



SOTSIAALKINDLUSTUSAMET



Support system for people with reduced coping capacity: services and networking

Merili Laansoo
project coordinator
Social Insurance Board

05.12.2014

Project „ Offering needs-based services to people with multiple problems through pilot case management networking“

- Financed by ESF;
- Subproject of the national program „Welfare measures supporting inclusion in the labor market“
- Started in January 2012 (extended twice, expanded project in 2016).

Objectives

- To improve the coping capacity of socially vulnerable people and support their entry into the labour market, preventing their dropping out of the labour market;
- To support local government social workers in dealing with complicated cases;
- To further the case-based approach through networking in local governments;
- To improve the availability of counselling services.

Target group

- People/families who have difficulties with coping, e.g.
 - long-term unemployed, inactive people;
 - discouraged workers;
 - families with children who have social and economic coping problems;
 - single parents;
 - people in financial difficulties, in debt;
 - disabled people, people with health problems;
 - people with care responsibilities;
 - released prisoners, socially excluded groups etc.

People have intertwined problems and they need different social welfare services, but local government resources are often limited and therefore services that specifically meet their needs are not locally available.

The statistical profile of the client

- 69% of our clients are women, 31% men;
- 67% of them are 25-49-year old,
15-24 (12%); 50-54 (10%); 55-64 (10%);
- Most clients are Estonian-speaking (80%);
- They have basic education (36%) or secondary education (44%), professional skills are low;
- 67% of clients are unemployed (e.g. 26% of them are registered as unemployed in Töötukassa).

Project team and partners

- Project team
 - 5 regional coordinators (located in SIB local offices around Estonia), project manager and accountant.
- Partners
 - social workers in local governments;
 - service providers: psychologists, debt advisers, support persons in counselling centers;
 - Eesti Töötukassa (*Estonian unemployment insurance fund*);
 - other partners: family members, schools and nursery schools, health centers, different medical specialists, police, probation officers, local social service providers, lawyer etc.

Project activities

- Counselling services for working-age people
 - psychological counselling;
 - family counselling;
 - debt counselling;
 - support person service.
- Case management networking
 - the development of local cooperation between local social workers, service providers, SIB regional coordinators, Eesti Töötukassa (*Estonian unemployment insurance fund*) etc.;
 - case-based approach to networking (to find out measures that match the particular needs of clients).

Cooperation with local governments

- Coordinator and service providers
 - credibility,
 - communication,
 - active,
 - professionalism.

Process

Client
with afore-
mentioned
problems
turns to
social worker

LG social
worker
assesses the
client and if
necessary
contacts with
SIB
coordinator

SIB
coordinator
assesses the
client, sets
aims with the
client and
directs the
client to
needed
services

Service
providers
consults the
client, gives
feedback

Network - all members cooperate if necessary, come together, attract other specialists, partners, family members, adds services etc.

Benefits of local governments

- Second opinion about case, broader look;
- Availability and quality of the services are better, new specialists, offering services profoundly;
- Decreased need for subsistence benefits;
- Support in every-day work, consulting with specialists;
- Smaller working load for social workers;
- Developed network which can be used without the project/coordinator;
- Additional information which helps in planning social services.

Results

Number of people participating in the project	3203
Share of local governments participating in the project	174/215 81%
Number of counselling specialists involved (debt advisers, support persons, psychologists)	130
Number of service providers participating in the project (companies and institutions)	25
Share of people transferred to active labor market services with the help of project services	28,4%
Share of people starting work or who kept their jobs after receiving project services	42,9%

Services needed

- People with reduced coping capacity need various welfare services, e.g.
 - psychological counselling;
 - counselling in case of debts;
 - support person service;
 - social counselling;
 - „super nanny“;
 - addiction counselling and treatment;
 - coping counselling;
 - legal advice;
 - personal assistant service;
 - psychiatric consultation;
 - transport services etc.

Learned lessons

- Regional cooperation between municipalities;
- The role of service providers is crucial;
- Competition between service providers – diversity of services, better quality, availability;
- Offering services near clients places of residence;
- The coverage of transportation expenses;
- Constant information sharing;
- For successful networking: leader, systematic planning, the interest of the parties.



SOTSIAALKINDLUSTUSAMET

Thank you!

sotsiaalkindlustusamet.ee/projektid

Merili Laansoo

merili.laansoo@sotsiaalkindlustusamet.ee

Background information

- Estonia is territorially divided into counties, rural municipalities and cities.
- Rural municipalities and cities form the first, local level of Estonian public administration. All local governments operate within a county.
- There are 15 counties and 215 municipalities (30 cities and 185 rural municipalities).
- The size of local governments is very different. Two thirds of local government units have less than 3000 inhabitants. The biggest municipality is the capital city Tallinn.
- According to the Constitution of the Republic of Estonia local governments resolve all local issues, operating independently pursuant to law.