



KAPITAŁ LUDZKI
NARODOWA STRATEGIA SPÓJNOŚCI



STANDARDY
W POMOCY

UNIA EUROPEJSKA
EUROPEJSKI
FUNDUSZ SPOŁECZNY



Around Homelessness – Service Standards

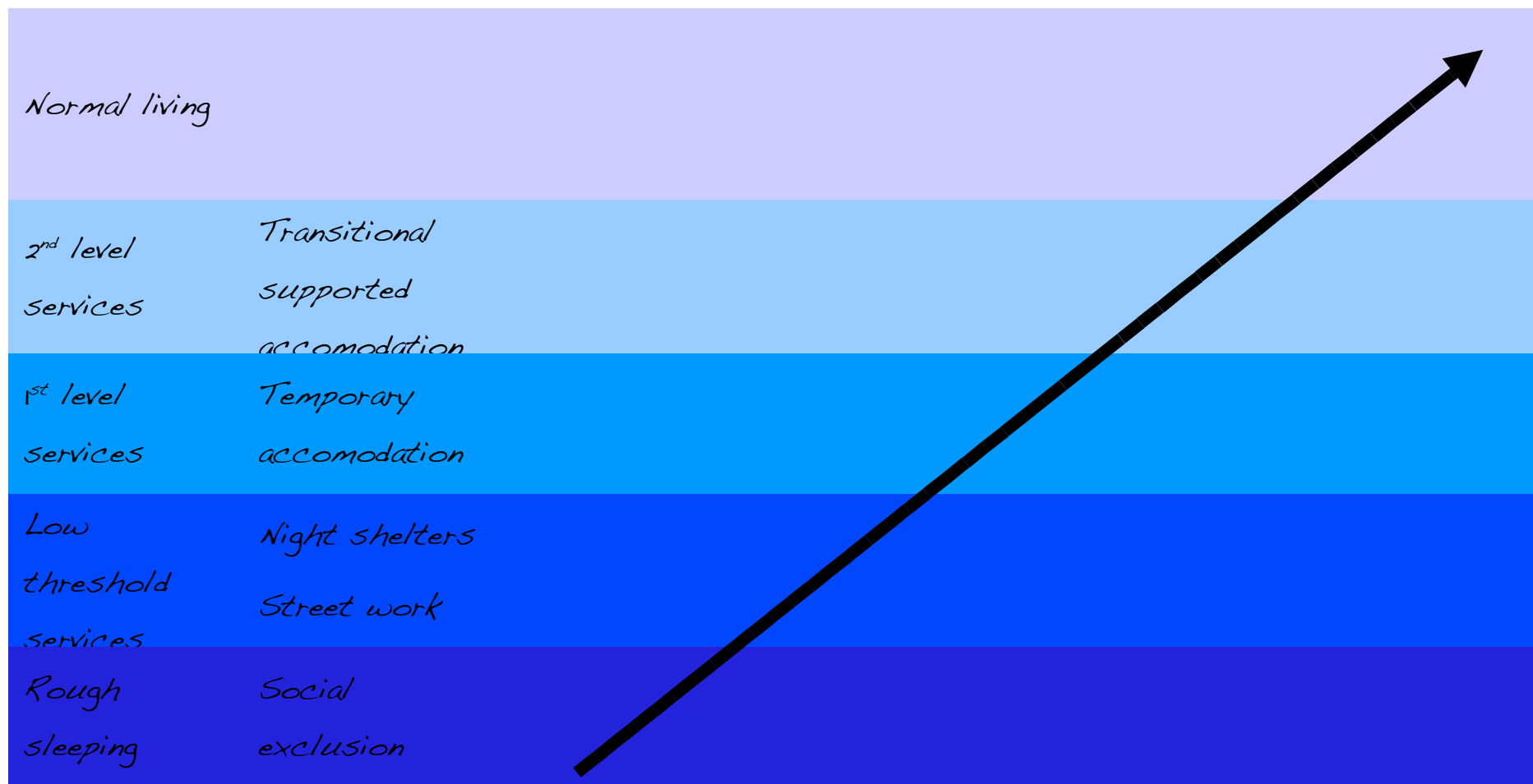
STANDARDS IN SOCIAL WORK
OF SERVICE WITH PEOPLE
EXPERIENCING HOMELESSNESS

Paolo Brusa

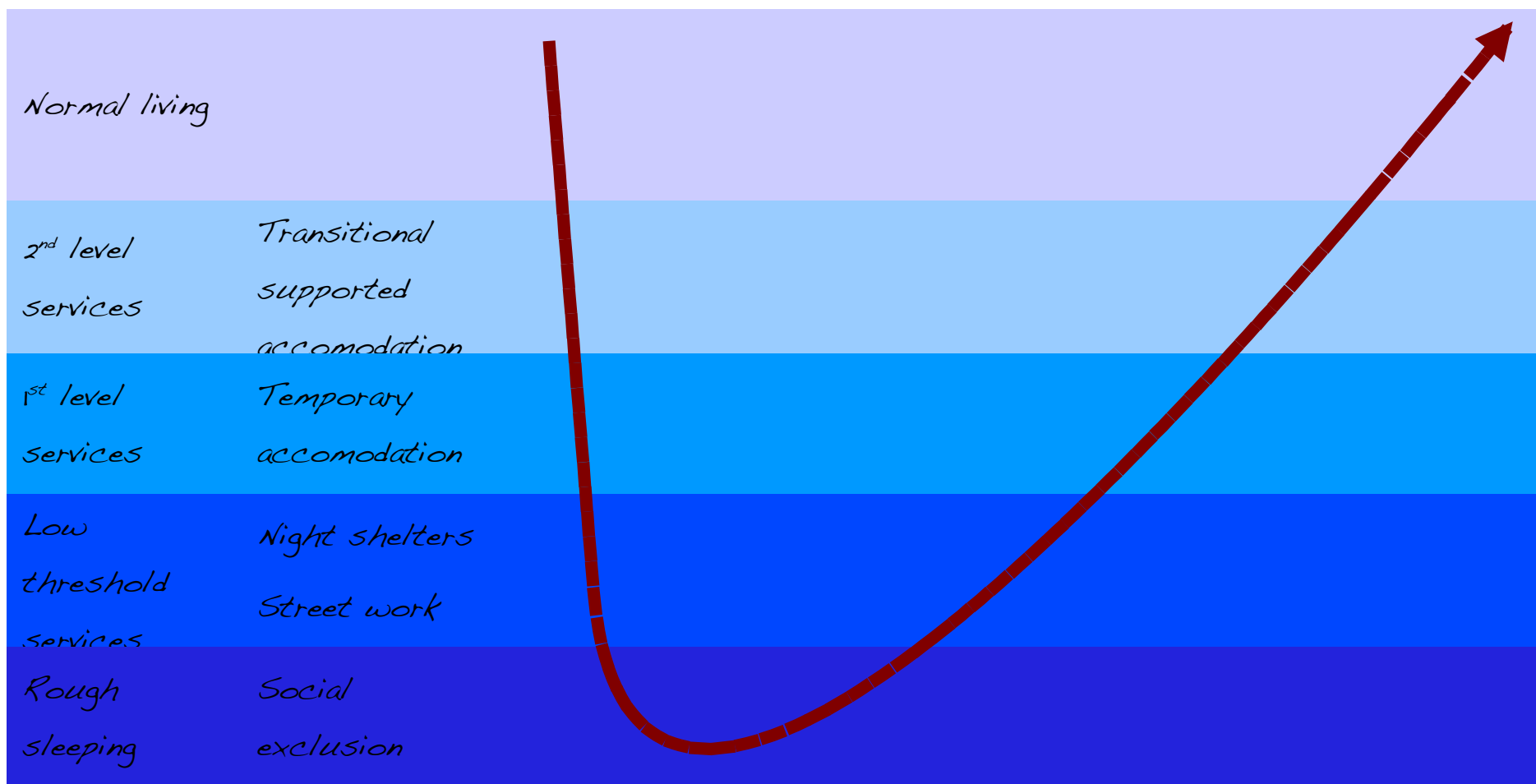
Gdansk 29 June 2011



The logical path of social policies: From exclusion to inclusion

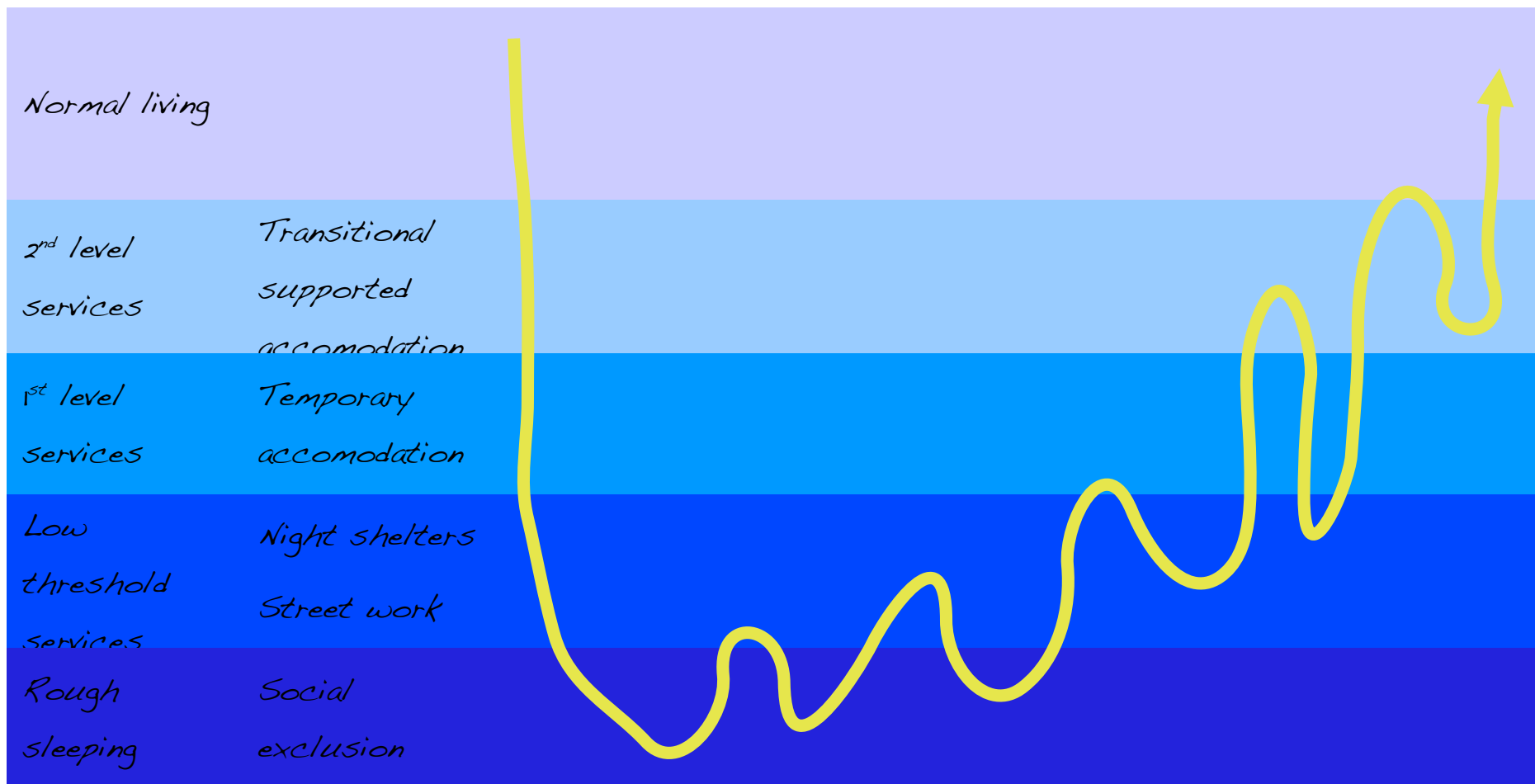


The logical path of services offer: Reinsertion programme from exclusion to inclusion



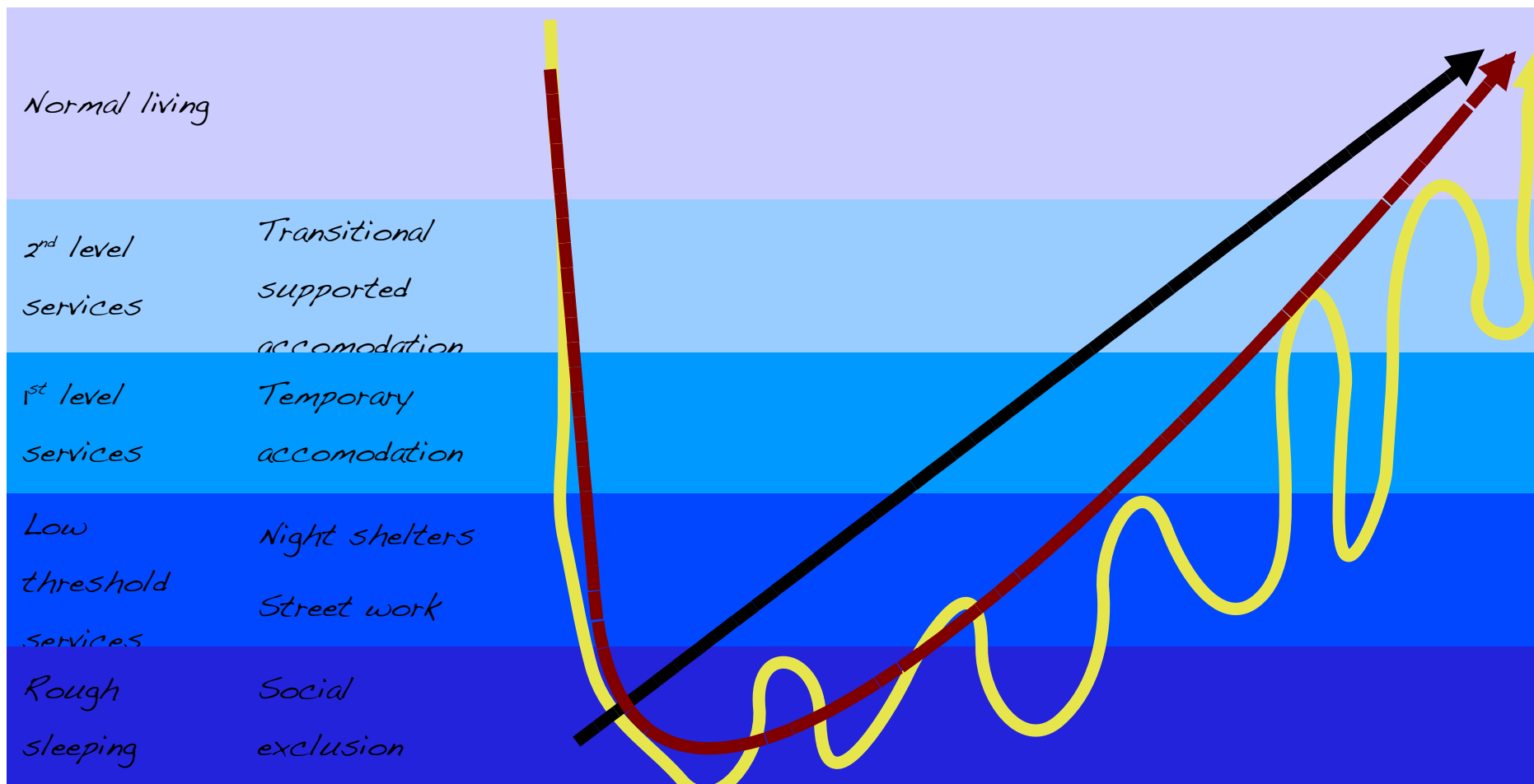


The logical path of people's biographies:
From the cracking point, down under and
back closer to the same critical point





*different logical paths include different needs,
different offers for different standards*



Social policies



SSGI offers



people biography





Social policies: the structure

Law 328/2000 Regional legislation → Local Action Plans

→ Employment policies

→ Social policies

Social Assurance

Assistance

Health

Labour assurance

Social support

Medical base-aid

Pensions

Economical support

medical assistance - hospital

maternity/paternity leave

SSGIs

medical treatments & drugs

→ Educational policies: differentiation programmes -right to education -infrastructure

→ Family policies: subsidized income - minimum income

→ Housing policies: priority addresses - direct intervention (social housing)





STANDARDS IN WELFARE FRAMEWORKS

SOUTH-EU MODEL
(corporative/conservative)

NORTH-EU MODEL
(socialdemocratic/universal)

ANGLOSAXON MODEL (liberal)

Context challenge

Policy challenge

- Pick & lack of welfare
- Relevance of informal economy
- family as welfare basis

- Rights expression of citizenship from birth
- universal accessibility
- social security based on right to quality life

- evidence based social rights
- Less eligibility
- Empowerment
- Privatisation

- economical crisis

1. develop tailored SSQI

low

high

low

- less stability & diminished dimension of family

2. support family with minimum income

Low / non existing

high

medium

- women higher participation into market

3. WLB & flexicurity

low

high

medium

- higher flexibility



Special Relativity approach:

Essence of a person /
Exclusion

Each one is **SPECIAL**
Everything is **RELATIVE**

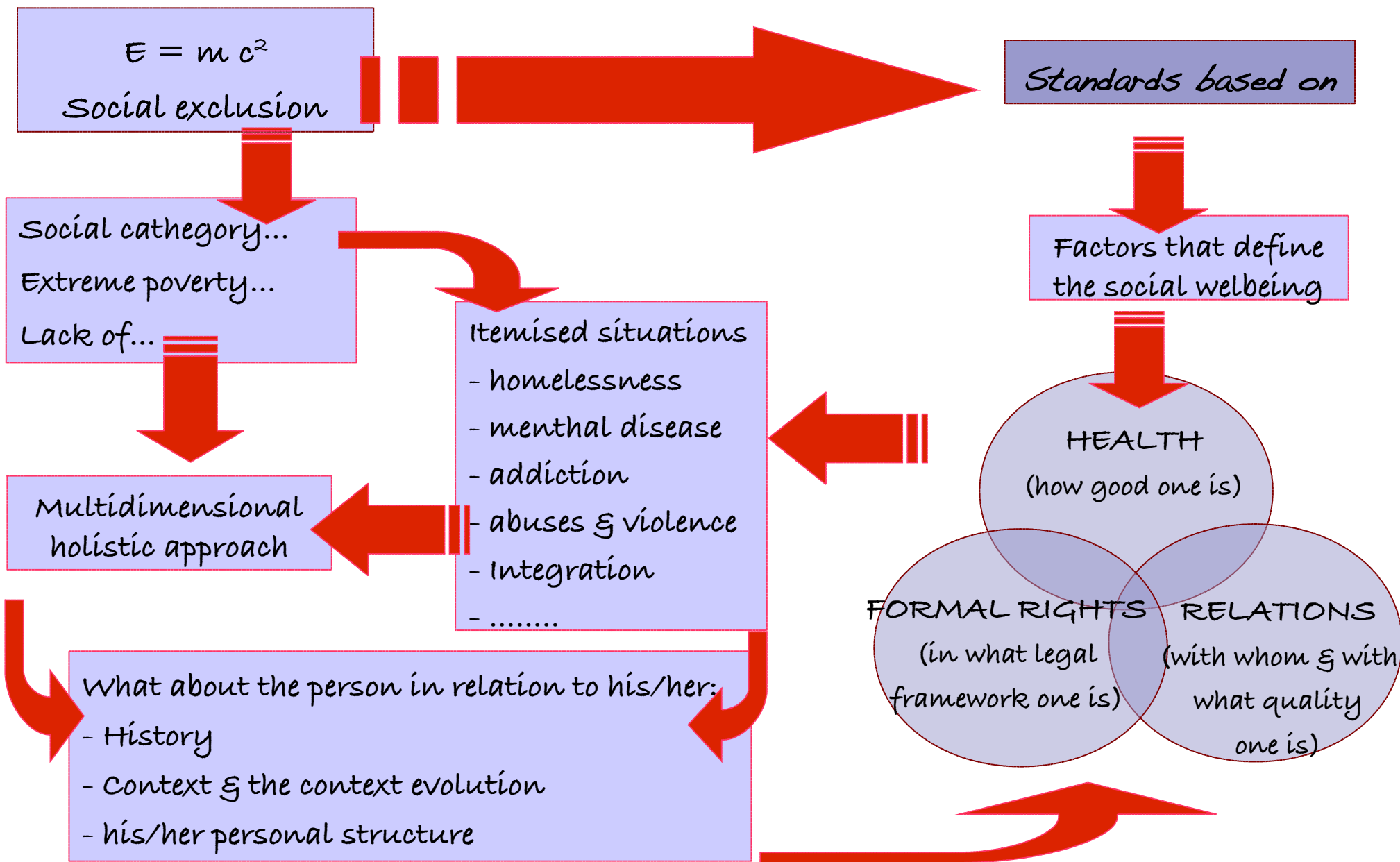
$$E = m c^2$$

Multiple aspects of
one's personality

Context to which one's is
referring to (social, economical,
cultural, values, etical, emotional...)

Squared, as it's
growth and
evolution is
reciprocal and
esponential







BUILDING SUCCESSFUL PROJECTS

GOALS

→ non specific, non measurable & usually not attained

- HOMELESSNESS IN GDANSK WILL BE REDUCED

OBJECTIVES

→ realistically targeted to the project

- WHO is going to do WHAT, WHEN, WHY, to WHAT STANDARDS

@ PROCESS → participants, interactions & activities

- BY 2012, AT LEAST 20 HOMELESS WILL START RE-INSERTION PROGRAMME

@ IMPACT → how attitude, knowledge & behaviour will change in short term

- 10 OUT 20 HOMELESS WILL DEVELOP TAYLORED SOLUTIONS

@ OUTCOME → the implications on long term

- IN 5 YEARS, 50% OF USERS WILL NEED LESS SOCIAL ASSISTANCE



BUILDING SUCCESSFUL PROJECTS

OUR PROGRAMME OBJECTIVES HAS TO BE ... SMART

SPECIFIC → WHAT EXACTLY WE ARE GOING TO DO, WITH FOR WHOM

MEASURABLE → WHAT METHODOLOGY IN SUPERVISION, DATA
ANALYSIS & CASE STUDY ANALYSIS

ACHIEVABLE → WITHIN THE CALENDAR, POLITICAL CLIMATE,
LEGISLATIVE FRAMEWORK, AVAILABLE FUNDS

REALISTIC → RESULTS & OUTCOMES IN LINE WITH LONG TERM PLAN

TIME-FRAMED → ACTIONS PRODUCE RESULTS WITHIN THE PLANNED
AGENDA



What do we mean with *quality*?

$$Q = (S * A * CS)^2$$

Quality is a *S*ystematic *A*pplication of *C*ommon *S*ense at *s*quare

*S*ystematic → care-work is not occasional but based on knowledge, skills and awareness

*A*pplication as “understand” what is needed might not be enough

*C*ommon *S*ense → it's focused on satisfaction & quality of life ...

*S*quared → professionalism within care-structured environment makes outputs exponential



ABOUT QUALITY, EVALUATION & INDICATORS

"... **QUALITY** is the whole system of characteristics of a product or of a service that allows to satisfy the expressed & unexpressed needs of the clients/users...
... as a result of activities and of process... that might be countable or uncountable, or a combination of the two..." (adapted from UNI EN ISO 8420)

CAREWORK in a so-called "intellectual profession".

Evaluation → the combination of the characteristic of the service itself, that allow to satisfy the social and individual needs, both at an expressed or unexpressed level.

There are **7 specific indicators** that evaluate the process and the results of its activities.

- AWAITED EFFICACY
- PRACTICAL EFFICACY
- COMPETENCE
- ACCEPTABILITY
- EFFICIENCY
- ACCESSIBILITY
- LEVEL OF APPROPRIACY



INDICATORS	PROCESS	RESULT
AWAITED EFFICACY	What is required to succeed the service aims/objectives	Potential ability to intervene into a defined setting
PRACTICAL EFFICACY	the process needed to success within the service aims/objectives	The net output between the dayly praxis results and the awaited efficacy
TECNICAL COMPETENCE/ AWARENESS/ KNOWLEDGE	Measures the ability to act even in harder/more extreme situations	Competence, awareness and knowledge concurring to assure good compliance between teorical approach, individual experience and available resources
ACCEPTABILITY / SATISFACTION	Self evaluation of the users	The degree of users satisfaction
EFFICENCY	Capacity to fully use the available resources	Capacity to reach successfully and match together aims, objectives and expected results at the cheapest cost
ACCESSIBILITY	Logistic aspects of using available resources & degree of compliance with the aims/objectives	The most functional setting to assure the quality of users fruibility
APPROPRIACY	The compliance of the action confronting the needs & between resources / demand	The compliance between the single-user-needs and the available resources





What are the users rights, needs & demands

- right to social inclusion and citizenship (art. 15, 22 Human Rights Declaration)
- right to life in dignity and respect
- right to health (in most EU constitutions)
- right to chose
- right to receive an offer of services that are accessible, high quality
- demand to see their needs and expectation fulfilled by existing services
- right to participate to the decision that regards them (base of all EU constitutions)
- right to be informed and demand transparency
- right, need and demand for privacy



What standards in service

TEAM & WORKERS

- skilled and trained workers
- update training and continuous supervision to workers teams case studies
- cross-reference organisation (on individual case & on specific issue)

SERVICES

- easily accessible with public transports and for disable
- reasonable time table of access

OFFER

- tailored and individualised solutions
- global approach in accompaniment
- fair treatment in respect of individual needs
- some degree of participation



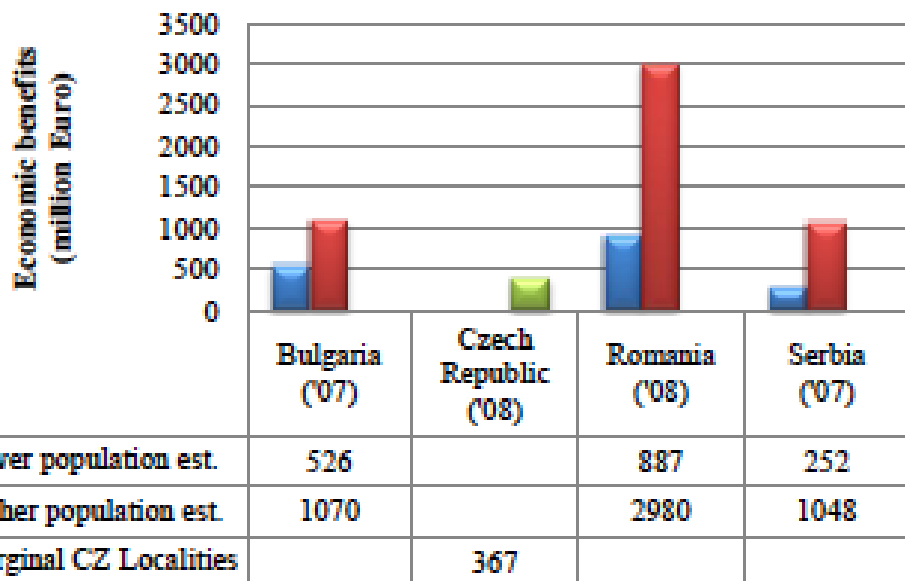
WHAT OPERATIONAL STANDARDS

- consider the **person** (users/client) as our **absolut priority**
- being capable to **work our best even in each "first happening" situations**
- every single time is assumed as a **"first happening" situations**
- **data analisys** is complete, confrontable, exportable, precise
- **methodology** is rigorous, explicit & declared, awared
- **climate** inside the team is based on the **mutual trust**
- working group is **clearly structured as a team**
- **capable to manage a case study** is **longitudinal** & based on mutual agreements
- **confrontation** between different working groups is costant & productive
- Praxis under the method of a **logic in process** to warrant flessibility & include the costant challenge to always develop and change
- **self-control, professionalism, competence & responsibility** are operational criteria that will allow to **focus the tools to match the goals** (and not the other way around)

The ECONOMIC ARGUMENT FOR INCLUSION

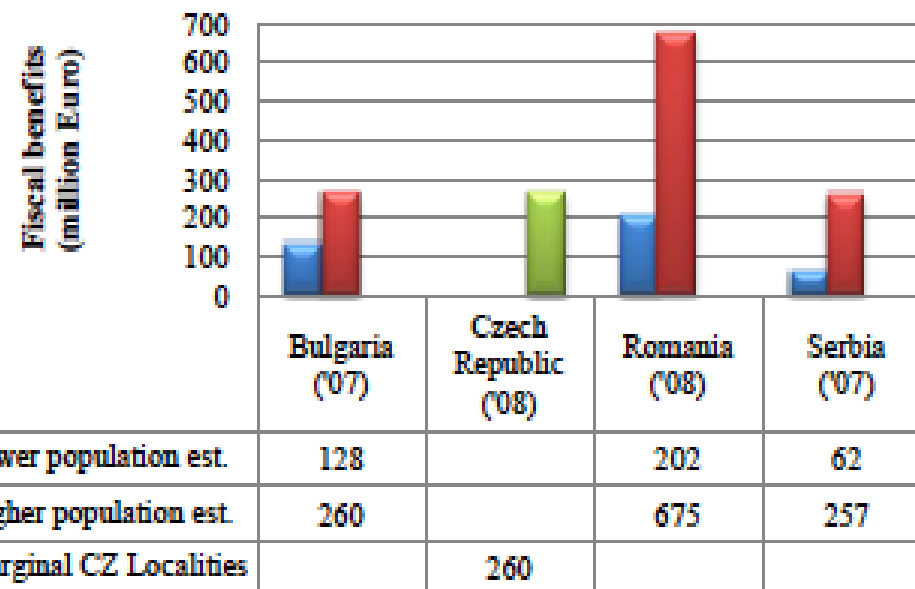
part 1

Data from World Bank



Economic benefits : implement of economy with more inclusion

Fiscal benefits : implement of current government revenues





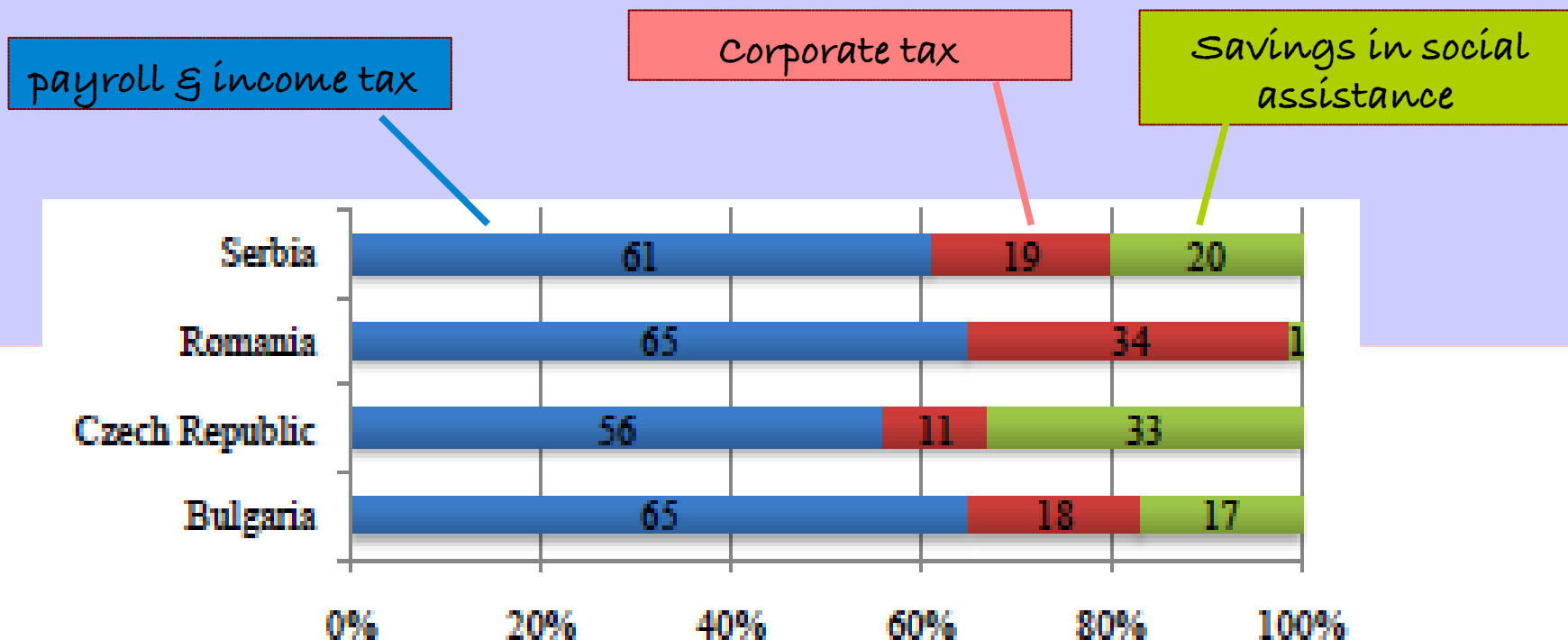
The ECONOMIC ARGUMENT FOR INCLUSION

part 2

- For Central and Eastern Europe and Balkans, World Bank estimates

€uro 1.2 / 3.5 Billion combined total annual fiscal benefits

Breakdown of fiscal benefits : proportion of foregone fiscal revenues





SOME GOOD EXAMPLES

VARIOUS NGOS in Torino (period 1996 → today)

- skilled workers with mandatory training & continuous supervision
- chained range of service on cross-reference organisation
- tailored solutions for insertion into social economy market

ASSOCIATION AVVOCATI DI STRADA in various cities

- advocacy and free legal support
- different activities in social economy (newspaper, bikeshop, sewinglab...)

NUOVO ALBERGO POPOLARE in Bergamo

- tailored solution and different accessibility to different service offer
- direct and progressive involvement in various activities in social economy

ASSOCIATION PIAZZA GRANDE in Bologna

- empowering tailored solution
- participation in management of public events



NECESSITY IS STRONGER FAR THAN TECHNIQUES /ARTS

Aeschylus - Prometheus Bound - v. 514

$E=mc^2$ Albert Einstein

HEALTH IS A STATE OF COMPLETE PHYSICAL, MENTAL &
SOCIAL WELL BEING & NOT MERELY THE ABSENCE OF
DISEASE OR INFIRMITY

World Health Organisation

For any further details, please visit: www.multipolis.eu

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