

MUNICIPAL SOCIAL WELFARE CENTRE	External procedure no. MOPS-62
	PROVISION OF TEMPORARY STAY IN A SHELTER HOUSE AND A HEATING HOUSE
<p>1. Handle the matter electronically Not applicable.</p> <p>2. Appendix Information clause regarding the processing of personal data by the Municipal Social Welfare Centre in Krakow.</p> <p>3. Sign language version Not applicable.</p> <p>4. Matter handled by</p> <p>1) The branch of the Municipal Social Welfare Centre in Krakow competent according to the applicant's place of residence:</p> <p>a) Branch No. 1 os. Teatralne 24, telephone: 12 430-45-46, fax: 12 643-07-06, e-mail: f1@mops.krakow.pl, for people living within Districts III, XIV and XV of the City of Krakow,</p> <p>b) Branch No. 2, ul. Radzikowskiego 39, telephone: 12 636-77-98, fax: 12 636-75-24, e-mail: f2@mops.krakow.pl, for people living within District IV of the City of Krakow,</p> <p>c) Branch No. 3, ul. Rzeźnicza 2, telephone: 12 257-00-07, fax: 12 257-00-08, e-mail: f3@mops.krakow.pl, for people living in the area of Districts IX, X, XIII of the City of Krakow and the northern part of the area of District XI, designated as follows:</p> <ul style="list-style-type: none"> – from the west, the border of District XI and District IX, to Witosa, – from the north, the border of District XI and District XIII, – from the east, the border of District XI and District XII, to Nowosądecka, – from the south, the border is formed by the northern parts of Witosa and Nowosądecka, <p>d) Branch No. 4 os. Szkolne 34, telephone number: 12,425-75-64, fax: 12 643-72-78, e-mail: f4@mops.krakow.pl, for people living within District XVIII of the City of Krakow,</p> <p>e) Branch No. 5, Praska 52, telephone number: 12 269-05-54, fax: 12 266-82-75, e-mail: f5@mops.krakow.pl, for people living within District VIII of the City of Krakow,</p> <p>f) Branch No. 6, Dietla 64, telephone number: 12 422-17-74, fax: 12 423-23-15, e-mail: f6@mops.krakow.pl, for people living within Districts I and II of the City of Krakow,</p> <p>g) Branch No. 7, ul. Mazowiecka 4–6, telephone number: 12 632-00-22, fax: 12 632-66-20, e-mail: f7@mops.krakow.pl, for people living within Districts V, VI and VII of the City of Krakow,</p> <p>h) Branch No. 8, Na Kozłowiec 27 (II floor), telephone: 12,659-12-68, fax: 12 651-21-60, e-mail: f8@mops.krakow.pl, for people living within Districts XI and XII of the City of Krakow and the southern part of District XI designated as follows:</p>	

- from the southern parts of Witosza and Nowosądecka,
 - from the west, the border of District XI and District IX, from Witosza,
 - from the south, the border of District XI and District X,
 - from the east, the border of District XI and District XII, from Nowosądecka,
- i) Branch No. 9 os. Teatralne 24, telephone: 12 644-76-09, fax: 12 12 644-80-34, e-mail: f9@mops.krakow.pl,
for people living within Districts XVI, XVII of the City of Krakow,
- 2) Department of Help for the Homeless of the Municipal Social Welfare Centre in Krakow, os. Teatralne 24, telephone number: 12 430-45-46, fax: 12 643-07-06, e-mail: db@mops.krakow.pl,
for homeless people staying in the Municipality of Krakow.

5. Documents from the Applicant (client)

An ID card or another document confirming the identity of the applicant - available for inspection;

6. Fees

The procedure is not subject to fees.

7. Form of consideration

Granting aid in the form of providing temporary shelter in a night shelter or heating house or a decision to refuse to grant aid in the form of temporary shelter in a night shelter or heating house.

8. Time of consideration

Without undue delay, and when the proceedings concern the issuance of a refusal no later than one month from the date of initiation 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 matter can be obtained at the telephone numbers provided in the "Case dealt with by:" section.

9. Documents obtained in the proceedings

- 1) If necessary, other documents confirming the party's situation;
- 2) The document referred to in section 2 of the procedure.

10. Appeal procedure

A decision to refuse to grant aid in the form of temporary shelter in a night shelter or a heating house may be appealed against to the Local Government Appeal Court in Krakow through the authority that issued it within 14 days of receiving the decision. The appeal should be submitted to the Municipal Social Welfare Centre in Krakow - the branch competent for the place of residence or the Homeless Assistance Department in the case of the homeless. The appeal is not subject to fees.

During the time limit for lodging an appeal, a party may waive the right to appeal against the Municipal Social Welfare Centre in Krakow.

On the day of delivering to the Municipal Social Welfare Centre in Krakow a declaration on waiver of the right to appeal by the last party to the proceedings, the decision becomes final and binding.

11. Legal basis

- 1) Art. 17 par. 1 point 3, art. 48, art. 48a par. 1, 3, 4 and 8 and art. 101 of the Act of 12 March 2004 on social aid (Journal of Laws of 2018 item 1508, as amended);
- 2) Art. 104 of the Act of 14 June 1960 Code of Administrative Procedure (Journal of Laws of 2017 item 1257, as amended).

12. Additional information for the client

- 1) A person or family is entitled to a shelter if they are deprived of it.
- 2) Provision of a shelter may take place, among others. by granting temporary accommodation in night shelters or heating rooms;
- 3) The shelter provides shelter for the homeless, providing temporary help in the form of a place to stay, where you can spend the night in conditions that guarantee protection of life and health.
- 4) Temporary shelter may also be provided in the form of a heating house, which enables safe, interventional stay in heated rooms with at least seating places;
- 5) In the night shelter, heating house the people who stay need to be capable of self-service, their state of health cannot threaten the health and life of other people staying in the facility.
- 6) Persons under the influence of alcohol or psychoactive substances cannot stay in the night shelter;
- 7) Aid granted in the form of a temporary shelter in a heating or night shelter does not require conducting a family environmental interview and issuing an administrative decision, and expenses incurred for the assistance provided are not reimbursable.
- 8) The issuance of a decision refusing to grant the benefit requires administrative proceedings.
- 9) The reasons for the refusal to grant the benefit are, in particular, the possibility of providing shelter on one's own due to income or the possibility of living in the premises.

Developed
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Date:
22.10.2018

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