

# Transforming to an integrated approach to care

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## Main social policy actors in France

- “Departments” are leaders for social and health-care policy.
- The Department of Hauts-de-Seine is one of the 101 French departments, located in the Ile de France region (1.6 million inhabitants)



- Social protection comes under Social Security, responsible for family benefits, health insurance benefits, unemployment benefits, old-age insurance and, since 2021, old-age dependency



Our goal: provide integrated services that are **individualised** and **available** to any person that needs it

A global perspective built on two levels :

### Front-office

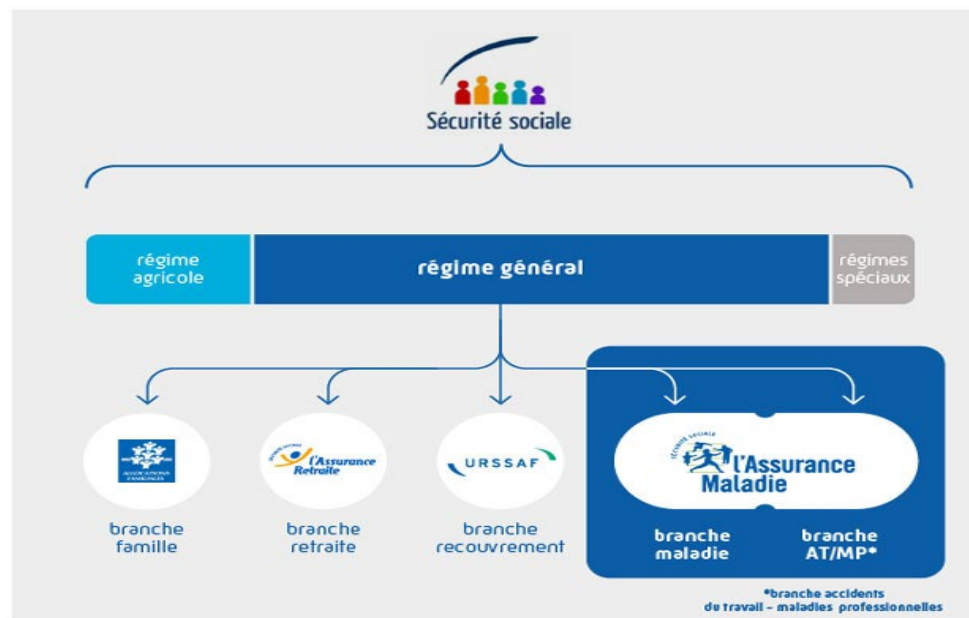
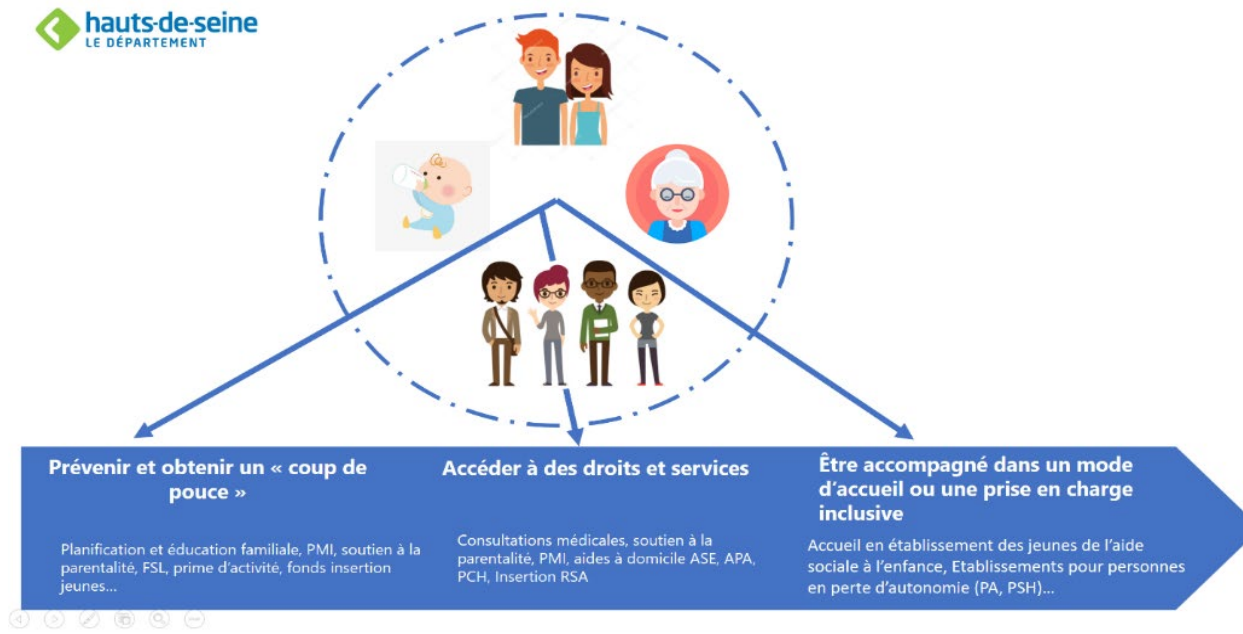
- **Action on local scale** (« front office ») directory to publics needs for information, access to their rights, to support them, regardless of the city where they live
- **Range of services for individual needs or community needs** through funding of solidarity benefits and funding of care homes and social institutions

### Back-office

- Manage and finance shelters, care or nursing homes for all population groups according to a global and inclusive perspective

A common framework to deliver a global and integrated service

### L'aide et l'action sociale du Département des Hauts de Seine selon le parcours de l'utilisateur



Coordination with all partners and actors based on 3 multidisciplinary units:

How are social services coordinating with other departments to provide an integrated approach to care?

Reception and access to right unit

Assistance with administrative and digital procedures

First-level reception and pre-instruction

Use of simplified procedures for all rights

Appraisal unit

Detect all the social fragilities of the child, the family or the person with regard to their environment

Assess the situation of a child, a vulnerable minor or adult

Social assistance and support unit

Provide support adapted to the problems of the child, the family or the person over time

Ensure the educational follow-up of a child within the framework of child protection

Monitor vulnerable women and children

## Improving our outreach work in times of crisis

- ❑ Adapted and flexible response made to deal with new public, for example, the reception and support of refugees from Afghanistan and Ukraine..

- August 2021 : hosting Afghan refugees in France

In close collaboration with State authorities , setting up consultations for early childhood and pregnant women in refugee shelter hotels (600 Afghan refugees spread over 2 hotels)

Conversion of hotel rooms into consulting rooms with a mobile team of nurses and doctors

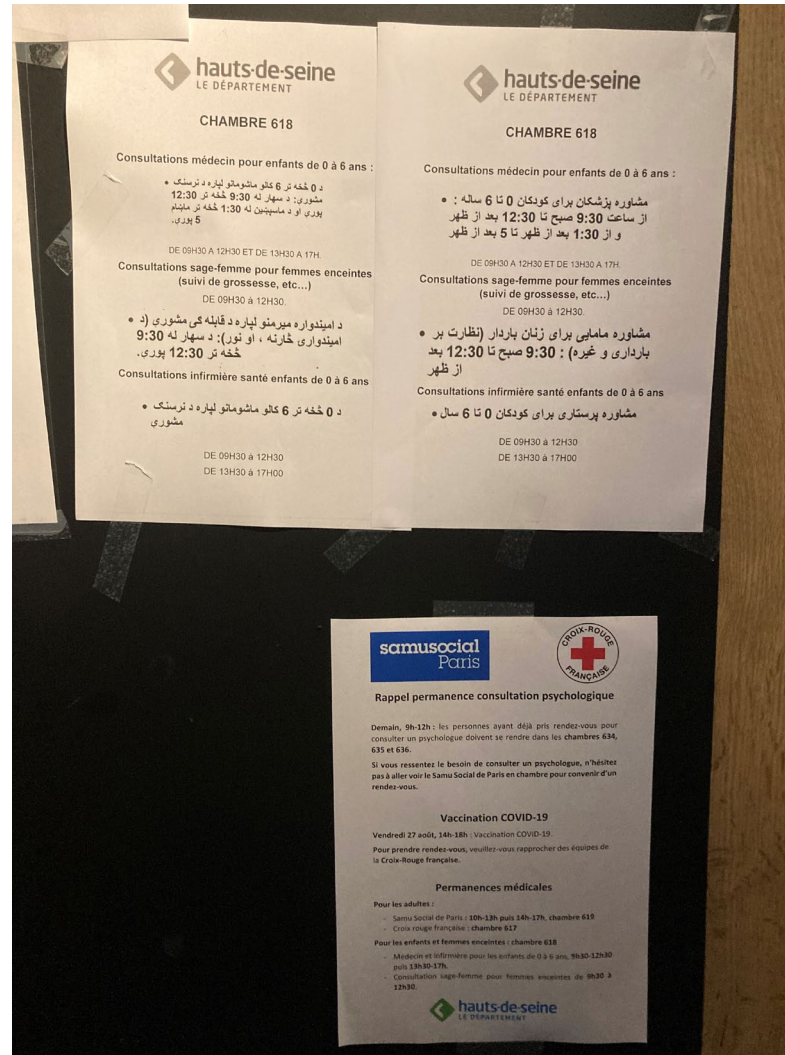
Identification of families in need of assistance, in relay of care organizations involved within the hotel

- March 2022 : hosting ukrainian refugees

Medical advisory and examination within one of the hotels, and delivering "fast track" access for families within 27 maternal and child care and medical centers.

Implementation of a psychological support unit for families in hotels. Rapid activation of health insurance rights (Social Security)

## Two examples of improved outreach



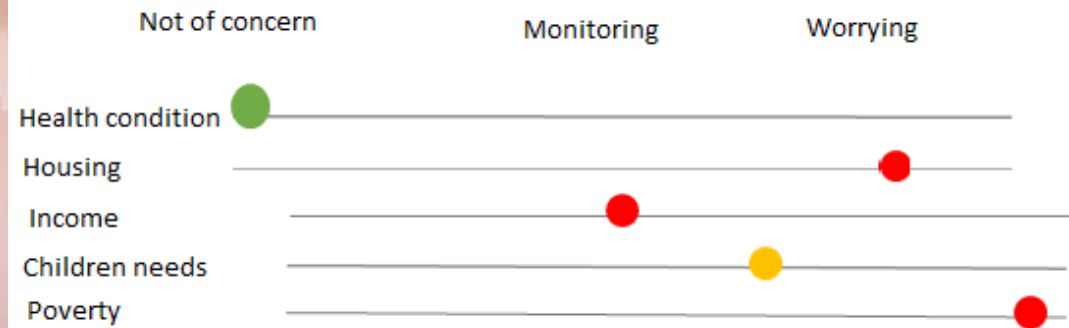
Medical and nurse examination for children and their parents directly in the hotel room for afghan refugees.



Play area for children and their families in the medical and care center for ukrainian refugees



# Impact on the people with whom our social services work with



Coordinate services between « Departement » and Social Security Office

**Child welfare and protection**

- Social assistance measure for children implemented by the department
- Intervention of assistance from the Family Allowance Fund-Office, with a professional-technician for social and family intervention

**Mother and child welfare center**

- 8th day and 24th month health certificate for Lucie in June 2017 and June 2019
- 8th day certificate for Noémie in July 2021
- Nursery school health check for Lucie in 2020 and 2021
- Psychomotrician examination for Lucie in March 2021
- Child doctor examination for Noémie in September 2021, October 2021, November 2021

**INSERTION**

- Support with active solidarity income for employment assistance and social needs