



Policy recommendation







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Introduction

Main aim of the **R5: Policy recommendation** is to prepare a policy recommendation report about the process of problem-solving related to providing services for ageing adults with disabilities.

Outcomes:

- Policy report combined
- NA, regional, local policies of all partners

Languages: Croatian, English, German, Greek, Italian, Polish, Slovenian.

The methodology employed comprises surveys, desk research, and the compilation of national reports to assess the current state of affairs. Specifically, the R5 aims to gather information through questionnaires administered to a minimum of 30 participants in each country. These participants span a diverse range of roles, including physical therapists, social workers, special education teachers, psychologists, personal care assistants, therapeutic support staff, counselors, adult trainers, as well as representatives from NGOs focused on disabilities and elderly individuals, policymakers in health and social care services, and other relevant stakeholders. Through this comprehensive approach, the R5 seeks to gain insights into the challenges and opportunities within the domain of services for aging adults with disabilities, ultimately informing policy recommendations to enhance the effectiveness and inclusivity of such services.





National report - Austria

R5: POLICY RECOMMENDATION

NATIONAL REPORT Summary of survey

PARTNER / COUNTRY: Austria

TOPICS	INFO
Level of satisfaction WITH NA, local, regional policies and explanation regarding support the family members and guardians for inclusion the elderly with intellectual disabilities (4 Really good, 3 Good, 2 Improvement required, 1 Not Good)	Thirty participants, including psychologists, family members, caregivers of elderly individuals and adults with disabilities, and experts in the field of disability, completed the questionnaire. The level of satisfaction with national, local and regional solutions and initiatives for the inclusion of ageing people with intellectual disabilities, was rated as follows: - Not good by 10.7 % of participants, - Improvement was required by 53.6% of participants. - Really good by the 17.9 % of participants. - Good-by the 17.9% of participants
National legislation regarding to support the family members and guardians for inclusion the elderly with intellectual disabilities (title, target group, duration, benefits for target group)	Comprehensive Measures for Inclusion and Equality for People with Disabilities (Parliament, National Level): Aims at inclusive and equal opportunities for people with disabilities, covering various aspects such as anti-discrimination, employment, and daily life. - Challenges and Improvements: - Difficulty in finding the right point of contact - Perception of not being taken seriously - Insufficient personnel in the field with high costs Recommendation: Establish a central contact point, improve information dissemination through a website, and address the challenge of finding the right contact person. The Federal Disability Ombudsman is responsible for counselling and supporting people who feel disadvantaged within the meaning of the Federal Disability Equality Act or the prohibition of discrimination



under the Disability Employment Act. He can be contacted on 0800/80 80 16 (toll-free) or by e-mail at office@behindertenanwalt.gv.at.

The UN Monitoring Committee

In 2008, Austria ratified the UN Convention on the Rights of Persons with Disabilities. Based on this Convention and an amendment to the Federal Disability Act, the Monitoring Committee was set up to promote, protect and monitor the implementation of the Convention. The independent Monitoring Committee also deals with discrimination insofar as this is carried out by federal enforcement bodies or is attributable to inadequate legislation by the federal legislator. In this area, it deals with individual complaints insofar as these are representative of failures in legislation and enforcement. However, it cannot assume the role of an ombudsman's office. Further information can be found on the website of the Monitoring Committee.

General information on equality for people with disabilities

In everyday life, people with disabilities are often confronted with minor or major disadvantages in specific situations. The legal framework ensures that these disadvantages are eliminated as far as possible.

Equality for people with disabilities is guaranteed under Austrian constitutional law. An important milestone in equality law is the Disability Equality Package, which contains a ban on discrimination against people with disabilities in various areas of life.

The following laws are of central importance for disability equality law:

Bundes-Behindertengleichstellungsgesetz (BGStG)

(Diskriminierungsverbot im "täglichen Leben")

Behinderteneinstellungsgesetz (BEinstG)

(Diskriminierungsverbot in der Arbeitswelt)

Bundesbehindertengesetz (BBG)

(Aufgaben und Befugnisse des Bundesbehindertenanwalts)







Regional, local policies, initiatives, decrees which support the family members and guardians for inclusion the elderly with intellectual disabilities

(title, target group, duration, benefits for target group)

When asked about strategies, regulations and local initiatives for the reintegration of older persons with intellectual disabilities into society, as well as assistance for family members and caregivers, survey respondents predominantly highlighted support offered by local governments and independent initiatives organised by non-governmental organisations (NGOs).

For example, it was stated that municipalities assist in the fulfilment of official procedures by assigning special staff for persons with disabilities and provide equal opportunities by ensuring employment of persons with disabilities in local governments.

At regional and local levels, state programmes dedicated to supporting aging persons with intellectual disabilities (assistance to persons with disabilities) and NGOs (training of relatives of persons with disabilities, Occupational Therapy Workshops, respite care, etc.) were mentioned. Day care centres offering integration activities for older persons with disabilities are also acknowledged.

Furthermore, the importance of motivating young people to participate in projects aimed at helping the elderly, to be trained and financially supported in this regard was emphasised.

The need to increase the number of such initiatives was underlined.

Encouraging Youth Involvement in Elderly Support Projects (Local Level): Aims to motivate young individuals to engage in projects supporting older people, providing education and funding.

- Challenges and Improvements:
- Difficulty in finding young volunteers
- Recommendation: Increase availability of funded training opportunities for youth volunteers.
- Improvement Required for Current Legislation (National Level):
- Health and Nursing Care Act
- Equal Opportunities Act





	- Equal Treatment Act
	- Disability Employment Act
	- Federal Disability Equality Act
	Recommendation: Implement comprehensive measures for the inclusion and equality of people with disabilities, addressing challenges such as finding the right point of contact and the perception of not being taken seriously.
Present difficulties on offering support to the ageing adults with intellectual disabilities	Participants pointed to a number of challenges faced when assisting older persons with disabilities and their families.
(on NA, regional and local levels)	The struggle to access psychological support for ageing people with disabilities and their relatives was one of the prominent problems. Responses also highlighted the widespread under-resourcing of important issues such as employment support and psychological assistance for persons with disabilities and their families, citing limited budgets.
	Furthermore, participants drew attention to problems related to accessibility of information and contact points. Responses added depth to the challenges identified by highlighting issues such as insufficient support in this area and insufficient publicity of available assistance.
Suggestions	For Austria, the suggestions given by the participants are as follows:
	- Establish a Centralized Information Hub: Create a central hub or website for information related to services and support for individuals with intellectual disabilities.
	- Improve Communication and Assistance: Enhance communication and support in non-routine situations, potentially through the creation of a central contact point.
	- Address Funding and Staffing Issues: Increase funding for training opportunities, address staffing shortages, and improve the coordination of services.
	- Educational Initiatives: Increase awareness and understanding through educational programs in schools, promoting empathy and acceptance.
	- Enhance Employment Opportunities: Offer tax incentives to companies hiring individuals with





intellectual disabilities and expand apprenticeship programs.

- Improve Access to Health Services: Implement national policies to ensure equal access to specialized health services and provide training for health professionals in managing intellectual disabilities.
- Community Involvement: Collaborate with local organizations and volunteers to establish a community support network, including volunteer services and socialization activities.
- Urban Accessibility Projects: Initiate projects at the local level to improve urban accessibility, including streets, public transport, and public buildings.
- Strengthen Psychological Support Services: Establish psychological support centers, offering individual and group counseling sessions to address care-related challenges.
- Community Awareness Campaigns: Intensify campaigns at the local level to raise awareness and promote empathy and acceptance of people with intellectual disabilities.

Addressing these suggestions requires collaborative efforts between national, regional, and local authorities to improve access to services, promote social inclusion, and provide comprehensive support for individuals with intellectual disabilities and their families and caregivers in Austria.

While there is overall satisfaction with national policies, there are consistent calls for improvements, particularly in creating accessible support systems and better communication channels. Addressing challenges such as finding volunteers and clarifying terminology is crucial for an inclusive support structure.





National report - Croatia

R5: POLICY RECOMMENDATION

NATIONAL REPORT Summary of survey

PARTNER / COUNTRY: Croatian Association of Societies of Persons with Intellectual

Disabilities, Croatia

TODICS	
TOPICS	INFO
Level of satisfaction WITH NA, local,	Out of 30 respondents
regional policies and explanation	- 14 respondents answered with 2) Improvement needed;
regarding support the family	- 12 respondents answered with 1) Not good;
members and guardians for inclusion	- 4 respondents answered with 3) Good;
the elderly with intellectual disabilities	- No one answered with 4) Very good.
(4 Really good, 3 Good, 2 Improvement required, 1 Not Good)	40% of the respondents are not satisfied with the stated policies and explanations, 46.67% of the respondents think that the policies and explanations need to be improved, 13.33% of the respondents think that the policies and explanations are good, while 0% of the respondents think that the policies and explanations are very good. From the above answers, we conclude that the public and experts are not satisfied with national, local and regional policies in Croatia and explanations related to support for family members and caregivers of elderly people with intellectual disabilities.
National legislation regarding to support the family members and guardians for inclusion the elderly with intellectual disabilities (title, target group, duration, benefits for target group)	For the laws related to support for family members and guardians for the inclusion of elderly persons with intellectual disabilities, the respondents stated: Social Welfare Act - this law regulates social welfare activities, principles of social welfare, financing of social welfare, rights and social services in the social welfare system and procedures for their realization, beneficiaries, content and method of performing social welfare activities, professional workers in social welfare, data collections, inspection and administrative supervision and other issues important for social welfare activities. The Personal Assistance Act - this act regulates the personal assistance service, the content and method of providing the service, the users of the service, the procedure for recognizing the right to the personal assistance service, the conditions for recognizing the right to the service, the conditions for personal assistants, communication intermediaries and sighted companions,





conditions for service providers, service contracting, appointment, composition and task of the Commission for assessing the needs of users for the personal assistance service, records, supervision, financing of the service and other issues important for the provision of the personal assistance service.

Act on Professional Rehabilitation and Employment of Persons with Disabilities - this Act prescribes the rights of persons with disabilities to professional rehabilitation, employment and work in order to protect persons with disabilities, and regulates the employment and work of persons with disabilities on the open labor market and under special conditions, establishment, activities and administrative and professional bodies in the center for professional rehabilitation, integrative workshop and protective workshop, measures to encourage the employment and work of persons with disabilities, the activity and jurisdiction of the Institute for Expertise, Professional Rehabilitation and Employment of Persons with Disabilities, and responsibility for violations of the provisions of this Act.

Law on Inclusive Allowance - this law regulates the conditions for recognizing the right to inclusive allowance, the amount of inclusive allowance, the levels of support required for persons with disabilities, means of financing inclusive allowance and other issues related to inclusive allowance.

The Law on National Compensation for the Elderly - this law regulates the exercise of the right to the national compensation for the elderly, the conditions for exercising the right, the scope of persons who can exercise the right and the jurisdiction for the implementation of the procedure.

Family law - this law regulates marriage, parent-child relations, adoption, guardianship, the effects of extramarital union between a woman and a man, and the actions of competent authorities in connection with family relations and guardianship.

Although there are laws regulating the rights of persons with disabilities and the elderly, there are no laws in Croatia that directly relate to elderly persons with intellectual disabilities. 1/3 of respondents wrote that such laws do not exist in Croatia.

Respondents also stated that they are not satisfied with the existing laws and believe that they are not well defined.

Regional, local policies, initiatives, decrees which support the family members and guardians for inclusion the elderly with intellectual disabilities

For regional and local policies, initiatives and regulations, 1/3 of respondents wrote that they are not intended for elderly people with intellectual disabilities.

They stated that there are some regional and local initiatives, such as strategies for people with disabilities,







(title, target group, duration, benefits for target group)

strategies for equalizing opportunities for people with intellectual disabilities, strategies to fight poverty, a city social plan and a plan for health and social welfare. The above-mentioned plans and strategies refer to individual regions and places and are not valid for other regions throughout Croatia and on average last about 5 years and are intended for various groups of people. The above does not apply to any legal regulations.

Present **difficulties** on offering support to the ageing adults with intellectual disabilities (on NA, regional and local levels)

Respondents cited the following as difficulties in providing support to elderly people with intellectual disabilities:

Project provision of social services where the problem is the interruption of the project and thus services for persons with disabilities, dependence on project financing, insufficient social services aimed at this population, lack of service providers and projects, social services are not available at all local and regional levels and are not appropriate to the number of users and overall system overload.

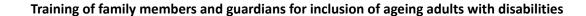
The problem is also the lack of information at the national, regional and local level, lack of interest in implementing projects and providing services to people with disabilities at all levels, lack of interest in public institutions and insufficient research into the needs of older people with disabilities. They stated that there is no international cooperation of different care/support systems or specialized services/support services targeted at older adults with intellectual disabilities. Existing services do not have adequate conditions and resources to provide more comprehensive support.

There are no clear laws and strategies on the provision of support for older persons with disabilities and a legal framework that service providers could be called upon to negotiate with the local community.

Respondents mentioned the impossibility and inaccessibility of providing services in some communities, where the problem is traffic isolation and lack of public transport, lack of experts and volunteers due to undervalued fees for their work, poor economic situation, insufficient financing of associations that provide social services and insufficient information about the possibilities of applying for programs through which they would be financed.

They believe that the problem is also caused by the lack of empathy of the environment, the "invisibility" of that population, insufficient media attention, stereotypes of the environment, isolation, the inability to function independently even in the simplest tasks, but also too much or too little confidentiality of people with intellectual disabilities and their family members and caregivers,







non-acceptance of changes, difficulties in understanding the situation in which they are.

The number of organized activities through day and half-day stays in associations is unsatisfactory, as is the service of help at home, and insufficient capacities for housing care and accommodation of elderly people with intellectual disabilities. There are no activities in which elderly people with intellectual disabilities can participate and feel useful. They do not receive enough professional help, and are not given the opportunity to demonstrate their abilities and capabilities, and are often neglected due to their situation.

Respondents are of the opinion that public policy makers should create instruments to oblige representatives of local and regional administration to enforce the law and actively provide support.

Suggestions

Respondents believe that as many such projects as possible should be implemented, and this project should be presented as publicly as possible and based on its results, guidelines for the improvement of public policies and the development of an adequate system/services of interdisciplinary and multidisciplinary support for people with intellectual disabilities/persons with disabilities of older age and their families with the creation of individual support plans. They believe that it is important to educate families and guardians in order to learn about the rights and laws for people with intellectual disabilities with many practical examples and examples of good practice. It would be ideal to conduct more extensive research on the needs of people with disabilities and, based on the results, form clear and concrete policies and laws, strategies and visions that will contribute to the quality of life of older people with disabilities. New legal frameworks are needed for dignified aging due to increased life expectancy.

They believe that it is important to introduce new social services that would help in better quality and more active aging, an individual approach, but also to strengthen the capacities of institutions and organizations that already work with the mentioned group and thus encourage the inclusion of elderly people with disabilities. Respondents stated that it is necessary to increase the social inclusion of elderly persons with intellectual disabilities by including them in a project with their peers, organize more activities in which elderly persons with intellectual disabilities could participate regularly, and include them in everyday events to show their capabilities.

It is necessary to improve legislation, develop local strategies, include small rural less developed environments, provide more information about opportunities in the community and the rights and





opportunities of people with disabilities, family and caregivers should be familiar with the aging process and the limitations that come with it.

Local and regional communities should be informed through the media, written materials, lectures in associations and other institutions, and the public should be educated about how to approach elderly people with intellectual disabilities and their abilities. It is also important to educate experts, family members and caregivers, but also to deal with the education of people with intellectual disabilities. Their education is limited to special schools and a narrow choice of occupations, and later employers' lack of interest in employing people with disabilities.

They also mentioned the problem of traffic disconnection, the need for administrative relief, the responsibility of the state, which should financially support and strengthen the capacities of associations, institutions and organizations dealing with people with intellectual disabilities.





National report – Greece

R5 - RECOMMENDATION FOR SYSTEM SOLUTIONS

NATIONAL REPORT Summary of survey

PARTNER / COUNTRY: GREECE

AREAS OF ANALYSIS	RESULTS OF THE REPORT
Level of satisfaction with national,	
local and regional arrangements and	30 participants completed the paper questionnaire and
initiatives for the inclusion of ageing	the results showed that 65% answered that improvement
people with intellectual disabilities,	is needed. 25% think it is not good and only 10% think it is
support for their family members and	good. None of the participants answered really well.
carers (4 Really good, 3 Good, 2	
Improvement required, 1 Bad)	
National legislation, solutions, initiatives for the inclusion of older people with intellectual disabilities, support for their family members and carers	The majority considers that although the national legislation has programmes to support family members and guardians for the integration of elderly people with intellectual disabilities, more actions and programmes are needed. It was noted that the Ministry of Labor and Social Affairs established and is implementing the Pilot Program "Personal Assistant for people with disabilities". The Program is part of the wider framework of a social support system for Persons with Disabilities, with the aim of improving the quality of life of them and their families, through the achievement of independent living and their equal participation in all aspects of social, economic, political, cultural life. The "Personal Assistant" was established by law 4837/2021.
	Social security covers the provision of old-age and disability pensions by the "digital National Social Insurance Agency" (e-EFKA). The Ministry of Labor and Social Affairs, through the competent Directorate of Disability Policies of Welfare, has drawn up and supervises the implementation of 9 Financial Support programs for Persons with Disabilities



(motor, mental, sensory).

(PWD). These programs cover all categories of disability

EFKA also provides funding for health care services for insured people with disabilities and people who need





long-term health care. These services are provided in public institutions and hospitals through the National Organization for the Provision of Health Services (EOPYY), while a number of private clinics contracted by EOPYY also provide long-term health care (mainly for terminally ill patients)

All of them referred to the **Open Centers for the Protection of the Elderly (KAPI),** which are an institution for the protection of the social rights of the elderly. They were established in 1984 with the legislative initiative of the Ministry of Health & Welfare. The purpose of KAPI is the prevention of any psychological and social problems of the elderly, the cooperation between society and special agencies on the problems of the elderly and health prevention.

KAPIs provide:

- Psychological and emotional support
- Social care for the elderly
- Medical and hospital care
- Physiotherapy where needed
- Occupational therapy
- Organized entertainment

Regional, local solutions, regulations, initiatives that deal with the inclusion of older people with intellectual disabilities and the support of their family members and carers

Most participants reported that the main regional, local solutions, regulations, initiatives concerning the inclusion of older people with intellectual disabilities and the support of their family members and carers are run by **NGOs.**

Help at Home is a social support program aimed at supporting older people, with or without disabilities. The purpose of the program is to improve the quality of life of elderly people and people with disabilities, to support an independent and dignified living, to provide support to the family environment of the beneficiaries, and to promote the professional employment of a competent and specialized staff.

The program was implemented locally usually under the supervision of a municipal enterprise of the respective local authority and is financed by the European Social Fund through the Regional Operational Programs of the 3rd Community Support Framework

A number of participants mentioned day care services for the elderly in the community, which are provided through





'Day Care Centers for the Elderly' (KIFI). These centers provide day care for elderly people with or without disabilities who cannot take care of themselves, who have serious financial and health problems and whose family members cannot take care of them because of their work (or other reasons). In the majority of cases, they are operated by municipalities, municipal enterprises or joint partnerships of municipal enterprises and work with local social and health services.

Most initiatives to support elderly people with intellectual

Most initiatives to support elderly people with intellectual disabilities are provided by **NGOs** that support them with comprehensive intervention programs. Parents and family members of persons with disabilities establish NGOs with the aim of providing optimal services to them.

Current difficulties, challenges, aspects requiring solutions in support of ageing persons with disabilities and their families

(at national, regional and local level).

The main difficulties highlighted are the following:

- The evolution of digital technology has not taken care of the difficulties of its use by the elderly and causes digital exclusion.
- -The lack of staff training to deal with cognitive and functional needs elderly with intellectual disabilities
- -The lack of specialized support and care centers
- -The financial difficulties that organizations which support elderly people with disabilities face due to a lack of financial funds from the state
- -The lack of specialized professional psychologists/social workers to support family members in matters of the elderly and people with disability
- -Difficulties in communication, cooperation and service provision by the medical staff to elderly patients with intellectual disabilities

Suggestions

All participants agreed that the state should take care and provide more services to support people with intellectual disabilities and their family members. The cooperation of private entities with the state is not always easy and the financial support of NGOs should be strengthened.

Most participants suggested:

- the need to form mental health programs for elderly people with intellectual disabilities who need psychological support
- ensuring adequate palliative care
- more educational programs for people who care for the elderly.







Finally, the need to ensure adequate training of both health and welfare professionals and informal care providers for the elderly was suggested.

Some participants suggested the need to represent family members of older people with intellectual disabilities in decision-making both in policy and leadership and in creating accessible legislation for all

National report – Italy

R5 – POLICY RECOMMENDATION

NATIONAL REPORT
Summary of survey
PARTNER / COUNTRY: ITALY

TOPICS	INFO
Level of satisfaction WITH NA, local, regional policies and explanation regarding support the family members and guardians for inclusion the elderly with intellectual disabilities (4 Really good, 3 Good, 2 Improvement required, 1 Not Good)	The questionnaire has been filled in by 30 participants, among which psychologists, family members and caregivers of elderly people and adults with disabilities, as well as experts on the disability field. The level of satisfaction with national, local and regional solutions and initiatives for the inclusion of ageing people with intellectual disabilities, was rated as follow: - Not good by 44.4% of participants, - Improvement required by 44.4% of participants Really good by the 11.1% of participants.
National legislation regarding the support the family members and guardians for inclusion the elderly with intellectual disabilities. (title, target group, duration, benefits for target group)	National Program 'Inclusion and Poverty Alleviation 2021-2027' - aimed at people with intellectual disabilities of working age, the aim is to provide support in finding work. The European Commission has approved the National Inclusion and Poverty Fight Program 2021-2027, focusing on promoting social inclusion and combating poverty under the governance of the Ministry of Labor and Social Policies. The program aims to expand interventions, addressing conditions leading to social exclusion, with a particular focus on emerging vulnerabilities post-Covid-19.







Key objectives include maintaining a strong presence in inclusion and active policy interventions, investing in new models, supporting social services, and promoting an approach based on responsibility. Specific actions target groups like the RSC ethnic population, immigrants, people with disabilities, women victims of violence, and minors at risk of social exclusion, coordinating with the European Child Guarantee project.

The program emphasizes combating extreme poverty, with a significant allocation for food support and material goods distribution. Additionally, it addresses social infrastructure and active inclusion with medium to long-term goals.

In summary, the program has five main objectives: financing innovative services, targeting specific populations and territorial contexts, reaching overlooked target populations, integrating projects into the National Recovery and Resilience Plan (PNRR), and investing in institutional capacity building. With a budget exceeding 4 billion euros, the program is divided into four main priorities (from the European Social Fund Plus and the European Regional Development Fund) and two priorities for Technical Assistance, allowing for systemic projects aligned with PNRR (National Recovery and Resilience Plan) objectives.

Resources:

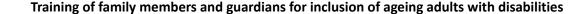
https://poninclusione.lavoro.gov.it/Notizie/Pagine/Approva to-nuovo-PN-Inclusione-e-lotta-alla-poverta-2021-2027

Law 112 of 22 June 2016 entitled 'Provisions on assistance in favour of severely persons with disabilities deprived of family support', so-called 'Dopo di noi' (After Us)

Law 112, enacted on June 22, 2016, introduced a novel provision in Italy, known as 'Dopo di Noi' or 'After Us.' This legislation specifically addresses the protection of people with disabilities in cases where family support is no longer available. The primary objective is to ensure the maximum autonomy and independence of individuals disabilities, even when parental care is no longer possible, by allowing them to live in environments closely resembling family homes or by initiating de-institutionalization processes.

The implementation and planning of interventions fall under the exclusive authority of the Regions, except for defining essential levels, which remains the responsibility of the State. The Regions set programming guidelines, and the Ministry disburses resources to facilitate on-the-ground interventions. The municipalities, organized at the







territorial level, are responsible for the concrete implementation of interventions and services.

To support these efforts, the 'After Us' Fund was established, with resources allocated annually by the Ministry to the Regions through special decrees.

Article 5 of the decree outlines the Fund's utilization for:

- a) Planned paths for transitioning from the family of origin, or de-institutionalization into housing resembling family environments.
- b) Home support interventions in family-type and co-housing solutions replicating family living conditions.
- c) Programs for awareness, habilitation, skills development, and traineeships for social inclusion, personal autonomy, and rehabilitation.
- d) Initiatives for innovative housing solutions, including charges for purchase, rental, restructuring, and installation of facilities, fostering mutual aid between individuals with disabilities.
- e) Residual interventions for temporary stays in non-family housing solutions.

Law 112/2016 aligns with constitutional principles and international conventions on the rights of people with disabilities. The Fund, initially endowed with €90 million in 2016, saw subsequent increases, reaching €76.1 million annually for 2021-2023. A decree in December 2022 allocated €76.1 million to the Regions for the year 2022.

Resources:

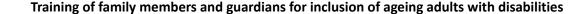
https://www.lavoro.gov.it/temi-e-priorita/disabilita-e-non-autosufficienza/focus-on/Dopo-di-noi/Pagine/default

Law no. 328/00 ("Framework law for the implementation of the integrated system of interventions and social services")

The law proposes an innovative perspective on social intervention, recognising it not as a restorative response to damage, but as an integrated strategy for the wellbeing of the person. This approach is based on the definition of essential levels of social services, financed also through the National Fund for Social Policies and the implementation of the National Social Plan.

Moreover, it is suggested that the bureaucratic and administrative boundaries of the various institutional competences be overcome, considering them as clear responsibilities of the various actors of the integrated system rather than limits to be defended. A key element is the redefinition of the role of the Third Sector, not as a







substitute for the Public Administration, but as the bearer of diffuse interests. These actors are seen as advocates and protectors of citizens' rights and needs, actively participating in the co-planning and design of interventions and services for people.

Within this vision, Article 14, which concerns individual projects for people with disabilities, takes on particular importance. This article proposes the revision of the systems for ascertaining civil invalidity and disability status, orienting them towards the fight against poverty and the promotion of the autonomy of people with disabilities. This also includes simplifications of related procedures. The article allows the definition of a clear and unambiguous life project, including personal needs in the family, social and work spheres, as well as indicating the services provided by the municipality and health-rehabilitation services.

In this way, it aims to provide people with disabilities and their families with detailed knowledge of the available services and their organization, reducing the need to organize their needs on a daily basis and improving their quality of life.

Resources:

https://www.gazzettaufficiale.it/eli/id/2000/11/13/000G03 69/sg

Dama project

The DAMA (Disabled Advanced Medical Assistance) Project, established in 2000 at San Paolo Hospital in Milan, was initiated by Edoardo Cernuschi in response to the challenges faced by families seeking adequate healthcare for their relatives with disabilities. Cernuschi, a champion for the League for the Rights of Persons with Disabilities (LEDHA), highlighted the dual struggle of individuals with severe disabilities — contending with illness and communication barriers.

The project prioritized addressing the needs of families, recognizing the challenges faced by people with disabilities, not only in terms of their health but also due to communication limitations arising from a lack of tools or ideational deficits. To confront these challenges, the DAMA Project developed a customized reception and medical care model tailored to support individuals with severe communication obstacles.

Over the years, it became clear that the primary obstacle in this context was cultural. Acknowledging and addressing this cultural challenge represented a significant step





forward in improving care and support for individuals with profound disabilities.

Resources:

https://www.progettodama.it/DAMA/Home Page.html

National disability laws:

Target group: Adults and elderly people with intellectual disabilities.

Duration: Indefinite.

Benefits: Disability laws establish rights and duties, promote equality and provide access to services and resources.

Social and Health Care for people with intellectual disabilities:

Target Group: People with intellectual disabilities and their families.

Duration: Variable.

Benefits: Access to home care services, medical support, therapies, and other social support services.

Work Inclusion Programs:

Target Group: People with intellectual disabilities.

Duration: Variable.

Benefits: Training programs, sheltered employment, reserve quotas in jobs, tax breaks for companies that hire people with disabilities.

Family support programs:

Target Group: Family members of people with intellectual disabilities.

Duration: Variable.

Benefits: Counselling services, psychological support, training courses for families, facilities.

Regional, local policies, initiatives, decrees which support the family members and guardians for inclusion the elderly with intellectual disabilities

(title, target group, duration, benefits for target group)

Territorial body for the promotion of the rights of people with disabilities

Social activities of the Municipality of Palermo, aimed at associations, third sector organizations that deal with young adults with disabilities and their families. It includes scheduled meetings to benefit the social context and access to services for people with disabilities. Benefits: socialization; confrontation/interaction, active dialogue, acquisition and enhancement of personal knowledge through participation in debates.

The Regional Fund for Disability and Non-self-sufficiency,







established to support individuals covered by the law of February 5, 1992, No. 104, Article 3, paragraph 3, and those with severe disabilities according to the regional law of March 1, 2017, No. 4, aims to ensure the implementation of assistance levels, including home-based care. The funding sources include regional disability funds, dedicated regional funds, regional health funds, state funds, resources from local authorities, and potentially other institutional sources. The assistance can be provided through direct or indirect forms, allowing beneficiaries to choose accredited institutions, registered family assistants, OSA and OSS operators, or caregivers.

For the 2017 fiscal year, the criteria for assistance interventions, including direct monetary transfers, are defined by the Regional President's decree. From 2018 onwards, the Regional Department for Family, Social Policies, and Labor, along with the Regional Department of Health, develop a regional plan for socio-health interventions integrated with the regional health plan.

Direct monetary transfers from the fund are tied to individual care plans, and a periodic review is conducted through a "care pact." The fund's programming, management, and control involve an integrated information system shared among regional and local operators.

References:

https://www2.regione.sicilia.it/deliberegiunta/file/giunta/a llegati/N.230 15.06.2023.pdf

M.A.I.D.A./A.N.C.O.R.A. Project

The A.N.C.O.R.A. Project, initiated in 2011, addresses the specific healthcare needs of people with disabilities, driven by the expressed requirements of users from the voluntary association for people with disabilities (A.Vo.F.I.D.).

This initiative embraces an approach, incorporating multidisciplinary and multi-professional care, aiming for integrated patient care and network collaboration. Professionals undergo specialized training, and information tools, such as a health card containing the person's clinical file, facilitate seamless data sharing among healthcare operators, scheduling of specialist visits, accompaniment to service locations, and emercengy care. The team, consisting of medical professionals, nurses, and administrative staff, is dedicated to providing both scheduled and emergency healthcare services. Besides, a psychiatric team manages patients with psycho-intellectual







disabilities, using special assessment tools and socio-medical evaluations to formulate intervention plans and facilitate care paths. Coordination with the Disabled Reception Service and other healthcare structures ensures comprehensive and integrated care.

The project focuses on accessing healthcare services, including outpatient, planned hospitalization, and emergency care, with a particular emphasis on non-self-sufficient individuals, especially those facing severe communication difficulties. Priority access to emergency departments and outpatient consultations is granted to severe cases, ensuring timely and appropriate care.

References:

www.policlinico.pa.it/portal/index.php?option=displaypage =139&op=page&SubMenu=

Numerous non-governmental organizations (NGOs), associations, societies, and even online portals provide a range of services and initiatives catering to the elderly, including assistance, education, and support.

Among these, there are:

- "If everyone does something..." area event aimed at associations, third sector organisations dealing with young adults with disabilities, and their families.
- Duration: 3 planning meetings with a final event to benefit the social context.
- Benefits: socialisation; emotional, psychological well-being; acquisition and enhancement of personal skills through participation in the various workshop activities.
- Counselling services, psychological support, and organises activities to promote social inclusion. It can also provide information on health and social services available in the area.
- Target Group: Adults and elderly people with intellectual disabilities, family members, carers.
- Duration: Continuous.
- Training and Work Placement Programs:
- Name: Work for All Program.
- Target Group: People with intellectual disabilities.





- Duration: Medium-term.
- Benefits: Offers vocational training courses, promotes job placement, and provides support to adapt the work environment to the needs of people with intellectual disabilities.
- Inclusive Residences:
- Name: Inclusive Residence "Casa Accogliente".
- Target group: Elderly people with intellectual disabilities.
- Duration: Long-term.
- Benefits: Provides a residential environment adapted to the specific needs of people with intellectual disabilities, ensuring the support needed for independent living.
- Personalised Home Care:
- Name: Personalised Assistance Service.
- Target Group: People with intellectual disabilities, elderly people at home.
- Duration: Variable.
- Benefit: Provides personalised home care, covering individual needs such as personal care, housekeeping and social support.
- 'States General on Intellectual Disabilities and Neurodevelopmental Disorders in Sicily' - an event organised to understand the strengths and weaknesses of the Sicilian reality.

Present **difficultie**s on offering support to the ageing adults with intellectual disabilities (on NA, regional and local levels)

- Lack of counselling centres
- Both work and housing needs, aimed at strengthening personal autonomy and social relations. In the domestic sphere, in particular, sharing spaces (in flats or residences) with small groups of people, suitably selected for mutual support. It is also necessary, for these needs, to have an assistance and a tutoring service provided by specialised operators.
- Work, sociability, sport... it's all for a fee







- Greater inclusion and pooling of synergies for common projects.
- Priority access to health facilities for preventive checks, examinations and care for people with disabilities.
- Establishment of easily accessible "After Us" facilities. Designing educational/training life paths.
- Training, information, and parental guidance with respect to access to services on the territory due by right, including special needs.
- Job placement and training opportunities with support, recreational activities built on the basis of specific needs, accessible transport, including tourism.
- Difficulties in finding psychological support, access to health services such as the impossibility of medical examinations in public facilities.
- Preventive health care is not considered. Lack of right to health for people with disabilities. A specific department was opened, but it was closed. The law on »After us« is not respected. There is a lack of the right to sexuality and to physiotherapy. Everything works badly and the diagnosis is not done properly.
- Challenges are daily, there is a lack of cooperation with health facilities, medical teams, physiotherapists, etc. Poor health service also in terms of professional skills and interaction with patients with disabilities.
- Support should be improved in all areas. There are limitations in the square footage, space and number of guests a housing community can have. It cannot exceed 200 square metres and the number of 10 guests. There should also be more support for transport for outings and activities.





 The challenges and difficulties in supporting adults and older people with intellectual disabilities are complex and involve various aspects at national, regional and local level. Here are some of the main challenges that require solutions:

National Level:

Access to Health Services:

Challenge: Inequalities in access to specialized health services and quality of care.

Solution: National policies to ensure equity in access to health services and training of health personnel in the management of intellectual disabilities.

Employment Inclusion:

Challenge: Low employment rates for people with intellectual disabilities.

Solution: To incentivize employment through tax breaks for companies and specific training programs.

Regional level:

Availability of Local Services:

Challenge: Disparities in the availability of services and resources between different regions.

Solution: Standardize and guarantee equal access to services such as home care, day care centers, and residential facilities.

Social Integration:

Challenge: Lack of opportunities for social participation. Solution: Promoting social inclusion programs, facilitating access to cultural and sports events, and raising community awareness of the importance of inclusion.

Local level (e.g. Palermo): Accessible Infrastructure:

Challenge: Urban infrastructure not fully accessible. Solution: Adopt local policies to improve the accessibility of roads, public transport and public buildings.

Family Support:

Challenge: Family caregivers are often under pressure without adequate support.





Solution: Offer family support services, such as training courses, psychological counselling and care breaks. Education and Awareness-raising: Challenge: Lack of awareness and understanding in the community. Solution: Implement educational programs in schools, promote awareness-raising campaigns and involve the community in creating an inclusive environment. Addressing these challenges effective requires collaboration between the national government, regional authorities and local communities. Solutions should be geared towards improving access to services, promoting social inclusion and providing support to both people with intellectual disabilities and their families and caregivers. Suggestions Counselling centres in each territory. Training of entrepreneurs for job placement. Psychological support for families Creating activities that can insert young people with disabilities into the world of work. They are all to be paid Activities that aim at real social inclusion Information/parental training with the help of third sector organizations in the area with respect to the services they can access, guidance with respect to the rights of persons with disabilities. Offer tax incentives to companies that hire people intellectual disabilities and apprenticeship programmes. Invest in technologies that make transport accessible to people with different abilities. Offer psychological counselling services and emotional support to families and caregivers. Propose concrete plans for job placement and more independent living, as well as specialised access to public health services





- Proposals to the region for non-hospitalisation and differentiation according to the situation, not only addressing it through home intervention.
- Training for people in first aid and health care. Structural changes and changes to the practice of the law article n. 14 by the Municipality of Palermo.
- In order to address the challenges and improve support for adults and older people with intellectual disabilities, as well as their families and carers, the following changes and solutions can be considered at national, regional and local level:

National Level:

Legislation and Policies:

- Change: Review and strengthen national legislation to ensure equity in access to services and rights for persons with intellectual disabilities.
- Solution: Implement employment inclusion policies, promote universal accessibility and ensure adequate funding for services.

Vocational Training:

- Edit: Improve training of health and social workers on the management of intellectual disabilities.
- Solution: Create specialized training programmes for health workers, teachers and professionals.

Regional Level:

Standardization of Services:

- Change: Standardise services available in different regions to reduce disparities.
- Solution: Create regional guidelines to ensure consistency in home care services, day care centres and residential facilities.

Incentives for Companies:





- Change: Implement more significant tax incentives for companies that hire people with intellectual disabilities.
- Solution: Introduce advantageous tax measures, tax relief and facilities to promote inclusive employment.

Local level (e.g. Palermo): Urban Accessibility Projects:

- Modification: Initiate projects to improve urban accessibility at the local level.
- Solution: Implement measures to make streets, public transport and public buildings more accessible, involving urban planners and architects.

Psychological Support for Families:

- Change: Strengthen psychological support services for families.
- Solution: Establish psychological support centres, offer individual and group counselling sessions to address care-related challenges.

Awareness-raising campaigns:

- Change: Intensify awareness-raising campaigns at the local level.
- Solution: Involve communities in educational campaigns to promote empathy, understanding and acceptance of people with intellectual disabilities.

Community Support Network:

- Change: Develop a community support network.
- Solution: Collaborate with local organisations and volunteers to create a support network that includes volunteer services, support groups and socialisation activities.





National report - Poland

R5 - RECOMMENDATION FOR SYSTEM SOLUTIONS

NATIONAL REPORT Summary of survey

PARTNER / COUNTRY: Poland

AREAS OF	ANALYSIS
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Level of satisfaction with national, local and regional arrangements and initiatives for the inclusion of ageing people with intellectual disabilities, support for their family members and carers (4 Really good, 3 Good, 2 Improvement required, 1 Bad)

RESULTS OF THE REPORT

54.5% of respondents rated their level of satisfaction with national, local and regional solutions and initiatives for the inclusion of ageing people with intellectual disabilities, support for their family members and carers as LOW and 45.5% as NEEDING improvement. None of the respondents answered GOOD or REALLY GOOD. The survey was completed by 30 people.

National legislation, solutions, initiatives for the inclusion of older people with intellectual disabilities, support for their family members and carers

Respondents mostly answered that we do not have enough inclusive forms of support at national level in Poland.

The only solutions mentioned related to institutional forms such as Social Care Homes, Occupational Therapy Workshops and Community Self-help Homes.

Social Care Homes

A person requiring round-the-clock care due to age, illness or disability, unable to function independently in daily life and who cannot be provided with the necessary assistance in the form of care services, is entitled to be placed in a social welfare home.

A person requiring this form of support shall be referred to a social welfare home of the appropriate type, located as close as possible to the place of residence of the referred person, unless the circumstances of the case indicate otherwise, after obtaining the consent of the person or his/her legal representative to be placed in a social welfare home.

A social welfare home provides living, caring, supporting and educational services at the level of the applicable standard, in the scope and forms resulting from the





individual needs of the persons staying there. The organisation of the social welfare home, the scope and level of services provided by the home shall take into account in particular the freedom, intimacy, dignity and sense of security of the home's residents and the degree of their physical and mental fitness.

Occupational Therapy Workshops support people with disabilities who are not ready to fully realise vocational tasks on the open labour market, the aim is to maintain the skills developed so far and to sustain social functioning.

The workshop also aims to:

- actively support the process of professional and social rehabilitation of people with disabilities,
- provide opportunities for social and vocational rehabilitation for persons with disabilities who are unable to undertake work to acquire or restore the skills necessary for employment.

Community self-help homes offer support in daily life. Participants can count on the assistance of a psychologist, educationalist, therapist and occupational therapy instructor. The extensive offer, which is based on the Regulation on Community Self-help Homes, includes various types of group and individual training.

Various support for ageing people with disabilities in Poland is offered by NGOs, i.e. **foundations and associations** - raising funds to improve the livelihoods of ageing people with disabilities and their families, social activation projects.

For example, the Polish Association for Persons with Intellectual Disabilities organises projects for people with disabilities, related to self-determination, accessibility.

In Poland, there is a lack of systemic regular **personal** assistance for a person with disabilities. It is currently provided in the form of annual programmes.

The main objective of the Programme is to introduce the services of an assistant as a form of generally available support in performing daily activities and functioning in social life, whose addresses are:







Children up to the age of 16 with a disability certificate including indications of: the need for permanent or long-term care or assistance from another person in connection with significantly limited ability to lead an independent life, and the need for the child's guardian to participate on a daily basis in the child's treatment, rehabilitation and education,

People with a severe or moderate disability certificate (or treated equally to those listed).

In particular, the assistant's services may consist of assisting the assistant in:

carry out activities of daily living for the Programme participant,

leaving, returning or travelling with the Programme participant to a location of the participant's choice, dealing with official matters,

use of cultural goods (i.e. museum, theatre, cinema, art galleries, exhibitions, etc.),

Bringing children with a disability certificate to or from the educational establishment.

respite care - temporary relief from the responsibilities associated with a person with a disability, so that the parent, carer can take care of themselves, rest. respite care is a form of support for people who care for people with disabilities. The programme is aimed at family members or carers with direct care of children with a disability certificate and people with a severe disability certificate or a certificate treated as equivalent to a severe disability certificate who require respite care services. This involves the person with disability being cared for by another person for the duration of the carer's absence. This allows the carer a breather and time off for themselves. A respite care service can also be used to periodically provide for the needs of a person with disability in an emergency situation. This is when a carer is unable to carry out their duties for an urgent reason.

Some respondents answered that they were not aware of any solutions that integrate ageing people with disabilities into society.





Regional, local solutions, regulations, initiatives that deal with the inclusion of older people with intellectual disabilities and the support of their family members and carers

When asked about regional and local solutions, ordinances, initiatives which deal with the inclusion of older people with intellectual disabilities and support for their family members and carers, respondents answered that there are isolated activities, mainly organised by NGOs. Their coverage, the number of places in the projects, the lack of facilities is often not sufficient and do not cover the real needs of the target group to any extent.

Individual initiatives such as, for example, assisted or supported housing, an activity centre for the elderly, occupational therapies, initiatives from social welfare centres, community self-help homes were mentioned It was noted that on the regional and local level there are state programmes (assistant to a person with disabilities) and NGOs that support ageing people with intellectual disabilities (Community self-help homes, Occupational Therapy Workshops, respite care, supported housing, weekend clubs), as well as day care centres with integration activities for older people with disabilities.

Senior Citizens' Clubs and Municipal Cultural Centres that organise events, fairs for the benefit of people with disabilities or exhibitions of works by this group of people were also mentioned.

Current difficulties, challenges, aspects requiring solutions in support of ageing persons with disabilities and their families

(at national, regional and local level).

The question on difficulties, challenges, aspects that need to be addressed in supporting ageing people with disabilities and their families was mentioned:

Lack of systemic solutions related to the provision of free 24-hour assistance to adults with disabilities.

Lack of solutions for dignified living without parents. Low number of supported housing units.

Lack of solutions to relieve the burden on the family and provide specific unpaid assistance.

Lack of sufficient resources for families who care for an adult with a disability.

Lack of institutions for social activation of older people. Difficulties in addition to disabilities that affect functioning can be the very aspect of ageing and the resulting difficulties, e.g. dementia, joint problems, sight problems.





Suggestions

In Poland we need to implement the provisions of the UN Convention on the Rights of Persons with Disabilities and educate society about it. The solution may be deinstitutionalisation, introduction of systemic personal assistance, creation of support circles around a person with disabilities so that they can live independently in their local community.

According to the respondents, all provisions introduced should be reflected and covered in practice, e.g. people with disabilities should be provided with personal assistance even 24 hours a day. It is important to create more supported housing.

Suggestions also included:

The need for greater architectural, ICT and digital accessibility in Poland.

Higher cash benefits for people with disabilities and their families.

Changing policy on the affairs of older people with intellectual disabilities.

Creating places to spend time with people without disabilities.

Providing inclusive activities to eliminate feelings of loneliness, as often people who are getting older no longer have parents and family.

Provision of psychological care.

Regular respite holidays for people with disabilities in which the family does not have to participate.

It also emphasised the need to create assisted housing for people with disabilities, to increase the number of facilities for people who are unable to work on the open labour market, and to ensure skilled workers and therapists.





National report – Slovenia

R5 – POLICY RECOMMENDATION

NATIONAL REPORT
Summary of survey
PARTNER / COUNTRY: Slovenia

TOPICS	INFO
Level of satisfaction WITH NA, local, regional policies and explanation regarding support the family members and guardians for inclusion the elderly with intellectual disabilities (4 Really good, 3 Good, 2 Improvement required, 1 Not Good)	40 % of respondents rated their level of satisfaction with national, local and regional solutions and initiatives for the inclusion of ageing people with intellectual disabilities, support for their family members and carers as LOW and 33% as NEEDING improvement. 27% of respondents answered GOOD and none REALLY GOOD. The survey was completed by 30 people.
National legislation regarding to support the family members and guardians for inclusion the elderly with intellectual disabilities (title, target group, duration, benefits for target group)	Act on the Equalization of Opportunities for Persons with Disabilities (ZIMI) The field of equalization of opportunities for people with disabilities is governed by the Act on Equalization of Opportunities for People with Disabilities (ZIMI). They need more support to live independently and are often discriminated against in various areas of life, for example in procedures before various bodies and institutions, in access to goods and services, facilities in public use, and the like. By prohibiting discrimination against people with disabilities in various areas and by enforcing various measures, we want to create equal opportunities for people with disabilities in all areas of life and thereby contribute to the development of human potential, which benefits the entire society. We enable the independent life of people with disabilities by, among other things, co-financing technical aids and vehicle adaptations. The state provides co-financing of technical aids for people with sensory impairments (deaf, hard-of-hearing, visually impaired and deaf-blind) and co-financing of vehicle adaptations for people with mobility impairments who can drive the vehicle themselves, and for people with disability who cannot drive the vehicle themselves, and the adaptation is absolutely necessary for the person to enter into the vehicle and drive safely. With the European benefits card, people with disabilities in the countries of the European Union can claim special commercial discounts offered by individual countries. With this, we want to enable people with disabilities to receive more uniform treatment and special benefits when traveling to other EU countries, and to enable them to have greater access to transport, tourism, culture, sports and leisure.





In addition to bringing benefits to people with disabilities, the purpose of the project is also to raise awareness and inform about people with disabilities, their capabilities, needs, wishes, way of life, and above all, that people with disabilities are people who travel and thereby develop personally, like everyone else second. The European benefits card for the people with disabilities also brings greater integration of the person with disability into the wider European society.

The right to an assistance dog: Assistance dogs are professionally trained dogs that pick up and bring various objects (e.g. telephone, TV remote control, newspaper, etc.) for a person with disability, help open and close doors and drawers. The dog can provide assistance in removing parts of clothing, turning on and off electrical switches that are at a suitable height and can be reached by the dog, and cooperate with the person with disability in moving with a wheelchair.

Act on Social Inclusion of People With Disabilities

Social integration services are intended for adults who cannot integrate into society on their own due to their disability. Their purpose is for people with disabilities to strengthen their knowledge, skills and abilities in the direction of greater independence in various fields. The range of social inclusion services includes:

- o training for independent living,
- o Lifelong learning,
- o residence with support,
- o maintaining the social inclusion of the elderly with disabilities (over 65).

Social inclusion services for people with disabilities are not compatible with:

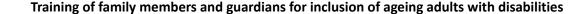
- o personal assistance,
- o 16-hour or all-day institutional care,
- o caregivers of a family member / family assistants,
- o long-term care.

Providers of social inclusion services for the people with disabilities are institutions that provide management, protection and employment services under special conditions, or protective work centers and training institutes, as well as organizations that provide services for persons with an acquired brain injury or impairment and have a contract with the competent ministry for disability care.

In the performance of individual services, the contractor includes associations, lay support persons and employees of the contractor.

Act on Employment Rehabilitation and Employment of Disabled Persons







This law regulates the right to employment rehabilitation and certain issues of employment of the people with disabilities, and determines other forms, measures and incentives for their employment and the method of their financing.

This law also determines the types of supervision and the authorities and institutions responsible for the implementation of this law.

The purpose of the law is to increase the employability of people with disabilities and establish conditions for their equal participation in the labor market by removing obstacles and creating equal opportunities.

With the aim of maintaining jobs and creating new jobs for people with disabilities, the Republic of Slovenia provides employers who employ people with disabilities above the quota prescribed by the regulation determining the quota for people with disabilities, companies and employment centers with assistance in the form of material incentives, the amount of which depends on the level disabilities of employed people with disabilities and their share in the total number of all employed workers.

Material incentives for the employment of people with disabilities include all financial resources that employers receive for this purpose from public sources (hereinafter: public funds received for employing people with disabilities).

A person with disability (hereinafter: a person with disability) is a person who acquires the status of a person with disability according to this Act or other regulations, and a person who has been determined by a decision of a competent authority to have permanent consequences of a physical or mental impairment or illness and therefore has significantly fewer opportunities in order to be employed or maintain employment or advance in employment (hereinafter: person with disability).

Employment rehabilitation is services that are provided with the goal of training a person with disability for appropriate work, getting a job, retaining employment, and progressing in it or changing their professional career.

Direct and indirect discrimination in the employment of people with disabilities, during the duration of employment and in relation to the termination of employment, and in procedures under this Act is prohibited.

A guide to the rights of people with disabilities

The guide to the rights of people with disabilities was created as part of the project Promoting equality and preventing discrimination of people with disabilities, known as ZMOREMO. The basic purpose of the project is to contribute to greater respect for the human rights and dignity of d people with disabilities and thereby to the implementation of the Convention on the Rights of Persons with Disabilities, the Action Program of the Government of the Republic of Slovenia







for the Disabled 2014-2021 and the European Strategy on Disability for the period 2010-2020: a renewed commitment to a Europe without barriers to national and local level in the daily life of people with disabilities in Slovenia. One of the purposes of the project is to raise awareness among Slovenian society about disability issues and to make people with disabilities better aware of their rights. The project is financed by the European Union from the Progress program, and partners Urban Institute of the Republic of Slovenia, Association of Students with Disabilities of Slovenia and the Association of Employment Rehabilitation Providers in the Republic of Slovenia cooperate with the Ministry in its implementation.

The Republic of Slovenia is a legal and social state in which special attention is also paid to ensuring the equal enjoyment of all human rights and fundamental freedoms of people with disabilities. This is written in the constitution! At the same time, it should be emphasized, as the Constitutional Court also decided years ago, that the right to special protection of the person with a disability as a special human right is a right of positive status, with which the state committed itself to lead an active disability policy and, within its framework, to adopt various measures with the aim of improving the position of people with disabilities in society. Therefore, the right of people with disabilities to special protection is a collection of various rights of people with disabilities in the field of parental care and family benefits, upbringing and education, employment, health, disability insurance, social security, culture, sports and recreation, tax and other reliefs or exemptions, information and communication technology, accessibility of the built environment and information, etc. Areas that include:

- o Human rights of persons with disabilities in international documents
- o Parental care and family benefits
- o Education of children and adolescents with special needs
- o Employment and work
- o Pension rights and disability insurance
- o Health care and insurance
- o Social Security
- o Reliefs and exemptions
- o The right to use Slovenian sign language
- o Disability organizations
- o War invalids
- o Enforcement and protection of rights

Mental Health Act







The law defines which rights or duties for persons with a mental disorder arise from the Mental Health Act. It is good to know your rights, which will help to improve the quality of your health care, how to exercise these rights and how to obtain their protection if they are violated. The Mental Health Act represents an important innovation in the health care system of the Republic of Slovenia. It fulfills a multi-year effort to improve the situation in the field of protection and realization of the rights of persons with mental disorders. Thus, Slovenia follows the member states of the European Union that have already adopted such or similar laws.

The treatment of a person with a mental disorder must be carried out in accordance with professionally verified methods and internationally recognized standards. Above all, a medical intervention must be proportionate to its purpose, and it is necessary to choose among several options the one that least interferes with a person's personal integrity, least restricts his personal freedom and has the least unwanted effects.

Special treatment methods, such as electroconvulsive therapy, hormone therapy or the use of psychotropic drugs in larger amounts that exceed the maximum prescribed dose, can only be performed under specially defined conditions. Such a form of treatment cannot be decided by the attending psychiatrist independently, but by the medical council, which must be appointed by the director for each case, i.e. for each use in an individual person. The council must be composed in such a way that at least one of the psychiatrists does not treat the person or he is not employed in a psychiatric hospital. Treatment with electroconvulsive therapy or hormonal treatment, which the council deems necessary, is only possible if you give your written consent; if you can't do it yourself, your guardian. Of course, it is possible to use this form of treatment only if there are no other effective treatment methods.

The Act on Social Protection of Mentally and Physically Handicapped Persons

This law regulates the forms of social protection of moderately, severely and severely mentally and severely physically people with disabilities who cannot be trained to live and work independently (hereinafter: people with disabilities) and for whom it is established that the disability originated in childhood or youth age until the age of 18 or during regular schooling, but at the latest until the age of 26. Forms of social protection under this law are provided to people with disabilities who have permanent residence in the Slovenian Republic and meet other conditions specified by

The forms of social protection according to this law are:

- care in general or special social institutions,
- care in another family,







- compensation for disability (hereinafter: compensation) and
- allowance for foreign care and assistance.

The forms of protection in general and special social institutions are:

- day care,
- occasional care with accommodation and care in the institution and
- permanent care with accommodation and care in the institution.

Day care is provided to people with disabilities who live in their own or another family.

Occasional care with accommodation and care in the institution is provided, if necessary, to people with disabilities who live in their own or another family.

Permanent care with accommodation and care in the institution is provided:

- people with disabilities who, depending on the nature and degree of disability, need permanent care in the institution and
- people with disabilities who do not have a family or cannot live in their own family and cannot be provided with care in another family.

Care in another family is provided to people with disabilities who do not have a family or cannot live with their own family and who, depending on the nature and degree of disability, do not need permanent care in an institution.

Long-Term Care Act

Demographic projections place Slovenia in the third of European countries with the largest proportion of elderly population in the coming decades. It can be expected that there will be an increasing dependence on the help of others in performing basic or supporting daily tasks. Therefore, the Ministry for a Solidary Future is proposing a new Act on Long-Term Care, which will replace the current Act and on a systemic level, with the gradual introduction of rights in the years 2024 and 2025, regulate the quality of life of people in all stages of life.

Objectives and principles of the proposed law

The aim of the proposed law is to adequately upgrade and unify the regulation of long-term care in a way that enables its implementation in practice and offers the user in one place a wide range of customized care services.

The proposed law follows the principles of universal access to long-term care, solidarity, equality and ensuring rights from long-term care without discrimination. In the organization and implementation of long-term care, it places the public interest in the foreground in a way that allows insured persons equal availability, accessibility, accessibility and quality of long-term care services and the right to an independent and independent life.







The main solutions of the proposed law

At the systemic level, the proposed law combines the powers and tasks in the field of long-term care under the auspices of the Ministry for a Solidarity Future. The Ministry for a Solidarity Future hereby assumes the tasks of establishing a quality and safety management system, providing training and granting concessions for the implementation of long-term care. At the same time, the second degree or body appeals against first-instance decisions of centers for social work.

The proposed law moves the entry point into the long-term care system from ZZZS to centers for social work. The change enables social work centers not only to assess eligibility for long-term care, but also to advise, inform and appropriately guide users according to their needs and rights.

As a provider of long-term care in an institution, the proposed law specifies exclusively nursing homes. In this way, it facilitates the continuation of the implementation of the remaining social welfare services, which are already foreseen by the current regulation, namely in a way that assesses and reflects the needs of the user.

Regional, local policies, initiatives, decrees which support the family members and guardians for inclusion the elderly with intellectual disabilities

(title, target group, duration, benefits for target group)

There are many NGOs, associations and societies, even e-portals, that offer services to the elderly for assistance, education and support. Some also offer help to family members.

The **Aloja Institute** is a non-governmental and non-profit organization, founded in 2013. It works mainly in the field of social care, in the help network for the elderly who are at risk of social exclusion or need support and help in their daily lives. The Institute runs programmes in the field of gerontology, intergenerational centres, and public and complementary programmes in the field of dementia. The programmes are financed by the Ministry of Labour, Family and Social Affairs or local communities and are therefore free for users.

In developing a network of programs and services that operate in the field of social care, the Institute successfully cooperates with other stakeholders in the local community and beyond. Professionally trained and experienced contractors work in the Institute, with a professional and ethical attitude towards users and their own work.

The beneficiary of social services can be anyone who, due to disability, age, childbirth, illness, accidents and in other cases where this assistance is necessary for his inclusion in everyday life, orders a certain task or several tasks and assumes the obligation to pay for the service and cover the costs related to with the service rendered.

The **Barka Community** is a non-profit, humanitarian, charitable organization that offers day care to users, i.e., a care work centre (workshops) where users develop their skills and interests, and institutional care (residential units - houses), where users stay together with volunteers and assistants.







Projects:

- Equine-assisted therapy for ageing people with intellectual disabilities
- Concern for well-being
- Dance therapy

The Barka Community offers users a home and work environment where their uniqueness and difference are seen as a gift and not a burden.

Online platform Heroes at Home

The aim of the Heroes at Home platform is to enable older people to stay as long as possible in their home environment by connecting quality home care providers with those in need. In a simple way.

Because subsidized care is limited by law to only 20 hours a week, many users do not get enough help for their needs. At the same time, in some municipalities the service is only provided during the week, often only in the morning. In addition, in many municipalities, demand exceeds the number of hours the municipality can offer, leading to queues. As a result, users are often unable to benefit from even the maximum number of hours allowed by law. For this reason, subsidized assistance is usually complemented by self-pay assistance. These are personalized services that cover everything you need to live independently in your home environment.

Home care covers a wide range of services for older people who have the housing and other conditions to live in their own homes but, because of old age and other health problems, disabilities, injuries and other illnesses, need help with basic living tasks. Home care gives you a better quality of life in your own home, prevents loneliness and relieves the burden on your family members.

The service of helping the elderly at home with daily tasks includes:

- help with basic daily tasks,
- help with personal hygiene (bathing, showering, brushing teeth, hair, shaving, cutting nails),
- dressing, undressing,
- feeding, drinking,
- movement (around the apartment, walking with or without aids, getting out of bed, chair, wheelchair),
- fulfilling basic life needs,
- maintenance and care of personal orthopedic devices,
- protection and monitoring of the user's condition overnight.

Social Inclusion Programmes







By implementing the Social Inclusion Programmes, we enable people to re-integrate socially and at work, maintain and develop the competencies necessary for successful integration into everyday life.

The purpose of the Social Inclusion Programme is to enable users to preserve and develop working skills, skills, and habits, which are mostly quite limited, through work-occupational, creative, and psychosocial content. It is also important to maintain and develop the independence and self-confidence of users and to take care of the development of basic social skills and abilities, both at the primary and secondary level. The Social Inclusion Programme is designed with the goal of providing the most stimulating and supportive environment possible, considering the individual needs of the person with disabilities and following the principle of empowerment and active involvement of every participant.

Social Inclusion Programme aims to preserve and strengthen the psychophysical abilities of users and their attitude towards healthy lifestyle habits and a healthy way of life in general. Short exercise during breaks, walks in the surroundings with the aim of getting to know the local environment, attending sports events, organizing picnics and personal celebrations significantly enrich everyday life and encourage the development of constructive ways of spending time among the participants. Recreational activities provide less formal situations where, through a relaxed atmosphere, additional development and the establishment of interpersonal connection and positive dynamics is also possible.

The **Sožitje Association** – THE SLOVENIAN ASSOCIATION FOR PERSONS WITH INTELLECTUAL DISABILITIES

The association for helping people with intellectual disabilities in Slovenia is an independent, non-partisan, non-profit and voluntary organization with social and philanthropic goals that strives for the improvement of both collective and individual care of people with intellectual disabilities and their families. It's members, the Societies for Persons with Intellectual Disabilities, operate in the area of the Republic of Slovenia.

All programs of Sožitje Association are intended for training, education, empowerment, maintaining the health of people with intellectual disabilities as well as their family members.

- Training and family relief programmes at local level: The programme was created at the request of the membership in response to the expressed needs for inclusion, information, education, and prevention of social exclusion. This type of training and respite programme for families with people with intellectual disabilities is not offered by anyone else in Slovenia. The aim of the programme is to train families to communicate with the community and to articulate the different needs in the local environment to achieve the set goal.







-Lifelong learning of people with moderate, severe, severe and combined intellectual disabilities at local level: The preparation and implementation of various forms of lifelong learning is specific, as it involves the implementation of learning based on individual abilities and specific needs and therefore requires special approaches, individualized programs and appropriately qualified practitioners. The aim of the programme is through high-quality individual or group learning, strengthening self-confidence, developing personal growth and functional ability of the individual, and enabling adaptation to life outside the immediate family.

-Recreation and sports: The Special Olympics is a way of life for people with intellectual disabilities and, through them, for their families and programs. The result of this idea is the preservation of psychophysical abilities and general socialization of persons with intellectual disabilities. The slogan of the Special Olympic Movement: "Let me win, but if I cannot win, let me be brave in my attempt."

DEMENTIA FRIENDLY POINT (DFP)

Is a point intended for people with dementia, their relatives, and all employees (police officers, shopkeepers, bank and postal employees, pharmacists, firefighters...) as well as everyone else in the local community, as it is important that neighbours identify people with dementia and help them. They can contact the DFP for information, and especially to learn about the methods and procedures for guiding people with dementia who get lost and cannot find their way home. An individual reach the dementia friendly point:

- when an elderly person gets lost,
- when relatives find themselves in any kind of distress and want to talk,
- when an individual wants basic information about dementia.

The dementia-friendly point can be identified by a white sticker with three blue "forget-me-nots" and it is pasted at the entrance to the public space.

The Dementia friendly point plays an important role in raising awareness, identifying the signs of dementia and thus the decision to see a doctor, as treatment in the early stages of the disease is the most effective.

It is oriented to people with dementia and their relatives, anyone who wants to find out basic information about dementia.

Present **difficulties** on offering support to the ageing adults with intellectual disabilities (on NA, regional and local levels)

The problem arises that there are not enough of these organizations that provide assistance to the elderly for all the needs of the elderly, some services are free, but most of them are paid. In particular, there is a lack of support for the guardians of the elderly, their awareness and education.





	Many caregivers do not have time to care for the elderly due to their regular employment, and on the other hand, some elderly people are without guardians and are left to fend for themselves and institutions. But we know that caring for the elderly is very expensive, and pensions are mostly not sufficient for it.
Suggestions	We need to offer more services aimed at home care for the elderly and help with daycare. Sometimes even a little support and companionship means a lot for older people, especially those with mental health problems.





Conclusion

National report from Austria: While some participants express positive sentiments towards existing initiatives, a majority highlights the need for significant improvements, citing challenges such as difficulty in accessing appropriate support, insufficient personnel, and communication barriers.

Suggestions for solutions:

- Establish a Centralized Information Hub: Create a central hub or website for information related to services and support for individuals with intellectual disabilities.
- Improve Communication and Assistance: Enhance communication and support in non-routine situations, potentially through the creation of a central contact point.
- Address Funding and Staffing Issues: Increase funding for training opportunities, address staffing shortages, and improve the coordination of services.
- Educational Initiatives: Increase awareness and understanding through educational programs in schools, promoting empathy and acceptance.
- Enhance Employment Opportunities: Offer tax incentives to companies hiring individuals with intellectual disabilities and expand apprenticeship programs.
- Improve Access to Health Services: Implement national policies to ensure equal access to specialized health services and provide training for health professionals in managing intellectual disabilities.
- Community Involvement: Collaborate with local organizations and volunteers to establish a community support network, including volunteer services and socialization activities.
- Urban Accessibility Projects: Initiate projects at the local level to improve urban accessibility, including streets, public transport, and public buildings.
- Strengthen Psychological Support Services: Establish psychological support centers, offering individual and group counseling sessions to address care-related challenges.
- Community Awareness Campaigns: Intensify campaigns at the local level to raise awareness and promote empathy and acceptance of people with intellectual disabilities.

These suggestions underscore the necessity for collaborative efforts between national, regional, and local authorities to enhance support systems, promote social inclusion, and provide comprehensive assistance for individuals with intellectual disabilities and their families and caregivers in Austria.

National Report from Croatia: Key issues identified include the absence of specific laws directly addressing the needs of elderly persons with intellectual disabilities, insufficient regional and local initiatives tailored to this demographic, and a lack of coordination and resources within the existing support system. Respondents also highlighted barriers such as limited access to services, inadequate funding, and societal attitudes that contribute to the marginalization of this population.

To address these challenges, respondents have put forward a range of suggestions:

- Implement projects to improve support for people with intellectual disabilities and older persons with disabilities.
- Increase public visibility of these projects.
- Develop guidelines based on project results to enhance public policies and services for interdisciplinary support.
- Educate families and guardians about the rights and laws concerning people with intellectual disabilities.
- Conduct extensive research on disability needs to inform policies, laws, and strategies.





- Establish new legal frameworks to support dignified aging.
- Introduce new social services for active aging with individualized approaches.
- Strengthen capacities of institutions and organizations working with elderly people with disabilities.
- Promote social inclusion through regular activities and events.
- Improve legislation and strategies, especially in rural areas.
- Provide information about community opportunities and rights for people with disabilities.
- Educate the public on approaching elderly people with intellectual disabilities.
- Offer education and training for professionals, caregivers, and people with disabilities.
- Address issues such as traffic disconnection and financial support for disability organizations.

It is imperative for policymakers to heed these recommendations and take proactive measures to address the systemic issues identified in order to ensure that elderly individuals with intellectual disabilities receive the support and opportunities they deserve for dignified aging and meaningful inclusion in society. By prioritizing the development of clear policies, adequate resources, and inclusive services, Croatia can work towards creating a more equitable and supportive environment for its aging population with intellectual disabilities.

National Report from Greece: The findings indicate a notable consensus among participants regarding the need for improvement across national, regional, and local arrangements and initiatives for the inclusion of aging people with intellectual disabilities. While some positive steps have been taken, such as the establishment of programs like the "Personal Assistant" initiative and the provision of various financial support programs and social services, the majority of respondents highlight persistent challenges and gaps in the existing support infrastructure.

Key difficulties identified include the digital exclusion of the elderly, inadequate staff training to address the needs of aging individuals with intellectual disabilities, financial constraints faced by supporting organizations, and shortcomings in specialized care centers and professional support services. Additionally, concerns were raised about communication barriers within medical settings and the lack of representation for family members of older people with intellectual disabilities in decision-making processes.

Suggestions for solutions:

- Increase state support and services for people with intellectual disabilities and their families.
- Strengthen financial support for NGOs aiding people with intellectual disabilities.
- Establish mental health programs for elderly individuals with intellectual disabilities requiring psychological support.
- Ensure access to adequate palliative care for elderly people with intellectual disabilities.
- Provide more educational programs for caregivers of the elderly.
- Enhance training for health and welfare professionals as well as informal caregivers working with the elderly.
- Include family members of older people with intellectual disabilities in decision-making processes related to policy, leadership, and legislation accessibility.

By prioritizing collaborative solutions, resource allocation, and capacity building, Greece can work towards creating a more inclusive and supportive environment that ensures the well-being and dignity of its aging population with intellectual disabilities.

National Report from Italy: At the national level, Italy has implemented several legislative measures and programs aimed at supporting individuals with intellectual disabilities and their families. These include the National Inclusion and Poverty Alleviation Program 2021-2027, the 'After Us' Law, and the Framework Law for the implementation of integrated social services, among others. These initiatives





focus on promoting social inclusion, providing financial support, and ensuring access to essential services for people with disabilities.

However, despite these efforts, numerous challenges persist at both the regional and local levels. These challenges include disparities in access to services between regions, inadequate support for family caregivers, lack of awareness and understanding in the community, and insufficient urban infrastructure accessibility. Additionally, concerns were raised about the lack of psychological support for families, limited employment opportunities for people with intellectual disabilities, and difficulties in accessing healthcare services.

Suggestions for solutions:

- Establish counselling centres in each territory and provide psychological support for families.
- Create paid activities to facilitate the insertion of young people with disabilities into the workforce, focusing on real social inclusion.
- Offer information and parental training through third sector organizations, guiding families on accessing services and understanding the rights of persons with disabilities.
- Provide tax incentives to companies hiring people with intellectual disabilities, invest in accessible transportation technologies, and offer psychological counselling to families and caregivers.
- Develop concrete plans for job placement and independent living, along with specialized access to public health services.
- Propose non-hospitalization alternatives and individualized interventions.
- Provide training in first aid and healthcare and advocate for structural and legal changes at the municipal level.
- At the national level, revise legislation to ensure equity in access to services and implement employment inclusion policies.
- Enhance vocational training for health and social workers at the national level.
- Standardize services across regions to reduce disparities and incentivize inclusive employment at the regional level.
- Improve urban accessibility through local projects and strengthen psychological support services for families.
- Intensify awareness campaigns and develop a community support network at the local level, involving local organizations and volunteers.

National Report from Poland: At the national level, Poland has implemented some institutional forms of support, such as Social Care Homes, Occupational Therapy Workshops, and Community Self-help Homes. However, these solutions are deemed insufficient by respondents, who express a lack of inclusive support options. Moreover, there is a notable absence of systemic personal assistance, with such services currently provided only through annual programs.

On the regional and local levels, isolated activities, primarily organized by NGOs, are mentioned as initiatives supporting aging people with disabilities. While there are state programs and NGO initiatives in place, respondents highlight issues such as insufficient coverage, lack of facilities, and limited resources, which fail to meet the real needs of the target group adequately.

Various challenges and difficulties were identified, including the lack of systemic solutions for 24-hour assistance, limited supported housing options, insufficient relief for families, and the absence of institutions for the social activation of older people. Additionally, the aspect of aging itself presents challenges, such as dementia and physical impairments, further complicating the support needed.

Suggestions for solutions:





- Implement provisions of the UN Convention on the Rights of Persons with Disabilities in Poland and raise awareness about it within society.
- Consider deinstitutionalization and introduce systemic personal assistance to enable independent living within local communities.
- Ensure practical implementation of introduced provisions, such as providing 24-hour personal assistance and expanding supported housing options.
- Improve architectural, ICT, and digital accessibility throughout Poland.
- Increase cash benefits for people with disabilities and their families.
- Review policies regarding older people with intellectual disabilities.
- Establish inclusive spaces for socializing with individuals without disabilities.
- Provide inclusive activities to combat loneliness among aging individuals without familial support.
- Offer psychological care and regular respite holidays for people with disabilities, without mandatory family participation.
- Create assisted housing options and expand facilities for individuals unable to work in the open labor market.
- Ensure an adequate supply of skilled workers and therapists to support people with disabilities.

In essence, the recommendations put forth by respondents underscore the importance of comprehensive, rights-based approaches that prioritize the autonomy, dignity, and well-being of aging individuals with disabilities, while also providing adequate support to their families and caregivers. Addressing these recommendations would require concerted efforts from policymakers, service providers, NGOs, and the broader society to create a more inclusive and supportive environment for aging persons with intellectual disabilities in Poland.

National Report from Slovenia: Slovenia's national legislation, including the Act on the Equalization of Opportunities for Persons with Disabilities, the Act on Social Inclusion of Disabled Persons, the Act on Employment Rehabilitation and Employment of Disabled Persons, and others, outlines various measures aimed at supporting individuals with disabilities. These measures include providing co-financing for technical aids, ensuring access to employment rehabilitation, and fostering social inclusion through training and support services.

Regional and local initiatives, such as those offered by NGOs like the Aloja Institute, the Barka Community, and the Sožitje Association, play a crucial role in providing day care, training, education, and support programs tailored to the needs of aging individuals with intellectual disabilities and their families. Additionally, initiatives like the Dementia Friendly Point aim to raise awareness and provide assistance specifically for individuals with dementia and their caregivers.

However, despite these efforts, challenges persist, particularly regarding the availability and affordability of support services for aging adults with intellectual disabilities. There is a noted lack of organizations providing comprehensive assistance, especially for guardians of the elderly, and a need for increased awareness and education in this regard.

Suggestions for solutions:

- Expand home care services for the elderly to provide assistance and companionship.
- Enhance support for daycare programs to cater to the needs of older individuals, particularly those with mental health issues.
- Recognize the significance of even minimal support and companionship for the well-being of older people.





In conclusion, the national reports from Austria, Croatia, Greece, Italy, Poland, and Slovenia collectively underscore the pressing need for comprehensive reforms and concerted efforts to address the challenges faced by aging individuals with intellectual disabilities. These reports highlight common challenges such as inadequate legislation, limited access to services, financial constraints, and societal attitudes contributing to marginalization.

The suggestions emphasize the importance of implementing projects to enhance support, increasing public visibility of initiatives, and developing guidelines to inform policies and services. Furthermore, education for families and guardians, extensive research on disability needs, and the establishment of new legal frameworks are deemed crucial steps towards dignified aging. Key solutions proposed include strengthening financial support for NGOs, establishing mental health programs, ensuring access to palliative care, and enhancing training for professionals and caregivers. Additionally, the inclusion of family members in decision-making processes and the creation of inclusive spaces for socializing are highlighted as essential measures.

Addressing these suggestions requires collaborative efforts from policymakers, service providers, NGOs, and society at large to create inclusive environments that prioritize autonomy, dignity, and well-being for aging individuals with intellectual disabilities and their families. By implementing these measures, these countries can work towards fostering meaningful inclusion and support for this vulnerable population.

