DESCRIPTION OF THE PRACTICE

1. Title of the practice

Community Integration Team

2. Organisation responsible for the practice

Santa Casa da Misericordia de Lisboa

3. Contact person(s)

Name /	Joao Pedro Paulino Ferreira Bicho
E-mail	joao.bicho@scml.pt

4. Summary of the practice

Created in January 2018, the **Community Integration Team** supports 60 young people between the ages of 16 and 25 who were referred by the Family and Children Court and / or by the Commission for the Protection of Children and Young People.

Together with the young person, an Individual Intervention Plan is established and structured according to the level of autonomy of the young person (functional, cognitive and emotional). Individual Plans include all social aspects such as education, vocational training and employment, health, financial and domestic management, personal and social dimensions. Plans also include objectives, actions, activities / strategies, resources, deadlines and evaluation of deadlines. The process is overseen through continuous and systematic evaluations by Santa Casa da Misericordia de Lisboa.

The tasks of the Community Integration Team:

a) Elaborate and update the assessment of the situation of the young person;
b) Implement the Court's decisions and support young people to lead an independent life;
c) Elaborate and execute the Individual Intervention Plan;
d) Appoint a case coordinator to accompany each young person;
e) Inform and prepare the young person for implementing the Individual Plan and for the phases of execution of the life-support measure to lead an independent life;
f) Provide economic, psycho-pedagogical and social support to young people;
g) Promote access to integrated education and training projects, and continue to follow the training and / or professional path of the young persons;
h) Monitor and evaluate each of the phases of the implementation of the life-support measure.
i) Keep the Commission for the Protection of Children and Young People and the Court informed about the implementation of the Court's decisions.

5. National/regional/local context of the practice

6. Staff involved

The Community Integration Team includes: a director, four psychologists, one social educator and one psycho-pedagogist.

7. Target group

Young people between the ages of 16 and 25.

8. Aims of the practice

a) Promote the rights and protection of young people at risk (or in danger) in their environments by providing adequate conditions for their wellbeing and development;

b) Support the transition to adulthood for young people, providing them with skills to lead an independent life in educational, professional and social contexts;

c) Promote the strengthening of an informal support network to empower and assist young people;

d) Make it easy for young people to access the community service network during the different phases of their empowerment process;

e) Support and encourage young people in developing their life project by providing information and advice, as well as helping them with decision making in complex situations;

f) Provide young people with psycho-social, emotional, relational, and economic support (where appropriate);

g) Strengthen the resilience factors and the self-esteem of young people in their different contexts and develop the capacity to discuss and accept rules, of criticism and self-criticism;

h) Support the implementation of life plans based on the individual life experience and context of the young person;

i) Promote the participation of young people in training, cultural, sports and leisure activities, fostering the establishment of positive relations with neighbours, schools, work context and the community in general.

9. Issues for social services

Service Integration/ Cooperation across services	x	Service Planning		Contracting	
Technology		Skills development (of the workforce)		Quality of services	
Others: _____					

ANALYSIS OF THE PRACTICE

10. Status

Pilot project (ongoing)		Project (ongoing)	x	Implemented practice (restricted areas)	
Pilot project (terminated)		Project (terminated)		Widely spread practice/rolled out	

11. Scope of the practice

Describe the setting of the practice, considering the following criteria:

- *Micro level practice:* practice that involves individuals at local level
- *Meso level practice:* practice that involves organisations or communities
- *Macro level practice:* practice that involves large population groups

Micro level practice: practice that involves individuals at local level

12. Leadership and management of the practice

Description of the leadership of the practice, considering the following criteria: • *Collaborative management*: shared between large partnerships, often of central, regional and local representation • *Organisational management*: by one organisation • *Professional management*: managed by a single person • *Shared management*: shared with no defined leadership
Organisational management: by one organisation

13. Engaging stakeholders in the practice

Description of the engagement of stakeholders, considering the following criteria:
• *Individual practice*: individuals have sought practice change
• *Network approach*: one or more organisations develop a network
• *Collaborative approach*: large collaboration with relevant stakeholders

Collaborative approach: expansive collaboration with relevant stakeholders

14. Involvement of service users and their families

Description of the involvement of service users, considering the following criteria:
• *Team involvement: service users and carers were part of the practice team*
• *Consultative: a consultative body of users was set up for an on-going dialogue and feedback*
• *Involvement in care: person-centred approaches to care/support*

The care leaver's individual intervention project is carried out by the young persons themselves with the help of the case manager.

15. Costs and resources needed for implementation

Description of how the practice is financed, considering the following criteria:
• *Within existing resources:* staff time and other resources are provided 'in-house'
• *Staffing costs:* costs for staff investment
• *Joint/Pooled budgets:* two or more agencies pool budgets to fund services
• *Funded project:* external investment

Currently, costs are covered by Santa Casa da Misericordia de Lisboa. The cost of the project includes the monthly fee per each young person involved in the project (maximum of €435.75 per month) plus the staff salaries.

16. Evaluation approaches

Description of the evaluation method of the practice, considering the following criteria:
• *Multi-method:* use of both a qualitative and a quantitative approach
• *Single method:* qualitative or quantitative approach
• *Audit:* looks at data sources such as existing medical records, and/or other routinely collected service data.
• *Informal:* refers to in-house service evaluation using locally designed tools and/or collecting opportunistic feedback
• *No evaluation*
• *An evaluation is planned*

Multi-method. There is a database and a monthly monitoring of progress.

17. Measurable effects of the practice and what it has achieved for…

Service users	

Formal care givers	
Informal carers	
Organisations	
Other	

18. <u>Anticipated or 'aspirational'</u> effects of the practice and what it has achieved for…	
This category can include outcomes which are not documented, quantified or properly evaluated. They can include such elements as improved knowledge, quality, workforce, etc.	
Service users	Support the social inclusion and wellbeing of young people across the different dimensions of their life, to support their transition to adulthood.
Formal care givers	
Informal carers	
Organisations	
Other	

19. How the practice has changed the way the service is provided (lessons learned)

20. Sustainability of the practice
Description of whether the practice is sustainable, considering the following criteria: *Potential for sustainability:* practice was newly started or is on-going/not yet mainstreamed. How could the practice be sustained (in terms of resources)?   *Organic sustainability:* service users have been empowered to take the practice forward   *Established:* the project has been operational for several years
The project is financially sustainable. If it receives a positive evaluation it fulfils conditions for long-term sustainability.

21. Transferability of the practice
Description of whether the practice has been transferred, considering the following criteria: *Transferred:* transfer to other regions, countries, service user groups, etc.   *Potential for transferability:* there is interest from the outside; elements of the practice have been taken up and used elsewhere; material for transferability (for ex. training material) has been developed
Potential for transferability: the intervention is being implemented and the impact indicators are being created.