



A GUIDE TO individualised social integration projects

Colophon

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Final note

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A GUIDE TO INDIVIDUALISED SOCIAL INTEGRATION PROJECTS OR ISIP

through eight frequently asked questions....



A GUIDE TO INDIVIDUALISED SOCIAL INTEGRATION PROJECTS OR ISIP

Are you entitled to social integration? In the form of integration income? Then it's likely that you'll get specific support to work out a personal development path with your social worker. This is known as the "individualised social integration project", or ISIP for short.



What is an individualised social integration project?

An individualised social integration project is a personalised programme designed to help you become more independent and take greater control of your life, so that you can ultimately follow your own path without the help of the PCSW.



How does an individualised social integration project work?

As the name suggests, an ISIP is a project that you develop through dialogue and consultation with your social worker and following a well-defined plan.

First of all, you start by looking at

- your needs
- the problems you encounter
- things you struggle with
- things you want to be rid of
- but also what you would like to be and have
- what you want to do with your life
- what you would like to represent in society for yourself, for others, for your family

In short, you can express all your aspirations, expectations and needs. At the same time, working together you take a look at all the assets you have to achieve these aspirations and expectations. This can include things that you're good at (or not so good at), the knowledge and skills that will really help you get what you want for yourself and, most importantly, how the PCSW can help you in this process.

Once you have a clear vision of your expectations, aptitudes, skills, aspirations and needs, you work together to define a series of objectives that you will pursue within a given timeframe. These **objectives** may be linked to things you want to be rid of (excessive debt, housing or health problems...) or things you want to acquire (greater self-confidence, financial independence, more and better social relationships, finding a job, improving your French, etc.).

Once you know in which direction you want to go, you still need to agree on how to get there.

So together, you work out a **step-by-step plan**:

- what are you going to do to achieve which goal and (for) when?
- what do you expect from the PCSW in this respect?
- ... and what does the PCSW expect of you?

The PCSW can therefore also set expectations of you, and even propose certain actions that can help you achieve your goals.

All the commitments you make with your social worker, whether in terms of the objectives or the steps to achieve them, are recorded in a document. This is a document that both of you sign: you as the person undertaking your personal project, and the PCSW as your partner. It is therefore a contract to which both parties must adhere.

It is also possible to involve another organisation in the project if you or the PCSW request it. In this case, the contract must state exactly what you expect from this organisation, which also signs the contract.

What does an individualised social integration project mean for me?

- you benefit from individual support tailored to your aspirations and needs
- you have a clearer idea of what you can and want to do
- you have one or more objectives on which to work
- you can rely on the PCSW to help you get there

4 What are my rights?

- by creating your individualised social integration project, you can enlist the help of a person of your choice. This can be a friend, a family member or a representative of an organisation you trust and which can help you defend your interests (a non-profit organisation, an educational institution, a trade union, etc.).
- you have a 5-day cooling-off period before signing your contract.
- you can always ask for an appointment with your social worker, who must arrange for you to speak to them within 5 days of your request for a meeting.
- your individualised social integration project can be adapted at any time you or the PCSW consider it necessary and useful, and if you agree. If another organisation is actively involved in your personalised development path, it must also agree to the changes.
- when drawing up your project, the PCSW will ensure that there is a balance between the demands and expectations it places on you and the assistance it provides; it will also ensure that the objectives set out in your project are realistic and achievable, taking into account your capabilities. So you will never be faced with demands that are impossible to meet
- when developing your project, the PCSW will, as far as possible, take into account the resources you choose to use to bring your project to a successful conclusion, provided that they do not cost considerably more than those that the PCSW can offer you.
- the PCSW ensures that the conditions necessary for your project are met (e.g. by providing you with the right information, by contributing financially to the cost of registration for a training course, etc.).

5 What are my obligations?

- you follow the step-by-step plan and carry out the actions agreed with your social worker.
- at predefined times, you review your progress in implementing your step-by-step plan and achieving the agreed objectives with your social worker. **This is the evaluation.** This evaluation of the individualised social integration project takes place at least three times a year. This is the ideal time to check that everything is going smoothly and adjust the course if you or the PCSW consider it necessary. If you feel that your project has elements that you don't think you can achieve for one

reason or another, the evaluation is the best time to talk about it with your social worker. That's why it's important to meet with your social worker in person for at least two of the three scheduled evaluation meetings.

Do I have to create an individualised social integration project?

- Yes, if you receive integration income and are under 25.
- Yes, if you are a new beneficiary, i.e. if you are receiving integration income for the first time or if you are receiving it again and it has been more than three months since you last received integration income or were employed via a measure supported by the PCSW.

In these cases, the individualised social integration project must be created within three months of the PCSW's decision to grant you integration income.

Exceptions:

- the PCSW may consider that you do not have to create an ISIP because your health does not permit it (= health reasons) or because of various circumstances which currently make it impossible or undesirable for you to do so (= equity reasons).
- you also do not need to prepare a ISIP if you're working and receiving integration income in addition to your salary.

Examples of health and equity reasons:

- health reasons: you're about to undergo surgery which will probably take several months recovery → you need to focus all your attention on your recovery, so you cannot concentrate fully on other objectives.
- equity reasons: you are caring for a seriously ill relative which takes most of your time → the PCSW agrees that this task is your main objective at the moment and that it prevents you from concentrating fully on other objectives. Another example: you are temporarily excluded from unemployment, but you will be entitled to a benefit again in a few months → the PCSW may consider that you do not have the time to work out a personal development plan together

7

What happens if I don't comply with the commitments of my individualised social integration project?

Meetings with your social worker are an ideal opportunity to tell them about any difficulties you are experiencing in achieving your objectives. As mentioned above, you can request a meeting at any time to discuss your situation. It is important to tell your social worker about your difficulties as soon as possible.

If the ISIP is being poorly executed, the PCSW will first send you a formal notice to inform you of the problem. You can react to this by immediately requesting a meeting with your social worker since they know you, they will have had several evaluation meetings with you. They must therefore begin by issuing an opinion to the Social Action Council before it can consider a possible penalty.

If you do not comply with the commitments you have made in agreement with your social worker as part of your individualised social integration project, you may be penalised.

However, there will be no penalty if you can demonstrate that you have legitimate reasons for not complying with the commitments set out in your ISIP, or if it turns out that the PCSW is not complying with the commitments set out in the contract concerning your ISIP.

This penalty may consist of the PCSW deciding not to pay your integration income for a short period. This suspension of your integration income payment cannot exceed one month. As previously stated, the PCSW will always inform you in advance, so you will have the opportunity to explain your situation to your social worker. In addition, you can always ask to be heard by the Social Action Council before it decides to suspend payment of your integration income.

The PCSW may also decide to postpone the execution of the penalty in order to check that you are complying with your commitments.

If, for example, you fail to meet your obligations again within the year, the PCSW may decide not to pay you your integration income for up to three months. In this case too, you will be informed in advance, can ask to speak to your social worker, be heard by the Social Action Council, and the PCSW may decide to postpone the execution of the penalty.

If you do not agree with the PCSW's decision to penalise you, you can appeal against this decision to the competent labour tribunal.



What if I come under the jurisdiction of another Public Centre for Social Welfare (PCSW)?

If you move to another municipality or city, your PCSW no longer has the authority to grant you integration income and is no longer responsible for the contract relating to your individualised social integration project that you have drawn up together.

This contract is then transferred to the competent PCSW. This PCSW must check whether it is possible and desirable to include the commitments of the agreed contract in the new contract, so that you can continue your project together with the new competent PCSW.

If you do not want this contract relating to your integration project to be transferred to the new competent PCSW, then you must explicitly mention this to the new competent PCSW.

"A GUIDE TO"

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