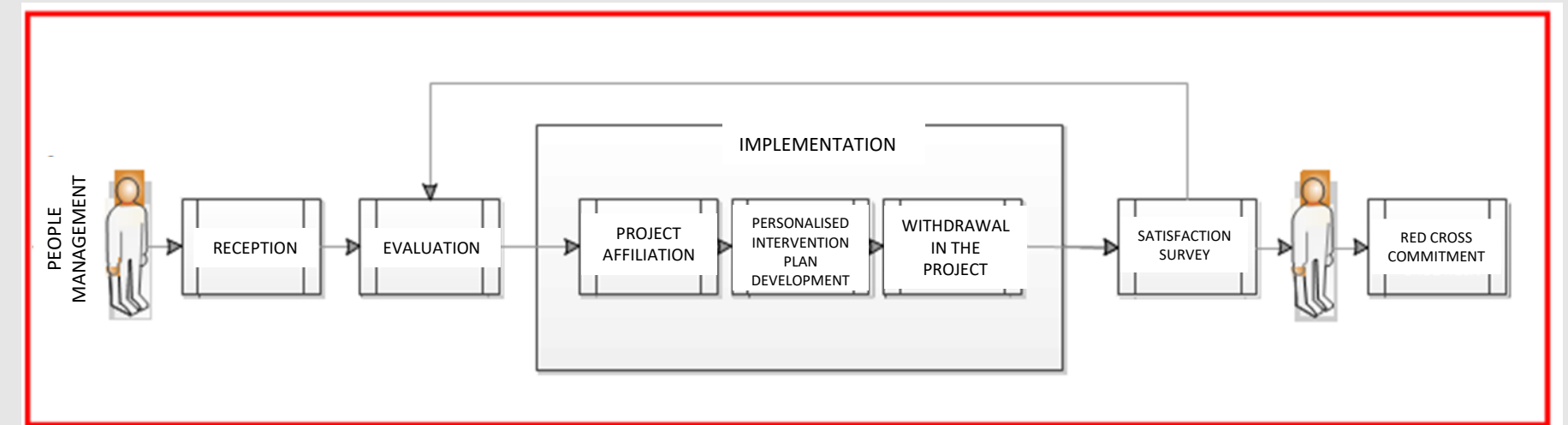


The People-centered Care Model

15 April 2021

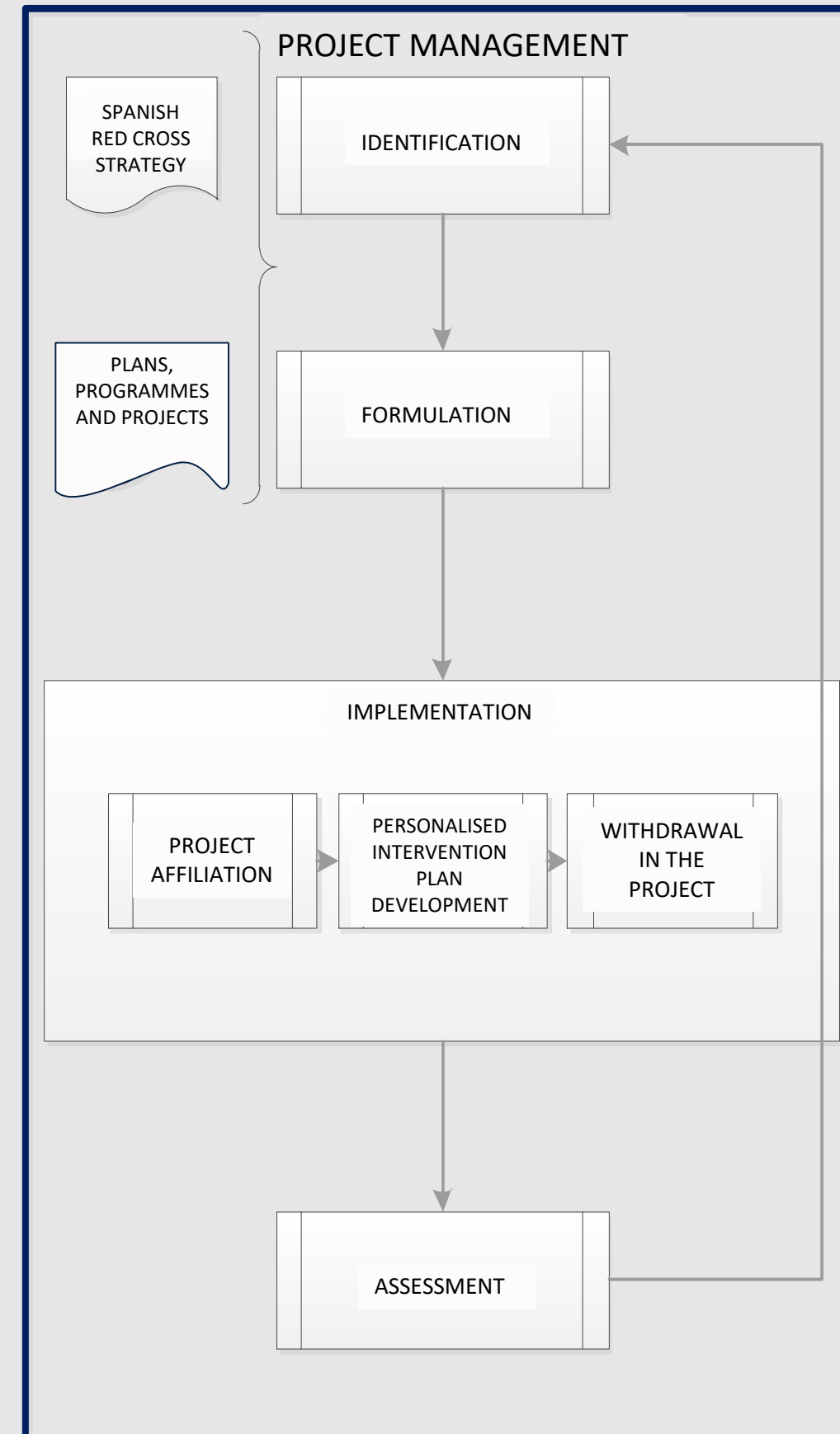
Towards a people-centered care model.

- People at the heart of our humanitarian commitment.
- People as the protagonists of their own development.
- Consensual Personalised Intervention Plan.
- Development of key actions that respond to people's needs.

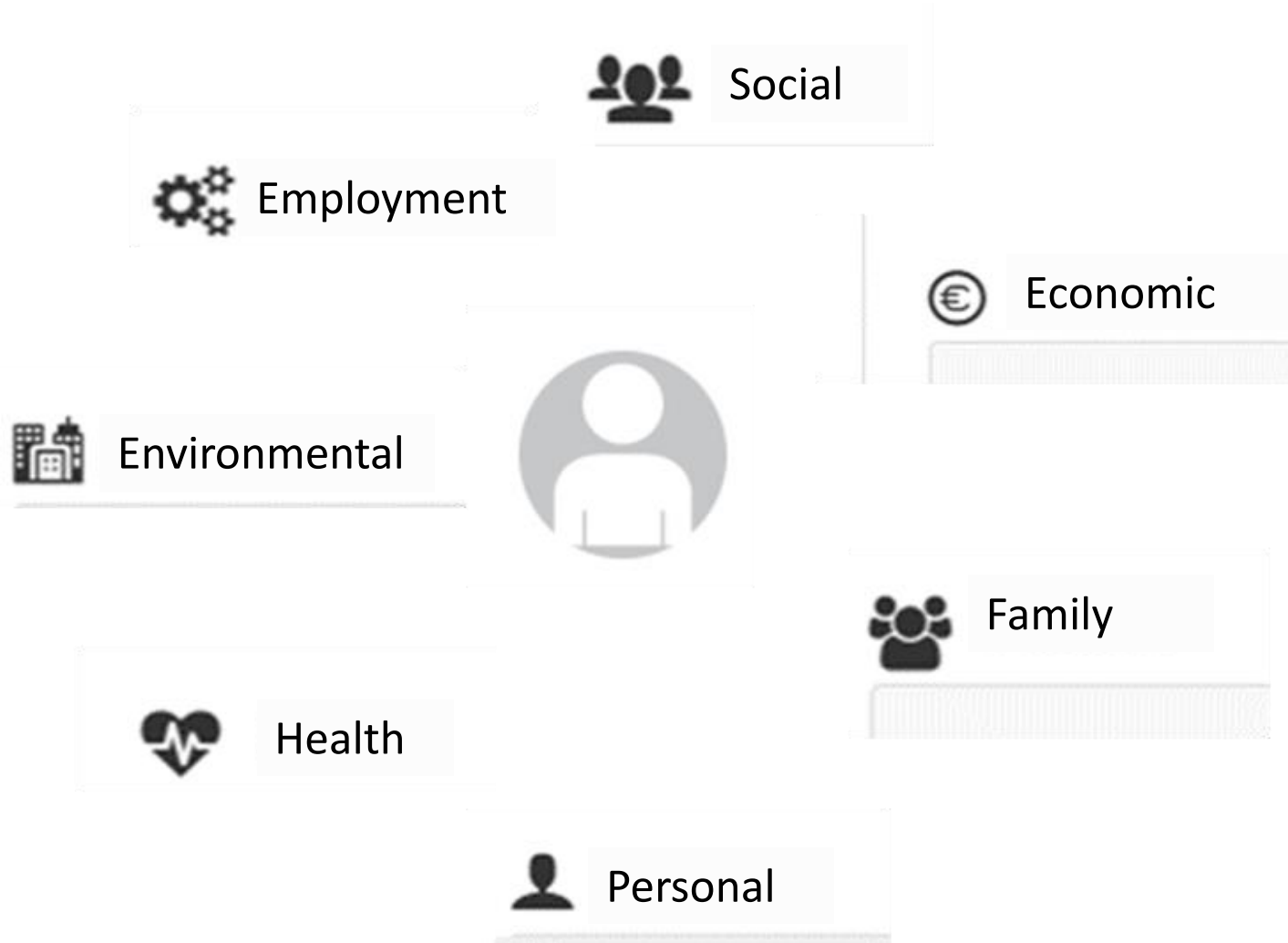


From a care model based only on projects.

- Did not allow issues to be identified outside of the project that the person was coming from.
- Responses targeted at problems of a single "collective".



Evaluation

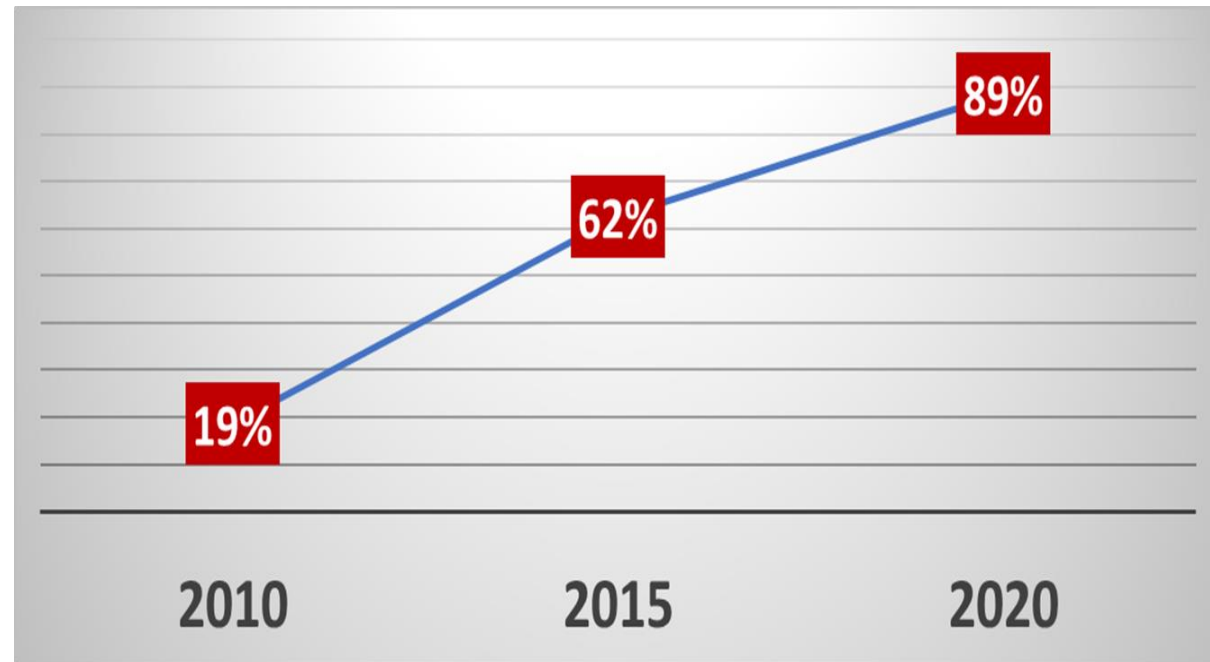


Personalised Intervention Plan (PIP)

Activities **Expected results** Referrals People involved in PIP PIP Documentation Preferred volunteers

Economic	Employment
Family	Environmental
Social	Health
Personal	

Results obtained



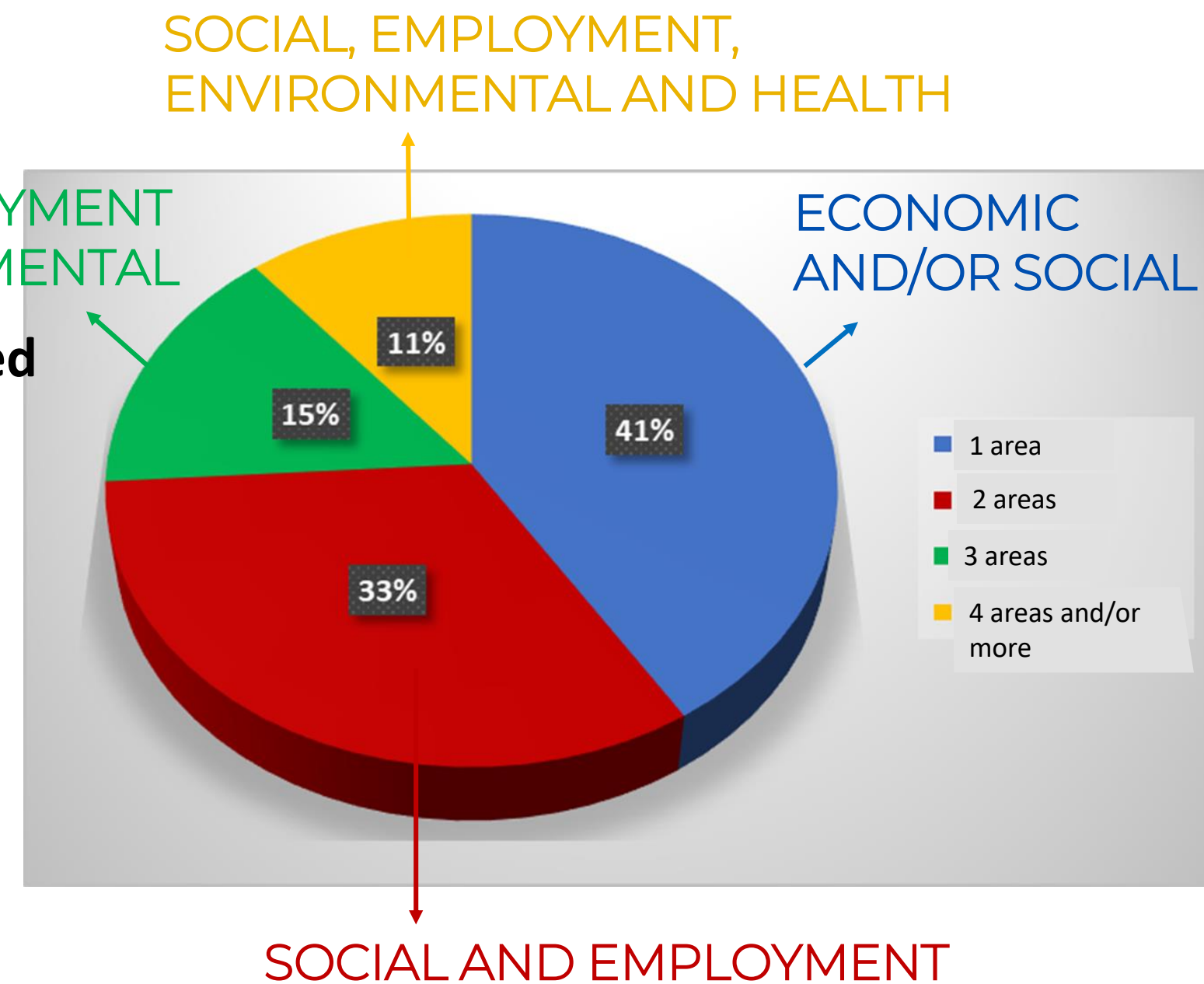
2020 217,909 FEAD beneficiaries assisted

11%

People assisted only from the economic area covered by the FEAD

89%

People assisted as part of the FEAD, and due to **other vulnerable situations.**



"Social + Employment = Active Inclusion"

- Pilot Project developed in 2017 and 2018.
- Operational Programme for Social Inclusion and Social Economy, co-financed by the European Social Fund, under the Social Innovation arm.

... with a holistic response we get better results than with individualised interventions, especially in the social and employment areas.



For more information:

https://www.cruzroja.es/cre_web/formacion/materiales/respuestaspersonas/index.html#/lessons/oijlUsZ8G8GeI7VVcRg60SH-U4LVCCCM



Humanity



Impartiality



Neutrality



Independence



Volunteering



Unity



Universality

Cada vez más cerca de las personas



Cruz Roja Española