

Guide for application for guidance and education from the National Board of Social Services for implementation of the methods Critical Time Intervention (CTI), Social Skill Training (SFT) and Open Dialogue (OD)

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1. Introduction

As a part of the program for respectively Development and investment in the adult area (UIP), which was approved with the rate pool for 2017, the National Board of Social Services disseminated the active methods Critical Time Intervention (CTI), Social Skill Training (SFT) and open dialogue (OD). The methods are tested in Danish context with good results and disseminated to interested municipalities.

Municipalities can apply for support to implementation of the methods. The implementation support is described more detailed below. It generally consists of guidance from the National Board of Social Services, training of employees from the municipality and monitoring use of the methods in the municipalities. The National Board of Social Services has signed contract with the actors, who are responsible for training of staff in the methods.

The implementation support should ensure that the methods are anchored in the municipality, so positive results for the citizens can be created.

This guidance material provides central information, which interested municipalities must use at the application for implementation support from the National Board of Social Services to one of the three methods CTI, SFT and OD. I.e. assessment criteria for allocation of the implementation support as well as practical information, such as deadline for application and opportunity to ask questions regarding the application are described.

2. About the methods Critical Time intervention (CTI), Social Skill training (SFT) and Open Dialogue (OD)

The three housing support methods that can be applied for implementation support are shortly described below.

Critical Time Intervention

Critical Time Intervention is a method with focus on recovery and rehabilitation. The method is aimed at citizens, who want a change in their life and who at the same receive support in accordance with the Service Act. The purpose of the method is to ensure a successful change in the life of the citizen, to strengthen overall life situation of the citizen and to support the citizen in becoming more self-reliant. The method is characterised by being a time-limited and focused efforts, which are divided into three phases that extend over a total period of nine months.

Social skill training

Social skill training is a pedagogical method for development and maintenance of social skills. The overall goal with the method is to improve the citizen's understanding of interpersonal signals as well as train social action competence of the participants. Social skill training is a group-based education and training course, where the focus is on problem and conflict solution, symptom mastering as well as home exercises and role playing. The National Board of Social Services supports education in group-based Social Skill training.

Open dialogue

Open dialogue is a network oriented and holistic oriented approach, which include professionals and private network regarding situation of the citizen. The approach is based on seven principles for fast and simultaneous effort in connection to the citizen and their network. Inclusion of the network happens based on the wish of the citizen. As one of the fundamentals of Open Dialogue, all statements from the participants at the network meeting are counted as equal, and the professional role is not to seek solutions, but to give a professional perspective, which can supplement the citizen's own and the rest of the

perspectives of the network. Open Dialogue is a method that has focus on activating resources of the citizen and at network of the citizen. Simultaneously, the method gives a better understanding between the network and the citizen, e.g. regarding challenges, wishes and needs of the citizen.

3. About: target groups for dissemination of the methods

The National Board of Social Services supports dissemination of CTI, SFT and OD to certain target groups:

Critical Time Intervention

Citizens who want a change in their life, and who are in the target group to receive support in accordance with the Service Act.

Citizens in homelessness cannot be included as an independent target-group, but there can be homeless people among the citizens in the target group¹.

Social skill training

Citizens with mental difficulties, who are in the target-group and need to develop or train social skills, receive support in accordance with the Service Act.

Open Dialogue

Citizens with mental difficulties, who are in the target-group, receive support in accordance with the Service Act.

4. About: the implementation support

Municipalities that get assigned implementation support are offered a course, which is tailor-made for the municipality. The total course extends over two years. The course contains the following elements:

1. Need clarification: Initial discussion of organising and establishment of the implementation team
2. Counselling
3. Training of employees in the method
4. Monitoring of the initiative
5. Transfer and assuring anchoring

Need clarification

The cooperation between the municipality and the National Board for social services is initiated with a clarification on, how the method should be implemented, and immediate thoughts of the municipality for the work with the implementation is presented. The National Board of Social Services would recommend that an implementation team is established in the services or areas, where the method is desired implemented. An implementation team has the overall responsibility for the implementation, and consists of manager(s), representatives of employees and possibly representatives of citizen.

The initial clarification results in a plan for the implementation support. The purpose with the need clarification is that the municipality and the National Board of Social Service has a shared plan for the implementation process, which makes it probable that the municipality can implement the concrete method.

Elements in the need clarification

- Initial telephone contact and subsequent plan meeting about wishes and needs of the municipality as well as agreement on the further process
- Analysis of basis of the municipality to implement the chosen method, e.g. in shape of a analysis of preparedness
- Establishment of implementation team in the municipality

In mid-October 2019 a start-up meeting is held for municipalities that have been awarded implementation support to one or more of the mentioned methods. The meeting is obligatory. At the meeting at least manager, project manager and implementation team participate.

Counselling

The counselling of the individual municipality is based on concrete needs of the municipality and will be based from the prepared implementation plan. Examples of activities in the counselling:

- Preparation of implementation plan
- Introduction day for managers, project managers and representatives of authority area of the municipality and other relevant actors in the municipality
- Intermunicipal meetings with exchange of experience
- Meetings between the National Board of Social Services and the individual municipality to discuss the implementation, including recruitment of citizens for the method and cooperation between managers and employees.

Education of employees in the method

Municipalities that receives implementation support from the National Board of Social Service will have competence development to the employees in the or those methods, which are implemented in the municipality. The National Board of Social Services has signed contract with the educators, who are responsible for the education of the employees.

Examples of activities in the education:

- Training with workers in the concrete method. There is teaching at either the workplace or at the competence supplier.
- Introduction to use of method manuals and tables for check of the method loyalty and the method fidelity.

Regarding the CTI method, it has been proposed that there in each municipality up to 30 employees can be educated in the method. Employees who are educated are those that specifically must work with the method. It cannot be recommended to teach too many employees in comparison to, how many citizens that should be offered the method, since the employees thus do not get enough experience with using the method.

Regarding SFT there will be need that in each municipality there is some employees, who can be group-trainers in the method. Additionally, the rest of the employees should have a basic knowledge of, what SFT is about, and how they in their work can support the effort in SFT. Thus, it is planned that up to 6 employees are educated as group trainers in the municipality, and that the remnant employees (up to approx. 25) get a 1-day introduction to the method.

Regarding OD there will be need that in each municipality there is some employees who can function as meeting managers. Additionally, the other colleagues will get introduction to OD, so they can enter the network meetings, and possibly in the reflecting team. It is assumed that in connection with the

implementation of OD, there will be a requirement to train up to 6 meeting leaders per municipality, and that a 4-day introduction to OD for other employees (up to 24) is also carried out.

Competence supplier in Open Dialogue of the National Board of Social Services has the maximal capacity to train five municipalities. Additionally, there should at minimum be three municipalities or services that seek support, so the education can be carried out. If the National Board of Social Services receives applications from more than five municipalities for implementation of Open Dialogue, the National Board of Social Services prioritise with basis in the below set award criteria, cf. section 6.

Competence supplier of the National Board of Social Services in Social Skill training has maximum capacity to train six municipalities. Additionally, the National Board of Social Services receives applications from more than six municipalities for implementation of Social Skill training, the National Board of Social Services will prioritise with basis in the below set award criteria, cf. section 6.

Monitoring of the effort

In accordance to the political agreement on the Development and Investment program (UIP), an ongoing monitoring of the method dissemination should happen in the program. It is determined that the design of monitoring in UIP mainly focuses on use of national registry data. The strength of the chosen design is that registry data makes it possible to follow development of the citizen on relevant outcome-indicators over a longer number of years. In addition, register data is both nationally comprehensive and at the same time connected with a small reporting burden for the municipalities, since progression is followed by register data from Statistics Denmark.

It will be obligatory for the municipalities to report CPR-numbers of the citizens, who receive an effort with basis on the method, which the municipality has received implementation support. The CPR-number should make it possible that data can be connected to national registers. In addition, there will also be needs for several supplementing case information. The latter information will both be included in the analysis but can also contribute to the interpretation of the results. The municipalities will after each reporting receive status for the citizens who are reported, and the results compared with results from the other municipalities that disseminate the methods. The results will be used in the ongoing sparring with the municipalities, including the implementation team.

The obligatory report requirement is:

- CPR-number of the citizen
- Start month for the effort
- Information on the target-group and their social issues
- Functional level of the citizens at start
- Reference basis (SELŞ)

The National Board of Social Services makes a reporting system available for the municipalities in application of the system.

Transfer and ensuring of anchoring

To conclude the implementation support, the National Board of Social Services and the municipality in cooperation implements an assessment of status for the implementation for the purpose that the municipality can prepare a plan for the further implementation and anchoring of the method in the municipality. The assessment will build on the initial need clarification, the implementation plan, completed activities, data from the monitoring system and other relevant sources.

5. Target-group and circle of applicant

The target-group for implementation support is municipalities, possibly in cooperation with private or regional service that wants to change a part of the effort for adults with social problems and/or mental functional impairments to the methods CTI, SFT or OD.

The circle of applicant is municipalities. The municipalities can possibly be included in cooperation with municipal, regional, private services or volunteer actors. Municipalities can be included in the cooperation around the operation of a method and apply for implementation support via the same application. It is possible to apply for implementation support to several methods at the same time. In that cast the municipality must send an application for each method, which is desired to be implemented.

Application for implementation support of the municipality is assessed in terms of two award criteria: 1) size of the target group and 2) if the municipality has already implemented the method. This means that there in the assessment of the application is placed emphasis on the following:

6. Criteria for award of implementation support

1. Relative size of the target group

Municipalities with a particularly large share of citizens in the target-group for the method that is desired implemented will be preferred for implementation support. For municipalities that apply in cooperation, the total target-group across the municipalities will be considered. The number of citizens in the target group is assessed by comparing the specified target group size with number of citizens in the municipality or the area the service covers.

2. Experience of the municipality with the method

With the implementation support, The National Board of Social Services wants to disseminate the methods to several municipalities of the country. Municipalities that have not already implemented the method for which implementation support is sought will therefore be preferred.

The competence supplier of the National Board of Social Services has maximum capacity to teach five municipalities about Open Dialogue and six municipalities on Social Skill training. If the National Board of Social Services receives applications from more than five municipalities for implementation of Open Dialogue or Social Skill training, the National Board of Social Services prioritise with basis in these criteria of award. Additionally, it applies in relation to Open Dialogue that there at least should be three municipalities that request implementation support for it to be initiated.

The following minimum criteria must be fulfilled, so the municipality can be granted implementation support:

1. The application for implementation support of the municipality must be approved by director.

7. Practical information

The application deadline is September 9, 2019 at 12.00.

In the middle of October 2019, there is a start-up meeting in Odense for the municipalities that will receive implementation support. As a minimum leader, project manager and implementation team must participate at the meeting.

Application form is filled out and sent electronically together with relevant annexes to the National Board of Social Services on the following e-mail: uip-imp2@socialstyrelsen.dk

The application form can be downloaded on website of the National Board of Social Services.

Any questions regarding application can be directed towards:
the National Board of Social Services mail to spm-uip2@socialstyrelsen.dk or on telephone to special consultant Martin Sandø (41 93 24 90).

The National Board of Social Services reserves the right to request further information for the application after the deadline for applications.

The applicants can expect answer on the application at the latest ultimo September 2019