



THE SOCIAL AND MEDICAL SERVICES DIRECTORATE

THE MUNICIPALITY OF CLUJ-NAPOCA, ROMANIA



The main public provider of social and medical services and social benefits at local level, created in 2008, subordinated to the Local Council of the Municipality of Cluj-Napoca

Actions- directed towards the individual, the family, the community level

Objectives

- preventing situations which could lead to social marginalization
- supporting the ones in need in overcoming difficulties in order to limit/tackle temporary/permanent effects of situations which can generate social exclusion
- increasing the quality of life and promoting the social inclusion of vulnerable persons and groups within the community.



Structure of DASM

The Department for Social Protection

- The Centre for Social Inclusion – for vulnerable people

The Child and Family Protection Department

- The Resource Center for Parents and Children
- Center for Preventing and Combating Domestic Violence

The Assistance for Persons with Disabilities Department

The Assistance for the Elderly

- Home care for the elderly services
- 2 day-care Centres, 8 clubs for retired people



- **Wonderland Day-Care Center** – focusing on Roma children from Pata Rât community
- **The Center for Socio-Medical Services** – for children and adults with disabilities
- **The Social Emergency Center** – for homeless people
- **Temporary Host Center** - for homeless people
- **The Project Management and Community Development Department**
- **School medical units (dental/general medicine)**
- **The Municipal Hospital**
- **The Human Resources Department**
- **The Financial Department**
- **Public procurement and logistics**



Emergency social measures to respond to COVID-19 crisis taken by DASM

March 26th-April 7th 2020

- **Food packages** (local budget) and **hygiene products** (400 packages-FEAD funding) were distributed in:
 - 4 vulnerable communities in the Pata Rât area (Cantonului, Dallas, Module, Rampă) to 392 families (1055 persons),
 - the vulnerable community around Stephenson Street-to 33 families (100 persons),
 - the vulnerable community in the Meșterul Manole Street area- to 27 families (104 persons)
 - B-dul Muncii area to 5 families (28 persons).

The total number of persons supported directly from vulnerable communities is of 1287 persons - supported **twice a week with food packages** for every day (DASM, The Social Canteen within the Municipality of Cluj-Napoca)

8th April 2020-22nd April 2020 (Local Council Decision)

- **593 persons receive food packages twice a week** to cover every day – the ones who have filed requests (and match the criteria) for receiving emergency aid and the ones who are registered in our records with social benefits



Emergency social measures to respond to COVID-19 crisis taken by DASM in the marginalized and vulnerable communities

The total **number of food portions distributed until April 22nd 2020 is of 3353.**

These actions will continue in May, during the state of emergency period, for aprox. 508 persons, based on the **DASM Action Plan** adopted in March 20th 2020 for marginalized and vulnerable communities.



Emergency social measures to respond to COVID-19 crisis taken by DASM

- sanitizing actions the Pata Rât area and disinfecting the mobile sanitary units placed in the area
- rodent and insect control actions, sanitation and disinfection of the Mobile Unit located in the area, as well as of the ecological toilets (in the Dallas community area).
- 2 sanitary containers (mobile units) were purchased with the financial support of ADI ZMC and placed in the Pata Rât vulnerable community (in the former Cantonului street) which will be maintained by DASM
 - equipped with: 3 toilets, 3 shower stalls, 4 independent washbasins, an electric boiler and an electric radiator
 - Food packages from NGOs (ADI ZMC, FDP, etc)

The amount of 1.000.000 lei (approx. 210.000 Euro) was allocated to DASM through Local Council Decision for this purpose and other funds will be further re-distributed from the local budget.



Emergency social measures to respond to COVID-19 crisis taken by DASM

For isolated persons who do not have relatives, caregivers and are in the records of The Public Health Directorate:

- hotline- assessment over the phone
- food packages- for 69 isolated persons (21 families) -7 days (the local budget) and 7 days (from and NGO, “Banca pentru alimente”)

For persons with disabilities:

- The validity of the disability certificates for children and adults has been extended with 90 days after the state of emergency ends so that they do not need to be reevaluated
- Online counseling and support
- The specific benefits for persons with disabilities were offered
- The ones that needs have received support from NGOs with food and shopping



Emergency social measures to respond to COVID-19 crisis taken by DASM

For the Elderly:

Hotline for the elderly-for receiving support

Support based on the identified needs from DASM and partner NGOs:

- 834 elderly persons without caregivers and relatives have received/receive support from DASM and partner NGOs, religious cults, private persons, volunteers etc.
- 497 elderly persons have benefited from counseling and emotional support services over the phone, mentioning that for 131 of these elderly persons, who need it most because of their situation, this kind of support is being offered on a daily basis or every 2-3 days, according to their needs.



Emergency social measures to respond to COVID-19 crisis taken by DASM

For children and families:

- on-line initial evaluation, evaluation over the phone and what's up, or any other communication means – to establish the risk situation of the child
- online psychological evaluation for children, parents, domestic violence victims
- online/phone psychological counseling for children, parents, domestic violence victims and monitoring sessions;
- in case there is no possibility of online/phone sessions, if there are suspicions related to a certain risk situation we make visits at their homes wearing protection equipment and the sessions are shortened as much as possible in order to assess the situation and to take into consideration the safety of the child/children;
- case management meetings – using zoom or other online platforms for collaborators institutions, NGOs, etc.



Emergency social measures to respond to COVID-19 crisis taken by DASM (the situation on April 22nd , 2020)

For homeless people:

- we keep evidence and offer shelter and care to homeless persons who need support
- in Cluj-Napoca there are 137 homeless persons, out of which:
 - **44 persons** are being offered shelter and care at **The Social Emergency Center** (having a capacity of 50 persons)
 - **51 persons** are being offered shelter and care at **The Temporary host Center** (having a capacity of 64 persons)
 - **42 persons** are being offered shelter and care by different partner NGOs
- there are 49 available places in shelters for homeless people in Cluj-Napoca (April 22nd)



How to continue and adapt mainstream social services during coronavirus:

- the specialists of DASM provide social services to persons in need, wearing protection equipment and respecting the social distancing measures;
- digitalization of services of the institution has been developed: online requests and the use of documents in electronic format are encouraged
- monitoring the situation of beneficiaries by using electronic/phone communication means, etc;
- continue applying the taken measures by DASM as much as possible;
- continue the collaboration with NGOs in providing support and different social services



How to prepare social services for 're-opening' in safe environment?

- Eversince the covid 19 pandemic, DASM has continued offering social services to vulnerable groups in Cluj-Napoca, adapting the social services to the situations generated by the state of emergency- using the digital component;
- The specialists have worked full time to cover the identified needs of vulnerable groups
- Providing the social services at a larger scale in safe environment will happen by increasing the digital communication component of providing social services and by respecting the social distancing measures and those related to using protection equipment by the DASM staff.
- The measures will continue as long as needed



Lessons learned from COVID-19 so far and how to build resilience in social services:

- the specialists have maintained a positive attitude, trusting that the pandemic will be diminished and that their intervention has a certain importance in the life quality of beneficiaries;
- acknowledge the importance of respecting the measures established by the authorities (social distancing, protection equipment) on their health/safety and on their beneficiaries', explaining this to beneficiaries if needed;
- accepting different uncertain situations, adapting to new conditions;
- adapted social services –the importance of digitalization
- great solidarity among private and public actors in fighting the pandemic.