



# **Strategy for the Development of Social Care in Ljubljana from 2021 to 2027**

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## THE LIST OF ABBREVIATIONS

CSD	Center for Social Work	OZSV	Department of Health and Social Care MU MOL
ECDC	European Centre for Disease Prevention and Control	ReNPSV	Resolution on the national social assistance programme
EU	European Union	SLS	Local Government Service MU MOL
ICT	Information and communications technology	SOAKO	Council for the Elimination of Architectural and Communication Barriers
JP MOL	Public company MOL	SURS	Statistical Office of the Republic of Slovenia
JSS MOL	Public Housing Fund MOL	SVSO	Council for Senior Citizens in MOL
JZ MOL	Public institution MOL	UM	Office for Youth of the Department of Culture MU MOL
KŽ	Mayor's office MU MOL	UMAR	Institute of Macroeconomic Analysis and Development
LGBT+	persons of different sexual orientations, identities and expressions	ZOD	Home Care Institute Ljubljana
MOL	City of Ljubljana	Pristan Institute	Pristan Social Care Institute
MS MOL	City Council MOL		
MU MOL	City administration MOL		
NIJZ	National Institute of Public Health		
NGO	Non-governmental organization		
OPVI	Department of Preschool Education and Schooling MU MOL		

*Ljubljana is the city of all!*

*Ljubljana is an open, solidary and tolerant city in which different people live together with mutual respect. Here, just about everyone can feel accepted and equal.*

*We pay special attention to those individuals who are particularly vulnerable due to personal circumstances and need help and support in solving their problems. With the adoption of the fourth Strategy for the Development of Social Care in the City of Ljubljana from 2021 to 2027, we are continuing the outlined path of a focused social welfare policy in Ljubljana. By providing a variety of services and programs to citizens, we alleviate their problems, provide them with a better quality of life and help prevent social exclusion. To reach these goals, we cooperate with various non-governmental organizations and public institutions.*

*In Ljubljana, solidarity always comes first. This is an extremely important value that leads to connection and better understanding between people, and thus to higher social inclusion. This was especially evident during the COVID-19 epidemic, when many Ljubljana residents selflessly helped the most vulnerable. The time of the greatest crisis has shown that in Ljubljana we do not talk about solidarity - we live it every day. In Ljubljana, we will always put openness, tolerance and the social note of our city at the forefront - a city for everyone and for everyone!*

*Zoran Janković  
Mayor of the City of Ljubljana*

*The City of Ljubljana has been strategically planning its social policy since 2000. Thus, on 5 July 2021, the City Council of the City of Ljubljana discussed and adopted the fourth Strategy for the Development of Social Care from 2021 to 2027.*

*In the field of social care, long-term planning is particularly important so that we can provide various forms of services and programs aimed at supporting and assisting socially vulnerable groups. The new strategy was developed during the COVID-19 pandemic, which radically changed the lives of people around the world. In Ljubljana, too, we have been facing major changes that are causing various social, economic, psychological and other hardships for individuals. It is therefore crucial that we strengthen the field of social care in the city in the coming years, as the real situation and consequences will only become clear in the coming years.*

*The strategy was prepared at the Department of Health and Social Care with the participation of numerous non-governmental organizations, public institutions, city administration departments and many experts from relevant fields. According to various contents, we organized even 15 focus groups, where we discussed the needs of users and which current services and programs are sufficient, which should be adapted to new circumstances and where new activities should be developed. All this with the aim of identifying true needs of the people and problems they face on a daily basis. The draft strategy was also submitted for public discussion.*

*The strategy is a basic strategic document with starting points, guidelines and goals in the field of social protection in the City of Ljubljana until 2027 and with a vision until 2045. In the next seven years, the activities of the City of Ljubljana will be, in addition to statutory tasks, focused on providing comprehensive support and assistance to users of social services and programs, reducing the risk of poverty and increasing the social inclusion of the socially disadvantaged and people living in vulnerable situations, meeting conditions for quality aging, enhancing mental health, striving for zero tolerance of violence, ensuring equal opportunities for all, reducing harm from various forms of addiction, strengthening quality and development in the field of social protection. In doing so, the City of Ljubljana will strive for the national and international recognition of Ljubljana as a social city.*

*We anticipate that in the coming years in the field of social care will require a lot of adjustment and finding quick solutions, so the goals are set more generally and allow adaptation to unpredictable situations. That being said, we have certainly realized many projects, such as a centre for dementia and accommodation support for various groups of socially disadvantaged individuals.*

*In implementing social policy in the city, we will be guided by respect for human rights, respect for diversity and ensuring social inclusion. We will strengthen solidarity in all areas and strive to enable people from socially weaker backgrounds to live in dignity.*

*Tilka Klančar  
Head of the Department of Health and Social Care*

# 1. Introduction

In the field of social care, the Department of Health and Social Care of the City Administration of the City of Ljubljana (hereinafter: OZSV) has a key task to ensure the development of social care in the City of Ljubljana. In 2020, the third strategy of social development expired (the first one was prepared for the period 2000-2005, the second for 2007-2011 and the third for 2013-2020).

The new Strategy for the Development of Social Care in the City of Ljubljana (hereinafter: MOL) is the basic strategic document with the starting points, guidelines, goals and activities of the City of Ljubljana in the next seven years, from 2021 to 2027. Long-term planning is important for the stability of ensuring diverse forms of services and programs designed to help and support vulnerable groups.

The MOL's care for vulnerable citizens is reflected in various services and programs that have been developed and offered in recent years by public institutions and NGOs in the City of Ljubljana with the support of the OZSV. In this way, the City of Ljubljana exceeded the legal obligations of the local community in this area and (co)financed numerous programs and services that, on the one hand, alleviate the problems of its citizens and, on the other hand, increase their quality of life. All awareness-raising activities, informing public about various issues, which are carried out by the City of Ljubljana together with NGOs are also extremely important.

The new strategy was developed during the COVID-19 epidemic, which changed the lives of MOL residents. New questions have been raised, new challenges have emerged (e.g. individual counseling has moved online, day centers have been reorganized). The distress of people (social, mental) has increased and it is therefore extremely important to strengthen the social care policy in the City of Ljubljana, as the realistic picture of the distress of citizens will only become apparent in the coming months and years. NGOs and public institutions in this field played an exceptional role in this situation, responding immediately to the crisis and offering people help and support during the epidemic. Despite the difficult situation, they also worked during the epidemic and were available to citizens at all times. Without the active participation of NGOs, people's hardships would be even greater and many would be left without help.

## 1.1 Strategy preparation process

The strategy was created based on the expiring strategy report and responses from NGOs, public institutions and the community of experts. Together with the external collaborator dr. Vesna Leskošek, the OZSV organized and conducted fifteen focus groups<sup>1</sup> in various fields, where representatives of NGOs, public institutions of the City of Ljubljana and experts discussed the needs of users, the development of (new) services and priorities in each field. From 6 to 24 May 2021, the draft strategy was also in public hearing.

The basis for planning the strategy were also some national and international documents that plan orientations at the global or national level in the field of social care. In September 2015, all members of the United Nations unanimously adopted the 2030 Agenda for Sustainable Development (*Agenda 2030*), a historic agreement by the international community to eradicate poverty, reduce inequality, ensure progress and protect the environment for present and future generations. 17 sustainability goals have been set, among them e.g. eradicate all forms of poverty worldwide, achieve gender equality, ensure a healthy life and promote general well-being at all stages of life.

The European Union (hereinafter "the EU") and its members have a leading role to play in implementing the sustainable development goals. Member States are encouraged to proactively integrate the 2030

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<sup>1</sup> Focus groups were organized to explore the needs of the following vulnerable groups / in the following areas: children and young people from less supportive backgrounds, e-addiction, eating disorders, Roma, trafficking in human beings, LGBT+, mental health, disabilities, immigrants, poverty and homelessness, drugs, violence prevention, alcohol, seniors and the development of services for seniors in the public network.

Agenda into national policies. The EU's progress towards the sustainable development goals is measured by Eurostat.

At the end of 2017, the *European Pillar of Social Rights* was adopted, which is the basis for conducting social policy in the EU. It sets out 20 principles and rights, divided into three categories: equal opportunities and access to the labor market, fair working conditions, and social care and inclusion. The pillar should be implemented by the EU and the Member States in cooperation with social partners, regions, cities and civil society. At the initiative of Eurocities, the City of Ljubljana signed four commitments to implement individual principles of the *European Pillar of Social Rights* (gender equality, equal opportunities, work-life balance, childcare and support to children, health care, inclusion of people with disabilities and housing and assistance for the homeless), where it listed the achievements so far in these areas and activities in the coming years.

In March 2021, the European Commission presented the *European Pillar of Social Rights Action Plan*, which sets out concrete measures to further implement the principles of the European Pillar of Social Rights. There are three EU umbrella goals to be achieved by 2030:

- Min. 75% employment of people aged between 20 and 64,
- Min. 60% of adults attend trainings each year,
- Min. 15 million less poor and socially excluded people.

In 2017, Slovenia adopted the *Slovenian Development Strategy 2030*, which represents the umbrella development framework of Slovenia. The main goal of the strategy is **to ensure a quality life for all** on the basis of five strategic orientations, resumed in twelve development goals, which are also related to the goals of sustainable development of the Agenda 2030. Slovenia has thus committed itself, among other things, to reach the following goals by 2030:

- Healthy life expectancy at birth increased to 64.5 years
- Gender equality index: min. 78
- Min. 19% of the population aged 25-64 included in lifelong learning
- Level of risk of social exclusion lower than 16%
- Less than 10% of people have experienced discrimination
- Employment rate of the population is min. 75%
- At-risk-of-poverty rate of employed persons is below 5%.<sup>2</sup>

Guidelines for the operation and development of the social care system in Slovenia are set out in the *Resolution on the National Social Assistance Program for a Specific Period* (hereinafter: ReNPSV - a new national program for the period from 2021 to 2030 is being prepared). It defines the basic starting points for the operation and development of the system, objectives and areas of social care development measures, the network of public social care services and public social care programs and the manner of their implementation and monitoring as well as the responsibility of individual actors at various levels. The overall horizontal objective of both expiring and the new ReNPSV is to **improve the quality of life of individuals and families and to strengthen social cohesion, mutual solidarity and social inclusion of all population groups**. Three key objectives have been identified:

1. Reducing the risk of poverty and increasing the social inclusion of socially disadvantaged people living in vulnerable situations and contexts.
2. Improving the availability and diversity and ensuring the accessibility and availability of services and programs.
3. Establishing conditions for the operation and strengthening of quality and development in the field of social care.

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<sup>2</sup> The data in the Development Report 2020 (UMAR 2020) are as follows:

- Healthy life expectancy at birth in 2017: 55.3 years for men and 54.6 years for women
- Gender equality index in 2019: 68.3
- In 2018 11.4% of the population aged 25-64 were included in lifelong learning
- Social exclusion rate in 2018: 16.2%
- In 2019 9% of people experienced discrimination
- Employment rate in 2018: 75.4%
- At-risk-of-poverty rate of employed persons in 2018: 6%

## 1.2 Advantages, disadvantages, opportunities and threats in the field of social care in the City of Ljubljana

The strategic goals and measures of the City's social policy derive from the following identified advantages and disadvantages, as well as opportunities and threats for the further development of social care in the City of Ljubljana:

<b>Advantages</b>	<b>Disadvantages</b>
<ul style="list-style-type: none"><li>- A diverse range of programs and services for the most vulnerable groups</li><li>- Stable funding of social services and programs (this proved particularly important during the epidemic)</li><li>- Good cooperation between the MOL and various stakeholders (NGOs, community of experts, public institutions of the MOL), which is the basis for mutual setting goals for the future and solving current problems</li><li>- Good cooperation between the city administration, public institutions and public companies of the MOL</li><li>- Adoption of action plans in individual areas</li></ul>	<ul style="list-style-type: none"><li>- Inconsistency of strategic goals of the MOL and the state in the field of social care</li><li>- Insufficient housing needed to accommodate vulnerable groups</li><li>- Lack of legislation at the state level (eg. in the field of long-term care)</li><li>- Insufficient capacities in homes for seniors</li></ul>
<b>Opportunities</b>	<b>Threats</b>
<ul style="list-style-type: none"><li>- Increasing the domestic and international reputation of Ljubljana as a city of equal opportunities, a city without poverty</li><li>- Developing new programs that respond to people's needs</li><li>- Creating consortia and applying for European tenders</li></ul>	<ul style="list-style-type: none"><li>- Lack of state cooperation and support for the City's strategic projects in the field of social care</li><li>- Transfer of responsibility from the state to the MOL</li><li>- Lack of State co-financing NGO programs which are implemented in the MOL</li><li>- Lack of funds for the implementation of innovative solutions</li></ul>



## 2. Outline of the situation in the field of social care in the City of Ljubljana

### 2.1 General demographic data

The number of MOL residents is slowly growing. According to the Statistical Office of the Republic of Slovenia (hereinafter: SURS), as of 1 July 2020, 294,054 people lived in the City of Ljubljana, of which 143,390 (48.8%) were men and 150,664 (51.2%) were women. The population increased from 286,307 in 2014 to 294,054 in 2020. The population is growing in the age group 0 to 14 (by 0.6 percentage points from 2012 to 2020) and especially in the age group 65+ (from 2012 to 2020 by 1.9 percentage points). This is a significant change from the data provided in the previous strategy of the MOL, where there was a decrease in the number of children and youth under 18 years of age (from 2000 to 2012 by 2.5 percentage points). In the second half of 2020, there were 57,669 people over the age of 65 (19.6%) among the population of the MOL, 42,513 (14.5%) were children aged 0-14 and 193,872 (65.9%) were those aged 15-64. According to these data, Ljubljana is demographically still a rather stable city, but the share of seniors is increasing, which has been a trend in Europe for several decades.

*Table 1. Population of the City of Ljubljana by selected age groups and gender on 1 July 2014 and 1 July 2020*

2014					
0-14 years		15-64 years		65+ years	
Men	Women	Men	Women	Men	Women
20,534	19,379	96,667	98,969	20,010	30,748
2020					
0-14 years		15-64 years		65+ years	
Men	Women	Men	Women	Men	Women
21,703	20,810	98,305	95,567	23,382	34,287

Source: SURS (2021), Population by selected age groups, municipalities, Slovenia

The number of births is declining slightly, which is typical for the entire country. Natural increase is declining, which means that there are only slightly more births than deaths. In 2014, 2,891 people were born and 2,189 died, and in 2019, 2,667 people were born and 2,382 died.

The number of marriages is slightly increasing, but according to the share of the city's population, its percentage remains the same. Similarly, the number of divorces is somewhat increasing, but the share per 1000 population in 2019 is a little lower compared to 2014. The share of married people is slightly declining, which is a trend in marriage practices throughout Slovenia. However, the number of established same-sex partnerships is growing.

The employment rate in 2019 was 50% (54.9% for men and 45.4% for women) and the unemployment rate was 9.1% (9.2% for men and 9% for women). Compared to the whole of Slovenia, the unemployment rate is slightly higher, but the gender gap is smaller, as in Slovenia there are 7.7% of unemployed men and 9% of unemployed women. The unemployment rate is also high because most citizens of Slovenia are employed in the City of Ljubljana. The MOL is characterized by a high percentage of labour migration, as according to SURS data for 2019 around 130,000 commuters came to work in the city every day (SURS, 2019a), which is a significant increase since 2014, when this number was about 110,000 (SURS, 2014).

In 2019, there were 68,375 retired people living in the City of Ljubljana, of which 27,284 were men and 41,091 women.

Ljubljana is a university city. According to the data by the University of Ljubljana, in 2019, there were 37,615 university students (UL, 2019) and 30,901 youth attended high school or secondary school. Among these, there are more women (17,175) than men (13,726).

Ljubljana is still an attractive city for foreign citizens who are looking for work challenges and are attracted by the work environment in Slovenia. The share of foreign citizens in the City of Ljubljana is 12.2%, of which 16% are men and 8.7% are women.

## **2.2 Characteristics of social care in the City of Ljubljana**

The field of social care encompasses two major areas: the cash benefit system and the service system. The state should ensure that persons suffering social hardships are provided with an appropriate system of social assistance when they cannot provide for themselves, and an appropriate system of professional assistance in cases of various adversities and problems. In last decades, the field of social care in Slovenia has changed, so that employment and financial social benefits are increasingly interrelated; operation of public services in the field of social care, in Slovenia represented by centres for social work as the main social care service, has also changed. The reorganization, however, did not address the essential problem of social work centers, i.e. underemployment given the growing needs of people for services. Thus, employees have too many clients and as a result, intensive and in-depth work is impossible.

For the MOL, the field of social care is one of the key areas of support for citizens in meeting their needs.

### **2.2.1 The role of the City of Ljubljana in addressing and reducing poverty**

Decent life and social inclusion are the main areas of the care state. Due to changes in the legislation in the field of social benefits,<sup>3</sup> access to financial aid is increasingly limited, as the number of conditions for access to the right increases, as well as the conditions for retaining the right once it has been acquired. Conditions are largely related to employment status, but the labor market is currently inaccessible to many, either due to a lack of skills, barriers to mobility or other reasons. Therefore, the connection of financial social benefits to employment status is a major obstacle for many people to exercise this right. A special problem is also the relatively large number of people who are employed and poor at the same time (according to SURS data, in 2019 this was 4.5%). Although in times of high employment, the number of people living below the at-risk-of-poverty threshold decreases, for some groups it is increasing. These are mainly people over the age of 60 and retired people, households without actively working members, one-member older households (65+ years), single-parent households and households of two adults with one dependent child (SURS, 2020).

The MOL takes on a large and important share of care for reducing the poverty of its citizens. People can claim financial aid based on the municipal Decree on Financial Aid. In the last five years, there were an average of 6,300 recipients of municipal financial aid per year.<sup>4</sup>

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<sup>3</sup> In 2010, the Act on the Exercise of Rights from Public Funds (Official Gazette 62/10) and the Social Care Benefits Act (Official Gazette 61/10) were adopted, which introduced a number of conditions for the exercise of financial social benefits and reduced access to these rights.

<sup>4</sup> More information in the Report on the Implementation of the Strategy for the Development of Social Care in the MOL from 2013 to 2020.

### **2.2.2 The role of the City of Ljubljana in the provision of social care services**

The Ljubljana Center for Social Work (hereinafter: CSD Ljubljana) operates in five units: Ljubljana Center, Ljubljana Šiška, Ljubljana Bežigrad, Ljubljana Vič and Ljubljana Moste-Polje. CSD Ljubljana is a public institution founded by the state, and the City of Ljubljana covers the costs of the services it orders. CSD Ljubljana also performs activities for the City of Ljubljana in accordance with the Decree on Financial Aid. Based on the legislation, the City of Ljubljana assumes the additional payment for the care costs of institutional care. It also co-finances a number of project activities of CSD Ljubljana, such as the CONA Fužine program, the Vič Youth Center, the Shelter for the Homeless, and the Maternity Home.

The MOL is the founder of the Home Care Institute (hereinafter: ZOD), and the concession for the provision of home help services was granted to the Pristan Social Care Institute (hereinafter: the Pristan Institute). Also important is the activity of the Ljubhospic house (its founder is Lekarna Ljubljana pharmacy), which is not only a medical institution, but also provides comprehensive care for the dying and their relatives. In 2020, 981 users were registered in the Ljubhospic house.

The MOL's most important task is financing, coordinating and promoting the activities of NGOs, the programs of which address the diverse needs of various groups of citizens. It has to be stressed that in the operation of NGOs, OZSV assumes more responsibilities than just co-financing the implementation. It is especially important to have an active mutual relationship, which enables in-depth insight into the activities of organizations and the resulting constant adjustment of programs to the needs of the citizens of Ljubljana. Given the fact that the state's attitude towards the activities of NGOs has been deteriorating recently, the role of the City of Ljubljana is even more important. This strategy was developed in close cooperation with public services and NGOs, which reflects the active relationship between city services and these organizations.

The areas of activity will be listed in the following chapters, but before that, we need to mention the current situation, which has shaken public life throughout the world and also in the City of Ljubljana.

The year 2020 has shown that, despite the advances made by scientific knowledge and the development of technology, everyday life can change radically due to natural disasters and diseases. The new SARS-CoV-2 virus, which causes COVID-19, has severely interfered with daily life and caused unforeseen changes that cannot be controlled in any simple way. The new disease has affected many people, especially seniors, children and employees, and indirectly entire households. We have come to know and experience our own vulnerability, which has affected not only private relationships but also public life, including the operation of companies and public services, which has caused many hardships to various groups of people.

### **3. The role of social care in emergencies**

The COVID-19 outbreak has caused an emergency that requires swift and effective action by the authorities to protect the population from its devastating effects. These are reflected at all levels of life: at the level of the individual, the household, the community and at the wider social level. We have faced high mortality, long-term recovery from illness, rising unemployment, loss of income due to the closure of many economic activities, increasing domestic violence, hunger as an extreme form of poverty, increasing inequalities in education due to lack of distance learning equipment and differences in support networks for this type of schooling, limited personal contacts, which has led to social isolation and the loss of support networks, and increased repressive action by the state, which increases general mistrust. The World Health Organization (2020) points out workplace safety problems that can cause infections to spread. They also point out the deteriorating opportunities for occasional work, on which the poorer, seniors or high school and university students depend, which we are also noticing. The World Health Organization (2020) draws attention to workplace safety problems that can cause infections to spread. They also point out the deteriorating opportunities for occasional work, on which the poorer, seniors or high school and university students depend, which we are also noticing. The United Nations (2020) also draws attention to the fact that women are particularly affected by the effects of the pandemic, as they are predominantly employed in the most vulnerable sectors, such as health, care for older citizens and economic activities that have operated even during the worst outbreaks, eg. trade. For the most part, women have also taken on the largest share of the care of the sick and children. These burdens have contributed to higher mortality of women and an increase in mental distress and illnesses, which is also present in other groups of the population, including children and young people. Some international organizations, such as the Organization for Economic Co-operation and Development (OECD) and the World Bank, warn that the negative effects of a pandemic may persist for years after its end or may even permanently reshape the local and international environment.

Reports on the effects of the epidemic show the extremely important role of the public sector in addressing the effects of related problems and adversities, and in particular the role of social care organizations. While health care has played a prominent role as COVID-19 burdened the public health system, social care organizations have remained in the background despite the fact that their role has been equally important. Attention was focused on homes for seniors, but mainly on infections and zones intended for the healthy and sick, and we heard less about their other activities, the operation of social work centers and social care NGOs. All of these organizations have dealt with the less visible effects of the epidemic and measures. Like all other disasters (floods, earthquakes, fires), the pandemic has affected on people's daily lives, because their needs do not cease to exist by stopping public life, moreover, they increase. Especially with people who do not have assets or ability to meet these needs in the market and buy services when they need them. Here we can see the effects of increased inequality, which has pushed many people into existential problems and contributed to the deterioration of their physical and mental health, which will have long-term consequences.

Clinical psychologists (Mikuš et al., 2020) state the importance of contacts with peers and the social environment for children growing up and developing their psychosocial skills, shaping identity and personality. They warn of the dangers of isolation and limitation to privacy, which is a dangerous place for many children and adults. They further describe the factors and stressors that burden family relationships due to taking on school duties, which many parents are unable to perform due to either work overload or lack of skills and knowledge for homeschooling. They point to the consequent increase in violence and the simultaneous inability to report it, especially for children. The consequences of increasing poverty are also long-term, as many people have spent all their savings and exhausted their personal support and assistance networks due to waiting for or losing their jobs and their inability to find or do work on a temporary basis. In this regard, the Advocate of the Principle of Equality (2020) draws attention to the inability to pay rents and loans, the problems of low-income single-parent families, parents of children with special needs who have stayed at home instead of being involved in various programs or living in institutions. Homeless people have been particularly vulnerable, as for them, restricting life to privacy, prohibition of the gathering of people and curfews lead to a constant violation of these ordinances because they do not have a home and cannot comply with the requirements.

In a study on crime during the first wave of the epidemic, the Institute of Criminology at the Faculty of Law, University of Ljubljana (Plesničar, Drobňjak and Filipčič, 2020) pointed out, among other things, the increase in domestic violence, especially violence against women including the increase in the number of murdered women. This is also reported by many NGOs.

All these problems point to the complexity of the situation which we live in and to the long-term consequences of the epidemic, which are also due to the fact that social care organizations have not played a visible (or any) role in planning measures. Their work has been overshadowed by the health crisis and they have faced many restrictions, including barriers to access people, personal contact ban, limited operation of other institutions, unclear work instructions, lack of protective equipment, insufficient information on people's needs, and other obstacles. They themselves had to adapt to an unusual situation that required major changes in work organization, working methods, new ways of using information and communication technology and, above all, finding innovative ways to approach people - how to provide them with basic livelihoods such as food, accommodation, clothing, how to conduct interviews if they do not use ICT devices (especially old people or the poor), how to find out about their needs, how to set up support networks and many other approaches and ways to meet diverse, often acute needs. In doing so, they would need the support of government and local authorities. Especially the latter have proven to be more adaptable to the new situation, where the ability of the organization here and now, ie a quick way to adapt to the new situation, is important. In the following, we will present the role and significance of the City of Ljubljana in addressing needs during the first and second waves of the epidemic.

### **3.1 Ljubljana in the face of the COVID-19 epidemic**

At the time of developing this strategy, we are experiencing a second halt in public life, the number of deaths is high, even one of the highest in the wider European area (ECDC, 2020<sup>5</sup>). The reasons for such high morbidity and mortality are complex, and the data show the highest morbidity in the workplace and in the family circle (NIJZ, 2020). Of the people who became ill at work, more than a quarter were health care professionals, with the number of women being four times higher than the number of men (NIJZ, 2020). One of the main causes of morbidity in homes for seniors, which is the third highest place of morbidity, is transmission from employees to residents, as despite the closure of homes for visitors (including relatives), the number of infections is high (NIJZ, 2020). This is also because in Slovenia, homes for seniors are overcrowded, and too many people in a small area increases the risk of infection (Flaker, 2020). Certainly, the state will have to take into account this information when planning future development of the institutional network and community services.

The Government of the Republic of Slovenia has responded to the emergency situation with a series of general measures that apply to the entire country and with aid packages to the population and the economy that are selective and targeted at individual groups of people or economic entities. The selectivity of measures caused and continues to cause new adversities and problems for people who are (were) not eligible for state aid or the aid they got was insufficient, which is reflected in unemployment, debt, bankruptcy, increasing poverty, psychosocial distress of adults and young people, etc.

The state has been slow to respond to a situation where an immediate response is called for because otherwise people's livelihoods are at stake. There were many such situations in the first wave of the epidemic and some occurred in the second wave. Among these are, for example, the need for food due to hunger, the need for transport due to the cancelling of public transport, the need for technical aids for distance learning, the need for assistance due to long-term dependence on other people, the need for housing and the like. Although most of these needs arose as a direct result of government action, the

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<sup>5</sup> The National Institute of Public Health (NIJZ) explains that the number of detected infections depends on testing practices, which depend not only on professional guidelines, but also on testing recommendations (NIJZ, 2020) adopted by governments of particular countries, ie on political decisions. Numerical comparisons published by the European Center for Disease Prevention and Control (ECDC) should therefore be taken with some reservations; however, they cannot be denied or questioned, as they are objective data provided by national institutions.

government did not respond appropriately. Some local communities, which were able to adapt quickly to the emergency, responded more appropriately.

Since the beginning of the epidemic (March 2020), MOL has successfully addressed new needs (MOL, 2020). Thus, the following social care activities were carried out:

- A very rapid response to the needs of childcare at home, which has significantly contributed to the safety of families (virus control measures have prevented grandparents or other relatives from taking care of them) and directly contributed to employment and lower job risks
- Delivery of hot meals to the home of children from socially disadvantaged families who were left without important food due to the closure of schools, as well as distribution of meals to seniors
- Transporting people on urgent visits to a doctor, pharmacy, shop and elsewhere, if necessary (LPP drivers as volunteers)
- A set-up of a special telephone number for older people who needed to talk to somebody (voluntary network of employees of ZOD and Ljubljana's cultural and public institutions)
- ZOD also provided occupational therapy counseling by telephone
- The vast majority of NGOs and public institutions in the City of Ljubljana moved their activities online and offered counseling, help and support by phone or video online applications (for example, in cooperation with NGOs and professionally trained workers, Community Health Centre Ljubljana provided psychosocial counseling by telephone; NGOs working on prevention of violence against women have set up a 24-hour telephone line)
- The MOL, together with its public institutions, published telephone numbers of help, information, instructions and recommendations regarding the prevention of violence, mental health problems, dementia, electronic addiction, etc. both on the City of Ljubljana website and in the Ljubljana newsletter
- To the needs of the homeless, who found themselves in a really difficult situation, the City of Ljubljana, in cooperation with the Society of St. Vincent, organized the use of toilets and laundry, meals were distributed, and at the end of March a temporary shelter was opened on Rimska Street, managed by Kralji ulice (Kings of the Street) society
- Homes for seniors were offered the option of caring for healthy residents in hotels
- ZOD also carried out the most urgent visits to users during the epidemic and performed the most urgent tasks (assistance with basic daily chores, maintenance of hygiene, and assistance with feeding).

Later, with the new limitation due to the spread of the COVID-19, we were already better prepared; the response to needs was faster and new ways of operating were developed. Government services were slightly better prepared for distance learning and provided children with emergency learning aids, but still did not assist children in need of special care during schooling. The MOL once again provided hot meals for children and young people who were left without food after the schools closed. This time, children and youth came to school for meals, and the delivery was organized exceptionally.

In the second wave of the epidemic, NGOs again had to adjust the implementation of the program - most of the programs were transferred online - they provided advice, information, workshops, etc. All accommodation programs ran smoothly. The MOL, together with NGOs, again prepared various articles and recommendations, which were published on the MOL's website or in the Ljubljana newsletter.

## 4. Vision 2045

The vision of the City of Ljubljana is that by 2045 Ljubljana will become a city without poverty, a city of equal opportunities and a city where one can grow old without worrying.

The definition of poverty is that it is a lack of material goods, which is reflected in the inability of an individual to maintain a standard of living comparable to that of people living in the same area. It is important to emphasize that poverty is not and cannot be a personal problem, but a social problem caused by inequality. We want Ljubljana to be a city where all individuals, regardless of personal circumstances, have the same opportunities and opportunities to achieve their goals. In this city, every individual will feel accepted and equal, regardless of personal circumstances.

## 5. The mission

The mission of the City of Ljubljana in the field of social care is to provide quality social care services and programs to all residents of the City of Ljubljana. Every day we strive to improve the quality of life of our citizens with a number of measures, paying special attention to the most vulnerable groups who need help the most. We are aware that a place that is friendly to these is friendly to everyone.

We carry out our mission by providing financial aid of the City of Ljubljana and by financing or co-financing social care services provided by public and private institutions (through concessions). The public service is complemented and enriched by numerous NGOs, whose programs are co-financed by the City of Ljubljana through public tenders. The MOL also fulfills its mission through various awareness-raising campaigns, where it addresses citizens with information on support and assistance to cope with various adversities.

## 6. Fundamental values

According to the Constitution, Slovenia is a care state whose goal is to provide everyone with a life worthy of human dignity and meet the conditions for personal development. It is intended to ensure social peace and prevent poverty.

**Equality** is a key democratic value, which means that everyone, regardless of different personal circumstances, should have equal opportunities to achieve their goals. Social inequality is the result of a structural system rather than individual choices, so what we need is **social justice**. This means enabling people from socially weaker backgrounds to live in dignity.

**Solidarity** plays an important role in this, as it reflects the interdependence and responsibility towards fellow human beings and the environment, and is placed before individual, especially material, needs and ambitions. It is a reflection of the connection, mutual ties and level of trust between different social groups.

**Respect for human rights, respect for diversity and ensuring social inclusion** are at the forefront of social policy.

## **7. Basic principles of social policy in the City of Ljubljana**

In order to provide social care services and programs, the City of Ljubljana will operate in accordance with the following principles:

- Availability of social care programs and services that meet the different needs of users
- Accessibility of social care programs and services (place- and timewise, digital and physical, access to information)
- Availability (affordability - free or subsidized service)
- Integrity of services (integrated approach)
- Continuity of programs and services
- Raising awareness among and destigmatizing users
- Non-discrimination of users according to their personal circumstances
- Gender equality (taking into account the gender equality perspective and the specific needs of different genders)
- Professional autonomy of contractors
- Innovation (developing new models of services and programs)
- Partnership and cooperation between different stakeholders.

## **8. General strategic objectives**

The main goal of the strategy is to improve the quality of life of individuals, which requires the participation of all stakeholders, mutual solidarity and social inclusion of all individuals.

As in the previous strategy, in this one we follow the general objectives set out in ReNPSV13-20 and the draft ReNPSV21-30:

- Reducing the risk of poverty and increasing the social inclusion of socially disadvantaged people living in vulnerable situations and contexts
- Improving the availability and diversity and ensuring the accessibility and availability of services and programs,
- Establishing conditions for the operation and strengthening of quality and development in the field of social care.

In line with these strategic objectives, we should pay attention to the following:

- Availability of quality social care services and programs
- Support for public institutions in the field of social care
- Support for NGO in the field of social care
- Promoting an integrated approach to the treatment of the individual
- Enhancing cooperation between NGOs
- Support for volunteering
- Enhancing international cooperation
- Awareness raising.



## 9. Responsibilities and tasks of the City of Ljubljana in the field of social care

In accordance with legal regulations, the City of Ljubljana performs administrative, professional, promotion and development tasks in the field of social care.

### 9.1 Tasks of the City of Ljubljana under the Social Assistance Act

According to the Social Assistance Act, municipalities are obliged to provide a network of the public service for **family help at home**. According to the Social Assistance Act (Articles 11 and 15), family help at home is one of the forms of assistance within the social care service and includes “social care of the beneficiary in case of disability, age and in other cases where social care at home replaces institutional care” (eg. in the case of chronic, long-term illness). The family help at home as a form of social care is provided at the user’s home. It includes assistance with basic daily tasks (eg. with dressing and undressing, with washing, feeding), household assistance (bedding, bringing one prepared meal or purchasing food and meal preparation, etc.) and helping to maintain social contacts (establishing a social network with the environment, relatives, etc.).

In the City of Ljubljana, family help at home is provided by the Public Home Care Institute Ljubljana (hereinafter: ZOD) and the private contractor Pristan Institute, to which the City of Ljubljana has granted a concession. Within this legal task, the City of Ljubljana provides funds for subsidizing service costs in around 80% for all users<sup>6</sup> and funds for financing and co-financing services to users to whom the responsible social work center has issued a decision by which they are partly or in full exempt from payment for the service. We should point out that the City of Ljubljana has been striving for several years to change the Rules on Standards and Norms of Social Care Services and the Rules on the Methodology for Pricing Social Care Services, which regulate the provision of services in detail. Namely, it is impossible to calculate the price of the service correctly, as due to ambiguity, the rules allow for different interpretations of the price elements.

The MOL also provides funds for financing or co-financing of the service to beneficiaries, conducts procedures for granting concessions for the service family help at home in its area, monitors the operation of ZOD in accordance with the founding act and the work of the private contractor Pristan Institute in accordance with the concession agreement, and acts as a party in inheritance proceedings after beneficiaries to whom the City of Ljubljana financed or co-financed the service.

The next task of the municipality in accordance with the Social Assistance Act is **to finance institutional care services or care costs in adult institutions** (homes for seniors and special social care institutions), when the beneficiary or other liable person is partially or completely exempt from payment. The MOL thus provides funds for financing and co-financing of care costs in social care institutions for adults, who are partially or completely exempt from payments, and acts as a party in inheritance proceedings against beneficiaries to whom the City of Ljubljana partly or fully covered care costs.

As of 1 January 2021, the Municipal Costs Reduction Act (ZFRO) transferred the **financing of the rights of a family assistant** from municipalities to the state. Until 31 December 2021, the municipality will still be obliged to pay the costs of a family assistant, but the ministry will then reimburse it based on the issued invoice. As part of this task, the City of Ljubljana is thus providing funds for the payment of a family assistant until the end of 2021, and is acting as a party in inheritance proceedings against beneficiaries to whom the City of Ljubljana financed or co-financed the right to a family assistant.

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<sup>6</sup> The Social Protection Act stipulates that municipalities must finance services at least in the amount of 50% of the subsidy to the price of the service.

## **9.2 MOL financial aid**

Based on the Decree on Financial Assistance and in application of the Social Assistance Payments Act, the City of Ljubljana provides financial aid to socially weaker citizens. Citizens who do not have their own income or do not achieve the minimum income for an individual family member under the law governing social security benefits, as well as those who exceed the minimum income by up to 30%, are entitled to financial aid from the City of Ljubljana budget.

MOL financial aid is intended for:

- Assistance in overcoming the current material threat
- Partial payment of the costs at the beginning of the new school year for children in primary and secondary school,
- Payment of the costs of outdoor education, summer / skiing holidays for primary school students
- Covering the cost of lunches for children in primary and secondary schools where meals are organized
- Covering the cost of lunches for citizens over the age of 65
- Childbirth allowance.

The basic amount of financial aid of the City of Ljubljana is 190 EUR; childbirth allowance is twice the basic amount of financial aid, and in the cases from indents 3, 4 and 5 of the previous paragraph financial aid is granted in the amount of the service price.

Within this task, the City of Ljubljana provides funds for financial aid; it prepares, concludes and implements tasks in accordance with contracts signed with social work centers in the City of Ljubljana (in accordance with the Decree on Financial Aid, they conduct the procedure at the first instance and decide on the allocation of financial aid by MOL) and pays financial aid on the basis of decisions on the allocation of financial aid, prepared by the centers for social work.

## **9.3 Co-financing of social care programs**

With the help of regular annual public tenders entitled 'Ljubljana - a healthy city,' the City of Ljubljana co-finances social care programs of NGOs and public institutions. The contents of programs (both curative and preventive), which are designed for the most vulnerable individuals and groups, complement the network of public service services. Contracts with organizations selected through public tenders are signed for either one or three years. The purpose of multi-year contracts is to enable organizations to provide the most stable co-financing and thus ensure the continuous implementation of programs and services for the population of the City of Ljubljana.

Within this task, the City of Ljubljana provides funds for co-financing programs of NGOs and public institutes based on public tenders; it plans, prepares and implements public tenders for co-financing these programs, signs co-financing agreements and monitors and supervises their implementation.

## **10. Support to the public and non-governmental sector as bearers of the development of social care in Ljubljana**

In the field of social care, the City of Ljubljana has public social care institutions – the Centre for social work, homes for seniors, occupational activity centres, which are under the jurisdiction of the state, but in accordance with the law, some costs of services are also covered by the City. The MOL also established the ZOD, which provides service family help at home (a concession has also been granted to the Pristan Institute for this purpose). The ZOD (as well as other social care institutions) is facing a shortage of social caregivers, as this is low paid work due to the Public Sector Wage System Act, especially compared to a completely comparable personal assistant.

We are an aging society and citizens have more and more different needs. The ZOD introduces innovative free services through various projects (together with international partners), for which, however, there is no responsiveness at the national level - for example, they introduced free occupational therapy at home. Given that projects are limited timewise, good project practices can only be implemented with the support of the City of Ljubljana, which covers additional costs.

The non-governmental sector in the field of social care is represented by various NGOs, whose programs are focused on preventing and resolving social hardships of vulnerable groups. Thus, through public tenders, the City of Ljubljana co-finance programs that belong to the network of public social care programs, and there are many that are not yet recognized at the national level. For example, in the past, the City of Ljubljana was the initiator of the establishment of daily activity centers for seniors, it was the first to co-finance a safe house for women drug users who are victims of violence, the first to co-finance programs in the field of addiction to electronic devices and in the field of LGBT+. The MOL's sensibility for the introduction of new programs is therefore crucial for the development of programs in some areas.

Based on the needs of citizens, NGOs with the support of the MOL have established and are currently implementing various programs that provide support and alleviate distress to the following groups: seniors, women and children, victims of violence, (potential) victims of trafficking, children and young people, people with mental health problems, people with eating disorders, people with problems due to the use and / or addiction to illicit drugs, people with problems due to consumption and / or alcohol addiction, people with problems due to overuse and / or addiction to modern technologies and the Internet and other forms of addiction, people at risk of poverty and homelessness and its consequences, people with various disabilities, immigrants, Roma and people of different sexual orientations and gender identities (hereinafter referred to as LGBT+).

In focus groups in various social care fields, it was emphasized that the non-governmental sector needs to be strengthened in terms of staff and finances, as the needs are increasing and becoming more and more complex. Namely, the users of the program do not have only one problem; their problems are intersected or intertwined with other areas. Especially during the epidemic, it became apparent that NGOs are poorly equipped with information and communication technology, as they lack funds for this purpose.

Cooperation between public institutions and NGOs and among NGOs themselves is crucial for adapting programs to new or changed needs of users and for solving various problems. Of course, the support of the state is also important.

NGOs working in the field of social care are extremely important for the state and municipalities, as they assist the most vulnerable groups, most of whom drop out of public assistance systems. In the next decade, we want to further strengthen cooperation with the non-governmental sector and together create programs that will respond to the real needs of the people. At the same time, we want to encourage cooperation within the non-governmental sector itself (organization of meetings, networking, professional conferences, etc.) and to act together with the proposed amendments in dialogue with the state.

## 11. Overview of needs and priorities in individual areas

### 11.1 Services and programs for people in need because of social deprivation

Poverty is a systemic problem, not an individual choice. There is a lot of invisible or hidden poverty (eg. we have older people with very low pensions who can pay bills with them but cannot buy food). The problem is often passed on to the middle generations, who take care of their children and their parents at the same time, resulting in work overload (mainly in women) and poverty. On the field we can see that poverty is getting more severe and the problems of the poor are becoming increasingly complex.

Programs and services for people in social hardships are therefore extremely important. In recent years, NGOs have seen an increase in the number of people who are slipping deeper into poverty despite their regular incomes, and those facing homelessness. In this area, the MOL is currently co-financing the following: accommodation programs (shelters, maternity homes, accommodation support) and programs that offer various forms of help to those who suffer social hardships and the homeless (lay and professional counseling, cold and hot meals, hygiene care). The Red Cross of Slovenia - Regional Association of Ljubljana also contributes significantly to alleviating the consequences of poverty and homelessness; the MOL based on the Slovenian Red Cross Act with a direct contract finances its humanitarian program for the provision of those in social hardship with necessities and the option of hygienic care for the homeless.

NGOs believe that during the implementation of the previous strategy the offer of various programs increased, cooperation with the Public Housing Fund of the MOL (hereinafter: JSS MOL) was strengthened, and field work increased. Services and programs have been upgraded and adapted to people's needs. Nevertheless, NGOs and the community of experts still point out that some needs are not being addressed or new ones are emerging:

- Preventive action (working on financial literacy, informing people about information and communication technologies)
- Comprehensive help for the individual or family in one place (due to the dispersion of different types of aid, it would be necessary to increase awareness and information of people about the opportunities they have, and connect all organizations in this field so that they have all necessary information about services, programs, various solutions and options)
- Accessible legal and psychotherapeutic help
- Field work (by CSD and NGOs)
- The possibility of obtaining employment or work (taking into account certain specifics of people and work adapted to their abilities)
- Specific activities and programs for homeless families and homeless parents with children, homeless young people and homeless women (perhaps within a new day center)
- Accommodation (housing units, non-profit housing, community accommodation with smaller units and shelter) that takes into account the specific needs of people (eg. foreigners without documents, single women unable to pay housing costs, persons unable to live together with others, who do not follow the rules and are unable to adapt, people who are discharged from the hospital and need support)
- Regulation of market prices, as housing costs are very high, and regulation of the debt repayment system to prevent evictions
- Increase in the amount of MOL's financial aid.<sup>7</sup>

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<sup>7</sup> The basic amount of one-time financial aid of the MOL is 190 EUR and has not changed for more than a decade, despite the fact that during this period, the cost of living increased and accordingly the basic amount of the minimum income (increased by 180 euros since 2008). The number of cash benefits has not increased significantly in the last five years, but we note that the social hardships of citizens are growing. People are poorer, despite possible income from work, they are often burdened with debts for living expenses (rent, heating, electricity), loans for basic necessities, etc. Given the current situation with the epidemic, people's social hardships are expected to become even more severe.

The long-term goal of the MOL is to strengthen the operation of services / organizations that provide support to individuals in managing personal or family finances and help them find resources to ensure an adequate standard of living. In the coming years, the MOL will support existing programs and encourage the development of new ones (together with NGOs and other stakeholders, it will respond to the changing of users' needs). Thus, various programs of NGOs will be co-financed - both informational and advisory as well as accommodation. For the homeless in Ljubljana, JSS MOL will build a modern center for the homeless in 2024, which will replace the existing shelter. With the new living model, users will be encouraged to progress to their own living unit and then to independent living.

The measures will also be related to preventive action and the promotion of networking of NGOs among themselves as well as with other professional services. In accordance with the Decree on Financial Assistance, municipal financial aid will be paid.

## **11. 2 Services and programs for seniors**

Older people are a diverse group that is usually defined by biological age. In our legislation, the age of 65 is used as a dividing line, which determines who is old according to administrative criteria and thus has different rights. On the one hand, there is a tendency to move this limit upwards (mostly services are used by people over 75). On the other hand, there are initiatives to make the limit more flexible, as needs often indicate that some individuals need some support or help earlier, however, they do not receive it due to a strictly defined age limit (when, for example, services are needed by chronically ill people, those with disabilities or homeless people under the age of 65).

Programs and services for seniors have developed and expanded in the MOL in recent years. In doing so, existing services and programs need to be strengthened and new services and programs developed at the same time. We note that it would be necessary to:

- Increase information on various programs and services (in addition to online information, better cooperation and information transfer between programs and services providers is needed in order to find out how to reach out to those who are isolated and do not have social networks)
- Provide assistance and support in arranging various practical, bureaucratic matters (including free legal help) presenting a problem for older people due to digitalisation (more computer literacy programs) and dispersion
- Encourage the maintenance of vitality through active living and socializing (eg. expanding daily activity centers)
- Promote the interpersonal connection and inclusion of lonely and isolated people (eg. self-help groups)
- Offer innovative solutions concerning living in response to the tendency for older people to stay in their homes, ie outside the homes for seniors for as long as possible (various adaptation solutions at home, establishing a system of cohabitation - eg. housing communities)
- Provide support to relatives in caring for seniors and enable partial involvement in care work (only occasionally, for a few hours - day and night care, sometimes for a few days if they go on vacation)<sup>8</sup>

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<sup>8</sup> Part of these services is provided by ZOD and Pristan Institute with the service family help at home. ZOD also provides social services and responds to people's needs by expanding its offer of occupational therapists, etc. The problem with the introduction of changes is deficient legislation, so new services are introduced on a project basis and due to the lack of funds from the state it is more difficult to implement them constantly. Some homes for seniors offer various services for outsiders (eg. food delivery), but they are chargeable.

- Provide support for dementia and Alzheimer's disease - both for people with dementia and for relatives who care for them<sup>9</sup>
- Enhance preventive activities for seniors - how to maintain health and memory.
- Although these are not the responsibility of the MOL, but of the state, two other important issues need to be mentioned:
- Lack of homes for seniors in the MOL - building of new ones and renovation of old ones
- Lack of work force in the field of social care, with the area of care being particularly troublesome, where employees are paid minimally for extremely difficult work.

The goal of the MOL in an aging society is to provide people with everything they need in old age after an active period. The long-term goal of the MOL is to establish a municipal office for seniors, which will take a leading role in existing services, in establishing new services (eg. dementia center) and at the same time expand the network of daily activity centers. We will strive for the ZOD to expand the scope of activities and the range of services. We are aware that the MOL urgently needs additional homes for seniors, so we will actively strive for the state to build as many public homes for seniors as necessary. We will work on establishing alternative forms of living - housing communities for seniors.

### **11.3 Services and programs for children and adolescents from less stimulating backgrounds**

Like seniors, children and young people are a diverse group. The same age does not presuppose a similar level of social maturity and physical characteristics. The external circumstances in which children and adolescents socialize are also important - the (un)safe home environment, social network, etc.

The MOL supports work with children and youth, especially with an emphasis on programs for structured and constructive leisure time. In 2015, the City Council of Ljubljana adopted the Strategy of the MOL for Youth 2016-2025<sup>10</sup>, which sets goals and measures for each area (eg. implementation of youth center programs, expansion of the network of youth centers, establishment of a central youth center in the city center, enhancing street-based youth work). The Mala ulica Public Institution - Center for Children and Families in Ljubljana and the Mladi zmaji Public Institution - Center for Quality Leisure Time of Young People were established. District youth centers operate under the auspices of the latter. The Department of Preschool Education and schooling and the MOL Youth Office also co-finance numerous NGO programs for children and young people through public tenders, as well as innovative projects co-created by young people.

In addition to the above, it is also necessary to strengthen more targeted prevention programs with specialized activities to prevent risky behaviors in children and young people as well as their consequences. Targeted preventive action includes the promotion of the development of various social skills, knowledge, guidelines related to values and beliefs, as well as the development of resilience and / or social competence, which cannot be developed only by engaging in sports or other leisure activities.

The central focus of programs in this area is the needs of young people from less stimulating social backgrounds, with perceived problems and hardships. Co-financed programs offer young people personal counseling, various forms of group work (social skills training, assertiveness training, prevention workshops in support of resolving hardships and social inclusion), the so-called youth workshops in primary schools, prevention and awareness-raising campaigns.

The focus groups highlighted the following:

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<sup>9</sup> The long-term goal is to establish a dementia center, which would address various topics related to dementia (providing information, education, day center, short-term accommodation, programs for relatives, programs for the sick, programs for professionals).

<sup>10</sup> The MOL Youth Strategy 2016-2025 defines 14 goals and measures in 10 priority areas: youth centers and infrastructure for the socializing of young people, employment and career guidance, youth organization, housing policy, public areas, dialogue, education, sports, culture and environmental protection.

- Ensuring comprehensive treatment of individuals in one place, namely counseling, sports activities, workshops, work with a wider social network (eg. increasing parental capacity of parents)
- Increasing digital connectivity with young people, with program providers facing the problem of the availability of appropriate communication equipment (they cannot invest strictly earmarked funds for the implementation of programs in ICT)
- The programs lack adequate staff and finances
- An external evaluation of programs in individual areas is proposed.

In the MOL, we will continue to support social care programs that target children and adolescents with preventive goals, with the aim of preventing and reducing various hardships and problems.

## **11.4 Services and programs for people with various disabilities**

Longer life expectancy has contributed to almost everyone facing some barriers at some point in their lives. Some people are born with a certain disability, while others face a disability later in life. Physical, sensory and intellectual disabilities can limit people in their daily tasks, however, greater barriers and social inequalities arise when the environment is exclusive to individuals.

One of the major problems is accessibility - accessibility of public space, public transport and information. In recent years, the MOL has made great efforts to ensure the accessibility of public areas, buildings in public use, public services and transport, and has been recognized as an example of good practice internationally, for which it has received awards. The cooperation of various stakeholders is extremely important - the MOL, the Council for the Elimination of Architectural and Communication Barriers (SOAKO - the Mayor's Consultative Body), NGOs, the architectural profession, etc. When planning (built and non-built environment, services), it is necessary to always take into account the principle of "design for all", which is inclusive for all people. For this purpose, the MOL is also preparing and implementing an action plan.

With the aim of strengthening social inclusion and maintaining the psychological and physical fitness and health of people with various disabilities, the MOL co-finances programs of NGOs that provide users with information and guidelines for exercising their rights from the disability care system, mediation and support for participation in vacations for restorative rehabilitation or maintaining health, lay and professional counseling, personal assistance to enable independent living, transportation and escorts, advocacy, self-help groups, organized companionship, and customized exercise.

Various programs are being implemented in the MOL, and according to NGOs and the community of experts, the following would also contribute to a better quality of life:

- Better flow of information between providers and (also) the community of experts on the one hand and on the other hand informing users about the programs available in the MOL (eg. Info center, articles in the Ljubljana newsletter)
- Raising awareness of the public, thus empowering people with disabilities and trying to overcome the stigma that is still present in society (eg. education and awareness of the youngest in kindergartens and primary school students)
- Increasing the so-called peer counseling (mutual support of people with similar life experiences)
- Holistic treatment of the individual - the option of psychological help and psychotherapy
- Providing personal assistance to those users who, according to the law, do not have the right to personal assistance<sup>11</sup> (through co-financed programs and occasionally with minor assistance from the ZOD and the Pristan Institute)

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<sup>11</sup> Many users are not entitled to the assistance provided by law - for example, after the introduction of the Personal Assistance Act, most users meet their basic personal needs for independent living, but there are many who do not have the right (those who receive less than 30 hours of personal assistance per week and seniors).

- Accommodation support (eg. transitional housing), where consideration should also be given to supporting programs for the social activation of users; namely, housing alone is not enough, as they may then be socially isolated.

NGOs see the MOL as a strategic partner that has political power and can thus strengthen the voice of NGOs at the decision-making level.

In addition to ensuring accessibility, which is not the subject of this Strategy, the MOL will continue to support social care programs that provide support and assistance to people with disabilities for a better and more inclusive life in the MOL. We will also engage in awareness-raising activities and enabling the access to information about programs and services.

### **11.5 Services and programs for people with mental health problems**

According to the World Health Organization, mental health is "a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community" (NIJZ, 2021). Uncertain social conditions, uncoordinated work and family obligations, alienation, etc. affect an increased number of people with mental health problems. The epidemic has exacerbated the mental health situation, and the consequences can be expected even after the epidemic is over.

The MOL co-finances day centers, counseling centers and self-help groups, thus enabling the organization of various workshops and courses, professional psychosocial counseling, accompaniment and advocacy of program users, informing users about their legal rights and organizing camps. In this way, the MOL supports helping people with mental health problems in their local environment and enables them to live outside institutions and better integrate into the community and society.

There are pressing problems in this area, too, especially concerning the needs of users in / after:

- Transition to autonomy and independence (possibility of obtaining housing and employment)
- Comprehensive support for individuals and families (cooperation between different providers and programs, the option of free psychotherapy)
- Peer support and advocacy
- Field (mobile) services, which became especially evident during the epidemic and among young people who do not attend programs
- Raising awareness and prevention with the aim of breaking the stigma and informing the public (information on mental health problems, ways to strengthen mental health).

People with mental health problems will continue to have access to various programs and activities in the coming years, which will enable them to live outside institutions and better integrate into the community and society. At the same time, it is necessary also focus on preventive and awareness-raising activities.

### **11.6 Services and programs for people with eating disorders**

Eating disorders, affecting both the female and male populations, are increasingly spreading in the modern world of rapid pace and alienation. In recent years, the age of the population has been declining, with problems beginning in early childhood. Eating disorders are mental disorders that manifest in a changed attitude towards food and the body. Food is just a symptom, with severe mental distress, self-rejection, and poor self-esteem lurking in the background (Hafner, 2018).

In addition to the medical approach, the treatment of eating disorders also requires a social care approach, which includes changing patterns, reintegration into social and family life, the education system or social activation. With the co-financing of counseling centers for eating disorders, women and men are provided with professional assistance, information and counseling, as well as raising public awareness of the occurrence of eating disorders.



In addition to the already established content in social care programs, in the coming years it is necessary to:

- Increase prevention in primary and secondary schools
- Increase the capacity of individual counseling (both for those who suffer because of their body weight and for those who have had a gastric bypass due to overweight and experience shock and distress accompanying this change)
- Establish a low-threshold program for people with chronic eating disorders
- Offer more activities in the form of a day center or occasional workshops
- Strengthen the reintegration program for former users (as an option for counseling) and establish housing groups with integrated support for young people completing hospital treatment
- Increase cooperation between organizations.

The providers of the programs point out that few organizations operate in this field (three in Slovenia, two of them in Ljubljana), so the existing organizations are very busy, as their users are also sent from health institutions.

Social care programs of counseling and professional assistance will continue to be available to people with eating disorders in the coming years. Awareness-raising activities in educational institutions and the public need to be increased.

### **11.7 Services and programs for women and children victims of violence**

Both women and men are victims of violence, and both women and men are perpetrators of violence. However, data show that there are significantly more victims of violence among women than among men. A national survey on violence against women in the private sphere in 2010 showed that every second woman has experienced one form of violence since the age of 15, most often psychologically, followed by physical, property, restriction of movement and sexual violence. The majority of violence occurs between people who know each other, most often in family or intimate couple relationships. More than 90% of victims of violence are women (Leskošek et al. 2010).

Violence against women is thus one of the most widespread and hidden forms of human rights violations. It is extremely important that we implement zero tolerance for all forms of violence as soon as possible. Awareness and belief that any form of violence is intolerable and unacceptable must become a universal value.

For many years, the MOL has been supporting the efforts of NGOs who significantly contribute to raising awareness and recognizing and reducing violence against women. Through public tenders we co-finance various programs aimed at women and children victims of violence (crisis and safe accommodation for women and children, counseling for victims of violence, telephone counseling line<sup>12</sup>) as well as for the perpetrators of violence (non-violent communication workshops). The activities are also listed in the Action Plan for Gender Equality (the action plan for the period 2019-2022 is currently being implemented).

The activities listed above are very important for users, but there are also new needs that should be addressed:

- Transition from safe accommodation to independent living (eg. more housing units for women victims of violence, housing communities)
- Increasing psychosocial support for children and the option of free pediatric psychiatrist care
- Free psychotherapeutic services and legal aid (eg. joint legal aid for NGOs)
- Establishment of specific programs for female foreigners, Roma women, transgender people, people with disabilities

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<sup>12</sup> As of 1 January 2021, a 24/7 SOS hotline has finally been established, which Slovenia, as a signatory to the Istanbul Convention, should have had for some time. Despite the lack of funds, the 24/7 telephone line was also established during the epidemic.

- Expansion of programs for perpetrators - both in terms of content and groups (younger - older, various types of violence)
- Establishment of a Contact Center, where the safe handover of children would take place and various workshops and trainings for co-parenting would be carried out
- Raising awareness of the public and training professionals in educational institutions.

NGOs also pointed out systemic problems that are not within the competence of the MOL, namely foreign women who remain outside the system and do not receive assistance, long lawsuits and the problem of placing juvenile perpetrators outside the home, as crisis centers for young people do not accept them.

The MOL will continue to be an important player in the field of preventing violence against women in the coming years. In addition to supporting social care programs in this area (safe accommodation, counseling, trainings of non-violent communication skills), together with NGOs and the community of experts we will be an important actor in raising awareness of the public and within our public institutions and companies.

### **11.8 Services and programs for victims of trafficking**

Trafficking in human beings is a gross violation of the fundamental human rights of the individual. It is a brutal violation of an individual's freedom and dignity. Due to their vulnerability, people are exploited for various purposes - forced labor, prostitution, servitude, forced marriages, forced begging, organ trafficking etc.

The MOL is currently implementing an integrated care program for victims of trafficking in human beings, which is being upgraded as necessary. This ensures safe accommodation and inclusion in the reintegration program. The needs of users who are not yet met by the current program are reflected in the following areas:

- Reintegration of victims of trafficking, in terms of facilitating the transition to independence (eg. temporary housing with occasional support)
- Prostitution, where it is necessary to strengthen informing and awareness-raising of the general and professional public and to establish a program that would help users to get out of prostitution
- Forced labor, where awareness raising and information should be enhanced
- Forced marriages of Roma girls, where awareness raising of the professional and public should be strengthened.

People who are (potential) victims of trafficking in human beings will continue to have access to social care programs, professional assistance within safe accommodation and support for reintegration to normal life. It is also necessary to strengthen awareness-raising activities in educational institutions and for the public.

### **11.9 Services and programs for people with alcohol use / addiction problems**

Risky and harmful alcohol consumption among young people and the frequent occurrence of alcoholism among adults are one of the most pressing social problems and challenges in Slovenia - also because social tolerance of alcohol consumption in Slovenia is still high and alcohol is still an integral part of Slovenian culture. The harmful effects of alcohol consumption range from deteriorating health of the user to interpersonal relationships (within the family, immediate and wider environment); in addition, alcohol abuse has negative social and economic consequences.

The MOL is actively tackling this problem by regularly co-financing various programs aimed at prevention, reduction of the harmful effects of alcohol and social rehabilitation of addicts.

Barriers to working with people who have problems or are addicted to alcohol are mainly seen in:

- Lack of an accessible public assistance network

- Complex problems of individuals who, in addition to problems due to alcohol consumption, also have problems related to other phenomena such as violence, poverty, and homelessness
- Specific problems of individual groups - old people, young people (use of several drugs at the same time, intoxication due to socializing as well as personal distress)
- Lack of attention to children whose parents are addicted to alcohol
- Professionals' lack of knowledge about complex problems in this field
- Lack of awareness and open conversation about the use of alcohol in our society and highlighting the cultural stereotypes and prejudices of both parties - those who problematize the use as those who normalize it.

The MOL wants to further enhance this area, especially through prevention programs and awareness raising.

### **11.10 Services and programs for people with problems due to illicit drug use / addiction**

In response to the large scale of illicit drug use and the resulting new needs of the target population, the MOL has a number of active NGOs' programs, from programs to reduce drug-related harm to traditional therapeutic programs for those who want to stop using drugs forever, and the scope of fieldwork is expanding. Ljubljana is the only place in Slovenia that offers a shelter for homeless drug users and a safe house for women drug users who are victims of violence. Since 2018, the working group for solving the problem of illicit drugs in Ljubljana has been meeting regularly, striving for short-term and long-term solutions in this area.

The following needs were expressed in the focus group:

- Comprehensive treatment of drug users (accommodation, day center, information, counseling, social care and health care etc.) and their families or wider social networks
- Housing units and prevention of homelessness (crisis accommodation for crisis periods, post-hospital units and special forms of housing communities for young people)
- Integrated support for young people (especially minors), which would combine various forms of help and support (psychosocial help, therapeutic help, help with entering school or entering the labor market, accommodation support) and an adult person, possibly a role model, who will monitor and support them
- Women would need special services and safe accommodation (in addition to the existing safe house for female drug users who are victims of violence, programs should address, for example, mothers who use drugs but are not victims of violence)
- Specific activities for ex-prisoners after release from prison
- Raising awareness of the public from the point of view of a healthy lifestyle.

In the field of illicit drug addiction, the MOL will also be an important stakeholder in solving this problem in the coming years. In addition to supporting social care programs in this area, we will, together with other stakeholders - also within the working group for solving the problem of illicit drugs in Ljubljana - look for solutions for new challenges in this area.

### **11.11 Services and programs for people with problems due to overuse / addiction to modern electronic technologies**

Addiction to electronic technology is becoming a common phenomenon in the modern world, being both a consequence and a cause of alienation. By co-financing the programs, the MOL helps to provide assistance in solving problems stemming from excessive use of technologies and professional psychosocial counseling to users in case of uncontrolled use of technologies and the Internet. The number of participants in programs, from the youngest (6/7 years) to seniors (70 years), is increasing every year.

These programs comprise work in four specific areas: online content addiction (video games, gambling, online pornography, cryptocurrency trading, and e-sports), excessive use of electronic technologies

(early prevention is important), cyberbullying (increasing) and prevention. The problem is that new content is constantly appearing, and with it new influences on user behavior.

NGOs are constantly adapting to the new needs of users, but in the coming years we will have to:

- Increase preventive activities and awareness raising through the media (in the field of addiction and overuse, traffic safety, cyberbullying and abuse), websites, workshops for primary and secondary school children and workshops for parents
- Establish networking and cooperation with other experts, as users have associated problems
- Establish a digital addiction clinic with an option of accommodation (2 to 4 persons) so that the user can be removed from the environment for a period of one to three months and provided with comprehensive care: psychosocial assistance, accommodation, nutrition (psychiatrist, nutritionist, sports pedagogue, etc.).

Excessive use and addiction to modern electronic devices is a problem that we are currently not paying enough attention to, especially in connection with the epidemic, which has contributed / will contribute to the increased use of electronic technologies. In the coming years, the MOL will continue to co-finance social care programs in this area and join preventive and awareness-raising activities.

### **11.12 Services and programs for homosexuals and people of different gender identities and expressions (LGBT+)**

Slovenia belongs to the group of countries that do not treat homosexuals in the same way as heterosexuals, as despite the adoption of the amendment to the Marriage and Family Relations Act, same-sex partnerships are not recognized the right to joint adoption and insemination with biomedical assistance. Transgender people with legal confirmation of gender also have problems. Currently, they can only confirm their gender with a certificate from the relevant medical staff that they have changed their gender, despite the fact that some do not want a medical change of gender.

For several years, the MOL has been trying to change the attitude of society towards the LGBT+ community by supporting various programs that provide counseling and information, and is actively involved in awareness-raising activities.

Despite various programs, there is a need for:

- Integrated and continuous psychosocial support for users and their families
- Psychotherapeutic treatment of users with more complex problems
- Specific treatment of transgender people (poor mental health; complex, intersected problems) and advocacy in the gender confirmation procedure
- Approaching older LGBT+ persons (peer support, psychosocial support)
- Enhancing fieldwork
- Providing safe spaces for personal socializing where social networks can be created
- Crisis accommodation (as a result of discontinuation or lack of family support)
- Informing and supporting the parents of LGBT+ persons
- Education of professionals in professional institutions (social care, health, education)
- Raising awareness of the public with the aim of overcoming stigma
- Connecting with other organizations that are experts in a field, and building a network or coalition to address specific topics.

The MOL will continue to support programs for LGBT+ persons in the next seven-year period and continue awareness-raising activities. The MOL will also be an important stakeholder in addressing the needs of organizations and LGBT+ persons at the national level.

### **11.13 Services and programs for immigrants**

Migration is a massive global process where people move within or between countries for various reasons (eg. economic, political, climate, demographic, religious, and personal). There are different groups of migrants in the MOL and their needs are very different and specific depending on the status of vulnerability.

The field of migration is linked to national legislation, which leads to many systemic problems. The MOL plays an important role in the integration of immigrants, which, in the opinion of NGOs, must be locally oriented. Numerous and diverse programs play a very important role in this process: individual counseling and information, creative workshops, learning assistance, social and didactic games, sports activities, social activities, literacy and Slovene language courses, practical forms of integration assistance (eg. tackling necessary papers, help in finding employment) and mediation in professional services and state institutions, and informing the public.

According to NGOs and the profession, the existing programs are good, but they should be enriched and dispersed. Effective integration must take place in all areas of life (education, health, mobility, culture). Early integration of children into society is very important, as it has the best multiplicative effect: children learn the language they bring home faster, get to know the society and connect their parents with the environment.

There is a need for:

- Adult day centers that are targeted to integrate immigrants while being inclusive and open to the outside world
- Specific activities for women in need of empowerment
- Free and accessible psychotherapy, legal aid, access to information and communication technology
- Implementation of intensive social work with residents in individual neighborhoods
- Informing users (eg. Info center, perhaps with an associated day center) and coordinated flow of information between providers (otherwise, the user does not receive full support)
- Accommodation (temporary crisis accommodation, accessibility of housing)
- Education of professional workers (newly established professional qualifications: community interpreter and cultural mediator).

In the next period, the MOL will continue to support programs that enable immigrants to integrate into the (new) social environment.

### **11.14 Services and programs for Roma people**

Roma do live in the area of the MOL, but we cannot talk about traditional or autochthonous compact Roma settlements. Still, there are two Roma groups. The first group previously lived in Žale, are integrated and still need support, but less and less of it. In this group, men are active and women are mostly at home. The women perform domestic chores and take care of children, have no social network, but are empowered (some of them are employed and / or have obtained driving licence). The illiteracy of women and the struggle for the education of girls (enrolment in secondary school and college) are still a problem.

The second group lives in Roje and its members are mostly illiterate and unemployed. Since most of them have not attended primary school, they do not send their children to kindergarten or school (there is a big difference between children who attend kindergarten and those who do not). The solution would be individual work with individuals (literacy, employment) and moving from Roje (or displacement of this group), which is carried out in cooperation with JSS MOL.

In this area, we can highlight the following needs:

- Literacy of the working population
- Accommodation support
- Participation of different stakeholders

In the coming years, the MOL will continue to support programs whose main goals are to facilitate better social inclusion for different generations of Roma (promoting the inclusion of children in kindergartens and primary schools, encouraging inclusion in the labor market, inclusion in daily leisure activities).

## **12. Strategic goals and measures**

In addition to the tasks set by law, the MOL's activities in the field of social care in the period from 2021 to 2027 will be aimed at achieving the following goals:

- Providing comprehensive support and assistance to users of social care services and programs
- Reducing the risk of poverty and increasing the social inclusion of the socially disadvantaged and people living in vulnerable situations,
- Providing conditions for quality aging
- Enhancing mental health
- The pursuit of zero tolerance for violence
- Ensuring equal opportunities for all
- Reducing the damage caused by various types of addiction
- Enhancing quality and development in the field of social care
- National and international recognition of Ljubljana as a social city

Each specific objective of the strategy, together with measures, activities, indicators, deadlines and institutions, is presented in the following tables.

**Objective #1: Integrated support and assistance for users of social care programs and services**

MEASURE	ACTIVITY	INDICATOR	DEADLINE	RESPONSIBLE
Support of existing and new social care programs for various vulnerable groups	Public tender 'Ljubljana – a healthy city'	Publication of a public tender	Each year	OZSV in collaboration with NGO
	Co-financing of programs for various vulnerable groups	Amount of funds for social care programs per year	Regular task	OZSV
		Number of programs – together and in each area – per year		
Accommodation support for vulnerable individuals	Co-financing of accommodation support	Number of accommodation units intended for accommodation support	Regular task	JSS MOL, OZSV
Informing on co-financed programs	Publication of information about various programs on the website	Publication of co-financed programs with a short presentation on the website	Regular task	OZSV
	Publication of articles in the Ljubljana newsletter	Publication of articles in the Ljubljana newsletter		
	Publication of information on co-financed programs in brochures	At least 1 brochure every 2 years		

**Objective #2: Reducing the risk of poverty and increasing social inclusion of the socially disadvantaged and people living in vulnerable situations**

MEASURE	ACTIVITY	INDICATOR	DEADLINE	RESPONSIBLE
Providing funds for financial aid by MOL	Paying financial aid	Number of beneficiaries by different types of financial aid per year	Regular task	OZSV
	Amendment to the Decree on Financial Assistance	Publication of amendments to the decree in the Official Gazette	2022	OZSV, MS MOL
Promoting preventive action	Prevention of evictions, targeting and debt repayment arrangements	Conducted a consultation on this topic	By 2023	OZSV in collaboration with JSS MOL, JP MOL and NGO
	Financial literacy in schools and neighborhood communities	Number of participants	Each year – beginning in 2023	OZSV in collaboration with OPVI, SLS
Providing adequate living conditions for the homeless	Construction of a new shelter for the homeless	Finished shelter	2024	JSS MOL
Providing various (existing and new) social care programs for people who face the risks of poverty and homelessness and their consequences	Support for various programs in this field	Number of social care programs in this area per year	Regular task	OZSV in collaboration with NGO
	Support for programs specifically designed to provide comprehensive support to families at risk of poverty	Setting up at least 1 new program or activity within a broader program	2022	OZSV in collaboration with NGO
	Support for programs designed for women	Setting up at least 1 new program or activity within a broader program	2023	OZSV in collaboration with NGO
	Support for field work - preventive and curative	Number of programs with field work per year	Regular task	OZSV in collaboration with NGO



### Objective #3: Quality aging in Ljubljana

MEASURE	ACTIVITY	INDICATOR	DEADLINE	RESPONSIBLE
Better information on programs and services for older people	Operation of the Info Point and assistance in performing various chores	Functioning Info Point	Regular task	KŽ (Citizens' Initiatives Section) in collaboration with OZSV
	Leaflet about services and programs	Updated leaflet published	Regular task	OZSV
Providing various (existing and new) social care programs for older people	Support for various programs in this field	Number of social care programs in this area per year	Regular task	OZSV in collaboration with NGO
Expanding the network of day activity centers	Support for day activity centers at new locations	Min. 5 new day activity centres	By 2027	OZSV in collaboration with NGO
Promoting dementia programs and services	Support center for people with dementia and their relatives	Opening of the Center for dementia	By 2027	OZSV
	Connecting medical, gerontological, social professions	Organized expert discussion	Every 2 years	OZSV in collaboration with NGO and experts
MOL's commitment to solving the problem of an aging society	Establishment of the Office for seniors	Operation of the Office for seniors	By 2027	MS MOL
	Achieving the goals of the Action Plan for a city accessible to people with disabilities and seniors	Report on the implementation of the Action Plan activities	Regular task	OZSV
	Operation of the Council for Seniors in the MOL	Min. 1 meeting of SVSO in MOL per year	Regular task	OZSV
Development of long-term care services	Enhancing of the service family help at home	Number of working hours per year	Regular task	ZOD, Pristan Institute

	Free occupational therapy at home for users	Number of users	Regular task	ZOD in collaboration with OZSV
	Introduction of at least one other free service at home (eg. physiotherapy, dietetics)	Number of hours spent for each service per year	By 2025	ZOD in collaboration with OZSV
	Incentives for the introduction of short-term and flexible types of accommodation	Expert consultation on short-term accommodation	By 2025	OZSV in collaboration with homes for seniors and experts
	Encouraging the search for innovative living solutions	Number of publications in MOL's media	Regular task	OZSV in collaboration with JSS MOL
	Introduction of alternative forms of living	Number of seniors in a residential community	By 2025	JSS MOL

#### Objective #4: Enhancing mental health

MEASURE	ACTIVITY	INDICATOR	DEADLINE	RESPONSIBLE
Providing various (existing and new) social care programs for people with mental health problems and their relatives	Support for various programs in this field	Number of social care programs for people with mental health problems per year	Regular task	OZSV and OK (UM) in collaboration with NGO
	Support for programs of housing groups	Number of included users per year	Regular task	OZSV in collaboration with NGO
	Support for programs including field work	Number of programs including field work	Regular task	OZSV in collaboration with NGO
	Implementation of the Mobile Psychosocial Counseling for Youth program	Number of conducted trainings for youth workers Number of conducted counseling for young people	Regular task	OK (UM), JZ Mladi zmaji
Enhancing non-institutional services	Searching for possibilities of alternative ways of living	Number of organized activities	By 2027	OZSV in collaboration with experts
Providing various (existing and new) social care programs for people with problems due to eating disorders	Support for various programs in this field	Number of social care programs for people with problems due to eating disorders per year	Regular task	OZSV in collaboration with NGO
Raising awareness about eating disorders	Raising awareness in the MOL's media	Number of articles in the the MOL's media	Regular task	OZSV, OPVI, UM, NGO
	Conducting workshops in schools	Number of schools where the workshop was conducted		

### Objective #5: Zero tolerance for violence

MEASURE	ACTIVITY	INDICATOR	DEADLINE	RESPONSIBLE
Providing various (existing and new) social care programs for women and children victims of violence, older people experiencing violence, perpetrators of violence and victims of trafficking	Support for various programs in this field	Number of social care programs for women and children victims of violence per year	Regular task	OZSV in collaboration with NGO
		Number of social care programs for perpetrators of violence per year		
		Number of social care programs for victims of trafficking		
Raising awareness about the problem of violence	Participation in awareness raising campaigns	Number of common activities	Each year	OZSV, JZ and JP MOL, NGO
	Publication of articles in the Ljubljana newsletter and on the MOL website	Number of articles in the Ljubljana newsletter	Regular task	OZSV in collaboration with NGO
		Number of articles on the website		
	Preventive programs in the field of recognizing and preventing violence between and against children	Number of preventive programs per year	Regular task	OPVI in collaboration with NGO
	Support for networking of organizations in the field of prevention of violence among and against young people	Number of implemented programs and activities	Regular task	OK (UM) in collaboration with NGO

## Objective #6: Equal opportunities for all

MEASURE	ACTIVITY	INDICATOR	DEADLINE	RESPONSIBLE
MOL's commitment to implementing the principle of equal opportunities	Adopting and achieving the objectives of the Action Plan for a city accessible to people with disabilities and seniors	Report on the implementation of the Action Plan activities	Regular task	OZSV, MS MOL
	Adoption and implementation of the goals of the Gender Equality Action Plan in the MOL	Report on the implementation of the Action Plan activities	Regular task	OZSV, MS MOL
	SOAKO activities	Min. 1 meeting per year	Regular task	SOAKO
Providing various (existing and new) social care programs for children and young people from less stimulating social backgrounds	Support for various programs in this field	Number of social care programs for children and youth per year	Regular task	OZSV in collaboration with NGO
Providing prevention programs for groups of vulnerable children, adolescents and young people	Support for prevention programs for children and adolescents with psychosocial adjustment problems and fewer opportunities, which are implemented in the form of interactive workshops and lectures	Number of prevention programs per year	Regular task	OPVI in collaboration with NGO
	Support for programs in the field of support services in education and leisure of children, which are carried out in the form of experimental, interactive and other experiential workshops, and organized activities during holidays	Number of leisure time programs per year	Regular task	OPVI in collaboration with NGO
	Implementation of youth centre programs	Number of youth centres	Regular task	OK (UM), JZ and others

Providing various (existing and new) social care programs for persons with disabilities	Support for various programs in this field	Number of social care programs for persons with disabilities per year	Regular task	OZSV in collaboration with NGO
	Support for programs that provide personal assistance to users who are not entitled to it under the Personal Assistance Act	Number of included users per year	Regular task	OZSV in collaboration with NGO
Providing various (existing and new) social care programs for LGBT+ persons	Support for various programs in this field	Number of social care programs for LGBT+ persons per year	Regular task	OZSV in collaboration with NGO
Providing various (existing and new) social care programs for immigrants	Support for various programs in this field	Number of social care programs for immigrants per year	Regular task	OZSV in collaboration with NGO
Providing various (existing and new) social care programs for Roma	Support for various programs in this field	Number of social care programs for Roma per year	Regular task	OZSV in collaboration with NGO
Raising awareness of non-discrimination, inclusion of different people	Publication of articles in MOL's media	Number of articles per year	Regular task	OZSV in collaboration with NGO
	Promoting workshops in schools	Number of the schools where the workshops were held	Regular task	OZSV, OPVI, UM, NGO

### Objective #7: Prevention and reduction of harm caused by addiction

MEASURE	ACTIVITY	INDICATOR	DEADLINE	RESPONSIBLE
Providing various (existing and new) social care programs for people with problems due to use and / or addiction to illicit drugs	Support for various programs in this field	Number of social care programs for people with problems due to use and / or addiction to illicit drugs per year	Regular task	OZSV in collaboration with NGO
Solving the problem of illicit drugs in Ljubljana	Regular meetings of the Working Group for Solving the Problem of Illicit Drugs in Ljubljana	Number of meetings	Regular task	OZSV
Providing various (existing and new) social care programs for people with problems due to overuse and / or addiction to alcohol	Support for various programs in this field	Number of social care programs for people with problems due to overuse and / or addiction to alcohol per year	Regular task	OZSV in collaboration with NGO
	Support for programs addressing preventive work with young people	Number of programs per year	Regular task	OZSV in collaboration with NGO
Raising awareness about alcoholism	Activities with the aim of informing and raising awareness about alcoholism	Number of articles in MOL's media	Regular task	OZSV in collaboration with NGO
		Min. 3 consultations in the period of implementing the Strategy		
	Prevention programs aimed at strengthening protective factors vs. risk factors and unhealthy behaviors for children and adolescents, their parents and educators in the form of educational and interactive workshops	Number of prevention programs per year	Regular task	OPVI in collaboration with NGO

Providing various (existing and new) social care programs for people with problems due to overuse and / or addiction to modern electronic technologies and the Internet as well as other types of addiction	Support for various programs in this field	Number of social care programs for people with problems due to overuse and / or addiction to modern electronic technologies and the Internet as well as other types of addiction per year	Regular task	OZSV in collaboration with NGO
Raising awareness about addiction to modern electronic technologies	Preventive programs for safe and responsible use of the Internet and / or mobile telephony and / or other modern technologies, with emphasis on methods of balanced and limited use of electronic media for children and adolescents, their parents and teachers in the form of educational and interactive workshops	Number of prevention programs per year	Regular task	OPVI in collaboration with NGO
	Prevention programs for education and prevention of violence on online forums and / or mobile bullying for children and adolescents, their parents and teachers in the form of educational and interactive workshops	Number of prevention programs per year	Regular task	OPVI in collaboration with NGO
	Raising awareness about addiction to electronic devices	Number of articles in the MOL's media	Regular task	OZSV in collaboration with NGO



### Objective #8: Enhancing quality and development in the field of social care

MEASURE	ACTIVITY	INDICATOR	DEADLINE	RESPONSIBLE
Stable support to NGOs	Multi-year funding	Number of programs with multi-year funding	Regular task	OZSV in collaboration with NGO
Increasing cooperation between NGOs and the MOL	Regular meetings with each individual NGO	Min. 1 meeting in 3 years	Regular task	OZSV in collaboration with NGO
	Regular meetings of NGOs and MOL (at least every other year) in each field	Number of meetings in individual areas in the period of implementing the Strategy	Regular task	OZSV in collaboration with NGO
	Consultations on specific topics	Min. one consultation per year	Regular task	OZSV in collaboration with NGO and experts
Awareness raising activities	Publication of articles in the Ljubljana newsletter	Number of articles in the Ljubljana newsletter	Regular task	OZSV in collaboration with NGO
	Awareness raising campaign	Min. 2 in the period of implementing the Strategy	By 2027	OZSV
	Publication of a brochure on a specific topic	1 brochure every two years	Regular task	OZSV
Addressing the needs of NGOs at the national level	Participation in various working groups of government organizations	List of government groups in the field of social care in which representatives of the MOL participate	Regular task	OZSV
Evaluation of co-financed programs	Contract of external evaluation of co-financed programs	Evaluation report	By 2027	OZSV

**Objective #9: National and international recognition of Ljubljana as a social city**

MEASURE	ACTIVITY	INDICATOR	DEADLINE	RESPONSIBLE
Participation in international networks	Participation in the Social Forum and Eurocities working groups	Participation at a meeting Number of active contributions	Regular task	OZSV
	Participation in other international networks / consortia	List of networks where MOL actively participated	Regular task	OZSV, OK (UM)
Public appearances at national and international events	Presentation of a paper at the event	Min. 5 public appearances per year	Regular task	OZSV
Participation in (international) projects	Project partner	Min. 2 projects in the period of implementing the Strategy	By 2027	OZSV

### **13. Monitoring the implementation of the strategy and reporting on the realization of objectives**

Monitoring, implementation and reporting on the implementation of objectives and implementation of individual measures of the Strategy for the Development of Social Care in the MOL for the period from 2021 to 2027 will be the task of those responsible for measures. The preparation of the report on the realization of the goals to be addressed at the MS MOL will be the task of the Department of Health and Social Care of the MOL.

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