Guidelines for the Applicants of the open call “Establishment of One Stop Centres for families and children” under the Programme “Health” of the European Economic Area Financial Mechanism 2014-2021

Annex 5

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| **Ser. No** | **Specific priority project selection criteria** | **Key evaluation aspects** | **Evaluation scale** |
| 1. | Scope of services and assistance to a child and the family | Projects that ensure provision at the “One Stop” centre of as many services as possible for a child and the family, which meet their individual needs and situation, are scored higher. The application must be accompanied by copies of the employment contracts of positions and/or of service contracts and/or of the agreements regarding recruitment after receipt of funding for the project. A free-form description of professionals who will work/provide services at the “One Stop” centre must be provided together with the application. The description must specify name of the position and justify the need thereof. It must also specify the number of working hours or posts planned have to be justified which must be based on an explanation of how this will ensure the availability of services and the successful resolution of crises.  *Evaluation scale:*  *25 points are awarded to the projects providing that, in addition to mandatory services, at the “One Stop” centre children and the families will also be able to receive assistance in overcoming the intense crisis (available at least 30 hours per week), psychological consultations and psychosocial assistance (available at least 30 hours per week), mediation, legal services, psychiatrist, special educator services, assistance for children and adults on addictions. The Applicant may also provide for other services not listed herein, needed to ensure appropriate assistance to children and families in crisis. The application must list and justify which professionals will provide the services which have been provided for, indicate how many hours or what part of the position they will work, what is the planned workload of these professionals. Professionals can provide the services under both an employment contract and a service contract.*  *20 points are awarded to the projects providing that, in addition to mandatory services, at the “One Stop” centre children and the families will also be able to receive assistance in overcoming the intense crisis (available at least 30 hours per week), psychological consultations and psychosocial assistance (available at least 30 hours per week). The applicant will also have cooperation contracts or cooperation agreements under which it will be possible to provide other necessary services to a particular child and the family (mediation, legal services, psychiatrist, special educator services, assistance for children and adults on addictions). The application must be accompanied by copies of the cooperation contracts or cooperation agreements. The applicant may also provide for other services not listed herein, needed to ensure appropriate assistance to children and families in crisis. The application must list and justify which professionals will provide the services which have been provided for, indicate how many hours or what part of the position they will work, what is the planned workload of these professionals (applies only to professionals who will provide services at the “One Stop” centre). Professionals can provide the services under both an employment contract and a service contract.*  *15 points are awarded to the projects providing that, in addition to mandatory services, at the “One Stop” centre children and the families will also be able to receive assistance in overcoming the intense crisis (available at least 30 hours per week), psychological consultations and psychosocial assistance (available at least 30 hours per week). The applicant will also have cooperation contracts or cooperation agreements for at least half of the mandatory services (for example, mediation, legal services, psychiatrist, special educator services, assistance for children and adults on addictions), under which it will be possible to provide other necessary services to a particular child and the family. For the other part of the services, for which the applicant has not concluded cooperation contracts or cooperation agreements, the applicant will have the opportunity to refer a child and the family for such services (for example, mediation, legal services, psychiatrist, special educator services, assistance for children and adults on addictions). The application must be accompanied by copies of the cooperation contracts or cooperation agreements. And in case the applicant does not have any of them or has only for some necessary services, the application must describe in detail for which specific services it will be possible to refer a child and the family (the applicant must list the specific institutions, bodies and organisations to which it will be possible to refer children and families at the local level, what services can be provided here to a child and the family, also specify a basis for referring a child and/or the family for services). The applicant may also provide for other services not listed herein, needed to ensure appropriate assistance to children and families in crisis. The application must list and justify which professionals will provide the services which have been provided for, indicate how many hours or what part of the position they will work, what is the planned workload of these professionals (applies only to professionals who will provide services at the “One Stop” centre). Professionals can provide the services under both an employment contract and a service contract.*  *10 points are awarded to the projects providing that, in addition to mandatory services, at the “One Stop” centre children and the families will also be able to receive assistance in overcoming the intense crisis (available at least 30 hours per week). For other necessary services (for example, mediation, legal services, psychosocial assistance, etc.) a child and the family will be referred to other institutions, bodies and organisations (the applicant must list the specific institutions, bodies and organisations to which it will be possible to refer children and families at the local level, what services can be provided here to a child and the family, also specify a basis for referring a child and/or the family for services).*  *Projects that do not meet any of the above criteria are awarded 0 points.* | 25-0 |
| 2. | Supportive assistance to a child and the family | Projects that provide support for a child and the family (i. e. support services when a child and the family return to their place of residence, but continue to receive the services that allow them to maintain results of work achieved at the “One Stop” centre, to adapt to daily life, strengthen family skills, etc.) after the end of the services provision at the “One Stop” centre, are scored higher.  *Evaluation scale:*  *20 points are awarded when the project provides for the provision of the services not only as long as a child and the family are at the “One Stop” centre, but also the support services of the centre, lasting for 1-6 months (according to the individual needs of the family and a child), which are provided when a child and the family return to their place of residence, clearly setting out how the need for such services will be assessed in accordance to the individual needs of a child and the family, and how the provision of these services will be ensured (which professionals will provide these services, what are the possible services of this type, whether the professionals of the centre alone will suffice, whether other local professionals will be involved too). In this case, the case manager of the “One Stop” centre must ensure coordination of the provision of the support services.*  *15 points are awarded when the project does provide for the provision of support services for a child and the family, but until the end of the provision of the services at the centre recommendations are prepared for a child and the family on further necessary services, a child and the family are referred to the professionals providing the recommended services (the professionals of the centre accompany a child and the family when they are going to other professionals, they are assisted in establishing a contact with these professionals, the recommendations prepared by the centre are communicated to the external professionals and are discussed with them, the recommendations are adjusted as needed), by ensuring that the services will be provided after a child and the family has returned to their place of residence. During the meeting with the professionals, it is agreed who will further coordinate the family case and a case manager is appointed (this can be either the case manager of the “One Stop” centre, or the case manager of another institution who will continue to work with the family).*    *10 points are awarded when the project provides for the provision of the services to a child and the family only in the “One Stop” centre, but until the end of the provision of the services at the centre recommendations are prepared for a child and the family on further necessary services, the professionals of the centre accompany a child and the family when they are going to other professionals providing the services outside the “One Stop” centre, they are assisted in establishing a contact with these professionals, the recommendations prepared by the centre are communicated to the professionals who will further work with the family.*  *0 points are awarded when the project provides for the provision of the services to a child and the family during the period of their stay at the “One Stop” centre.* | 20-0 |
| 3. | Application of a new work model | The projects that plan to adapt and/or apply a new work model or models based on the experience of Lithuania and/or foreign countries and which would significantly improve the case management process and/or the quality of social work with the family, or when the applicant's institution already applies an effective and tested work model, that significantly improves the case management process and/or the quality of social work with the family, and which is applied in no more than 10 municipalities in Lithuania, is scored higher. The application must clearly identify all work models that are planned to be applied and explain how each model will contribute to the improvement of case management and/or social work with the family, and to the improvement of quality. Also, a description of each model must be provided according to the attached form (Annex 2 to the Guidelines).  *Evaluation scale:*  *15 points are awarded to projects which will provide new work models for improving and enhancing the quality of both case management and social work with the family.*  *10 points are awarded to projects which will provide for new models of work to improve or enhance the quality of either case management or social work with the family, or the applicant's institution already applies an effective and tested working model for improving and enhancing the quality of either case management or social work with the family.*  *0 points are awarded to projects which do not provide for the improvement of neither case management or social work processes with the family nor increasing their quality.*  New work model - involves the application of new methodology(s) and/or new working method(s) and/or new program(s), which are adapted to the Lithuanian situation according to foreign experience (for example, specialized programs, methodologies, etc.) or prepared by the applicant himself or by the partner(s), or other organisations operating in Lithuania. | 15-0 |
| 4. | Training for case managers and social workers to work with family | Projects that focus on quality training for case managers and social workers to work with the family by significantly contributing to the development of their competencies required for work with children and the families and the development of new competencies are scored higher. The training may also include case managers and social workers, who work at the local level at the “One Stop” centre and other institutions, organisations and services, to work with the family from the municipality(s) where the project will be implemented. The application must clearly identify the training topic(s) and describe the content of the training. It shall indicate how many training sessions are planned, what duration, how much time will be devoted to theoretical and how much to practical classes/parts, how many participants are planned, what results are sought (what specific knowledge and practical skills will the participants acquire) and what will be the content of the individual parts of the training. The practical part must account for at least 60 percent of the training content.  *Evaluation scale:*  *15 points are awarded if it is planned to train during the project at least 20 case managers and social workers to work with the family, of which at least 50 percent must be the employees of the “One Stop” centre.*  *10 points are awarded if it is planned to train during the project at least 15 case managers and social workers to work with the family, of which at least 50 percent must be the employees of the “One Stop” centre.*  *5 points are awarded if it is planned to train during the project at least 10 case managers and social workers to work with the family, of which at least 50 percent must be the employees of the “One Stop” centre.*  *Projects that do not meet any of the above criteria are awarded 0 points.* | 15-0 |
| 5. | Complexity of the project | Projects that provide for direct work not only with a child and his/her legal representatives (family), but also with their immediate environment (if necessary, this may be an extended family (for example, close relatives, relatives who can help the family to deal with the situation, provide assistance), other persons close to the family (for example, family friends, etc. who can help a child and the family in dealing with the situation, provide assistance), school, neighbours/local community, non-governmental organisations that work with/represent children and/or families, etc.) are scored higher.  The application must clearly state what is the environment of a child and the family which the professionals will work with. It must justify why and what specific activities will be carried out (activities must be logically related to the content of the project).  *Evaluation scale:*  *15 points are awarded when the project provides for working with a child and his/her family and at least 3 different environments of a child and the family according to the needs of the child and the family, respectively, thus strengthening the family support network.*  *10 points are awarded when the project provides for working with a child and his/her family and at least 2 different environments of a child and the family according to the needs of the child and the family, respectively, thus strengthening the family support network.*  *5 points are awarded when the project provides for working with a child and his/her family (including the extended family or other persons close to the family), and with no more than one other environment of the child and family, for example, the child's educational institution, or another institution attended by the child and/or family, etc.*  *0 points are awarded when the project provides for working only with a child and the family.* | 15-0 |
| 6. | Number of the service recipients having received the services of parenting skills development | The service of parenting skills development is mandatory in the project in order to enable parents to properly meet the child's developmental needs, to ensure the healthy development, upbringing and education of the child. Projects which will provide such a service to a larger number of parents are scored higher. Parental skills development must take place both individually, working with a specific situation of the parents, and in a group, for example, in organising positive parenting training/classes, which meet the needs of the parents in the group, the age of their children. The services of parenting skills development must be described in the same form in which the model description is provided, according to the form attached (Annex 2 to the Guidelines).  *Evaluation scale:*  *10 points are awarded when at least 85 parents will be provided with the service of parenting skills development.*  *5 points are awarded when at least 65 parents will be provided with the service of parenting skills development.*  *3 points are awarded when at least 50 parents will be provided with the service of parenting skills development.*  *0 points are awarded when less than 50 parents will be provided with the service of parenting skills development.* | 10-0 |