

Abstract

Guidance through Change as a Path to Quality of Service for Care Leavers in the Czech Republic

Approximately 2,000 young adults leave foster families or children's facilities a year in the Czech Republic. Young adults are not properly prepared for independent life, they are not able to enter life and face extreme social exclusion and often find themselves in the social care system and in the role of users of social services or completely helpless. Services for this specific category are not purposefully supported by the state and do not have developed capacities. The goal was to create quality management tools and monitor efficiency of work with minors and young adults growing up in or leaving institutional care or foster care, improve processes and performance of service providers and identify real impact. Organizations were supported by making a change and managing it through new innovative 8 Steps model. Project collaborated with 10 organizations that provide a total of twenty services and caused many changes and specific impacts.