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První mezinárodní konference pořádané organizací Udayan Care

„Nástroje řízení kvality a efektivity sociální práce s mladistvými a mladými dospělými vyrůstajícími či opouštějícími ústavní výchovu nebo náhradní rodinnou péči“,

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Účastnili jsme se první mezinárodní konference „**International Care Leavers 2020**“ pořádané organizací [Udayan Care](#) ve spolupráci s [Stiftung Universität Hildesheim](#), [Stichting Kinderperspectief](#), [SOS Children's Villages International](#).



International
Care Leavers Convention
2020

Konference probíhala od října do prosince 2020 jednotlivými, na sebe navazujícími aktivitami. Cílem této mezinárodní spolupráce v je propojit odborníky z oblasti péče o děti a mládež, výzkumné pracovníky a tvůrce politik tak, aby diskutovali o zlepšení odborné podpory mladých lidí opouštějících péči. Na tomto odkazu [najdete podrobné informace](#).

Naše online účast byla doplněna [anotací a vyvěšeným poosterem](#). Máme tak možnost prezentovat aktivity vycházejícím z projektu „Nástroje řízení kvality a efektivity sociální práce s mladistvými a mladými dospělými vyrůstajícími či opouštějícími ústavní výchovu nebo náhradní rodinnou péči“.

Abstract:

Guidance through Change as a Path to Quality of Service for Care Leavers in the Czech Republic

Approximately 2,000 young adults leave foster families or children's facilities a year in the Czech Republic. Young adults are not properly prepared for independent life, they are not able to enter life and face extreme social exclusion and often find themselves in the social care system and in the role of users of social services or completely helpless. Services for this specific category are not purposefully supported by the state and do not have developed capacities. The goal was to create quality management tools and monitor efficiency of work with minors and young adults growing up in or leaving institutional care or foster care, improve processes and performance of service providers and identify real impact. Organizations were supported by making a change and managing it through new innovative 8 Steps model. Project collaborated with 10 organizations that provide a total of twenty services and caused many changes and specific impacts.



Guidance through Change as a Path to Quality of Service for Care Leavers in the Czech Republic

Facts about care leavers

- Termination of foster care, guardianship or child entrustment to the care of another natural person other than the parent due to coming of age (legal capacity) approximately 1,100 / year.
- Termination of institutional education or protective education approximately 700/ year
- Approximately 2,000 young adults leave foster families or children's facilities a year

Problems

- Young adults leaving institutional or foster care:
- are not properly prepared for independent life, they are not able to enter life and face extreme social exclusion
 - are not able to take care of themselves, they are without financial, social and emotional support
 - do not have supportive social networks
 - lack number of competencies for an independent life and livelihood
 - often find themselves in the social care system and in the role of users of social services or completely helpless

Services for this specific category are not purposefully supported by the state, they are only partially covered by the social service system, they do not have developer capacities, it is difficult to push them among the others.

(Non) fulfilment of needs

- One third of needs is covered by non-profit organizations
- One fifth of needs is covered by state institutions
- Every third used the help of non-profit organizations
- Two thirds used social counselling
- Every second find themselves in a social service facility usually in a shelter

Closed circle



Our goal

- To create and to check quality management tools and to monitor efficiency of social work with minors and young adults growing up in or leaving institutional care or foster care.
- To improve processes and performance of service providers.
- To identify the real and demonstrable impact and to provide evidence of good work.

How to support organizations?

- I. The impact of services and the assistance system is not measured in practice.
- II. Services have no idea how to measure it, impact assessment tools are not applied.
- III. Services do not have methodical support, they think about quality, but they do not know how to capture it outside the framework of standardized formal approaches.

By making a change and managing it through 8 Steps model



We are guides through change and we have an eight-step method. We will accompany you on the path to quality. Let's go together!



We worked together with 10 organizations that provide a total of twenty services to minors and young adults.

Centrum J. J. Pestalozziho, Janus, z. s., Mimo domov, o. s., OSPOD Hradec Králové, OSPOD Olomouc, Rodinné a komunitní centrum Chaloupka z. s., Selesianský klub mládeže, z. s. – Centrum Don Bosco, SKP-CENTRUM, o. p. s., SOS dětské vesničky, z. s., STŘED, z. ú.

Examples of changes:

- Creating platforms for meetings with stakeholders
- Finding ways of involving clients in creating service goals
- Changes in the provision of food aid
- Expansion of activities for children of accompanied families
- Development of methodologies for working with a group of minors
- Creation of respite services for foster parents
- Creating tools for obtaining feedback from clients, involving clients' ideas in service management and applying the principles of participation
- Introduction of ongoing models for detecting needs, opinions and evaluation of services by clients and creating space for the inclusion of thinking about feedback in organizations
- Measuring and evaluating clients development over time
- Creation of a map of inspirations for applying methods of working with clients
- Restructuring of work teams and cooperation with colleagues, consultations of cases
- Introduction of system thinking into the organization, development of team learning culture
- Creating procedures for evaluating activities
- Making a common vision
- Evaluation of client's qualitative development and involvement of his opinion on it
- Creating and setting up an advocacy strategy
- Systematic evaluation of service workers
- Creation and introduction of new services with the possibility of measuring the effects of the services in the context of the vision and overall conception of the organization, finding a form of support and stabilization of the intentions