



RESEARCH & REVIEWS IN SOCIAL, HUMAN AND ADMINISTRATIVE SCIENCES

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Chapter 24

THE ROLE OF HOMELESS SHELTERS IN HOMELESS INDIVIDUALS' SOCIAL LIFE: ISTANBUL SAMPLE*

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1. Introduction

The social isolation of homeless individuals makes it imperative for them to develop new life strategies. These strategies include information sharing, space and security strategies and resource sharing. Each strategy causes homeless individuals to enter a new socialization process during the homelessness process, and social relations belonging to the homeless can take different forms in the homelessness process. Among these forms, the social networks created in the homeless shelters that enable them to undergo the homelessness process in the most favorable conditions and to get rid of the homelessness, provide a positive change in the lives of individuals.

While social networks on the street seem to save the day, the current situation in the homeless shelters should include various strategies in the context of preparing for a better future. The relationship between the homeless shelters at the specified level, the quality of the services provided for homeless individuals and the positive changes in the social life of homeless people turns out to be the most effective tool for ending the homelessness.

1.1. Subject of the Research

The phenomenon of homelessness causes many problems in individuals' lives. Among these, there are problems such as domestic, economic, psychological and medical that affect the life of the individual. In this case, regardless of the degree of the problem's cause, the social life of the individual, which is a social entity, undergoes a negative change. In this study, the subject of the research is how social relationships of homeless individuals are determined and how they change before and during the homelessness process, and what is the place of homeless shelters in this change.

1.2. Purpose and Importance of the Research

The purpose of this study is to determine the level of influence of homeless shelters on the social lives of homeless individuals. Analyzes and results achieved within the scope of the findings obtained; makes the research important in terms of creating concrete outcomes such as improving the existent services, ending homelessness and ensuring the integration of homeless individuals into the society.

1.3. Scope of the Research

In the developed and underdeveloped countries, the phenomenon of homelessness has become an increasing social problem. The phenomenon

of homelessness, which has become more visible especially in metropolitan cities, arises due to the reasons such as poverty, unemployment, and family problems in individuals living in the metropolitan area, as well as individuals immigrating from abroad. This study covers the individuals who live in the homeless shelters of Istanbul where the most cases of homelessness phenomenon is seen in Turkey.

1.4. The Question and Hypothesis of the Research

“How do homeless individuals make sense of their social lives?”

“Can the accommodation for homeless individuals whose social ties weaken in the process of homelessness be a tool for reconstructing the homeless individuals’ ties with the society?”

“The shelter houses serve as a social bonding place for individuals who become homeless with the weakness of their social bonds.”

Within the scope of this research, under the first title the definitions of homelessness, the causes of homelessness, the problems experienced by homeless individuals, how social lives of homeless individuals take shape are covered. Evaluations are made in a way that contributes to the purpose of the study and in line with the information obtained from the national and international sources of the literature. Under the second title the method of study is given. Information such as how the study was laid out, how the field research was conducted, how the findings obtained from individuals were classified are included. Within this scope, as a result of the interviews made with 8 homeless individuals, the analyses of how the social lives of homeless people in the homeless process is shaped and homeless shelter’s contribution to social life in this process is included.

2. The Nature of Homelessness

Homelessness is the situation where individuals are deprived of a physical space to accommodate or are unable to survive in the context of bad living conditions. If homelessness is defined as not having a place to shelter in, it is understood that there is no meeting place, which can be seen as the severance of family ties and can be explained by the concept of release. According to Avramov (1996), homelessness is defined as the deprivation of the individual from a permanent residence. But in Springer (2000), the house is defined on the basis of a certain classification, and is evaluated in conditions of being left without a shelter, frequency of staying in shelters, duration of staying in shelters, life in poverty, benefiting from welfare systems and belonging to a certain class group.

According to Işıkhan (2002), homelessness is a phenomenon of being deprived of a place to stay during a certain part of the day but mostly during the night, and as a result of this, it causes individuals to stay in places like parks, abandoned buildings, hospital lounges, emergency entrances, public transportation vehicles, etc. In the context of this phenomenon, individuals are disconnected from social relationships, society, and resources, and Glasser (1994) considers this situation on the basis of negative changes in social relations and security that occur in the event of decreasing or disappearing of the bonds that connect individuals to society. According to the U.S. Department of Housing and Urban Development (HUD), homelessness is described in four different ways by associating it with shelter houses:

1. The situation of individuals who stay in the homeless shelter,
2. The situation of individuals who stay with someone they know for 14 days or in places like hotels, motels,
3. The situation of individuals who, although temporarily placed in a house, are unlikely to remain here permanently,
4. Refers to the process in which the individual constantly has to be relocated due to neglect, abuse and lack of security, and a safe sheltering service cannot be reached in the absence of public and environmental support (National Alliance to End Homelessness, 2012).

While the definitions made include general definitions in the context of lack of shelter, specific definitions arising from the complex nature of homelessness must also be made in order to understand the nature of the phenomenon of homelessness. In the stated context, homelessness in literature is also defined by gender, homelessness process, number of people and age.

Homelessness by gender is divided into male homelessness and female homelessness. Homelessness is interpreted at a different level on the basis of both genders. The fact that women are more physically vulnerable than men makes it necessary for them to define homelessness as being open to all kinds of dangers on the basis of security. The experience of homelessness among men, especially married men, emerges as a result of the inability to fulfill their responsibilities and attempts to alleviate the stress of existing problems by getting away from home. While married women experience a change in their daily rituals in terms of the loss of domestic routine in the process of homelessness, male individuals experience status loss and authority weakness.

As stated in Somerville (1992), gender-based homelessness is defined on the basis of privacy and destitution. While the men not being a property

owner confronts them with homelessness at the bottom of poverty in a life away from sustainable economic resources, women, as stated in the KnoxHMIS 2014 report, experience process of homelessness as domestic violence, disintegration of family, and low labor force (knoxhmis.sworpswebapp.sworps.utk.edu). According to Baptista (2010), male individuals are more likely to face the streets when they become homeless, while women experience different levels of homelessness by staying with their relatives for a while in the context of hidden homelessness.

Classifying homelessness **on the basis of age** mostly emphasizes the classification made according to the lifelong course of development. This distinction made in the form of child homelessness, youth homelessness, adult homelessness can also be divided into several subclassifications. Classifications such as homeless children with families or homeless children without families, or middle-age homeless people, elderly homeless people in the context of adult homelessness, are possible. When homelessness is considered as a process, it is not possible to separate the classifications made in the context of the individual's life experience with sharp distinctions. Classifications are mostly made to reveal how each period was affected by the homelessness process.

Child homelessness is mostly evaluated according to the living standards of their peers who have a normal life, and it is defined as a phenomenon that appears in the absence of an environment suitable for the mental, physical, spiritual and social development of the children under the age of 12 years. In the specified context, homeless children experience more growth retardation compared to their peers, get sick more often and cannot continue their education due to permanent displacement (Cutuli, Herbers et al.; 2010: 145-151).

As stated in Smith (2010), **youth homelessness** is not a phenomenon that can be evaluated separately from child homelessness. Children who are deprived of a safe family and home environment in their childhood often fail to complete their education and have to experience many negative life experiences such as drug addiction, low paid jobs, unemployment, lack of secure social ties, and involvement in crime. In addition to this, the problems of homeless young individuals that arise in the level of communication within the family, when the dynamic structure of the youth is evaluated, may cause the young individual to search for the solution outside the home, first enter the secret homelessness process and then fall into a state of living without a roof.

Adult homelessness mostly reflects the general characteristic of homelessness, and individuals from this section are mostly head of the family, they also cause the general order of the house to deteriorate and

family homelessness when they become homeless. The causes of adult homelessness include childhood and youth traumas, unemployment, lack of regular income and mental / mental illnesses, substance abuse, and deterioration of family relationships (Herman, Susser et al., 1997: 249-255).

The time aspect of homelessness is defined as temporary and chronic. It is also possible to explain the definition made on the basis of time spent homeless, with the definition of temporary and chronic homelessness. The term, **chronic homelessness** is used in the literature for those who live in shelters, on the streets, with friends and are deprived of a stable residence for 2 years and more. Chronic homeless people constantly benefit from social assistance, service, health and justice mechanisms (Aubry et al., 2013: 910). Temporary homelessness, on the other hand, is caused by human hand or some processes presented by natural life. Economic crises, failure to pay credit debt, natural events such as bankruptcy, fire, earthquake, flood cause this kind of homelessness to arise.

Homelessness types includes much more than described here. Only some explanations about the general appearance of homelessness is made here as otherwise it would exceed the scope of the study. The main point that should be emphasized while making the types and definitions of homelessness is that each type of homelessness has a different effect on the lives of individuals, and it is compulsory to diversify the service organizations for these types of homelessness. This diversity plays a role in the social life of individuals and in the reconstruction of the bonds broken during the homelessness process.

Another point that needs to be emphasized is that homeless individuals with social support will be less exposed to the negative effects of the homelessness process. Social life at a certain level is a prominent and effective tool for ending the homelessness process. Since at the first level, the social lives of individuals are constituted by family, working environment and circle of friends, the shelters' role as an intermediary begins at this point. The resentment between the family and the individual often results in exclusion and abandonment. The lack or absence of adequate and sustainable support from the close circle of friends in the process of homelessness causes the loss of contact with the close circle. The unemployment of the individual ensures the loss of the social circle in the work environment, and the individual has to experience a socially isolated life at the level of family, inner circle and working life.

2.1. Social Relations of Homeless Individuals

In researches on homeless people, it is emphasized that social communities to which individuals belong affect their current housing

status. Factors affecting the homelessness process of homeless individuals include family and inner circle support, relationships with landlord and employers, the level of new social relationships created during the process of benefiting from homelessness and accommodation services (Shier, Jones et al., 2011: 458). According to Akyıldız (2020), Karaman (2019), Bekaroğlu Doğan (2018), Gümüş (2016), Küçük (2014) and Bektaş (2014), the findings obtained from the results of the research are that homeless individuals receive limited or no support from their family members and friends. Reasons for this include that the homeless person does not want to be a burden on their family and inner circle or that there is no such social capital.

Different forms may emerge when evaluating the social lives of homeless individuals. These are street-based social relationships in the early stages of homelessness and the social relationships that are formed in shelters. Both relationship systems can contain different life strategies.

2.1.1. Street Based Social Relationships

Homeless individuals can experience the homelessness process at different levels by staying with their friends, hotel room, parks and hospital emergencies -in line with their own equity capital and depending on the amount of capital- in the period when the homeless first person begins to experience the homelessness process. Homeless individuals are vulnerable to what life brings in the process of homelessness and they have to determine different life strategies in different periods of life. Being on the street, which is the worst form of homelessness, is expressed as ‘being without a roof’.

The social relationships of homeless individuals on the street can be divided into three basic categories. The first one is beneficial socialization, the second is harmful socialization, and the third is the inability to socialize. Beneficial socialization is a way that homeless individuals, who live on the streets, use their own life strategies to minimize the difficulties of the street. In this context, individuals engage in common supporting behaviors such as sharing information, solidarity, sharing their own resources, creating security shields by acting together against dangers. Harmful socialization relationships, on the other hand, consist of alcohol and substance addicted groups, and express their situation of becoming a crime network such as extortion, robbery, and becoming a security threat for themselves and other members of the society. The third category, being unable to socialize, refers to the situation of individuals with intense psychological problems and mental/psychological problem, and these individuals often fail to create a regular social relationship (Padgett, Henwood et al., 2008: 333-334).

Among the researches carried out within the scope of the social relationships of homeless individuals regarding life on streets, according to the information obtained by Karaman's research in 2019, the vast majority of homeless individuals do not meet with their friends before homelessness. It is stated that there are intimate relations in the rate of %67 among the friends acquired during the homelessness process, the rate of those sharing their problems is %62,2 and the rate of receiving support is %63,3 and those who cannot establish social relations have psychological problems. It is among the findings obtained from the results of the research that homeless individuals also cannot reach adequate support mechanisms and are exposed to social exclusion because the individual's problems and the support given to the individual are irrelevant to each other (Karaman, 2019: 108). In the study of Karaman, it is clear that, despite having the presence of a circle of friends in the streets, these relationships are not sustainable because of the limited resources provided by the street to homeless individuals and the inadequacy of social support mechanisms.

In Akyıldız (2020), the experiences of homeless people on the streets is explained in the form of being hopeless about the future, having a lack of a roof to shelter them, a lack of resources, disorder and helplessness. In this study, it is clearly seen that a sustainable social relationship is not possible in the street environment. At this stage, it becomes evident that on the basis of human rights, homeless individuals should be saved from street life with protective and preventive actions. In order to achieve this, there is a need for shelter centers with safety, where sustainable social relationships are formed, and common goals and objectives are accepted. Because there is a positive relationship between preservative and preventative activities, time spent on the street, time to go to homeless shelters and social cohesion.

2.1.2. Aspect of Social Relationships in Shelter Houses

Although the arrival processes of individuals to the homeless shelter differ, the rules in the shelters are the practices that support the fulfillment of the their given duties, the regulations regarding the services, the food and check-in and check-out times, and they also prevent the negative aspects of the homelessness process such as the irregularities of living homeless and the duration of their stay. As stated in Akyıldız (2020), counselling, vocational course, case management, employment oriented practices, psychological support, social activities and group dynamics in homeless shelters are the tools that help individuals to survive after the shelter; the formation of friend support mechanisms are the tools that ensure the socialization process in the shelters and end the homelessness. Therefore, there is a positive relationship between the activities carried

out at the homelessness centers and socialization and the termination of homelessness, and this minimizes the effects of the risk of homelessness in individuals.

The study conducted by a group of researchers in Canada reveals that there are intersecting situations between intimate relationships and homelessness and within the scope of this study, we tried to determine these three situations;

1. Current social relationships,
2. The role and effect of having sincere partners during homelessness,
3. The nature of close relationships and its impact on housing.

The research focuses on the limited existing social relationships of homeless individuals. The importance of re-establishing social ties of homeless individuals with their families is emphasized, in addition, considering that family trauma involves irreversible processes, the homeless shelter states the necessity of a new socialization process. In the study, it is stated that the existence of strong and sustainable social relationships is an effective tool for ending homelessness and settling in a residence (Shier, Jones, Graham, 2012: 101).

Being connected and having a social relationship is a psychological source of support for all individuals. Belonging to a group is also a tool that provides interaction with the environment. The lack of this tool leads to the loneliness of homeless individuals in the process of homelessness. In the stated context, homeless individuals need social support as well as shelter. In the stated context, homeless individuals need social support as well as shelter. Loneliness at this stage is a result of the lack of security support and friendships. These supports support the homeless person to maintain his/her psychological well-being, develop self-esteem, feel valuable because of being an important member of a community, and cope with problems and stressful situations, and form the infrastructure of the individual's state of readiness in terms of getting connected to the society. In cases where there is no social relationship, individuals may face the risk of being addicted to substance and using alcohol, and their chances of developing mental illness and other stress related diseases may increase (Sourbeer, 2012: 196).

In the studies carried out, it is stated that for each type of service provided in homeless shelters, individuals' transition to a stable housing is arranged. However, meeting the basic accommodation and physical needs of individuals is not always sufficient to provide a positive change in individuals' lives. The fact that homeless shelters generally serve on the basis of food and shelter both in Turkey and in other countries,

results in the process of controlling homelessness, and this can prevent the homeless individuals from getting out of homelessness. Therefore, homeless shelters can only be a tool for the termination of homelessness by launching professional occupational practices that develop talent and provide positive change by creating group dynamics on a social basis, developing their self-confidence on an individual basis and revealing individual strengths (Akyıldız, 2020: 65-144).

Although Yeter (2018) states that the social needs of homeless individuals highlight the practices to meet the needs of social work in the service organizations of homeless shelters, in our doctoral thesis study (2020), it was revealed that homeless shelters in Istanbul are organized mainly on the basis of social assistance rather than on the basis of social work. Although there are supports for employment and development of social relationships, psychological support emerging on the basis of social work is not sustainable with the available facilities. Because currently the focus is on accommodation and only basic needs are met. Social Work basically includes practices that take its basis of approach from the law; that are run by professionals and are based on sustainability.

However, despite these explanations, there are also some contributions made by homeless shelters in terms of socialization in individuals' lives. These contributions, as stated by Yeter during the meeting with the participants, are limited to chatting and making acquaintance. As the chairman of the Çorbada Tuzun Olsun Foundation stated, solving the problems of the homeless individuals by reaching their hearts, is important for them to socialize and look to the future more confidently; however, it is limited.

Most of the NGOs in Istanbul are focused on accommodation and basic needs, this situation is due to lack of resources and the inability to use resources effectively and create resources. At the specified level, homeless shelters indirectly contribute to socialization as a support unit in which homeless individuals create a solidarity environment among themselves; however, it cannot provide socialization based on a social work-based change in terms of work, psychological support, vocational rehabilitation, establishing alternative practices within the scope of inter-institutional dialogue and increasing the qualifications of the individual.

3. Research Method

Our study is a qualitative research. Within the scope of the research, the data were obtained through questions including demographic information about homeless individuals living in Istanbul and interviews made within the framework of a semi-structured questionnaire that enables

exposing the social lives of homeless individuals. Interviews were made with 8 homeless individuals living in 4 homeless shelters in Istanbul. The interviews were conducted by face-to-face interview technique and the duration of the interviews was 20 minutes on average. Interviews were made in the units of homeless foundations in Istanbul. The interviewed foundations are Erdemliler Dayanışması Foundation, Güngören and Maltepe units affiliated to Şefkat-Der and Umut Çocukları Foundation. In order to keep the credentials of each homeless person confidential, their names were coded. Homeless person has been abbreviated as “HP” and numbered in the order of the interview.

Table 1: Interview Time and Place

Code	Homeless Individual	Interview Time	Interview Place
HP1	Homeless Teem	July 2019	Umut Çocukları Foundation
HP2	Homeless Female	July 2019	Şefkat-Der
HP3	Homeless Female	July 2019	Şefkat-Der
HP4	Homeless Male	July 2019	Erdemliler Dayanışması Foundation
HP5	Homeless Male	July 2019	Şefkat-Der
HP6	Homeless Male	July 2019	Şefkat-Der
HP7	Homeless Male	July 2019	Şefkat-Der
HP8	Homeless Male	July 2019	Şefkat-Der

In order to interview the homeless individuals, institution officials were called by phone and an appointment was made. After the permissions were received, interviews were started at the appointment place and on time, after the purpose of the research was specified, interviews were started by having them sign the consent form. Since the location of the homeless shelter where the female homeless individuals stay is confidential, it was not possible to make an interview there and the interview was made by meeting at a place previously specified.

3.1. Analysis of Findings of Individual and Social Identity Information

Findings obtained from the research are subjected to evaluation on two basic levels. The first of these is the data on personal and social identity findings obtained with multiple choice questions within the scope of demographic findings. These data are classified using tabulation technique. In the second part, by analyzing the findings obtained within the scope of the semi-structured interview form thoroughly, an evaluation was made about the place of homeless shelters in the social life of homeless individuals in their own meaning worlds.

It is possible to compare the information obtained from the demographic information of homeless individuals at the specified level with the information obtained in the semi-structured interview form. After the comparison, the similarities between the information in the literature section of the study and the demographic information of the homeless people and their opinions about the semantic world provide the internal consistency of the research, and the similarity between the findings obtained in the scope of the research and the other researches provides the external consistency. After the analysis of the findings, whether the research has internal and external consistency is also analyzed.

Table 2: Individual Identity Information

Code	Gender	Age Range	Marital Status	Duration of Homelessness / Month	Job	Education	Medical Condition
HP1	Male	18-25	Single	0-12	None	Middle School	ENT
HP2	Female	36-45	Single	0-12	Architect	College	None
HP3	Female	26-30	Divorced	0-12	Hairdresser	High School	None
HP4	Male	36-45	Single	36+	None	High School	Schizophrenia
HP5	Male	45+	Divorced	0-12	Retired Firefighter	Middle School	None
HP6	Male	45+	Widowed	36+	Stage Actor	College Drop-Out	COPD Depression
HP7	Male	45+	Widowed	0-12	Cook	Primary School	None
HP8	Male	45+	Divorced	0-12	Technician	College Drop-Out	Chronic

The homelessness process of 2 homeless females, HP2 and HP3, who participated in the interview, is temporary homelessness. One of them is single, the other is separated from her husband. One is a university graduate and the other is a high school graduate and they have a profession that would help them can find a job. The two homeless females do not have medical conditions.

The marital status of the homeless teen, HP1, who participated in the interview is single. His homelessness process is a temporary homelessness that continued for less than a year. He doesn't have a profession due to being 18 years of age and growing in the orphanage. He is a middle school graduate. As to his medical condition, due to the inconvenience caused by the congenital absence of his nasal cartilage, he has recently undergone plastic surgery on his face.

HP4 is in the process of chronic homelessness. He is not married and has no profession. He is a high school graduate and he is schizophrenic.

HP5 divorced his first wife. He was excluded by his children and expelled from his home because he married another woman of foreign nationality. He is a retired firefighter. He is a middle school graduate and he has no medical conditions.

HP6 is a chronic homeless. His wife and children died in a traffic accident. He is a stage actor. He dropped out of college. He has COPD and depression.

HP7's wife passed away. His homelessness process is temporary. He is a cook. He is a primary school graduate. He has no medical conditions.

HP8 is a homeless individual who is separated from his wife and is in the process of temporary homelessness. He is a chemistry technician. He has experienced homelessness process due to family problems, alcohol addiction and work-related problems. He dropped out of college. He has a chronic disease.

Among homeless individuals, HP1, HP2, HP3, HP4 and HP8 have no income. HP5 has a retirement salary, HP6 and HP8 have irregular income. Another striking point in Table-2 is that there are clues that all homeless individuals may have family-oriented problems. The fact that most homeless individuals are separated from their spouse or their spouse has passed away means that the homelessness process is experienced as a result of family problems. The fact that most individuals are unemployed although they have a profession shows that economic problems cause homelessness indirectly, too.

Table 3: Social Identity Information

Code	A native of Istanbul?	Reason for Coming to Istanbul	Living Together With	Household	In touch with?
HP1	No	Friend	Friends from Foundation	No family / Brother	On phone
HP2	Yes	X	Friends from Foundation	Has family	Not in touch
HP3	No	Friend	Friends from Foundation	Child /Has family	Not in touch
HP4	No	Family	Friends from Foundation	Brother	On phone

HP5	Yes	X	Friends from Foundation	Child	Not in touch
HP6	No	Foundation	Friends from Foundation	No family	-
HP7	No	Work	Friends from Foundation	Has family	Not in touch
HP8	No	Good conditions	Friends from Foundation	Child	Not in touch

Most of the individuals who experience homelessness are not native of Istanbul. This situation reveals a close relationship between homelessness, migration and urban life. It is seen that among the reasons for individuals coming to Istanbul are friends, family problems, working and having better conditions. In spite of the reasons stated, the fact that individuals go into the homelessness process reveals that they have problems with adaptation and their supporting mechanisms are lacking. On the other hand, supporting individuals in the cities where they were born and raised also have a significant impact in the terms of reducing migration and its possible negative effects. Development differences between East and West in the country increase the sources of structural problems. Development programs at local level are effective tools to prevent and reverse migration.

Although most homeless individuals have family members, the fact that they do not meet these individuals reveals that homeless individuals do not have social capital in terms of relatives. On the other hand, the individuals who are in contact with family members use the phone as a means of keeping in touch, and the absence of a meeting other than on the phone, despite having close family members, reveals the existence of problems in family relations, and those who do not meet with their family are in permanent resentments. Another finding that shows their resentment with family members is that they only contact one person among their family members.

All of the homeless individuals answered the question: “Who are the people you live with?” with ‘friends from the foundation’. This reveals that homeless individuals are in the process of regaining their social capital, that they lost in terms of family relationships, with their friends with whom they live together in homeless shelters. This situation reveals that the individual, who is in the process of lifelong development, reconstructs the socialization process despite the negative changes in his/her life. This finding reveals that homeless shelters serve as a socialization in the life of the homeless person and expresses that they have a positive effect on the lives of individuals.

3.2. Analysis of Findings Regarding Social Life in the Process of Homelessness

In order to obtain data about the social life of homeless individuals, within the scope of the semi-structured question table, the questions: “What are your expectations from your inner circle?” and “What are the social supports you have?” was asked. The answers given to the questions contribute both to determining the direction of the social relations established or to be established with the inner circle and to making deductions about how a new social process should be built. In addition, in line with the explanations of homeless individuals, explanations containing information about the direction of their social relationships and the effects of shelter houses on these relationships were also analyzed within the scope of the findings.

3.2.1. Analysis of Findings Regarding Expectations from the Inner Circle

In all of the homeless people interviewed, there are findings indicating that they do not have expectations from their inner circle. It is possible to evaluate these findings in four ways:

1. Since homeless individuals experience family problems, their communication with the family is cut off.

In the studies conducted in the literature, the problems experienced in family relations are among the first two reasons at the beginning of the homelessness process. This effect often causes the homeless person to be excluded by other family members.

2. The homeless person also sees homelessness as an escape route and a means to get away from home.

3. Individuals staying in institutional care, especially children, experience homelessness after institutional care, as they cannot adapt to the requirements of normal life.

4. Although there are no communication problems in the relationship of the homeless individuals with their families, the economic inadequacy of their families causes the social relationship between the homeless individuals and their families to decrease.

Within the scope of this research, the homelessness process of HP2 and HP3 started because they saw homelessness as an escape route to avoid family problems and as a result of this process, their relationship with their family ended.

Since HP1 grew up in an orphanage, he has no family relationships. In the stated context, he does not have a vision of a home environment or an expectation from his inner circle.

HP4 is a homeless individual diagnosed with schizophrenia. HP4 also remained in an orphanage for a certain period of time and after he left the orphanage, HP4 has done a lot of research, according to his own statement, to reach his own family. In the process of homelessness, he started to stay here by benefiting from the support of Erdemliler Dayanışması Foundation. He states that since he did not experience a family environment, he had no place other than the environment of the foundation.

HP5 was cast out from his home by his first wife and children due to domestic problems. The individual feels lonely because of being excluded from his family and states that he has no expectation from his inner circle.

HP6 experienced homelessness as a result of family problems, health problems and losing his job. During this period, he left his hometown and started living in Istanbul and entered into the process of homelessness. Due to the poor economic condition of his family, he has no expectation from his inner circle.

HP7 is experiencing homelessness as a result of family problems and losing his job. He states that he cannot be in an expectation from family members since he is the head of the family.

HP8 has alcohol addiction and health problems and he has lost his job. He came to Istanbul with the hope of finding a job and entered into the process of homelessness. His family is unaware of his situation. He talks to his child on the phone from time to time and states that he cannot have an expectation from his inner circle because he cannot meet his child's economic expectations. Although the homelessness process is different for most homeless individuals, experiencing family-related problems prevent homeless individuals from having an expectation of their inner circle.

3.2.2. The Nature of Social Supports

Homeless individuals state that they have very limited relationships, suffer loneliness, and are excluded, in the context of social support. These statements are consistent with the explanations that homeless individuals do not have expectation of their inner circle. The lack of social capital of the homeless person leads to a decrease in their expectations from life, now and in the future. This makes it possible to obtain data from the primary source about the level of family relationships before and after homelessness. The fact that their family relationships are very limited on

both levels is important in terms of making the shelter experiences of homeless individuals the starting point of the re-socialization processes.

3.2.3. Effects of Homeless Shelters on Socialization Process

Within the scope of the research, the homeless individuals answered the question; “Who are the people you live with?” with ‘friends from the foundation’, “What are your expectations from your inner circle?” with; ‘I don’t have expectations’, “What are the social supports that you have?” with; ‘I do not have any social support’.

Among the answers given to the questions; “What are your expectations of yourself?” and “What is your opinion about social relationships in homeless shelters?”, feelings of vulnerability, empathy, solidarity, sharing and exclusion are dominant.

Vulnerability; It is especially used to express the situation that is faced by external dangers among female homeless individuals. It has similarities with the findings of the researches conducted in the society about women feeling more vulnerable than male individuals. **Exclusion;** It refers to the situation that homeless individuals experience as a result of the indifference of their families and their social circle. **Empathy;** it is used to express the change in the mindsets of homeless individuals, who stay and do not stay at the shelter house, that arise in the process of experiencing homelessness with their approach to homeless individuals before staying at the shelter. **Sharing;** is used to define the use of homeless individuals’ own possessions in line with the needs of their friends, and **solidarity** is used to describe the process that occurs after the act of sharing. The shelter experiences of homeless individuals at each level in the process of homelessness represents the change in which the effects of negativities are minimized in their intellectual and behavioral states, and this constitutes the infrastructure of social change in a positive way for homeless individuals.

4. Result

Homelessness is a phenomenon that negatively affects social relationships. In this process, the individual experiences a decline in social relations around work, family, close relatives and friends. Each service of homeless shelters should be regulated with practices that will eliminate the gaps that emerge at this level. Thus, a positive change in the social life of the individual can be achieved by making them a member of the society again.

Social support that emerges in homeless shelters refers to the natural atmosphere that arises due to the fact that individuals, who experience the

same problem at different levels, live together in the same environment. Experiencing intense feelings of empathy increases the social interaction and communication of the individuals and brings out the helpful and solidarity behaviors within the group. Since these individuals lost everything they have, their friends at the foundation mean everything to them in these difficult days. This situation results in individuals with more opportunities in the foundation providing support to individuals with less opportunities. Shelter homes also appear as places where task sharing is made to the extent of individuals' abilities and abilities. While the individual whose profession is cooking is held responsible for cooking for the shelter houses, the individuals are assigned for distribution work. A healthy individual can be tasked with taking an individual who cannot go to the hospital with his own means due to a health problem. An intense in-group solidarity becomes prominent at the specified level. It has been observed that shelter houses are effective in the socialization of homeless individuals in terms of providing a common space, which is the primary factor in this solidarity.

It is possible for shelter houses to have a direct impact on the social life of homeless individuals, by increasing their opportunities and abilities. Considering the multi-dimensional nature of the homelessness problem, it seems imperative to establish a dialogue between the institutions. At first, the provincial local government needs to implement activities supporting the shelters, as they are disadvantaged. Primary supports should include assignment of space, members of profession, contributions to the field studies, preparation of the infrastructure required for establishing inter-institutional protocols, and rental assistance. When the current situation of homeless shelters is evaluated, it is revealed that it can move from applications that make social aid a goal to applications that make change a goal on the basis of social work. This model makes it possible for shelters to become primary contributors to social change with different service offerings.

5. Suggestions

There is a correlation between the services provided in the shelters and the positive change in the social life of individuals. Homeless shelters should include integrating, bonding, exploratory, skill-enhancing practices, and predominantly offer services.

There is a close relationship between the time individuals spend on the streets and their disconnection from social life and loss of their health and life. The spreading of protective and preventive activities at the specified level concludes individuals to adapt to social life faster.

Group dynamics created in homeless shelters should be considered as the common power of individuals and should be turned into an opportunity to move into a home together.

Homeless shelters should create activities, primarily consulting, that help individuals gain self-confidence by increasing their level of knowledge. This practice is also important for creating environmental awareness of individuals.

In homeless shelters, there should be practices where individuals can share their experiences and problems, and learn and guide themselves, in the company with social workers, sociologists, psychologists and professional professionals, who are familiar with group therapy and group counseling.

The operation of homeless shelters at the level of civil initiative also makes the organization of voluntary practices mandatory. Establishing especially sustainable services on the basis of volunteering, has a positive effect in terms of continuity of services of homeless shelters and exceeding the need for trained human resources, not to mention the fact that it has a preventive effect on social exclusion in terms of providing support for homeless individuals to solve their problems in the community base.

In the shelters, there is a need for services designed in line with a planned and scheduled goal in order to create the bonds to be established with the change and transformation of the social life in the desired direction.

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