

# Program 3.3.2020

14.45: Welcome / Deputy Mayor Sanna Vesikansa

15-15.30: Presentation of Family Centre operating model / project manager Anna-Kaisa Tukiala, senior social worker Jaana Toivio, senior social worker Bettina Von Kraemer

15.30-16: Presentation of social and crisis emergency / social and crisis emergency manager Pia Mäkeläinen

16-16.30 Tour in the Family centre

Questions, comments, discussion during the presentations and the Tour

# City of Helsinki

**Sanna Vesikansa**

**Deputy Mayor for Social  
Services and Health Care**

Helsinki

# College of Helsinki Mayors



**Jan  
Vapaavuori**  
Mayor



**Pia  
Pakarinen**  
Deputy Mayor  
*Education division*



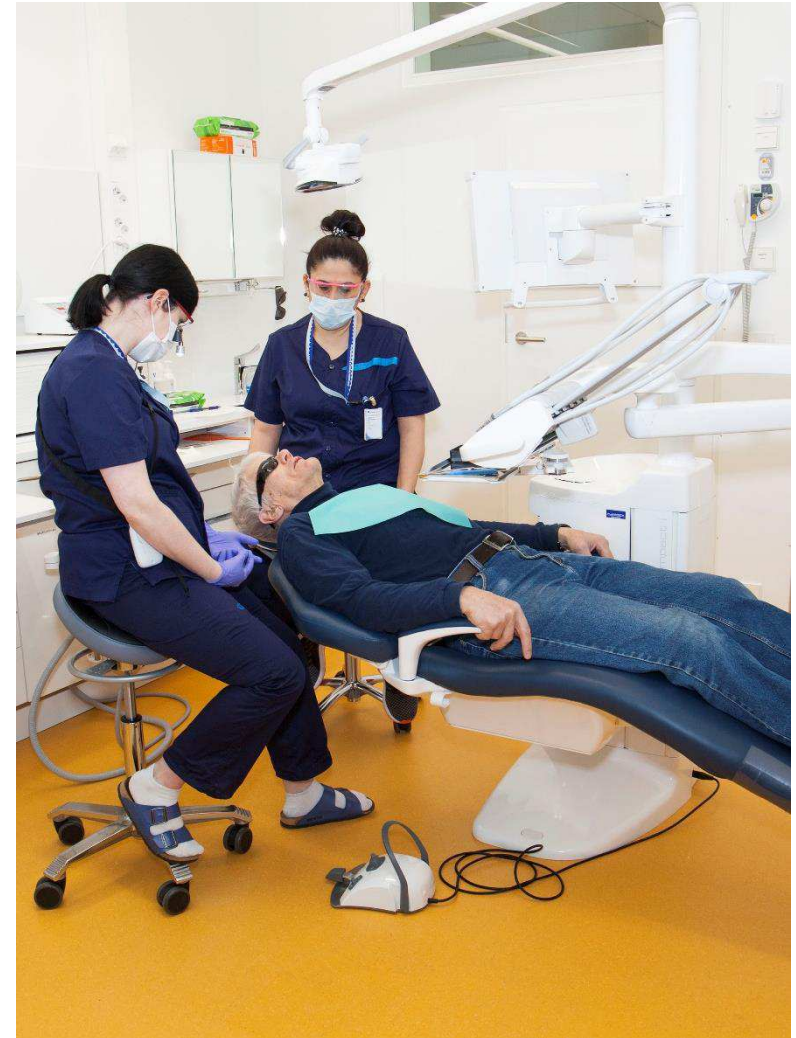
**Anni  
Sinnemäki**  
Deputy Mayor  
*Urban  
environment  
division*



**Nasima  
Razmyar**  
Deputy Mayor  
*Culture and  
leisure division*



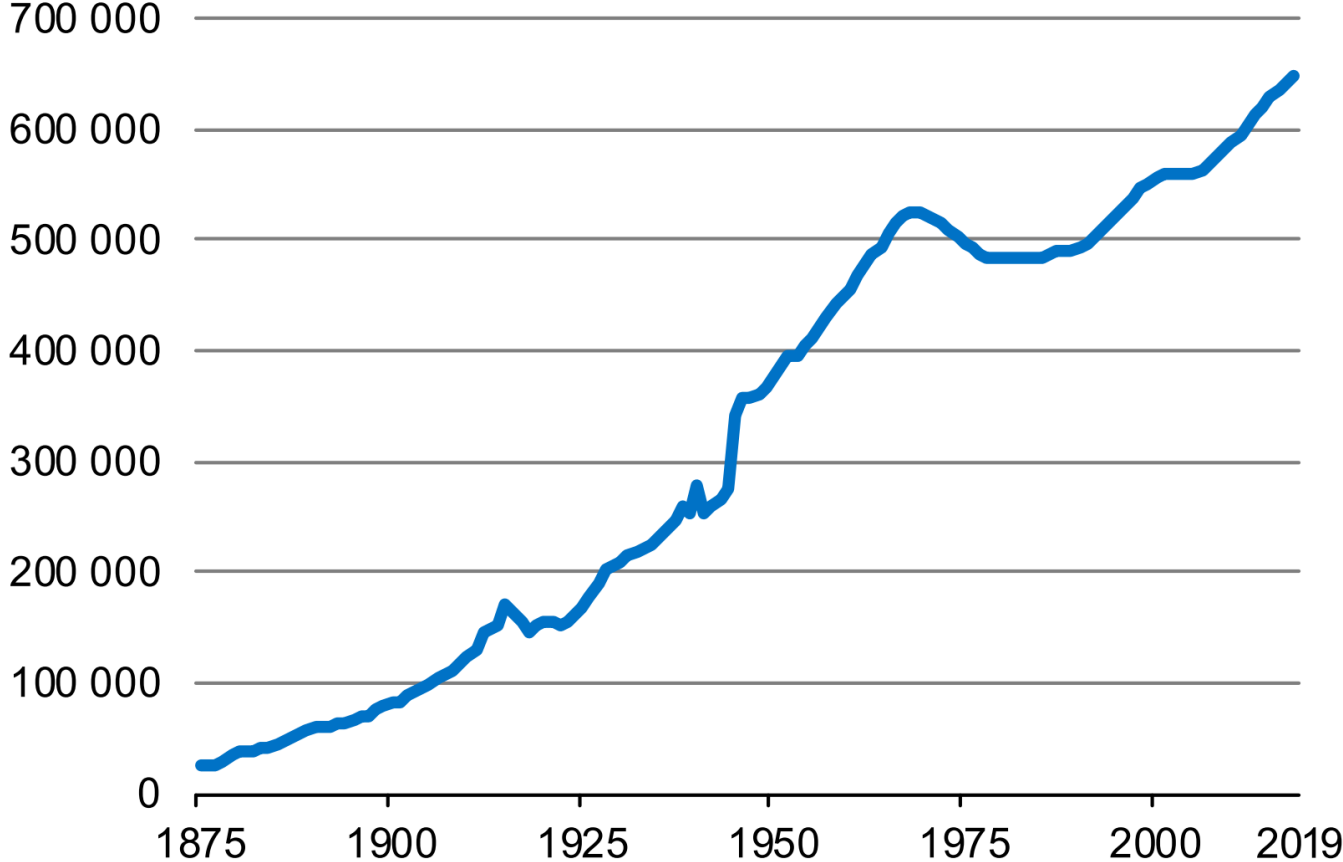
**Sanna  
Vesikansa**  
Deputy Mayor  
*Social services  
and health care  
division*



## Social Services and Health Care Division

# Helsinki is a fast-growing city

Helsinki population



**Helsinki has full responsibility for  
health and social services...**

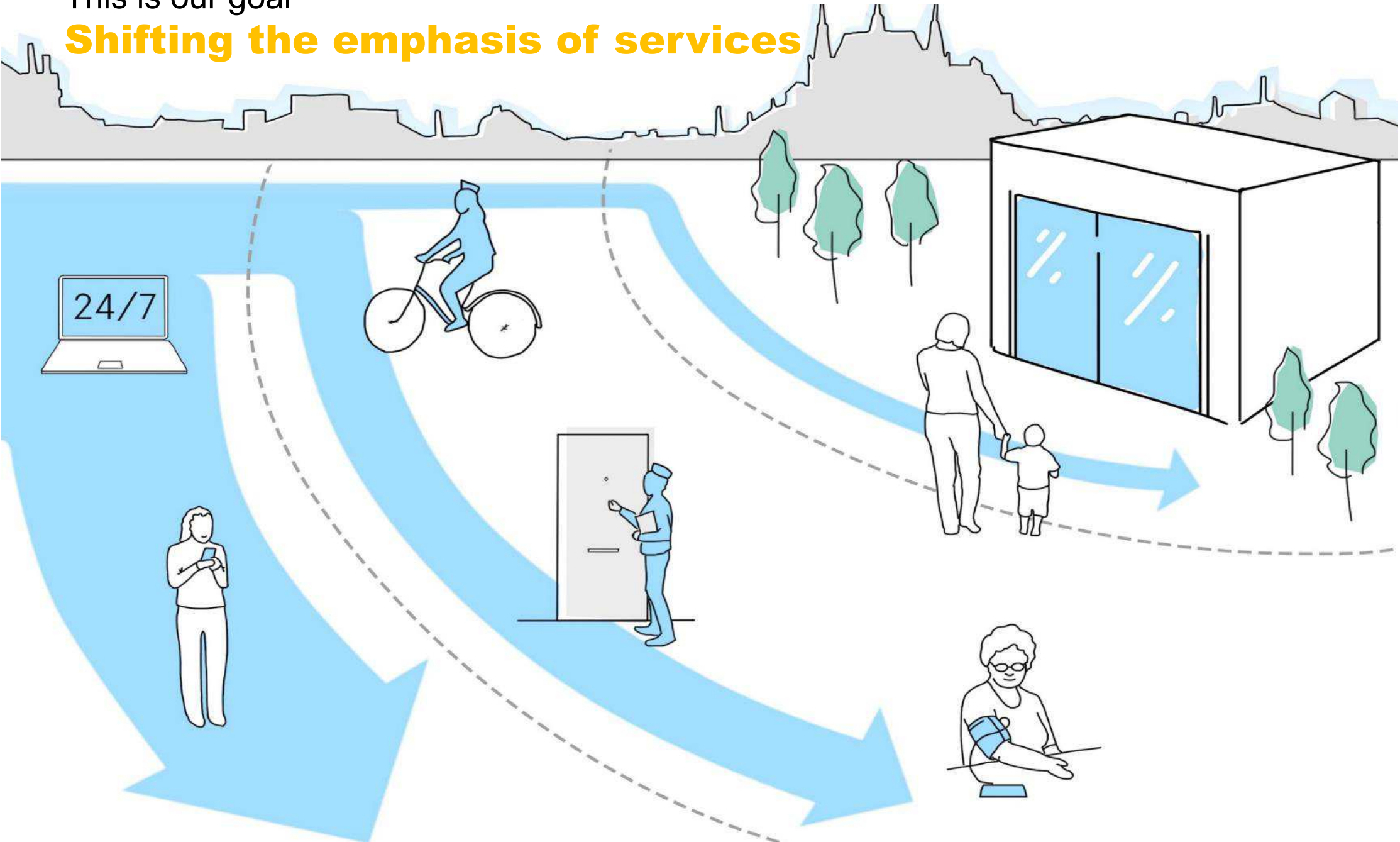
**For now**

# The integration of social services and healthcare

Helsinki

This is our goal

## Shifting the emphasis of services





# Health and well-being centre

*Health care and well-being services easily accessible for residents.  
High-quality services that make a difference, in a productive and client-oriented way.*

Supporting self-treatment and coping with everyday life

Increasing the client's resources

Multidisciplinary support

Extensive range of services, evaluation of the need together with the client



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*Well-being and health from the clients' perspective, whether the client needs help occasionally or extensively.*

*Recognising the need for help, close to the client.*

# Senior service centre

CITY SENIORS – LIFE AND DIGNITY



HEALTH AND WELL-BEING CENTRE

COMPREHENSIVE SERVICE CENTRE

SERVICES BROUGHT TO THE HOME

HOSPITAL

Helsinki

Service need assessment and client counselling

Supporting agency

Necessary multidisciplinary support

24/7 electronic services and remote services

Multidisciplinary care and rehabilitation

# Family centre

Services for families with children under one roof

Parenthood support

Reinforcing resources

Multidisciplinary competence

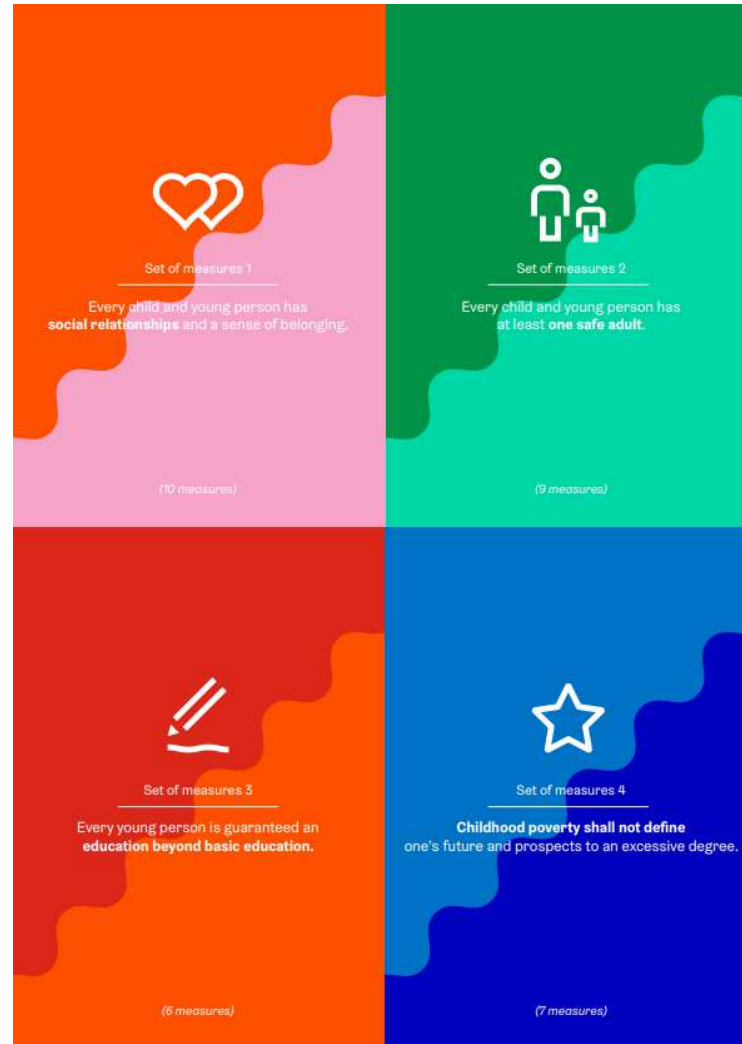
Support comes to the family



Helsinki

Services intended for all, such as maternity and child health clinics – **Early support**, such as home services – **Special services**, such as therapy services

# Youth Social Inclusion



# Increased Demand For Mental Health Services For the Youth

- Survey of school children (grades 8 and 9) shows that experiences of anxiety has increased from 13,7 % to 15,7 % from 2017 to 2019 in Helsinki.
- There is an increased demand of services.
- We need stronger service chains and also easily available simple services.

# Thank you!

Helsinki

# Family centre operating model

**Social Services and Health Care Sector  
City of Helsinki**

Helsinki

# Family centre

*Services for families with children under one roof*

Parenthood support

Reinforcing resources

Multidisciplinary competence

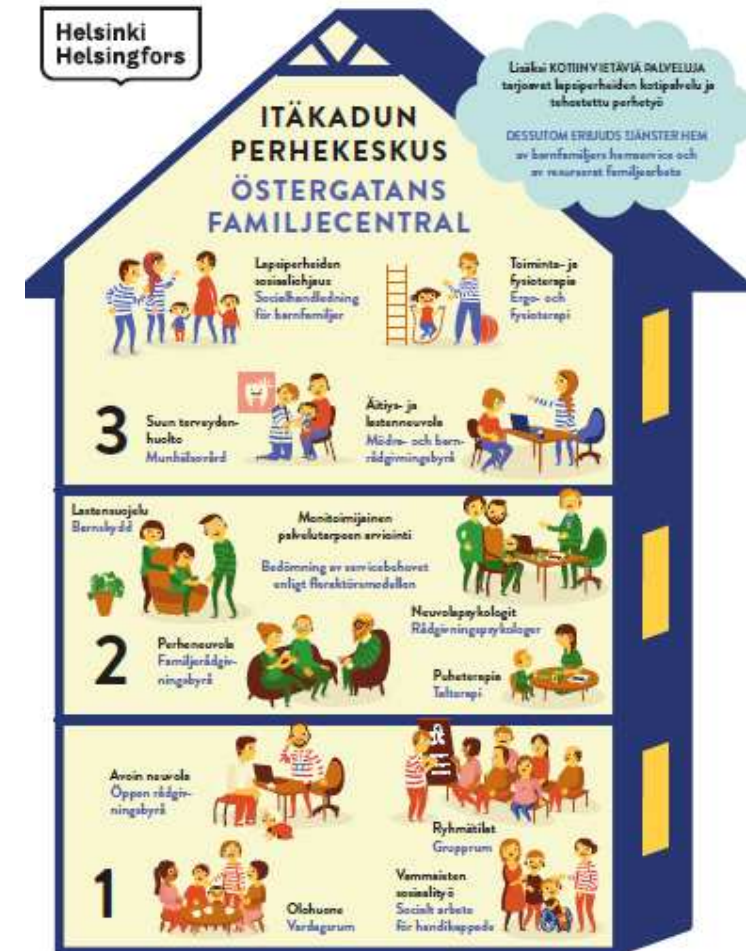
Support comes to the family





# The family centre combines the services offered for children and families, from universal services to special support

- Maternity and child health clinic services
- Home services for families with children
- Social guidance for families with children
- Maternity and child health psychologist services
- Preventative oral health services for children and young people
- Speech therapy for children
- Physical and occupational therapy services
- Upbringing and family guidance services
- Service needs evaluation and support for families with children
- Social work and family work
- Child welfare outpatient social work
- Intensive child welfare family work
- Services for the disabled
- Therapeutic work for families with infants
- Specialized health care



# Helsinki

- Around 643,272 inhabitants
- 6,566 births / in 2017
- 46,033 children between 0 and 6 years of age
- Each Public Health nurse takes care of
  - 40 pregnant women and
  - 200-250 children
  - continuity
- Maternity and child health clinics: 3 family centers, 16 clinics, aprx. 215 public health nurses



# Maternity and child health clinic work in Helsinki

- Services are given to pregnant women, expecting families, children below the school age and their families.
- Visits to the clinic in accordance with the health check-up programme.
- Doctor services are available at Neuvola.
- Guidance in small groups for women with gestational diabetes.
- There are many families with immigrant background and communication is ensured with the help of interpreters.
- Around 98–99 % of families utilise maternity and child health clinic services.
- All maternity and child health clinic services and vaccinations that are part of the check-up programme are free of charge to families and funded by taxes.



# Family centre contact channels



Centralised maternity and child health clinic guidance and appointment booking service

- Telephone service, call-back service
- Chat + chatbot NeRo



Social welfare counselling for families with children

- Telephone service, call-back service
- The 'Need help?' button
- Home services for families with children



Emergency child welfare services

- Telephone service
- Electronic forms for contact with social services and child welfare notifications

# The Family support website for families with children in Helsinki complements the family centre services

[www.hel.fi/familysupport](http://www.hel.fi/familysupport)

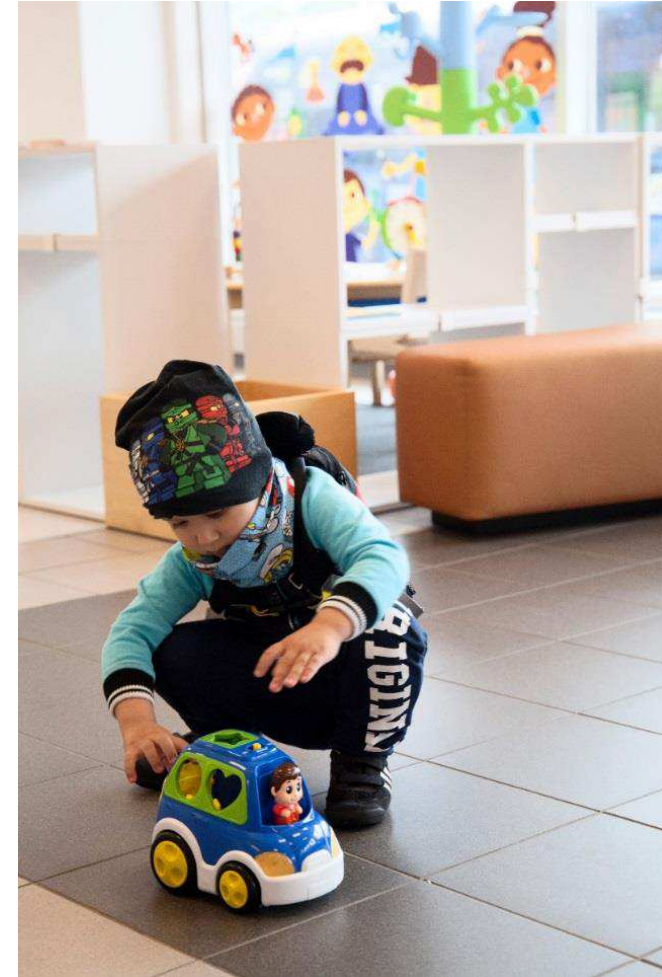
- Trustful and evidence based information and guidance for families with children
- Electronic family coaching
- The maternity and child health clinic chat and chatbot
- Need help –button for families 24/7



# Family centre operating model

A service package customised for the client is built around the client

- Children and families with **occasional service needs**
  - Investments are made in providing good access to maternity and child health care services, and agile and timely early support
  - Digital services with self-treatment and self-service options are also offered
  - **The maternity and child health clinic team** provides multidisciplinary early support for children and families
- Children and families with **many service needs**
  - An integrated service package is offered, where the multidisciplinary service needs assessment is only conducted once and the child's and family's matters are coordinated by an appointed case worker



# The service needs evaluation and support for families with children

- Conducts the service needs evaluation together with the child, family and cooperation partners
- Provides support and guidance for the family and helps them seek further services, if necessary
- Visits the school, pre-school or maternity and child health clinic, for example, to support the child, family and those working with them, if necessary
- The evaluation takes a maximum of 3 months
- Allows families to have a comprehensive evaluation and support instead of fragmented and overlapping evaluations

The working group includes:

- A senior child welfare social worker
  - Child welfare social workers
  - A social worker and psychologist from the Family Counselling Office
  - A social care worker from the adult social work
  - A nurse from the psychiatric and substance abuse services
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- A client who needs several services receives a personal case worker and a shared client plan



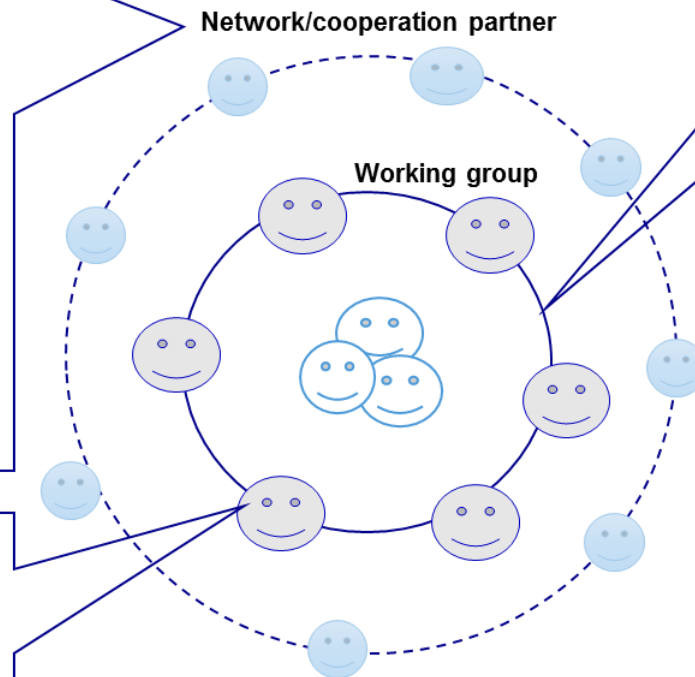
# The concept of the service needs evaluation and support for families with children

## Network/cooperation partner:

- Identifies children who might have multiple service needs
- Makes contact or files a child welfare report, if necessary
- Functions as a cooperation partner in the evaluation
- Handles the client after the evaluation, if necessary

## Working group:

- The case worker from the working group
- The rest of the working group's multidisciplinary know-how is also flexibly available

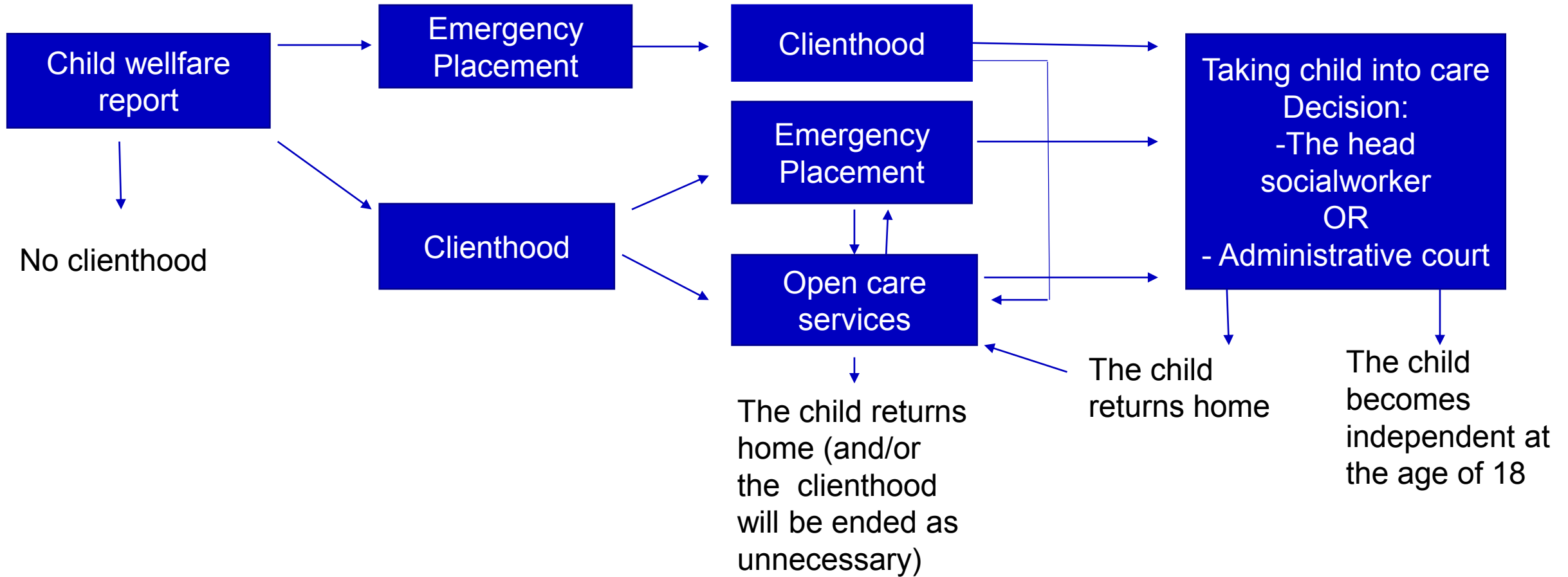


- The family (child and parents) actively take part in their evaluation
- The client's own understanding of their experiences is important
- The work is child- and family-oriented

- A comprehensive evaluation that combines the expertise and multidisciplinary know-how of several operators working together
- The extent of the evaluation always depends on the client's needs
- Simultaneous short-term support and guidance for the child and parents
- After the evaluation, the client is guided to receive coordinated support, in accordance with their client plan



# The Process of Taking Child into Care



# The Client Process of Child Protection in the City of Helsinki

## Assessment

Consultations

Receives child welfare reports

Assessment of the need for services

Assessment of the need for child welfare

Guidance & information for both citizen and authorities

Emergency placements

No services of child protection during assessment

## Open Care

Organised work aimed for the change

- Interaction/ meetings with the client at office/ house calls
- Client plan
- Finding the suitable services:
  - Intensive family work
  - Peer groups
  - Family rehabilitation
  - Support for the adolescent becoming independent
  - Safe houses
  - Supportive housing for the mother and a newborn
  - Services for the mental health and/ or substance abuse
  - Services in case of physical abuse (for both parties)
  - Supportive mentors and families
  - Family counseling, etc.
- Networking with the services
- Placements
  - Open care placement
  - Emergency placement
  - Taking into care

## During Placement (in Care)

- Meets the child and parents/ guardians during the in care placement
- Individual client plans for the child and the parents
- Collaboration with other services
- Evaluating of the possibilities for the child to return home
- Support for the adolescent becoming independent
- Networking with the services
- Finding the suitable services in collaboration with the staff of the foster care

### The Foster Care Offers:

- Family work
- Family counseling
- Support for the schooling

## After Care (18 y->)

- Offers housing and support with the skills needed to become independent
- Offers guidance, information and financial support
- Support for schooling and education
- Organizes and offers financial support for hobbies
- Peer groups
- Masters the assets collected during placement
- Networking with the services

# Different Placements in Child Protection Services

## Open Care Placement

- Short term (from days to months)
- Foster families and facilities specialised in emergency situations and assessment
- Decided in collaboration with the family
  - Guardian
  - Child over 12 years old
- NO MEASURES OF RESTRICTION:
  - Holding the child
  - Tests for the intoxication
  - Inspecting the belongings
  - Restricting the right to leave the premises
  - Restricting the right for contacting close ones

## Emergency Placement

- IMMEDIATE SEVERE DANGER:
  - The child is being endangered by his/her family
  - The child's behaviour endangers him/herself or others
- Evaluation made by the social worker
- Decision made by the head social worker
- Lasts max. 30 days and can be continued with a new decision for an additional 30 days
  - max. 60 days in total
- After the emergency placement:
  - A new decision of open care placement
  - Taking the child into care
  - The child returns home
    - Support with open care services
- Measures of restriction are common

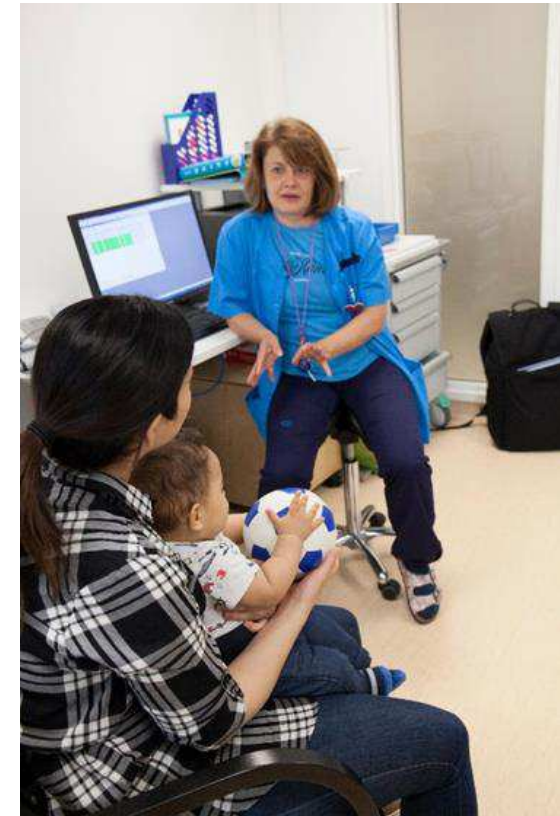
## Taking Child into Care

Justification:

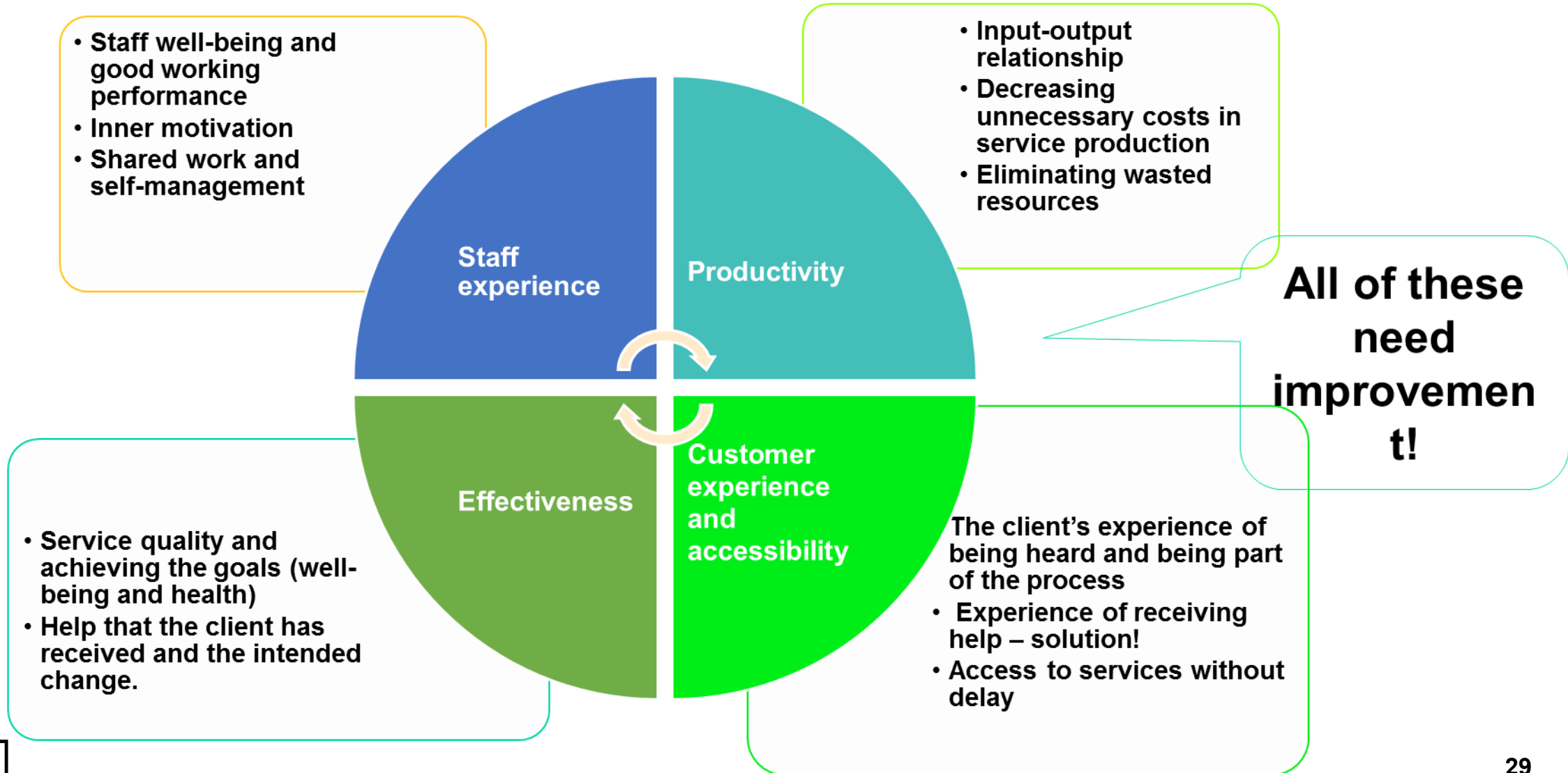
1. The growth and/or development of the child is/are endangered severely
  2. The services in open care are:
    - Insufficient and/or
    - Impossible
  3. The placement is in the best interest of the child
- Always in effect INDEFINITELY
    - still only until the age of 18
  - Warrants the after care
  - The guardianship and obligations for maintenance won't change
  - Authorities collect and master assets for the child that will be used to support the independence process

# What practical changes will the family centre operating model introduce?

- Opening hours will be extended
- Strong universal services will become easily accessible
- Timely and agile early support will be available
- The multidisciplinary service needs evaluation and support for families with children will be available, when necessary
- Special services as required
- Tailored services that suit the client
- Multidisciplinary support and team work
- Digital, electronic and mobile tools
- In addition, professionals visiting homes and daycare centres



# Four goals: these are our service reformation objectives



# The benefits of the family centre operating model

## 1. From the client's perspective, access to services will be improved

- More diverse services provided under one roof
- Complicated service networks will become simpler
- Appointments available in the evenings, as well
- Self-care, electronic and digital services, chat, smart referrals and medical history forms (Apotti + ODA)
- **Client satisfaction is measured with feedback systems and surveys**

## 2. Better effectiveness with fewer appointments

- More diverse services provided under one roof
- A team work model and multidisciplinary operation

## 3. Productivity will increase from the employee's perspective

- More agile consultation possibilities
- A team work model and multidisciplinary operation
- New work methods, communality, ground rules.



## 4. Employee satisfaction is monitored and evaluated with feedback, workshops and surveys

# The progress of the family centres

- **Itäkatu**

- The first of the family centres, began operating in June 2017

- **Vuosaari**

- Introducing the family centre and health and well-being centre concepts in existing facilities
- Began operating in June 2018

- **Kallio**

- Began operating in June 2019

- **Kamppi / City center of Helsinki**

- Autumn 2021

- **Western and northern Helsinki Family centres**

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2027





Family centres in Helsinki

<https://www.youtube.com/watch?v=JIGPD8lihgk&feature=youtu.be>



# Examples of services brought to the families' and children's own environment

- **At the maternity and child health clinic:**
  - **Home visits** during pregnancy for mothers who require special support, conducted together with other operators, such as the head instructor of the home services, a social care worker or a social worker from Child Welfare Services.
  - **Home visits to parents with their first child**
  - **In the child health clinic at daycare model**, a daycare centre and oral health care operators work together to organise health checks for 3-year-olds at daycare
- **Other workers providing services for families with children:**
  - The family workers of home services and the social care workers for families with children work at the client families' homes
  - The needs evaluation for home services is conducted at the family's home, often in cooperation with other operators
  - During the service needs evaluation for families with children, the workers often meet with the families at their homes, but can also visit the school, daycare or hospital, for example, when necessary
  - Family work is conducted at the home and other development environments of the child In urgent situations, the intensive child welfare family work team will visit the family's home in under 24 hours

# Thank you!



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