

GOOD PRACTICE: SEPAP – Service for the promotion of personal autonomy and support for independent living for people with physical and/or severe psychophysical disabilities. Year 2016

DESCRIPTION

The Service for the promotion of personal autonomy and prevention of dependency is a resource of the **Basic Portfolio of Social Services of the Balearic Islands, through which** a set of services and programs of care, prevention and promotion of personal autonomy, aimed at the social integration of people with disabilities is offered.



In particular, the planned action modalities are focused on comprehensive care, whether individual, family or group in the following areas:

- Psychology: psychological care, support in confronting the disability and dependency situation, self-esteem work, social skills, etc.
- Neuropsychology: evaluation, recovery and enhancement of cognitive abilities (memory, attention, cognition, etc.).
- Speech therapy: intervention in language, speech, voice and dysphagia disorders.
- Occupational therapy: functional rehabilitation, adaptation and assessment of the environment, advice on technical aids and support products, etc.
- Social work: information, guidance, advice on resources and family care.
- Physiotherapy: treatment of functional limitations through rehabilitation activities.

The service is inter-island and pays attention to the people who demand it, after evaluation by the technical teams of the Base Center for People with Disability and Dependency. People are susceptible to join the service as long as they meet the established requirements, taking into account that care is transversal and a person can be attended in different programs.

Among the beneficiaries, preference is given to people over 14 years of age and under 65, with severe physical and/or psychophysical disability.

On the other hand, this service also includes assistance to people with disability's families, as well as to the general population, which may also be beneficiaries of prevention programs for dependency situations and others.

The execution of the different programs and actions has been carried out in the facilities located in the Joan Crespí Center in Palma, combined with the intervention in other

spaces (the person's habitual residence, their family and community environment) in the cases where it was considered as necessary.

Within the framework of this contract, four different programs were developed:

- a) Family care program.
- b) Psycho-social support program.
- c) Program for the promotion of independent living.
- d) Support and counseling program for professionals and entities.

This action is considered a Good Practice since it has met the following criteria:

1. High dissemination among the beneficiaries, potential beneficiaries and the general public.

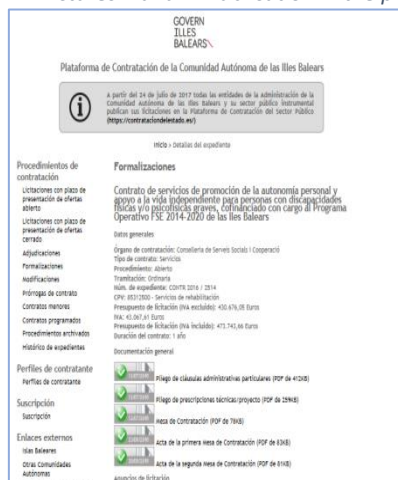
At the time of disseminating and publicizing the support of the ESF in the implementation of the Service for the Promotion of Personal Autonomy, the Communication Strategy of the 2014-2020 ERDF/ESF OP of the Balearic Islands has been taken into account, as well as the Practical information and publicity manual of the ERDF/ESF OP of the Balearic Islands 2014-2020, prepared by the Balearic Islands Government.

In this sense, the information and communication requirements have been fulfilled both in the bidding and contracting phase of the service, and in the execution and implementation phase of the project.

During the bidding and contracting phase of the service

The bid was published in the profile of the contractor of the Autonomous Community of the Balearic Islands

Pictures 1 and 2: Publication in the profile of the contractor and list of administrative clauses



GOVERN ILLES BALEARS
Plataforma de Contratación de la Comunidad Autónoma de las Illes Balears

A partir del 24 de Julio de 2017 todas las entidades de la administración de la comunidad autónoma de las illes balears y su sector público instrumental publican sus licitaciones en la Plataforma de Contratación del Sector Público (<https://contratacionileas.es/>)

Inicio > Datos del expediente

Procedimientos de contratación	Formalizaciones
Licitaciones con plazo de presentación de ofertas abiertas	Contrato de servicios de promoción de la autonomía personal y apoyo a la vida independiente para personas con discapacidades físicas y psíquicas graves, cofinanciado con cargo al Programa Operativo FSE 2014-2020 de las Illes Balears
Licitaciones con plazo de presentación de ofertas cerradas	Datos generales
Adjudicaciones	Órgano de contratación: Conselleria de Serveis Socials i Cooperació
Formalizaciones	Tipo de contrato: Servicio
Modificaciones	Procedimiento: Abierto
Histórico de contratos	Transmisión: Óptima
Contratos nuevos	Núm. de expediente: C0176/2016 / 2014
Contratos programados	CPE: 853/2003 - Servicios de rehabilitación
Procedimientos archivados	Presupuesto de estimación (IVA excluido): 450.676,08 Euros
Histórico de ejecuciones	IVA: 41,047 A1 Euro
Perfiles de contratante	Presupuesto de licitación (IVA incluido): 473.743,86 Euros
Perfiles de contratista	Formación del contrato: 1 año
Suscripción	Documentación general
Actuación en forma	<input checked="" type="checkbox"/> Pliego de cláusulas administrativas particulares (POF de 47340)
Actuación en forma	<input checked="" type="checkbox"/> Pliego de prescripciones técnicas/proyecto (PPF de 28486)
Actuación en forma	<input checked="" type="checkbox"/> Mesa de Contratación (POF de 7902)
Actuación en forma	<input checked="" type="checkbox"/> Acta de la primera mesa de Contratación (POF de 8308)
Actuación en forma	<input checked="" type="checkbox"/> Acta de la segunda mesa de Contratación (POF de 8102)
Actuación en forma	Anuncios de licitación



GOVERN ILLES BALEARS
Conselleria de Serveis Socials i Cooperació

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Unió Europea

COMUNIDAD AUTÓNOMA DE LAS ILLES BALEARS
PLIEGO DE CLÁUSULAS ADMINISTRATIVAS PARTICULARES

Informado favorablemente por el Servicio Jurídico de la Consejería de Servicios Sociales y Cooperación: 13 de junio de 2016

Aprobado por el órgano de contratación: 8 de julio de 2016

CONTRATO DE SERVICIOS
PROCEDIMIENTO DE ADJUDICACIÓN: ABIERTO

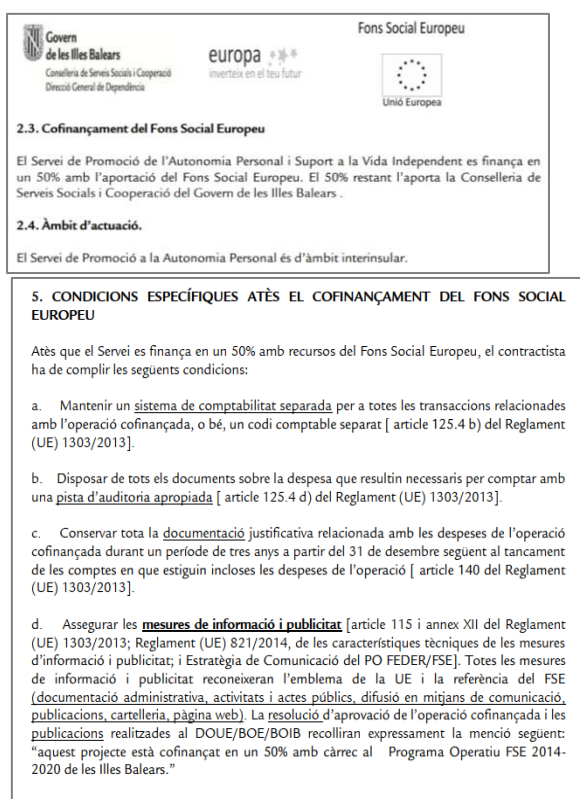
TRAMITACIÓN: ORDINARIA URGENTE

CONTRATO SUJETO A REGULACIÓN ARMONIZADA: SÍ NO

On the other hand, in all the documentation published during the contracting and bidding process, the ESF funding has been shown, showing at all times the EU emblem, the reference to the fund and the assigned slogan.

In addition, the entity that was awarded the contract was correctly informed about co-financing by the ESF through the Operational Program, as the obligations and conditions of aid was published in the list of requirements.

Picture 2: Information of co-financing in the Documents



In the execution phase of the service for the promotion of personal autonomy

The intervention model of the SEPAP requires the dissemination of programs and results among the group of technicians and people with disabilities, to ensure access to the service of all those who need it.

During the implementation of the service, the public has been informed of the support obtained through:

1. Description on the web portal of the Directorate General of Dependency, in which information has been provided about the nature and objectives of the SEPAP, highlighting the financial support of the ESF through the regional OP 2014-2020.

Picture 3: Information on the website of the Directorate General of Dependency.



It is important to highlight that during the year 2017 this website had a total of 2,495 visits.

- At the entrance to the Joan Crespí Center, where the Service is implemented, a permanent and visible plaque has been placed for the public.

Picture 5: Permanent plaque at the headquarters where the service is provided



- The documentation addressed to the participants contains information about the co-financing of the European Union and the ESF, as can be seen in the access request model.
- The program has a communication plan aimed at the general public and potential users, in which they were developed:
 - Informative material of the service: a triptych and an information poster:



Picture 6: Informative brochure



Picture 7: Informative poster



4.2. Information, divulgation and dissemination actions to teachers and students of some training cycles, as well as to professionals of social services:

4.2.1. Celebration of different dissemination and information events:

Radio interview with SEPAP with the presence of the coordinator of SEPAP-EULEN and 7 users of different SEPAP programs. The broadcast was made during the program "Today I feel good". (03/12/16)

4.2.2. Informative material has been developed for professionals, resources and entities that can refer users to the SEPAP, which includes a brief explanation of the objectives, programs and of the procedure for accessing the service.

Eco-rollers have been developed to be shown in the different information days that publicize the financing by the ESF. They include their emblem and the motto of the Fund "Europe invests in your future", as can be seen in the image below.



Finally, it is noteworthy that the operation appears in the list of operations, published by the Intermediary Body, in accordance with article 115.2 of Regulation (EU) 1303/2013 on the web portal of the European Funds.

2. Incorporation of innovative elements.

The SEPAP intervention represents an innovative and multidisciplinary integral model, which introduces improvements in the intervention mechanisms addressed to people with severe physical and/or psychophysical disability. It is part of a modernization process that has to do with efficacy, efficiency, the provision of services in the environment closest to the citizenship, based on quality criteria, with human and technical resources with a greater capacity to respond to a changing reality. The guiding principles in the field of innovation are:

- ✓ The interdisciplinary of the professional team, which, based on shared values, focuses on the achievement of common and significant goals for the person with disability.
- ✓ The global and integral intervention, as the model ends with the traditional fracture between the health and social fields, and intervenes in the different dimensions: individual, group and community.
- ✓ In-depth evaluation of the potential for improving personal autonomy in all areas: the abilities and competencies of people with disabilities and the characteristics of their physical (accessibility) and relational environment (family, support network and community resources).
- ✓ The design of an Individual Care Plan that proposes concrete and limited interdisciplinary objectives in the time of improvement of functional autonomy, gathering the interests of the user to be agreed upon.
- ✓ The continuous and final evaluation of the intervention process by the interdisciplinary team, formulating recommendations for improvements.
- ✓ The transitory nature of the intervention, focused on specific objectives to improve functional autonomy, once the objectives have been achieved, and after a phase of consolidation of results.

- ✓ Offering spaces for group participation in SEPAP's headquarters is open to people with disabilities who are not users of the service, reinforcing the network of care for people with severe disabilities.
- ✓ Promote research and transfer of knowledge towards the promotion of personal autonomy, which allows sharing knowledge and resources, generate synergies, integrate and promote joint actions so that people with disabilities can fully develop their personal and social independence.

3. Achievement of results and adequacy to the objectives pursued.

The **number of participants with serious physical or psychophysical disabilities attended by the service** during the year 2017 amounted to a total of **55**, of which **25 were women** (40% of the total) and **30 men** (60% of the total). With respect to the previous year 2016, 17 women and 22 men were served, representing 43% and 56% respectively.

The purpose of the service is to facilitate the development of an optimal level of personal autonomy for people with severe physical or psychophysical disabilities. It is important to keep in mind that reaching that level will depend on the casuistry of each of the service participants given their limitations, demand and care needs. Thus, for some participants, a set of work objectives aimed at more psychotherapeutic, individual or social actions is proposed, and once the objectives are met, a discharging of the service is suggested; whereas for other participants maintenance in the service can be considered a success given the chronicity and permanence of the sequels that they present, thus focusing in the long-term service.

The following table presents a series of specific indicators that show how the service has contributed to improving the situation of the participants in the program.

Participants with severe physical or psychophysical disabilities who improve with the service of promotion of personal autonomy

No. of registered requests	No. of beneficiaries of the program	No. of participants with a diagnosis made and who have an individual care plan	No. of participants with certificate of disability degree	No. of participants and percentage with degree of disability greater than 65%	No. of participants and percentage with age less than 54 years	No. of participants and percentage in physiotherapy and occupational therapy sessions (*)	No. of participants and percentage in sessions of speech therapy and neuropsychiatry (**)	Number of participants in social work and psychology sessions (***)	Number of participants and percentage that leave the program (")	No. of participants that achieve the objectives (▣)
59	55 (93.22 %)	100%	100%	40 (72.72%)	28 (50.90%)	16 (29.09 %) y 18 (32.72 %)	8 (14.54 %) y 9 (16.36 %)	5.45% y 10.9%	3 (5.54%)	7.27 %

(*) This indicator shows the high degree of participation in those sessions of rehabilitation work that deal with dysfunctions at a physical level, due to the consequences of neurodegenerative pathologies.

(**) This indicator shows the high degree of participation in rehabilitation work sessions of the psychophysical area (language and cognitive area), which participants present effects as neurodegenerative pathologies.

(***) The complementary work of the service for the promotion of autonomy at the level of psychosocial care is present to a lesser degree, since it is complementary to those actions required by any of the participants.

(") The reasons for abandoning the program are diverse: death, changes in address, referral to other more appropriate resources or resignation.

(▣) Regarding the number of participants who achieve their objectives, some of them set work objectives of the service aimed at more psychotherapeutic, individual or social work and when these have been achieved, they are proposed to be discharged from the service. That is, that 7.27% refers to those participants that are considered to have reached the objective and therefore cause a loss in the service and does not correspond, therefore, with the Result Indicator established in the OP. It is important to note that the **rest of the participants remain in the service, which is considered a success**, given that, due to the chronicity and permanence of the effects that they endure, the rehabilitation work is long-term and constant. The permanence of more than **92%** of the participants is considered an indicator of the success of the program.

	SOCIAL-LABOUR INDICATORS OF IMMEDIATE RESULTS (when leaving the program-Year 2017)						SOCIAL-LABOUR INDICATORS OF LONG-TERM RESULTS (at 6 months-Year 2017)					
	Labour situation		Participants who obtain employment		Training		Labour situation		Participants who obtain employment		Training	
	Participants in job search	Participants who obtain employment	On their own	Employed	Participants who are integrated into the education or training system	Participants who obtain training qualification	Participants in job search	Participants who obtain employment	On their own	Employed	Participants who are integrated into the education or training system	Participants who obtain training qualification
Men	1						3				4	
Women					1		1				2	
Total	1		0		1		4		0		6	

At the end of the contract with the entity, **all participants were referred to the Consell de Mallorca** for the continuity of treatment within the Program for the Promotion of Autonomy of that institution.

In conclusion, the program of personal autonomy and support for independent living for people with severe physical and/or psycho-physical disabilities that was carried out during 2017 has had as its objective the development of actions and activities to promote the maximum development of autonomy in people with serious consequences due to physical disability. **The success of the program and the adequate execution have been considered as positive elements when transferring the service to the Consell de Mallorca.**

4. Contribution to the resolution of a need in the region.

As stated in the Diagnosis of the General Directorate of Social Services, within the Regional Department of Family and Social Services, people with disabilities are considered one of the most vulnerable groups in terms of possibilities of ending up in poverty or social exclusion situations. This is because people with severe disabilities constitute a sector of the population that needs additional guarantees to live with full rights or to participate on equal terms with other citizens in economic, social and cultural life.

To face this challenge, it is **necessary a public intervention** that guarantees, not only the quality of the services provided, but also the development of innovative reference programs, that adapt their services to the needs of the current model of society, with the active participation of the whole society.

The approach of the Balearic Social Inclusion Strategy on complementarity with the other areas of the social welfare system, implies that a set of specific actions aimed at particularly vulnerable population groups (including people with disabilities) are necessarily to be complemented and require a more concrete intervention inherent to their own nature.

In this sense, people with severe disability or dependency need comprehensive and individualized care, in which the physical, psychological or cognitive rehabilitation system is coordinated with a system open to civic life that affects social integration, autonomy and independent life, in which social and labour integration is reinforced, to the greatest possible extent.

5. High degree of target population coverage by the action.

One of the principles of the SEPAP intervention model has been to cover the entire territory of the Autonomous Community to the maximum. In this sense, access to the service has been facilitated for people residing in the municipalities of Mallorca furthest from Palma.

Thus, specific actions have been developed throughout the Island of Mallorca, related to training cycles in the field of Social Integration, as the organization of indirect actions to promote personal autonomy: training of technicians and caregivers, advising or coordinating community actions, establishing mechanisms to offer online information and advice, etc.

In quantitative terms, the number of registered applications amounted to 59, **of which 93.22% (55 people, 25 women and 30 men) were finally beneficiaries of the program.**

This indicator shows the high degree of adaptation of the service to the registered demands. The requests that have not been accepted were due to reasons of unsuitability of the service to the characteristics of the applicants, especially for not presenting serious physical disability.

In addition, the scope of the project must be mentioned, taking into account not only the direct beneficiaries, but also the general public and the **participation of the groups that can serve as liaison with the citizens**. Thus, it emphasizes that, through the performance of the service for the promotion of personal autonomy, **close and constant coordination** has been carried out with the Regional Department of Social Services and Cooperation and the contracted entity, as well as with health services, associations of people with disability and physical illnesses, social-community services and rehabilitation, to establish joint work lines.

6. Consideration of the Horizontal Priorities (equal opportunities and non-discrimination, social responsibility and environmental sustainability).

The SEPAP is a program of care, prevention and promotion of personal autonomy, which objective is to provide people with severe physical and psychophysical disabilities the development of an optimal level of personal autonomy through interdisciplinary work in all areas that affect the normalization of their conditions.

It is therefore an action whose main objective has been to promote the effective equality of people, promoting the social and labour integration of a very vulnerable group of people.

This service has been provided under the principles of universality and equality, guaranteeing everyone the right of access to social services and effective use in conditions of equality, equity and distributive justice.

In addition, the regional administration has guaranteed the right of all recipients to access the social services system on equal terms without discrimination based on place of birth, language, ethnicity, sex, sexual orientation, marital status, family situation, age, disability, religion, ideology, opinion or any other personal or social condition (article 7. Rights of people receiving social services, Law 4/2009, of June 11, on social services of the Balearic Islands).

In addition to direct actions addressed to the target group, the service developed a specific program of support and advice for professionals and entities aimed at:

- Organize and collaborate in awareness raising campaigns to promote social integration and break social barriers of discrimination.
- Inform and advise professionals in the health system, social services, entities and institutions.
- Promote prevention campaigns.
- Promote volunteering.

On the other hand, in the procedure for awarding the service contract, bidding conditions established as a criterion for tie-breaking between bids the fact that the company had an Equality Plan endorsed by the Balearic Institute of the Woman or equivalent body.

Likewise, one of the guiding principles of the Program has been the **ecological intervention and evaluation**, which consists of working directly in and with the real environment of the users, in order to achieve real results in their own context. The objective is to ensure that the acquired skills and competences are generalized in the different contexts in which the person transits, and in these contexts, the collaboration and involvement of the family is fundamental.

7. Synergies with other policies or instruments of public intervention.

The Service for the Promotion of Personal Autonomy is a service that is integrated into the Basic Portfolio of Social Services of the Balearic Islands, which is configured as the systematized and operational collection of benefits offered by the public social services system to the citizenship, according to the different situations of social needs.

The public system of social services is organized as a network to work in coordination, collaboration and dialogue between all the actors involved in the process of care for people, and is structured in community social services and specialized social services. The first include basic community services and specific community services. On the other hand, the Social Services Public Care Network is made up of all the entities, services and social service centers of the Balearic Islands that are accredited by the Autonomous Administration to manage the benefits included in Law 4/2009, of June 11, of social services of the Balearic Islands (modified by Law 10/2013 of December 23), or in the Portfolio of Social Services, regulated by Decree 66/2016, of November 18, 2016, which approves the Basic Portfolio of Social Services of the Balearic Islands 2017-2020 and establishes general principles for island and local portfolios.

Likewise, the action is aligned with the Balearic Social Inclusion Strategy, which is structured around five strategic lines. These are intended to improve the social inclusion of people at risk or in social exclusion, promote inclusion through the employment system, ensuring a decent level of income and access to the labour market by the most vulnerable people, ensure equality of opportunities through inclusive educational services, facilitate the access of the most vulnerable people to health services and facilitate access and maintenance of housing for people at risk or in social exclusion.

Furthermore, this action contributes to the goal of integrating growth of Europe 2020 and converges in the same direction as the Commission's flagship initiative on the European Platform Against Poverty, to ensure social and territorial cohesion in such a way that the

benefits of growth and of employment are widely shared and people suffering from poverty and social exclusion can live with dignity and take an active part in society.

TECHNICAL INFORMATION

Operational Programme		
Operational Programme of the European Social Fund 2014-2020 for the Balearic Islands		
Priority Axis		
2 – Promote social inclusion and fight against poverty and any form of discrimination		
Thematic Objective		
9 – Promote social inclusion and fight against poverty and any kind of discrimination		
Investment Priority		
Investment Priority 9.4 - Access to affordable, sustainable and quality services, including health and social services of general interest		
Specific Objective		
Specific Objective 9.4.1 - Improve accessibility for the most vulnerable people to health care, social and counseling services, training and education, including the elimination of stereotypes.		
Total Cost	% Co-financing	ESF Contribution
426,606.40 €	50%	213,303.20 €
Beneficiary Contact		
Josep Quevedo Head of Department of Dependency Directorate General of Dependency Social Services and Cooperation Counseling		