

## BEST PRACTICES

*NB : veuillez répondre en 3 pages maximum*

### NAME OF THE PROJECT

Action: "Multi-agency case management"

### TERRITORY

France: City of Le Havre, priority area of Caucriauville

### DURATION

The action has been implemented over the course of a year and is renewed until December 2009.

### KEYWORDS

Crime prevention  
Fight against re-offending  
Vocational integration  
Vocational assistance  
Professional multi-agency case management  
Quick response

### BACKGROUND

#### **The re-offending rate at the remand prison of Le Havre reaches 50%.**

All the professionals working with incarcerated people, notice that re-offending is a problem that mostly involves young people who are usually facing difficulties to integrate professionally.

Moreover, the transition between "outside" and "inside" is still problematic. Inside the prison, professionals can meet prisoners. Most of them target a reduced sentence for an anticipated release; professionals are seen as an "escape route".

Releases are sometimes decided quickly and professionals are not always informed of them, it is impossible to link them with existing organisations in the neighbourhoods.

Offered trainings under the ordinary law are not necessarily suitable for the target group due to individual problems and administrative delays.

Finally, in order to enable a real integration, it is important to be able to answer people quickly and to offer short trainings leading to qualifications in order to have a quick access to a job.

### OBJECTIVES

→ Preventing crime: Implementing a multi-agency case management to:

- Enrol youngsters, who are first time offenders or known for their anti-social behaviour, in an active measure of integration
- Keep youngsters who are about to give up on the ordinary law due to waiting time imposed by the implementation of their course, in their active measure of integration

→ Preventing re-offending:

- Reinforcing support means for youngsters through the Local Mission in remand prison.
- Preparing the release from prison
- Implementing integration courses once released from prison through an easier access to short trainings and qualifications that enable a quick access to the labour market according to the needs of local companies.

## TARGET GROUPS

The target group:

Youngsters from 16 to 26 years old

Living in the located area: Caucriauville (high priority to the block of houses Charles Romme-Robespierre)

Incarcerated at the remand prison of Le Havre

Facing integration problems because of their status of first time offender or showing delinquency risks owing to their problems to integrate.

Located by local partners:

- not enrolled in the Local mission
- estranged from institutions:
  - no contact for 3 months and unemployed during those 3 months
  - not following the measures initiated with the counsellor
  - did not come to his/her last meetings with the counsellor
- about to give up on the ordinary law due to waiting times that are imposed by the implementation of the courses

## ACTIVITIES & STRATEGIES

It is about organising the ordinary law, the association's action and the preventive action in order to support youngsters who are part of this action in a cross and interactive way. This multi-agency case management will enable to build effective and reliable references for youngsters, and giving them an operating and "secure" structure to implement the measures related to their vocational integration.

This multi-agency case management will be turned into different forms (active counselling, tripartite exchanges) and will result in the creation of tools such as:

- A shared file that will only resume planned steps of youngsters' course in order that each of them, youngster and professionals, master the same level of information about the actions to be implemented by the youngster.
- A monitoring committee gathering all partners in order to evaluate youngsters' courses, the difficulties met, the obstacles to be removed and the means to be set up to ensure a faster course.
- A contract signed by the youngster, the counsellor of the Local Mission and the referring person of the association designated for this action.

The action allows a budget that will enable to ensure a faster course either through co-financing or direct financing of particular and useful actions for youngsters in this step of the course. It can be:

- the access to a short training enabling to obtain a qualification favouring a quick access to employment
- learning how to behave during the waiting period before starting the job and/or training
- joint actions of short training for the adaptation to employment in terms of interpersonal skills
- Various actions: sports, medical consultation, etc.

## LEADER

The project has been initiated by the Local Crime prevention and Safety Strategy which is part of the Social cohesion service of the Social development department of the city of Le Havre

It is the Local Crime prevention and Safety Strategy that coordinate the work.

## PARTNERS

The City of Le Havre has established a close partnership with the Ministry of Justice's services: the Prison Service of Integration and Probation, and the Youth Judicial Protection Service in order to define the terms of implementation of the action.

Professionals in the employment sector: the Local Mission is very important, as well as associations.

# BUDGET

CHARGES (3)	Prévision	Réalisation	%	PRODUITS (3)	Prévision	Réalisation	%
<b>I. Charges directes affectées à l'action</b>				<b>I. Ressources directes affectées à l'action</b>			
<b>60 – Achat</b>				<b>70 – Vente de produits finis, prestations de services, marchandises</b>			
prestations de services (formations, permis de conduire, etc...)	30 000	29 997.34	100%				
Achats matières et fournitures				<b>74- Subventions d'exploitation (2)</b>			
Autres fournitures				Etat: (précisez le(s) ministère(s) sollicité(s)			
<b>61 - Services extérieurs</b>				DRTEFP			
Locations immobilières et immobilières				<b>- Fonds Interministériel Prévention de la Délinquance</b>	30 000	30 000	100%
Entretien et réparation				-			
Assurance				Région(s):			
Documentation				-			
Divers				-			
<b>62 - Autres services extérieurs</b>				Département(s):			
Rémunérations intermédiaires et honoraires				-			
Publicité, publication				Commune(s):			
Déplacements, missions				<b>- Ville Du Havre</b>	10 000	10 000	100%
Services bancaires, autres				-			
<b>63 - Impôts et taxes</b>				Organismes sociaux (à détailler):			
Impôts et taxes sur rémunération				-			
Autres impôts et taxes				-			
<b>64- Charges de personnel</b>				Fonds européens			
(Rémunération des personnels + charges + Taxe sur salaires	6 667	6 667	100%	CNASEA (emploi aidés)			
<b>Charges sociales,</b>	3 333	3 333	100%	ACSE intégration			
Autres charges de personnel)				-			
<b>65- Autres charges de gestion courante</b>				<b>75 - Autres produits de gestion courante</b>			
<b>66- Charges financières</b>							
<b>67- Charges exceptionnelles</b>				<b>76 - Produits financiers</b>			
<b>68- Dotation aux amortissements</b>				<b>78 – Reports</b> ressources non utilisées d'opérations antérieures			
<b>I. Charges indirectes affectées à l'action</b>				<b>I. Ressources indirectes affectées à l'action</b>			
<b>Charges fixes de fonctionnement</b>							
<b>Frais financiers</b>							
<b>Autres</b>							
<b>Total des charges</b>	40 000	39 997.34	99.9%	<b>Total des produits</b>	40 000	40 000	100%
<b>86- Emplois des contributions volontaires en nature</b>				<b>87 - Contributions volontaires en nature</b>			
(Secours en nature				(Bénévolat			
Mise à disposition gratuite de biens et prestations				Prestations en nature			
Personnel bénévole)				Dons en nature)			
<b>TOTAL</b>	40 000	39 997.34	99.9%	<b>TOTAL</b>	40 000	40 000	100%

## RESULTS

Partners have a positive view regarding this action.

Short and vocational trainings seem to be suitable for the situation for youngsters and enable a quick connection between the counsellor and the youngster.

Youngsters feel acknowledge and see their future taking shape.

The action enabled to know each other's mission better, and to support youngsters in an interactive and structured way.

## QUALITATIVE EVALUATION

About forty people have been noticed, of whom 14 have benefited from special funds in accordance with the FIPD.

Types of proposals and actions implemented:

12 people benefited from one or several trainings

18 trainings have been financed

4 driving license have been financed (totally or partially), of which 2 have been issued so far

8 financial aids related to the training project have been granted (mobility, accommodation during the training period, work clothes purchasing)

2 youngsters have signed the commitment charter and will be placed under trainings that will be financed during the next budget.

Vocational Integration:

1 youngster has launched his own company (express mail company)

1 youngster regularly works through temporary jobs

1 youngster will be hired as a temporary worker at 1st July, and then as a permanent worker

4 are under training, of which 1 might have a job offer at the end of his training

4 are looking for a job

3 are currently taking their driving license exam

End of the support:

2 youngsters have been excluded from the training – meetings between the educators and the referring person of the Local mission have been scheduled.

In order to ensure the follow-up of the situations, it is necessary that partners are mobilised in the action, sometimes some exchange time were unproductive due to the lack of availability of stakeholders.

The main obstacle to the implementation of this action was the administrative obstacle of the government's service: a late response for the approval of the action and the requirement to use the funds until 31<sup>st</sup> December of the year, which would postpone the action on a 3-month duration.

## PERSPECTIVES

As the results of the action were positive, it has been renewed for 2009 including a second neighbourhood: the neighbourhood of Bléville, which is also a priority area.

## FURTHER INFORMATION

Date of the update of the best practice form: October 2009

Do you agree with this information being published on the EFUS and FFUS website?

Yes