



**Care for people with
disabilities in Upper Austria -
Focus on accommodation -
Provision of services by
private carriers**





- Introduction of LRH OÖ (Upper Austrian Court of Auditors)
- Legal bases
- Services in Upper Austria for people with disabilities with a focus on the field of accommodation
- existing demand and supply
- Financing of services
- Future perspectives



- UN Convention on the Rights of Persons with Disabilities:
Commitment to enable full and effective participation in society for people with disabilities
- The Upper Austrian Equal Opportunities Act
defines services for people with disabilities, depending on individual need for help or care

In accordance with the resources available, they have a legal claim to the following main benefits > medical treatment, early intervention and school assistance, workplace, **accommodation**, personal care and mobile care and assistance
- the implementation of the UN convention in federal states varies widely – Upper Austria is ranking among the top in quality



Services in Upper Austria

- services are provided by various social organizations (e.g. Caritas)
- service contracts include mandatory quality standards, compensation for services rendered as well as the obligation to implement the principles and objectives of care
- Financing of services: Up to 60 percent by the Land of Upper Austria and 40 percent Upper Austrian communities; residents must pay a share of their income as contribution
- In service delivery and financing there are significant differences between the Laender





Type of services in Upper Austria

Type	Service	Allocation	Maximum duration	Residential places per 31.12.2014
Full care	Comprehensive service	by official judgment	unlimited	2.868
Partial care	Service up to 80 hours monthly		unlimited	813
Short term housing	For relief of relatives taking care	without official judgment	6 weeks	135
Transitional housing	For people with mental disabilities		1 year	225



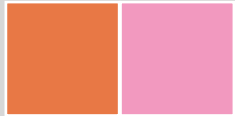
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Service offer in Upper Austria

- 2001 to 2011: Intensive extension in the field of accommodation and improvement of services offered, respectively;
with status 31.12.2014: Overall 4,041 residential places in Upper Austria
- With 2,85 residential places per 1.000 inhabitants, Upper Austria is situated quantitatively ahead of all other federal states in Austria with an average of 1,55 places





Service offer in Upper Austria

- In Upper Austria, comprehensive quality standards are defined
 - structural quality (e.g. size, substantial concept of care, staffing)
 - process quality (e.g., orientation to strengths, activation of resources of persons under care, individual target agreements, participation in decision-making)
 - quality of results (continuous improvement, satisfaction of employees and customers)
- LRH: At the determination of quality standards, apart from professional objectives, the affordability and viability of financing all system partners should be taken into consideration





Structure of residential places

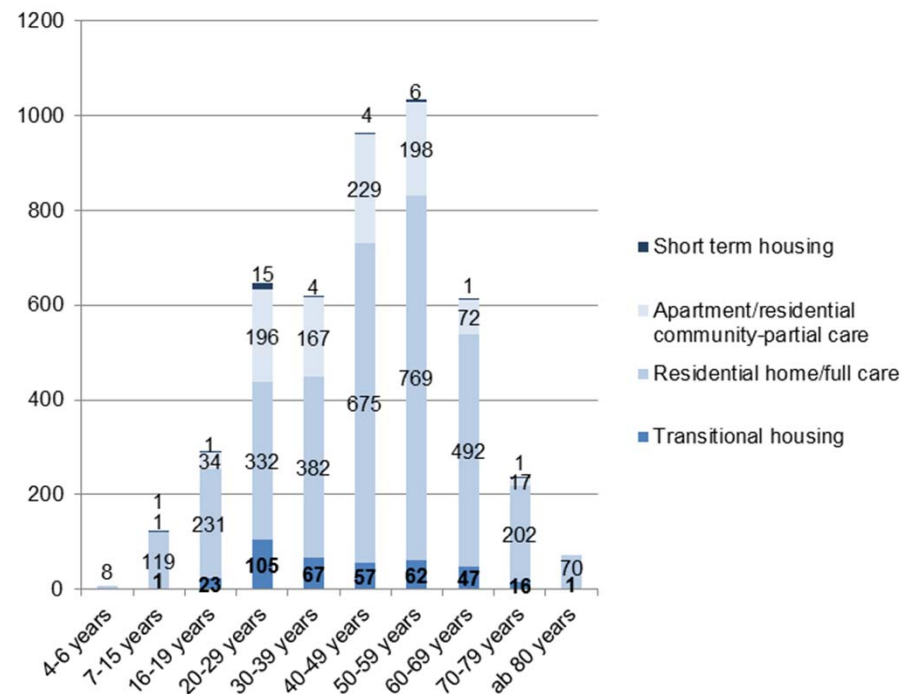
- current size of a core apartment: 7 residential places
- A residential network additionally comprises individual apartments or residential communities, at least 4 thereof being partially assisted
 - with respect to the number of inhabitants per residential group, Upper Austria has one of the lowest values nationwide
- economically optimal provision of services in case of 8 places per residential group and at least 2 residential groups in close proximity (that way e. g. common night services are possible)
- LRH: Increase of number of inhabitants in residential groups and creation of more partially assisted residential places in connection with core apartment





Resident structure

- Presentation of the age structure of the residents in various types of housing in 2014

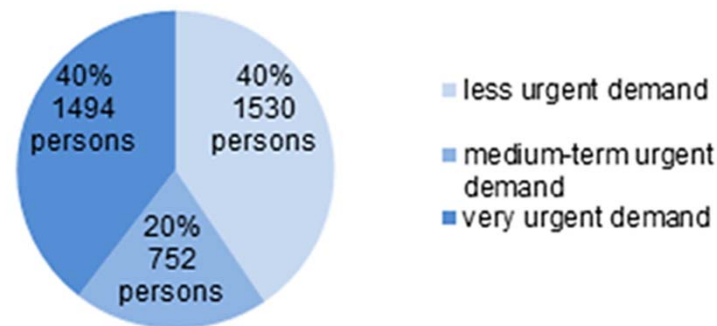


- LRH notices starting points for care requirements by demographic development (e. g. increasing demand for care)



Fulfilment of demand

- Upper Austria is the only federal state having a central customer database (i.e. people with disabilities or their relatives report existing or anticipated future demands)
- 31/12/2014: 3,776 persons with disabilities are registered for residential care

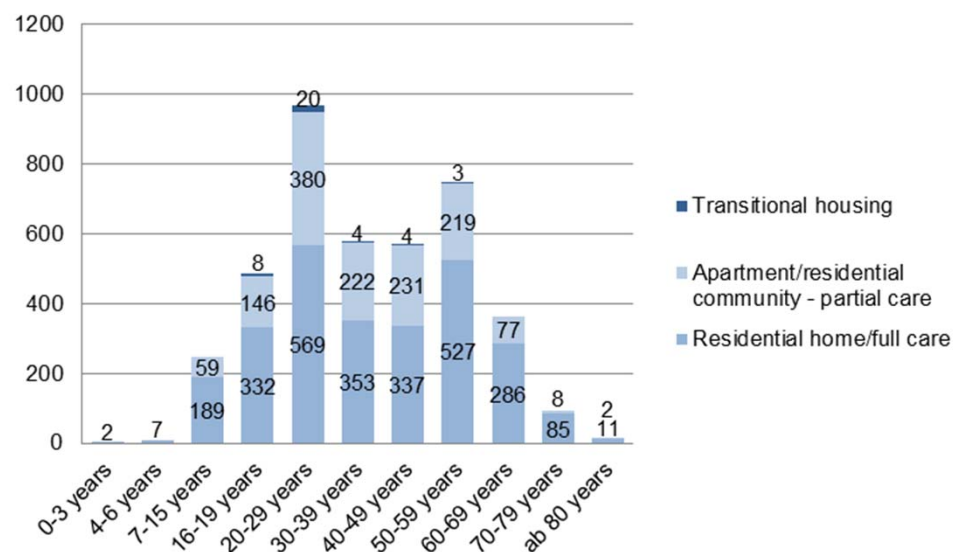


- coverage of demand unsatisfactory for LRH:
2013 58,4 percent
2014 57.4 percent



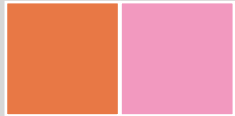
Fulfilment of demand

- Presentation of uncovered requirements according to the form of housing and age structure (as of 31.12.2014)



- LRH notices need to develop alternative residential forms of housing, particularly for young people with disabilities
UN goal: Independent living





Fulfilment of demand

- Equivalent support of all people with urgent demand despite high commitment and set optimization measures is hard to realize
 - Reflecting about alternatives in service provision (in particular additional forms of service with less care performance)
 - lack of permeability (even with intensive subsidizing hardly any change from fully to partially assisted forms of housing)
 - Service providers show high resistance to change, no incentives to encourage residents to an extent that they are able to live, for example, with less mobile support
 - Safety aspect → after testing other forms of housing there is no possibility of returning
- LRH recommends a fundamental discussion of the range of the services with the objective of a sustainable system change



Subsidies for the construction of residential places

- Social organizations are the owners of the housing facilities – the Land of Upper Austria subsidizes the construction and financing costs up to 100 percent, for an annual budget of approx. EUR 8.5 million
 - Carriers have to finance the constructions with outside capital, interest rates are at the expense of the Land
 - In order to reduce a resultant interest burden, the Upper Austrian Landtag (Parliament) decided to grant subsidy funds for these projects of overall 56 million euros – they are to be reduced to 30 million euros by 2029
- In recent years, the Land pledged funds of 56 million euros – without coordinating them in medium-term planning with the projected budget development
 - funding pledges are multi-year commitments that limit future budgets to a large extent

Standard calculation model in Upper Austria

- Same price for same performance, as performance prices are based on the following uniform calculation parameters
 - Compensation of care hours based on individually calculated demands of the residents for assistance
 - Compensation of material costs based on standard rates per assisted person and day
 - Infrastructure flat rate - as required for non-recurring costs (e. g. gratuities)
 - less creditable proceeds (e. g. cost contributions of residents, otherwise subsidies)
- The demand for care increases with the age of the assisted clients, and so do the prices for the services
- LRH: The financial forecastability depends on a "stable" number of residents → no incentives for change

Financing current operations

- The extended construction measures have overstrained the social budget
 - in the accounts, the expenditure on current operations increased from approx. 160 million in 2011 to approx. 193 million euros in 2014 – the annual budgets were not sufficient despite continuous increase (2011: 191 million euros; 2015: 156 million euros)
 - therefore, a considerable annual amount of payment obligations remained, which by the end of 2014 accumulated to approx. 22,5 million euros – considering a budget increase of 5 percent every year, these obligations can be released by 2021
- considering annual costs of 50.000 euros per residential place at the time being, the supply of persons with very urgent demand results in additional budgetary means of approx. 74,7 million euros annually for ongoing operations
- LRH: in future, the offer of services must be coordinated with budgetary facts



Future perspectives

- The Land of Upper Austria has started a project with involvement of external experts – the target is equivalent performance for all parties concerned, also a screening of the entire range of services
- Alternative forms of care were developed and implemented in the form of pilot projects (e. g. residential communities with mobile care and personal assistance)
- care of elderly people with disabilities in rest homes will be tested in pilot projects





Thanks for your attention!

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