

ProActive Case-based Targeted model, "PACT" project

WHAT IS "PACT"?

PACT –acronym of **ProActive Case-based Targeted model**–is an **innovation project in social services** co-financed by the European Commission under Grant Agreement VS/2015/0211.

Investment in social innovation of the project amounts 2,779,057.63€, of which almost two million €(1,973,843.47) come from financial support from the European Union Programme for Employment and Social Innovation "EaSI" (2014-2020).

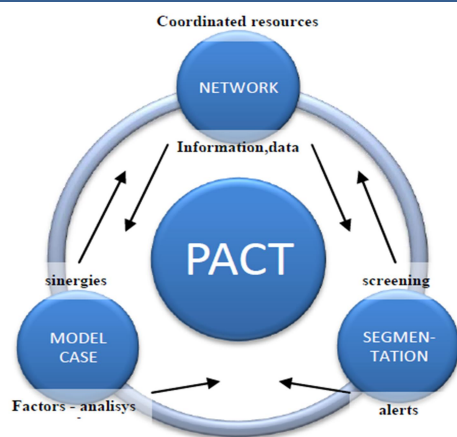
The innovation set out in "PACT" project is based on **design, implementation and evaluation of a new intervention model for social inclusion, driven by the Social Services of Castilla and León**, with the aim to be used as a **reference to other EU countries**.

CHALLENGES

The rise of poverty and inequality in Europe after the crisis, the weight of critical factors such as worsening or loss job with a consequent decrease of family income, jointly with the enormous complexity of multi-faceted processes of social exclusion, they have shown that social protection policies, especially on employment, income and social services have to reassess their intervention model in order to achieve greater positive impact on the new social reality.

Social protection systems must become more **effective** and **efficient**, must to **anticipate** the onset or aggravation of exclusion processes and can not simply feel overwhelmed by a new dual social settings in which a high number of individuals and families are at **chronic risk** of being outside of an acceptable range of social welfare.

STRATEGIES



PACT will test the simultaneous combination of three strategies:

a) A new **model of social intervention** for inclusion

This model contains a multidimensional diagnosis of the exclusion situations that will foster intervention projects with a holistic approach (global approach to situations versus stopgaps) in an appreciative approach (relying on potential rather than weaknesses) and people-centered (looking for the empowerment of people in the process of intervention to support their life projects).

b) A **pact to coordinate efforts** between public services and social-solidary initiative (the "Network")

From the platform for exchange of procedures and resources which is in fact the **Comprehensive Network for Family Support/ Protection Network for Families Affected by the Economic Crisis**, the joint intervention

protocols will be established and the necessary synergy will be achieved through the shared actions and resources.

c) A new technological support of information management (**Population Segmentation**)

The incorporation of targeting and screening systems (mathematical models of information processing already available in databases) help to refine the population in order to select the most appropriate interventions in each case, while early warning systems will be enabled for situations in which intervention must be performed before they escalate or turn chronic.

PILOTS & EVALUATION



These three simultaneous strategies will be assayed in **FOUR GEOGRAPHIC SETTINGS** (cities of Leon, Valladolid, Salamanca and Valladolid province), through their correspondent pilot testing.

Sample: **Beneficiaries of Guaranteed Minimum Income** (GMI) whether recipient or not, or are in the process of recognition.

Reasons to choose this sample:

- They have the representative characteristics of the target population in relation to the objectives and definition of beneficiaries of the project
- The preliminary information available on these beneficiaries is quite wide in our social system
- GMI beneficiaries can stay in this benefit for a long time, becoming a risk of

chronification and public spending in Castilla y León is increasing strongly every year.

Each of the steps taken and impact achieved will undergo deep and precise **EVALUATION PROCEDURES** that will draw conclusions and evidence-based practice and valuable information for Castilla y León and its possible replication in other countries and regions of the EU as shared learning.

EXPECTED OUTCOMES

- To have an intervention model based on scientific evidence that clearly embody does and don'ts on social services for the future in order to combat exclusion processes.
- To set procedures and mechanisms that integrate the resources and efforts of all stakeholders avoiding atomized answers and waste of human and financial resources.
- To design a system of information management that offers the possibility of anticipating social problems to intervene preemptively on social inclusion
- To establish a roadmap for synergy in social services of public responsibility in which all actors have a clear role and an established protocol.
- Finally, **to place people in the center of interventions, since their interests and the understanding of the complexity of their situations.**

PARTNERSHIP

Lead by:



Partners:

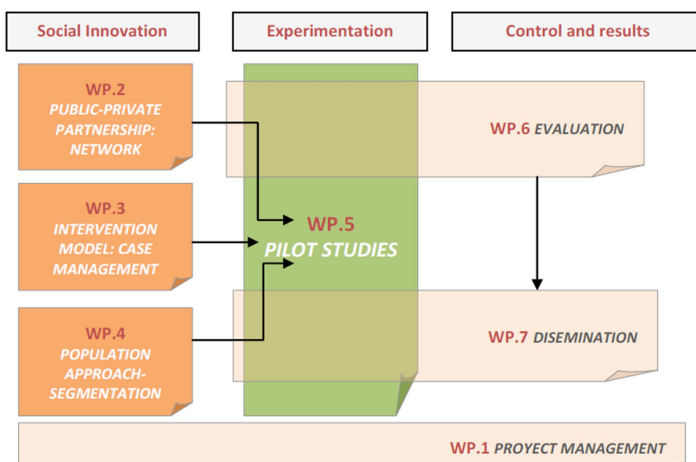


The project is led by **Gerencia de Servicios Sociales /Management of Social Services** (Government of Castilla y León) and has as active partners for piloting experience, the **municipalities of Leon, Salamanca and Valladolid and the Valladolid province.**

Also the third sector entities will play a key role in each of the territories, formally represented by the **European Anti-Poverty Network in Castilla y León (EAPN CYL)** which is formally responsible for

communication and dissemination of project outputs at European level. The University of Valladolid (Department of Sociology and Social Work) is the partner which will run mostly the process evaluation.

WORKPLAN



The project will last 36 months and will be developed through three phases. The first one, Design and Development, scheduled for the first 13th months. A second phase of Testing, which will be implemented from the thirteenth month of the project and will last 20 months. The third one, Evaluation and Dissemination, will extend throughout the project, but will be intensified in the last months.

The specific actions of the "PACT" project are organized into seven work packages, represented by this graphic.

- Social innovation WPs are lead by GSS
- Experimentation WP is lead by Valladolid City Council
- Evaluation WP is lead by University of Valladolid
- Dissemination WP is lead by EAPN CYL

ACHIVEMENTS

- A diagnostic tool of exclusion with a multidimensional approach.
- A new method of professional intervention focused on the potential of people and in an orderly and proper combination of multiple resources.
- Joint and orderly performance protocols between public and private actors (NETWORK).
- An advanced information processing system (segmentation), capable of screening to improve the supply of services and to send alerts to anticipate the needs

FURTHER INFORMATION / CONTACT

Website: www.pact-project.eu and www.serviciosociales.jcyl.es

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