

Social Policy and Social Welfare of the City of Rijeka



City of Rijeka, Department of Health and Social Welfare

● Legislative Foundations of the City of Rijeka's Social Welfare Programme

- The town of Rijeka is the 3rd largest town in Republic of Croatia. According the last census, there are 128,735 citizens in Rijeka.
- <http://www.youtube.com/watch?v=UKCxOVz8AKQ>
- Average net salary in the town of Rijeka is 4,616 Kuna; average net salary in Republic of Croatia is 5.681 Kuna.
- According to the HZZ (Croatian Employment Bureau) data from 2011, the number of unemployed persons in the town of Rijeka was 10.034 which turn out to be 6,3% of the total population.

● Legislative Foundations of the City of Rijeka's Social Welfare Programme

- Social welfare legislation
- City of Rijeka's statute
- Decisions regarding the social welfare of the City of Rijeka
- Decisions regarding providing emergency accommodation
- Decisions regarding communal utilities
- Decisions of the City of Rijeka's local government

● Aim of the City of Rijeka's Social Welfare Programme

- ➔ Protecting a socially most vulnerable group of inhabitants who, due to unfavourable personal or social circumstances, are not in a position to independently meet their own basic living needs
- ➔ Providing (psycho)social support to socially sensitive groups of inhabitants (i.e. children and youth, women and families, individuals with a physical disability, individuals with severe and chronic diseases, victims of war, homeless, elderly)

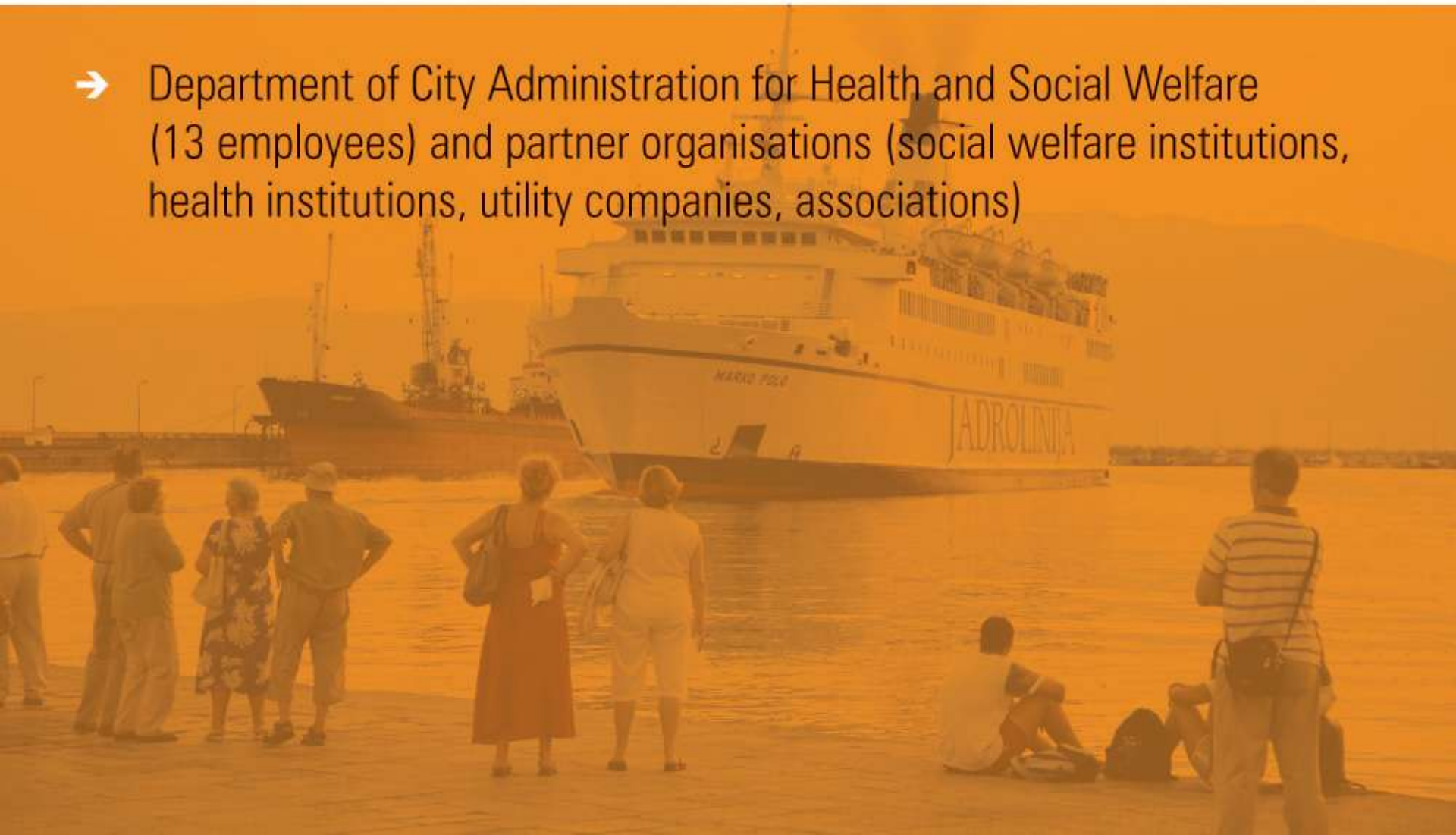
● City of Rijeka's Social Welfare Programme

- Implemented since 1993
- Made up 5% of the 2013 city budget 40 mil Kuna (5.5 mil Euro)
- 24 social measures and 70 projects/programmes aiming to provide social welfare services and empowerment of the socially most sensitive groups



Who Enforces the City of Rijeka's Social Welfare Programme?

- Department of City Administration for Health and Social Welfare (13 employees) and partner organisations (social welfare institutions, health institutions, utility companies, associations)



● Users of the City of Rijeka's Social Welfare Programme in 2010

- 12.425 users receive forms of the city's support
- Users fulfilled a total of 22.720 rights, therefore on average, one user is eligible to 1,8 forms of support



Who are Eligible Users of the City of Rijeka's Social Welfare Programme?

- 
- Users who are eligible and meet one of the following government rights
 - ▶ The right of permanent support
 - ▶ The right of benefit for aid and care
 - ▶ The right of aid and care in the house
 - ▶ The right of personal disability benefit

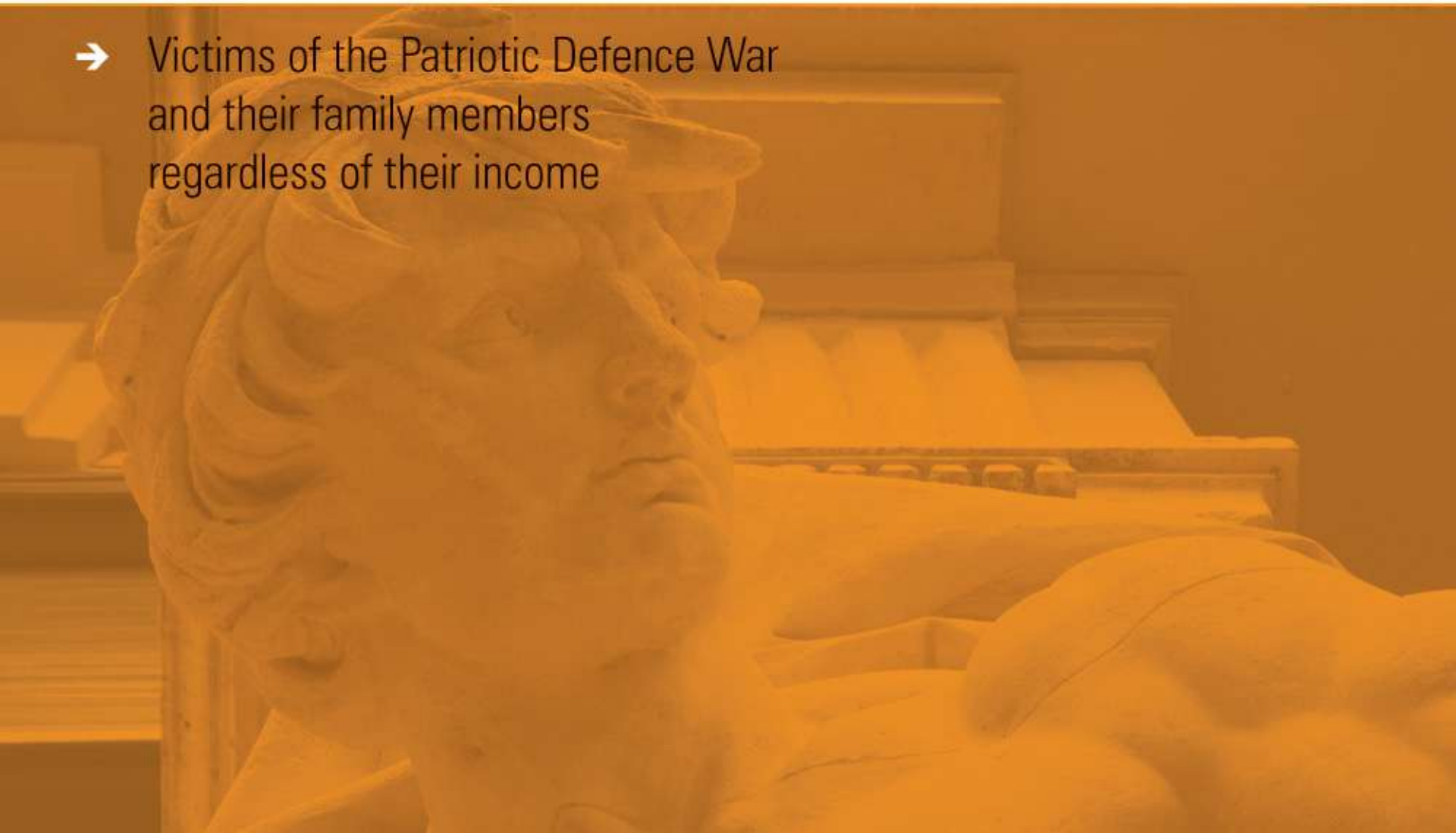
Who are Eligible Users of the City of Rijeka's Social Welfare Programme?

→ Users who are eligible for child benefits or whose average income in the last 3 months was under:

▶ singles	2.000 kn (ca 270 EUR)
▶ two-member family	2.900 kn (ca 392 EUR)
▶ three-member family	3.900 kn (ca 527 EUR)
▶ four-member family	5.000 kn (ca 676 EUR)
▶ for each additional member	+ 700 kn (ca 94 EUR)

● Who are Eligible Users of the City of Rijeka's Social Welfare Programme?

- ➔ Victims of the Patriotic Defence War and their family members regardless of their income



Who are Eligible Users of the City of Rijeka's Social Welfare Programme?

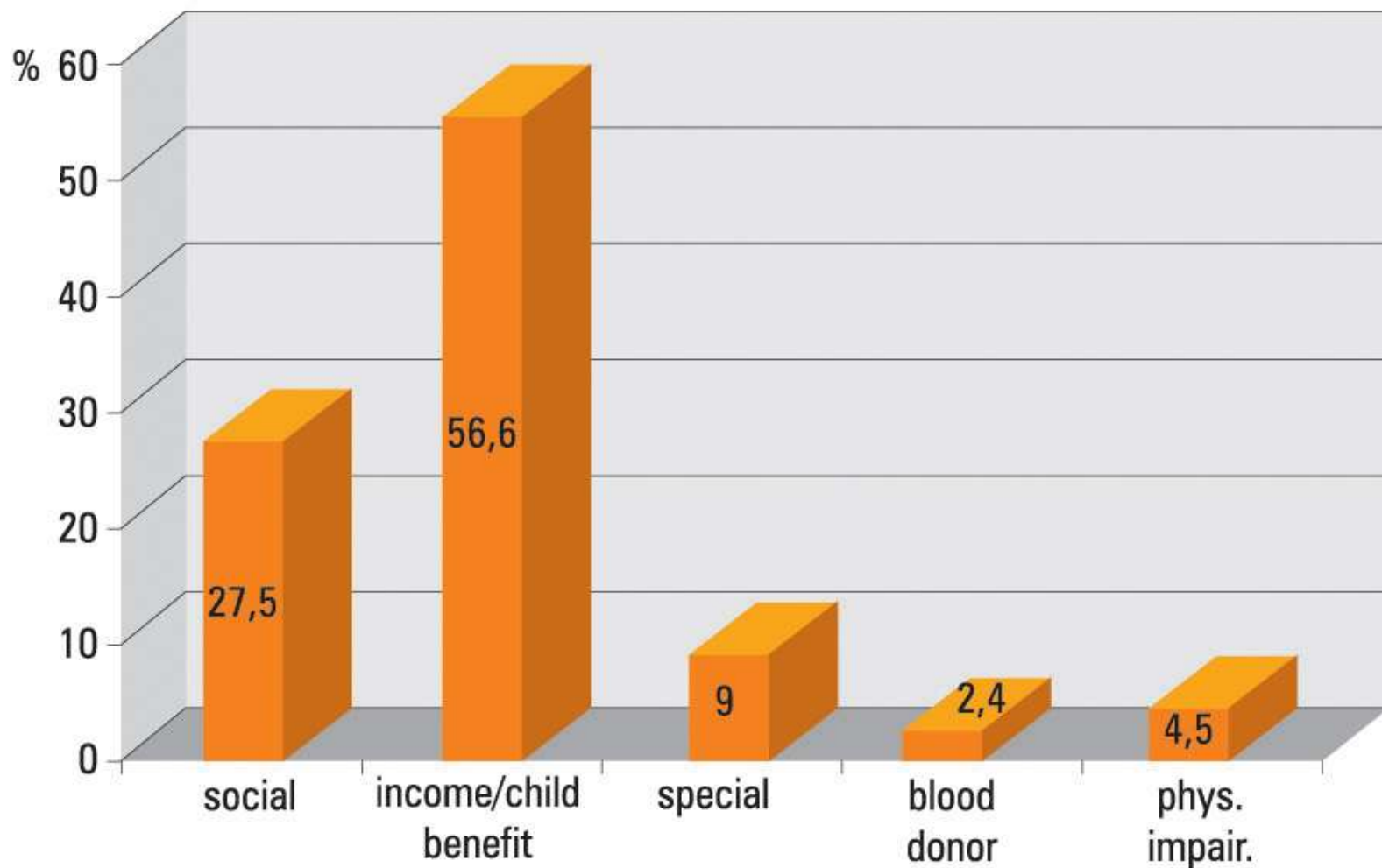
- Individuals with disabilities and specific categories of individuals with chronic diseases regardless of their income:
 - ▶ The blind
 - ▶ The deaf
 - ▶ Individuals suffering from cerebral and children paralyses
 - ▶ Individuals suffering from multiple sclerosis
 - ▶ Kidney patients (both those undergoing dialysis and transplanted)
 - ▶ Individuals with a physical disability of 70% or more
 - ▶ Bedridden individuals, as well as those with severe movement difficulties

Who are Eligible Users of the City of Rijeka's Social Welfare Programme?

- ➔ Voluntary blood donors (unemployed individuals and pensioners)
 - ▶ Males who donated blood 40 or more times
 - ▶ Females who donated blood 25 or more times



● Realized Forms of Support according to Eligibility Requirements



What Forms of Support are Users Eligible for?

- 1 Benefits for residence costs (N=6,360 households)
- 2 Benefits for travelling expenses (N=5,252 persons)
- 3 Benefits for nutrition costs (N=3,637 persons)
- 4 Benefits for health and social service expenses (N=117 persons)
- 5 Benefits for costs of children attending infant nurseries and nursery schools (N=1,032 persons)
- 6 Financial support (N=1,192 persons)
- 7 Various non-repetitive supports (N=2,077 persons)
- 8 Emergency accommodation (N=400 households)

1. Benefits for Residence Costs

- Rent
- Communal utilities
- Electric energy
- Gas
- Central heating
- Water supply and drainage
- Rubbish collection
- Subtenant's rent

2. Benefits for Travelling Expenses

- City public transportation
- Special transport of the physically disabled

3. Benefits for Nutrition Costs

- Infants' nutrition (with medical indication)
- Midmorning snack at primary schools
- Nutrition at primary schools' extended day programme
- Soup kitchen
- Lunch for pensioners

4. Benefits for Health and Social Welfare Services Costs

- Accommodation at the Psychiatric hospital *Lopača*
- Accommodation at the Home for half-day stay of children *Tić*
- Usage of the aid and care house service

5. Benefits for Children Attending Infant Nurseries and Nursery Schools

- Accommodation of children at infant nurseries and nursery schools

6. Monthly Financial Support

- Monthly financial support for pensioners (minimal pension in the amount of 1.200 kn or 162 EUR guaranteed to each retired person, i.e. pension supplement in the amount of 150 kn or 20 EUR to those receiving pension in the amount of 1.000 kn to 1.400 kn (135-189 EUR))

7. Various Non-Repetitive Supports

- Gift-vouchers for newly-born babies
- Gift-vouchers for school books
- Financial support for veterans' children education
(i.e. children of deceased, imprisoned or missing veterans)
- Financial support for firewood
- Reimbursement of funeral service costs

8. Emergency Accommodation

- From 2000, capacity expanded in 2004
- At three locations
- Contract regarding the usage of emergency accommodation is drawn up as an emergency intervention document for the period of 2 years
- ca 400 users

Programmes/Projects of (psycho)social support

- Children and youth
- Women and family
- War victims
- Homeless
- Physically disabled and children with developmental problems
- Individuals with severe and chronic diseases
- Elderly

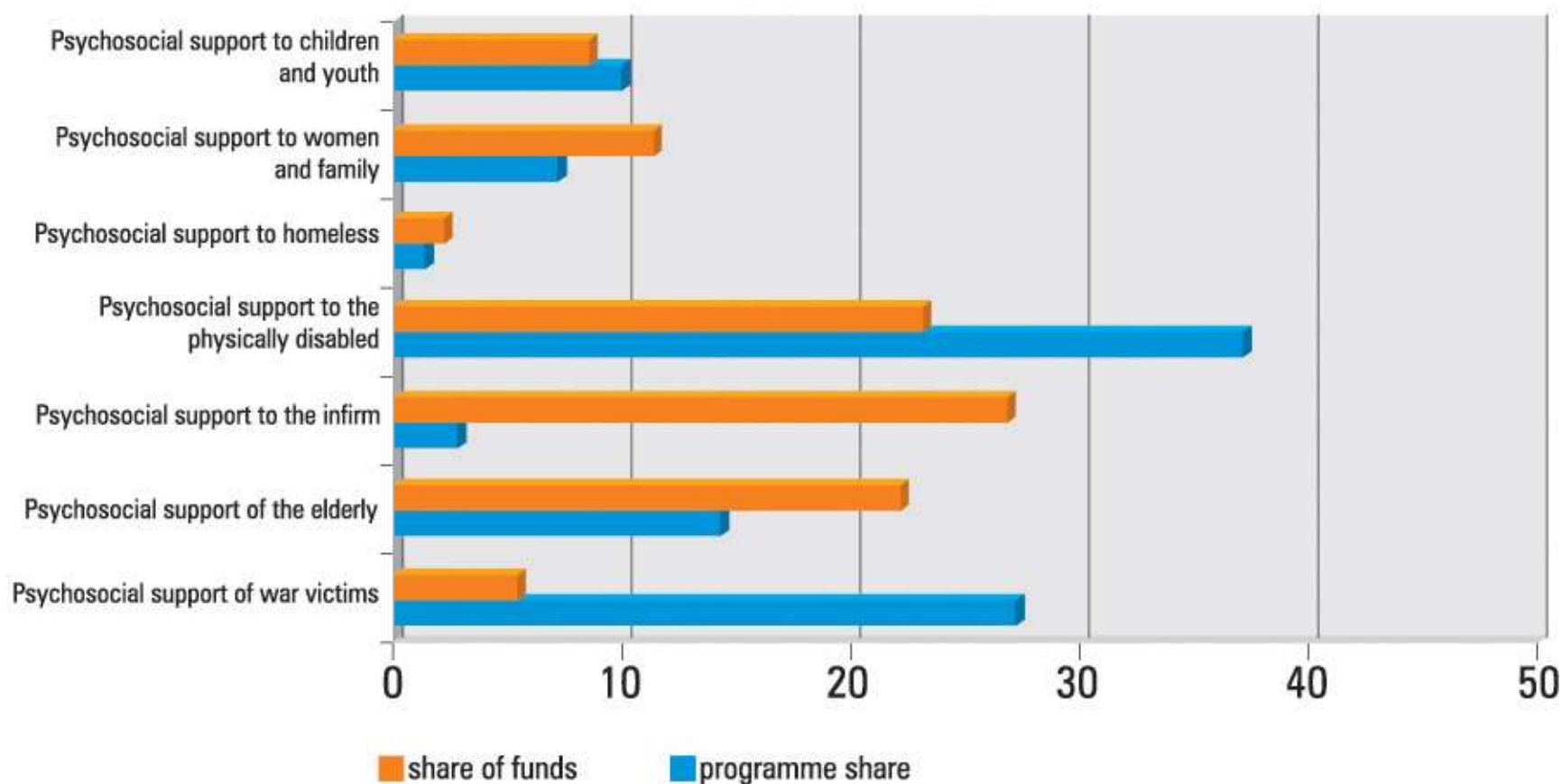
Programmes/Projects of (psycho)social support

- 70 projects/programmes
- 27.352 users, 3.155.251 kuna (432.226 Euro)
- 61% males, 37% females (2% missing data)
- 7% aged 15; 5% aged 16-29; 58% aged 30–64; 25% aged 65+ (5% missing data)

Programmes/Projects of (psycho)social support

- Most programmes/projects directed towards psychosocial support to the disabled and children with developmental problems, as well as to war victims
- Most of the funds allocated to programmes/projects for individuals suffering from severe and chronic diseases

Programmes/Projects of (psycho)social support



Programmes/Projects of (psycho)social support

- 70% projects/programmes designed to empower a socially sensitive groups
- 56% projects/programmes directed towards raising public awareness for problems of a socially sensitive groups
- 56% projects/programmes directed towards providing social welfare services
- 20% projects/programmes designed to provide a friendly environment for a socially sensitive groups

(Psycho)social support to children and youth

→ **5 projects/programmes**

Implemented by: social welfare institution, charity organisation, citizens' associations

Goals: human trafficking prevention, prevention of abuse and neglect, socialization

(Psycho)social support to women and family

→ 6 projects/programmes

Implemented by: social welfare institution, charity organisation, citizens' associations

Goals: treatment of the assailant, legal counselling to women victims of violence, shelter to domestic violence victims, educational upgrading programmes and vocational retraining for domestic violence victims, family and marital counselling

(Psycho)social support to the homeless

→ **1 programme**

Implemented by: religious organisation

Goal: homeless shelter

→ **2 programme**

Implemented by: NGO organization Terra

Goal: homeless shelter

(Psycho)social support to individuals with a physical disability and children with developmental problems

→ 24 projects/programmes

Implemented by: 15 citizens' associations, 1 private health institution, 2 social welfare institutions, 1 utility company

Goals: socialization, transport services, counselling services, professional and non-professional support, early intervention, health supervision, professional orientation and rehabilitation

(Psycho)social support to the individuals suffering from severe and chronic diseases

→ 6 projects/programmes

Implemented by: health institutions, citizens' associations

Goals: education, raising public awareness,
psychological support, home health care,
palliative home care

(Psycho)social support to war victims

→ 19 projects/programmes

Implemented by: citizens' associations, health institution

Goals: socialization, raising public awareness,
professional support

(Psycho)social support to the elderly

→ 10 projects/programmes

Implemented by: social welfare institution, doctor's surgery,
higher education institution, citizens' association

Goals: home health care, phone-for-help,
meals organisation, legal counselling,
health counselling, health promotion,
socialization, education

Partner Organisations

City of Rijeka

```
graph TD; C((City of Rijeka)) --- G1((Government administrative bodies)); C --- G2((Private company for professional rehabilitation and orientation)); C --- G3((Ca 50 NGOs (citizens' associations, charities, religious organisations))); C --- G4((Private health institutions)); C --- G5((City social welfare and health institutions (e.g. Home for half-day stay of children Tić, Psychiatric hospital Lopača))); C --- G6((City utility companies (e.g. for water and sewage utilities, for city public transport))); C --- G7((Private educational institutions (e.g. private nursery schools))); C --- G8((State educational institutions (e.g. primary schools, University of Rijeka))); C --- G9((State social and health care institutions (e.g. Home for the elderly and infirm Kantrida, Health centre of PGŽ))); C --- G10((Government administrative bodies))
```

Government administrative bodies

Private company for professional rehabilitation and orientation

Ca 50 NGOs (citizens' associations, charities, religious organisations)

Private health institutions

City social welfare and health institutions (e.g. Home for half-day stay of children *Tić*, Psychiatric hospital *Lopača*)

City utility companies (e.g. for water and sewage utilities, for city public transport)

Private educational institutions (e.g. private nursery schools)

State educational institutions (e.g. primary schools, University of Rijeka)

State social and health care institutions (e.g. Home for the elderly and infirm Kantrida, Health centre of PGŽ)