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**Evaluation Report on field
social work programmes in
neighbourhoods threatened
by social exclusion**



Comment Paper,
Host Country

on behalf of

 European Commission
DG Employment, Social Affairs and Equal Opportunities





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People in Need: Field social work programmes in neighbourhoods threatened by social exclusion
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A. Presentation of program of the non-profit organization People in Need: Field social work programmes in neighbourhoods threatened by social exclusion

1. *Description of the program*

1.1. Introduction

The program of the non-governmental organization People in Need: Field social work programmes in neighbourhoods threatened by social exclusion, was incorporated into the National Action Plan for social integration in the Czech Republic for 2004 – 2006 as one of the three examples of good work in the area of social integration of the Roma. For this reason it was also chosen for the needs of Peer Review.

Even though it has not passed through an independent external evaluation program from the standpoint of its effects and impact, which could thoroughly justify its selection as a program that serves as an example of good work, we can at the present time support its selection based on the following circumstances: The program has been carried out since 1999 and was the first program of its type in the Czech Republic. It was the first to put into place a system of measures leading to social integration with an emphasis on the ethnic minorities in the Czech Republic through field social work, as a collection of methods and tools, the goal of which was to lessen the social exclusion of individuals and families, living in the environment where they are labeled as the socially excluded Roma community. From the standpoint of a definition of the problem, goals and to a certain extent even the methodology, the program also significantly influenced and inspired the government **program of support for field social workers – field social worker in the socially excluded Roma communities** (this will be mentioned further), which is supported by official government documents¹. It is necessary to stress that for the non-profit sector to have a direct form of influence on the government policies does not occur in the Czech context often. Last but not least the program also helped to open a discussion in the Czech context about the practical impact of the connection between ethnicity and social exclusion.

1 See Basic starting point for work of the field social workers and suggested content of this work. www.vlada.cz



1.2. Diagnosis of the problem

The basic diagnosis of the problem to which the program reacts to is the emergence of the so-called socially excluded localities. These are localities in which there are concentrations of poor individuals, often from ethnic backgrounds. As a part of these localities there emerges socio-economic homogenization changing into ethnic segregation by location, which further deepens the poverty and social exclusion of their citizens. These localities can have the form of individual houses, streets, neighborhoods or larger localities in the center of cities or on the periphery of cities and municipalities. The concentration of poverty, segregation by location and by this the deepening of the social lack of competence of the residents, limit the access of these people to all forms of government and non-governmental institutional assistance and leads to numerous deprivations of individuals, families and entire communities. In such an environment the people choose the short-term life strategies, aimed only at satisfying their basic needs, the emergence of a subculture with pathological rules and values, which show elements of the culture of poverty. In such an environment the social exclusion is further deepened.

The realization of the program is based on the following assumptions:

- Members of the socially excluded Roma community have a more difficult access to institutionalized social services, government and non-government (the client does not know about services, or the provider does not know about the clients).
- Members of the socially excluded Roma community require specific social services, which the existing social system is not able to provide.
- A basic foundation of this specific social service is field social work, which is based on the fact that the field worker seeks out the client and offers him services.
- The existing social system in practice is based on the opposite approach – it is up to the client to request the services which will be provided to him.
- The situation of the residents of the socially excluded localities holds in the context of social assistance special attention.
- To change the situation requires the providing of above standard social assistance based on highly individualized social work with the client, where the existing social system is not able to provide for his needs.

The program also tries to fill in the existing gap in provided social assistance to the socially excluded individuals, families and communities.



1.3. Goals

As a part of the program attention will be devoted primarily to the social functioning and life situation of the client. The goal of the program is to develop the personal disposition of the client in order to successfully handle life situations and access to the relevant information and services. The social work is undertaken with both the goal to achieve change on the individual level and at the same time to strive to improve the so-called network of offered services in the locality, which helps the organizations and development community as a whole.

The individual general goals:

1. To improve the social mobility of the specific client and his ability to manage his life independently.
2. To act as an intermediary for the client for services and activities, which are locally available, but the provider does not know about the client or the client does not know about the services.
3. To initiate structural changes and the healing process in the community.
4. To minimize the risks associated with life in the socially disadvantaged environment.
5. On the local level to change the attitude of the municipalities to the socially excluded localities, participate together with the client in community planning and decision making.
6. Cooperate with the subjects who are able to carry out the development program in the localities, initiate such a program: community programs (in the sense of community organizing), education programs, employment programs, health-care programs, programs to develop housing, and prevention programs for the protection of existing housing.

1.4. Targeted group

The direct clients of the programs are members of the locally defined socially excluded Roma communities. When searching for and selecting the clients it is taken into account not only the ethnicity of the client, but especially his social characteristics and that of the locality in which he lives, which shows the risks of the socially excluded. The ethnicity is not considered to be the deciding factor, rather only a risk factor.

The project has a local character – the field worker works with people in the chosen, a majority of narrowly defined localities and at the same time cooperates and helps clients in contact with the local society, they also play the role



of an intermediary between the targeted group and the subjects working outside of it – schools, employees of social departments, organs of the state administration and municipalities, non-profit sector etc. The focal point of the social work is the individual work with individuals and families. For work of a community character there is a network available of locally accessible services, institutions and other potential partners.

From the standpoint of the characteristics of the socially excluded, the clients of the program are primarily individuals or families from the lowest income levels, with members who have long-term unemployment, and people dependent on the benefits of the state social system and other services.

Method of gaining a client:

- a) The client contacts the Field Worker himself.
- b) The client is recommended services by an employee at another institution. The cooperating organizations, which recommends the clients for the services are informed that this recommendation does not give them a special position in relationship with the Field Worker or the client. The protection of the rights of the client is superior to the interests and demands of the cooperating organization.
- c) The Field Worker is requested by another institution to offer the client services (In this case one must be aware primarily of the risk of violation of privacy of the client, because they did not request this contact. Even in this case, the client has the right to reject services without there arising negative consequences from this or his decision being misused by a third party.
- d) The Field Worker actively contacts the people in the targeted locality and offers them services.

In the first consultation, the Field Worker sets out with the applicant to establish his opinion of the entire situation, his demands (expectation of the targeted state), which will be fulfilled over the course of cooperation and the specific possible steps, which he is willing and capable of taking. At the same time the client receives information about the character and course of the services (offer), rules and free provided services (including the rights and responsibilities of the client), about the rules of cooperation, and possibilities to complain.

The worker and the client agree on the order, which they will work on together, the main goals of cooperation and the partial goals and steps. The client must



agree on the method for solving the problem and participate in this. The worker therefore offers a proposal for the solution in the interview with the client.

The worker and the client works on his own solution so that the client participates as much as possible and so that the client learns as much as possible, especially how to manage the situation himself the next time. The worker after each consultation agrees upon steps with the client that he is to take for the next time, steps which he is to take himself (the worker), and steps which they will take together. In the next consultation arranged in advance, the worker and the client evaluate together, how successful they were at achieving the established partial goal, and plan out other appropriate goals and re-evaluate their steps.

1.5. Problems to be solved

Problems which are typical for the residents of the socially excluded localities and which the field social workers most often help to solve can be divided into two wider categories:

1. Problems which the worker deals with directly and for a short period of time:

- *Citizenship:* The worker advises in cases where the client does not have and needs state citizenship in the Czech Republic (this concerns primarily immigrants from Slovakia).
- *Social benefits:* The worker solves primarily situations where the family is not being paid their legal social benefits.
- *Housing:* The worker helps the families to improve unsatisfactory living conditions.
- *Conflicts between families, clients, and the surroundings, targeted communities and surroundings etc.:* The worker negotiates to help to lessen the conflict.
- *Assistance for asserting rights and interests:* The worker negotiates, monitors the meeting and helps during it where possible, helps to lessen the conflict, and at the same time follows the interests of the clients. Further the worker provides basic advice, arranges specialized legal assistance or helps the clients search for whatever help they need, supports the clients in discussions and by his presence.
- *Employment:* Involving the unemployed client into various activities beneficial for the given locality with the goal of maintaining and developing their employment competence and motivation.



- *Health problems:* Assistance in cases of long-term illnesses, handicap or disability in the form of providing guidance to the relevant organization providing health and social care.
- *Drug addiction:* Monitoring and an offer to arrange specialized assistance in the contact centers.

2. Problems which the worker deals with for a long period of time:

- *Non-payment and debt:* The worker meets with the client with the goal to internalize the necessity to pay one's obligations – rent, services, food in school etc. They negotiate together with the client on the payment of debts. They negotiate with the municipalities and owners of the housing for a more advantageous approach to the debtor.
- *Use of income:* The worker meets with the clients and where it is appropriate teaches him with the goal to increase his ability to effectively handle his income, ensure from his given income his basic needs and at the same time to not go into debt.
- *Attendance of children at school:* The worker searches for children who have problems with regular school attendance, negotiates with the participating parties and helps with the goal of removing the causes of this state.
- *Preparing the household with children:* The workers help families, where there are not the conditions in the household for preparing children for going to school, and in some cases provides volunteers for tutoring.
- *Possibility of education for children and their being successful:* The worker meets with the client and their children about the possibility of further direction and supports for students in remedial schools, who have the motivation and possibility to enter the primary school.
- *Employment:* Assistance motivating the clients while looking for employment and maintaining it.
- *Health problems:* Monitoring the hygienic situation and helping to improve it.
- *Usury:* The worker monitors the practices of usurers, explains to the clients the destructiveness of these loans, and in the case of necessity cooperates with the organs responsible for criminal proceedings.

1.6. Methods, tools, and provided services

When solving the problems the following **methods** are used:

- Social advising, social security, and the labor market
- Legal advising
- Mediation, facilitation activities



- Arranging additional services
- Family and advice on raising children
- Monitoring the social situation in the area (locality and surrounding)
- Community organizing
- Socio-therapy – case management

The basic **tools** of field work include:

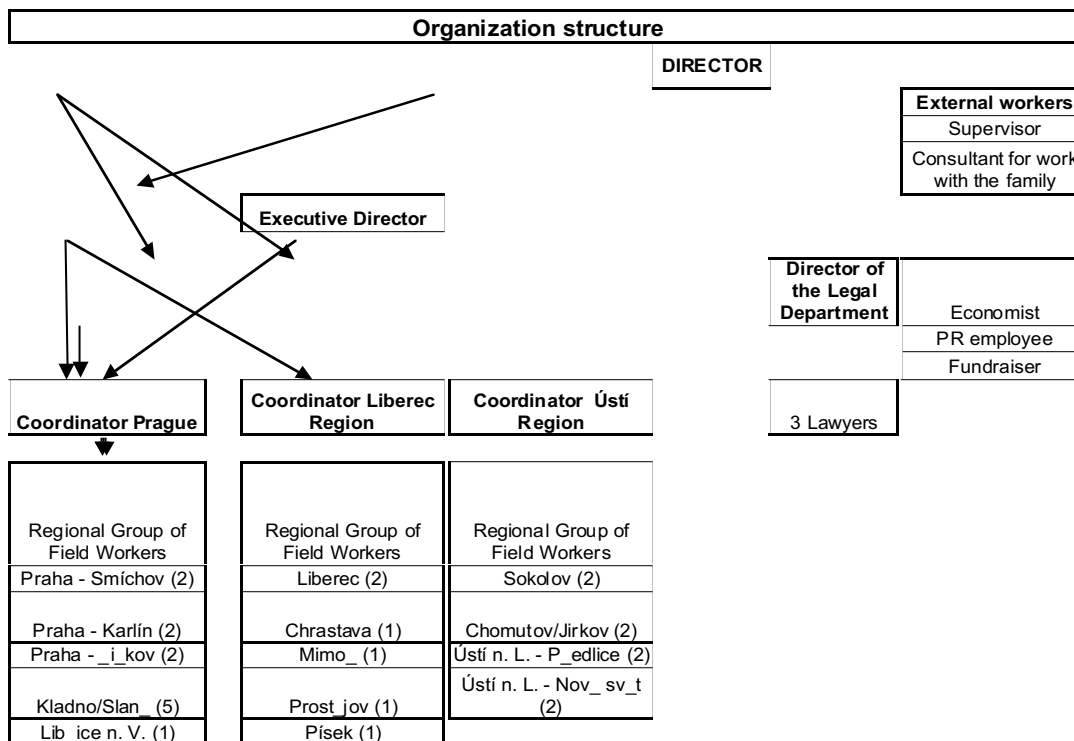
- *Interviews with clients*: This constitute the main tool of field work. The purpose is to collect information from the clients, support the clients, and motivate them to take certain decisions or actions. Often this involves simple conversation with the aim to maintain relationship between the field worker and his client.
- *Assistance with “paperwork”*: The worker studies the documentation which is associated with the client’s case, fills in forms or helps the client to fill them, writes applications or information letters or helps the client write them; explains to the clients the contents of received official correspondence. When the client is required to sign an official document, the street worker makes sure that the client understands the content of what he/she is required to sign and avoids harming his/her interests due to ignorance of his interests.
- *Negotiation*: The field workers take part in negotiations between their clients and various authorities (or other entities), or they conduct the negotiations themselves, or advise and support their clients in the negotiation process – always depending on the clients’ own capabilities.
- *Accompaniment*: The worker, when necessary accompanies their client to the office of a public authority, to school, a new employment place etc. The goal of the accompaniment is to ensure that the client does not end up in a situation where he can be manipulated.
- *Coordinating activities*: This includes activities in which the clients themselves engage in (such as voluntary work cleaning the neighbourhood of the house where they live), identifying volunteers from among the target neighbourhood and supervising their work.
- *Consultations with experts*: The worker consults about the given problem with experts in the field of social work, legal and health/medical problems, consultations with family guidance or educational specialists, anti-drug abuse and addiction therapy experts etc.
- *Contacts with other institutions and organisations*: This includes civic advice centres, charities, shelters, community centres, schools, educational and psychological advice centres, hospitals, sanatoria, central and local government authorities, departments of social prevention and probation services.



The methods used and the tools serving to **provide** the following **services**:

- Individual analysis of the social situation of families, establishing a strategy of solving the individual problematic situation, managing the case and updating the chosen solution
- Contact with the client and his family in the given locality
- Establishing the basic problems of a given family or society
- Establishing the causes of the problem and offer of a solution
- Finding one's own solution to the problem
- Adapting the nature and intensity of assistance to the changing situation of the individual client
- Seeking co-workers in the targeted community or surrounding
- Expanding the activities of other clients inside the targeted community
- Leading and coordinating volunteers and co-workers, arranging contact and communication between the community and external subjects
- Mediation and facilitation activities among the community and organs of the state administration and municipalities or other subjects

1.7. Organization and personnel structure





From the standpoint of implementation the organizational structure can be divided into the following sections:

- A. Section of Field Social Workers
- B. Section of Coordinators of Field Social Workers
- C. Section of Supervision
- D. Section of Education

A) Field social workers perform work which forms the direct content of the program. They perform this in the natural environment of the client in the environment of the socially excluded localities, of which there are currently 16 and in the near future their number will increase to 18. In these localities a total of 26 employees are working, and with the growth in localities the number of employees will increase to 30.

The territorially defined localities in which the employees are active coincide with the specific municipalities and its surroundings. The municipalities from the standpoint of the territorially administrative divisions are located in 4 regions, while only 2 municipalities form some type of exception, which are from the time when the program covered more or less the entire territory of the Republic. The following concentration of the program to the territory of the 4 regions arose in 2003 under organizational pressure and financial limits of the program.

B) The management and coordination of the field social workers is ensured by 3 coordinators, and one of them covers the territory of 2 regions. The role of the coordinator is to arrange contact and communication between the employees in the field and the upper management and especially to provide these workers leadership and consultation while solving the specific problems. Each coordinator must meet with each field worker at least once a month for individual case consultations. In cases where it is necessary he meets with the field workers at their request. Together with the field worker they search for a strategy and alternative solution to the case, recommend specialists, which would be suitable to consult in the case etc. In addition to this the coordinator collects and follows the performance of the field worker, through the established records of work, such as the contact book, monthly reports and weekly plan. He also has an overview of every separate case, which the worker is solving, and its developments in its solution. The coordinator also follows to ensure that the provided services of the field worker follows the standards of services, which are codified as a part of the program and the fulfillment of this is strictly required.



C) Supervision as a part of the program takes place once a month on the following levels:

a) **On the level of the group case supervision of the field social workers**

This takes place under the management of the coordinator and its purpose is to discuss the specific solutions of cases. The selection of the cases is undertaken by the coordinator, and such cases are chosen at the same time, which are either complicated or both generally and mutually beneficial. The field worker in this way can mutually be informed of their cases, collectively discuss and choose a suitable solution and gain experience for their own work.

b) **On the level of the group external supervision of the field social workers**

This supervision takes place without the presence of the coordinator and under the management of an external supervisor – a psychologist. It is aimed at the mental health for the performance of the field workers, to filter out their emotions associated with the performance of work in a safe discreet environment.

c) **On the level of individual external supervision of the field social workers**

The field workers are provided during this, with the help of a psychologist, self-reflection and individual mental health.

d) **On the level of the supervision of the coordinators**

This form of supervision serves for self-reflection of the performance of the coordinator, ensured as well by a psychologist, but obviously someone different from the one provided for the supervision of the field workers. The coordinators in addition to this also meet once a week in the so-called internal supervision, which takes without the presence of an external supervisor.

D) As part of the program there was created a specific educational module established for the field workers employed in the program, which is **required**. The need for such a module arose from two reasons:

1. There were employed in the program from its beginning in the area of field worker many people from the community – employees of Roma background – that is laymen. The philosophy of this personnel policy was developed by the reality that at the beginning of the program it was essential to first establish contact in the socially excluded localities and gain trust. For this purpose it appeared to be the most suitable to employ people living in these



communities and that were oriented to them. A particular difficulty in this philosophy was that these people in a majority of cases only had basic education. As the work of the field workers gradually became defined and had an ambition to become a professionally provided service, it became essential to make the theoretical and practical foundation from the area of the performance of field and social work available to the employees.

- 2 The second reason was that the gradual professionalizing of the services of the field social work in the socially excluded localities exhibited itself as services that were specific, complex, which among other things in itself carried many borderline situations and required not only knowledge, but also practical skills and professional discipline.

In cooperation with the non-profit organization the Institute for the Evaluation, Supervision and Education there was created an education module. The module was divided into 200 hours over the course of one year. It had two levels. The first level was aimed at acquiring the basic theoretical information and practical skills for the system of field social work. The second level was aimed at the so-called special themes associated with the performance of field social work and has 3 blocks: a theoretical block, a block of applications on the standards of service in the field social work and a block of training for specific skills, characteristic of the basic demands of the field social workers. The education takes place during the working hours, a part of which is the completion of home work. The graduates, those who have completed 90% attendance, all home work and successfully passed the test, receive a certificate. Those who are not successful must take the education module again. The goal is that all field social workers employed in the program will successfully complete this program.

In addition to the management, supervision and education, the field social workers have at their disposal in order to improve their performance, employees of the legal department and advisors for working with the families and complicated cases in the family.

2. Evaluation of the program

2.1. Methodology

With respect to the relatively short time period in which it was necessary to develop the presented report for the needs of Peer Review and during which it was possible to collect documents for evaluation, it was essential to scale back



the goals of evaluation and use of methodology. We therefore are limiting ourselves to a basic evaluation of the implementation program and outputs of the program.

Evaluation of implementation

The information, which we arrived at as a part of the evaluation of the implementation program represents primarily official and non-public documents provided by the organization, which carried out the program. The information drawn from these documents was supplemented through structured interviews with:

- Coordinators of the field social workers,
- Employees that ensure the education of the field social workers, cooperate on the creating of standards of services and lead the internal evaluation of the program and
- 2 field social workers from the localities of Praha – Smíchov and Praha Karlín

Supplemental and more precise information was gained through additional consultation with the Executive Director of the program.

Evaluation of outputs

The most important element from the standpoint of evaluation of the program is its effectiveness, measured from the standpoint of success and overall impact. In this area we however run up against a number of obstacles and such an evaluation was not possible to carry out. It is necessary to stress that the organization has the ambition to submit the program to internal evaluation and collect for this purpose documents from the individual field workers. This regards primarily the quantitative records of the clients, solved problems, types of interventions and its successes and qualitative description of the locality. Currently there is also in cooperation with the Institute for Evaluation, Supervision and Education being created software, through whose help the program could be evaluated in a complex and sophisticated manner. In the period established for the development of the report however it was not possible due to time reasons to transfer these documents to electronic form, which would allow them to be processed.

We therefore have limited ourselves only to the evaluation of the outputs of the program from the aggregated data which was available. This data was created on the basis of records of the work of the field social workers.

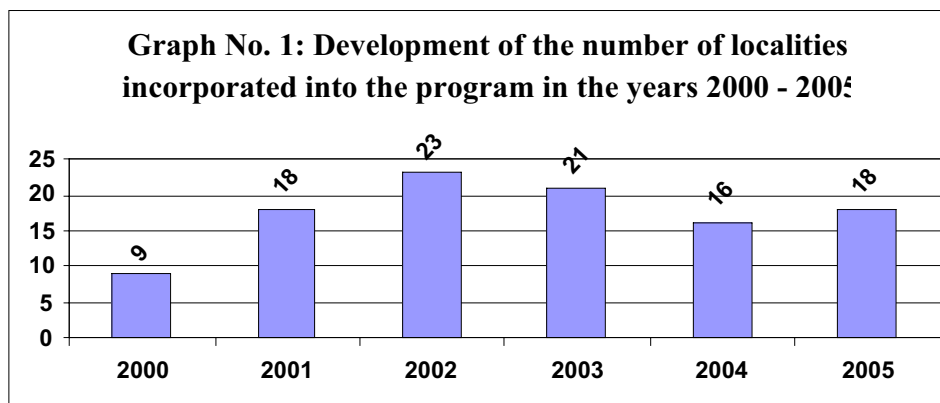


2.2. Monitored indicators and their evaluation

Locality and development of their numbers (Source: Annual Report 2000 – 2003, e-mail correspondence with the Executive Director of the Program)

Table No. 1: Locality incorporated into the program 2000 - 2005

2000	2001	2002	2003	2004	2005
					<i>– planned Blina</i>
Brno	Brno Dubí	Brno D__ín	Brno D__ín		
Chomutov	Chomutov Jeseník	Chomutov Jeseník	Chomutov Jeseník	Chrastava Chomutov	Chrastava Chomutov
Jirkov	Jirkov Klá_terec nad Oh_í Litom__ice	Jirkov Kladno Litom__ice	Jirkov Litom__ice	Jirkov Kladno Lib_ice Liberec	Jirkov Kladno Lib_ice Liberec
	Liberec	Liberec M_Iník	Liberec M_Iník	Liberec	Liberec
	Mimo_	Mimo_	Mimo_	Mimo_	Mimo_
Most - Obrnice Nové m_sto pod Smrkem	Most - Obrnice Nové m_sto pod Smrkem Ostrava	Most - Obrnice Nové m_sto pod Smrkem Ostrava Písek	Most - Obrnice Nové m_sto pod Smrkem Ostrava Písek	Most - Obrnice Nové m_sto pod Smrkem Ostrava Písek	Most - Obrnice Nové m_sto pod Smrkem Ostrava Písek Písek Písek
		Praha - Karlín Praha - _i_kov	Karlín _i_kov	Karlín _i_kov	Karlín _i_kov
Praha - Smíchov	Praha - Smíchov	Praha - Smíchov	Smíchov Smíchov	Smíchov Smíchov	Smíchov Smíchov
Prost_jov	Prost_jov	Prost_jov	Prost_jov	Prost_jov	Prost_jov
Ro_nov pod Radho_t_m	Ro_nov pod Radho_t_m Sokolov	Ro_nov pod Radho_t_m Sokolov	Ro_nov pod Radho_t_m Sokolov	Ro_nov pod Radho_t_m Sokolov Sokolov Slan_	Ro_nov pod Radho_t_m Sokolov Sokolov Slan_
Ústí nad Labem – Mati_ní	Ústí nad Labem – Mati_ní Ústí nad Labem – Nov_sv_t Ústí nad Labem – P_edlice	Mati_ní Nov_sv_t P_edlice	Nov_sv_t P_edlice	Nov_sv_t P_edlice	Nov_sv_t P_edlice
9	18	23	21	16	18



From the development of the number of localities from the establishment of the program to the current time it is apparent the growth to 2002 and then the gradual decline. Currently the program contains 16 localities, but over the course of the year it is planned to add another 2 localities (in Table No. 1 this is labeled in italics and are already included in Graph 1), which will employ 4 field social workers. A reduction in the number of localities is justified because of the organizational and financial limits of the organization so that the minimum number of field social workers in a locality from a standpoint of the effectiveness of the program was sensibly expanded so that in one locality there will be place 2 field social workers. The management of the program stated that they have been contacted by the representatives of the other regions about the services of the field workers, however at the current time for the aforementioned reasons it is not possible to accommodate them.

From the standpoint of **stabilization of the program** in the individual localities it is possible to state, that the program in the majority of localities has a certain amount of continuity. 67 % of the localities, which are supported in the last year of the program, have been incorporated into the program for at least 5 years (of the 7 years of the entire functioning of the program). If the last two years of the program are looked at, the period that the program intentionally limited its extent in the number of localities, the localities currently incorporated into the program in 2005, include 100% of the localities from 2004.

Concerning the method of selection of the localities for incorporation into the program, this occurs usually in the following forms:



- a) Through contact of the organization by representatives of the municipality
- b) Through contact of the organization by residents of the locality
- c) As a result of information about the basic events in a locality, such as for example the mass privatization of the housing fund or natural catastrophes such as for example floods etc.

The number of field social workers

The development of the number of field social workers unfortunately was not able to be reliably deducted from the documents for all the periods as precise information is only available for 2004 and 2005. In 2004, there were employed 22 workers and in 2005, 26 workers, and during the year they are counting on 4 more. The trend is then to expand the number of employees, which has its reasoning in efforts to increase the professionalism of the existing services, rather than to expand the localities active at the expense of the quality of provided services.

The structure of the field social workers

The following information refers to 2005, however only 24 (of the 26) of the current employees were available.

- From the standpoint of gender division, 67 % (16) of the team is represented by women and 33 % (8) by men. From the standpoint of acquired education 3 employees have only basic education, 3 have completed trade school apprenticeships, 9 have a high-school degree and 9 a university education.
- From the standpoint of age structure the greatest percentage of employees (60%, 15 workers) are workers up to age 30, 3 older than 30, 4 older than 40, and 2 older than 50.
- An interesting indicator is the stability of the workers in the program. The average number of years performed as a field worker in this program, which has been in operation for 7 years is 3 years, the minimum is 1 year and the maximum is 7 (this concerns one employee).

Financial expenses

In 2004 the program cost a total of 12,224,000 CZK, and one position for a field worker represented 260,000 CZK. The program was subsidized 70 % from government resources; the remainder represents non-government funds and municipal funds.



Outputs of the program

As outputs of the program, due to a lack of other information that could be processed, we present the so called number of contacts. Contact is understood to be in one of the following forms of assistance to the client:

- a) First contact with the client
- b) Intervention – meeting with the client for up to 30 minutes
- c) Advising – work with the client on the specific order
- d) Work with problems in the family
- e) Act as an intermediary, recommend services, which are provided by other subjects
- f) Actions in the interest of the client
- g) Accompanying, assistance
- h) Meetings on the telephone

Table No. 2: Average number of contacts for 1 worker each month (In 2004)

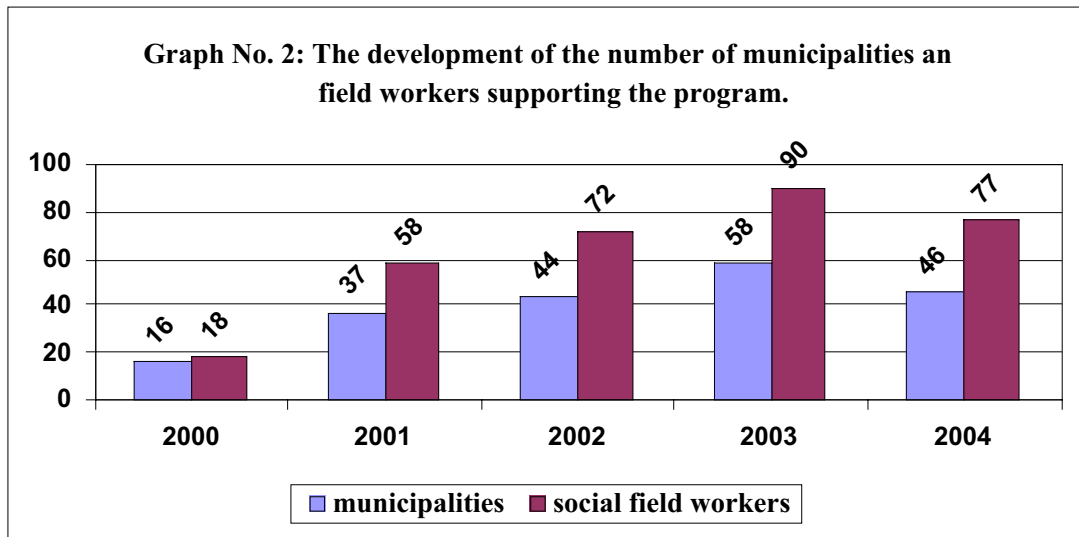
Region	Average number of contacts for one worker each month
Prague	63
Central Bohemia Region	59
Liberec Region	51
Ústí Region	66

B. Presentation of the government program

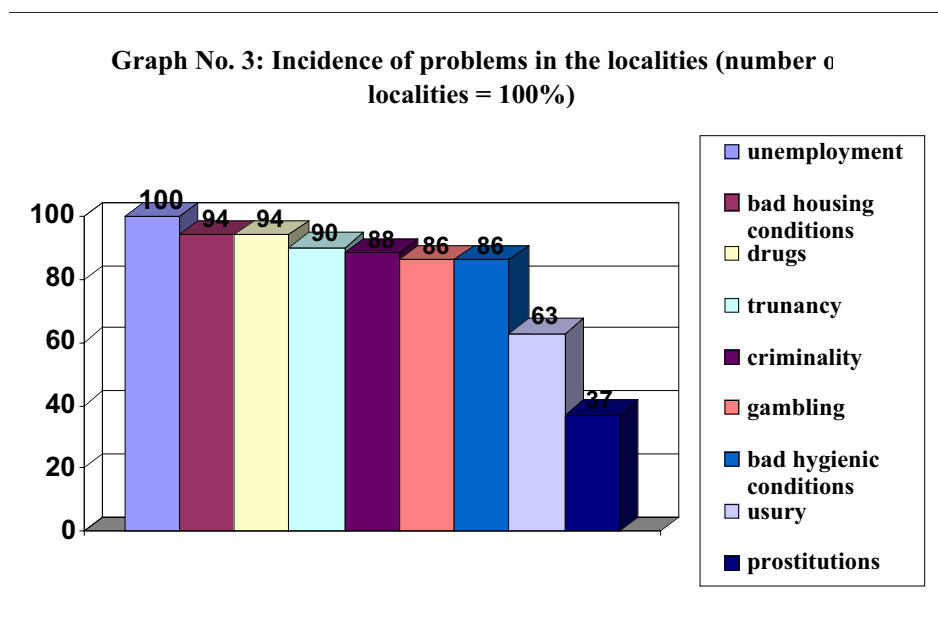
The program is similar in its goals, the network of field social workers and to a certain extent even in the used methods and tools of work, which from 2000 has been carried out on the government level. The name of the program is **The Program for the Support of Field Social Workers – Field Social Work in the Socially Excluded Roma Communities**. As was already mentioned, this program was as conceived, from the standpoint of the definition of the problem and goals of the program, significantly influenced and inspired by the aforementioned program of the non-government organization People in Need. In addition to the realization of the field social work the immediate goal of this government program was primarily the **establishment and stabilization of the position of the field social workers on the levels of the individual municipalities**. Fulfillment of this goal is illustrated in Graph No. 2 (All graphs presented below are outputs from the research project “Identification of the effective realization of the model program for the benefit of the Roma community” of the Research Institute for



Labour and Social Affairs, on which the author of this report participated in. The information from the so-called "Report on the realization of field social work" is processed each year by the individual field workers as an evaluation of their work.)



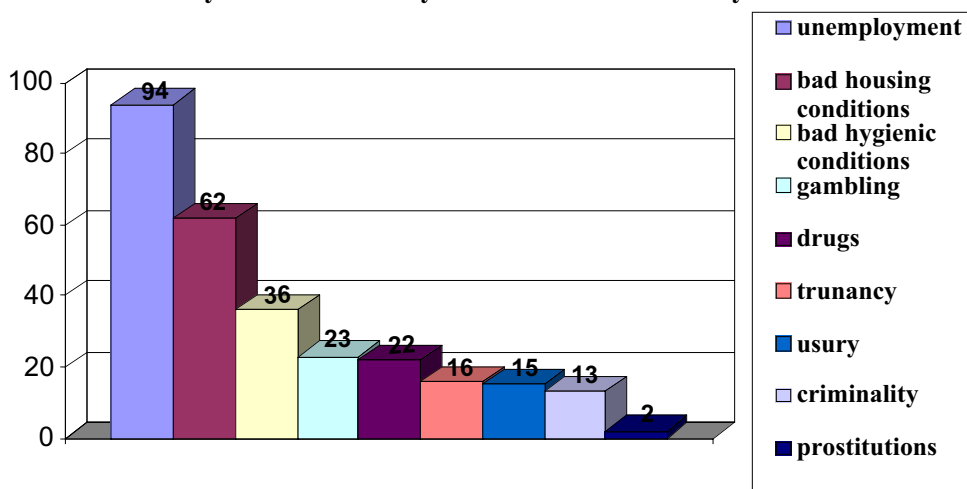
The support for the establishment of these positions is realized primarily from financial grants for those positions, which represent 130,000 CZK each year. The field workers are usually incorporated into the structure of the department of social affairs in the individual municipal offices. The workers solve in the given localities problems of a similar structure such as is the case of the employees of the organization People in Need. This structure is expressed in Graph No. 3.





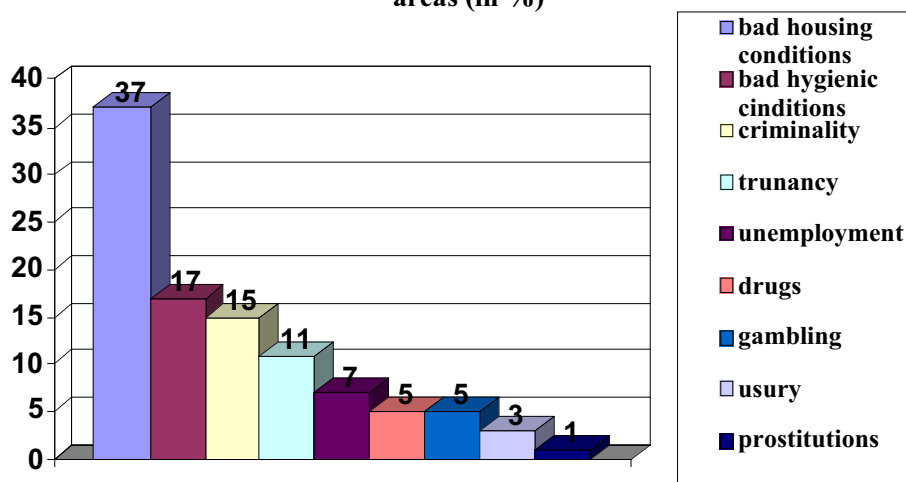
Graph No. 3 expresses, in what % of the localities incorporated into the program are found the given problem. The following graph refers to the intensity of the problem.

Graph No. 4: Proportion of cases (in %), where the problem in the locality was evaluated by the field worker as “very serious”



From the presented graph it is evident that except for prostitution and usury the presented problems occur in a majority of the localities. Evaluated as very serious are most often unemployment, poor housing and poor hygiene conditions. We can partially form an overview about the effects of the program on the basis of Graph No. 5, which expresses the percent of provided services in the individual problem areas.

Graph No. 5: Percentage of provided services in the individual areas (in %)





From the presented graph it is evident that the provided service corresponds to the intensity of the problems. The exception is represented in the area of unemployment, which is perceived as the most serious, however it is addressed as a small percentage of the service. This fact is possible to interpret in connection to the limited authority and tools, which the field workers can use in the case of a solution to this problem for their clients.

C. The context of the policies of social integration

After 1989 and approximately up to 1997 the government policies oriented to the Roma community was limited in its essence to the policies of nationality. The questions remain whether the reason for such policies was ignorance about the seriousness of the problem which in the framework of the Roma community was displayed or whether it was faith in the ability of the Roma community to cope with these problems themselves. Even if as is stated in the Report on the Situation of the Roma Community in the Czech Republic from 2000, the leadership of the state after 1989 was generally attempting to create a democratic system based on equality of all citizens, approaches put into place underestimated the reality that a large part of the Roma community did not have at its disposal as a consequence of the past the qualifications to adapt to the transforming economic and social conditions.

The reality however still shows that apart from the questions relating to national self-determination and the constitution of the national identity of the Roma, the Roma community was much more affected and their daily life much more influenced by problems of a social nature. With the detachment of several (fundamentally important) years they arrived at an overall solution to the problems of the Roma community, formulated in the Conception of Roma integration 2003, with the dividing into two fundamental aspects, nationality and social and into the political discourse concerning the Roma community there was added the concept of social exclusion. We can state that this movement occurred thanks to the work of the civil sector, which explicitly focuses on the socially excluded Roma community and tries in the framework of their limited authority, resources and capacities to solve these problems.