

# ITINERARIES FOR INCLUSION

## RESULTS REPORT



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# CONTEXT





# 344

People have taken part in the assessment of the itineraries.

Customised employment generates almost **THREE TIMONTH MORE AUTONOMOUS EXITS** versus traditional employment (38 vs 13).

Customised employment **PROMOTES MORE PEOPLE LEAVING HOMELESSNESS AND SHELTERS** Compared with the traditional itineraries (72% vs 50% people leave severe ETHOS).

Customised employment **IMPROVES SIGNIFICANTLY THE QUALITY OF LIFE** Perceived by the users themselves in comparison with traditional treatments.

**THE RATE OF LABOUR INSERTION IS 14% HIGHER** In the Experimental Group, i.e. with customised employment there is greater access to employment.

Customised employment **IS A COST EFFICIENT MODEL** Where additional costs are recovered in less tan one year.

# 3

## OBJECTIVES

# 2

## METHODOLOGIES

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## TERRITORIES

### OBJECTIVE 1

Developing a **customised employment** model in the framework of homelessness facilitating the **autonomous exit** of the specialised care system, by means of providing access and stability in the labour market.

### OBJECTIVE 2

**Assessing** the efficacy and efficiency of the model and benchmarking it with other traditional employment models based on the development of labour insertion itineraries.

### OBJECTIVE 3

Fostering the **transfer** of knowledge to the process of creating **public policies** and providing accountability on the project's results.

Designing a  
customised  
employment model



Assessing  
efficacy and  
efficiency



Results  
Transfer and  
dissemination

## 2 METHODOLOGIES

CUSTOMISED MODEL	VERSUS	TRADITIONAL MODEL
Employment, housing and economic autonomy	FOCUS	Employment
Flexible	DESIGN	Pre-defined
Intensive, in any intervention field	1	Follow-up of defined activities to achieve employment
Housing, support, personal image, transport...	ECONOMIC SUPPORT	Transport, training attendance grants
Customised	TRAINING	Pre-labour, to improve skills and employability
Active Rol	COMPANIES	Passive Rol
61%	INCLUSION RATE	47%
1 technician every 20/25 people	RATIO DE ATENCIÓN	1 técnico/a cada 45/55 personas 1 prospección cada 100 personas
1 prospection every 30/40 people 1 prospection every 100 people	CARE RATE	1 technician 45/55 people



# INTERVENTION





# INTERVENTION

The people accessed the programme both **at their own accord** or were **referred** by public and private entities. As figures show, the programme raised **great interest**.

**739 PEOPLE**  
WERE TRANSFERRED TO ITINERARIES

The people who left were **not interested** and they are **two fold** in the traditional itineraries compared to the customised employment. **There is greater interest towards customised employment services.**

**277**  
DO NOT MEET THE  
REQUIREMENTS

The group assignment was done through **randomised process (RCT)**.

**344**  
START INTERVENTION  
IN THE PROGRAME

**118**  
LEAVE

There has been a **tight collaboration with 9 social insertion companies**, with **22 workers** participating in the project. As specific analysis of this methodology has been carried out.

**168**  
PEOPLE IN THE  
CONTROL GROUP  
**48,8%**

**154**  
PEOPLE IN THE  
EXPERIMENTAL GROUP  
**44,8%**

**22**  
PEOPLE IN SOCIAL  
INSERTION COMPANIES  
**6,4%**

It is a **quality** sample with **equivalent groups** thanks to the **randomisation** process.



# INTERVENTION

## WHERE ARE WE?



**Note:** Territorial distribution of the 22 participants in the social insertion companies.



**344**  
PEOPLE



**EFFICACY**





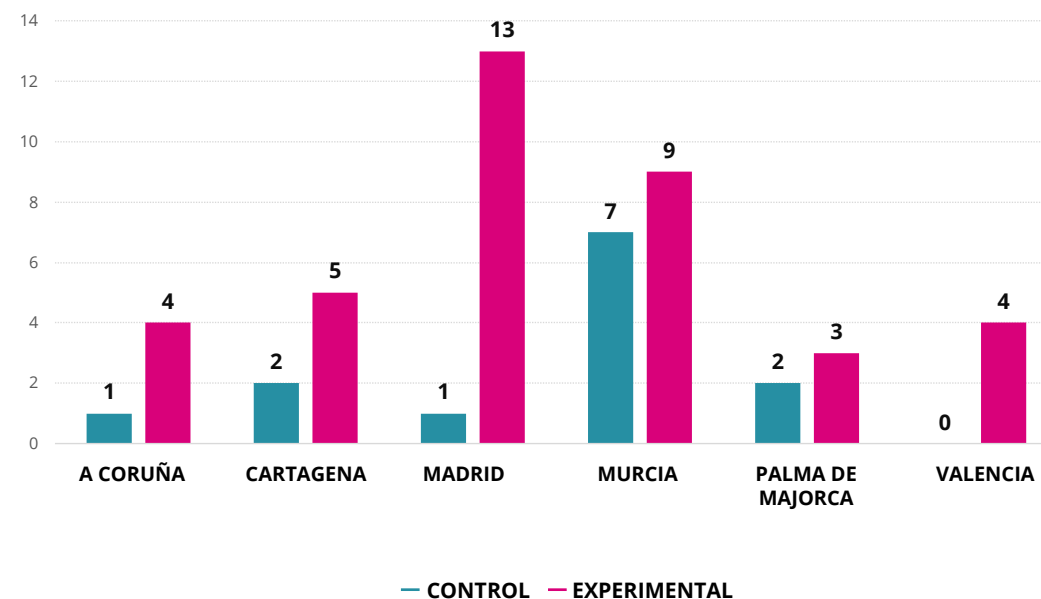
# EFFICACY

Customised employment generates almost three timonth more autonomous exits

Customisation promotes people abandoning Their lives Homelessness and recovering.

More than three timonth more Autonomous exists of People in situations ETHOS 1-2

## NUMBER OF AUTONOMOUS EXITS



**Total GC: 13**   **Total GE: 38**

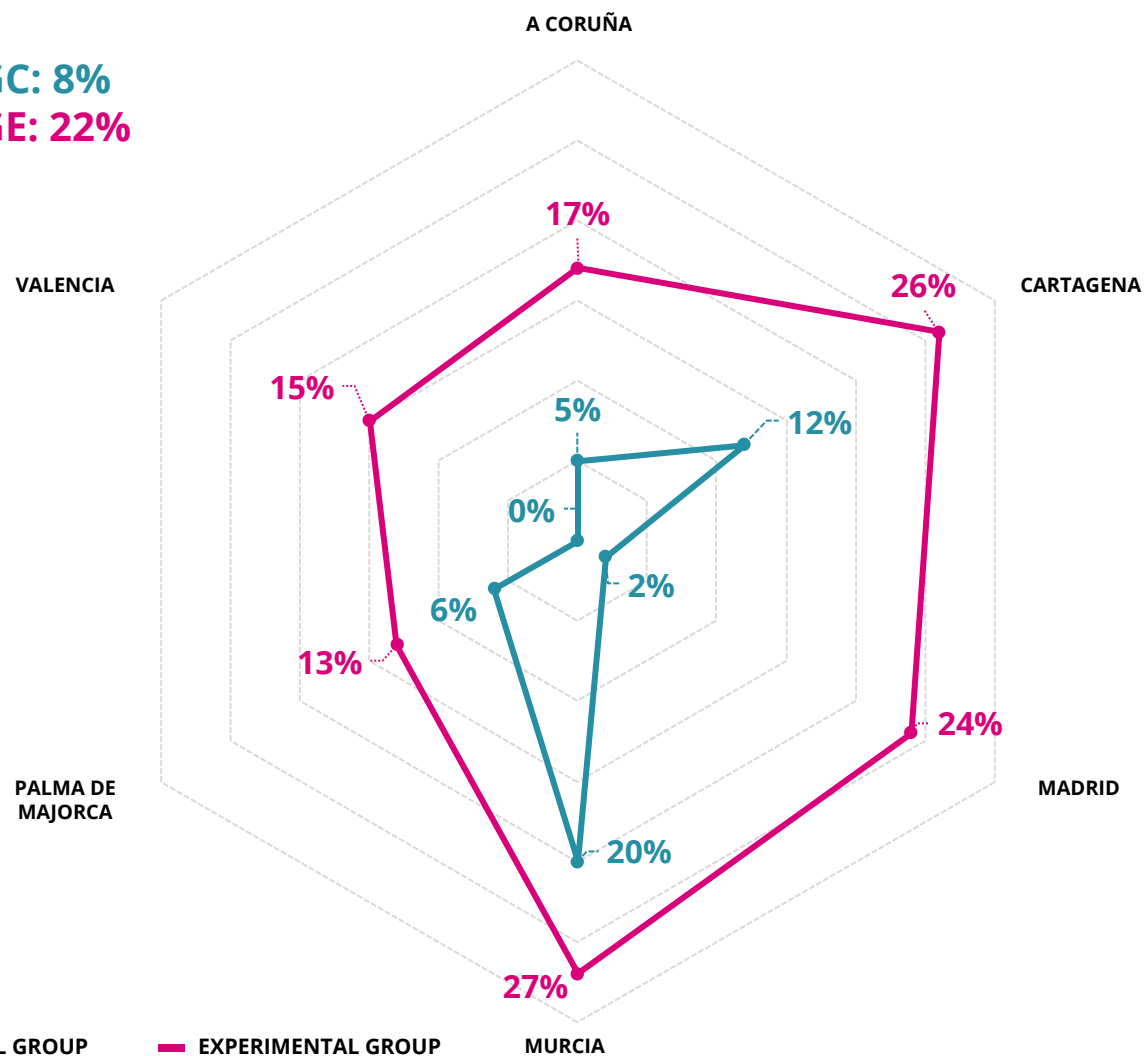
**Autonomous exit:** obtain a job, clear intention of no longer needing the accompaniment of the programme, no need of support by the programme or support provided in the community and out of ETHOS.

**Note:** The experimental group includes the participants in the social insertion companies.



## PERCENTAGE OF AUTONOMOUS EXITS VERSUS INTERVENTION CLIENTS

**Total GC: 8%**  
**Total GE: 22%**



**Nota:** El EXPERIMENTAL GROUP incluye a la clientela participante en las empresas de inserción.





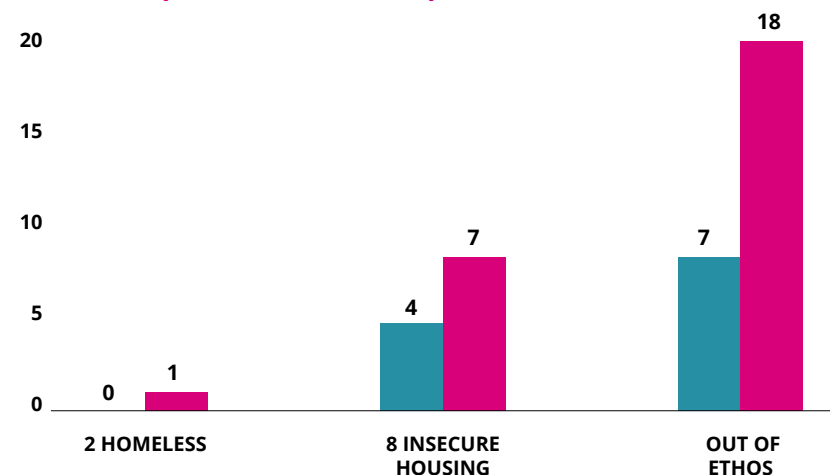
**38 people** (75%) that had an autonomous exit were contacted to know their situation after **six months** of the exit of the programme (11 of the Control Group and 26 of the Experimental Group).

It can be confirmed that with customised employment people **keep their autonomy** with regards to **housing and most of them, with regards to employment (78%)**. **More than two thirds of the experimental group are out of ETHOS**. It must be stressed that the people of this group not only do they **show**.

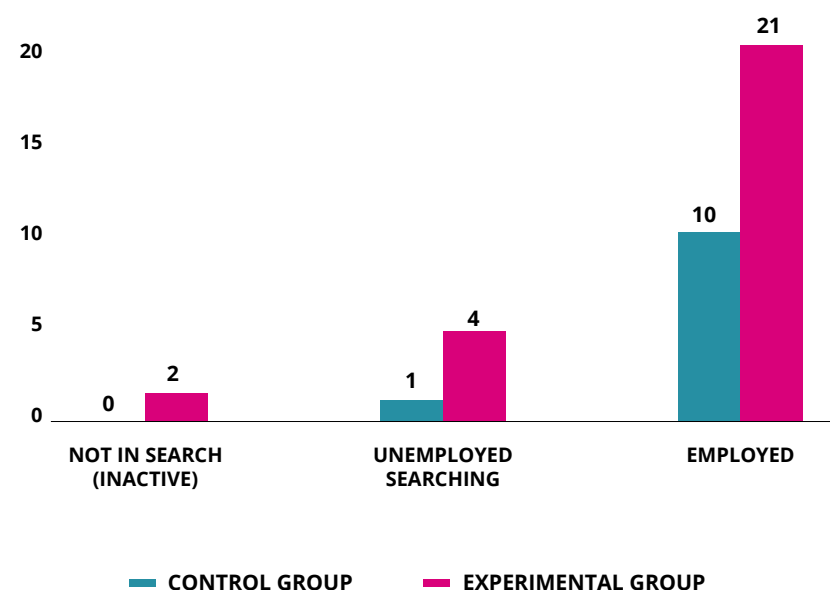
**Better ratios**, but most of them came from a **severe homelessness situation**.

With regards to employment, both groups present very similar distributions, **with the vast majority of people employed**, and just a few cases in search of employment 1 in GC and 4 in GE).

## ETHOS SITUATION (6 MONTHS POST)



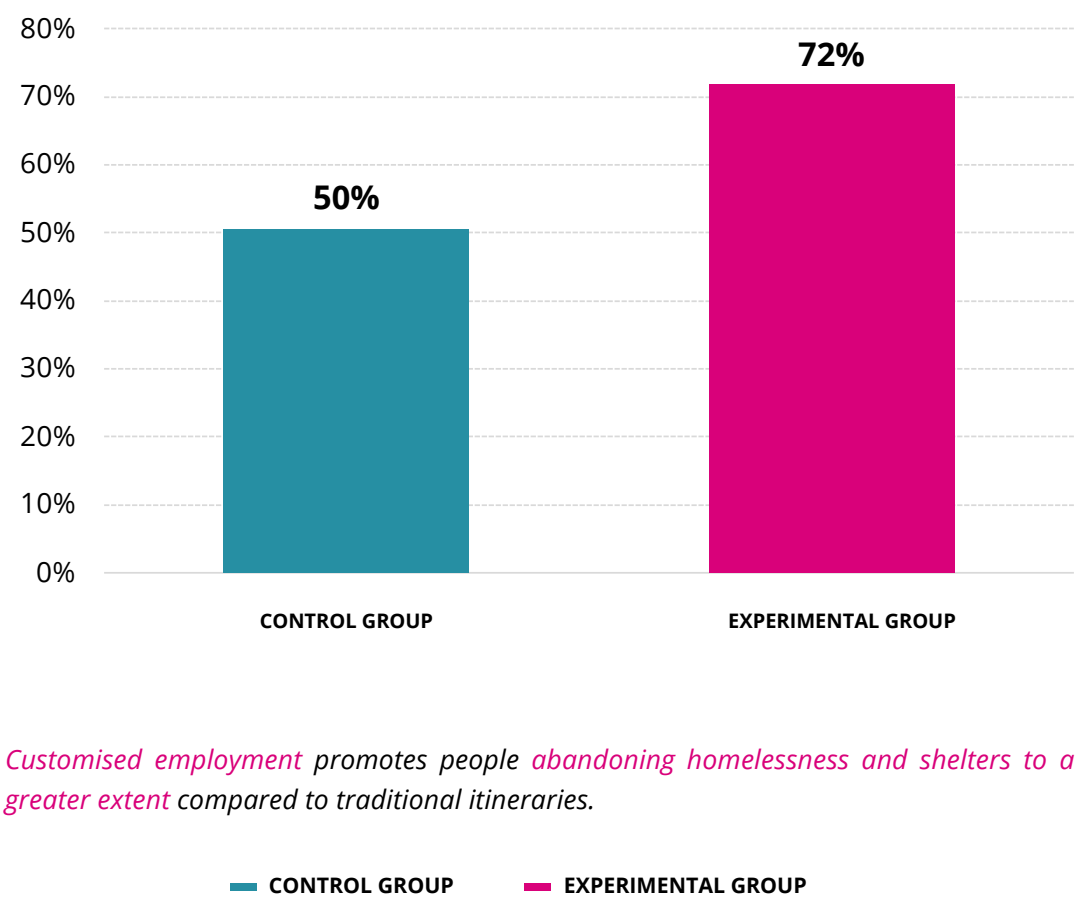
## EMPLOYMENT SITUATION



# EFFICACY

Out of the **224 people** that were in Ethos 1-2 at entry (111 GC and 113 GE), **61,2% ended out of severe Ethos (1-2)** (56 GC and 81 GE).

## PERCENTAGE OF PEOPLE EXITING SEVERE ETHOS (1-2)



*Customised employment promotes people abandoning homelessness and shelters to a greater extent compared to traditional itineraries.*





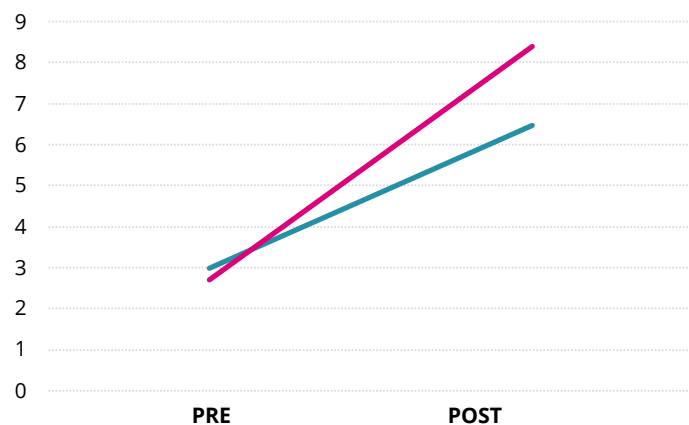
# EFFICACY

The **housing situation** improves significantly with Customised employment when compared with traditional itineraries.

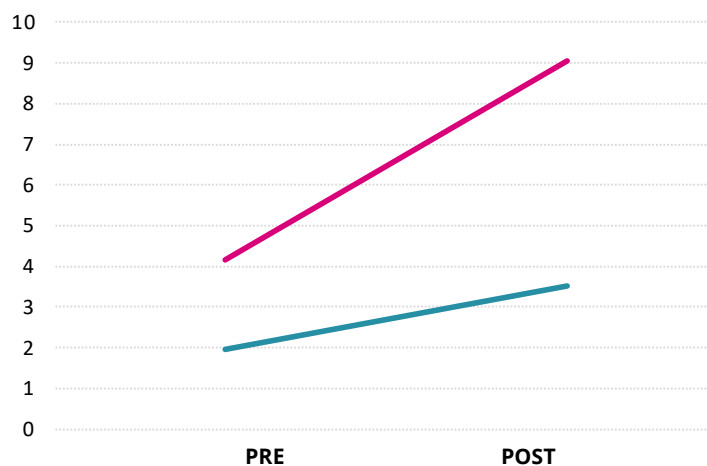
The **economic situation** of the clients under customised employment improves both at the revenues level and satisfaction.



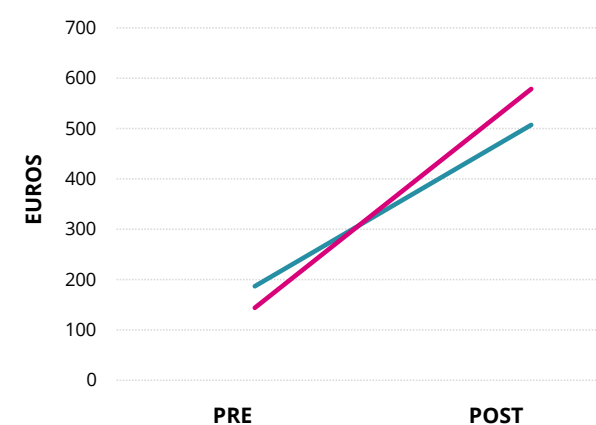
## ETHOS SCALE SITUATION



## HOUSIG STABILITY N° OF WEEKS OUT OF ETHOS



## MONTHLY REVENUE



— CONTROL GROUP — EXPERIMENTAL GROUP

*\*The residential stability level refers to the number of weeks out of ETHOS in the last 6 months.*

# EFFICACY

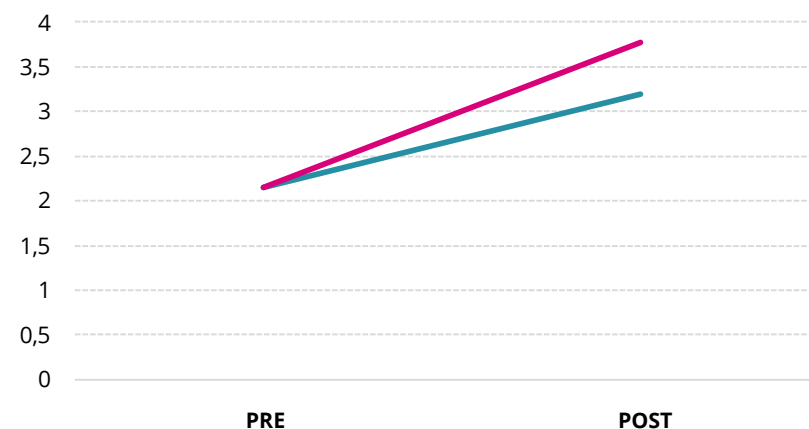
Both treatments **improve employability** measured by a set of questionnaires all through the programme.

Concerning labor insertion, customised employment **increases the probability of being employed** and the **working situation improves**. Also, it can be stressed that a higher number of interviews and **labour insertions** take place during the programme.

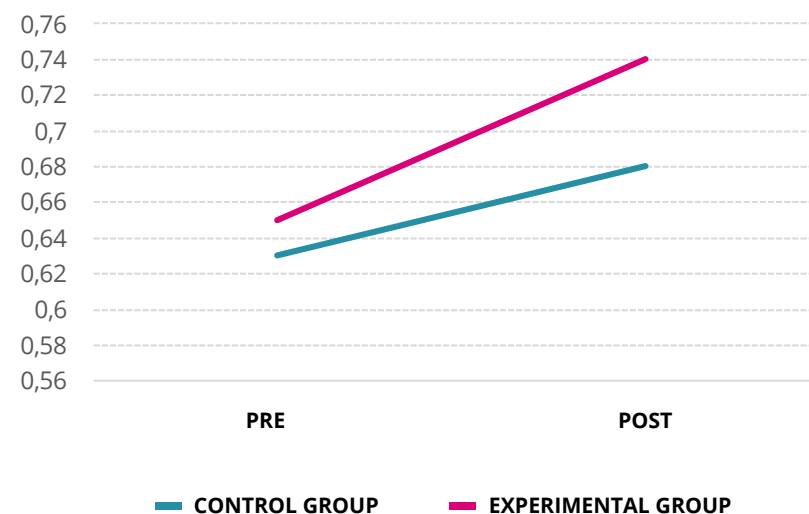
Lastly, customised employment improves significantly the **quality of life** perceived by the clients themselves, compared to the traditional treatment.



## WORKING SITUATION (1-10)



## QUALITY OF LIFE INDICATOR (0-1)



**Note:** Two questionnaires were used to measure employability (professional assessment and self-perception) and two questionnaires to measure the quality of life and housing security (Rosenberg 'self-esteem scale and questionnaire on wellbeing and ontological security questionnaire)



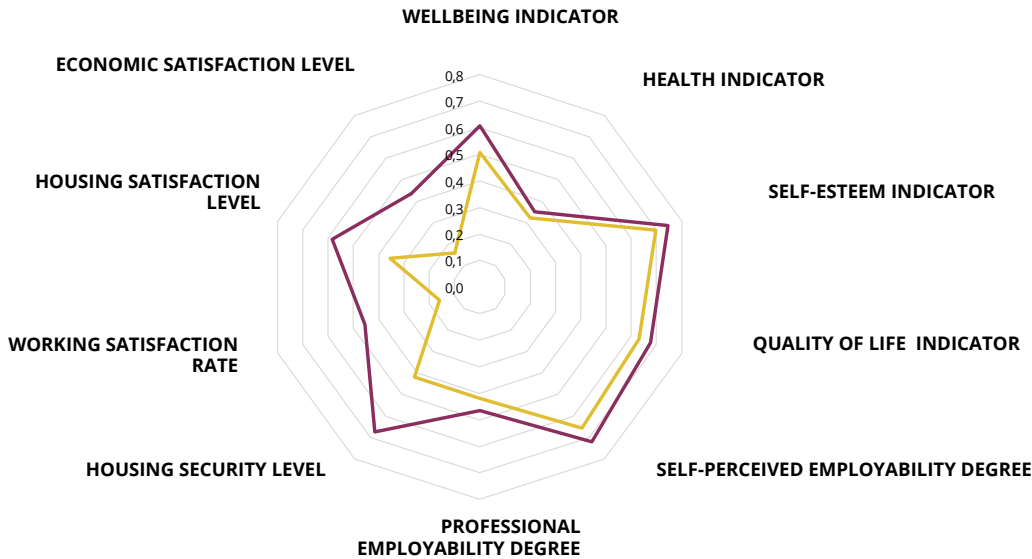
# EFFICACY

Indicators at **entry** in both groups are similar as groups are equivalent.

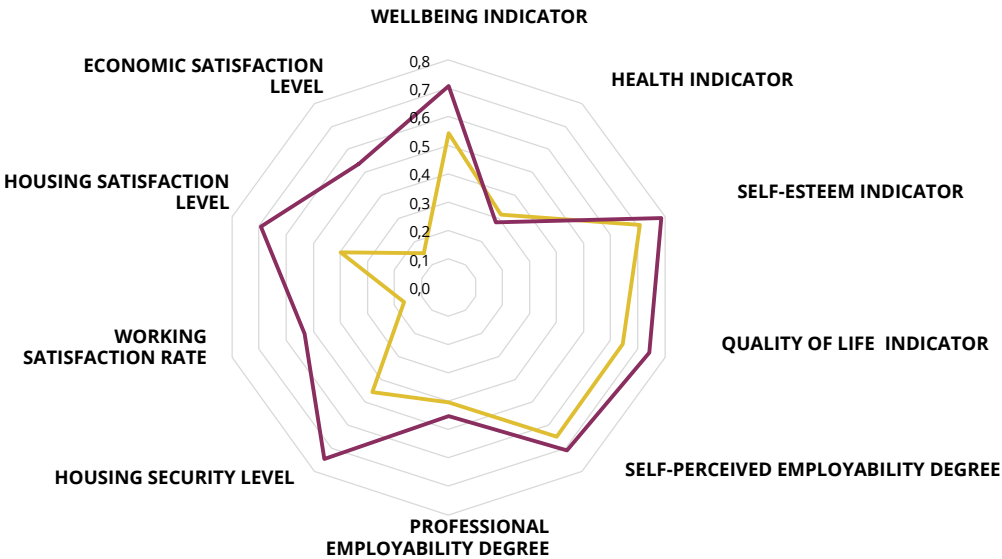
At the exit results show that **customised employment improves to a larger extent** the indicators related to the **housing situation and the quality of life**.



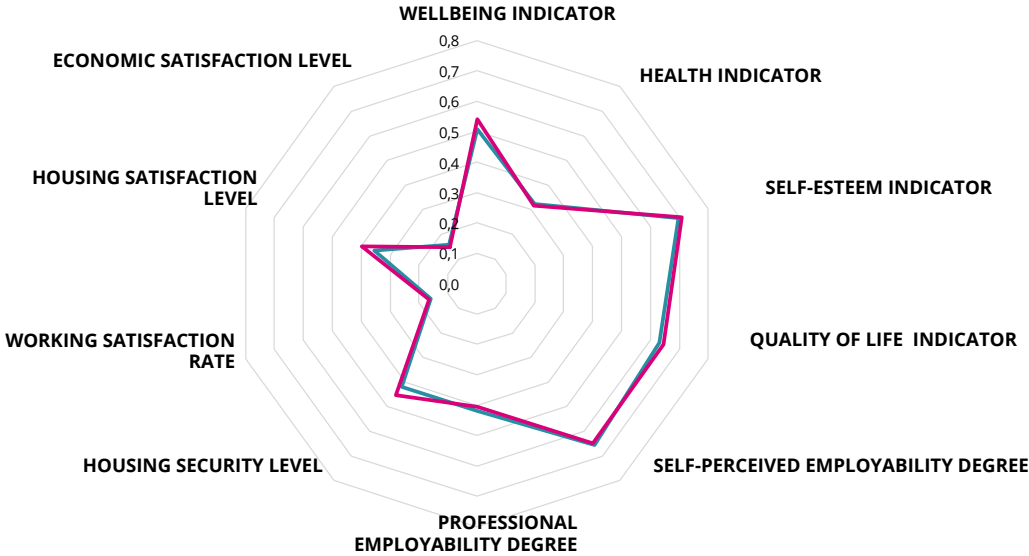
## CONTROL GROUP INDICATORS



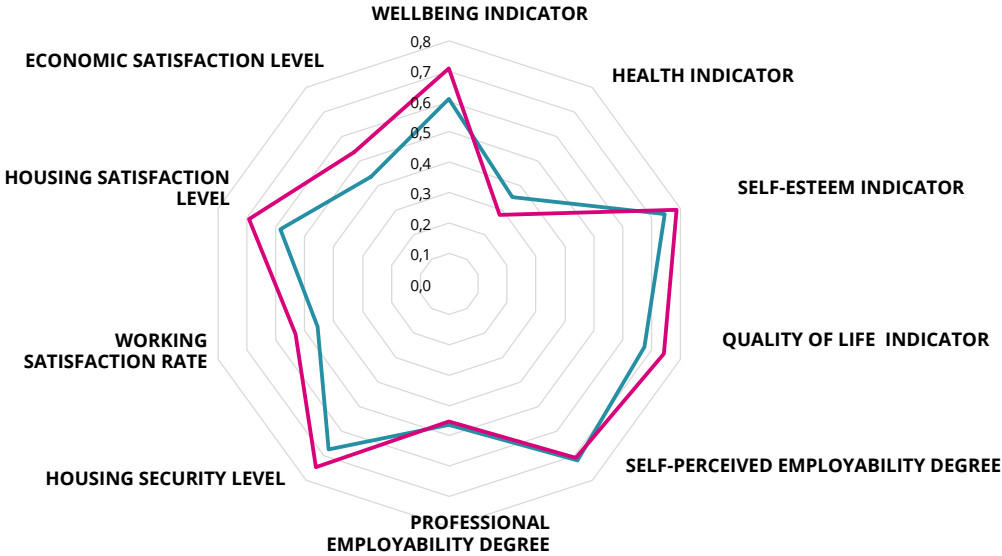
## EXPERIMENTAL GROUP INDICATORS



## INDICADORES A LA ENTRADA



## INDICADORES A LA SALIDA





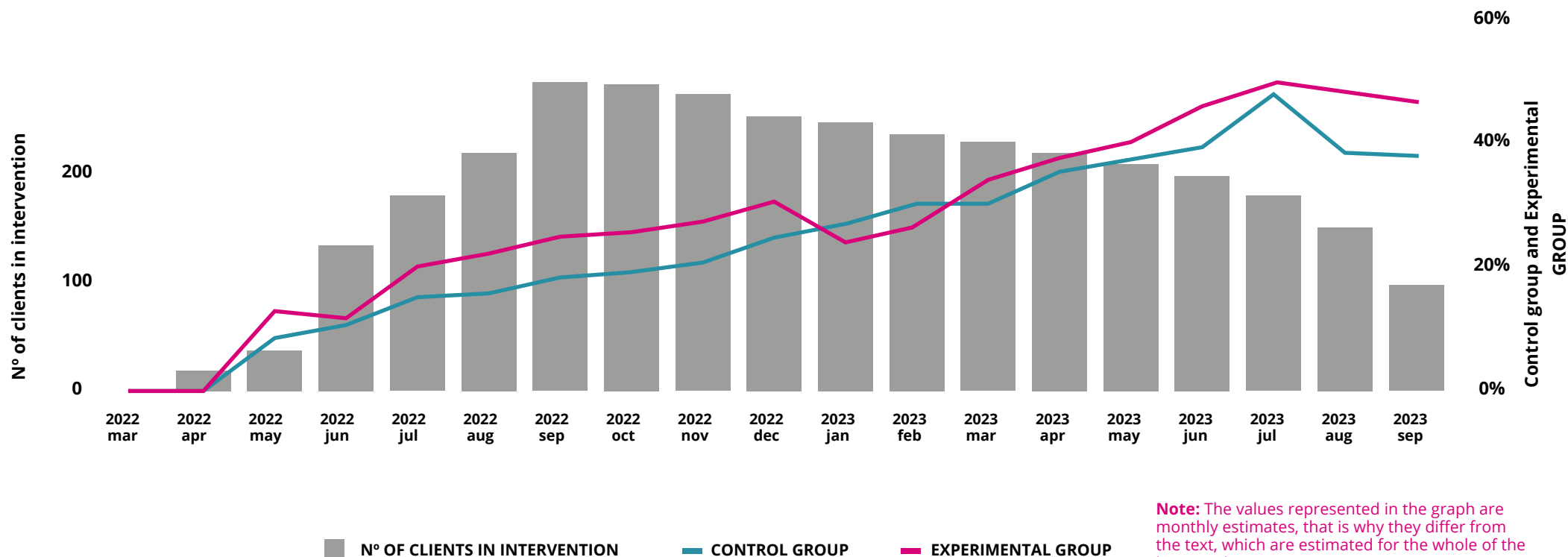
# EFFICACY

The **rate of labour inclusion** (number of people working during the programme) **is 14 percentage points higher in the customised employment group** (47% GC vs 61% GE). Customised employment facilitates labour insertion in a higher percentage of people working during the programme.



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## MONTHLY COMPARISON OF THE LIR



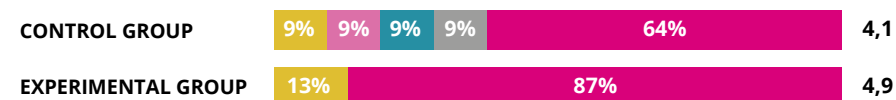
# EFFICACY

A process to assess the **satisfaction** with the accompaniment to the exit was carried out in both groups. People receiving a customised intervention **express** the **highest satisfaction values**.

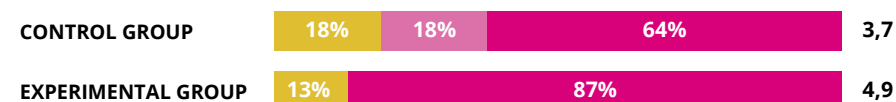
The aspect best valued in the experimental group is **speed**.



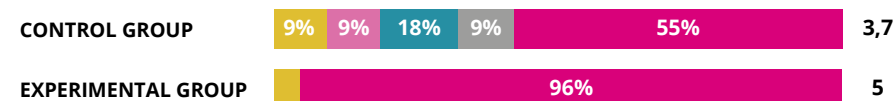
## ARE YOU SATISFIED WITH THE SERVICE PROVIDED ?



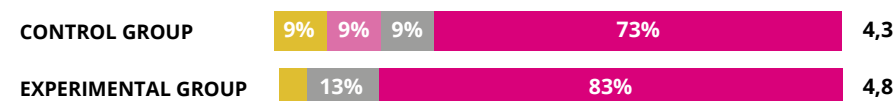
## WAS THE SERVICE USEFUL?



## HOW WOULD YOU SCORE THE SPPED TO COVER YOUR NEEDS?



## HOW WOULD YOU SCORE THE BEHAVIOUR AT THE MOMENT OF THE EXIT?



## WOULD YOU RECOMMEND THE SERVICE TO OTHER PEOPLE?



■ VERY DISSATISFIED
 ■ DISSATISFIED
 ■ NEUTRAL
 ■ SATISFIED
 ■ VERY SATISFIED

(VALORES DE 1 AL 5)



**EFFICIENCY**





# EFFICIENCY OF PROCESSES

The processes assessment has allowed to **identify difficulties** during the development of the project and to take **measures to solve them**, and to gather **qualitative results**.

## MAIN CONCLUSIONS AND

## OBSERVATIONS DETECTED



✓ *Initial difficulties for the clients to access, therefore the dissemination was fostered and the recruitment period and the profile flexibility were increased.*

✓ *Prejudices and difficulties to create positions are detected in the relationship with the companies, but the close customised follow-up is well accepted and brings more possibilities to negotiate and to adapt.*

✓ *An approach aiming at avoiding defects and the traditional approach in the customised intervention, insisting on the adequacy of the phases of the model and the care of the exits. With both groups, scheduling has been a major task in order to mitigate administrative workload and the high attendance ratio in the control group.*

✓ *One conclusion is that the questionnaires were complex and some answers are biased. The new tools have risen doubts and constant follow-up was necessary, just as with the definition of some indicators. Protocols were established for the key phases of the project aiming at the quality of the assessment and intervention.*

✓ *Interventions were done on the risks detected don the possible biases in the methodologies and the ratios control for each one. Management of the risk identified related to the loss of sample.*

✓ *During the intervention of the customised model, the complexity in the economic support as to their awarding and the difficulty to assess their withdrawal, as well as the difficulty to establish limits with the clients with more needs in a comprehensive assistance, but focusing on employment. Here, when compared to the traditional intervention, a stronger bond is stated and better responses for the areas affecting employment.*



# ECONOMIC EFFICIENCY

The **results of the economic efficiency assessment** show that in average, the customised employment model represents higher costs: **1,671.16 euros additional per client**, but it **increases the probability of autonomous exit by 13,69 percentage points** (21,5% in the Experimental Group and 7,8% in the Control Group), **almost three timonth more**.

With the customised employment model, there is an **additional autonomous exit at a "Price" (incremental cost) of 12,207.15 €**. This additional cost should be considered under the light of the savings that an autonomous exit represents.

The analysis of the savings coming from a person exiting homelessness, throws **savings of 1,066.19 euros per month** per each autonomous exit (12,794 euros per year).

Therefore, **the investment in customised employment is recovered in les tan one year** (just as long as the person remains outside the system).



**Investment:**

**12.207€**

To achieve an autonomous exit

**11 months**

Return of the investment thanks to savings

# SOCIAL

## INSERTION COMPANIES

**22 people** have worked in the **9 social insertion** companies collaborating with the Itineraries programme.

A **customised accompaniment methodology** has been applied in every case.

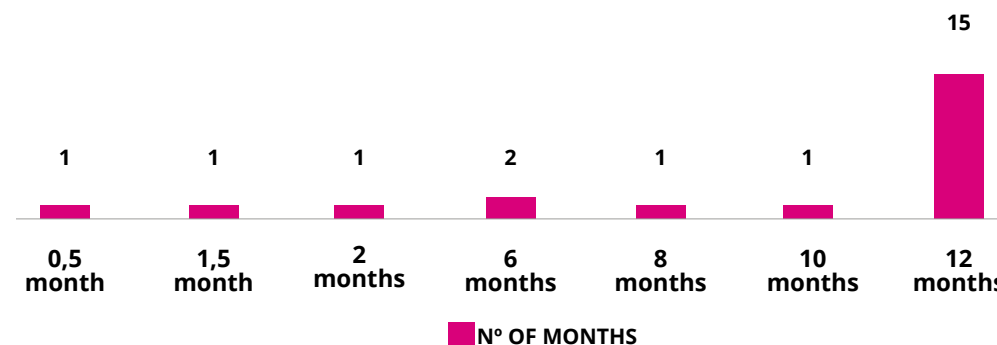
At the exit, **their ETHOS situation is 2 points higher** than the one of the people in the Experimental Group, and the level of housing security is **10% higher**. With regards to revenues, there is a difference of **278.5 €** in the social insertion companies versus the Experimental Group. In employment terms, it must be stressed that these people have worked an **average of three months more** and have had **twice the number of job interviews** in the last three months

**5** DEPARTURES  
FOR  
COMPLIANCE  
OF OBJECTIVES

**5** AUTONOMOUS  
EXITS

**10** people continue their process in the social insertion company after the programme and 4 people transit to the regular labour market

### TIME STAYING IN THE SOCIAL INSERTION COMPANY



**19** people undergo a process of more than 6 months in the social insertion company



ACTIVIDADES  
DEPORTIVAS Y  
DE INSERCIÓN,  
S.L

Ellas lo bordan  
costura con impacto

**TU**  
Integras  
EMPRESA DE  
INSERCIÓN

Fundació  
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