage in ETHOS Light 4 would require political, legal, and administrative steps at different administrative levels of the Austrian state and the Province of Salzburg to generate the possibility and to prepare the legal basis for an extension of the base of public institutions included in the count.

Persons in **ETHOS Light 5** were the smallest of all ETHOS Light groups with only 6% of overall responses. As this group is particularly hard to reach this result does not come as a surprise. Increasing the number of contact points with enumerators, e.g., in low-threshold services, social advisory and support services, housing agencies, social welfare services, but also via outreach teams can increase coverage of this group. Considering that the network of organisations was already cast rather wide in the City of Salzburg, multiple access points have already been created. Also, the focus on PEH in the streets on October 1 by outreach Teams only generated 3 new data entries for ETHOS Light 5. Possible remedies could be a further increase in access points, a longer street survey, or pinpointing possible hiding places. Since most of these places are already known to street workers output in this group can be

deemed sufficient. Another option to increase coverage in this group could be to actively reach out to persons living without legal rental contract, which could be done via housing support and advisory services. The effectiveness of this strategy is albeit questionable.

Persons in **ETHOS Light 6** represented 37% percent of the total number of recorded cases in the City of Salzburg, hence, substantial coverage could be reached. This can partly be explained by the inclusion of many different social advisory and support services, public institutions and social welfare services as well as the broad network of services for PEH mobilised in the count. Through this vast network of participating entities that served as contact points for persons who live with family and friends many individuals could be reached. Increasing this number further would entail increasing the number of organisations taking part in the count, motivating those organisations that did not record any cases or broadening the network of organisation, e.g. to all public institutions on city or province level. Given the impressive outcome of data for ETHOS Light 6, there is no immediate reason to widen coverage, but with sufficient political will and more networking an increased output in this group would be possible.

7 Results

7.1 Interpretation and comments on the results (primary focus on ETHOS 1-2-3)

In total 1.447 questionnaires were filled out for the entire Province of Salzburg. After filtering the results for the City of Salzburg from the extended service-based count, removing duplicates (164), entries without an ID (16) and entries without place of stay according to ETHOS Light (352), 910 data entries remained. 40 minors were also counted as children of persons included in the survey. These entries constituted the main data set to be analysed in the scope of the EU Homelessness Counts. The high number of data entries without place of stay according to ETHOS Light could be explained ex post, since 248 of these only included the place of stay according to the ETHOS Typology for the entire month of October. After vetting these data, they mostly included persons in night shelters (83), persons who are threatened by eviction (73) and are not part of the ETHOS Light Typology, and persons in unfit (4) or overcrowded housing (17), who are also not systematically recorded under ETHOS Light. All in all, around 70% of the data entries without ETHOS Light entry could be accounted for this way. For all of the data entries the place of stay for October 1 was recorded as unknown or missing. However, these data entries will be used for reporting data to the city of Salzburg but are not included in the report in the scope of the EU Homelessness Count. The remaining data set of 910 data entries was then transferred to the research partner at the Austrian Academy of Sciences [after removing duplicates, data cleaning, and anonymization](#). Communication on the preliminary results is not planned until early 2026, a full report on the situation in the City of Salzburg will be presented in mid-2026 at the earliest.

In the ETHOS Light categories 1, 2, and 3 452 persons could be counted who had 20 children living with them. Of these 452 persons 202 persons (45%) can be attributed to ETHOS Light 1, 121 persons (27%) can be attributed to ETHOS Light 2, and 129 (29%) can be attributed to ETHOS Light 3. Here, the very high percentage of persons living in public spaces stands out, which can be explained in part by the successful data collection by outreach organisations which resulted in 51 additional data entries for persons in ETHOS Light category 1. The overwhelming part of persons in ETHOS Light 1, 2, and 3 were male (80%) and a minority of 20% was female. One person registered as non-binary/diverse and one

person applied the personal definition “male”. Around 22% of respondents were below the age of 30 years, and 49% were in the age range from 30 to 49 years. 28% of respondents were 50 years and older. Regarding citizenship of respondents, 173 persons were citizens of Austria, 186 persons were EU-citizens, and 74 persons were non-EU citizens. 253 persons had permanent resident status in Austria, 86 were temporary residents, 41 registered as undocumented residents and one as Ukrainian citizen under the temporary protection directive. Regarding the household living situation 89% of respondents lived alone, 7% lived with a partner but without children, and 10 lived with partner and children. 5 persons were lone parents. Regarding the duration of homelessness, 43% of respondents have experienced homelessness for less than a year and 45% for two years or more. 12% of respondents were experiencing homelessness for more than one and less than two years. This points to the fact that a large part of the population was experiencing homelessness as a rather short-term phenomenon, while an equally large part of the PEH population was on the verge of or was already experiencing homelessness as a long-term phenomenon. This highlights that two very distinct sub-populations can be identified here, which have specific care needs and potentially require specialised services to combat either transitional or long-term forms of homelessness. Financial reasons were considered the most important trigger of homelessness, followed by international migration, family issues, and health related issues including addiction.

Considering the entire dataset and adding persons in ETHOS Light 4, 5, and 6 the total number of valid data entries amounted to 910 cases and 40 children who were accompanied by PEH. Of these 910 persons 78% were male, 22% were female, one person identified as non-binarily/diverse and one person gave a personal definition “male”. While only 60 and 57 persons could be recorded in ETHOS Light category 4 and 5 respectively, 341 persons were counted in ETHOS Light 6, which amounts to 37% of the total number of 910 persons, followed 22% of persons in ETHOS Light 1, 14% in ETHOS Light 3, and 13% in ETHOS Light 2. Triggers of homelessness showed a similar distribution than in the ETHOS Light 1-3 sample. Remarkably, the distribution of the duration of homelessness shifted considerably in the larger sample including ETHOS Light categories 1-6: 48% of all PEH counted experienced homelessness for under one year and 36% for more than 2 years. 16% experienced homelessness between one and two years. This can be explained by a ratio of 50% of persons experiencing homelessness for less than one year and only 24 % experiencing homelessness for more than 2 years (15% two to five years and 9% five years or more) for ETHOS Light categories 4, 5, and 6. Especially many persons living with family and friends are on the younger end of the spectrum. Also in the larger dataset 90% of PEH were living alone, 5% were living with a partner but without children, 2% were a lone parent with children and another 2% were living with a partner with children. Results for resident status closely matched results from the ETHOS Light 1-3 sample, save for an even larger percentage of persons with permanent resident status (73%) and a slightly smaller percentage of persons with temporary resident status (20%). 41% of respondent were Austrian, 30% were EU-citizens and 29% non-EU-citizens. Also, the age distribution closely resembled the ETHOS Light 1-3 sample, with the difference of a slightly larger part of persons between 18 and 24 years (12%) and slightly less persons in the category 50 to 64 years (19%).

7.2 Institutional and/or policy or and/or strategic use of the data, or potential changes that can be fed by the data gathered

The Salzburg data points towards some fields of action for policy and politics but also for getting a better insight into the current homelessness situation at the local level. First, the relatively large number of persons in ETHOS Light 1 highlights the need to actively counteract street-based sleeping and to create services that cater to a larger number of persons staying in public spaces. Also, the focused data gathering by outreach teams increased the numbers of persons attributed to ETHOS Light 1 further. This begs the question, if a sub-population of roofless persons has always existed that have gone unnoticed until now. Although there are multiple access points to the network of services for PEH and multiple accommodation options in Salzburg, the elevated number of people in ETHOS Light 1 should be a reason to think more about targeted strategic responses for this group.

Generally, a substantial number of beds in night and emergency shelters is available in Salzburg, in addition to other temporary and transitional housing options. The elevated number of persons in ETHOS Light 1 also raises the question, if current capacities are sufficient or if steps need to be taken to increase capacity or to ease access to longer-term housing facilities or housing first apartments. Since the City of Salzburg offers a large variety of different housing options for persons in temporary or transitional accommodation and this group has been very well covered, intersections between different counselling and housing options could be scrutinized in order to make access to and transitions between services easier.

Considering persons in ETHOS Light 4, a blind spot for persons to be released from prison, from children and youth services, and from accommodations for asylum seekers currently exists. However, services such as Neustart for persons to be released from prison, Caritas and Diakonie for asylum seekers, and different support services for youths generate data on these sub-populations. A systematic inclusion of persons to be released from institutions or staying longer than needed would require substantial effort on different administrative levels of the Austria state and remains elusive.

Persons in ETHOS Light category 5 are notoriously hard to reach, and, consequently, this was the smallest ETHOS Light group to be counted. Also, the effort by outreach teams did not result in vast numbers of additional persons in this group to be recorded. This leaves two options: either this group is already well covered, or populations are very well hidden. Considering, the tight housing market in Salzburg an option to increase output for people living in unfit housing or in the grey housing market, would entail to intensify data gathering in housing agencies, public housing services and housing advisory services to systematically record data on these sub-populations. However, since those sub-groups often prefer to stay hidden, the efficiency of this strategy remains unclear.

Persons in ETHOS Light 6 were extensively covered by the current count. Importantly, a hidden population may always exist and the overlap with ETHOS Light 5 can be hard to conceptualize (especially for persons living in the informal housing market). Importantly, a larger percentage of PEH in this group was on the younger side of the spectrum, which highlights a need to target young people staying with family and friends particularly. This could be an effective way to prevent both transitional and chronic homelessness. Consequently, services for younger persons staying with family and friends or living in the grey housing market could provide a strategic entry point to prevent long-term manifestation of homelessness. Vice versa, housing options for PEH affected by long-term homelessness combined with wrap-around services could effectively target a very persistent form of homelessness and reduce numbers in the older age-groups.

The main bottleneck for increasing or adapting housing for PEH lies in a general scarcity of apartments and land for construction. Very strict zoning laws make it almost impossible to dedicate more land to construction projects and increase housing stock. Without resolving the need for increased construction in Salzburg, the general housing situation for all citizens will not change.

7.3 Scaling up & harmonisation with data collections on homelessness

As outlined before, a scaling up or harmonization of data collection can be realized in multiple ways. As the current count already involves a vast network of organizations for PEH, public welfare organizations and some health institutions, which are all operated at the level of municipalities, scaling up would require to include organizations operated by the provincial government of the Province of Salzburg. This would require substantial strategic action and political will on behalf of the provincial government, in addition to legal and administrative provisions, which is currently not given. Generally, some additional data, e.g., on persons in accommodation for asylum seekers or in children and youth services could widen the perspective on the current homelessness situation.

Beyond a count at the level of municipalities and at federal province level, a national count would entail a combination of multiple data sources collected at different administrative levels of the state of Austria and subject to different legal provisions, data formats, purposes of use etc. Currently, only data from the Austrian Central Population Registry covers the entire state of Austria and this method of data gathering is plagued by severe undercounts in ETHOS Light 1 and 2 and no coverage of ETHOS Light 4, 5, and 6. Also, Central Population Data underlies strict data protection rules and uses a special identifier issued by the national government so that a nationwide integration of data sources implies the use or issuance of this special identifier for all other data at federal province or municipality level. Consequently, an integration of data on PEH on national level requires targeted political and legal action to provide the basis for a pooling of data across administrative levels of the state.

7.4 Added value of the data collection design and implementation process

- to building cooperation among stakeholders,

Generally, the long history of the Salzburger Wohnbedarfserhebung and this year's monitoring in the context of the EU Homelessness Count have demonstrated that an active and well-connected network of organisations is the basis for an effective counting process and an integrated result on the current homelessness situation across ETHOS Light categories. The Forum Wohnungslosenhilfe Salzburg serves as an effective and integrative platform that brings organisations and stakeholders together, fosters

dialogue, and takes decisions on important issues connected to the count. For these reasons, the existing network on the organisational level is strong and provides a vivid platform for exchange and cooperation. This will – in combination with centralised organisation and implementation of the count – provide an effective basis for realising the count in future years, which is scheduled to be realized on a yearly basis. As the Salzburg city government is placing a focus on the overall topic of housing and the alleviation of precarious housing conditions, cooperation of public institutions at the city level should be ensured. However, relations to the government of the Province of Salzburg could be expanded in order to include data from various entities operating at the federal province level. This is a strategic option that warrants further effort and could contribute to a widening of the network of public institutions included in the count.

- to reconceptualising the “city” and use of space,

Results have shown that a substantial number of PEH lives in public space or in emergency shelters. To include this group in future strategies to combat homelessness, means to take persons in the most precarious and volatile living conditions into account and expand services to offer concrete solutions and pathways to temporary, transitional or long-term housing. This can be supported by facilitating access to public and institutional housing but is also connected with a general right to receiving enough resources for taking part in public life as a citizen and developing new life perspectives. A general “Right to the City” likewise also entails a sharing of resources with the most vulnerable populations to include them in a shared social space for all citizens.

As long as the housing stock in the City of Salzburg is insufficient, public housing not accessible to people staying in shelters or in public space, and some parts of society are systematically excluded from social welfare payments, an equitable access to the most basic requirements for daily life and for taking part in society remains elusive. Hence, to provide these basic resources will require a re-thinking of the meaning of citizenship towards a more inclusive society which provides housing and minimum income as a basic right. Only then, new perspectives for the most vulnerable social groups can be opened.

- to reshaping the perception of homelessness, and

This also involves a reshaping of the perception of homelessness and the population of PEH in order to integrate them in societal processes of collective evolution instead of characterizing them as a social group to be “managed” or “sustained”. From the perspective of a social movement and a re-thinking of societal structures that involve all citizens living in an area, it will be important to provide basic resources for living in order to enable participation in society, social integration, and the development of new life perspectives while at the same time reducing social, individual, and financial cost. An inclusive society is, consequently, directly mirrored in space as an expression of the legal, practical, and social approaches to defining citizenship and to realizing its consequences.

- to feeding the discourse around homelessness and provisions for PEH

One practical issue and key to combating homelessness lies in the provision of housing, access to different forms of accommodation, and support for persons in need. To increase the housing stock made available to the general population but also to people in need is one indispensable prerequisite for resolving the current housing crisis. But even with an increase in the current housing supply, permits and construction take time, so that in the meantime access to temporary or transitional

housing is key to providing some alleviation for PEH. In all cases specific accommodation options need to be combined with targeted services that not only support people in moments of crisis but also provide the necessary resources that allow for a re-shaping of life perspectives towards greater inclusion, participation, and ultimately independence. From this perspective, support for PEH can be re-considered as part of a larger movement in society to generate opportunities for all citizens. This could also be understood as an incentive to reframe research on homelessness and integrate it with a larger discourse on participation and equal rights in society.

8 Annexes

8.1 Date of the data collection

Extended service-based count: October 1 – October 31, 2025, for all services in the city of Salzburg with October 1 as reference date for the count.

8.2 Inventory of the participating services

Name	Type of service (check your city's service types that you included in the questionnaire, and please identify whether it is ETHOS Light 2, 3, 4, etc.)	ETHOS Light group covered (* potentially covered)	basic access criteria	app. size of the group(s) served (in case of ETHOS Light 1, 2 and 3) (potential coverage / actual average service use – estimates)
ABZ Wohnungslosen Seelsorge der Erzdiözese Salzburg	spiritual and pastoral support program	(1,2,3,4,5,6)	none	(185)
Aktion Leben Salzburg	housing support and temporary accommodation	3	young mothers	2
Arbeitstrainingszentrum	vocational rehabilitation program	(3,4,5,6)	mental health crisis or illness	(1)
ARGE Schutzunterkünfte	temporary accommodation		women affected by violence	19
Caritas Haus Elisabeth	day Center	2	open for all users	(93)
Caritas Meizuhaus	Transitional Housing Program	3	living in Salzburg for more than 5 yrs.	55
Caritas SafeHome	long-term supported housing program for women	3	female and affected by violence	34
Caritas Salzburg Notschlafstelle Haus Franziskus	night shelter and short-term accommodation facility	2	none	70
Caritas Salzburg SOALP	supported abstinence-based housing program	3	former addiction, current sobriety	11
Caritas VA an VA - Hand in Hand	outreach and counseling service	(1,2,3,4,5,6)	specific for the Roma community	(25)

Name	Type of service (check your city's service types that you included in the questionnaire, and please identify whether it is ETHOS Light 2, 3, 4, etc.)	ETHOS Light group covered (* potentially covered)	basic access criteria	app. size of the group(s) served (in case of ETHOS Light 1, 2 and 3) (potential coverage / actual average service use – estimates)
Caritas Streetwork MoSES	mobile social work services	1	open to all	(72)
Caritas Grundversorgung	support service	4	asylum seekers	/
CDK - UK f. Psychiatrie, Psychotherapie und Psychosomatik	psychiatric care facility	4	mental illness	(15)
Diakonie Salzburg Flüchtlingsdienst	support service	4,5	migrants or refugees	/
die Salzburg	communal housing service	(1,2,3,4,5,6)	persons looking for housing or in the need for housing support	/
Drogenberatung Salzburg	low-threshold, confidential, and free support program	(1,2,3,4,5,6)	persons with addiction	(2)
Evangelisches Zentrum Sbg. Christuskirche Sozialreferat	parish-based social counselling and support	(1,2,3,4,5,6)	none	/
Frau und Arbeit	free, low-threshold counseling, coaching, and workshops	(1,2,3,4,5,6)	women looking for work	/
Gewaltschutzzentrum	confidential, free support	(3,4,5,6)	people affected by violence	(12)
Heimo-Gastager-Haus	transitional housing program	3	mental crisis or illness	14
HOSI Salzburg	support service for LGBTQIA+	(1,2,3,4,5,6)	queer people	/
ibis Acam BildungsgmbH Salzburg	low-threshold educational and vocational programs	(1,2,3,4,5,6)	employability and willingness to work again	(1)
Integrierte Versorgung	psychiatric care	(3,4,5,6)	mental illness or addiction	/
KiJa Salzburg Stadt	low-threshold advocacy and counseling service	(1,2,3,4,5,6)	none, targeted at minors	/
Landeskrankenhaus Salzburg	health care , hospital	4	none	/

Name	Type of service (check your city's service types that you included in the questionnaire, and please identify whether it is ETHOS Light 2, 3, 4, etc.)	ETHOS Light group covered (* potentially covered)	basic access criteria	app. size of the group(s) served (in case of ETHOS Light 1, 2 and 3) (potential coverage / actual average service use – estimates)
Laube Salzburg – WeGe Salzburg	transitional and long-term housing	3, 4	mental illness	(2)
Männerbüro Salzburg	Special support service for men	(1,2,3,4,5,6)	male persons in need	/
Neuland Salzburg	fully supported residential facility	3	forensic commitment	22
Neustart Salzburg Bewährungshilfe	support service for former inmates	(1,2,3,4,6)	people on probation	(21)
Neustart Salzburg Saftladen	day Center	2	none	(23)
Pfarre Mülln - ArMutteilen Mülln	poverty relief support	(1,2,3,4,5,6)	none	/
Pro Mente Aktive Großfamilie	persons with psychological support needs	(3,4,5,6)	mental illness	/
Pro Mente Arbeitsassistentz	low-threshold service	(3,4,5,6)	mental illness or disability	(1)
Pro Mente Jugendarbeitsassistentz	Employment support and coaching for youths	(3,4,5,6)	Persons aged 15-24 looking for work, mental illness or disability	/
Pro Mente ProImpuls	psychosocial and vocational integration program	(3,4,5,6)	recipient of social benefits	(6)
Pro Mente Social Helpdesk	low-threshold service	(3,4,5,6)	employable age	(3)
Pro Mente Stützpunktwohnen Riedenburg	semi-independent housing project	4	mental illness	10
Pro Mente Südhof	long-term housing for persons with psychological support needs	4	persons with psychological support needs	15
Pro Mente Tauernhof	long-term housing for persons with psychological support needs	44	persons with psychological support needs	6
Pro Mente VAMOS	structured, referral-based program	(3,4,5,6)	25+ with multiple	(3)

Name	Type of service (check your city's service types that you included in the questionnaire, and please identify whether it is ETHOS Light 2, 3, 4, etc.)	ETHOS Light group covered (* potentially covered)	basic access criteria	app. size of the group(s) served (in case of ETHOS Light 1, 2 and 3) (potential coverage / actual average service use – estimates)
			difficulties to find work	
Psychosozialer Dienst des Landes Salzburg	low-threshold, confidential, and free assistance	(3,4,5,6)	mental illness or addiction	(11)
SAFI Salzburger Fraueninitiative	low-threshold support and coaching program for women	(1,2,3,4,5,6)	female	/
Sonderkrankenhäuser (Suchthilfe Sbg.)	low-threshold support system for individuals affected by substance use and addiction	(1,2,3,4,5,6)	persons with addiction	(9)
Sozialamt Stadt Salzburg	official social welfare office of City of Salzburg	(1,2,3,4,5,6)	none	/
Soziale Arbeit: Fachstelle für Wohnungssicherung	low-threshold, free, and confidential support program	(5, 6)	none	(202)
Soziale Arbeit: Lebensarbeit	low-threshold employment initiative	(3,4,5,6)	persons receiving social benefits	(2)
Soziale Arbeit: Pension Torwirt	Emergency accommodation facility	2	none	10
Soziale Arbeit: Sozialberatung	low-threshold, free, and confidential service	(1,2,3,4,5,6)	none	(385)
Soziale Arbeit: Wohnen, um zu bleiben: Lebensraum	long-term, ambulant support program	3,4	people facing eviction	32
Soziale Arbeit: Wohnenauf Zeit: Neubeginn	Temporary accommodation facility	3	persons looking to become employable	33
Soziale Arbeit: Wohnenauf Zeit: Perspektive	Temporary accommodation facility	3	none	11
Sozialpsychologische Wohngemeinschaft SWG	social-psychological residential community	3	former addiction, now sober	10
Verein Frauentreffpunkt- Frauenberatung Salzburg	low-threshold, confidential, and free	(3,4,5,6)	female gender	(17)

Name	Type of service	ETHOS Light group covered (* potentially covered)	basic access criteria	app. size of the group(s) served (in case of ETHOS Light 1, 2 and 3) (potential coverage / actual average service use – estimates)
	(check your city's service types that you included in the questionnaire, and please identify whether it is ETHOS Light 2, 3, 4, etc.)			
	counseling and support center for women			
Verein zur Förderung von Arbeit und Beschäftigung FAB	career counseling, training programs, employment initiatives		employability and willingness to be able to work again	(2)
Vertretungsnetz Salzburg	adult protection association	(3,4,5,6)	none, necessity for a legal guardian	(18)
VinziDach - Housing First Salzburg	long-term, stable apartments	3	homelessness, mental illness and addiction	15 per year
Virgilambulanz	basic health service for people without insurance	(1,2,3,4,5,6)	people without/ insurance coverage	
Volkshilfe Salzburg perConsult	employment reintegration counseling for social assistance recipients	(1,2,3,4,5,6)	employability	(3)
Wohnservice - Stadt Salzburg	public housing agency of the City of Salzburg	(4,5,6)	must meet local criteria for applying for a flat	(12)