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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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.
BACKGROUND

European consortium

TRANSATLANTIC FORUM ON INCLUSIVE EARLY YEARS
INVESTING IN THE DEVELOPMENT OF YOUNG CHILDREN FROM MIGRANT AND LOW-INCOME FAMILIES

2012 - 2016
LESSONS LEARNED AT TAFIEY

Investing in integration = investing in people

- No strict definition
- Better access
- More efficient financing
- Common vision, shared values
- Integration
- Transitions Continuous process, reciprocal adjustment
- Links between services, but also between families and communities
- Strong leadership and commitment required of all participants
Global aims

- 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.
European mapping on promising practices, challenges and gaps in creating integrated ECEC systems and services

Local mapping identifying strengths, challenges and gaps in promoting integration of ECEC services

Pilots in Belgium, Italy, Portugal, Slovenia

Policy recommendations on European and national level

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## Reference Framework for Integration in ECEC Services

### Areas of Practices

<table>
<thead>
<tr>
<th>Shared understandings and goals</th>
<th>Continuous professional development</th>
<th>Strong leadership</th>
<th>Quality service delivery</th>
<th>Transparent, clear and ethical communication and information sharing</th>
<th>Adequate time</th>
<th>Adequate financing</th>
</tr>
</thead>
</table>

### Key Factors

<table>
<thead>
<tr>
<th>Vision</th>
<th>Workforce</th>
<th>Leadership</th>
<th>Service delivery</th>
<th>Communication and information sharing</th>
<th>Time</th>
<th>Financing</th>
</tr>
</thead>
</table>

### Underpinning Values and Principles

<table>
<thead>
<tr>
<th>Child and family centrality</th>
<th>Holistic approach</th>
<th>Quality relationships</th>
<th>Systemic Approach</th>
<th>Feed-back and self-organization</th>
<th>Diversity and equity</th>
<th>Participation</th>
</tr>
</thead>
</table>
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
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

- **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

Local Partners Group
Community of Practice

Agrupamento de Escolas Piscinas dos Olivais
AKF – Centro Infantil Olivais Sul
APISAL – Creche e JI
ATM – Creche e JI Tempo de Crescer
Colegio Cesario Verde
SCML – Centro de Acolhimento Infantil do Bairro Padre Cruz

ACES Lisboa Central – Unidade de Recursos Assistenciais partilhados
UDIP Oriente – Atendimento Social
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

<table>
<thead>
<tr>
<th>Ability</th>
<th>Beginning</th>
<th>Final</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge of the role played by others</td>
<td>3.8</td>
<td>3.5</td>
</tr>
<tr>
<td>Ability to share information</td>
<td>3.7</td>
<td>3.9</td>
</tr>
<tr>
<td>Ability to listen to other professionals</td>
<td>3.6</td>
<td>3.9</td>
</tr>
<tr>
<td>Ability to cooperate with other professionals</td>
<td>4.1</td>
<td>3.9</td>
</tr>
<tr>
<td>Ability to carry out joint evaluation</td>
<td>3.8</td>
<td>3.8</td>
</tr>
<tr>
<td>Ability to carry out joint actions with other professionals</td>
<td>3.6</td>
<td>3.8</td>
</tr>
</tbody>
</table>

Total 3.7, 3.8
Average level of ability of professionals, by dimension, according to parents, before and after integrated activities

- **Parent focus**
  - Know the resources available in the community: 4.0 (Beginning), 4.2 (Final)
  - Are able to provide useful orientation to the available services: 3.7 (Beginning), 3.9 (Final)
  - Are able to involve me on the basis of my strengths and capabilities: 3.8 (Beginning), 4.0 (Final)
  - Facilitate relationships among parents: 4.1 (Beginning), 4.3 (Final)

- **Child focus**
  - Listen to my concerns: 4.4 (Beginning), 4.6 (Final)
  - Do their best for supporting me in educating my child: 4.4 (Beginning), 4.5 (Final)
  - Consider my child “at the centre”: 4.4 (Beginning), 4.5 (Final)
  - Are able to identify the needs of my child: 4.3 (Beginning), 4.5 (Final)

**Total**
- 4.1 (Beginning), 4.3 (Final)
### “Levels” of integration

<table>
<thead>
<tr>
<th>Level</th>
<th>Description</th>
<th>Novembro de 2016</th>
<th>Outubro de 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Integração</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Coordenação</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Colaboração</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Cooperação</td>
<td></td>
<td></td>
</tr>
<tr>
<td>0</td>
<td>Fragmentação</td>
<td></td>
<td></td>
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</tbody>
</table>
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
INTESY 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


Project website Portugal: [https://gulbenkian.pt/project/intesys/](https://gulbenkian.pt/project/intesys/)

Thank you!