



Ministry of Social Policy and Youth

Deinstitutionalization of children and adults

Social Protection System Modernization Project- Component IV

Zvezdana Bogdanović, Head of Department

Dubravka Marušić, Head of Department

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Transformation and deinstitutionalization - why?

- Respecting the human rights of children and persons with disabilities/the right to live in the community
- Including all beneficiary groups in the life of the community
- Improving the quality of their lives
- Active participation in community activities, which contributes to their development, but also the development of the community itself
- Building a better-quality and more just system
- Ensuring better-quality services

Grounds for adopting the **Operational Plan for Deinstitutionalization and Transformation** of social welfare homes and other legal entities providing social welfare services in Croatia for the period 2014 - 2016

Modern international standards

- Convention on the Rights of the Child
- Convention on the Rights of Persons with Disabilities

National framework

- Constitution of the Republic of Croatia
- Social Welfare Act
- Family Act

Strategic documents

- National Strategy for the Equalization of Opportunities for Persons with Disabilities for the period 2007-2015
- National Action Plan for the Rights and Interests of Children (Proposal for the Strategy for the Protection and Promotion of the Rights of Children Strategy for the period 2014 -2020 – under the adoption procedure)
- National Strategy for the Prevention of Behavioral Disorders
- Strategic Plan of the Ministry of Social Policy and Youth
- Strategy for the Development of the Social Welfare System in the RoC for the period 2011-2016
- **Plan for Transformation and Deinstitutionalization of Social Welfare Homes and Other Legal Entities Providing Social Welfare Services in Croatia for the period 2011 -2016 (2018)**

The Plan for Transformation and Deinstitutionalization of Social Welfare Homes and Other Legal Entities Providing Social Welfare Services in Croatia for the period 2011-2016 (2018) provides for the following:

by 2016

- to change the ratio of institutional and non-institutional care so as to have **20% of beneficiaries in institutional forms of care and 80% of beneficiaries** in non-institutional forms of accommodation for **children and youth without adequate parental care**
- to **deinstitutionalize 40% of children and youth with behavioral problems**, who are currently accommodated in homes

- to reduce the total number of children with developmental difficulties placed in long-term or weekly accommodation basis **by 40%**
- to reduce the total number of adults with disabilities placed in long-term or weekly accommodation in homes and other legal entities providing social welfare services **by 30%**

by 2018

- to reduce the number of beneficiaries using long-term accommodation in homes for **mentally ill adults by 20%**
- **to develop non-institutional forms of accommodation and non-institutional services in proportion to reduction** in the total number of beneficiaries using long-term or weekly accommodation **for all beneficiary groups**

Present situation

Children with developmental difficulties and adults with disabilities

• In Croatia, there are **90** homes and other legal persons providing social welfare services without being established as homes, **which offer accommodation services** (44 state-run homes, 15 non-state homes and 8 other legal entities as well as 23 family homes)

• **6,757 beneficiaries accommodated on a long term or weekly basis in 2013**, of which:

2,781 children and adults with physical or intellectual impairments

600 children with developmental difficulties and

2,181 adults with disabilities

3,976 adults with mental impairments

Present situation

Children without adequate parental care and children with behavioral problems

- In Croatia, there are 37 homes and other legal entities providing this service (25 state-run homes, 3 non-state homes, 6 religious communities and associations and 3 family homes)
- The total number of children without adequate parental care and young people with behavioral problems placed **in weekly or long-term accommodation amounts to 1,554**, of which there are:
 - 1,032 children without adequate parental care,
 - 143 persons without adequate parental care over the age of 18,
 - 311 children in homes for children with behavioral problems and
 - 68 young beneficiaries in homes for children with behavioral problems.

These data show that, at the end of 2013, there was a total of **8,311 beneficiaries placed in institutional accommodation** in the Republic of Croatia.

Content of the Operational Plan for Deinstitutionalization and Transformation of Social Welfare Homes and Other Legal Entities Providing Social Welfare Services in Croatia for the period 2014-2016

The Operational Plan adopted on June 18, 2014 contains:

- the international and national framework
- information on the use of pre-accession funds and the provision of technical assistance for the process, as well as the possibilities to use EU funds
- examples of good practice in the process of transformation and deinstitutionalization by using central budget funds and other funding sources
- a definition of the required forms of cooperation with other agencies
- an overview of the situation in homes for children with developmental difficulties, persons with disabilities, children with adequate parental care, and children and youth with behavioral problem in 2013
- explains the need to implement the process, the expected outcomes and potential risks as well as measures to mitigate and reduce them
- a definition of measures, activities, indicators, responsible implementing institutions and organizations, deadlines and performance measurement indicators

The operational plan covers **32 homes founded by the RoC**, which enter the process as a matter of priority:

- 9 homes providing accommodation services for children with developmental difficulties and adults with disabilities (physical, intellectual and sensory impairments)
- 9 persons providing accommodation services for adults with mental impairments
- 7 homes for children without adequate parental care
- 7 homes for children and youth with behavioral problems

For 32 homes

there is an overview showing:

- the current status concerning the number of beneficiaries
- the number of employees
- the costs of services provided
- the ownership of real property
- the proposed number of beneficiaries to be deinstitutionalized
- the amount of funds required for services to beneficiaries in the community
- the proposed purpose of each institution under the Plan and
- the proposed agency in charge of each service at a county level

Example of a home overview

| Institution/ County | Total number of beneficiaries | No. of beneficiaries in long-term and weekly accommodation | No. of beneficiaries using organized housing services | No. of beneficiaries from the county where the institution is located | No. of beneficiaries from other counties | Number of beneficiaries of other non-institutional services | Number of employees | Total costs of institution in 2013 | Personnel costs | Material costs / additional investment | Real property ownership | No. of beneficiaries planned for deinstitutionalization in 2014/2015 | Annual funding required for deinstitutionalization | Proposed purpose of institution transformation form A, B, C, D) | Proposed services to be under institution's responsibility in the territory of the county |
|---|-------------------------------|--|---|---|--|---|---------------------|------------------------------------|-----------------|--|--|--|--|---|---|
| Zagreb Rehabilitation Centre /CoZ | 633 | 108 | 45 | 122 | 31 | 386 day care 81 fam. counselling 13 integration | 241 + 6 / project | 33.944.815,97 | 24.711.166,22 | 9.092.296,74 141.353,01 | | 88 | 7.861.920,00 | A i B | Organised housing Psycho-social support to persons with intellectual impairments Foster care Early intervention – employment |
| Zagreb Rehabilitation Centre, Orlovac branch | 91 | 63 | 0 | | | 28 day care | | | | | City of Zagreb-owned | | | | Temporarily only day care centre – possible closure |
| Zagreb Rehabilitation Centre, Soboština 2 branch | 98 | 45 | 0 | | | 53 day care | | | | | RoC-owned | | | | Only long-term intensive care |
| Zagreb Rehabilitation Centre, Soboština Branch | 180 | 0 | 0 | | | 86 day care 81 fam. counselling 13 integration | | | | | RoC-owned | | | | Only day care programme for children, family counselling and early intervention |
| Zagreb Rehabilitation Centre, Paunovac Branch | 36 | 0 | 0 | | | 36 day care | | | | | Presumably RoC- and City of Zagreb-owned | | | | Only Work Centre and employment in regular work environment |
| Zagreb Rehabilitation Centre, Dislocated Unti ilica 223 | 163 | 0 | 0 | | | 163 day care | | | | | Lease | | | | Workshops |
| Zagreb Rehabilitation Centre, Illica 83 Branch | 20 | 0 | 0 | | | 20 day care | | | | | Lease | | | | Workshop-possible closure |
| Zagreb Rehabilitation Centre, Organised Housing Dislocated Unit | 45 | 0 | 45 | | | | | | | | Lease of housing premises | | | | Support service to organised housing |

Measures under the Operational Plan

They pertain to the following areas:

1. Deinstitutionalization
2. Alignment of activity planning and financial resources
3. Transformation of social welfare centers
4. Harmonization of legislation
5. Expanding a network of community services

Measure 1: **Deinstitutionalization** of children with developmental difficulties, persons with disabilities, children without adequate parental care and children with behavioral problems from institutions into more appropriate forms of life in the community

Activities:

- Setting up a National Team to plan, manage and coordinate the process to transform and deinstitutionalize homes
- Preparing specific transformation and deinstitutionalization plans for each home founded by the Republic of Croatia (32 priority homes)
- Ensuring continued assistance for homes in the preparation of project applications to EU funds (ESF and ERDF)
- Training of professional staff in homes and social welfare centers
- Developing process implementation monitoring and reporting tools
- Adjusting, coordinating and using the IT infrastructure
- Setting up mobile support teams

- Training of professional staff in homes and social welfare centers involved in the deinstitutionalization process in order to improve their competencies
- Establishing technical assistance and ensuring training for providers of organized housing services
- Setting up mobile teams to assist families accommodating children following their stay in institutions
- Organizing campaigns to promote new community services
- Analyzing options for converting real properties owned by the RoC and evaluating them to define potential savings related to the implementation of the process

- Securing a maximum number of flats/houses for the purposes of providing organized housing services in the community
- Analyzing the required financial investment in the infrastructure of homes
- Adopting a decision prohibiting the accommodation of beneficiaries in homes which are under the deinstitutionalization process and/or for which a decision on closure has been made, except for beneficiaries requiring long-term intensive care
- Preparing a protocol of action for social welfare centers
- Preparing transformation and deinstitutionalization plans for other homes and other legal entities providing social welfare services

Measure 2: Alignment of activity planning and financial resources from the central budget and EU funds with the priorities deinstitutionalizing and transforming institutions and reforming the system

Activities:

- Establishing a budgeting activity within the MSPY's financial plan to secure funds for the deinstitutionalization process
- Aligning budget planning and priority programming in order to use resources from the EU Structural Funds
- Enhancing the prioritization process
- Contracting services and *grant schemes* from EU funds

Measure 3: Transformation of social welfare homes

Activities:

- Analyzing social plans at the county level
- Analyzing the quality/availability of alternative forms of accommodation for all beneficiary categories and preparing proposals for short- and long-term measures to develop alternative family-type forms of accommodation
- Designating each home for one of the tree transformation forms
- Preparing guidelines for the transformation of homes
- Regulating and establishing an efficient system for assistance to professional staff and beneficiaries - supervision

Measure 4: Harmonizing legislation with the requirements of the transformation and deinstitutionalization process

Activities:

- Amending the [Social Welfare Act](#), as appropriate
- Drafting a new **Foster Care Act**
- Amending the [Maternity and Parental Benefits Act](#)
- Amending the **Child Allowance Act**

Measure 5: Expanding a network of community services contributing to the transformation and deinstitutionalization process

Activities:

- Ensure the development and financing of priority services for all beneficiary categories
- Prepare guidelines on the provision of non-institutional services
- Intensify the development of foster care services
- Increase the scope of targeted multiannual projects/programs for the provision of priority non-institutional services
- Coordinate the priorities of public tenders at the national level and tenders and programs of public requirements in social welfare, education, health care and vertically with LRGs which define service contracting and financing frameworks

Measure 5: Expanding a network of community services contributing to the transformation and deinstitutionalization process

- Define minimum requirements for providing personal assistant services/service licensing
- Improve the criteria for beneficiaries of personal assistant services regardless of the types of impairment, develop a training program for personal assistants, define conditions for service quality assessment (standards, assistant supervision) and determine other necessary changes to the framework for the provision of personal assistant services on the basis of an independent evaluation/the application of international best practice examples

Potential risks in process implementation and measures to mitigate them?

- **Resistance from staff** / make changes in the organization of work; through additional training and refocusing, use the existing capacity and, if required, engage new staff members; provide training to motivate for a new work environment , training; improve working conditions (fewer beneficiaries, developing personal relationships with beneficiaries, creating free time, etc.)
- **Resistance from beneficiaries, parents or guardians against changes in the forms of care** / empower and inform beneficiaries on new forms of care to ensure they can make their choices; sensitize and educate parents to make them aware of the importance of allowing their children to live in the community; to ensure their participation in process of relocating their children to the community and their life in the community
- **Insufficient number and uneven regional distribution of foster families** / develop a network of foster families – additional legal arrangements for specialized and professional foster care service, systematic implementation of foster care campaigns, ensuring continued support and training for, and supervision of, foster care providers
- **Lengthy adoption procedures**/ new Family Act will step up the adoption process and increase the efficiency of procedures and assistance to adoptive parents
- **Inability to ensure permanent housing for beneficiaries in the community** / use housing facilities owned by social welfare centers, the RoC and municipalities; possible use of inherited housing; buying real properties through the sale of real properties owned by homes etc.
- **Lack of financial resources in the Central Budget** / the process can be implemented by sound and precise financial planning based on the currently available resources and potential savings as well as the use of other funding sources (EU funds, grants, local and regional governments, appropriate management of own assets (immovable/movable), World Bank loan).

Who will provide technical assistance to the process, for whom and how?

Who?

- National Team set up to plan, manage and coordinate the MSPY process
- MSPY's professional staff services
- Civil society organizations and public institutions/staff training
- Experts in different fields of action

For whom?

- All stakeholders in the process

How?

Through intensive cooperation with each home individually (by preparing a home-specific transformation and deinstitutionalization plan, ensuring the required training, improving IT infrastructure to monitor the process), by organizing campaigns, securing real properties, making decisions and protocols to intensify the process, aligning the budget with process requirements, providing technical assistance in project preparation, providing guidelines for the transformation of homes, ensuring supervision

Which sources will be used to secure the funding required for the process?

- Central Budget
- European Social Fund from 2014/2020 (ESF)
- European Regional Development Fund from 2014/2020 (ERDF/ERDF)
- World Bank
- Local and regional governments
- Open Society Institute and other donors

Role of the World Bank and EU Funds

- World Bank

- providing technical assistance in the process – consultants – EUR 750,000.00 EURA
- using a part of loan proceeds to ensure process sustainability and participation in funds

- ERDF programming period 2014/2020 - deinstitutionalization

– funds to adapt and equip infrastructure capacity/all service providers

| | |
|-------------------------------|---|
| for persons with disabilities | EUR 56,500,000.00 – EUR 66,470,588.24 |
| for children and youth | EUR 15,000,000.00 – EUR 17,647,058.82 |
| for social welfare centers | EUR 15,000,000.00 – <u>EUR 17,647,058.82</u> |
| total amount available | EUR 86,500,000.00 – EUR 101,764,705.90 |

- ESF programming period 2014/2020 - deinstitutionalization

- funds to secure additional staff required in the process of deinstitutionalization

| | |
|-------------------------------|--|
| for persons with disabilities | EUR 30,000,000.00 – EUR 35,294,117.65 |
| for children and youth | <u>EUR 14,000,000.00 – EUR 16,470,588.24</u> |
| total amount available | EUR 44,000,000.00 - EUR 51,764,705.89 |

Results achieved by December 31, 2014

- since 1997 to date, **827** children with developmental difficulties and adults with physical, intellectual and/or sensory impairments have been included in the organized housing program through the process of deinstitutionalization
- 442 persons have been included in the organized housing program offered by social welfare centers, while 385 persons have been included in the organized housing program offered by civil society organizations
- In the period from 1997 – when Croatia commenced with the deinstitutionalization process for persons with disabilities – to January 2012, 308 persons with disabilities were deinstitutionalized and included in the organized housing program, and
from January 1, 2012 to date, deinstitutionalization has been achieved for **519 persons with disabilities included in the organized housing program**

- During 2014, a total of 245 persons were deinstitutionalized, including:
 - 4 - children with developmental difficulties
 - 97 - adults with mental impairments
 - 144 - adults with physical, intellectual and/or sensory impairments

Data overview by different beneficiary categories

| | |
|---|---|
| 97 adults - with mental impairments | • 69 persons included in the social housing program offered by homes |
| | • 2 persons included in the social housing program offered by other service providers (civil society organizations) |
| | • 1 person living independently, with assistance provided as required |
| | • 3 persons placed with foster families |
| | • 22 persons returned to their biological families |
| 144 adults - with physical, intellectual and/or sensory impairments | • 106 persons included in the social housing program offered by homes |
| | • 34 persons included in the social housing program offered by other service providers (regionalization) |
| | • 2 persons placed with foster families |
| | • 2 persons returned to their biological families |
| 4 children - with developmental difficulties | • 4 children placed with foster families |

Data overview by different forms of deinstitutionalization

a) Return to biological families

– 25 persons

- 22 adults with mental impairments
- 2 persons with physical, intellectual and/or sensory impairments
- 1 person with mental impairment commenced living independently after return to his/her biological family

a) Placement with foster families

– 9 persons

- 3 adults with mental impairments
- 4 children with developmental difficulties
- 2 adults with physical, intellectual and/or sensory impairments

a) Organized housing – homes - 175 persons

- 106 adults with physical, intellectual and/or sensory impairments
- 69 adults with mental impairments

a) Regionalization (organized housing with other service providers)

- 36 persons

- 24 persons – UPI (Inclusion Promotion Association)
- 5 persons – Ludbreg Sun
- 5 persons - Međimurje County Association for Assistance to Persons with Mental Retardation
- 1 person – Vukovar Dove
- 1 person – Split Swallows

- **During 2014, a total of 491 children and young adults were deinstitutionalized, including:**
 - **341** - children and young adults without (adequate) parental care
 - **150** - children and young adults with behavioral problems

Data overview by different beneficiary categories

| | |
|---|--|
| 341 children and young adults without (adequate) parental care | • 46 children included in the organized housing program offered by homes |
| | • 30 children adopted |
| | • 166 children – returned to their biological families |
| | • 74 children – foster families |
| | • 25 beneficiaries – independent life |
| children and young adults with behavioral problems | • 12 children included in the organized housing program offered by homes |
| | • 3 children included in the organized housing program offered by other services providers (regionalization – Birch Tree Association) |
| | • 7 children – foster families |
| | • 119 children – returned to their biological families |
| | • 9 beneficiaries – independent life |

Data overview by different forms of deinstitutionalization

| | |
|--|---|
| a) Return to biological families – 285 children | <ul style="list-style-type: none">• 166 children and young adults without (adequate) parental care• 119 children and young adults with behavioral problems |
| a) Placement with foster families – 81 children | <ul style="list-style-type: none">• 74 children and young adults without (adequate) parental care• 7 children and young adults with behavioral problems |
| a) Organized housing – 61 children | <ul style="list-style-type: none">• 46 children and young adults without (adequate) parental care• 15 children and young adults with behavioral problems |
| a) Adoption – 30 children | <ul style="list-style-type: none">• 30 children and young adults without (adequate) parental care• 0 children and young adults with behavioral problems |
| a) Independent life – 34 beneficiaries | <ul style="list-style-type: none">• 25 children and young adults without (adequate) parental care• 9 children and young adults with behavioral problems |

Expected outcomes

- homes transformed into community service providers in line with the needs of beneficiaries and counties where they operate
- reduced placement of beneficiaries in institutions
- increased transfer of beneficiaries from institutions to new forms of care in keeping with the Operational Plan
- improved quality of life for beneficiaries
- significantly improved professional competence of staff and working conditions
- ongoing monitoring and enhancement of quality standards for community assistance service providers ensured
- increased awareness of the wider community about the needs of all beneficiary categories

Thank you! 😊

zvjezdana.bogdanovic@mspm.hr

dubravka.marusic@mspm.hr