

-SOCIAL REHABILITATION PROGRAM IMPLEMENTATION SERVICE (INDIVIDUAL PROGRAM)-	
<u>Organisation / Country:</u>	Welfare Department of Riga City Council Latvia
<u>Website:</u>	<a href="https://ld.riga.lv/lv/">https://ld.riga.lv/lv/</a>
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<u>Summary:</u>	<p>Individual program service: This service is provided if the individual special needs of the person (family) cannot be met with the existing community-based social services.</p> <ol style="list-style-type: none"> <li>1. The provision of the Individual Program is not limited in time and place, but is ensured in accordance with the individual needs of a person (family) and the regular assessment of the social situation and social functioning abilities and needs. The provision of an individual program can also take place at the person's (family's) place of residence.</li> <li>2. In order to grant the Individual Program, the person's (family's) income is not assessed.</li> <li>3. Within the framework of this service, a person is provided with: <ul style="list-style-type: none"> <li>- housing (if necessary);</li> <li>- 24-hour monitoring;</li> <li>- individual consultations of a social worker and other specialists;</li> <li>- support of specialists in solving social problems and developing social skills, incl. budgeting, employment, education, addiction, health, self-care, household management, self-care, raising and caring for children, legal and residence issues, in individual decision making, and other;</li> <li>- support in communication with natural and legal persons, protection of personal interests;</li> <li>- assistance for integration into society and informative - educational events (for example, spending free time, attending educational lectures, cultural events and celebrations, forming a circle of support, motivating the person to solve his/her social problems, etc.);</li> <li>- etc. as necessary.</li> </ul> </li> </ol>
<u>Resources:</u>	<p>Costs of the Individual Program, incl. staff costs are covered by the municipal budget. On average 2900 EUR per person per month.</p> <p>Within the framework of the Individual program and according to the assessment of the person's social situation and social functioning abilities and needs as well as the prepared social rehabilitation plan, the client's co-payment for the usage of the flat (e.g. rent, housing management, electricity, gas and utilities), etc. can be set.</p>
<u>Objectives:</u>	<p>The person (family) has developed skills to organize independent life in society (with or without support), ability to function independently socially, to integrate into society (integrate in educational institutions, labour market, etc.), person (family) has developed ability to help oneself.</p>

Outcomes:

The Individual Program service has been provided in the municipality since 2017 (one client).  
In 2020, the service of the Individual Social Rehabilitation Program is provided to 16 adults with mental disorders, of which 7 are women and 9 are men, incl. 4 families with a child. The service is provided by 5 contracted organizations.

Target group	Number of service recipients in 2020
<b>Children with disabilities</b> (mostly autism spectrum disorders)	8
<b>Adults with mental disorders</b>	12
Families with children whose <b>parents have mental disorders</b>	7
<b>Victim of violence</b>	1
<b>Total number of service recipients per year</b>	<b>28</b>

Evaluation of practice:

1. Customer satisfaction with the Individual Program Service is assessed (documented), as necessary, but not less than 1 (one) time per year and one month before the expiry of the service agreement or upon termination of the provision of the Service by the customer. The obtained results are being analysed and appropriate adjustments are made in the Service.
2. The service provider performs self-assessment of the activity, as necessary, but not less often than 1 (one) time per year.