

Thirty Successful Experiences of Redistribution, Reduction,
Recognition, Remuneration and Representation in Care Work

National Subsystem of Support and Care: Chile Cares (Chile Cuida)



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Country and/or location of implementation: Chile

Instances responsible for its implementation: Ministry of Social Development and the Family, in coordination with the municipalities

Specific issue covered and beneficiaries of the action or policy

Chile Cares (Chile Cuida) is a subsystem under the Intersectoral System of Social Protection that the State implements to provide more security and more opportunities to the most vulnerable population. In this sense, it complements the Security and Opportunities Subsystems (aimed at the most vulnerable families) and Chile Grows with You (Chile Crece Contigo), designed for the protection of children. Chile Cares specifically is designed to accompany and support the elderly, children, adolescents, adults in any situation of disability and dependency, and their support network (made up of the caregiver and his/her family), in promoting the well-being of each person. Access to these services is coordinated by the municipalities. It consists of direct visits to homes by municipal officials, so people in a situation of dependency and disability can access the communal network of services provided by the State, such as technical aids, guidance, home care, and home adaptations, etc. It also involves ongoing home follow-ups by municipal officials, and implies a permanent monitoring of the homes, through visits and phone calls, with the objective of identifying progress and new needs that arise in the home. (Chile Cuida, n.d.).

The program includes services such as technical aids, home adaptations, training, access to home care programs, orientation, and day centers to prevent severe dependency, among others (Chile Cuida, n.d.).

The target population is:

Households with elderly adults, children, adolescents, and adults in situations of dependency and disability who are in the top 60% of the most vulnerable households in the country, according to the socioeconomic qualification of the Social Registry of Households. In Chile, there are about 650,000 households with one

member in a situation of severe or moderate dependency, who will be reached through the expansion of Chile Cares (Chile Cuida, n.d.).

“The support provided consists of benefits that can take the form of assistance, intermediation, or care required by a person with dependency to carry out daily activities, overcoming mobility and communication barriers in order to participate in the social, labor, economic, educational, cultural, and political environment in conditions of greater autonomy” (Chile Cuida, n.d.).

To access these services, it is necessary to contact the person in charge of the Local Support and Care Network of the participating municipality so they can evaluate if the requirements to access the benefits of Chile Cares are met. This evaluation looks at the level of dependency, socioeconomic characterization, and needs for support and care (Chile Cuida, n.d.-b).

Results expected from and obtained with the action or policy

The Local Support and Care Network program is the concrete expression of the first phase, since, as a backbone program, it articulates these social support and care services, and benefits, in a comprehensive, timely and articulated manner, according to the needs and characteristics of the users. The professionals in this network are in charge of coordinating the tasks that facilitate the delivery of the services provided by the subsystem in the territory. (Chile Cuida, 2018).

In 2018, the World Bank conducted an evaluation of the first phase of the program. For Hugo Cuevas, Head of the Methodological Design Department and Coordinator of the Subsystem of Support and Care under the Ministry of Social Development, the results were encouraging “since they mainly highlight the achievements attained through the work of the Local Networks and the services that were delivered to people in a situation of moderate and severe dependency through the Specialized Services line (Chile Cuida, 2018).

Obstacles and challenges in the implementation of these policies and actions

According to information available on the implementation of the program, Chile Cares has been designed to be rolled out in several phases. At this

stage in the policy's implementation, it is intended to reach 60% of the households that meet the characteristics defined as eligible to be beneficiaries. Therefore, the main challenge is to advance gradually to cover various communities and regions around the country, thus strengthening the Social Protection System as a whole or, failing that, transforming these subsystems into a centralized Comprehensive Care System.

Justification of compliance with the inclusion criteria

This policy contributes to recognizing and valuing the importance of care and the role of caregivers for the well-being of people who are dependent (the elderly, or people with disabilities). It is also a public program that, through the provision of support and specific care services, reduces the amount of care provided by households. This defamiliarizes part of the care received by this target population, thus alleviating the burden and negative consequences of this situation for full-time caregivers.

For more information, visit www.chilecuida.gob.cl