

<b>MUNICIPAL SOCIAL AID CENTRE</b>	<b>External procedure no. MOPS-23</b>
	<b>PROVIDING A HOMELESS PERSON WITH A REFUGE</b>
<p><b>1. Handle the matter electronically</b> Not applicable.</p> <p><b>2. Appendices</b></p> <ol style="list-style-type: none"> <li>1) Model statement of financial status;</li> <li>2) Model certificate of income (for employment);</li> <li>3) Model certificate of income (agency contract, contract for work, civil contract);</li> <li>4) Model statement on the amount of income (for employment);</li> <li>5) Model statement on the amount of income (agency contract, contract for specific work, civil contract);</li> <li>6) Model statement on the amount of one-off income / the amount of income earned one-off in a given period;</li> <li>7) Model statement on the amount of income from non-agricultural business activities (in the case of running a business taxed under the rules laid down in the provisions on income tax from natural persons);</li> <li>8) Model statement on the amount of income from non-agricultural business activities (conducted on the terms set out in the provisions on flat-rate income tax on certain revenues earned by natural persons).</li> </ol> <p><b>3. Sign language version</b> Not applicable.</p> <p><b>4. Matter handled by</b></p> <ol style="list-style-type: none"> <li>1) Branch of the municipal social aid centre in Krakow appropriate to the place of residence of the applicant: <ol style="list-style-type: none"> <li>a) Branch No. 1 Housing Estate Teatralne 24, telephone number: 12 430-45-46, fax: 12 643-07-06, e-mail: <a href="mailto:f1@mops.krakow.pl">f1@mops.krakow.pl</a>, for people living in districts III, XIV and XV of the City of Krakow,</li> <li>b) Branch No. 2 Radzikowskiego 39, telephone number: 12 636-77-98, fax: 12 636-75-24, e-mail: <a href="mailto:f2@mops.krakow.pl">f2@mops.krakow.pl</a>, for people living in district IV of the City of Krakow,</li> <li>b) Branch No. 3 Rzeźnicza 2, telephone number: 12 257-00-07, fax: 12 257-00-08, e-mail: <a href="mailto:f3@mops.krakow.pl">f3@mops.krakow.pl</a>, for people living in districts IX, X, XIII of the City of Krakow and the northern part of district XI, designated as follows: <ul style="list-style-type: none"> <li>– from the west by the border of district XI with district IX, to Witosa Street,</li> <li>– from the north by the border of district XI with district XIII,</li> <li>– from the east by the border of district XI with district XII, to Nowosądecka Street</li> <li>– from the south the border are the northern parts of Witosa Street and Nowosądecka Street</li> </ul> </li> <li>d) Branch No. 4 Housing Estate Szkolne 34, telephone number: 12 425-75-64, fax: 12 651-72-78, e-mail: <a href="mailto:f4@mops.krakow.pl">f4@mops.krakow.pl</a>, for people living in district XVIII of the City of Krakow,</li> </ol> </li> </ol>	

- e) Branch No. 5, Praska 52, telephone number: 12 269-05-54, fax: 12 266-82-75, e-mail: [f5@mops.krakow.pl](mailto:f5@mops.krakow.pl),  
for people living in district VIII of the City of Krakow,
- f) Branch No. 6 Dietl 64, telephone number: 12 423-23-15, fax: 12 422-17-74, e-mail: [f6@mops.krakow.pl](mailto:f6@mops.krakow.pl),  
for people living in districts I and II of the City of Krakow,
- g) Branch no. 7 Słowackiego 46, telephone number: 12 632-00-22, fax: 12 632-66-20, e-mail: [f7@mops.krakow.pl](mailto:f7@mops.krakow.pl),  
for people living in districts V, VI and VII of the City of Krakow,
- h) Branch No. 8 Na Kozłówce 27 (second floor), telephone number: 12 659-12-68, fax: 12 651-21-60, e-mail: [f8@mops.krakow.pl](mailto:f8@mops.krakow.pl),  
for people living in districts XI and XII of the City of Krakow and the southern part of District XI designated as follows:
- from the north, the border is the southern part of Witosa Street and Nowosądecka Street
  - from the west by the border of District XI with District IX, from Witosa Street,
  - from the south by the border of district XI with district X,
  - from the east by the border of district XI with district XII, from Nowosądecka Street
- i) Branch No. 9 Housing Estate Teatralne 24, telephone number: 12 644-76-09, fax: 12 12 644-80-34, e-mail: [f9@mops.krakow.pl](mailto:f9@mops.krakow.pl),  
for people living in district XVI, XVIII of the City of Krakow,
- 2) Homeless Aid Department of the Municipal Social Aid Centre in Krakow, Housing Estate Teatralne 24, telephone number: 12 430-45-46, fax: 12 643-07-06, e-mail: [db@mops.krakow.pl](mailto:db@mops.krakow.pl),  
for homeless people staying in the Municipality of Krakow."

## **5. Documents from the Applicant (client)**

- 1) Application for aid;
- 2) Identity card or other document confirming the identity of the applicant – to be available for inspection;
- 3) The applicant may, together with the application, submit documents according to the models constituting the appendices defined in section 2, point from 1 to 8 of the procedure;

## **6. Fees**

The proceedings are not subject to fees.

## **7. Form of consideration**

Administrative decision.

## **8. Deadline for consideration**

Without unnecessary delay, no later than within one month from the day of the commencement of the proceedings, and in a particularly complex case, no later than within two months from the date of initiation of the proceedings. Information on the status of the case can be obtained at the phone numbers indicated in the "Handled by" section.

## **9. Documents obtained in the proceedings**

- 1) Documents referred to in section 5 point 3 of the procedure in the event of a failure to submit them with the application;
- 2) An applicant's declaration that he/she undertakes to comply with the regulations in force at the place where the shelter was provided;
- 3) If necessary, other documents confirming the person's situation.

## **10. Appeal procedure**

The decision can be referred to the Local Government Appeal Court in Krakow for appeal through the authority that issued it within 14 days from the date of receipt of the decision. Appeals should be submitted to the Municipal Social Welfare Centre in Krakow - the branch appropriate for the place of residence or the Homeless Support Department in the case of homeless people. Appeals are not subject to fees.

## **11. Legal basis**

- 1) Art. 17 par. 1 point 3, art. 48 par. 1 and 2, art. 101, art. 106, art. 107 of the Act of 12 March 2004 on Social Welfare (unified text: Journal of Laws of 2016, item 930, as amended);
- 2) Art. 104 of the Act of 14 June 1960 Code of Administrative Procedure (unified text: Journal of Laws of 2016, item 23, as amended);
- 3) Regulation of the Minister of Family, Labour and Social Policy of 25 August 2016 regarding family environmental interview (Journal of Laws of 2016, item 1406, as amended);
- 4) Regulation of the Council of Ministers of July 14, 2015 regarding the verified income criteria and amounts of cash benefits from social assistance (Journal of Laws of 2015, item 1058);
- 5) Resolution No. LIII/722/12 of the Krakow City Council of 29 August 2012 on the organization and detailed rules for paying fees for stays in support centres and night shelters (Journal of Laws of the Malopolska Region of 13.09.2012, item 4496).

## **12. Additional information for the client**

- 1) Providing shelter takes place by granting temporary accommodation in hostels, shelters, homes for homeless people and other places designated for that purpose;
- 2) If the income of a person or a person in a family does not exceed the income criterion referred to in art. 8 par. 1 point 1 of the Act on social aid, aid in the form of a shelter is provided free of charge. In other cases, the amount of payment is determined in accordance with resolution No. LIII/722/12 of the Krakow City Council of 29 August 2012 on the organization and detailed rules for paying fees for stays in support centres and night shelters. Pursuant to the Act on social aid, the income criterion of a single person is 634 PLN, and the family members 514 PLN.

Developed by:  
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Date: 11.10.2016

Opinion presented by:  
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Date: 14/10/2016

Approved by:  
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Date: 14.10.2016