

TEAM'S TRAINING

PACT project work methodology is being developed through different work teams (local work team, support teams, pilot teams), each one with a different and specific mission to accomplish. This kind of work by teams is being useful to promote the synergies generated by the collaboration between both public and third sector, one of the main pillars of the project.

Local Work Team.

Firstly, at the beginning of the project, local work team was created. It was made up of about **thirty social services professionals**, from both public and third sector, and from the different regions where the pilots are taking place (Valladolid, Salamanca, León and Provincial Council of Valladolid).

The tasks carried out by this team were essential for PACT development **since they established the basis of the public-private collaboration between public social services and third sector**. The exchange of good practices has been useful to extract practice and theoretical knowledge evidences, and these evidences have been used to elaborate the HDME (Multidimensional Diagnosis Tool of Exclusion) and the intervention care model.

Support teams.

These teams were formed during the months of September and October of 2016 (after the local work team disappearance) with the core mission of **creating, in a definitive way, the methodological and procedural body that will be used during PACT**, so that pilot teams' training could be developed.

These support teams are composed by *thirteen professionals selected among local work team's members*. They weren't initially expected, but given all the **synergies generated by local teams, it has been considered that their know-how is essential for PACT continuation and, especially, for the future support that their colleagues will require when pilots start**.

Their mission is:



- *Elaboration of the necessary documentation for the intervention during the pilots, according to PACT pillars: intervention manual, HDME guide and intervention procedural.*
 - o Intervention manual: it supposes a change on professional approach, from deficiency to appreciative, with a new philosophy and a new intervention model according to PACT values.
 - o HDME guide: appoints theoretical basis, dimensions of exclusion and its instructions manual.
 - o Finally, the intervention procedural shows the four phases in which the intervention has been divided: *discover, dream, design and destiny*.
- *Training and accompaniment to the pilot teams*: this process has taken place during the months of February and March of 2017 and has been developed through team meetings. These encounters have been organised in the different territorial regions of the project. The content of these meetings has been focused on the presentation of the values and care model to the professionals who are going to intervene in the pilots.

In the last sessions, the pilot teams, assisted by the support teams, have distributed the sample cases in an equitable way among public social services system and third sector professionals.

Pilot teams

They are composed by fifty **CEAS (Social Action Centre), second level of public social services and third sector technicians**, professionals who are going to intervene in a direct way with the sample of the project. This intervention starts in April of 2017 and will last until the month of July of 2018.

These teams are fundamental for the development of the intervention since they are the ones **who are going to be in direct contact with the participants of the sample**. The first interview between professional-participant will be a crucial moment for the project, as this professional will be then considered as the case handler of the participant's intervention, becoming his supporting person of reference in his process to social inclusion.

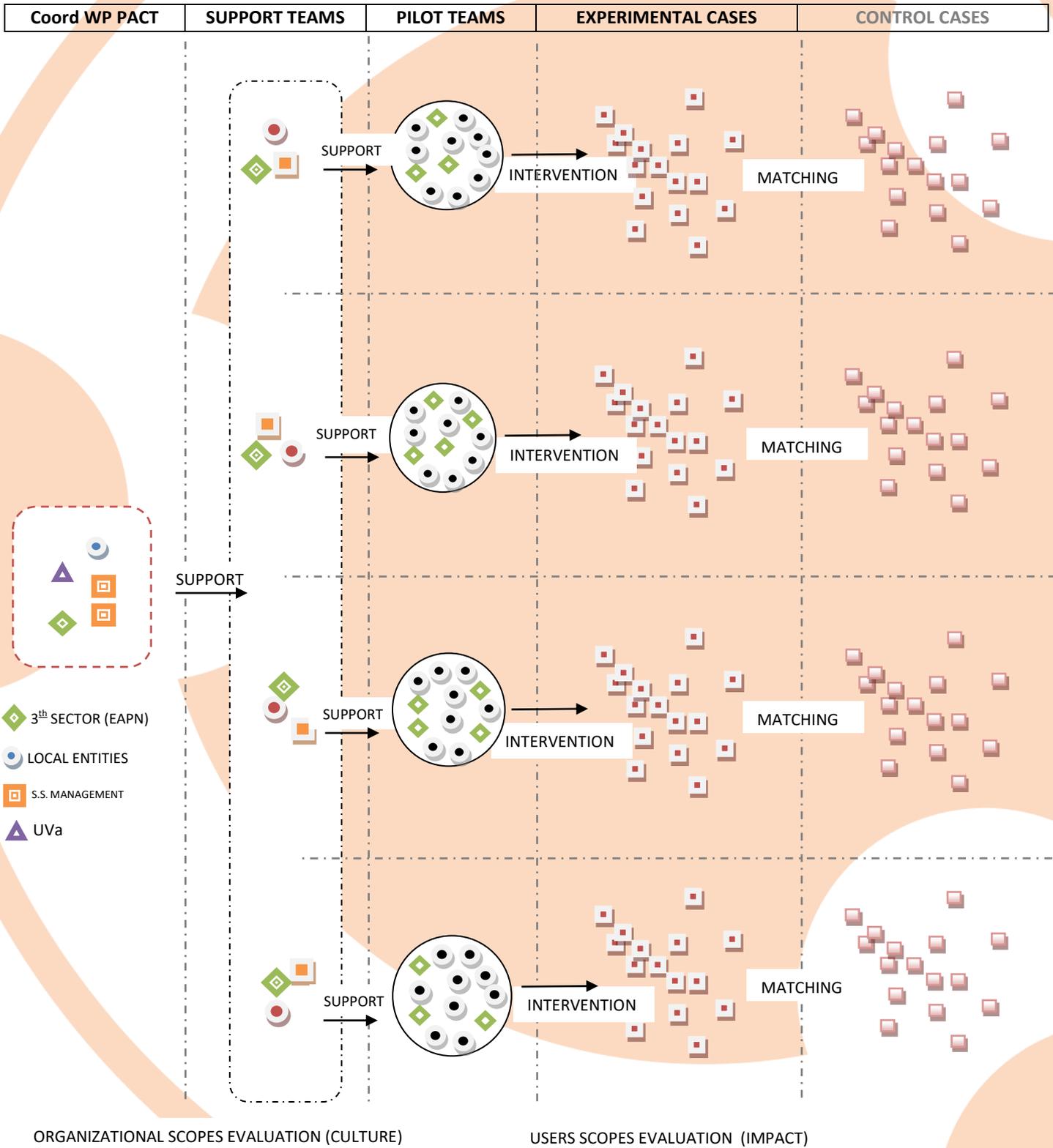
All this structure built up upon the pilots serves, mainly, to accompany and assess the professionals in charge of the intervention, as they will count on support team members and other colleagues from the pilot teams at any time during the intervention.



In conclusion, the work system created during PACT project development is the beginning of the path through the achievement of its objectives: the Network, segmentation and the new care model based on an appreciative and proactive approach.



ANNEX I: PILOT PHASE DIAGRAM



ANEX II: PHOTOGRAPHS OF ALL TEAM MEMBERS

Local Work Team



Support Teams



Pilot Teams

LEÓN



VALLADOLID



SALAMANCA

