



Sustainable Cooperation Plan of Short-time Stay Service for Persons with Mental Impairments

Author: Māris Grāvis

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1. General terms used in Plan

Short-time stay service – community based service for persons with mental impairments that includes care and meaningful day spending opportunities for fixed-term period.

Service provider - an institution competent for service provision.

Service provision - tasks and actions related to provision of the service to a specific person.

Service receiver - person or a group using or having rights to use the service (hereinafter - client).

Mental impairments - a mental illness and mental development disorder which restricts the ability of a person to work, take care of himself or herself and makes it difficult for the person to integrate into society.

Person-day - service use by one client for the entire day.

2. Plan development background

Joint short-time stay service for persons with mental impairments sustainable cooperation plan for five years is developed within the framework of Latvia-Lithuania Cross Border Cooperation Programme 2007-2013 co-financed project No.LLIV-322 "My Response" (hereinafter –project “My Response”). Plan development promotes Project sustainability – access to social services for persons with mental impairments of Latvia and Lithuania and the provision of cross-border cooperation.

3. Plan development process

On the basis of a purchase results “Kurzeme planning region” - Lead Partner of project "My Response", for Plan development selected an expert with experience in provision of social services to persons with mental impairments and in the development of recommendations/standards (selected expert - Māris Grāvis, hereinafter - expert).

During the plan development expert performed the following activities:

- 08.01.2014 met representatives of „Kurzeme planning region” to clarify terms of reference;
- 13.01.2014 contacted representatives of corresponding municipality social service offices to get information on short-time stay service piloting progress within the Project „My Response” and to find out future plans of municipalities regarding to the service provision.
- 14.01.2014 organized Skype interview with representative of each Project „My Response” partner, who established short-time stay service. Precise information on the service piloting progress was obtained and partner organization future plans regarding to the service provision clarified in interviews. The interview questions can be seen in Annex No1.
- Developed sustainable cooperation plan for short-time stay service for persons with mental impairments providers.

4. Sustainable cooperation

Partners, who piloted short-time stay service for persons with mental impairments within the Project "My Response" and prepared for the service providing after the Project end,

committed to provide the service sustainability and to provide the service at least 5 years after the project conclusion.

The service piloting confirmed necessity and topicality of short-time stay service for persons with mental impairments. All involved service providers: Dundaga County Council, Skrunda County Council and Joniskis "Saules" basic school, approved developed „Concept on short-time stay service for persons with mental impairments” and demonstrated willingness to continue the service provision according to principles pointed in the Concept. The service providers support continuation of the service joint aspect and plan to establish indicated service financing principle - *client or his/her legal representative covers the service costs from personal resources or according to respective laws and regulations states’, municipality’s or other financial means can be used for covering service costs after the service piloting.*

Sustainability of short-time stay service provides not only accessibility of alternative social services, but also sense of security for persons with mental impairments and their relatives. To provide the Project continuation and high level alternative services in next 5 years after the project end (April 2014 – April 2019) it is necessary to have sustainable cooperation of service providers. Cooperation successful implementation criteria and prospective actions attached in Annex No2.

4.1. Criteria for providing sustainable cooperation

This paragraph describes the criteria offered by expert. Implementation of them would ensure sustainability of the Project and the service and accessible social service for persons with mental impairments.

1. There was an exchange of experience

Service providers improve knowledge when providing exchange of experience, sharing best practice examples and mistakes. Competencies and/or innovative methods transferring service improvement and modernization is necessary for adequate and appropriate social service implementation.

2. Service provided for Partner’s clients

When providing joint service aspect and service competencies increase it is necessary to realize clients exchange programme.

3. There was regular communication between the service providers

In order to establish trust and support network between service providers it is necessary to provide regular communication of involved partners using telephone or the Internet. Providing similar service, it is predictable that partners may face the same problems that can be easier overcome by ensuring communication between service providers. Partners or service providers have to agree on communicating when necessary. This is the reason for organizing all service providers contact exchange and updating of the information in case of changes.

4. Implementation of joint activities/events

To support the joint service aspect, the service staff and clients contacts, to encourage persons with mental disabilities to travel and use short-time stay services, it is necessary to organize joint activities/events - holiday celebration, sports or arts festivals, etc. It is recommended to organize these events as often as possible, but not less than once every five years. All partners have to agree on the event time, location and extent. For wider information dissemination it is advised to attract additional partners who work with people with mental disabilities.

4.2. Actions for providing sustainable cooperation

To provide sustainable cooperation expert suggests implementing following actions:

- Realize one day staff experience exchange when service providers visit another service provider at least every 6 months. During the exchange service staff shares their experience.
- Realize one day clients experience exchange when service providers visit another service provider at least once a year. During the exchange service clients together with service staff shares their experience and evaluate service providing.
- Realize existing service documentation comparing at least once a year contacting by telephone or using the Internet.
- Realize service cost comparing and reassessment at least once a year contacting by telephone or using the Internet.
- Realize existing regulatory basis comparing at least once in 2 years contacting by telephone or using internet and when possible local and state officials could be attracted.
- Provide the short-time stay service for cooperation partner clients in amount of at least 5 men-days a year.
- Ensure service provider staff communication with each other.
- Implement joint activity/event for all service provider clients.

4.3. Institutions/officials responsible for action taking

Main responsible persons providing successful action implementation are service provider executives, involving service employees and responsible officials of municipality, where it is necessary.

Expert suggested actions with responsible persons and time-table attached in Annexes No 2 and No 3.

5. Sustainable cooperation financing possibilities

To provide criteria pointed in Table No1 and realize mentioned actions expense occurring is expected. There is necessity to find financing to cover the expenses.

5.1. Expected costs

Sustainable cooperation expenses can form following costs:

- Telephone or internet costs
- Transportation costs
- Accommodation costs
- Coffee break costs
- Office supplies costs
- Business trip costs
- Catering costs
- Work material costs
- Additional staff costs (while staff accompany the clients during the trips, there could be need for additional staff at the place)
- Service costs
- Activity/event implementation costs.

Cost breakdown according to criteria attached in Table No 1.

5.2. Cooperation financing

This paragraph describes ways of covering expected costs suggested by expert:

1. Version:

To include expected sustainable cooperation costs in service provision costs when yearly reassessing the service costs. All sustainable cooperation financing costs can be covered proportionately by service users.

Example:

Service provider calculates that total yearly sustainable cooperation costs are 350,00EUR. Planned number of man-days per year is 720. The sum, which service provider adds to the cost of one man-day is 0,49EUR.

2. Version:

To develop joint or individual (by each partner) project/financial request and attract external funding from state, local municipality or other finance sources. Sustainable cooperation financing costs can be covered from the raised funds.

Example:

Service provider calculates that total yearly sustainable cooperation costs are 250,00EUR. Service provider prepares and submits Project application for municipality project call requesting necessary funds. Attracted financing used for covering needed costs.

6. Annexes

Annex No 1

Questions to service piloting partners:

- How was the service provided?
- How clients were attracted?
- Did all clients correspond to diagnosis according to the International Classification of Diseases pointed in The Concept?
- How service was granted?
- What was role of municipality?
- Which were involved specialists? Did you have supporting staff?
- Did the concept indicated duties of staff actually meet the need?
- What was the service accounting? Was planned client accounting split appropriate?
- What were real service costs?
- How information was distributed?
- Was the service quality evaluation carried out? What were results?
- How do you plan to provide the service in future and who will pay for it?
- Do you have service providing pictures?
- Did you have foreign country service users?
- What was cooperation with other Project partners?

Table No 1

Criteria for providing sustainable cooperation

Criteria	Actions for providing sustainable cooperation between service providers	Institutions/ officials responsible for action taking	Terms / Amount	Predictable costs
1. There was an exchange of experience	Realize staff experience exchange when service providers visit another service provider	Service provider executives and employees	at least every 6 months	Transportation costs Accommodation costs Coffee break costs Office supplies costs Business trip costs
	Realize clients experience exchange when service providers visit another service provider	Service provider executives and employees	at least once a year	Transportation costs Accommodation costs Catering costs Office supplies and work material costs Additional staff costs
	Existing service documentation comparing	Service provider executives	at least once a year	Telephone or internet costs
	Service cost comparing and reassessment	Service provider executives	at least once a year	Telephone or internet costs
	Existing regulatory basis comparing	Service provider executives involving representatives of related municipality institutions	at least once in 2 years	Telephone or internet costs
2. Service provided for Partner's clients	Provide the service for cooperation partner clients	Service provider executives and employees	at least 5 men-days a year	Service costs Transportation costs Additional staff costs

3. There was regular communication between the service providers	Service provider staff communication	Service provider employees	when necessary	Telephone or internet costs
4. Implementation of joint activities/events	Implement joint activity/event involving all service provider clients	Service provider organization managers	at least one activity/event in 5 years	Transportation costs Accommodation costs of clients and staff Activity/event implementation costs Additional staff costs

Table No 2

Planned action timetable

Action	Month after Project end														
	1-4	5-8	9-12	13-16	17-20	21-24	25-28	29-32	33-36	37-40	41-44	45-48	49-52	53-56	57-60
Realize staff experience exchange when service providers visit another service provider	X (in Dundaga)		X (in Skrunda)		X (in Joniskis)		X (in Dundaga)		X (in Skrunda)		X (in Joniskis)		X (in Skrunda)		X (in Dundaga)
Realize clients experience exchange when service providers visit another service provider		X (in Joniskis)				X (in Skrunda)			X (in Dundaga)			X (in Joniskis)		X (in Skrunda)	
Existing service documentation comparing															
Service cost comparing and reassessment															
Existing regulatory basis comparing															
Provide the service for cooperation partner clients	Each service provider at least 5 men-days a year														
Service provider staff communication	When necessary														
Implement joint activity/event involving all service provider clients															

