

<p>Title: 50 characters including spaces</p>	<p>"ACCOMPANIMENT SERVICE FOR PEOPLE WITH A MENTAL HEALTH DIAGNOSIS AND EXTENSIVE SUPPORT NEEDS"</p>
<p>Body Text: 1500 characters including spaces</p>	<p>The Accompanying Service for people with a mental health diagnosis and extensive support needs is an action of the Balearic Government included in the Basic Portfolio of Social Services of the Balearic Islands 2017-2020, approved by Decree 66/2016 of 18 November.</p> <p>It is a service of assessment, guidance and support for people who have a mental disorder and who are or have been in a prison. Its objective is to achieve the integration of these people in the different areas of social life, facilitate access to community resources and the use, through the coordinated development between social services and social care services (education, employment, health, housing and justice), of actions to promote healthy living conditions and specific integration and rehabilitation programmes.</p> <p>Through a methodology of personalized accompaniment, the service aims to support the activities of daily life of these people, to develop skills and abilities that facilitate their process of social integration and return to the community, avoid chronicity and have more quality of life in all areas.</p> <p>The service provides for individual accompaniment and follow-up, as well as different group workshops (both in the prison and in the community, once they have left the prison), as well as a task of mediation, coordination and accompaniment of the community's social and health resources.</p> <p>The then DG of Planning and Social Services, now DG of Social Services, processed a procedure of social agreement and from January 1, 2018 to December 31, 2021 the concerted entity in charge of providing this service is the Group of Street Educators and Work with Minors (GREC).</p> <p>The service is provided in two ways, according to the type of case:</p> <ul style="list-style-type: none"> o A service of accompaniment in generic modality, in which 65 places are available continuously. o An intensive accompaniment service, complementary to the generic modality, designed for cases which present conditions of great difficulty which require greater attention on the part of the professionals, for which 10% of the places are foreseen.

Annex - table

<p>Country:</p>	<p>Spain</p>
<p>Project name:</p>	<p>"Accompaniment service for people with a mental health diagnosis and extensive support needs"</p>
<p>Area of activity:</p>	<p>Helping people to aim higher/roads of death</p>

(choose one or several)	<p>Training that works/ Lifelong learning</p> <p>Giving everyone a chance</p> <p>Combating marginalisation / Integration of marginalised communities (Roma, migrants)</p> <p>Supporting local partnerships/community-led development strategies</p> <p>Inclusive Approaches/ Improved Access to Social Services, Homelessness and Exclusion from Housing, De-Institutionalisation, Child Poverty</p> <p>Better public services</p> <p>Partnerships for Progress / Capacity Building for Stakeholders</p>
Key words:	Accompaniment, Mental health, Guidance, Support, Penitentiary centre, Integration.
Project duration: (month) yyyy – (month) yyyy	2017 - 2021
ESF contribution:	1.110.604,82 EUR.
Total budget:	2.221.209,64 EUR.
Number of participants:	Between 1 January and 31 December 2018, a total of 88 people have been attended to.
Quotes: (e.g. personal experiences by persons/ beneficiaries)	
Organisation:	Directorate General of Social Services Department of Social Affairs and Sports
Contact details: Name of contact person Email address Telephone number Organisation website Social media accounts Links to publications or videos	<p>Antonia Puigros</p> <p>Head of Social Planning Service</p> <p>971 177 200 (Ext. 69396)</p> <p>apuiggros@dgplafor.caib.es</p>

Metadata

Description: 200 characters including spaces – <i>should mention the country</i>	" Accompaniment Service for people with mental health diagnosis and extensive support needs" of the Autonomous Community of the Balearic Islands of Spain
Latitude	N39°11'22.88"
Longitude	E2°31'16.9"
Keywords: <i>Between 3-4 taking into account geography (by country), theme and target group</i>	Accompaniment Service, Mental health, Penitentiary centre, Illes Balears, Spain.

Photo:



Copyright: Image published by the GREC Association.

Alternative text (description of what is in the photo): Personalised accompaniment service of the GREC Association.

JUSTIFICATION FOR CRITERIA TO BE CONSIDERED AS GOOD PRACTICE

1. The action has been adequately disseminated among the beneficiaries, potential beneficiaries and the general public.

The measure has complied with the information and publicity measures established in the Communication Strategy of the Balearic Islands ESF OP 2014-2020, complying with the requirements established in Annex II of Regulation (EU) 1303/2013 of 17 December.

Both in the tendering phase and in the execution and implementation phase of the service, there has been wide dissemination among the beneficiaries, potential beneficiaries and the general public of the funding opportunities, the objectives of the service and the contribution of the ESF to the implementation of this measure, using different forms and methods of communication, as set out below.

During the processing phase of the Social Services concert

The procedure for arranging the support service for people diagnosed with mental health and in need of extensive support was carried out through electronic means, and the announcement and other reference documentation was published in the Official Gazette of the Autonomous Community (BOIB) and the ad hoc website for

arranging the Social Services of the Balearic Government, so that it was widely disseminated among potential beneficiaries.

In both cases the mention of co-financing by the ESF and the OP for the Balearic Islands was made prominently in the title of the call.

Illustration 1: Publication in the Government of the Balearic Islands' Social Services Agreement Portal¹

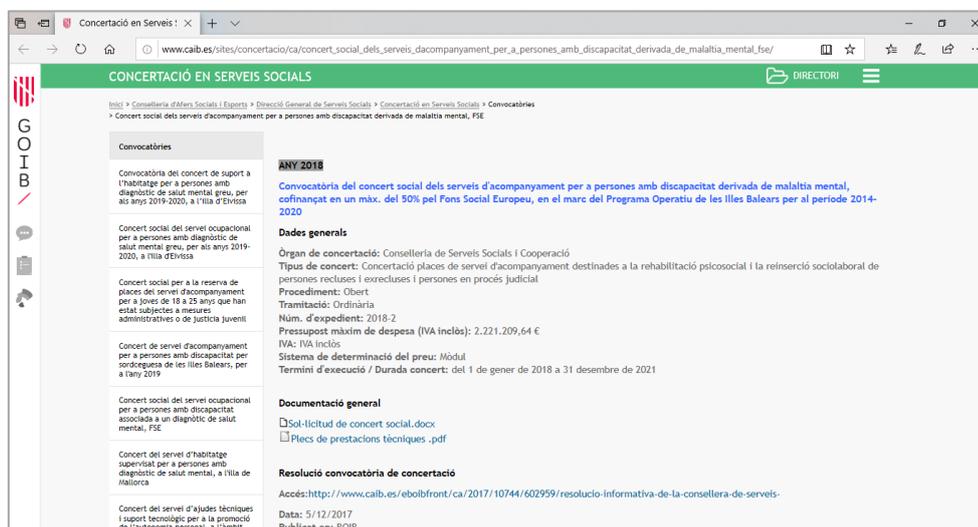
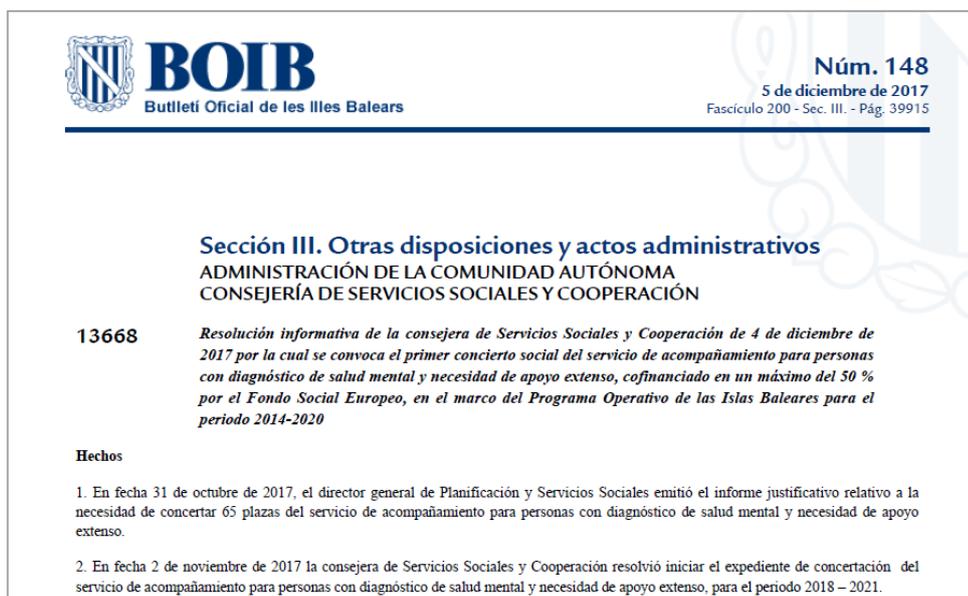


Illustration 2: Publication of the announcement in the BOIB²



All the documentation of the call has been available through the Electronic Headquarters of the Government of the Balearic Islands (GOIB)³. The GOIB's electronic headquarters is a web space available to citizens and companies, through which companies and suppliers can access information and the services and electronic procedures of the Administration of the Autonomous Community of the Balearic Islands at any time and in any place with an Internet connection.

¹

http://www.caib.es/sites/concertacio/ca/concert_social_dels_serveis_dacompanyament_per_a_persones_amb_discapacitat_derivada_de_malaltia_mental_fse/

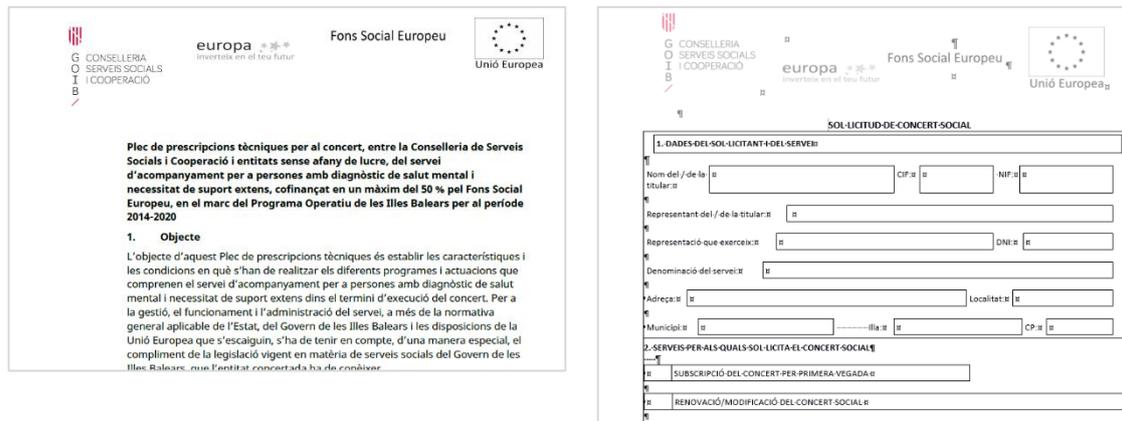
² <http://www.caib.es/eboibfront/es/2017/10744/602959/resolucion-informativa-de-la-consejera-de-servicio>

³ GOIB Electronic Headquarters: <https://www.caib.es/seucaib/ca/200/persones/tramites/tramite/3172364>

As stated in the CPR 1303/2013, the emblem of the Union, the reference to the European Union and the European Social Fund were included in all the documentation of the tendering phase of the service, in accordance with the technical characteristics of the COMMISSION IMPLEMENTATION REGULATION (EU) No 821/2014 of 28 July 2014.

As established by the Practical Handbook of Information and Publicity of the ERDF and ESF Operational Programmes of the Balearic Islands 2014-2020⁴, prepared and published by the Balearic Government, the slogan with the emblem chosen by the Autonomous Community of the Balearic Islands is included: Europe invests in your future / Europa inverteix en el teu futur.

Illustration 3: Examples of inclusion of the Emblem of the Union and references to the EU and ESF⁵



The characteristics and conditions in which the different programs and performances included in the accompaniment service for people with a mental health diagnosis and extensive support needs had to be carried out were established in the Technical Specifications for the concert⁶. Furthermore, the processing procedure and the obligations of non-profit organisations were also set out in the **Information Resolution of the Department of Social Services and Cooperation of 4 December 2017 (BOIB no. 148 of 5/12/2018)**.

⁴ <http://www.caib.es/sacmicrofront/archivopub.do?ctrl=MCRST31Z1203078&id=203078>

⁵ <https://www.caib.es/seucaib/ca/200/persones/tramites/tramite/3172364>

⁶ <https://www.caib.es/seucaib/ca/200/persones/tramites/tramite/3172364>

Illustration 4: Information on co-financing in the technical specifications of the concert⁷

<http://www.caib.es/eboibfront/pdf/es/2017/148/995946>

13. Obligaciones de las entidades concertadas

Son obligaciones de las entidades concertadas las que se establecen en el Pliego general de condiciones técnicas, así como en el Reglamento (UE) núm. 1303/2013 del Parlamento Europeo y del Consejo, de 17 de diciembre de 2013, por el cual se establecen disposiciones comunes relativas al Fondo Europeo de Desarrollo Regional, al Fondo Social Europeo, al Fondo de Cohesión, al Fondo Europeo Agrícola de Desarrollo Rural, y al Fondo Europeo Marítimo y de la Pesca, y por el cual se establecen disposiciones generales relativas al Fondo Europeo de Desarrollo Regional, al Fondo Social Europeo, al Fondo de Cohesión y al Fondo Europeo Marítimo y de la Pesca, y se deroga el Reglamento (CE) núm. 1083/2006 del Consejo:

- Adoptar, en los términos establecidos en la convocatoria, las medidas de difusión consistentes a hacer constar en las memorias anuales que se redacten, como también en los trabajos, las actividades, las publicaciones, los documentos o los actos públicos relacionados con el fin de la subvención, la financiación de la Comunidad Autónoma de las Islas Baleares y, si es el caso, la cofinanciación con fondo de la Unión Europea y, más concretamente, la imagen corporativa de la Consejería de Servicios Sociales y Cooperación y, si corresponde, la imagen de la Unión Europea.
- Conservar los documentos justificativos de la aplicación de los fondos percibidos, incluidos los elementos electrónicos, mientras puedan ser objeto de actuaciones de comprobación y control por parte de las autoridades nacionales o del Fondo Social Europeo, de acuerdo con el que establece el artículo 140 del Reglamento (UE) núm. 1303/2013 del Parlamento Europeo y del Consejo, de 17 de diciembre de 2013.
- Informar a todas las personas usuarias del servicio de acompañamiento y el público en general de la ayuda obtenida de la Consejería de Servicios Sociales y Cooperación y de la FSE mediante las medidas que prevé esta convocatoria.
- Aceptar ser incluida en la lista de operaciones publicada de acuerdo con el artículo 115.2 y el anexo XII del Reglamento (UE) núm. 1303/2013.
- Disponer de un sistema de contabilidad separada o una codificación contable adecuada que permita identificar claramente la operación cofinanciada, de acuerdo con el artículo 125.4 b del Reglamento (UE) núm. 1303/2013, sin perjuicio de las normas de contabilidad nacional.

16. Publicidad

16.1. Las entidades de iniciativa privada acogidas al concierto social, junto con su denominación, tienen que hacer constar en la documentación, en todas las comunicaciones (informes, hojas, documentos, trípticos de difusión, mensajes electrónicos, webs, inserciones en prensa, artículos a diarios y a revistas especializadas) y en la publicidad, la condición de entidad concertada, según las indicaciones del *Manual de identidad corporativa* que se facilitará desde la Administración, siempre con el visto bueno de la Consejería de Servicios Sociales y Cooperación. En la documentación mencionada también se tiene que hacer constar la participación del Fondo Social Europeo mediante la incorporación de los elementos identificadores correspondientes.

16.2. Las entidades de iniciativa privada acogidas al régimen de concierto social tienen que colocar en un lugar visible de sus instalaciones la indicación "Servicio de acompañamiento de personas con diagnóstico de salud mental y necesidad de apoyo extenso concertado con el Gobierno de las Islas Baleares, con la cofinanciación del Fondo Social Europeo" con el logotipo correspondiente, que le proporcionará la Consejería de Servicios Sociales y Cooperación. Así mismo, se tiene que hacer referencia a esta circunstancia en las comunicaciones y en las relaciones que establezca por escrito con las personas usuarias de las plazas concertadas.

16.3. Esta convocatoria de concierto de la Consejería de Servicios Sociales y Cooperación está cofinanciada por el Fondo Social Europeo en el marco del Programa Operativo de las Islas Baleares para el periodo 2014-2020, de acuerdo con el Reglamento (UE) núm. 1303/2013 del Parlamento Europeo y del Consejo, de 17 de diciembre de 2013, y del Reglamento (UE) núm. 1304/2013 del Parlamento Europeo y del Consejo, de 17 de diciembre de 2013. Así mismo, también es de aplicación el Reglamento de ejecución (UE) núm. 821/2014 de la Comisión, de 28 de julio.

16.4. Toda la publicidad, la documentación escrita, los anuncios o la señalización exterior, como también cualquier tipo de información en apoyo electrónico, informático o telemático que se derive de esta actividad, tienen que ser, como mínimo, en catalán, y se tiene que utilizar un lenguaje inclusivo de hombres y mujeres. Además, la entidad beneficiaria está sometida a las normas de información y comunicación sobre la ayuda del Fondo Social Europeo reflejadas en el anexo XII del Reglamento (UE) núm. 1303/2013 del Parlamento Europeo y del Consejo, de 17 de diciembre de 2013. Entre otras obligaciones, en toda la publicidad y la documentación pública de las acciones cofinanciadas, se tienen que hacer constar la participación de la Consejería de Servicios Sociales y Cooperación y la cofinanciación del Fondo Social Europeo (FSE) mediante la incorporación de los elementos identificadores correspondientes. Así mismo, la entidad puede hacer constar sus elementos identificadores con el mismo tamaño o con una de menor que la de los logotipos de la Consejería de Servicios Sociales y Cooperación y la FSE. Las entidades tienen que informar a todas las personas destinatarias finales que la actividad está cofinanciada por el Fondo Social Europeo (FSE) por medio del Programa Operativo de las Islas Baleares 2014-2020, dentro del eje 2, objetivo temático 9.

16.5. Las entidades beneficiarias tienen la obligación de aportar una copia de toda la publicidad, la documentación escrita, los anuncios o la señalización que hayan utilizado en que conste la cofinanciación de la Consejería de Servicios Sociales y Cooperación y del Fondo Social Europeo, cuando presenten la justificación de la operación subvencionada y de la memoria económica.

17. Prerrogativas de la Administración

17.1. El órgano instructor del procedimiento de concertación tiene la prerrogativa de interpretar, resolver las dudas que surjan durante el procedimiento, modificar por razones de interés público, acordar la resolución y determinar los efectos.

<http://www.caib.es/eboibfront/pdf/es/2017/148/995946>

These measures include information that acceptance of financing implies acceptance of inclusion in the list of operations published in accordance with Article 115(2) of Regulation (EU) 1303/2013.

The signature of the new concert between the Ministry of Social Affairs and the entity GREC was disseminated through a press release published in the Balearic Government portal:

⁷ <http://www.caib.es/eboibfront/es/2017/10744/602959/resolucion-informativa-de-la-consejera-de-servicio>

Illustration 5: Press release on the signing of the renewal of the agreement between the Ministry of Social Services and GREC⁸



This news was also echoed by the GREC Association itself through its website⁹ and their social networks on Facebook and Twitter.

During the execution phase of the actions of the Accompanying Service

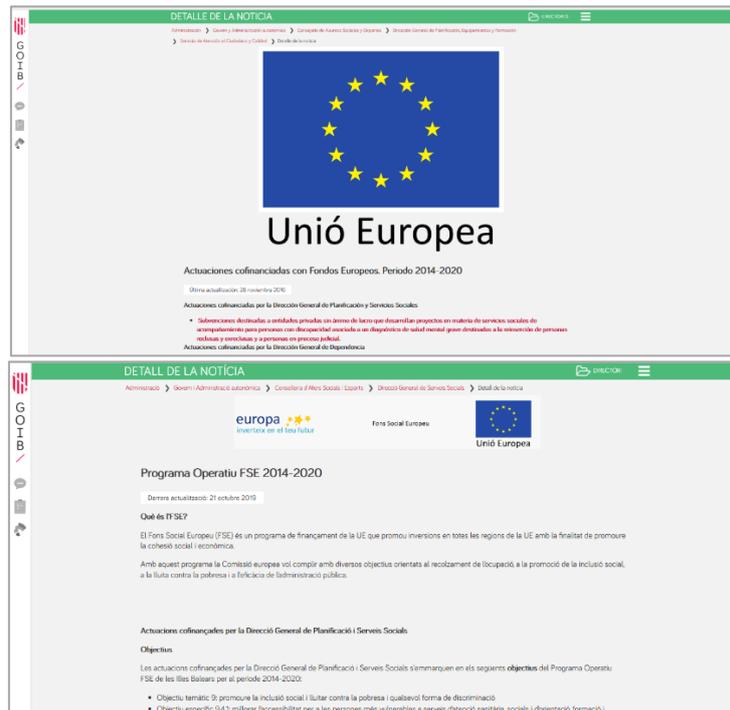
In application of the communication measures in paragraph 2.2 of Annex XII of RDC 1303/2013, the Directorate-General for Social Services, as the beneficiary of the ESF OP for the Balearic Islands, has made a brief description on its website, which provides information on the co-financing of this service by the ESF:

<http://www.caib.es/govern/sac/fitxa.do?codi=2695684&coduo=2390652&lang=ca>

⁸ Press release: <http://www.caib.es/pidip2front/jsp/ca/fitxa-convocatoria/grec>

⁹ <https://www.grecmallorca.org/es/2-uncategorised/344-concertacion-del-servicio-de-acompanamiento-a-personas-reclusas-y-exreclusas>

Illustration 6: DG Social Services' website announcing the co-financing of the accompanying service through the ESF



In addition, the documentation addressed to participants, such as the model application form below, contained information on the EU and ESF co-financing:

Illustration 7: Model of application for registration in the Accompaniment Service

The image shows a model application form. At the top left is the logo of the Balearic Islands Government (GOIB) with the text 'G CONSELLERIA O SERVEIS SOCIALS I I COOPERACIÓ B DIRECCIÓ GENERAL PLANIFICACIÓ I SERVEIS SOCIALS'. In the center is the 'europa' logo with 'inverteix en el teu futur' and 'Fons Social Europeu'. On the right is the European Union flag and 'Unió Europea'. The main title is 'SOL·LICITUD D'ALTA AL SERVEI D'ACOMPANYAMENT PER A PERSONES AMB DIAGNÒSTIC DE SALUT MENTAL I NECESSITAT DE SUPORT EXTENS'. Below the title is a table with the following structure:

DADES DEL SERVEI			
Nom del servei		Municipi	Núm. Exp.
DADES DE L'ENTITAT			

Furthermore, the operation has been included in the list of selected operations, published by the Intermediary Body of the Operational Programme, in accordance with Article 115.2 of Regulation (EU) 1303/2013 on the European Funds website.

Illustration 8: Extract from the list of operations published on 17/06/2019¹⁰

Objetivo temático	Prioridad de Inversión	Objetivo Específico	BENEFICIARIO [1]	OPERACIÓN [2]	RESUMEN [3]	FECHA INICIO [5]	FECHA FIN [10] o [9]	COSTE GASTO TOTAL SUBVENCIONABLE [4]	COFINANCIACIÓN UE	C/PI
9	9.4	9.4.1	Direcció General de Planificació i Serveis Socials	Concierto social de servicios de acompañamiento para personas con discapacidad derivada de enfermedad mental. Concierto social del servicio de acompañamiento para personas con diagnóstico de salud mental y necesidades especiales de apoyo.	Servicios de acompañamiento para personas con diagnóstico de enfermedad de salud mental y necesidades especiales destinados a la rehabilitación psicosocial y a la reinserción sociolaboral de personas reclusas y exreclusas y personas en proceso judicial.	01/01/2017	31/12/2017	434.092,51	50,00%	
						01/01/2018	31/12/2021	2.221.209,64	50,00%	

For its part, the entity **Group of Street Educators and Work with Minors (GREC in Spanish)**, as the entity awarded the concert, has fulfilled the requirements established in paragraph 2 of Annex XII of Regulation (EU) 1303/2013 of 17 December:

- Has included a description of the co-financed project on its website, specifying the funding from the Balearic Government and the ESF:
<https://www.grecmallorca.org/ca/programes/salut-mental>

Illustration 9: Information on the web portal of the concerted entity

The screenshot shows the website of GREC (Grup d'Educadors de Carrer i Treball amb Menors). The main navigation menu includes 'Inici', 'Informació general', 'Programes', 'Comunicació', and 'Oferta de Serveis'. The 'Programes' section is active, displaying the title 'Servei d'Acompanyament per Persones amb Diagnòstic de Salut Mental i Necessitat de Suport Extens'. Below the title, there is a brief description in Catalan: 'En la població reclusa del Centre Penitenciari hi ha un grup de persones amb problemàtica greu de salut mental, encara que no sempre estigui diagnosticat. A aquesta situació de malaltia mental, s'hi afegeixen unes necessitats específiques pròpies de la població reclusa que dificulten encara més l'estada a la presó, i...'. A list of services is provided: 'Suport i orientació jurídica /penitenciaria', 'acompanyaments i suport individual a activitats de la vida diària tant dintre com fora del CP', 'Tutories, acompanyament i suport a totes les àrees vitals (salut, formació, família, etc.)', and 'Suport en el domicili/Orientació i suport familiar'. The 'FONTS DE FINANÇAMENT' section lists 'Govern de les Illes Balears, Conselleria de Serveis Socials i Cooperació, Fons Social Europeu'. Logos for the Balearic Government, the European Union, and the 'ONG ACREDITADA FUNDACIÓ LEALTAT' are visible at the bottom.

¹⁰ http://www.caib.es/sites/fonseuropeus/es/listado_de_operaciones/

2. An information poster on the project of a minimum size of A3 has been placed at the headquarters of the GREC Association, mentioning the financial support of the Union:

Illustration 10: Information Poster A3



In addition, the GREC group and the Balearic Government have developed various communication measures, disseminated through different media, to raise awareness among the public and the final beneficiaries of the activities carried out within the framework of the programme:

- a) **Magazine ENGRESCA'T**¹¹: made by the users of the program, which aims to be a space where they can express their concerns and their vision of what happens to them in their daily lives. It is also an activity that promotes teamwork with colleagues and a step in the process of social integration that brings them a little closer to society. Two numbers have been issued:

Magazine n°1 July - December 2018:

<https://drive.google.com/file/d/1YC1IPod3d5i6074lxiXzOmqHR0jxdPWs/view>

¹¹ <https://www.grecmallorca.org/es/comunicacion/noticias/376-engresca-t-2>

Illustration 11: Magazine Engresca't n° 1



Magazine n° 2:

<https://drive.google.com/file/d/1Z3jMufMbMfakaLUPcfCW4cdvhh13W7fk/view>

Illustration 11: Magazine Engresca't n° 2



b) **Dissemination of the activity through social networks:** GREC has disseminated on Facebook and Twitter the activity and actions developed with the people targeted by the accompaniment service.

Facebook:

<https://www.facebook.com/GREC-Grup-Educadors-de-Carrer-i-Treball-amb-Menors-558552354191268/>

Twitter:

https://twitter.com/GrecMallorca?ref_src=twsrc%5Etfw&ref_url=http%3A%2F%2Fwww.grecmallorca.org%2Fca%2Fcomunicacio

c) **Dissemination of the program in different events:**

Prison Social Council: explains the activities carried out	11/12/2018
Feast of the patron saint of prisoners: outreach activities for inmates and professionals	24/09/2018

d) Dissemination in the media:

Press release in the Mallorca's Journal of 28/07/2018:

<https://www.diariodemallorca.es/mallorca/2018/07/28/asociacion-grec-visita-rotatito/1334831.html>

Illustration 12: Press release Diario de Mallorca - 28/07/2018



2. The action incorporates innovative elements.

The target **group itself** is one of the innovative features of the accompaniment service, which is aimed at **men and women who are serving or have served a sentence in a prison in the Balearic Islands,** and who suffer from mental illness (with a deterioration in at least three vital areas), regardless of whether there is a prior psychiatric diagnosis and in a situation of social exclusion.

Due to the specific characteristics of the target group and its difficulties, the GREC Association¹² proposes a **comprehensive rehabilitation service and accompaniment throughout the individual's insertion journey until they become fully autonomous.** The service is flexible and open and works both individually and in groups and aims to adapt to the needs and interests of the group by generating dynamics of active and responsible participation.

The work methodology developed by GREC is based on the following **principles**:

- a. The personalization of the process.
- b. Community involvement.
- c. The integral conception of the person.
- d. Using the person's own skills as an essential tool for psychosocial rehabilitation.
- e. The importance of processes for the achievement of the objectives of each person, and of constant evaluation to readjust these goals to the characteristics of each moment.

¹² <https://www.grecmallorca.org/es/programas/salud-mental>

- f. The educational link between the educator and the user, with well-defined roles and a basis of humanity, respect, coherence.
- g. The accompaniment, in a face-to-face and continuous way and support.
- h. Group work as a complementary intervention to individual work.
- i. The interdisciplinary approach and coordination with the involvement of all social agents.
- j. The continuity of the intervention outside the penitentiary.
- k. The participation of users in their processes in an active and responsible way.

As an integrating project, it seeks **the involvement, collaboration and coordination with all the services and resources** that are directly and indirectly related to the objectives of the project. In this sense, a coordination work has been carried out with all the community resources involved in the personal process, above all with the courts, which has translated into a greater joint work that has meant minimizing the returns to prison and that more users can enjoy alternative judicial measures to prison.

The continuity of the accompaniment service from January 2018 within the framework of a new social agreement with the GREC entity, meant in turn the incorporation of a new element: **the intense attention modality**, complementary to the general modality, to treat the cases of high complexity derived from multiple factors: from the mental structure of the person, the evolutionary level itself (acquisition of adult roles typical of the age) or the social and family support received (on an emotional and economic level).

This revision of the way of providing the service derived from the technical follow-up of the 2016 grant and the 2017 concert¹³, where it was noted that the economic module should be revised in order to adjust it better to the care needs of the target group.

3. Adequacy of the results obtained to the objectives set.

The general objective of this service is to enable prisoners or ex-prisoners with a mental health diagnosis to carry out their daily life in the community in the most integrated and standardised way possible.

During this year 2018, the entity implementing the programme has consolidated the working method of the accompanying service, based on one hand on individual intervention and, on the other hand, on group and community intervention that has made it possible to increase the number of people in semi-freedom, or in total freedom, and alternative measures, which has meant achieving the objective of not going into prison.

¹³ The implementation of this action was carried out during the year 2016 through a call for grants, moving in 2017 to a regime of concert, provided for in Law 10/2013 of 23 December, amending the Law 4/2009 of 11 June on social services of the Balearic Islands and Decree 48/2017 of 27 October, which establishes the general principles to be submitted to social concerts.

To measure the results of the support service, a specific result indicator has been defined as "Participants with disabilities or developmental disorders who improve their social integration and development after their participation", whose achievements are measured on the basis of the following indicators, the execution of which during 2018 is shown below:

i. **Number of registered applications:** 98 applications.

There are 33 applications in addition to the 65 beneficiaries.

ii. **Number of participants benefiting from the programme:** 88 people have been served at some point during 2018.

Of these 88 people, 23 have been processed in 2018, which means that 65 participants will receive continuous care throughout the year between 1 January and 31 December 2018.

iii. **Number of participants who have been diagnosed and have an individualized educational project (IEP):** 65 participants.

Gives information on the number of participants who have been individually followed up and have an educational diagnosis.

iv. **Number of participants who have obtained the disability certificate or are in the process of doing so:** 65 participants.

This data is relevant, because with the disability certificate participants can access the community resource network.

v. **Positive evolution in 50% of the areas worked on according to the EIP:** 63 people participating and 85 people benefiting from the programme and attended to at some point.

This indicator is also very important, as it provides information on whether the work plan meets the personal needs of the participants.

vi. **Number of participants with prescribed treatment and adherence at the end of the period:** 60 people participating and 76 people benefiting from the programme and served at some point.

It informs about the involvement of the participants in the programme and therefore the success of the accompaniment process itself.

vii. **Number of participants who manage to improve their social and labour insertion:** 86 participants.

The data shows a very positive result, since 97.73% of the people who have been attended by the service at some time during the year have managed to improve their insertion.

	M	W	T
Number of participants with disabilities served by Basic Portfolio services	81	7	88
Participants with disabilities who manage to improve their social and labour insertion	80	6	86

% results 98,77% 85,71% 97,73%

4. Contribution to the resolution of a problem or weakness detected in the territorial scope of implementation.

There is a group of people with serious mental health problems in the prison population, although they are not always diagnosed. In addition to this situation of mental illness, there are some specific needs of the prison population that make it even more difficult to stay in prison, and above all, to integrate them into society, work and family life.

In order to face this challenge, public intervention is needed to guarantee not only the quality of the services provided, but also the development of innovative reference programmes that adapt the services provided to the needs of the current model of society, with the active participation of society as a whole.

This project aims to meet these needs, improve the quality of life of these people while they are in prison and facilitate the process of integration.

5. High degree of coverage of the target population.

The service is aimed at the inmate or former inmate population over the age of 18 who is serving or has served a sentence in a prison in the Balearic Islands, or is referred from other prisons, with a disability associated with mental illness, with a social report or a health status report issued by a psychiatrist or reference doctor. Persons with mental illness who have been or are in the process of being placed under a court order are also beneficiaries.

The managing entity, the GREC association, has given continuous attention during 2018 to the 65 places planned to be attended. Thus, from 1 January to 31 December 2018:

- 98 applications for admission were registered.
- The accompaniment service throughout 2018 has served a total of 88 people (7 women and 81 men).
- Of these 88 people, there are 65 participants, of whom 7 are women (7.7% of the total) and the rest men (92.3% of the total).

These percentages correspond to the Ministry of the Interior's data on the prison population, of which 7.9% of the total prison population are women. Also, the

prevalence of mental illness among the male prison population is much higher than among the female population. This also explains why men participate in a higher percentage in this support programme.

The criteria for access and the waiting list are established in Decree 66/2016, of 18 November, which approves the Basic Portfolio of Social Services for the Balearic Islands 2017-2020.

It is up to the user or, if applicable, the person representing him/her through the health services or the prison, to apply for the service at the Registry of the Balearic Government's Department of Social Affairs and Sports.

Approval or refusal of access to the centre for the user is given by a decision of the competent body.

In the event that the service is not available, the Department of Social Affairs and Sports sets up a waiting list and publicises the priority criteria for ordering applications.

6. Consideration of the horizontal criteria of equal opportunities and non-discrimination, as well as social responsibility and environmental sustainability.

The accompaniment service for people diagnosed with mental health and in need of extensive support is an action whose central objective has been to prevent and attend to situations of vulnerability of people and groups in a situation of social exclusion, promoting the social and labour integration of a very vulnerable group of prisoners and ex-prisoners and people in legal proceedings.

The specific objectives of the support service are:

- To facilitate an individualized process of psychosocial rehabilitation.
- To favour social reinsertion, integration and maintenance in the community.
- To observe and assess the existence of a serious mental disorder (within the CP) the deficiencies and potentialities of each of the person's vital areas and to carry out an individualized educational project.
- Support in the different vital areas of the person (health, social, legal, personal, housing, training, etc.) both inside and outside the prison.
- To encourage and support users in carrying out everyday activities (hygiene, centre activities, taking medication, visits to the psychiatrist, food, etc.).
- To carry out the group activities necessary for psychosocial rehabilitation (psycho-education, social skills, daily life activities, free time, sports, ...).
- Support in the different vital areas of the person during the process of release from prison and once released.

- To incorporate the person in the public network of resources; of mental health, community, and the network of Social Insertion of Majorca.

In addition, the regional administration has guaranteed the right of all recipients to have equal access to the system of social services without discrimination on the basis of place of birth, language, ethnicity, gender, sexual orientation, marital status, family situation, age, disability, religion, ideology, opinion or any other personal or social condition (article 7. Law 4/2009, of June 11th, on Social Services of the Balearic Islands).

The low percentage of women in prison and the low prevalence of mental illness among them, has led to the fact that of the 65 persons participating in 2018, 7.7% of the total are women and the rest are men (92.3% of the total).

The **principle of equality between men and women** was one of the principles taken into account in the process of social agreement. In consideration of Article 11 of Law 11/2016, of 28 July, on equality between women and men in the Balearic Islands, one of the requirements to be met by private initiative entities wishing to benefit from the social agreement regime was that they must not have been sanctioned or convicted for exercising or tolerating labour practices deemed to be discriminatory on the grounds of sex or gender, by a final administrative decision or court ruling.

Finally, it should be noted that coordination **work has been carried out with all the community resources** involved in the personal process, especially with the courts, which has resulted in greater joint work that has meant minimizing returns to prison and allowing more users to enjoy judicial measures as an alternative to prison.

There has also been close collaboration between the Department of Social Affairs and Sports, the entity that owns the service and the federation of mental health entities, as well as technical meetings between the fields of health, justice, guardianship and social services to establish joint lines of work in the mental health sector.

7. Synergies with other policies or instruments of public intervention.

The Accompanying Service for people with a mental health diagnosis and needing extensive support is a service that is integrated into the Basic Portfolio of Social Services of the Balearic Islands, which is configured as the systematized and operational compilation of benefits that the public system of social services offers to citizens, according to the different situations of social need.

The public social services system is organised in the form of a network to work in coordination, collaboration and dialogue between all the actors involved in the process of caring for people, and is structured into community social services and specialised social services. The former comprises basic community services and specific community services. On the other hand, the Public Attention Social Services Network is made up of all the entities, services and social service centres on the Balearic Islands that are accredited by the regional administration to manage the benefits included in Act 4/2009, of 11 June, of Social Services of the Balearic Islands (modified by Law 10/2013 of 23rd December), or in the Social Services Portfolio, regulated by Decree 66/2016 of 18th November 2016, which approves the Basic

Portfolio of Social Services of the Balearic Islands 2017-2020 and establishes general principles for the island and local portfolios.

Furthermore, this action contributes to the Europe 2020 objective of inclusive growth and is in line with the Commission's flagship initiative on the European platform against poverty, to ensure social and territorial cohesion so that the benefits of growth and jobs are widely shared and people suffering from poverty and social exclusion can live in dignity and take an active part in society.