



Merchants Quay Ireland

A Community of Hospitality, Hope and Justice

Annual Review 2001

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Who Are We?

Merchants Quay Ireland (MQI) is a community of hospitality hope and justice. We are an independent voluntary organisation committed to providing support to homeless persons and drug users and working for social and economic justice for all.

MQI has its roots in the justice work of the Franciscans at Merchants Quay who have been working on the side of those suffering poverty and oppression for more than 700 years.

The MQI mission is to

- Create a place of safety, compassion and welcome for all who enter our doors and for those who live in the local community.
- Meet the needs of all service users through the imaginative development of high quality services.
- To establish support structures and resources for all who work at Merchants Quay to enable us all achieve our full potential in our various roles.
- To work for justice in our society to ensure that those who are excluded are given opportunities to recognise their value and worth as human beings.
- To collaborate with organisations and agencies, both statutory and voluntary, in advocating social change, in the service of our clients and in the creation of a more just and inclusive society.

We believe in and cherish the value of every human being in keeping with our commitment to social justice coming from our origins in the Franciscan Tradition.

The Year in Review

In Ireland 2001 was a boom year that promised hope of greater prosperity and improved standards of living for all. The economy was buoyant and unemployment was at an all time low. In the area of drugs and homeless services the prospects also looked good. The Homeless Agency had been established on a firm footing and had published its Homeless Action Plan setting out the development of targeted services with the expressed aim of eliminating homelessness over a ten-year period. Similarly a review of the National Drug Strategy was conducted and published clearly setting out targets and accompanying actions for addressing problem drug use.

Following on this the situation has improved and today there are more and better services for homeless persons and drug users. However despite these improvements the numbers of people presenting at Merchants Quay Ireland continued to increase. Not only did the numbers attending the individual services increase, from 3,818 to 4,401 in our drugs service and from 1,740 to 1,828 in our homeless services, but so also did the level of cross-over in the services with a pronounced increase in the numbers of drug users that were homeless and living on the streets.

The boom years bypassed our service users. At the time when the sales of Mercedes-Benz cars exceeded all records so did the numbers of persons homeless and the numbers engaged in problem drug use. While we welcome the fact that additional resources were targeted at drugs and homeless services, we deeply regret that the Government did not take the opportunity to eliminate the poverty which drives these problems.

There is now a definite downturn in the economy and we are seeing cutbacks across most Government departments. This even affects spending on drugs services with a moratorium placed on the development of new initiatives for drug users. However when the economy is struggling it is even more vital that resources are targeted effectively. In the current situation it is likely that even more people will become homeless and the numbers using drugs will continue to increase. It is at this very juncture that we need to continue investment in the National Drugs Strategy and the Homeless Strategy if we are not to be overwhelmed by these problems in the future.

It is vital now that the issues of drug use and homelessness are kept firmly on the political agenda. Policy needs to remain positively focused on providing housing and support services for the homeless and on addressing the health, education and social needs of drug users.

It is time to end policies that favour tax breaks for the rich at the expense of vital public services. It is time to end the criminalisation of homeless persons and drug users. It is time to rebuild social safety nets to prevent people falling into poverty, destitution and homelessness.

Tony Geoghegan
Director
MQI

Services for Drug Users

Reducing Harm

Open Access Services

The Contact Centre: Here we work with drug users in real crisis. Not all become drug free or progress onto other programmes but all are supported in striving for a better quality of life and receive help in minimising drug-related harm. Services include health promotion, needle exchange, advice on safer sex and safer drug use, general advice, information, referral and advocacy as well as holistic therapies (massage, acupuncture, reflexology and aromatherapy). In 2001 there were 20,262 visits to the contact centre for needle exchange and a further 9,980 visits for other services. These visits were made by 3,648 individuals. 683 new clients were seen in 2001, and overall the numbers of persons visiting the service increased by 8.5% and the number of visits made by 30%.

Women's Project: Since 1998 MQI has been providing a specialised service targeted at vulnerable female drug users. This service is based within the Contact Centre and is targeted at the increasing numbers of vulnerable women attending for help. The Women's Project offers one to one support, weekly group support and targeted advice. 67 drug users availed of this service in 2000

Outreach Service: MQI operates a Community Outreach Service in order to make contact with drug users not engaged with services and to minimise public nuisance associated with the problem. In 2001 the outreach team contacted more than 262 vulnerable drug users on the street, collected more than 2,700 used needles and syringes and also liaised with local community groups, the police, Dublin Corporation and others. Harm reduction initiatives included advice on safer drug use (39%), motivational intervention (34%) and referral to treatment services (17%). Other important services offered by the workers, were information on health issues (23%) and information on accommodation (12%). Overall this service is a very effective means of making contact with and promoting health gain for those not in touch with mainstream services.

Family Support Group: The Family Support Group meets every two weeks and provides a forum where the parents, and other close relatives and friends of drug users are offered support and advice on a range of issues. The participants also provide support to each other and the group is continually open to new members joining.

Towards Stability

Structured Support Services

Day Support Services

Day Support Services are often first steps away from crisis drug use and towards rehabilitation. These are aimed at people who are currently using street drugs, or those recently engaged in treatment and seeking more stability and structure in their lives.

Services include methadone prescribing treatment and support - a drug substitution therapy which helps people to break their links with illegal and high-risk drug use.

Supportive Day Programmes offer therapeutic groups, life skills training, personal development work and pre-employment training to help drug users to reintegrate with society.

The Gateway Programme offers a bridge between crisis services and stabilisation services. It operates two days per week in the Crisis Contact Centre, and three days per week in the Stabilisation Centre. This Programme seeks through the provision of one to one support linked to a range of leisure and learning opportunities to engage clients in the process of examining alternatives to drug use, and offers access to more structured treatment, education and training.

One-to-one Counseling assists clients availing of the Day Support Services to deal with issues that have underpinned their drug use.

In 2001 our staff and volunteers were able to offer effective drug treatment and other support services to more than 200 drug users.

The Road to Recovery

Residential Services

The Residential Programmes aim at meeting the needs of clients who wish to become drug free, and who are assessed as being likely to benefit from a period of residential treatment.

High Park Residential Programme: This is a 12-week fully residential programme designed to help participants to become and remain drug free. The emphasis is on assisting clients to gain insight into the issues which underpin their drug use and developing realistic measures to prevent relapse. The High Park programme offers individual care plans, which incorporate in-house detoxification where necessary, individual counselling, group therapy, educational groups, work assignments and recreational activities.

A total of 73 persons joined the programme in 2001. Of these 28 were admitted while in the final stages of their community detox. Twenty four (86%) successfully completed their detox. Almost one quarter of those admitted to High Park managed to successfully complete the full 12 week programme and are now drug free.

St. Francis Farm: This is a Therapeutic Community & Training Facility. Here we offer a one year residential programme which provides training in a rural setting to former drug users. It blends individual and group development opportunities, education and practical skills training. Residents are offered training in Animal Care, Farming and Market Gardening, Catering and Food Preparation, Social Skills, Personal Development and Computer Skills.

The programme had 30 participants in 2001 – 9 females and 21 males. The average age of participants was 26.5. Fifteen participants left the programme early having negotiated agreed progression routes with staff. Four were asked to leave. Six persons graduated in 2001, five males and one female. Five persons were due to complete in 2002.

Services for Homeless Persons

Meeting Basic Needs

Open Access Services

The Fáiltiú Resource Centre

There were approximately 44,000 visits to this open access services for homeless persons in 2001, representing an average of 145 visits every day. These visits were made by more than 1,500 individual service users.

Information, Advice and Crisis Support Service: This drop-in service includes assessment of clients' needs, advice and information on health, social welfare, emergency accommodation, long-term housing and any other issues. This service provides informational materials for homeless persons. More than 2,500 supportive interventions with homeless clients took place with 720 clients referred on to a variety of other services including social work services, medical services and income support services. In addition to the above, homeless persons are offered two meals a day (Breakfast and lunch), also available are showering and washing facilities. More than 24,000 meals were provided in 2001.

Cold Weather Strategy: Every year the Homeless Agency works with voluntary and statutory service providers to develop a "Cold Weather Strategy" aimed at ensuring that homeless people have greater access to accommodation and day services during the winter months. Fáiltiú played its part by extending the drop in service to include Saturdays and Sundays. Fáiltiú will extend opening to 12 hours per day, seven days a week from 2002.

Primary Health Care Service: MQI is working in partnership with the South Western Area Health Board to develop a primary health care service for homeless people. The new service will have a general practitioner, a dentist, nurses and other health professionals involved. Crucially clients will have access to psychiatric and counselling services as part of this development. The new service will open in 2002.

Assisting Personal Empowerment

Structured Support Services

Fáiltiú Client Forum: This Forum is designed to provide a voice for users of our homeless services. Meetings are held monthly and have an independent facilitator. Each meeting is attended by 12-14 persons and issues covered relate to the policies and services of MQI and to the wider policy issues relating to homelessness in Ireland.

Personal Development Programme (OASIS): This is focused on both learning and leisure and incorporates such topics as personal development, holistic therapies, life skills, drama, gardening and men's and women's support groups as appropriate. One-to-one literacy tuition is also provided as is a FETAC/NCVA Foundation Level Communications and Mathematics course. In 2001 we began a joint project with the Irish Film Institute supporting Oasis participants to make a short film. 168 persons participated in Oasis activities in 2001.

Counselling Service: Homelessness is often associated with severe stresses and difficulties in life, and it is not surprising that many people find it hard to cope. The Fáiltiú Counselling Service was established to help people deal with the stresses of life on the streets. A full time professional counsellor provides a free service. Counselling is provided on a one-to-one basis, and is non-directive and client centred.

Shared Services

Offering Opportunities and Options

Accommodation, Training and Work Programmes

FAS – Community Employment Services: MQI works in partnership with FAS to provide hands on training for prospective drugs workers and service users. This is done through a number of community employment programmes based in our services. Community Employment provides participants with skills that enable them to access long term work. In many cases our CE Projects have often provided service users with their first experience of paid employment.

In 2001 121 persons participated in CE programmes at MQI. They learned valuable new skills and contributed in a very real way to the services of MQI.

The CERT Training & Employment Project: MQI in conjunction with CERT (the State Tourism Training Agency) coordinate a training and employment project in General Catering Skills at Merchants Quay. This course leads to the award of an internationally recognised qualification. The course is aimed at persons engaged in our homeless and drugs services. In 2001, 23 clients completed CERT courses. 56% had been homeless at the time they joined the CERT programme, the remainder made contact through our drugs services. The course proved very successful; nineteen (83%) of the twenty three participants found work at the end of the course.

The Education Equality Initiative (EEI): Appropriate training and educational opportunities are central to the rehabilitation and integration of former and recovering drug users. In 2001 we were able to provide an easy access educational programme clients participating in our stabilisation programmes. We also recruited 22 participants for our drugs awareness training programme aimed at community activists and health and educational professional working in areas with high levels of problem drug use.

Integration Service: This innovative residential programme aims at assisting the integration of former drug users into mainstream society. The programme involves those who have completed residential drug treatment and become drug free. These clients reside in a transitional house in Swords, Co. Dublin for a period of 12 weeks. During the first 6 weeks they participate in a programme which includes relapse prevention, life skills, vocational /career choices and group support. During the remaining weeks they are encouraged in their efforts to access employment, training and longer-term accommodation. The Integration team continues to support clients once they have moved on. There were 22 residents in the house last year, 14 men and 8 women. The programme was successfully completed by 16.

Settlement Service: For all homeless people the pressing need is to find long-term appropriate, secure and affordable housing. The Fáilteú Resource Centre Settlement Service was established to help with this task. The Fáilteú Settlement Service has a limited number of places available at any one time. Referral to the programme comes from a range of sources including other Fáilteú services, from the MQI contact centre and stabilisation programmes and from outside agencies. The key services provided within the settlement programme include assessment, development of individual support plans, one-to-one key working service, personal development and life skills training, group support, post settlement support and outreach.

In 2001 60 persons took part in our settlement programme and 25 were successfully settled.

Meeting Spiritual Needs

Spiritual and Church Services

The Church of the Immaculate Conception (Adam and Eve's) is the Church for the Parish of Merchants Quay. The Franciscans are also involved in the management of St. Audoens National School and are kept busy with other work including baptisms, marriages, visits to the sick, and of course funerals. The parish of Merchants Quay is bounded by St. Augustine Street on the west, the river Liffey on the north D'Olier Street to the east and Dame Lane to the south. This area contains a young and growing population, but the church attracts worshippers from all parts of the city.

All of the sacraments are available at the Church, with 32 Masses being said each week, and confession being available on a daily basis.

Key Events in 2001

Christian Unity Week (January 20th and 28th): An Ecumenical Service was held in the church on Monday 22nd. The Deans of both neighbouring churches, Christ Church and St Patrick's participated. The theme was "Welcoming New Christian Traditions" and was well attended by the different denominations.

Lectio Divina: this is a way of reading, thinking and praying the scriptures. Reflection on what God did in the past is used as a means of discerning what He is doing in our lives today. Lectio Divina took place each Wednesday lunchtime during Lent and Advent. In addition daily scripture reflections were held in preparation for Easter and Christmas. These were well attended

Organ Recitals: A series of four organ recitals took place in July which featured the skills of Gerard Gillen (Pro Cathedral) Paul Mc Keever (Adam & Eve Musical Director), Martin Baker who played at the funeral of Princess Diana (Westminster) and Laurent Bois (Chartres Cathedral, France)

Office of Remembrance for the Dead took place each day during November in the Transitus Chapel. We also had the Lassus Scholars singing Faure requiem at the 11.30 Mass on the 4th November. Masses in remembrance of the dead included a special mass for deceased staff and clients of MQI and Masses associated with many of the surrounding businesses e.g. The Courts, Dublin Corporation, Dublin Institute of Technology, C.I.E. and others.

Restorative Justice Week was also held in November. This week is aimed at promoting forgiveness and seeking to move from a punitive approach to crime to one that places greater emphasis on restoring what was wrongly taken and setting matters to right. Sr Imelda Wickam, Chaplain at Clover Hill Prison, spoke at masses during this week on this theme.

The *Secular Franciscan Order* continued to meet offering members the opportunity to "devote themselves to reading of the Gospel, going from Gospel to life and life to Gospel".

Repository and Mass Office: As ever thousands of people came to our Repository and Mass Office to have masses offered for special intentions and to purchase religious goods.

Promoting Organisational Development and Social Change

Research, Education and Development

Research and Communications: The aim of this department is to increase the knowledge available on drug use, homelessness and related issues, to effectively evaluate the work of the organisation, to ensure that appropriate monitoring systems are in place and to take a leading role in developing highest quality standards across all of our services. The following projects were undertaken in 2001.

- *An Investigation into the Health Status of Drug Using Women*
- *EuroExcludes: An investigation into the lifestyles of problem drug users in eight European countries*
- *Maintaining or Enabling – An Evaluation of a Methadone Prescribing Service*
- *Managing Urban Tensions- An Integrated Approach to Drug Related Anti-Social Behaviour*
- *Food for Thought: A Review of the Fáiltiú Food Service*
- *A Step in the Right Direction: An Evaluation of the Fáiltiú Information and Advice Service*
- *Elaboration of Concepts for Secondary Prevention of Drug Misuse*
- **www.mqi.ie** *MQI Website*
- **www.clubscene.ie:** *A website aimed at preventing drug related harm for users of dance club drugs such as ecstasy and amphetamines.*
- *Structured Day Programmes – Best Practice Guidelines*

In 2001 this Department established QuayTimes the MQI newsletter. In addition we regularly produced a wide range of information e.g. presentations, leaflets, information packs etc.

Campaigning & Policy Work: Senior Staff at MQI invested a great deal of time in drawing up the Dublin Homeless Action Plan (Shaping the Future) in partnership with other voluntary and statutory organizations under the aegis of the Homeless Agency.

The Plan sets out the first three years of a 10 year strategy aimed at eliminating long term homelessness in Dublin. The Plan, which has Government backing, envisages the investment of significant resources and the development of new policies necessary to meet its goals. The Plan outlines more than 300 actions, aimed at preventing homelessness, tackling rough sleeping and investing in affordable long term accommodation to be completed by 2003.

MQI also made a significant contribution to the development of the new National Drugs Strategy (Building on Experience) promoting and supporting policies and actions aimed at developing harm minimisation services and widening the range of treatment options available to drug users. The Strategy has as its main goal the reduction of drug related harm and contains 100 actions aimed at restricting the supply of illicit drugs, reducing demand for drugs and improving treatment options.

In 2001 MQI also supported measures to raise awareness of the issues of homelessness, problem drug use, poverty and social exclusion in a variety of fora most notably in policy oriented networks including the Voluntary Drug Treatment Network and the Voluntary Homeless Services Network, and through this the Community Platform which has a role in national partnership negotiations as part of the Community and Voluntary Pillar. We also have representation on a variety of Drug Task Forces, on the National Advisory Committee on Drugs, the National Aids Strategy Committee and a variety of other similar bodies.

Training: The Training Department addresses the training needs of all workers, paid and voluntary, at MQI and offers a high quality training service to other agencies that work with drug users and homeless people.

Training courses include the following: -

- *Volunteer Induction Training* - The focus is on ensuring that volunteers have sufficient knowledge and skills relating to drug use and homelessness when beginning to work in our services. MQI provided training for more 45 volunteers in 2001.
- *Drugs Awareness Course* - This introductory course assists people working in a variety of different settings to respond effectively to the needs of drug users. More than 80 persons took up this course in 2001.
- *MQI Certificate in Supervision Skills Course* - This pilot course was run for the first time in 2001 with 5 participants.
- *MQI / University College Dublin: Certificate in Drugs Counselling and Intervention Skills* - This is a one year course accredited by University College Dublin. A total of 35 persons graduated in 2001.
- *MQI / University College Dublin: Diploma in Drugs Counselling and Intervention Skills* - This course began in 2001 with 22 students expected to graduate in 2002.

A variety of short training opportunities were also offered to staff in our various services. Topics covered in 2001 included:

- Health and Safety
- Managing Challenging Behaviour
- Racism Awareness
- Motivational Interviewing
- Group Work Skills.

In 2002 we plan to expand the range of training offered to persons working in drugs and homeless services outside of Merchants Quay and to further develop the core training programme for staff and managers in our rapidly developing homeless services.

Delivering Effective and Efficient Management

Finance, Administration, Fundraising and Human Resources

Finance: Effective and prudent financial management continues to be a priority at MQI. In 2001 income from statutory agencies represented 70% of total income. It is essential that the financial resources of the organisation be managed so as to deliver the greatest level of quality services by achieving the best value for money. We also need to maximise our fundraising potential and in this regard a new fundraising manager was recruited during the year.

The emphasis on improving consistency and accountability across the organisation, integrating financial planning into the overall strategic planning process for Merchants Quay Ireland and providing high quality financial input into decision making at Merchant Quay continued during the year.

Fundraising: The demand for the services provided at Merchants Quay has grown as more people become homeless and more turn to drugs. The development of new services to meet these needs depends on the financial resources available for this purpose.

Currently government funding provides 70% of our income. The remainder comes from a variety of sources including corporate appeals, fundraising events, unsolicited and sometimes anonymous donations, legacies and grant-giving trusts. We recruited a fundraising manager in November 2001 and she will be developing a fundraising strategy aimed at developing our income from voluntary sources to allow us to respond to the challenges that lie ahead.

Administration: Secretarial and administrative backup remains essential to the effective functioning of the organisation. MQI has a centralised administration office which provides an efficient and comprehensive service to the entire organisation. In 2001 this service was further added to by the establishment of an information and communications technology department which will oversee developments in this area.

Human Resources: In 2001 81 full time and 92 part time staff, including many working on Community Employment projects provided the services at Merchant Quay Ireland. An average of almost 100 volunteers contributed significantly to the delivery of the services. Significant attention continues to be given to ensuring that adequate training and support is available to all employees and to developing a range of policies and procedures to ensure best standards in staff management.

Volunteers: Volunteers have always played a crucial role in supporting the paid staff at MQI. Volunteers work in all of our drugs and homeless services and in support services such as fundraising and administration. MQI sincerely thanks all our volunteers who have done so much for the organisation and our service users in the past year and in many previous years.

Financial Report: The accounts of Merchant Quay Ireland are summarised below. These accounts cover the activities of the Church of the Immaculate Conception (Church), Merchant Quay Project Limited (MQP) and Franciscan Social Justice Initiatives Limited (FSJI). The latter two companies relate broadly to the organisation's drug and homeless services respectively.

Income and Expenditure Accounts: Total income and expenditure for the year ending 31st December 2001 were as follows:

	Church	MQP	FSJI	Total
	£'000	£'000	£'000	£'000
Income	352	2425	414	3191
Expenditure	378	2430	453	3261
(Deficit)/Surplus	-26	-5	-39	-70

Income: Church income principally arises from various collections from shrines, appeals and offerings. Income from a shop selling religious goods is also included. Income from statutory agencies represents almost 80% of the income of MQP and FSJI. The remaining income in these companies was raised from grants and donations from grant raising trusts, from individuals, from the corporate sector and through other fundraising activities.

Expenditure: Total overheads increased by 15% in 2001. The increase is almost entirely attributable to increased levels of activity.

Balance Sheets: The Balance Sheets of MQP and FSJI are set out as follows:

MQP

	2001 £'000	2000 £'000
Fixed Assets	297	245
Current Assets		
Debtors	555	549
Cash at Bank and on hand	116	223
	<u>671</u>	<u>77</u>
Less:		
Creditors: amounts falling due within one year	-609	-669
Net Current assets	62	103
Deferred Income	-158	-154
	<u>201</u>	<u>194</u>
Net Assets	201	194
Represented by:		
Accumulated Surplus	<u>201</u>	<u>194</u>

FSJI

	2001 £'000	2000 £'000
Fixed Assets	161	167
Current Assets		
Debtors	153	15
Cash at Bank and on hand	14	112
	<u>167</u>	<u>127</u>
Less:		
Creditors: amounts falling due within one year	-31	-71
Net Current assets	136	56
Creditors falling due after one year	-72	-72
Deferred Income	-226	-113
	<u>-1</u>	<u>38</u>
Net Assets	-1	38
Represented by:		
Accumulated (Deficit)/Surplus	<u>-1</u>	<u>38</u>

Thank You

The Friars at Merchants Quay host the services of Merchants Quay Ireland. They have for many years now been generous and caring hosts. I would like to thank all the Friars for their continuing support and generosity.

I would like to thank the many kind persons who have sent us unsolicited and sometimes anonymous donations, and those who donate to St Anthony's Bread and other appeals in the Church. The money coming in this way is vital in helping us to deliver our services and the spirit in which this money is offered gives all at Merchants Quay great hope, as it shows that so many others share our vision of justice for all

I wish to thank the Health Boards who have consistently made available funding and other support thereby allowing us to develop new and often innovative services over the years. In this respect special thanks go to the staff of the Aids and Drugs Services of the South Western Area Health Board. We are grateful to the Blanchardstown and South Inner City Local Drugs Task Forces and the National Drug Strategy Team for their support over the year. I would also like to thank the staff of Dublin City Council, the Homeless Agency and the South Western Area Health Board for funding and supporting our work with homeless people. Thanks also go to all in the FAS Community Services Section at Jervis Street. With the support of FAS we have been able to develop a number of Community Employment Projects offering a valuable labour market intervention for the drug users, homeless persons and people from the local area and aiding us to deliver vital social services. Similarly we have had the support of CERT in developing training opportunities in the tourism sector for homeless persons and drug users.

The Department of Justice's Probation and Welfare Service have been consistent in providing support for our work with offenders and we gratefully acknowledge their continued support and the Department of Education have also been involved in funding our Education Equality Initiative project.

We also wish to acknowledge the continued support of the City of Dublin VEC for our training initiatives and the Combat Poverty Agency who have provided us with money to engage in research and other work related to policy. I would like to offer special thanks to all at the Ireland Funds, in particular the Canada Ireland Fund and the Dublin Inner City Trust for their continued support. The support of the corporate sector is invaluable to us. Such support has been essential in developing all of our services.

I wish to thank all of our staff, full time, part time and volunteers across all our programmes. It is their enthusiasm and dedication which has shaped our services over the years and continues to make Merchants Quay such a vibrant place to work. I would also like to acknowledge the work of those who have sat on our Governing Body, Management Committee and St Francis Farm Advisory Committee, and the many others who have offered comment and advice.

Finally, a special thanks to all persons who avail of our services whether as Churchgoers, as homeless persons or as drug users. That so many choose to come to Merchants Quay and show such confidence in our services gives us all great encouragement that together we can promote positive change for the individual, for the community and for society as a whole.

Tony Geoghegan
Director
MQI

Publications list

Cox, G. and M. Lawless (1999) *Merchants Quay Project – Residential Programme* Merchants Quay Project, Dublin.

This 12 month study of the High Park Residential Drug Treatment Facility served to inform and design research instruments for the ongoing evaluation of this service, which began in June 1999.

Cox, G. and M. Lawless (1999) *Wherever I Lay My Hat... A Study of Out-of-Home Drug Users* Merchants Quay Project, Dublin.

This research was carried out as part of the Combat Poverty Agency funded "Poverty, Policy and Drug Use" programme. The findings suggested a strong association between drug use and homelessness and indicated that homeless drug users are at greater risk of suffering drug related harm.

Geoghegan, T., M. O'Shea and G. Cox (1999) *Gender Differences in characteristics of Drug Users Presenting to a Dublin Syringe Exchange. Irish Journal of Psychological Medicine 16(4): pp131-135* Dublin.

Lawless, M. and G. Cox (1999) *From Residential Drug Treatment to Employment: Interim Report.* Merchants Quay Project, Dublin.

Lawless, M. and G. Cox (2000) *From Residential Drug Treatment to Employment: Final Report.* Merchants Quay Project, Dublin

The work for these two reports was carried out as part of our European Union funded *Employment: Integra* Programme which aimed to assist former drug users to access employment and training. The programme ran over two years and an evaluation report was published at the end of each year.

Cox, G. and M. Lawless, S. Cassin, and T. Geoghegan (2000) *Syringe Exchanges: A Public Health Response to Problem Use. Irish Medical Journal 93 (4)* Dublin.

Cox, G. and M. Lawless, (2000) *Making Contact: An Evaluation of a Syringe Exchange Programme:* Merchants Quay Project, Dublin.

The aim of this evaluation was to chart client outcomes over a period of time. The findings indicated that clients showed evidence of reducing injecting risk behaviour, employing health promotion strategies and of positive gains in terms of health and well being.

Randall, M. (2000) *Mapping a route from exclusion to integration.* Merchants Quay Project, Dublin.

This report presents a model of re-integration for former drug users based on two years of learning from the Merchants Quay project programme "from residential drug treatment to employment" which was funded by the INTEGRA employment initiative from January 1998 to March 2000.

'Drugs at Work – Resource Pack for Employers and Trade Unions' (2000)

Provides a range information about drugs, drug users, drug and alcohol policies and Employee Assistance Programmes.

MQI – Information on Services (2001)

This information pack includes up to date brochures and leaflets on the entire range of services currently offered at MQI.