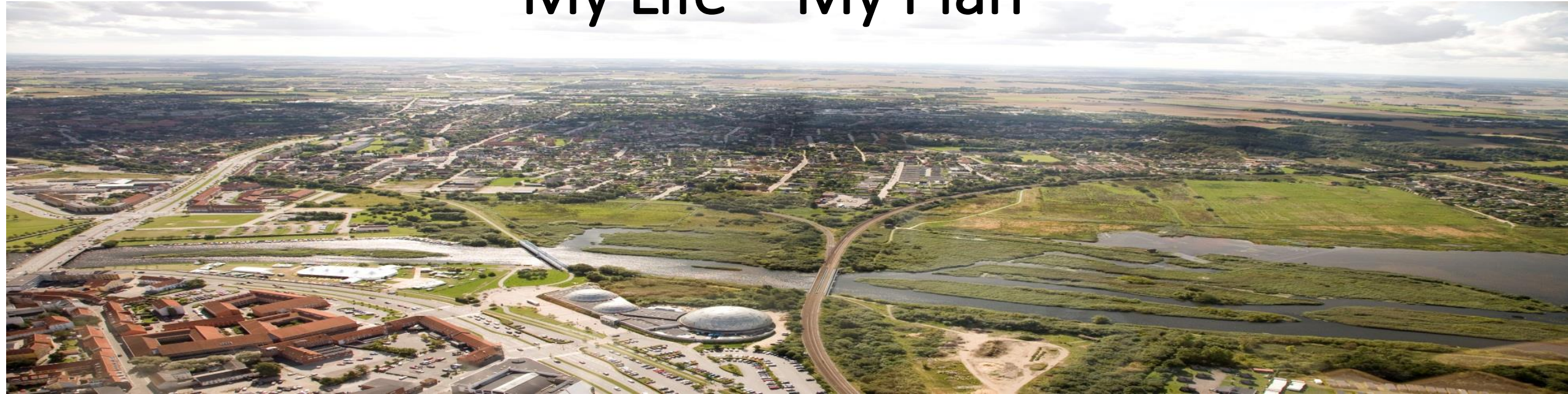


European Social Services Conference

Milan , 5-7 June 2019

My Life – My Plan



Municipality of Randers – Social Services and Employment

CEO – Steinar Eggen Kristensen

&

Department Manager Birgitte Staun Jespersen

Agenda

- Welcome by CEO Steinar Eggen Kristensen, Municipality of Randers – Social Services and Employment
- Intro to the Municipality of Randers and to the background of the project
- The concept of the project by Department Manager Birgitte Jespersen:
 - Visual plan of action
 - Inspiration course
 - Educating and using Peers
 - Competency development for employees
 - The process of the concept
- To change the mindset and the culture of the employees
- Effect and results so far
- Economy
- Videos
- Questions

Municipality of Randers

Department of Social Services

- **Budget (2018)**

69.500 mill. €

- **Clients**

Disabled adults

Social psykiatri and socially disadvantaged

Homeless and abusers

Children at risk / disabled



Residents: 96.559

Municipality of Randers, Social Services and Employment

Vision of the department

"We support all citizens in actively participating i the community and utilizing their personal ressources"

Plan for Social Services, mission

"The Department of Social Service support citizens with disabillities achieve the greatest possible coping in the lives and thereby achieve increased quality of life"

How do we translate the mission?

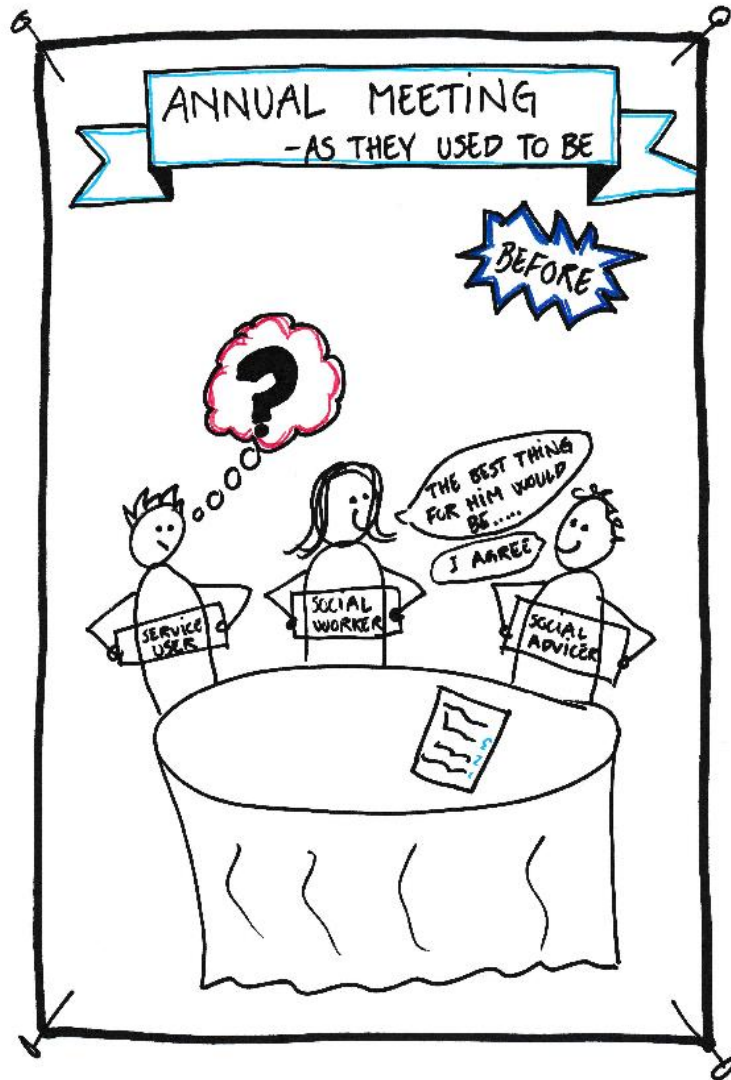
- A large focus on working with increased coping requires that we decide whether our efforts fit this focus.
- How can we, even better, support the service users, so they – in a higher degree, will be able to take control of their own life
- It was in this part of the process that the first thoughts about the project "My Life – My Plan" started.
- We applied to the Velux Foundation, for funds for the project, and our application was approved.

Start of the project

- The periode of the project is three years, now we have almost a half year left.
- The project team is based on three employees that represent the target group, a social adviser, a project manager and three service users that represent each part of the target group.

Target groups of the project

- The main target group is young people between 18 and 30 years with disabilities as Autism or acquired brain injury and young people with cognitive disabilities, who lives in Randers Municipality. There are approximately 125 people in the main target group.
- Second target group is 56 employees, who work with the primary target group.
- The project runs for 3 years and in all the years 3 employees have been bought 13 hours a week, plus a project manager is hired 20 hours a week. This has been crucial for the project.



In Randers we usually had meetings like this

None of this made the service users to take control of their own life

Social- og arbejdsmarked

Randers Kommune

[Redacted Name]

Formular - VUM 3:2 (3b) Handleplan (4.2)

Titel [Redacted]
 Status
 Gyldig fra Gyldig til
 Næste revurdering Revurderingsgruppe
 Kladde

1. Baggrundoplysninger

Borgers tlf.nr. Borgers mail
Oplysninger om Borgers tlf. nr og mail kobler over til VUM 5 Bestilling

Nærmeste pårørende

Værgemål og repræsentation

Oplysninger om væрге og repræsentation hentes automatisk fra skemaet 'VUM (1) Sagsåbning' og kan kun redigeres der.

Værgemål
 Repræsentation

Dato for handleplan

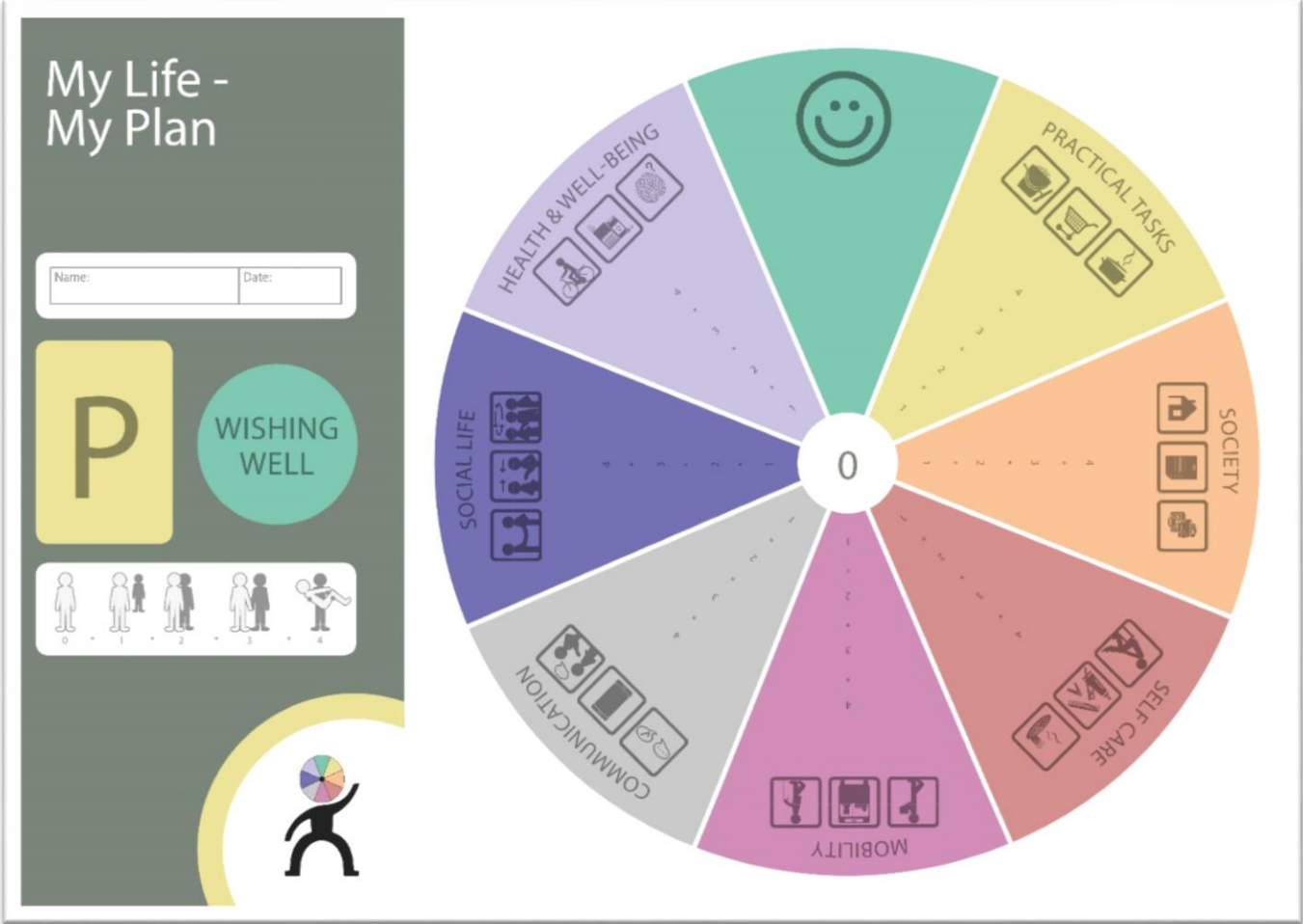
2. Indsatsformål og mål

Nr.	Mål	Opfølgingsdato
Indsatsformål	[Redacted] har en stabil, forudsigelig og selvstændig tilværelse sammen med sin familie i egen bolig	
1. Indsatsmål	Ved næste opfølgning varetage [Redacted] selvstændigt praktiske opgaver i hjemmet med delvis guidning	<input type="text" value="24-04-2018"/>
2. Indsatsmål	Ved næste opfølgning forvalte [Redacted] sin energi på en hensigtsmæssig måde med støtte	<input type="text" value="24-04-2018"/>
3. Indsatsmål	Ved næste opfølgning ha [Redacted] fortsat fokus på de positive ting i hverdagen med støtte	<input type="text" value="24-04-2018"/>
4. Indsatsmål	<input type="text"/>	<input type="text"/>
5. Indsatsmål	<input type="text"/>	<input type="text"/>
6. Indsatsmål	<input type="text"/>	<input type="text"/>

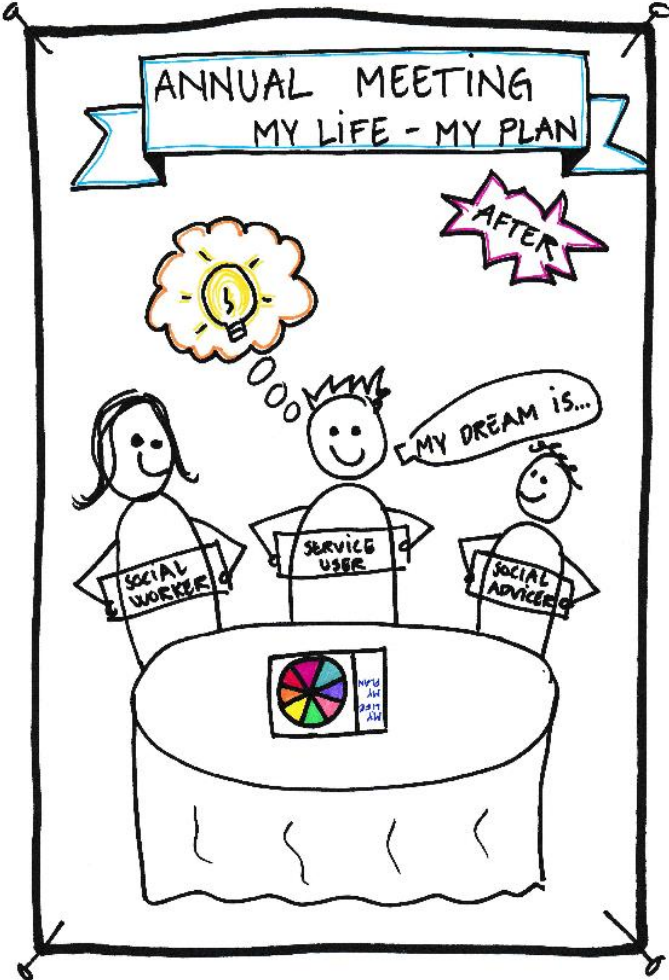
The plan of action was looking like this

Concept Development

- The first half year of the project period went with concept development.
- Many ideas were considered and the service users, how were a part of the project team, had many clear views on how it should be.
- The goal in the concept development phase was to develop a product that can help support the users wishes, hopes and dreams for life and thereby achieve increased coping



The result of the concept development was a new plan of action that looked like this



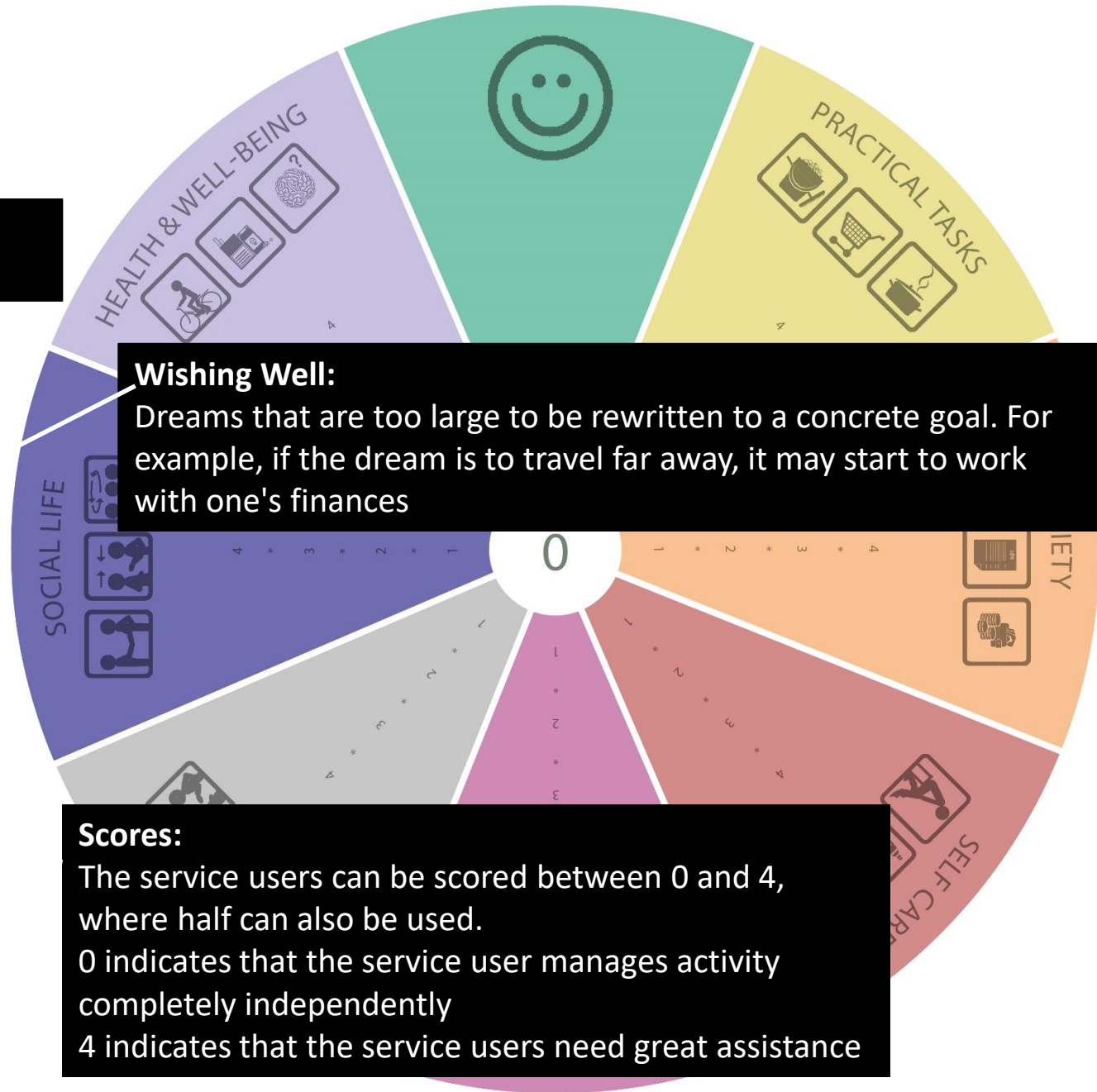
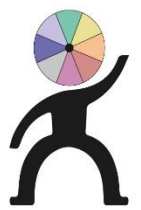
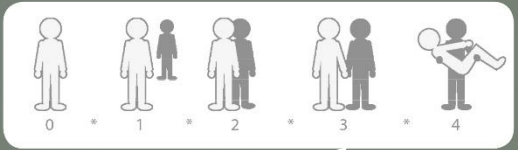
The project team also had a vision about how the meetings should be conducted

My Life - My Plan

Parking lot:

Park your irritations over your noisy neighbor

Name: _____ Date: _____



Wishing Well:

Dreams that are too large to be rewritten to a concrete goal. For example, if the dream is to travel far away, it may start to work with one's finances

Scores:

The service users can be scored between 0 and 4, where half can also be used.
0 indicates that the service user manages activity completely independently
4 indicates that the service users need great assistance

Practical tasks

Society

Self care

Mobility

Communication

Social life

Health & well-being

SMILEY

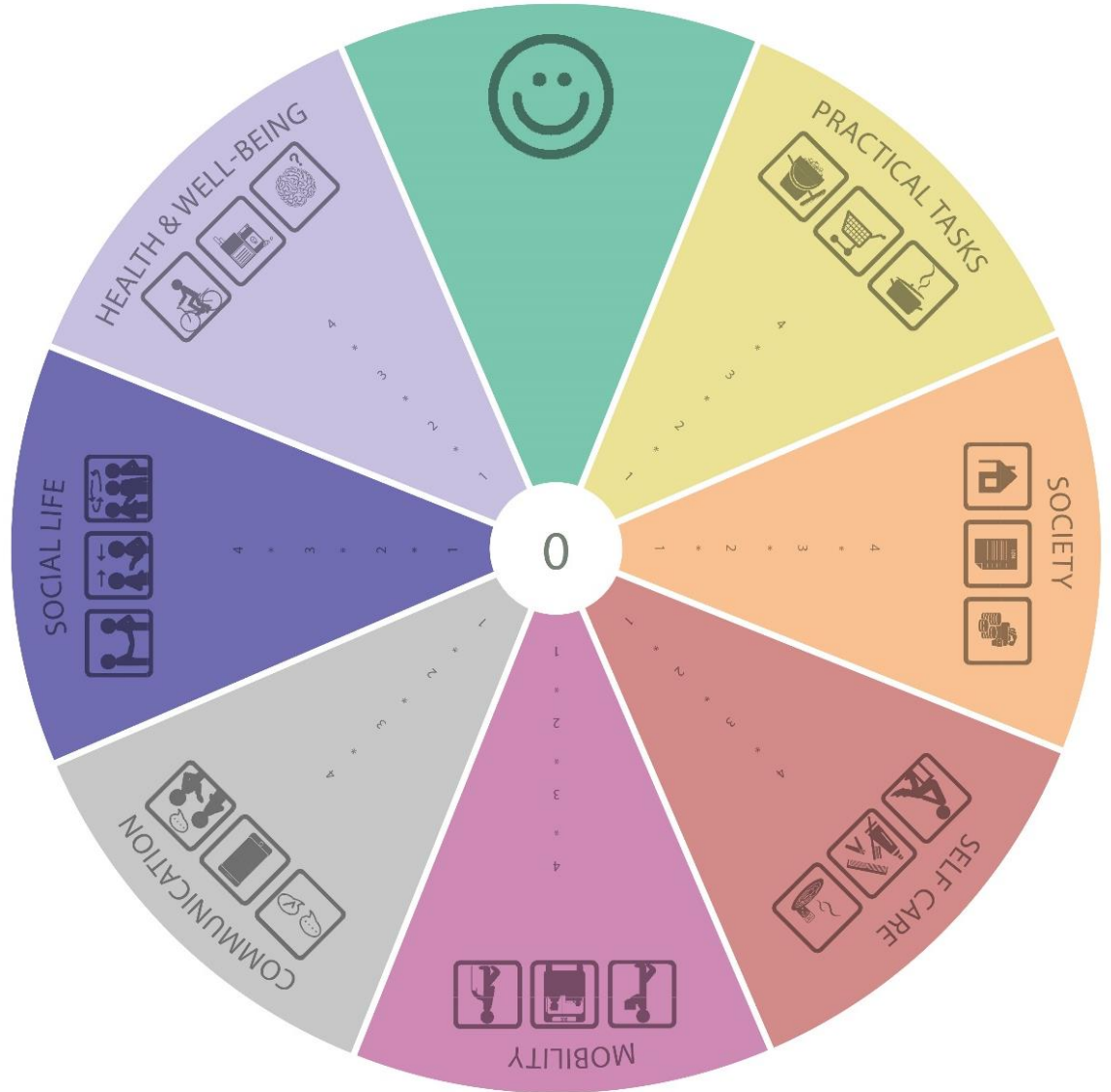
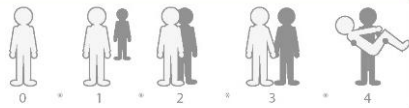
My Life - My Plan

Name:

Date:

P

WISHING WELL



My Life - My Plan



Name: PETER Date: 1/5-19

PURPOSE:

THAT PETER GETS AN INDEPENDENT LIFE IN HIS OWN HOME

GOALS:

1 AT THE NEXT FOLLOW-UP, PETER CAN INDEPENDENTLY WASH HIS CLOTHES

2 AT THE NEXT FOLLOW-UP, PETER CAN, WITH SUPPORT TAKE THE BUS

3 AT THE NEXT FOLLOW-UP, PETER, WITH SUPPORT HAS BEEN MADE A SAVINGS

Current score: 1 Life Theme: PRACTICAL TASKS

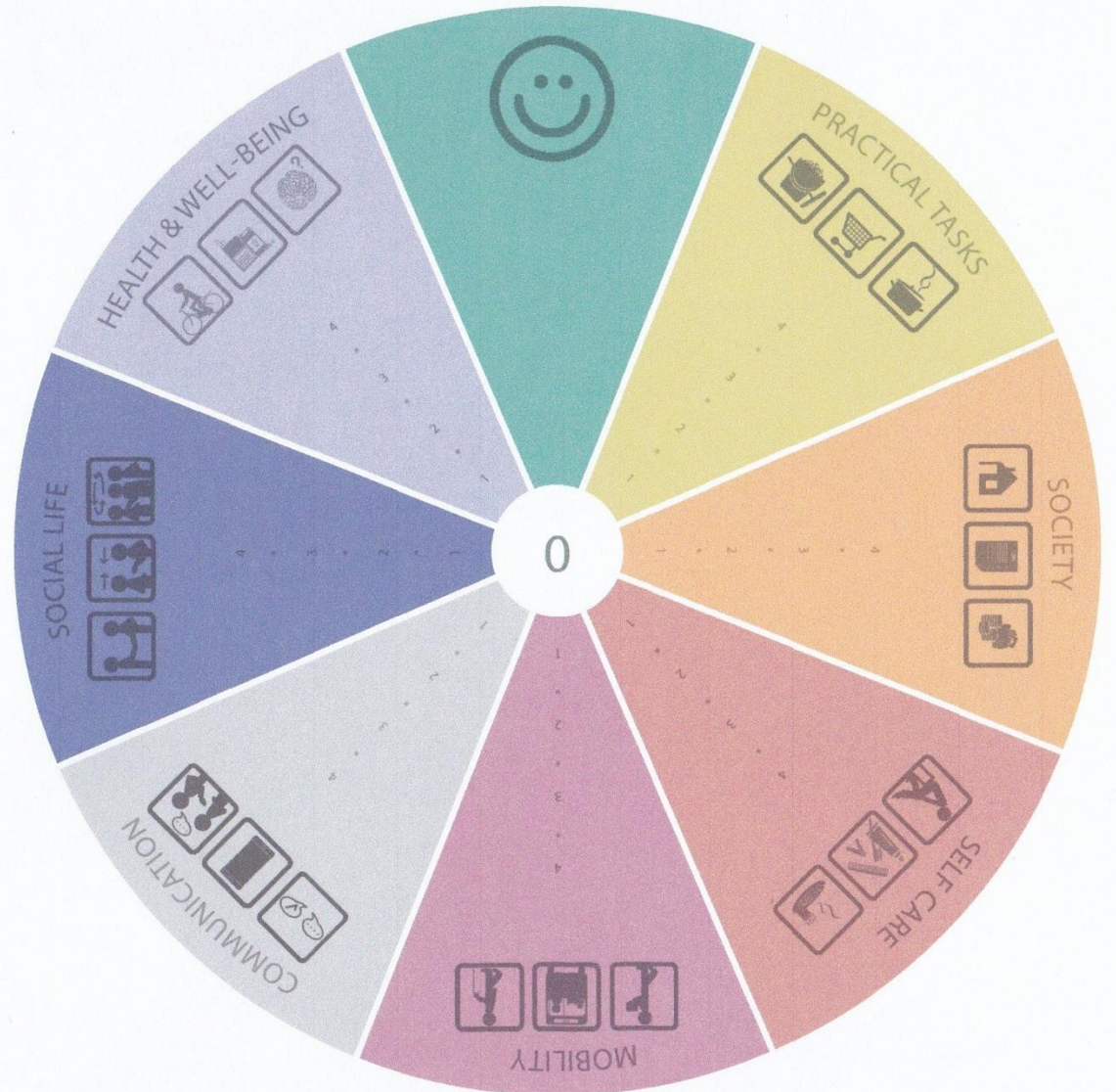
Expected score: 0 Notes:

Current score: 3 Life Theme: MOBILITY

Expected score: 2 Notes:

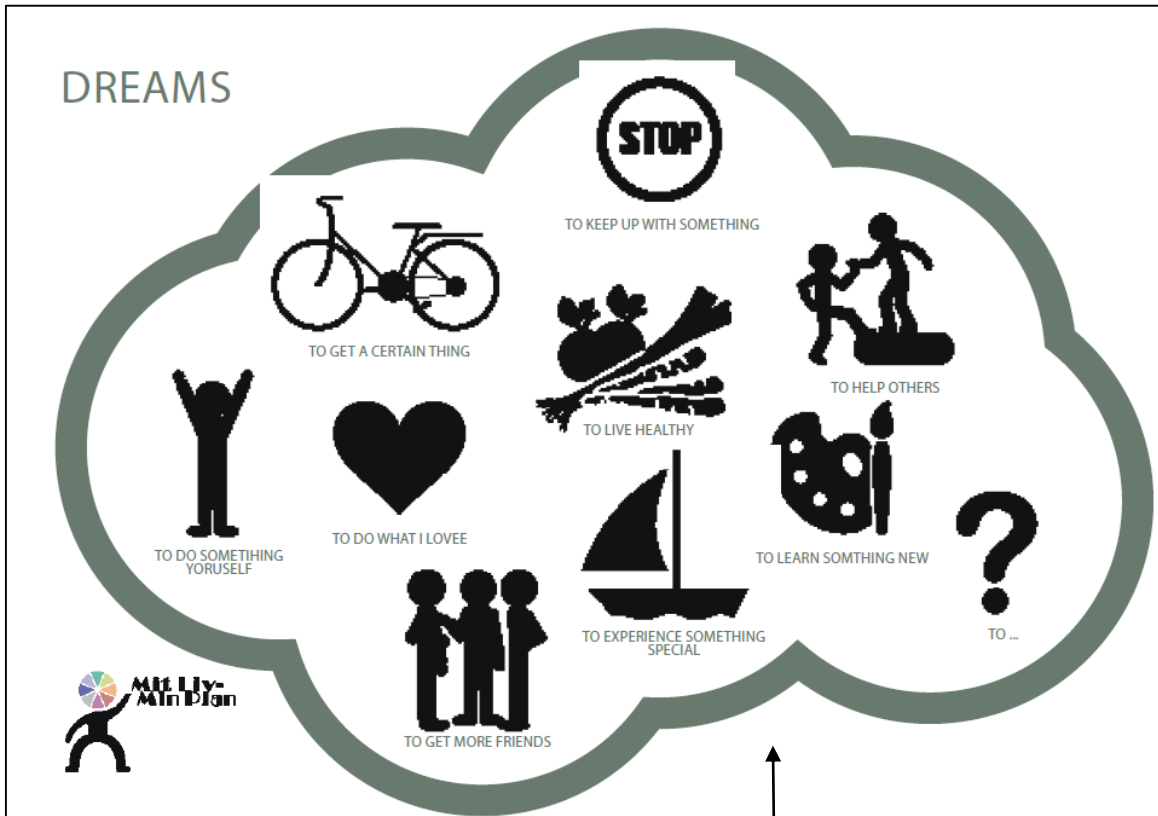
Current score: 3 Life Theme: SOCIETY

Expected score: 1 Notes:



Inspirations course for users

- In order to prepare users for a different way of annual meetings and the new plan of action, they are all offered a course of inspiration
- On the inspiration courses you meet like-minded people and can help inspire each other using a visual material. The inspiration course will be held shortly before the annual meeting.
- The course of inspiration runs over three days with 1½ hours of attendance each time.
- 3-5 service users and an employee from the project team participate at the inspirations course



Besides the visual action plan, the project also contains other elements, because we believe that this target group needs more support, in order to reflect on their own hopes, wishes and dreams.

This is designed to inspire the group

This is designed so that the group can inspire each other





At the end of the inspiration process, a mood board is being worked on. This is brought to the annual meeting, to support the user to be told about his wishes, hopes and dreams.

Depending on the function level, you can either, write, draw, or use images to illustrate wishes, hopes and dreams.

Peers

As part of the project, we aswell have 17 trained peers so that with their lived experiences, they can help to inspire hope among others.

The peers are service users who also come from the target group. However, in many cases they are older than the target group of this project, as it was very important to get hold of someone had lived experiences to draw on

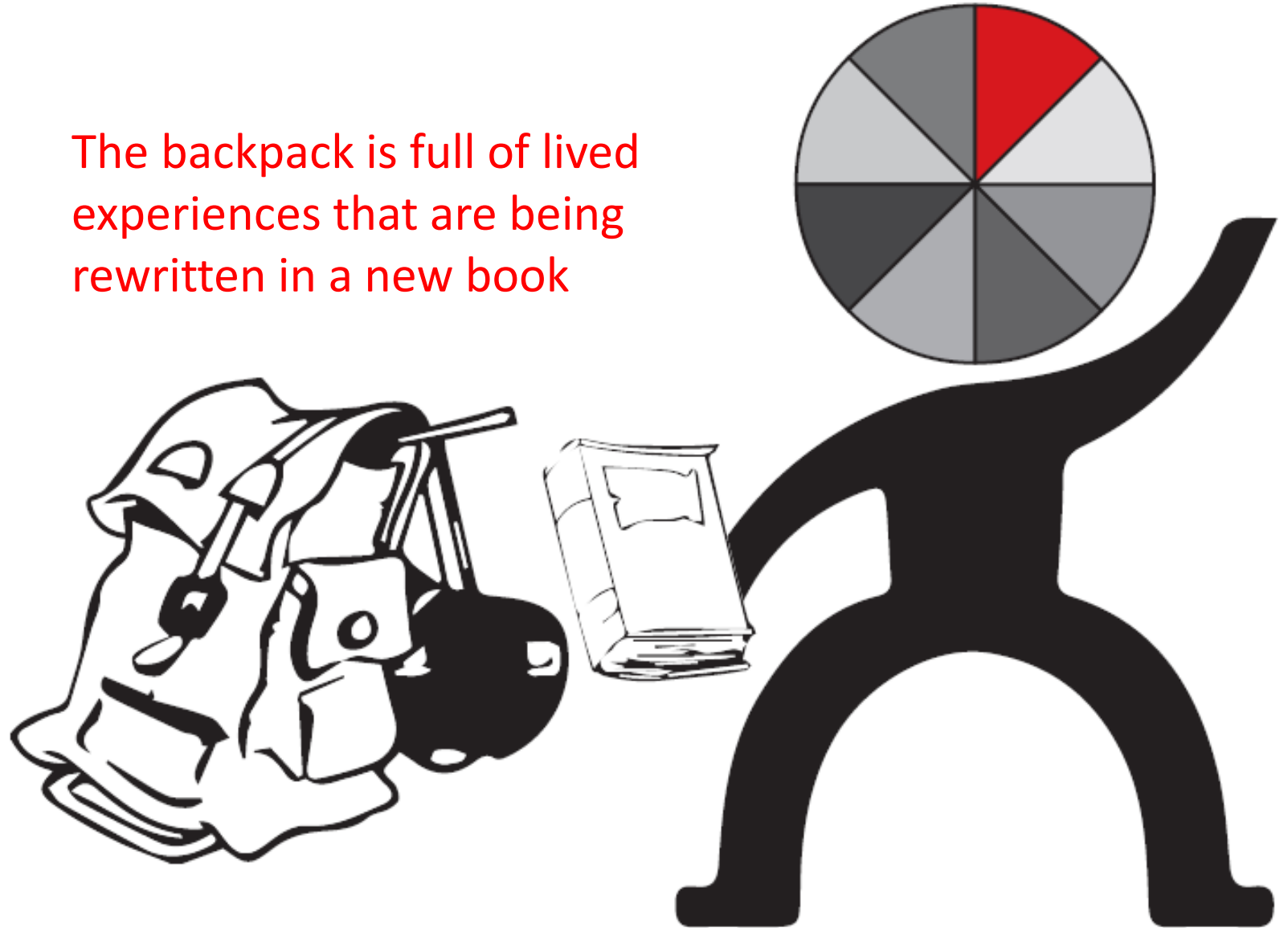
The peers participate in parts of the inspiration course.



The peer training course was over eight weeks, when they were taught 2x3 hours a week. Training was specially designed for the target group. Here we got help from the psychiatry area who already has experience with peers.

The peers learned to translate their lived experiences into knowledge that they can pass on to others

The backpack is full of lived experiences that are being rewritten in a new book



To change the mindset and the culture of the employees

If we are to succeed in changing the approach to citizens, then employees must change their whole view of how we support the citizens.

Achieving goals with this change has been challenging. We have therefore made a two day competency development for all employees.

The competency development consist of;

- an introduction to the concept of the project
- Motivational Interviewing as a communication form
- fictional cases that symbolizes the necessity of a new mindset

Effect and results

- We are still in the process of testing the concept and about 55 citizens in the primary target group have currently completed
- We are already experiencing that many of the citizens in the primary target group come much more at the center for the annual meetings.
- We find that citizens we thought we knew well contains much more resources, when we talk to them in a new way.
- The citizens in the target group is to a greater extent familiar with the agenda of the annual meeting and know what they want to say
- The citizens in the target group say a lot more during the meetings and are more involved in the goal setting and the scoring
- The citizens in the target group to a greater extent set goals which are realistic and which can be accomplished within a short period of time
- The citizens in the target group are to a greater extent motivated in achieving their goals

Economy

	A	B	C	D
1	Budget, My Life - My Plan	DKKR	Euro	GBP
2	01 Project managing, salary	841.875	112.775,89	97.258,45
3	02 Salary, project group members, making the concept	277.950	37.233,62	32.110,45
4	03 Peerguide, education	78.525	10.519,05	9.071,67
5	04 Production of material, Visual Plan of Action	65.000	8.707,27	7.509,19
6	05 Purchase and settlement of theaching concept for the professionals (including salary)	262.058	35.104,76	30.274,51
7	06 Data registration and evaluation of the project	70.673	9.467,21	8.164,56
8	07 Salary for the professionals, implementation of Inspiration Course and Action Plan meetings	806.180	107.994,26	93.134,75
9	08 Salary, project member working with civil society involvement	486.000	65.103,58	56.145,63
10	09 Financing of new services	286.694	38.404,95	33.120,61
11	10 Expenses related to administration	90.000	12.056,22	10.397,34
12	11 Self-financing, Randers Municipality	247.367	33.136,78	28.577,32
13	12 Contribution to the project from The VELUX Foundations	3.015.138	403.901,85	348.326,83
14				
15	Total expenses	3.262.505	437.038,64	376.904,15
16				

Questions and debate

- What do you do to make the users more able to bring them to the center themselves?
- How can you use a visual action plan in working with the service users
- What to do in order to promote increased coping with the users

A user's experiences

- Video

(attached)

A special thanks to The Velux
Foundations who has granted the
project

THE VELUX FOUNDATIONS

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