

Evaluation Team



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INSTITUTO
UNIVERSITÁRIO
DE LISBOA



Contracting Authority:



MID-TERM EVALUATION OF THE SOCIAL INCLUSION AND EMPLOYMENT OPERATIONAL PROGRAMME

**Public Tender with International
Advertising for the Formation of a Contract
for the Acquisition of Services**

Executive Summary

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Co-financed by:



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ACRONYMS AND ABBREVIATIONS

CCGE - Commission for Citizenship and Gender Equality
CIA - Counterfactual Impact Analysis
CPCYP - Commission for the Protection of Children and Young People
CSIL - Centre for Support to Independent Living
E - Employees
EAV - European Added Value
EQ - Evaluation Question
ERDF - European Regional Development Fund
ESF - European Social Fund
ESFIS - European Social Fund Information System
HCM - High Commissariat for Migrations
ICT - Information and Communication Technology
IEPT - Institute for Employment and Professional Training
IP - Investment Priority
ISES - Institute of Social and Economic Studies
ISSI - Institute for Social Security Informatics
IT - Intervention Typology
LSDC - Local Social Development Contracts
LTU - Long Term Unemployed
MA - Managing Authority
MPSI - Measures for the Promotion of Social Innovation
MSGÉ - Mission Structure for Gender Equality
MSIL - Model of Support to Independent Living
NCSE - National Council for Social Economy
NEET - Young adults who are neither studying nor working
NNSVDV - National Network for Support to Victims of Domestic Violence
OP - Operational Programme
PCSC - Permanent Commission for Social Concertation
PDI - People with Disability and Incapacity
PI - Partnerships for Impact
PO ISE - Social Inclusion and Employment Operational Programme
POCH - Human Capital Operational Programme
PSII - Portugal Social Innovation Initiative
PSIMS - Portugal Social Innovation Mission Structure
PT2020 - Portugal 2020
QREN - National Strategic Reference Framework
SEO - Social Economy Organizations
SO - Specific Objective
SPNVT - Support and Protection Network for Victims of Trafficking
SST - Single Social Tax
TBE - Theory Based Evaluation
TG - Thematic Goals
TO - Typology of Operation
ToC - Theory of Change

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Acronyms and abbreviations

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1. Objectives of the Evaluation

1. The Interim Evaluation of the PO ISE has the overall objective of assessing the effectiveness, efficiency and impact of the support from European Funds provided under the PO ISE in Portugal 2020, i.e., to determine the contribution of the Funds provided by the Operational Programme (OP) to the Specific Objectives (SO) of each Investment Priority (IP), following the intervention logic defined in the programming. Consequently, the evaluation has the following specific objectives:

- a) Assess the degree of effectiveness and efficiency of the support granted by the PO ISE, identifying its contribution (cause-effect relationship) to the Specific Objectives pursued in each IP and considering the moment when the evaluation is carried out;
- b) Identify the potential or effective impact of the implementation of the OP and its alignment with the Union objectives for smart, sustainable and inclusive growth and for the economic, social and territorial cohesion of the country
- c) Identify the European Added Value associated with the implementation and results of the PO ISE;
- d) Assess the relevance and coherence of the design of the PO ISE in relation to the needs of its main beneficiaries and the evolution of the context over the programming period, considering the effectiveness, efficiency and potential impact of the PO ISE.

2. Object and scope of the Evaluation

2. The evaluation focused on the PO ISE contributions to the achievement of the Thematic Goals (TG) of Portugal 2020 for the areas covered by the Programme, namely TG 8 "promoting employment and supporting labour mobility" and TG 9 "promoting social inclusion and combating poverty". Within the framework of this Programme, the TG are organized into four Priority Intervention Axes, namely:

1. Promote the sustainability and quality of employment;
2. Youth Employment Initiative (YEI)
3. Promote Social Inclusion and combat poverty and discrimination;
4. Technical Assistance.

3. The first two Priority Axes compete for TG 8, while the third Priority Axis competes for TG 9, being Priority Axis 4 directed to ensure the necessary support to the management of the Programme. Geographically, the PO ISE, and inherently this evaluation, integrates in its scope the North, Centre and Alentejo (NUTS II), for the areas of promotion of sustainable and quality employment (Axis 1) and the fight against poverty, social exclusion and discrimination (Axis 3), being that for the Youth Employment Initiative (Axis 2) the scope is national - Mainland Portugal and islands. In temporal terms, the evaluation covers the period from the beginning of the Portugal 2020 programming cycle until 31st March 2022.

4. Each Priority Axis includes a series of Investment Priorities that, in turn, have associated Specific Objectives, from which the measures and initiatives supported by the Programme are implemented, organised by Typology of Operation (TO).

5. Priority Axis 1 - Promote the sustainability and quality of employment - includes four Investment Priorities that are associated with four other Specific Objectives.

Table 1. Priority 1 - Promote the sustainability and quality of employment

Axis 1	Thematic Goal/Investment Priority/Specific Objective/Intervention Type/Typology of Operation	
	TG 08 - Promote sustainability and quality in work and supporting labour mobility	
	IP 8i - Access to employment for job seekers and inactive people, including the long-term unemployed and people far from the labour market, also through local employment initiatives and support for labour mobility	
	SO 1.1 - Integrate unemployed and inactive people into the labour market in a sustainable way	
	IT 18. Integration of young people and/or adults into the labour market	
	TO 1.01 Internships for adults	
	TO 1.02 Hiring supports for adults	
	IP 8iv - Equality between men and women in all areas, including access to employment, career progression, reconciliation of professional and private life and the promotion of equal pay for equal work	

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SO 1.3 - Increase the quality of employment through support for greater flexibility in managing working hours, favouring parents' and mothers' links to the labour market and improving the integration of the gender equality dimension in the organisation, functioning and activity of employers, with a view to strengthening the conditions for reconciling work and family life for women and men
IT 22. Gender equality and reconciliation of work and private life
TO 1.06 Technical support to the development, monitoring of implementation and evaluation of equality plans
IP 8v - Adaptation to change of workers, enterprises and entrepreneurs
SO 1.5 - Improve the employability of the active population (unemployed, employees at risk of unemployed and employed), by increasing their adaptability through the development of skills required by the labour market.
IT 24. Training assets for employability
TO 1.08 Modular training for employees and unemployed persons
TO 1.09 Active Life for the unemployed
TO 1.10 Training Cheque
TO 1.11 Qualification of workers affected by seasonality and cyclical changes
IP 8vii - Modernisation of the labour market, notably by setting up public and private employment services and improving matching of labour market needs, including measures to increase transnational mobility of workers, including through mobility schemes and better cooperation between institutions and relevant stakeholders
SO 1.7 - Improve the institutional capacity of the Social Partners with a seat on the PCSC.
IT 26. Capacity building of the PCSC entities
TO 1.16 Strengthen the institutional capacity of the PS with a seat on the PCSC

6. Priority Axis 2 - Youth Employment Initiative - includes Investment Priority 8ii associated with Specific Objective 2.1.

Table 2. Priority 2 - Youth Employment Initiative

Thematic Goal/Investment Priority/Specific Objective/Intervention Type/Typology of Operation
TG 08 - Promote sustainability and quality in work and supporting labour mobility
IP 8ii -Sustainable integration into the labour market of young people (YEI), in particular those not in employment, education or training, including young people at risk of social exclusion and from marginalised communities, including through the implementation of the Youth Guarantee
SO 2.1 - Increase the qualification and sustained integration into the labour market of young people who are not in employment, education or training, namely through the development of skills for the labour market
IT 20. Youth Employment Initiative
TO 2.01 YEI Active Life
TO 2.02 Retomar Programme
TO 2.03 YEI Internships
TO 2.04 Active Youth Employment
TO 2.05 PEPAL
TO 2.06. Internships PEPAC – Missions
TO 2.07 Inov Contacto
TO 2.08 Support for Hiring
TO 2.09 Empreende Já - Business Perception and Management Network
TO 2.10 COOP Jovem
TO 2.11 Vocational Reconversion Programme - AGIR (Azores)
TO 2.12 Estagiar T (Azores)
TO 2.13 PIIE - Estagiar L e T (Azores)
TO 2.14 Integra (Azores)
TO 2.15 Local Youth Entrepreneurship Projects (Azores)
TO 2.16 Internships (Madeira)

7. Priority Axis 3 - Promoting Social Inclusion and combating poverty and discrimination - includes four Investment Priorities associated to five Specific Objectives:

Table 3. Priority Axis 3 - Promote Social Inclusion and combat poverty and discrimination

Thematic Goal/Investment Priority/Specific Objective/Intervention Type/Typology of Operation
TG 09 - Promote social inclusion and combat poverty and any type of discrimination
IP 9i - Active inclusion, including with a view to promoting equal opportunities and active participation, and improving employability
SO 3.1 - Promote the development of socio-professional, personal, social and basic skills of potentially more vulnerable groups, enhancing their employability and strengthening the opportunities for their socio-professional integration
IT 29. Active inclusion of the population with disabilities
TO 3.01 Qualification of people with disabilities
TO 3.02 Support for the employment of people with disabilities
IT 30. Active inclusion of vulnerable groups
TO 3.05 Capacity building for inclusion

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	TO 3.38 Higher Education grants for students in need
IT 31. Integration of the long-term unemployed into the labour market	
	TO 3.03 Modular training for LTU
	TO 3.04 Active Living for LTU
IT 33. Active inclusion of immigrants and ethnic minorities	
	TO 3.06 Portuguese for Everyone
	TO 3.08 Socio-professional integration of the Roma community
SO 3.2 - Strengthen social cohesion by increasing the number of people and vulnerable territories covered, as well as by promoting voluntary work as a driver of social inclusion	
IT 32. Integrated interventions in vulnerable territories	
	TO 3.09 Project of municipal and intercultural mediators in SP
	TO 3.10 Local Social Development Contracts (LSDC)
	TO 3.11 Escolha Programme
IT 35. Promotion of volunteering	
	TO 3.12 Specialised volunteer bursary
	TO 3.13 Training and awareness for continuous volunteering
IP 9iii - Fight all forms of discrimination and promoting equal opportunities	
SO 3.4 - Promote equal opportunities and gender equality, the deconstruction of prejudices, intercultural and inter-religious dialogue, the inclusion of marginalised communities, the fight against discrimination, domestic and gender violence and trafficking in human beings, through an integrated strategy that acts in the areas of prevention, namely by raising awareness among populations and institutions, training strategic publics and supporting, monitoring, protecting and empowering victims.	
IT 36. Fight discrimination and stereotypes	
	TO 3.14 Awareness raising actions and campaigns
	TO 3.15 Training for strategic publics
IT 37. Fight gender-based/domestic violence	
	TO 3.16 Financial and technical support to non-profit civil society organisations working to promote gender equality and prevent and combat domestic and gender-based violence and human trafficking
	TO 3.17 Specific instruments for the protection of victims and the monitoring of offenders
	Action 3.17.1 Structures of assistance, monitoring and specialized support to victims of domestic violence and gender violence and awareness and production of materials in these areas
	Action 3.17.2 Emergency reception for victims of domestic violence
	Action 3.17.3 Fight human trafficking and raising awareness and producing support materials in this area
	Action 3.17.4 Specialised monitoring and support for perpetrators of domestic and gender-based violence
	Action 3.17.5 Awareness-raising actions for the general public and/or specific audiences and production and dissemination of training, information and educational materials
	Action 3.17.6 Electronic surveillance systems
	Action 3.17.7 Tele-assistance systems
IP 9iv - Improve access to sustainable, high-quality and affordable services, including health care and social services of general interest	
SO 3.5 - Broaden the supply of social and health services, adapting them to emerging needs and enhancing the transition from institutional care to proximity care, as well as improving access and the quality of responses within the health, social action and care, and child promotion and protection systems.	
IT 38. Health and social intervention services and networks	
	TO 3.18 Support Model for Independent Living (SMIL)
	TO 3.19 Local care networks
	TO 3.20 Idade +
	TO 3.23 Local Social Intervention Network
	TO 3.24 Qualifying the national early childhood intervention system
	TO 3.25 Support for positive parenting
	TO 3.27 National Immigrant Support Centres
	TO 3.28 Training of Specialized Technicians - CPCYP
	TO 3.29 Training of Rehabilitation Technicians
	TO 3.30 Training for Health Sector Professionals
IP 9v - Promoting social entrepreneurship and professional integration in social enterprises and the social and solidarity economy to facilitate access to employment	
SO 3.6 - Promote entrepreneurship and social innovation in order to improve the responsiveness of social economy organisations (SEOs) and contribute to their economic and financial sustainability, in particular by adopting new models for action and financing initiatives. It also includes improving the institutional capacity of the partners of the National Council for the Social Economy (NCSE) with the aim of achieving a multiplier effect for entities in this sector.	
IT 39. Entrepreneurship and Social Innovation	
	TO 3.32 Capacity building programme for social investment
	TO 3.33 Impact Partnership Programme
	TO 3.34 Social Impact Bonds
	TO 3.35 Social Innovation Funds
	TO 3.36 Institutional capacity building of social economy partners who are NCSE members
	TO 3.37 Training-action for social economy entities

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8. Finally, Priority Axis 4 - "Technical Assistance" - is not associated to any Investment Priority, its Specific Objective being rather "To ensure the necessary support for the management, monitoring, evaluation and communication of the OP" (SO 1).

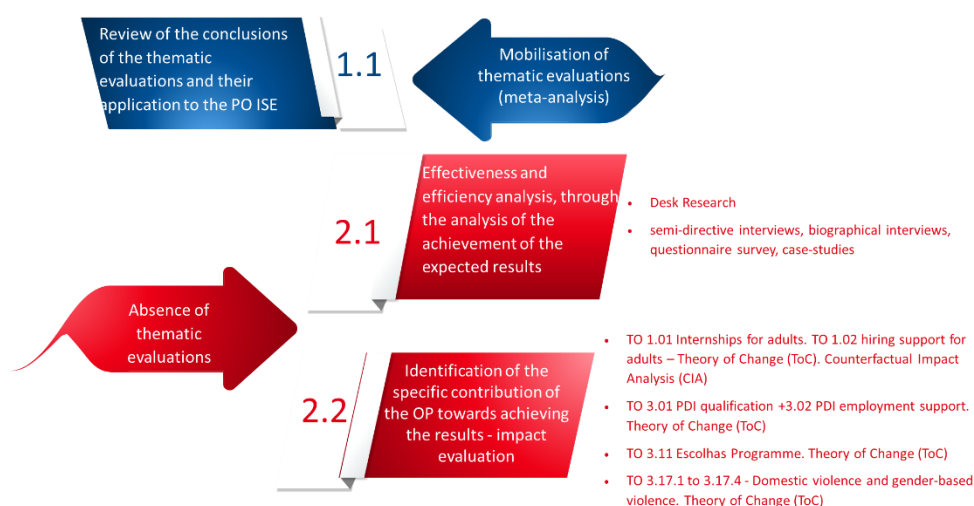
3. Methodological approaches

9. The ambition of the strategic objectives that guide the PO ISE is reflected in the complexity that characterises the present Evaluation, especially due to the extension of the SOs and the more than 30 TO involved. Such extension led to the need to operationalise a mix of evaluation methods and techniques.

10. Since this is also an impact evaluation, one of the main challenges of assessing the impacts of an Operational Programme, operationalised through a diverse and complex set of interventions that relate to each other, to other policies and to the economic and social context in which they apply, is to identify, describe and quantify their outputs, outcomes and impacts and to attribute the merit of the intervention in achieving those same effects.

11. In this sense, the Terms of Reference established a set of options for analytical deepening to be carried out per Specific Objective/Typology of Operation (SO/TO). It is about 3 options of distinct analytical deepening. The following figure summarises in an integrated way the methodological approaches proposed and systematises the set of methods and techniques for information collection and analysis.

Figure 1. Options for further analysis by Specific Objective/Typology of Operation



Source: Contract Documents

12. In Option 1.1, given the existence of the results of thematic evaluations of some of the OP Specific Objectives, these were mobilised in a meta-analysis perspective, i.e. to assess the conclusions of the thematic evaluations and their application to the PO ISE. In these cases, the Specific Objectives had already been evaluated in whole or in part through one or more of the thematic evaluations carried out and, in this sense, they were mobilized in the analysis of the effectiveness, efficiency and impact of the interventions supported by the OP. In parallel, the analysis of the achievement of the expected results and the critical appraisal of the level of implementation and compliance with the targets of the result indicators defined for each SO were also carried out.

Table 4. List of Evaluations to be Mobilised under Option 1.1.

	TG	IP	SO	IT	Incidence	Type of Evaluation
Evaluations coordinated by the PO ISE						
Evaluation of the implementation, effectiveness and efficiency of the Youth Employment Initiative (YEI)	TG8	8.2	2.1	20.	Social	p

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	TG	IP	SO	IT	Incidence	Type of Evaluation
Evaluation of the impact of the Youth Employment Initiative (YEI)	TG8	8.2	2.1	20.	Inclusion & Employment	I - CIA and TBE
Evaluation of measures to promote Social Innovation	TG9	9.1	3.6	39.		P
Evaluation of the impact of Local Social Development Contracts (LSDC)	TG9	9.1	3.1	32.	Territorial	(QREN) TBE
Evaluations coordinated by POCH						
Evaluation of the contribution of Portugal 2020 in increasing the qualification and (re)integration in the labour market of adults (POCH)	TG8	8.5	1.5	24.	Human Capital	I - CIA and TBE
	TG9	9.1	3.1	31.		
Evaluation of the contribution of Portugal 2020 in improving the skills and quality of jobs for adults in employment (POCH)	TG8	8.5	1.5	24.		I - CIA and TBE
Evaluation of the contribution of Portugal 2020 to the increase in higher education graduates (POCH)	TG9	9.1	3.1	30.		
Evaluations coordinated by						
Mid-Term Evaluation of the Support Model for Independent Living (SMIL)	TG9	9.4	3.5	38.		P

Caption: TG - Thematic Goal; IP - Investment Priority; SO - Specific Objective; IT - Intervention Typology; P - Process; I - Impact; TBE – Theory-Based Evaluation; CIA - Counterfactual Impact Analysis

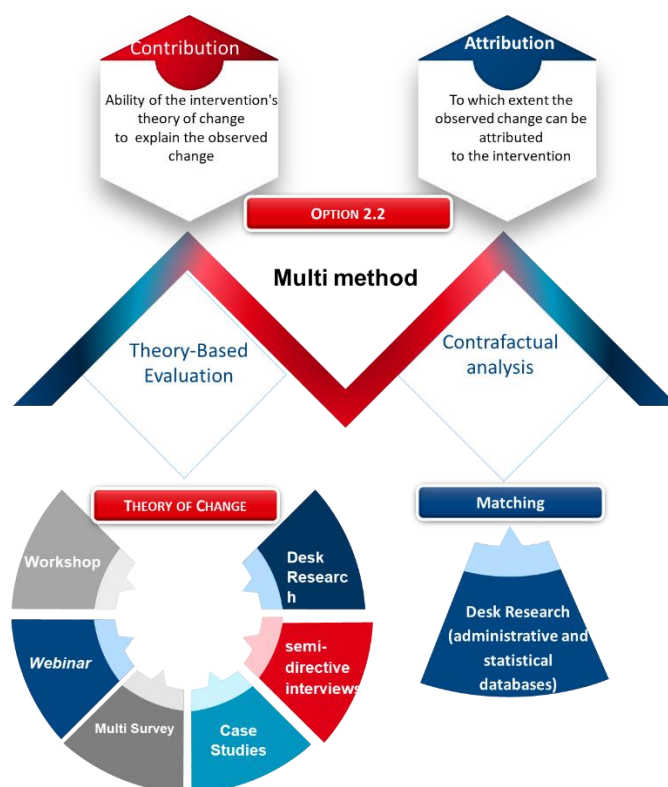
13. For the Specific Objectives not covered by completed thematic evaluations, differentiated levels of analytical depth have been defined, considering proportionality criteria (in view of the appropriations involved), distinguishing between them:

- The SOs that are evaluated according to **Option 2.1**, whose response focused on the Evaluation Questions (EQ) subordinated to effectiveness and efficiency.
- The SOs with **Option 2.2**, where it was important to identify the specific contribution of the OP to the achievement of results, mobilising impact evaluation methods. In these cases, the thematic specialisation nuclei formulated the 4 Theories of Change (ToC) of these interventions. An exercise of counterfactual impact analysis has also been defined for SO 1.1.

14. In view of the above, the Interim Evaluation of the PO ISE has impact assessment components, above all, the combined application of the Theory-Based Evaluation Method (TBE) and the Counterfactual Analysis (CIA) is favoured, using multi-method approaches at the level of assessment techniques, collection, processing and analysis of information, through the various options systematised above. In particular, it is on the SOs and their TOs in option 2.2 that these impact assessment methods focus.

15. The following figure illustrates the logic of this combined articulation.

Figure 2. Overall Methodological Framework

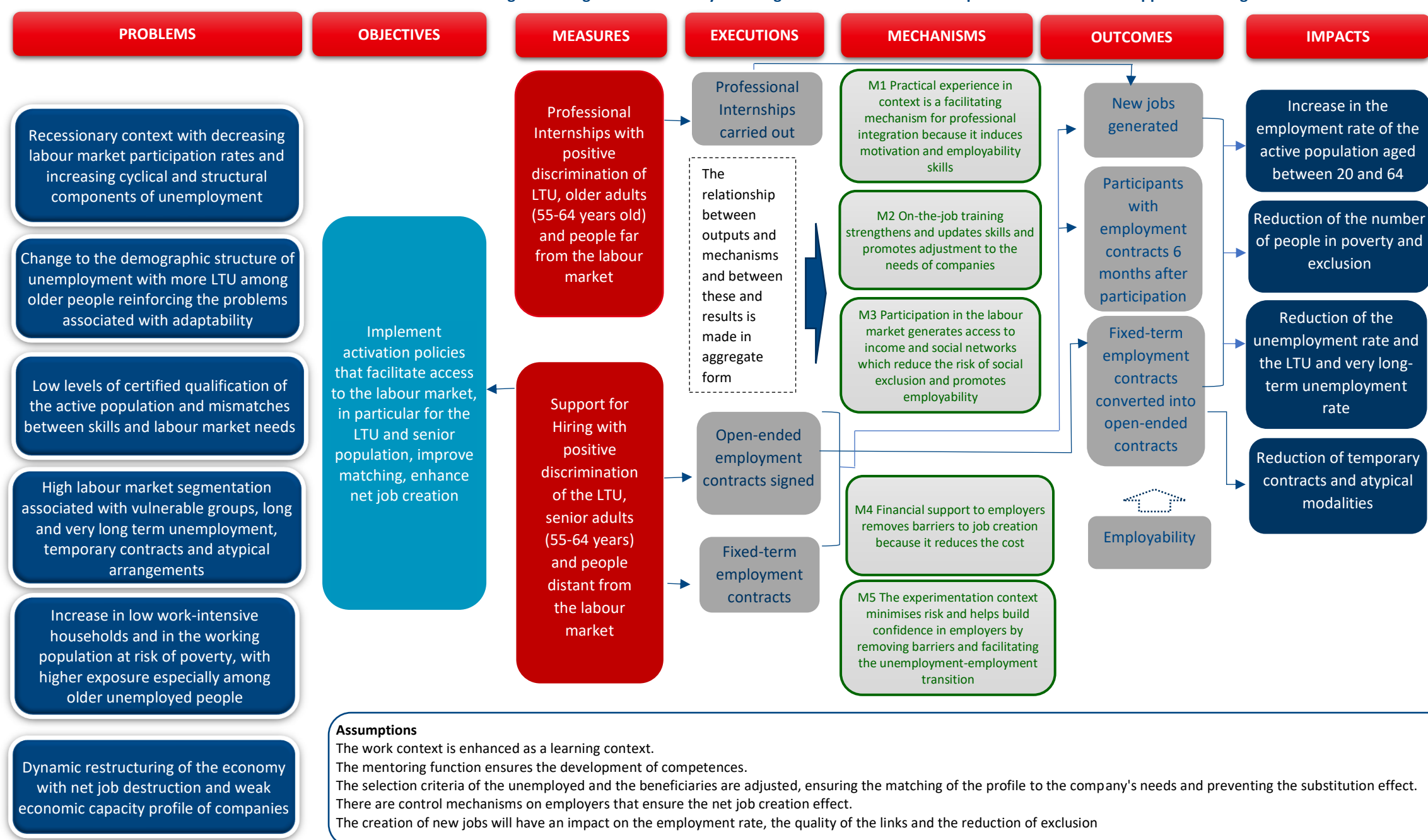


3.1. Application of the Theory-Based Evaluation

16. TBE is based on taking as its starting point the idea that any structured intervention (policy, programme, project, etc.) is underpinned by explicit or implicit theories regarding the ways (i.e. how?) and reasons (i.e. why?) in which it is expected to produce the intended effects. According to this perspective, TBE starts from the identification of those theories (in this specific case the **Theory of Change**) and thus guiding the factual appreciation of the extent to which they are confirmed by the evidence gathered in the evaluation process and contribute (or not) to the observed results. In this specific case, in the evaluation domains of option 2.2, 4 ToCs were designed to guide the evaluation effort around the response to the questions of Effectiveness and Impact on the 4 Strategic Objectives **SO 1.1; SO 3.1; SO 3.2; SO 3.4**.

17. To this end, the four ToC were designed associated with the following ToCs: 1.1, 3.1, 3.2 and 3.4.

Figure 3: Diagram of the Theory of Change of TOs 1.01 - Adult work placements and 1.02 - Support for hiring adults



Caption:

- Confirmed mechanism
- Mechanism partially confirmed
- Unconfirmed mechanism

Figure 4 - Diagram of the Theory of Change of TO 3.01 - Qualification of people with disabilities and 3.02 - Supporting employment of people with disabilities

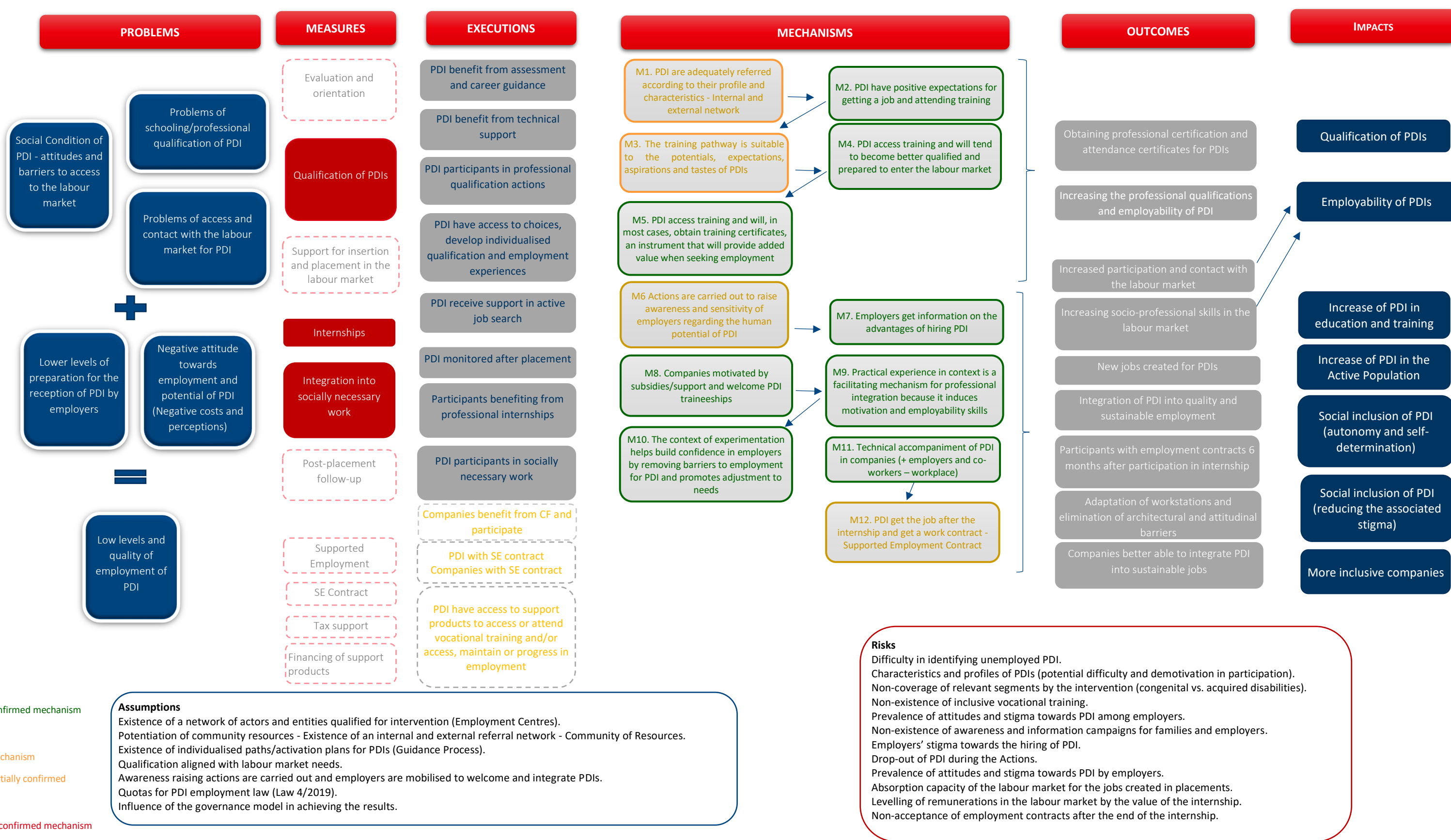


Figure 5 - Diagram of the Theory of Change of TO 3.11 – Escolhas Programme

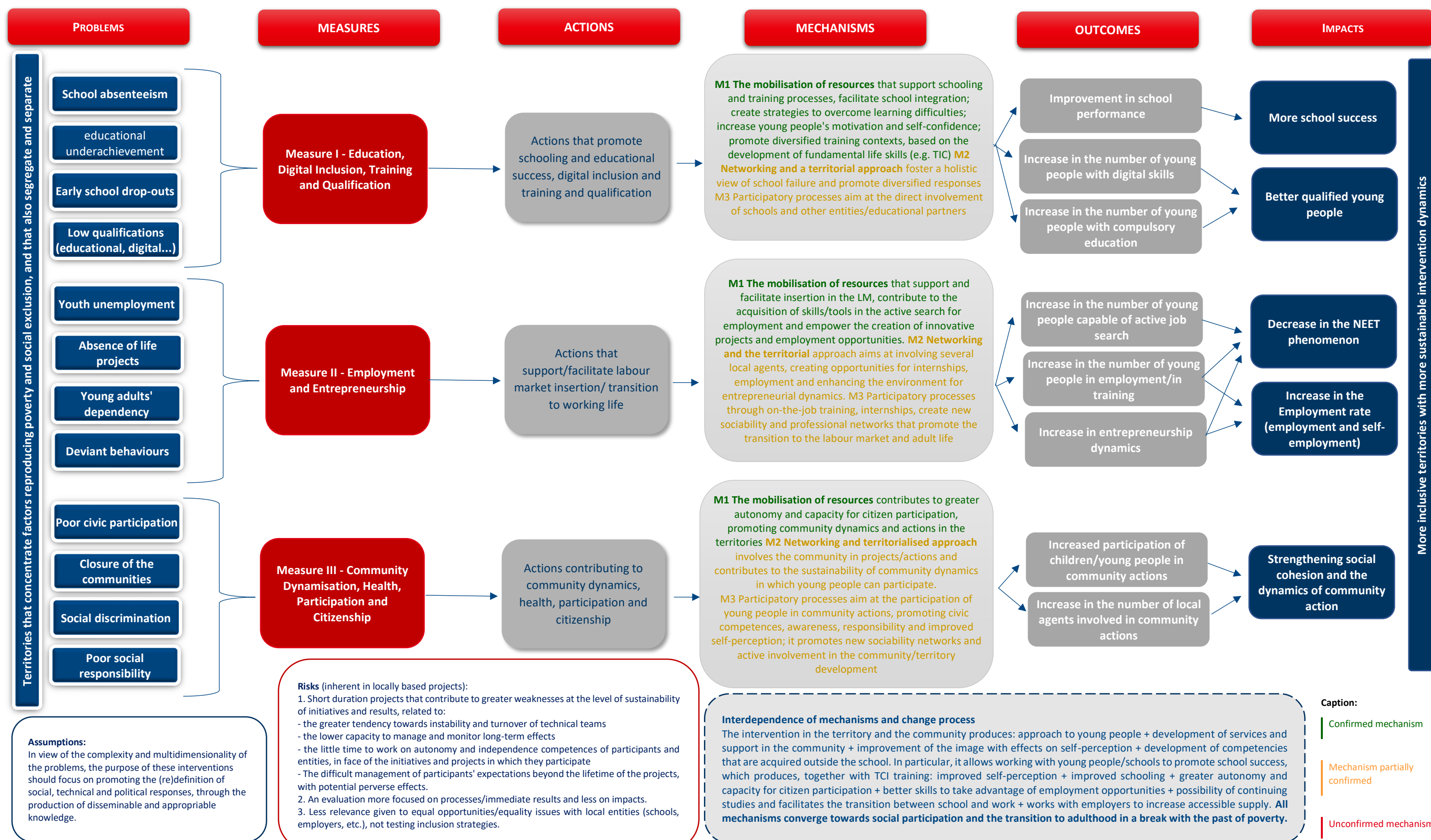
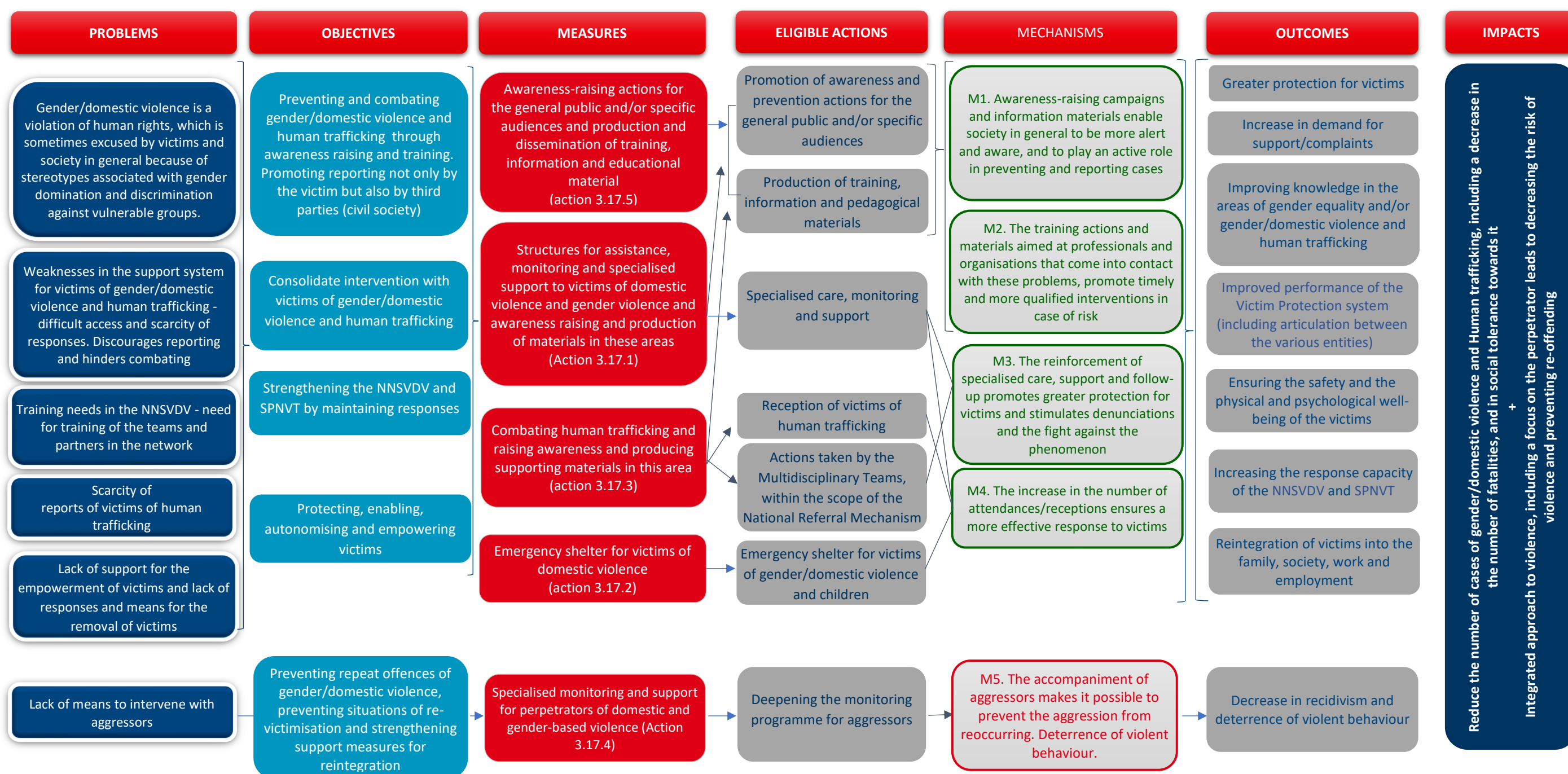


Figure 1. Diagram of the Theory of Change of actions 3.17.1 a 3.17.5 – Specific instruments for the protection of victims and the monitoring of offenders



Caption:

- Confirmed mechanism
- Mechanism partially confirmed
- Unconfirmed mechanism

Assumptions

- National Network of Support for Victims of Domestic Violence capable of responding to existing situations, with professionals qualified for intervention;
- Articulation between the different entities that contact with victims and aggressors;
- Definition of minimum requirements in the interventions and quality standards in the services provided: Harmonisation of methodologies.

Risks

- Projects of short duration, very dependent on funding to continue acting at the level of prevention, training, support, monitoring, protection and empowerment of victims and intervention with aggressors.
- Apologizing on the part of the victims and society in general due to cultural representations and habits associated with subordination relations, power asymmetries, gender stereotypes and the discrimination of vulnerable groups.
- Low adherence to follow-up programmes by perpetrators.

3.2 Application of the Counterfactual Impact Analysis Method TO 1.01 Internships for adults and TO 1.02 Recruitment supports

18. In the specific case of SO1.1 a counterfactual approach was used, which is a purely quantitative technique, and the point is to quantify the net impacts of interventions from a process, which compares, over a given period, target groups of the measures and equivalent control groups. From its result it is possible to determine relatively precisely the impact of the measures.

19. The evaluation of impacts was tested through a quasi-experimental analysis - looking at the results obtained by the target group of the intervention. The target group is made up of two (sub)groups, one concerning the beneficiaries of these measures (treated group) and another concerning non-beneficiaries (control or untreated group).

20. Data were collected from the Institute of Employment and Professional Training (IEPF) and from the Institute of Social Security Informatics (ISSI) to carry out the exercise.

21. The Coarsened Exact Matching technique was applied, one to one, to establish the pairing between the treated and control groups. Note that other techniques, such as Propensity Score Matching, were tested but proved to be unfeasible.

22. The final control group corresponds to other IEPF users, namely: a) users over 30 years old for the evaluation of traineeships, and users with at least 30 years old for the evaluation of hiring support measures; b) users who did not benefit from structuring interventions (traineeships, employment contracts, etc.); c) users who have benefited from personal focus interventions or training actions, but not qualification, i.e. excludes training leading to an academic degree, technological training, vocational training and the like; d) Interventions lasting less than 90 days, with more than 70% lasting one day, and 90% lasting up to 20 days (3 weeks).

23. The impact of the treatment was assessed through a set of indicators called outcome variables, based on IISS data: employment rate, average monthly remuneration, employees' rate (E), and self-employed workers' rate (SEW). Contrary to what was foreseen, it was not possible to assess the outcome on the types of fixed-term or open-ended contracts (and their various modalities) since this variable was not provided by the ISSI.

24. Impact was assessed between the time of entry into the intervention and up to 60 months after, and for interventions initiated in the period between 2014 and 2020.

25. The results of average impacts were analysed for internships up to 11 months, internships between 12 and 18 months, and for each of the hiring support measures (Estímulo 2013, Via Reembolso TSU, Estímulo Emprego, Contrato Emprego, e ATIVAR.PT), i.e. seven different counterfactuals were carried out.

26. For each of the seven counterfactuals a sensitivity analysis was carried out, with the application of three different pairing models, in a total of 21 models.

27. In the case of the internships, the counterfactual analysis was complemented with the comparison between the beneficiaries who completed the intervention and those who did not. This analysis was possible because in the IEPF database there is a variable with the final result of the intervention according to that institution. In the case of hiring support this information was non-existent.

4. Main conclusions

28. It is important to note that the policy objectives towards which the PO ISE is oriented are far from depending exclusively on the programme. In some cases, such as those involving changes in values and representations and in social and institutional structures, it will even be impossible to determine the specific impact of the co-financed measures given that, on the one hand, external and competing dynamics may have a significant, if not decisive, effect and that, on the other hand, the causal link connecting the fields of intervention and their effects is very broad, complex and sometimes undefined. Employment, poverty, social exclusion, discrimination, depend on economic and social variables that the PO ISE does not control; so does income; the same could be said of the processes of gender domination, prejudice, ostracization.

29. There are policy principles that frame the operations of the PO ISE, as in the case of employment (Systematic preference for active policies, Promotion of local partnerships, Combination of prevention or early intervention policies with reparative or activation measures, ...). These are more achievable by the designed intervention models. However,

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in the field of fighting poverty and social exclusion and discrimination, the PO ISE does not operationalise directly some of the basic principles, but on the contrary, it sees other programmes and policies converge towards its goals, namely in terms of access to minimum resources for families, intervention in health and education, facilitating the entry of vulnerable groups in the labour market, housing, social protection.

30. The PO ISE achieved a very good level of implementation, both financial and in terms of material resources, with the measures which exceeded the objectives far outweighing those which did not. Moreover, the measures with the largest allocations represent the bulk of the programme, since those which fell short accounted for no more than 3% of the overall programming.

31. In this regard, it should be noted that most of the promoters surveyed do not foresee problems in achieving (71.5%) or even exceeding (19.6%) the contracted indicators, being the beneficiaries of the Local Social Intervention Network and Training of Health Sector Professionals TO (SO 3.5) those who foresee greater difficulties in implementation. Around 38% of the promoters consider that there are greater difficulties in the implementation of projects, which are related to bureaucratic obstacles and difficulties in financing non-co-financed costs. The pandemic period was also a major obstacle to the proper implementation of many of the measures in the PO ISE.

32. The [internships and hiring support](#) measures, according to counterfactual analysis, had very positive effects on access to employment and lifelong learning. The completion rates of the work placements were high. The unemployed who attended the internship measure concluded it in 83.4% of the cases, of which 41% were hired. The measure performed less well in labour market contexts marked by seasonality. The employment rate immediately upon conclusion of the internships was 60%, while for those who did not conclude it was 50%. The 60% employment rate was 30pp above the unemployed who did not benefit from the measure. The impacts are also positive at the level of pay, job quality, qualifications and participation in lifelong learning activities. However, there is no evidence that traditional asymmetries have been attenuated, such as the ones between men and women, more qualified and less qualified, young people and adults.

33. The hiring support measure supported 130,000 new hirings during the period under analysis, most of them in the context of the crisis between 2014 and 2015. After the benefit, the difference in the employment rate between those who benefited and those who did not was 40pp and in remuneration was € 75.00 per month. The participation rate in lifelong learning activity grew by 0.9% between 2014 and 2019, which has an ambivalent reading: in absolute terms it was good, but in terms of the turnaround that is needed, it represents a very slow evolution. The participation of young people in internships and hiring support the labour market inclusion rate was 37pp higher than those who did not benefit from the two measures combined. The impact of these measures on the inactive was a poorly achieved aspect.

34. Short-term training courses also made a positive contribution. Thus, only 2,600 secondary level of education certifications were registered out of a total of 870,000 certificates, the overwhelming majority with school correspondence. The impact on employability is very high. Of the unemployed adults who received training, 200,000 had some professional activity in the following year and 34,000 had worked the whole year.

35. The typology of intervention [employability of the active population](#) (employed, unemployed and employed at risk) through adaptability, which includes training with the skills required by the market, short modular training and Active Life for the disadvantaged. The impact is relevant, especially among the less qualified, women and older workers. It involved more than 932,000 employees and unemployed, of these 581,000 LTU. Associated with this performance is the 0.9% increase in the lifelong learning rate between 2014 and 2019, when it reached the value of 10.5%, still far from the 15% target. No information was found on how many of the certified training courses (90% of the total) led to school certifications, which in theory would be an important added value in terms of employability and adaptability. The impact was very positive in the field of job maintenance by the employed adults and productivity increased in the enterprises with workers in training.

36. When analysing the measures for the [development of socio-professional, personal and basic skills in disadvantaged groups](#), the implementation levels are high, around 98% of the 2023 target reached in 2022 in the area of participation in short-term training actions and training pathways.

37. The measures addressed to [the qualification and employment of PDI](#) show very high implementation rates. Moreover, the participation rate has been stable for a long time, which seems to indicate that the model has exhausted its potential, covering close to the universe of eligible people. To go further many things would have to change, such as accessibility, transport, autonomy and beliefs and myths about people, shared by employers (only 217 companies in the universe of the North, Centre and Alentejo regions show high levels of commitment to the idea of non-discrimination leading them to produce plans to combat it) and by themselves. The people surveyed attribute great importance and positive effects

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to the training and employment pathways they have benefited from, in which they benefit from level 1 and 2 qualifications. Companies also value placement placements because they allow them to get to know the worker, to assess their potential and to create the conditions for inclusion. If placements prove to be an integration factor, support for companies is a stimulus that also works. The tailor-made training continues to be determinant, but rigidifying elements have been introduced (more formatting) that do not favour the measure. The difficulties in access to transports work in the opposite direction, as an inhibiting factor.

38. It is worth mentioning another problem: the discrimination of these people is still present, which is proved not only by the employment and unemployment rates but also by the proportion of those who leave training for more training (two thirds had two training courses or more), sometimes with short incursions in the market, as if training replaced employment. Particularly valued are personal and relational skills, usable in any context and regardless of the specific technical qualification, which may not coincide with the job opportunities that may arise. Only 60.7% of the beneficiaries who only had training had it certified, whereas those who had qualification and access to employment measures obtained certification in 75% of the cases. The questionnaires mention the possibility to improve the information that reaches the employers, who are often unaware of the existing support measures. But this is not the reason why the number of entities that have used support to remove architectural barriers is residual. The support of the Resource Centres, essential in the whole process due to their expertise and equipment competencies, was also considered very important. In general, beneficiaries are quite satisfied with the measures, and so are employers, tending to consider that disabled workers, even if in some cases they present difficulties of adaptation to the workplace and to the functional structure of the organisation, and some limitations in productivity, are capable and productive. More than 90% of PDI are satisfied with the working conditions, the usefulness of the work and the relationships with colleagues. The least valued aspect is remuneration and job security. A good indicator: after the internship, 56.8% of the employers say that they have hired the trainee. 68.8% of those supported have a full-time, open-ended contract, but 72% receive less than € 800 per month.

39. The [Higher Education Scholarships for Young People in Need](#) had a commitment rate of 175% and an execution rate of 137%, having exceeded the target of 41,500 by 70%, reaching 70,468 students. As higher education becomes more massified this type of support may become even more urgent, with major implications for the social mobility of poorer young people. Measures targeting the gipsy community have also registered low implementation rates.

40. The [Youth Employment Initiative](#) that was launched at European level to address the problem of NEET young people had in Portugal an uneven implementation and with mismatched effects. It worked well in the internships and hiring support component, but worse in the qualification and Young Active Life component and even with less achieved levels regarding entrepreneurship, whose goals are compromised. Young people with higher academic qualifications are more represented among those supported and young women are also less supported.

41. In the [Escolhas Programme](#) it is highlighted that the measures implemented in each territory are interdependent and the impacts are of the whole. Based on a diagnosis, each project defines two of three priorities, education, employability and community development and participation. Thus, the life skills training and participation that are activated in the community development component tend to articulate positively with the promotion of educational success and employability. They also improve self-esteem and image, combating ostracism and improving young people's attitudes. The impacts could be greater if (i) it was not for the limitation to pre-defined priorities, instituting a true bottom-up logic, (ii) if the projects were larger (more funding) and (iii) if they had a duration that would allow the change of underlying dynamics in the territory. The projects with the greatest impact tend to be those which endure over several generations of Escolhas.

42. Thus, the activities are worthy, but limited in their impacts. 60 projects were supported in the last generation (the 8th), 10 in Alentejo, 20 in the Centre and 30 in the North. Since the 5th generation, 93 projects have been supported. The average number of direct participants is around 264. They are promoted by PSSI (Private Social Solidarity Institution) (33%), Municipal Councils (21%) and Local Development Associations (20%) and the partnerships extend beyond the official partnerships, involving cultural and sports associations and companies, for example. Priority 1 (education, digital inclusion, training and qualification) and priority 3 (community dynamization, health, participation and citizenship) predominate and less so priority 2 (employment and entrepreneurship), with only 751 of the 8,826 young people participating in the 8th generation projects taking part in activities of this axis. 90% of the projects combine axes 1 and 3. There is a consensus that school results have effectively improved, as have ICT (Information and Communication Technology) skills. Results in terms of transition to the labour market are less reported. In general, the gains were very relevant, namely among gipsy communities.

43. Sometimes the programme comes to make up for structural shortcomings in terms of equipment and services in the communities, thus removing the priority from working with pre-marginalised young people, which was the initial vocation.

44. One of the intervention typologies with little implementation was that of support to companies for the production of [Equality Plans](#) (11 entities, with another 69 with approved operations). Unfortunately this is not because they already have one or because they do not need support. Another measure with little impact was [the institutional capacity building of the partners with a seat in the PCSC](#), with only 21 projects. The volunteer support programme also had a residual execution (commitment: 18% and execution: 2%). In the case of other measures with a reduced relative weight, such as the [municipal and intercultural mediators programme](#), the commitment rate is higher than 100% (154%) and the implementation rate is 37%. Also the [training of strategic public](#) to combat social exclusion and [the financial and technical support to civil society organisations](#) had low implementation. Overall, the priorities associated to SO 3.4, in the area of equal opportunities and gender equality, the deconstruction of prejudice, intercultural and inter-religious dialogue, the inclusion of marginalised communities, the fight against discrimination, domestic and gender violence and the trafficking in human beings, despite having a commitment rate of 80%, were only executed in the order of 40%.

45. The support [and protection to the victims of domestic and gender violence and their companions](#), as well as the [accompaniment of aggressors and several actions of information of the public and strategic actors and training](#) have had a fundamental role in the response to the problem of domestic and gender violence. The existing social responses to support these people who are in a situation of extreme vulnerability are only those financed by the PO ISE (the National Network for Victim Support), and there are no other known responses that could replace them. In this area 168 projects were approved, promoted by 58 different beneficiary entities, not only providing direct support to victims and their companions (in general, their children), but also providing support for aggressors and dissemination/awareness raising/information for the public and professionals such as teachers, health professionals, social welfare technicians and intervention technicians (leaflets, dissemination and training material, pedagogical material, IT tools) on domestic violence, gender violence, gender equality, combating trafficking, dating violence, violence against the elderly. The best indicator of the effectiveness of the responses is the increase in reported cases of violence, a phenomenon that, if the prevalence of fatal outcomes is to be believed, is not decreasing. The capacity to attend to victims is assessed to have grown, while the capacity to receive them remains stable.

46. The entities involved give a positive assessment of the quality of the services provided, although there are references to the difficulty in referring victims to emergency reception facilities or shelter homes, which contrasts with the ease of referral to the police. The victims interviewed also considered the assistance and reception to be of quality, including the issue of safety and protection. However, there are few shelters and access to affordable housing.

47. Object of a specific impact assessment, the [Local Contracts of Social Development \(LCSD\)](#) have exceeded the results they had proposed. Although with the potential impact limited by the short duration of the projects and the scarce size of the funding in relation to the dimension and nature of the problems faced by the territories, reinforced by the accentuation of the divergence between the most dynamic and the most depressed territories, the LCSD had a significant impact on the dynamization of the Local Social Networks, permanent structures that contribute to increase the response capacity of the institutions to those problems.

48. The broadening of the supply of social and health services had a relatively small weight in the Programme (3.9%), which did not prevent it from making far-reaching contributions to social policies in the case of MSIL. In addition to this measure, this SO includes socio-educational intervention for isolated elderly people, action with vulnerable households, support to immigrant communities and training for CPCYP and Health technicians. Of note here is the Local Social Intervention Network (1/3 of the allocation, with 128 projects, which implemented the Social Attendance and Monitoring Service, which brought the population closer to the services, decentralised them and allowed for more personalised attendance. However, this response was discontinued, pursuing the objectives to be achieved under the so-called "decentralization package".

49. [MSIL](#), with a commitment rate of 127%, has effectively changed the lives of over 1,000 people with disabilities and their families and carers in a profound way. It has allowed them access to employment, leisure and a wide range of activities which were previously closed to them. It also revealed that it has the potential not only to expand, but also to affect other social policies, with the logic of promoting autonomy and the orientation towards Human Rights

50. [Early Intervention](#) has also benefited from the PO ISE, through the training of technicians and health professionals.

51. SO 3.6, [Entrepreneurship and Social Innovation](#) funds the Portugal Social Innovation Initiative, which has a commitment rate of just over 100% and an implementation rate of 40%. Evaluation is hampered by the absence of

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indicators and targets, but the Partnerships for Impact and the Portugal Social Innovation Mission had relatively low levels of execution (24% and 23% respectively), while the Capacity Building Programme for Social Investment had an execution rate of 78%. This was sufficient to build a set of innovative solutions with transferability potential. The measure for [Institutional Capacity Building of the Social Economy Partners](#) only gave rise to 23 projects, covering eight partners of the NCSE. The respective results are not very visible.

52. A test of the efficiency of the PO ISE would imply the existence of an alternative application of resources to measures (not yet invented) that would produce the same results, or a more economical implementation of the same measures. None of these approaches is feasible in the framework of the present evaluation, the latter due to lack of time and resources, and the former due to the inexistence of such alternatives. This path would remove the country from the framework of minimum standards of European economies and societies, representing an unsustainable retreat in employment, cohesion and social justice policies.

53. This does not mean that some important conclusions cannot be drawn about the use of PO ISE funding that come close to an efficiency analysis. The first is that implementation rates are generally very good, and the reprogramming, reallocations and adjustments made over time have contributed to this.

54. The PO ISE, as has already been made clear, is crucial to the existence of the measures it finances. It gives them scale, when it does not simply make them viable. Without it, the overwhelming majority of the policy measures it supports would not be feasible or would only be feasible to a very small extent. Only 9.7% of promoters say they could carry out the same activities but invest less, and another 4.6% by extending the time. There is a systemic dependence on the ESIF, as the measures it supports are central to the employment systems and the fight against social exclusion and poverty.

55. The management procedures were adequate, despite the promoters complaining about the bureaucracy, the eligibility criteria, the decision deadlines and the complexity of the regulations, a reality that Management cannot escape. In certain programmes, such as those with a territorial dimension (Escolhas, Social Network, LSDC), the means and time made available to operators on the ground are very short indeed, given that the effects of the action take time to produce, deepen and consolidate.

56. In conclusion, the problems to which the PO ISE aims to respond are very strongly affected by dynamics that the programme cannot and does not aim to respond to. Thus, the progress of poverty, social exclusion or unemployment are determined by powerful political, social and market dynamics that largely escape the programme's influence. The financial crisis, the sovereign debt crisis, aggravated by austerity policies, the pandemic crisis, all of which occurred in sequence and with cumulative effects, had a very negative effect on those dynamics. The PO ISE does not have the capacity to reverse them, either because it does not act in the areas that produce them, or due to limitation of resources. But it contributed so that, despite the mentioned accumulation of effects, they were mitigated. Thus, the contribution of the programme in its specific objectives was effectively important for the cohesion of the country.

5. Recommendations

5.1 Overall recommendations

Strategic monitoring, evaluation of results and preparation of future evaluations

Recommendation 1	Creation of instruments and benchmarks to enable effective monitoring of projects and to prepare future evaluation processes
Rationale	<p>There is strong evidence of the absence of an information system and the need to make available collection, monitoring and evaluation tools common to all projects, including a platform that allows placement and collection of data for monitoring and evaluation of results and impacts and to promote reflective and self-evaluation practices during the life cycle of the projects.</p> <p>It is also notorious the need to review the contracted indicators of achievement and result that, in the view of most beneficiary entities, are not adjusted and clearly insufficient to respond to an orientation towards results, to measure the contribution and the real effect of the activities developed.</p> <p>The level of demand assigned to the evaluation criteria does not correspond to the Programme's profile of indicators and does not allow a real evaluation of the results, as well as of the effects and impacts, weakening the ability to assess the project as a whole.</p>

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Recommendation 1	Creation of instruments and benchmarks to enable effective monitoring of projects and to prepare future evaluation processes
Operationalisation	<ul style="list-style-type: none"> The importance of reviewing the way interventions are evaluated should be stressed, namely as regards the programme's system of result indicators The centralisation of information will be an important common utility <ul style="list-style-type: none"> ✓ It allows for the piloting and strategic monitoring and analysis of the dynamics of implementation and production of effects/changes ✓ It allows the collection of basic elements for the preparation of future evaluation processes Considering that the aggregate information on the dynamics of the functioning of the PO ISE is not properly systematized (which weakens the scope, capacity and usefulness of this evaluation), a Mechanism for strategic monitoring and evaluation of the programme should be built and fed by an Evaluation Manual to be disseminated in the 2030 programming.
Recipients	<ul style="list-style-type: none"> ✓ Coordination structure and operationalisation of the 2030 Partnership Agreement ✓ 2030 Working Group ✓ All future MAs of the new OPs/ AD&C

Information Systems

Recommendation 2	Redesign/Improve the Information Systems
Rationale	<p>There is strong evidence of weaknesses in the information systems and in the need to make available fewer rigid instruments, such as Balcão 2020 and ESF IS, among others.</p> <p>In particular, the feeling of mismatch of the ESF IS is felt more present in the framework of the beneficiaries IB and BREPP of the PO ISE. The Difficulties felt are mainly related to the PT2020 programming period.</p> <p>These Difficulties are related to various elements such as the Difficulties in accessing and using the platform, the little user-friendly nature, the articulation and interoperability between modular blocks, the loading effort and low-cost benefit of the outputs and results obtained, compromised functionalities (Queries, indicators for evaluation, data loading, ...).</p> <p>In addition, the instruments created for the management of the ESIF contain blocks of an ecosystem of information systems, but they register connection and interoperability problems.</p>
Operationalisation	<ul style="list-style-type: none"> ✓ Reinforce the planning process for the construction of information systems, in an integrated way and that takes care of the life cycle of the projects, involving the different management entities of the new OP to be created ✓ Reinforce and ensure a joint vision for the needs of the different programmes to be created, from the application process to the closure of operations (audits, eligibility, payments, intermediate processes, returns, ex-post analysis, ...) ✓ Enable adaptation options for different profiles of Intermediate Bodies ✓ Strengthen interoperability between ESIF information systems and improving the connection between blocks of existing applications and those to be created ✓ Enable single filling in of fields common to different applications from the same Beneficiary Entity ✓ Eliminate fields considered redundant ✓ Increase the options and levels of automation in the platforms' outputs ✓ Create an information platform that allows the repository of monitoring elements and indicators/evaluation evidence common to all projects, according to the previous recommendation ✓ Reinforce the user-friendly nature of the applications and systems to be created
Recipients	<ul style="list-style-type: none"> ✓ Coordination structure and operationalisation of the 2030 Partnership Agreement ✓ 2030 Working Group ✓ Management Companies of ESIF Information Systems ✓ Future MA of the new OP with Social Inclusion and Employment Measures ✓ Consultant firms involved

5.2 Specific recommendations

SO 1.1 - Integrate the unemployed and inactive into the labour market in a sustainable way

Recommendation 3	Strengthen the selectivity of support for the participation of the most disadvantaged groups
Rationale	<p>In face of the considerations made throughout the evaluation, the difficulty to participate and to create results in the groups with higher levels of disadvantage is clear.</p> <p>In the case of the interventions in the labour market and qualification, it was not possible to obtain expressive gains among the groups with higher disadvantages, both in terms of employment volume and in terms of its quality standards, i.e. the less qualified and the older people, especially in some SO of Axis 1 and Axis 2.</p> <p>The reinforcement of support selectivity is a way to respond more effectively to the starting problems and also to safeguard the measure's own efficiency by concentrating support on those who are clearly further away from the labour market. This objective refers to the usefulness of continuing the effort that has been pursued to model the measure by aligning it with the political priorities.</p>
Operationalisation	<ul style="list-style-type: none"> ✓ Design incentives that are more selective from the point of view of the target public and that can, for example, combine investment in qualification with support for employment. ✓ Greater selectivity and greater discrimination of the most fragile groups from the point of view of insertion in the labour market and income promotion. ✓ Reinforce incentives to hire women and older unemployed people and to give them a higher salary for their work.
Recipients	<ul style="list-style-type: none"> ✓ IEPT ✓ Future MA of the new OP with Social Inclusion and Employment Measures

SO 3.1 - Promote the development of the socio-professional, personal, social and basic skills of potentially more vulnerable groups, enhancing their employability and strengthening the opportunities for their socio-professional integration.

Recommendation 4	Adaptations to vocational training benchmarks for PDI
Rationale	<p>Benchmarks should be re-evaluated and adapted in order to become more flexible, adapting them to the needs, competencies and aspirations of people with disabilities.</p> <p>The rigidity of the training frameworks is criticised by most training providers because it undermines the logic of individualised pathways and the differentiated competencies of the trainees.</p> <p>It was found that the theoretical training component is more intense than the on-the-job training component, which is felt to be inappropriate at the three levels of stakeholders (PDI, Beneficiary Entities and Employing Entities).</p> <p>Moreover, given the rules of co-financed training, the minimum number of trainees stipulated for the opening of a new course makes it impossible that, often and in certain courses, which are needed and are in demand, either by the PDI or by the market, not to go ahead.</p>
Operationalisation	<ul style="list-style-type: none"> ✓ Focus not only on specific training in a given professional area, but also on reformulating the model of training/qualification for PDIs", focusing, for example, on the development of trans-disciplinary soft skills (behavioural management, teamwork, time for personal life management, digital skills, etc.), with a more intense focus on the area of intellectual disabilities and autism, since these are the areas with less professional integration. ✓ Need to reformulate the current model of training/qualification so that the success indicators do not only consider the number of certifications, but mainly the impact of training/qualification on access to employment and subsequently on the maintenance and quality of employment.
Recipients	<ul style="list-style-type: none"> ✓ Entities with responsibilities in the definition of the relevant public policy benchmarks (especially the Institute of Social Security, I.P. and its district services and the Institute of Employment and Vocational Training, I.P.). ✓ Entities with responsibilities in the ESIF governance model (in particular the Inter-ministerial Coordination Committee, the Agency for Development and Cohesion and the Managing Authorities of the funding Operational Programmes). ✓ Future MA of the new OP with Social Inclusion and Employment Measures ✓ NIR, I.P. ✓ ANQEP

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SO 3.2 - Strengthen social cohesion by increasing the number of vulnerable people and territories covered, as well as through the promotion of volunteering, which promotes social inclusion.

Recommendation 5	In terms of maximising the potential of the ESCOLHAS Programme
Rationale	Within the framework of the evaluation, it is clear that the EP contains a large set of dispersed interventions, and therefore has few resources and little durability. Thus, it is difficult to combat mechanisms of poverty reproduction that are deeply inscribed in the social and cultural structures of the communities. Suggestion: concentrate resources in priority areas, allowing more structured, comprehensive and eventually prolonged interventions.
Operationalisation	<ul style="list-style-type: none"> ✓ Increase project funding, at least to ensure greater stability and motivation for teams ✓ Reduce bureaucracy, particularly in financial management, in order to allow for quicker implementation of costs and exchange of budgets between rubrics and sub-rubrics ✓ Consider increasing the number of projects to 3 or 4 years, in order to guarantee greater continuity in the interventions with children/young people, so as to better promote changes in behaviour and attitudes with permanent effects. ✓ Consider technical advisory services which may help the teams in the field to create more sustainable ways of developing actions in the field; ✓ Consider including indicators for evaluating the impacts on the territories
Recipients	<ul style="list-style-type: none"> ✓ High Commission for Migrations (HCM) ✓ Mission structure of the Escolhas Programme ✓ Coordination and operationalisation structure of the 2030 Partnership Agreement ✓ 2030 Working Group ✓ Future MA of the new OP with Social Inclusion and Employment Measures

Recommendation 6	Equate a new model of LSDC intervention based on integrated multi-fund interventions
Rationale	<p>The programme has weaknesses in the issue of the duration necessary for actions to produce impacts translated into real changes, as well as in the issue of the scale of resources invested when compared to the scale of the problems.</p> <p>From the set of collected evidences, the external factor that most limited the interventions and the achievement of LSDC objectives lies in the relationship between the problems and the scale of funding and the critical relationship between the duration of projects and the time it takes to produce lasting change in a territory of exclusion.</p> <p>In this logic, it was unanimously recognized that the project duration was not enough to create a significant and lasting impact on the social development of the territories.</p>
Operationalisation	<ul style="list-style-type: none"> ✓ Study Integrated intervention options that allow bottom-up programming with extended intervention dimensions between economic stimulation and social development actions. The philosophy of the CBLD (Community-Based Local Development) model and the model of Integrated Operations in Disadvantaged Communities in the Lisbon Metropolitan Area (Notice No. 01/C03-i06.02/2022) may constitute demonstrative cases. However, it is important to be aware of the risk of the lower capacity of municipalities to implement this type of interventions. ✓ Study options of a model that combines ERDF and ESF operations that allow an effective response to territorial problems, within the scope of the fight against poverty and social exclusion, ensuring action plans and flexible programming.
Recipients	<ul style="list-style-type: none"> ✓ Entities with responsibilities in the definition of the relevant public policy benchmarks (with emphasis on the Ministry of Labour, Solidarity and Social Security, the Ministry of Health, the Ministry of Education, the Institute of Social Security, I.P. and the Institute of Employment and Vocational Training, I.P.). ✓ Entities with responsibilities in the ESIF governance model (especially the Inter-ministerial Coordination Committee, the Agency for Development and Cohesion and the Managing Authorities of the funding Operational Programmes). ✓ Entities with responsibility for implementing the LSDC 4G Local Partnership Coordinator (LPC), local entities carrying out the actions (LECA), technical coordinator of LSDC -4G). ✓ Coordination and operationalisation structure of the 2030 Partnership Agreement ✓ 2030 Working Group ✓ Future MA of the new OP with Social Inclusion and Employment Measures

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SO 3.4 Promote equal opportunities and gender equality, the deconstruction of prejudices, intercultural and inter-religious dialogue, the inclusion of marginalized communities, the fight against discrimination, domestic and gender violence and human trafficking, through an integrated strategy that acts in the areas of prevention, namely by raising awareness among populations and institutions, training strategic publics and supporting, monitoring, protecting and empowering victims

Recommendation 7	Promote a long-term project funding strategy for Measures to Combat Domestic Violence, avoiding/reducing periods without funding
Rationale	<p>Under actions 3.17.1, 3.17.2 and 3.17.3, the PO ISE finances projects that are services provided to the community, with a dimension of care and reception of people in particularly vulnerable situations, for example.</p> <p>Uncertainty regarding the continuity of funding for the ongoing project is a limiting factor for the action of beneficiary entities with implications at the level of human resources of the beneficiary entity and the target audience, jeopardizing the safety of victims and ensuring the right of access to a specialized quality service.</p> <p>The support from the PO ISE is, in these cases, an essential service to the beneficiary population, and continuity and reinforcement must be ensured with state funding, for example through the CIG, the body with responsibility for the RNAVVD and trafficking in human beings. This funding covers the North, Centre and Alentejo regions, making resources possibly non-existent or scarce in that region (NUTS II and NUTS III) available to the populations covered. The PO ISE financing enables territorial cohesion and contributes to the territorialization of the NNSVDV, with a proximity character, and to the implementation of the SPNVT.</p>
Operationalisation	<ul style="list-style-type: none"> ✓ Promote calls for tender with staggered application periods in order to ensure the continuity of the project if it is approved for funding. ✓ Need to reinforce the teams and reinforce the professionals' remuneration, promoting the stability and continuity of the specialised teams. ✓ Reinforce the training of strategic publics, namely in the area of justice and security forces, in the field of gender violence/domestic violence and human trafficking, in order to strengthen the identification of the problem and the correct intervention by these professionals. ✓ Widen the spectrum of beneficiaries for the development of projects in the prevention of recidivism of people who have perpetrated gender violence/domestic violence, an area that needs intervention ✓ Extend the temporality of projects, especially those related to the assistance and reception of victims of gender/domestic violence and Human Trafficking
Recipients	<ul style="list-style-type: none"> ✓ Coordination structure and operationalisation of the 2030 Partnership Agreement ✓ 2030 Working Group ✓ Future MA of the new OP with Social Inclusion and Employment Measures ✓ EMIG

SO 3.5 - Expand the supply of social and health services, adapting them to emerging needs and enhancing the transition from institutional to community-based care, as well as improving access and the quality of responses within the health, social action and care, and child promotion and protection systems.

Recomendação 8	Strengthening MSIL
Rationale	MSIL is a project based on a person-centred approach and is highly valued by the beneficiaries. However, there is room for improvement.

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Recomendação 8	Strengthening MSIL
Operationalisation	<ul style="list-style-type: none"> ✓ Guarantee the continuity of the project and promote its integration in the social protection framework in Portugal as an autonomous social response. ✓ Create conditions to provide access to personal assistance to a larger number of people, in order to include all potential beneficiaries on the waiting list. ✓ Consider, given the desirable expansion of the support capacity and number of CSILs to more beneficiaries and in order to enable the economic sustainability of the social response, the study of a form of financial co-payment - adjusted to the income of the beneficiary or his/her family members, as happens in other social responses. ✓ Invest in a widespread campaign, using the most diverse media in order to make the response known to the different publics and stakeholders. ✓ Make it possible to extend the provision of personal assistance support in a school environment to beneficiaries attending secondary school aged 16 or over. ✓ In terms of complementarity among social responses, to create a social rental market (in individualised residence or cohabitation typology) for people with disabilities - possibly integrating the context of autonomous residence - in apartments/houses in the community. These properties should be uncharacterized and not located in spaces of institutions. Such measure will tend to contribute to generate a feeling of trust among users and relatives who are presently institutionalised, which may foster a progressive de-institutionalisation as foreseen by the European and Portuguese strategies for disability. ✓ At the level of the exercise of the activity of personal assistance, to promote the institutional recognition of the profession of personal assistant through the National Agency for Qualification and Vocational Education, IP.
Recipients	<ul style="list-style-type: none"> ✓ NIR, I.P. ✓ Coordination structure and operationalization of the 2030 Partnership Agreement ✓ 2030 Working Group ✓ Future MA of the new OP with Social Inclusion and Employment Measures

SO 3.6 - Promote entrepreneurship and social innovation in order to improve the response capacity of social economy organisations (SEOs) and contribute to their economic and financial sustainability, in particular by adopting new models of action and financing initiatives.

Recommendation 9	Reinforce the added value of the role played by PSIMS
Rationale	The PSII and the MPSI as a very particular and successful case of strong investment upstream of its programming. But it was not always clear how to measure the degree of dissemination of the social innovation approach and the mechanisms to increase the potential for demonstration of the results of PI with greater scope for innovation, especially overcoming difficulties raised by the novelty and hermetic nature of the language and concepts of social innovation. In any case, the expected impacts, such as the creation and consolidation of the social innovation ecosystem did not obtain evidence.
Operationalisation	<ul style="list-style-type: none"> ✓ It is recommended that the new MPSI programming cycle continue and capitalise on the PSIMS experience and that, through an adequate technical and human reinforcement of teams, specialisation in the activation teams is promoted, specialising the monitoring and project activation functions. ✓ Development of systematic actions to raise awareness among social investors (already identified from the evaluation of their experience and new ones according to thematic areas that correspond to their interest). ✓ Development of systematic awareness-raising actions for venture capital operators and Business Angels, namely international ones, taking advantage of the international notoriety of the Portuguese experience ✓ Conceiving and launching a set of demonstration actions organised around the discussion of transferability conditions of PI results ✓ Development of an awareness and involvement action for SEO and social investors focused on exploring opportunities for incremental innovation in the approach to social problems
Recipients	<ul style="list-style-type: none"> ✓ PSIMS - Directive Committee responsible for managing the new MPSI programming cycle ✓ Coordination and operationalization structure of the 2030 Partnership Agreement ✓ 2030 Working Group ✓ Future MA of the new OP with Social Inclusion and Employment Measures