



INTESYS

INTEGRATED CARE PATHWAYS: THE INTESYS PROJECT IN LISBON

**INTESYS – Together – Supporting vulnerable children through
integrates early childhood services**

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Working Group on Integrated Care and Support 2018 Meeting

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AGA KHAN FOUNDATION

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Presentation structure

- The INTESYS Background
- INTESYS project
 - global aims and design
 - Toolkit and Reference Framework for Integration in ECEC services
- The Pilot in Lisbon:
 - Pilot design
 - Issues and aims to address in Portugal and pilot focus
 - What have we done in Portugal
 - Outcomes of the pilot in Lisbon
 - Challenges and opportunities – lessons learned.



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BACKGROUND

European consortium



TRANSATLANTIC FORUM ON INCLUSIVE EARLY YEARS

INVESTING IN THE DEVELOPMENT OF YOUNG CHILDREN FROM MIGRANT AND LOW-INCOME FAMILIES

2012 - 2016



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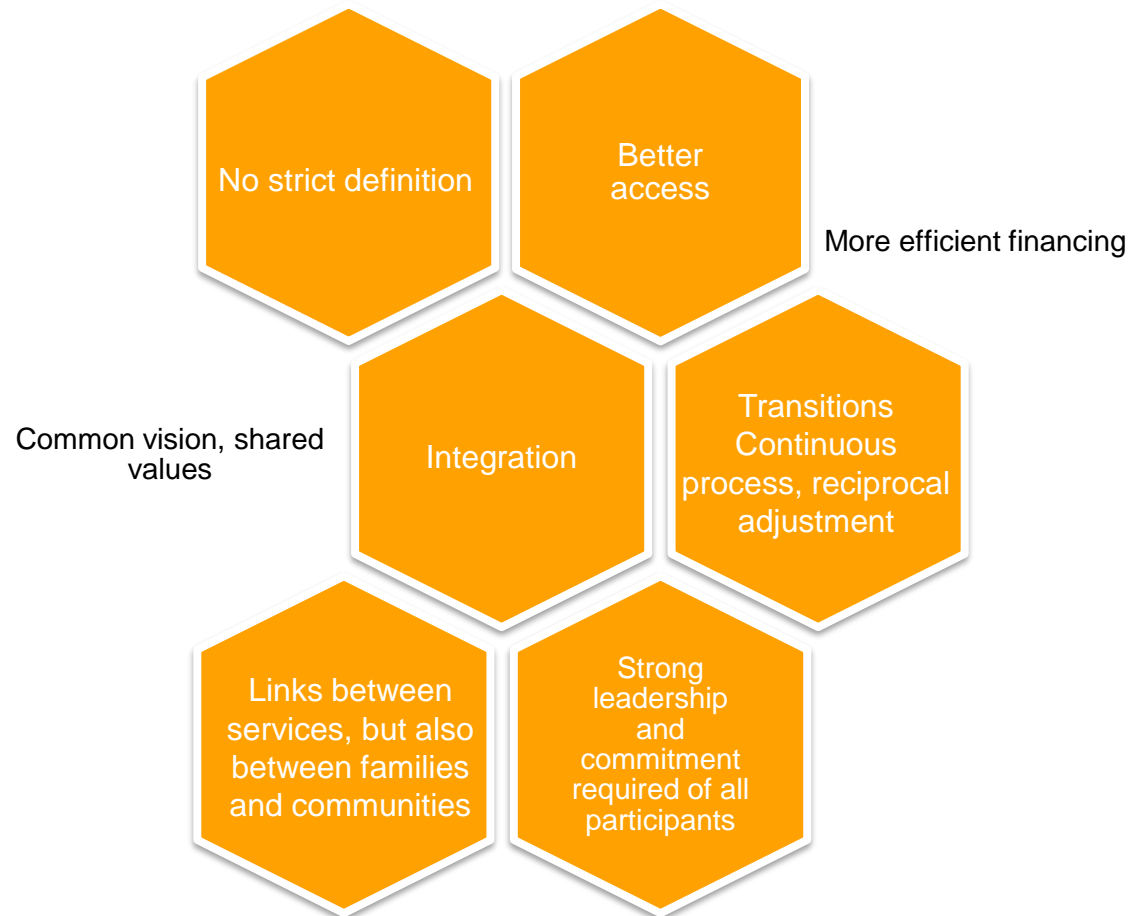
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LESSONS LEARNED AT TAFIEY

Investing in integration

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investing in people



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INTESYS Together – Supporting vulnerable children through integrates early childhood services

Global aims

European Consortium partners and contributions

<p>WP1: Gestão e Qualidade</p>  <p>King Baudouin Foundation Working together for a better society</p>	<p>WP4: Piloto na Bélgica</p>  <p>vbjk Instituto de Investimentos e de Serviços de ECEC em Bruxelas</p>
<p>WP2: Mapa de recursos e identificação de boas práticas e de desafios</p>  <p>Learning for Well-being Foundation</p>	<p>WP3: Piloto em Itália</p>  <p>ZeroSet Percursos e práticas responsáveis de parcerias e entre instituições e políticas</p>
<p>WP5: Testar WPs: O caso da educação</p>  <p>Associação de Apoio à Educação</p>	<p>WP6: Piloto em Portugal</p>  <p>FUNDAÇÃO CALOUSTE GULBENKIAN Fundação para a Educação Instituto de Investimentos e de Serviços de ECEC em Lisboa</p>
<p>WP7: Monitorização e Avaliação de Pilotos</p>  <p>FONDAZIONE EMANUELA ZANCAN Ondas e Centro Studi e Servizi Sociali</p>	<p>WP8: Piloto na Eslovénia</p>  <p>Zavod Republiškega inštituta za izobraževanje Serviços ECEC, avanço do acesso de crianças com dificuldades na Educação Pré-escolar</p>

- To gain a detailed understanding of the current situation and scope for improvement in the integration and alignment within ECEC systems in Europe;
- To develop and test (through **pilots** in a variety of contexts within four EC Member States - Belgium, Italy, Portugal and Slovenia) a **Reference Framework** including an **innovative toolkit** to promote integration within the ECEC workforce and across different levels of governance;
- To disseminate these tried and tested approaches within the pilot countries and more widely across Europe.

INTESYS design

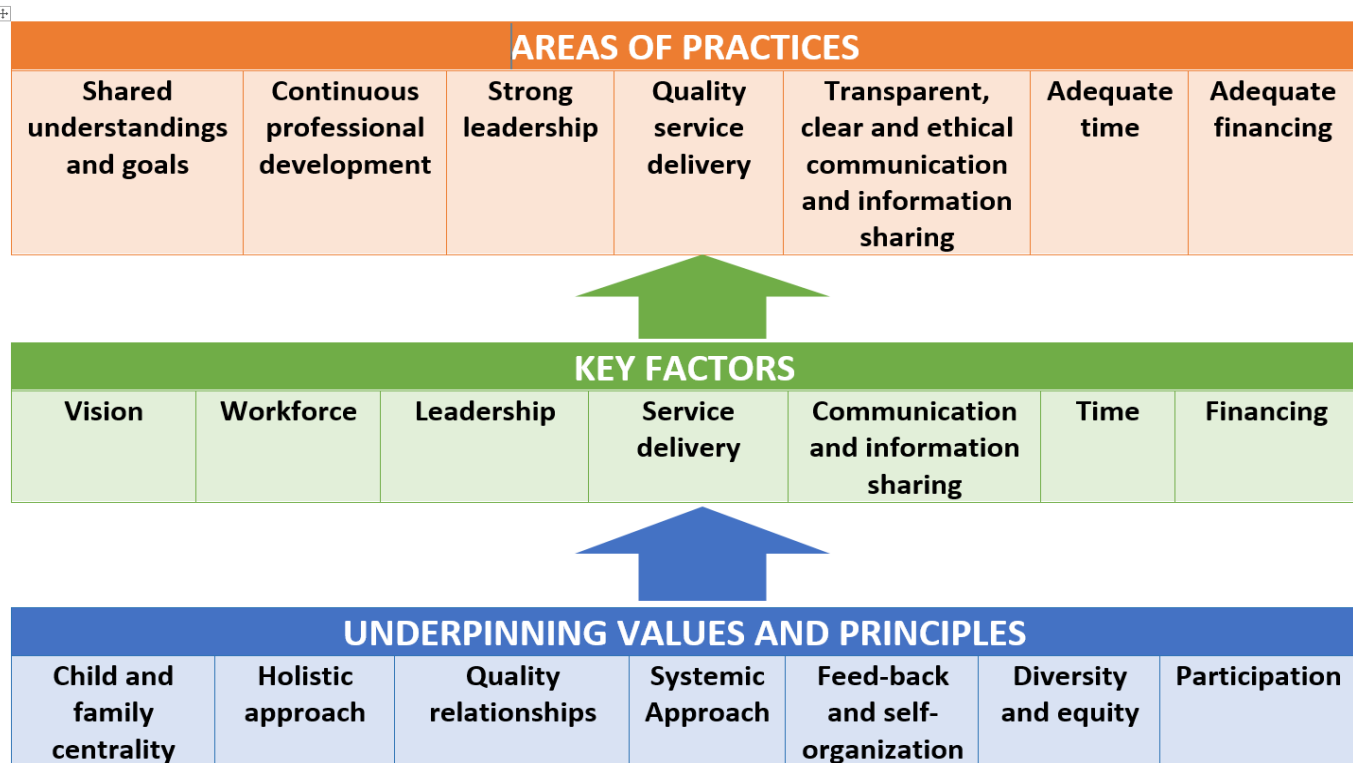




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INTESYS TOOLKIT

Reference Framework
for Integration in ECEC
services



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INTESYS pilot in Portugal design

- **Local mapping**

Local Partners Group

6 ECEC services
1 Social Service,
1 Health Service.

Piloting the toolkit in integration journeys by ECEC services

Community of Practice - Capacity building with cross-sectorial groups of professionals & mentoring

- **Local Steering Committee (LSC)**

Representatives of different sectors (education, social services, health, justice, culture, migrations and inclusion) at local and national level; relevant stakeholders (parents, professionals); experts; European and international organisations

- **Round tables**

With *stakeholders* involved in different territories.

- **Monitoring processes, results and impacts**

Pilot in Portugal – Issues arising from the local mapping

- ECEC and family support services **work in silos**, lack of articulation and integration;
- **Split system** for 0-3 and 3-6 (2 Ministries) and lack of transitions' practices;
- **Access** to ECEC services are specially difficult for urban low income families (0 to 3);
- Levels of **quality vary** considerable in ECEC services across ages and sectors;
- Relationships between professionals (of ECEC and other sectors) and the families need to improve - **integration of services**; positive **interactions with families**;
- There is a perceived inflexibility of services/professionals in adapting rules / policies to the **needs of families** and in developing tailored and innovative services;
- Some ECEC services respond to specific types of population promoting **segregation**
- Lack of labour policies and **family friendly working frameworks**

Pilot in Portugal aims and Focus

- To promote the integration of ECEC services in Lisbon (LPG) in a systemic way, with a focus on inclusion and response to children and families in situations of vulnerability;
- Promote holistic and child and family-centered approaches to ECEC services;
- To test the toolkit for the creation and management of Integrated ECEC Services
- Contribute to the creation of quality benchmarks in ECEC
- **Focus:**
 - **Integration of different sectors:** care, education, health, family/social services, cultural, integration of migrants – horizontal

INTESYS pilot in Portugal What have we done

Six Journeys of Integration

Local Partners Group
Community of Practice



- **APISAL** – Integrate to include; an intercultural school;
- **ATM** – Families conciliation of personal, familiar and professional life;
- **AEPO/UDIP SCML** – Pre-school Education and Roma families: challenges
- **SCML /CAI** – Parental competences: side-by-side cooperation;
- **CIOS/AKF** – Diversify and increase support to families
- **CV** – School Health project

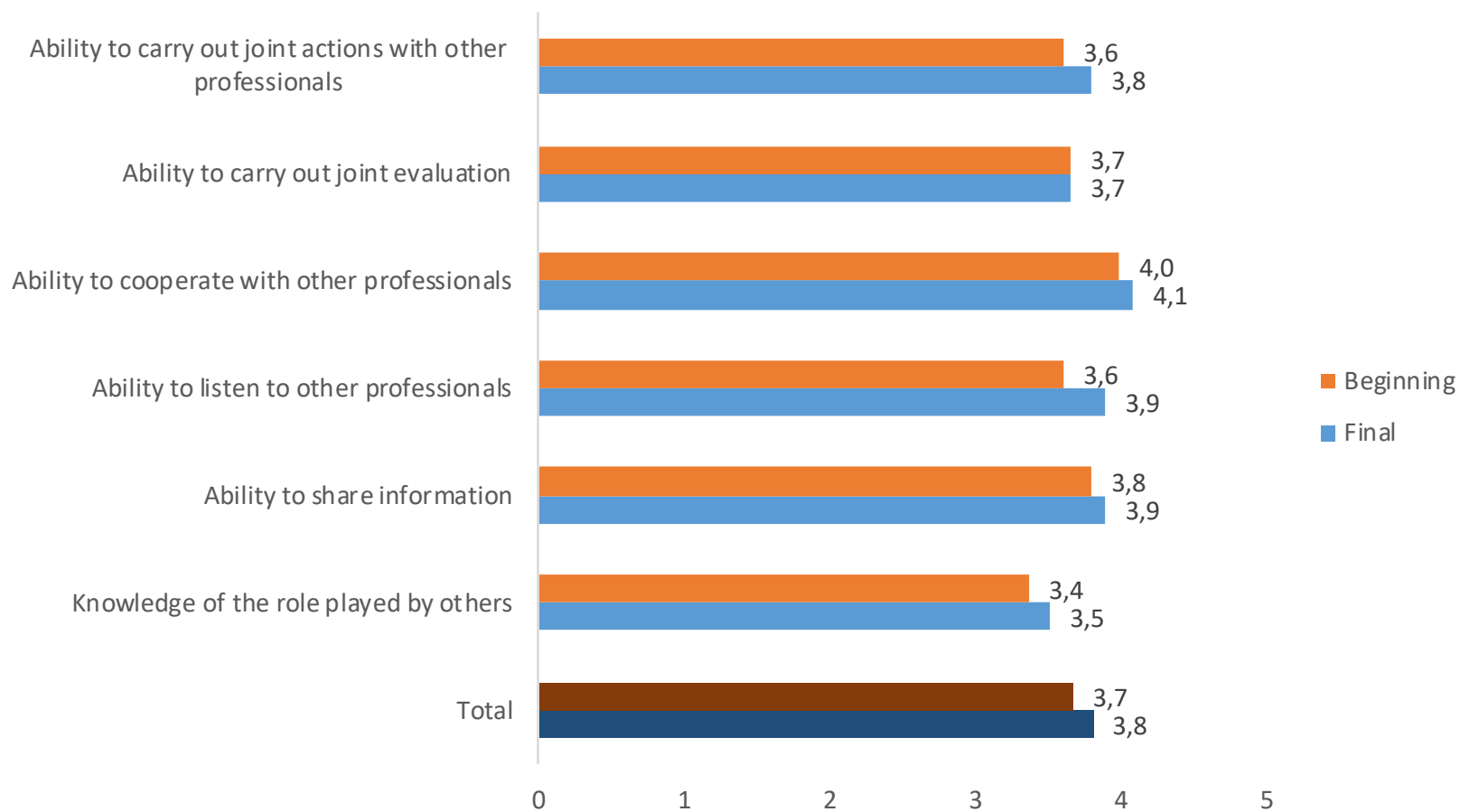
LPG community of practice

- Monthly meetings that structured and co-built the Portuguese pilot, following a participated/collective progressive path:
- Deepening the concepts and INTESYS framework;
- Designing the specific objectives;
- Designing the phases and possible steps to undertake on the project;
- Establishing the results expected at the end of the pilot and the tools in the toolkit that can support the journeys;
- Designing, implementing and sharing the integration journeys' challenges and learning;
- Defining the focus for integration of services for each LPG partners;
- Integration of the LSC contributions / feedbacks on each LPS partners' focus for integration;
- Sharing of strategies and practices for the mobilization and participation of families, community and LPG partners' for integration;

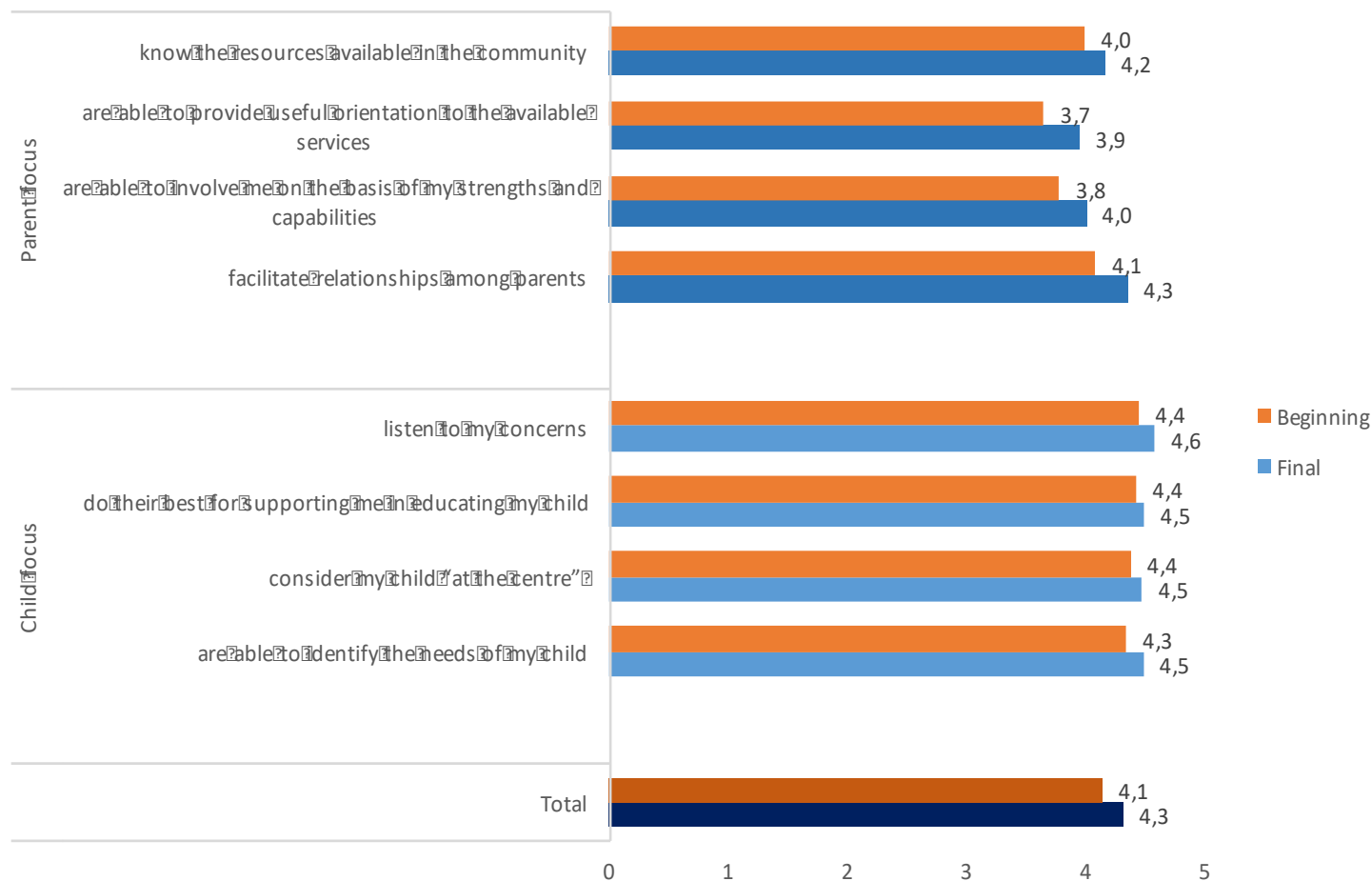


INTESYS pilot in Portugal Outcomes for professionals

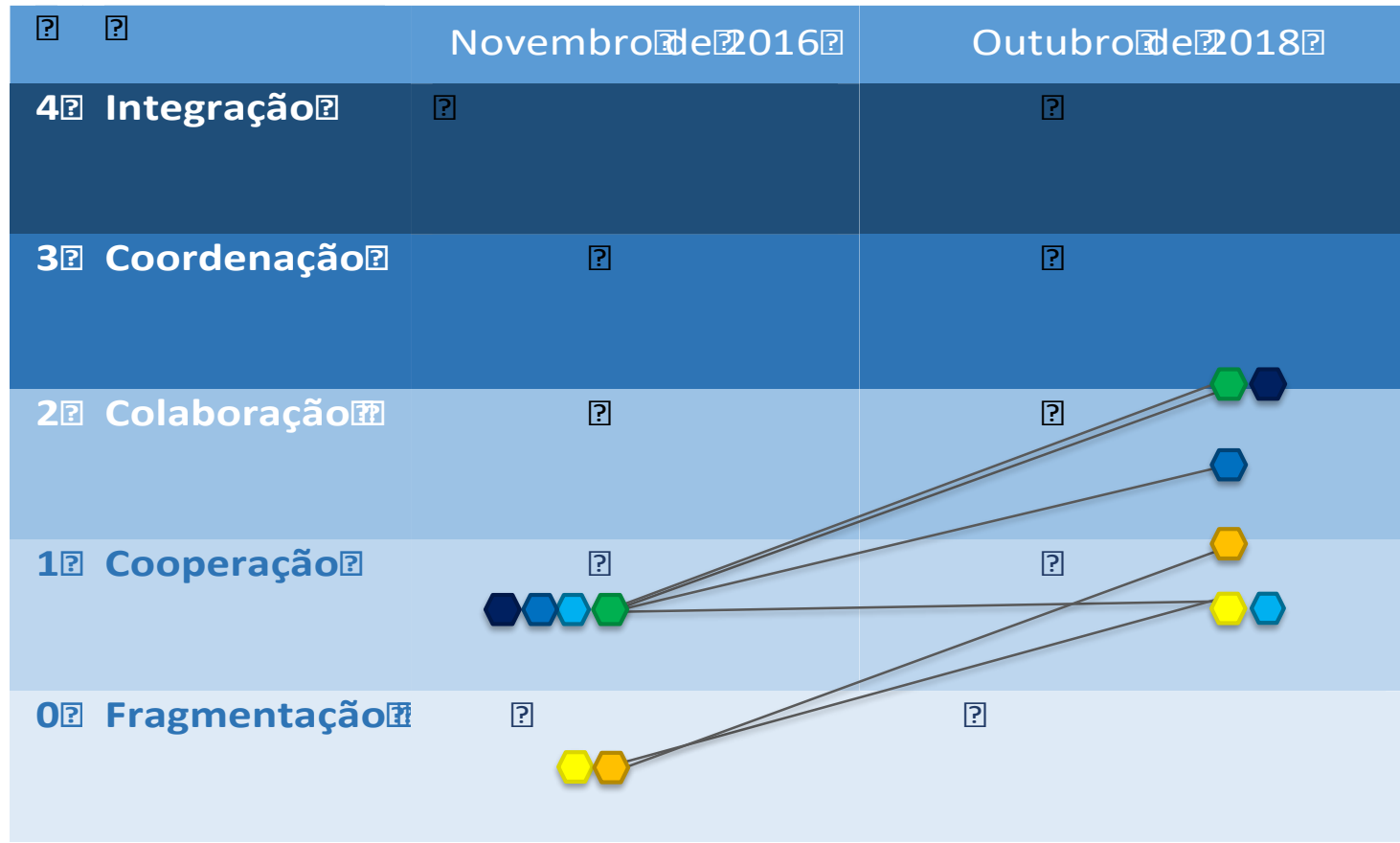
Average level of competence of professionals, by type



Average level of ability of professionals, by dimension, according to parents, before and after integrated activities



“Levels” of integration



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We know that working in networks with entities from various sectors - education, social area, health - with different views of the child, helped expand our view of the child, and our intervention became more holistic and integrated. Above all, we realize that through intersectoral and inter-institutional cooperation, we are providing a better response to migrant children and their families, promoting their overall well-being.

(Director APISAL, Portugal)

INTESYS pilot in Portugal

Challenges

- Resistance to change (fears to loose power; readiness);
- Finding ways to communicate with families;
- Agency of families in vulnerability situation;
- Time managing;
- Diversity of cultures, views and values;
- Complexity of the pilot design;

Opportunities

- LPG
- Capacity building
- Toolkit with diverse tools to facilitate integration
- Common framework
- Cooperation between professionals from different sectors

INTESYS pilot in Portugal lessons learned

- Integration is a process that requires changes in concepts, ways of doing
- Change requires time, power sharing, leadership
- Responses that encourage participation, strengthen social inclusion and embrace diversity
- Competent and multidisciplinary professionals are better able to manage complex problems
- The organizational culture (s) are fundamental for the reconstruction of identity (s)
- Socioeconomic vulnerability and the public financing model is still a factor of exclusion
- Health service adherence was easier at the top leadership level and in the private sector

INTESYS

- Project website: <http://www.europe-kbf.eu/en/projects/early-childhood/intesys>
- Towards Integrated Early Childhood Education and Care Systems – Building the Foundation – Toolkit: <http://www.europe-kbf.eu/en/projects/early-childhood/intesys/toolkit>

Thank you!

- Summary of Cross Country Local Mapping: <http://www.europe-kbf.eu/en/projects/early-childhood/intesys/local-mapping-reports>
- Project website Portugal: <https://gulbenkian.pt/project/intesys/>