

The role of local and regional authorities

Flourishing Lives

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Eros Ervin

Central European Service for Cross-Border Initiatives Balkans

www.cesci-balkans.eu

Introduction

Central European Service for Cross-border Initiatives

Cross-border and transnational cooperation – strategic level

Ministry for Social Affairs

Oxford Policy Management

City of Novi Sad

Reform of the social services / social welfare system

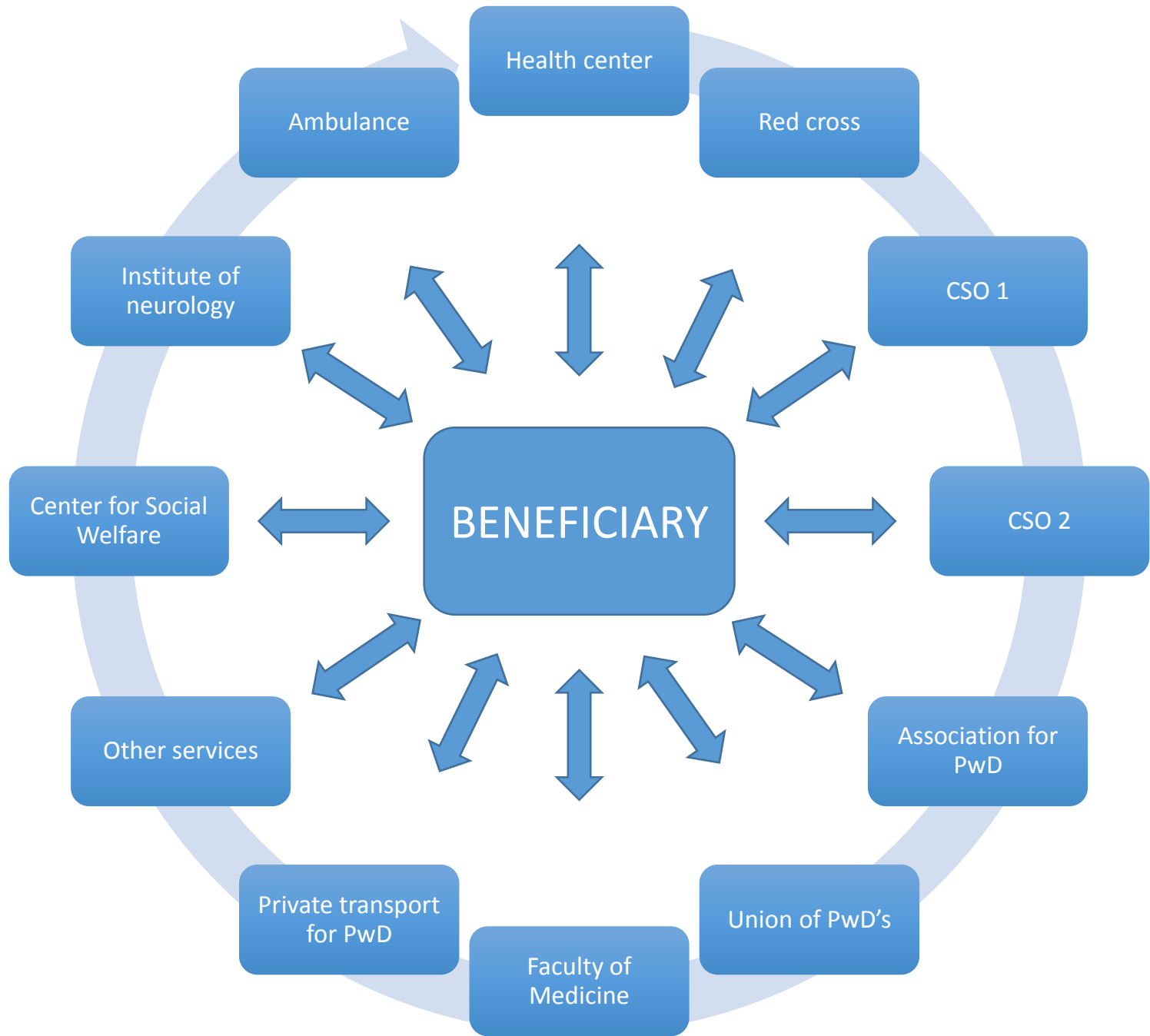
Standardization of social services

Desired condition – Picture of the future

Perfectly symbiotic ecosystem

- Pluralism of diverse services and service providers with high quality services, available for beneficiaries on local level
- Connected, networked services – Government, NGO and private sector
- Coordinated provision of the services
- Individual service plans
- The services are funded

Committee – coordinating body



Resources and steps to be taken

Basic

- Beneficiaries
- Service providers



Networking

- Awareness of the services providers
- Framework of the cooperation
- Committee or coordinating body

Common database of services and beneficiaries

Established committee or body

Resources and steps to be taken

Quality

- Minimum standards
- Licensing
- Control mechanisms

State authority

Financing

- Common units / unit prices

Scale of participation?

Example of Serbia and Novi Sad

National plan

National minimum standards

Mechanisms for licensing service providers

Training accreditation system

Regional and local control mechanisms

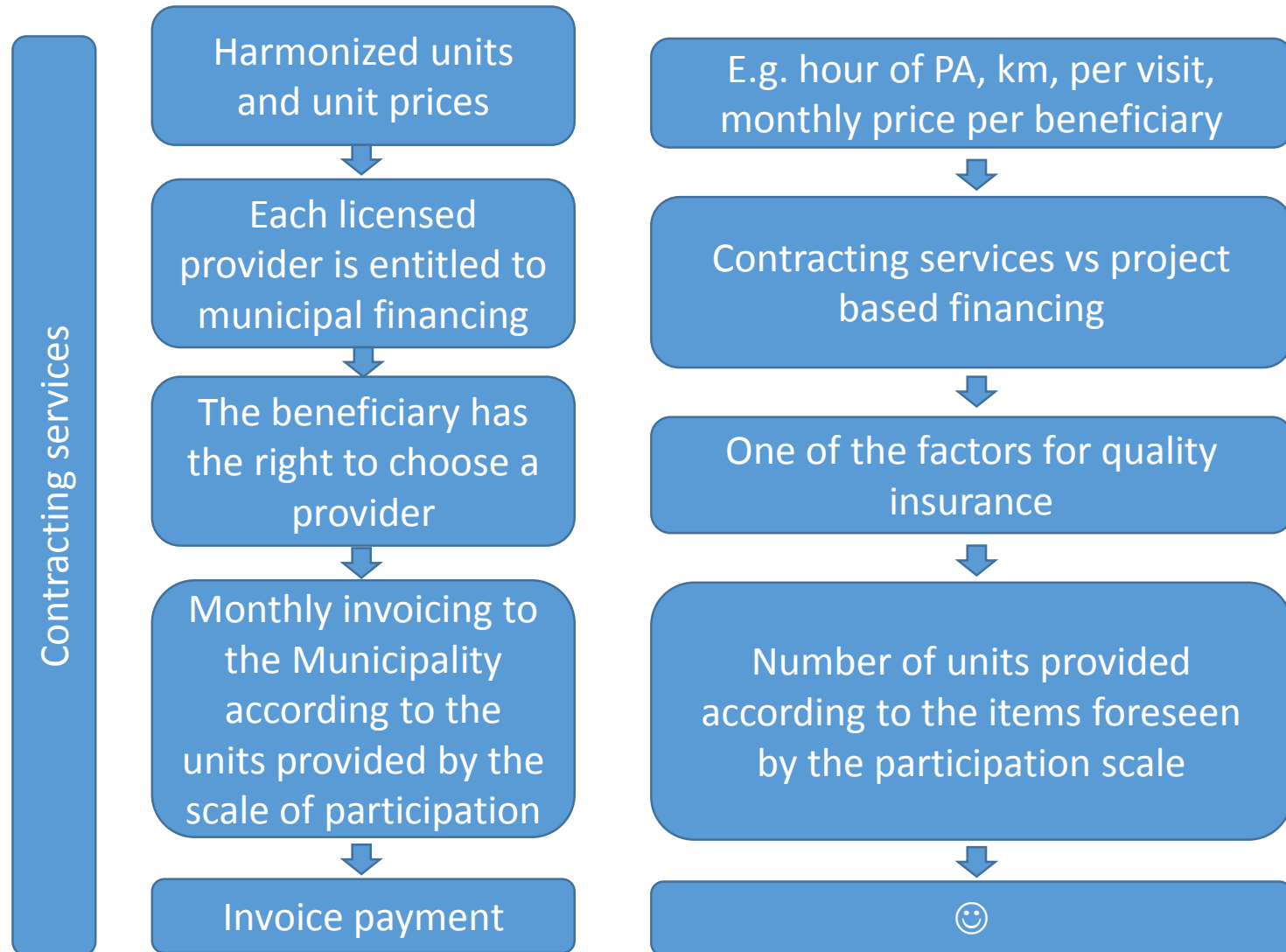
Local plan

City committees for target groups

Financing by participation scales

Contracting services vs project based financing

Example of Serbia and Novi Sad



Example of a participation scale

SCALE OF PARTICIPATION FOR TRANSPORT of PwD (example)

Full economy price per km

70.00 Din.

| Income per household member | CUSTOMER | | MUNICIPALITY | |
|-----------------------------|--------------------|-------------|--------------------|-------------|
| | % of participation | Cost per km | % of participation | Cost per km |
| Below 15.000 din | 0% | 0 | 100% | 70 |
| From 15.000-18.000 din | 30% | 21 | 70% | 49 |
| From 18.000-20.000 din | 35% | 25 | 65% | 46 |
| From 20.000-23.000 din | 40% | 28 | 60% | 42 |
| From 23.000-26.000 din | 45% | 32 | 55% | 39 |
| From 26.000-30.000 din | 50% | 35 | 50% | 35 |
| From 30.000-33.000 din | 60% | 42 | 40% | 28 |
| From 33.000-35.000 din | 70% | 49 | 30% | 21 |
| From 35.000-38.000 din | 80% | 56 | 20% | 14 |
| From 38.000-42.000 din | 90% | 63 | 10% | 7 |
| Over 42.000 din | 100% | 70 | 0% | 0 |

Role of authorities

- Standardization, control and licensing mechanisms
- Financing the provision of services
- Monitoring of the efficiency and cost effectiveness
- Initiate networks of providers for diverse target groups
- Finding innovative solutions
- Service providers and their associations are lobbying at the national authorities
- Small scale project based financing
- No monitoring!
- Providers have to initiate
- Service providers are finding innovative solutions

Recommendations - Conclusions

- Service providers are the “drivers” of the social welfare system, initiating the changes of the legal framework
- They represent the beneficiaries and their needs
- Networking and partnerships on all levels
- Quality, efficiency and cost effectiveness – monthly cost per beneficiary / service!!!

“The power of network lies in reciprocity and when people i.e. services support each another, then social capital grows and multiplies!”

Thank you for your kind attention!



Eros Ervin

director

Central European Service for Cross-Border Initiatives Balkans

CESCI Balkans

Address: 21000 Novi Sad, Bulevar Mihajla Pupina 15.

Tel.: +381 63 8633 095

E-mail: ervin.eros@cesci-net.eu

www.cesci-balkans.eu