INTRODUCTION

You have submitted an assistance application to the intersectoral gateway, together with a social worker. In this brochure, we will explain how the gateway will process your application and what you may expect.

The gateway organizes access to long-term, intensive and specialized types of youth care, for example: a boarding school for children with a disability, a foster family, a stay in a youth care facility...

You cannot turn to these kinds of youth care of your own accord; you need permission from the gateway. This is also the case when you need an intervention for resources or home modifications as a minor with a disability.

WHAT IS THE ‘GATEWAY’?

The gateway is a public service. It is part of the agentschap Jongerenwelzijn (Youth Welfare Agency) within the Flemish government. There is a gateway in every Flemish province and in Brussels.

Its employees determine who is eligible for which kind of youth care. In this way they have thorough knowledge of all forms of assistance and all the youth care providers in your region. If they believe you need long-term and specialized assistance, they will help you get it. How they go about it will be discussed later in this brochure.

You have submitted an application to the gateway: what is next?

WHERE DOES YOUR APPLICATION END UP?

Your request for assistance from the gateway will first go to the needs assessment team. An assistant from that team will be appointed to deal with your application. He/she is your file manager. The team discusses your application and will invite you to a meeting if you have requested one in your application form. If you have not asked for a meeting, the team will make a decision based on the information you have provided in your application. If your file manager thinks that important information is missing, he will talk to the care provider who has helped you submit the application.

He/she will then help you provide the required information. Finally, the needs assessment team will decide what type of youth care is most appropriate for you.

Normally you will receive a needs assessment report within thirty business days. It states what type of assistance you are entitled to (e.g., reception and assistance, foster care, diagnostics...) and for how long.

HOW DO YOU ACTUALLY GET HELP?

The needs assessment report states what kind of youth care is most suitable for you, but it doesn’t tell you where to turn to. That is the task of the other team within the gateway: the youth care planning team. The members of that team – the youth care planners – will first verify which youth care providers are qualified to assist you. Together with you, your parents and the care provider who helped you submit your application, they will then figure out who can actually provide you with assistance or support.

There are often more people seeking help than there is available at that time. Then decisions must be made. The youth care planning team can decide to give priority to a number of assistance seekers. Their request for assistance then becomes as priority. Your youth care planner does not make this decision alone, but in consultation with his colleagues. Care providers can check their waiting list to see if your demand is prioritized. If it is, they are obliged to give priority to you as soon as a place opens up.

You will receive a first youth care proposal from the youth care planning team within twenty business days. It states which youth care providers are able to provide the kind of assistance you are entitled to.

Are there several organizations that can help you? Then it is up to you to choose one, for example by visiting the organizations, discussing the options with your contact person-submitter, visiting the organization’s website...

Have you decided where you want to receive help? Then the assistance organizations must give their approval. If they believe they can help you, you will proceed together as soon as a place opens up for you.
WHAT IF YOU DO NOT FIND ANY ASSISTANCE?

Can you not find any care providers that can arrange assistance for you? Your youth care planner will help you find one. He can set up a client consultation with you, your parents and the care providers that offer the help you need in order to find a solution.

If it still does not work out, at a certain point, your youth care planner is entitled to decide who is obliged to help you.

WHAT IF YOU DO NOT AGREE WITH THE NEEDS ASSESSMENT REPORT?

The needs assessment report indicates what kind of youth care suits you. If, in your opinion, this is what you need, you can ask for a 'second opinion'. In that case, the needs assessment team from another region’s gateway will review your demand for assistance. It will do so independently, without any knowledge of the proposal you disagree with. In that way it is able to make a decision entirely independently.

You can decide in what region your application will be reviewed. If the second assessment team reaches a different proposal in its needs assessment report, then you decide which needs assessment report you want to pursue.

WHO WILL FOLLOW UP ON YOU DURING THE APPLICATION PROCEDURE?

The care provider who has helped you submit your application is an important contact person both for you and for the gateway’s employees. She will also receive all the information that you receive from the gateway, and usually even a bit earlier so she can properly explain everything to you.

You can always turn to this care provider if you have any questions (e.g. what is the status of your application?), if anything has changed that the gateway’s assistants should definitely know (e.g. you have moved), or if you need any other help or support while waiting for the assistance you have requested to start (e.g. therapeutic counselling). Your contact person will not always be able to offer that help herself, but she will be able to give you the right information, refer you to the right place for that kind of assistance or make appointments with the care providers who are helping you in the meanwhile.

YOUR ASSISTANCE PROGRAMME HAS STARTED. DO YOU STILL NEED THE GATEWAY?

As soon as your assistance programme has started, you will receive a youth care decision. It states who will provide you youth care and for how long. If you do not have any other current demands for help at the gateway, your file will be closed there. The gateway’s teams will not follow up on your assistance progress. You will assess your assistance progress (are you satisfied, is everything going as it should, is it the right kind of assistance for you, etc.) along with your care providers. You are entitled to such an assessment at least every six months.

Has the period of time as mentioned in the needs assessment report passed and do you still need help? You will have to submit a new application to the gateway along with your care provider. Make sure to do so in time so that your new assistance programme will nicely follow the one you are receiving at that time.

Do you prefer another care providing facility, for instance because it is closer to your home? That is possible, but you will have to submit a request to the gateway.
You submit an application directly to the gateway

If you are convinced that you need help that you can only get through the gateway and you cannot find a care provider that is willing to submit the application with you, you can submit your application directly to the gateway. However, you do need a certificate from a care provider stating that he cannot help you submit an application. You also need to have asked for mediation between you and the care provider who refuses to help you submit the application (cf. p. 5). Moreover, there cannot be any ongoing procedures at the Ondersteuningscentrum Jeugdzorg (Youth Care Support Centre) or the Vertrouwenscentrum Kindermishandeling (Child Abuse Trust Centre) (see the brochure “You and the Youth care support centre”).

Your application is expedited assessment and allocation procedure

Sometimes you cannot wait any longer for help. In that case, the needs assessment team will draw up a needs assessment report within five business days. The youth care planning team will also have to very quickly verify whether the help you need can be set up immediately. Such an application is called an “Expedited Assessment and Allocation Procedure” [VIST]. Your care provider knows when he can submit such an application and can give you more information about it.

You submitted an application for resources or modifications (individual material assistance)

People with disabilities can turn to the Vlaams Agentschap voor Personen met een Handicap (Flemish Agency for Disabled Persons [VAPH]) for financial assistance for the costs of all sorts of adaptive aids and modifications, e.g. to the house you live in. The first application for such an allowance has to be submitted to the gateway when you are a minor. The needs assessment team that draws up a needs assessment report will first process your application. Then the needs assessment team will transfer your application to the VAPH that will examine it further and process it. The VAPH will decide whether or not you will be granted financial assistance. As long as your needs assessment report is valid, submit all the following applications for IMB directly to the VAPH.

You’ve submitted an application for an urgent personal assistance budget

Do you suffer from a specific condition that quickly reduces your independence? In that case, a personal assistance budget can be allocated by means of an emergency procedure. As it is important for you to get these means quickly, the needs assessment team will process your application within 48 hours.
**RIGHTS AND DUTIES**

You have many rights within youth care, but duties as well. Have a look at your rights at [http://www.rechtenindejeugdhulp.be](http://www.rechtenindejeugdhulp.be).

Or ask for one of the brochures:
- “’t Zitemzo in de integrale jeugdhulp (+ 12 jaar)”
  [“That’s how it is in comprehensive youth care (+ 12 years old)”]
- “Mijn rechten in de jeugdhulp (-12 jaar)”
  [“My rights within youth care (-12 years old)”]

via
- info@kinderrechtswinkel.be
- www.kinderrechtswinkel.be
- or by phone at 070/21 00 71.

**CONFIDENTIAL ADVISER**

It is not always easy to talk about your situation or your problems. That is why you are always allowed to bring somebody with you that you trust and that you have identified as your confidential adviser. This is someone you know and trust who can help you advocate your interests. It has to be an adult with a certificate of good conduct. It could be a relative, a friend, a GP, a care provider, a teacher, a lawyer...

Your confidential adviser can also address care providers (in your or your parents’ place), request mediation and follow up on your situation. He should be notified at all times by the care providers of the decisions regarding the assistance you are offered.

**QUESTIONS OR COMPLAINTS?**

Is there somebody in your immediate surroundings you can talk to? It could be a friend, a teacher, a care provider, a youth worker... They will help you look for a solution.

If you still cannot get through it, you can call upon mediation, or express your complaint to the JO-lijn.

**MEDIATION**

Are you in conflict with a care provider and unable to resolve the situation together? You can call upon mediation free of charge if you both agree to do so. Mediation consists of one or several meetings under the guidance of a mediator. This is an impartial person who listens to you and the care provider. During mediation you can tell your story and explain why you believe the care provider should help you submit your application. In consultation with each other you will look for a solution.

**CONTACT DETAILS FOR MEDIATION**

- **Provincie Antwerpen**
  03 240 61 61
  bemiddeling@admin.provant.be
- **Provincie Limburg**
  011 23 72 25
  bemiddeling@limburg.be
- **Provincie Oost-Vlaanderen**
  09 267 75 45
  bemiddeling@oost-vlaanderen.be
- **Provincie Vlaams-Brabant**
  016 26 73 07
  bemiddeling@vlaamsbrabant.be
- **Brussel**
  02 563 03 42
  bemiddeling@vgc.be
- **Provincie West-Vlaanderen**
  050 40 33 15
  bemiddeling@west-vlaanderen.be
An application for youth care is first received by the gateway's needs assessment team. This team verifies what kind of assistance or support is most appropriate for you. To do so, it relies on the information you have provided on the application form. The needs assessment report states the decision. The type of youth care you are entitled to is indicated in the needs assessment report by means of one or several type module(s).

A type module is one defined unit of youth care – it contains the core task or function of what happens in that type of youth care, for instance ‘assistance’, ‘diagnostics’ or ‘day care’. The needs assessment report indicates which type modules you are entitled to.

Modules are derived from type modules. They tell you which facilities offer that specific type of youth care and where exactly they do so. Moreover, modules contain the practicalities that are important to you if you need that kind of help.

The needs assessment report indicates which kind of help or support you are entitled to and for how long. If, according to the needs assessment team, you are not entitled to assistance beyond the gateway, they will also inform you of which assistance you can call upon instead.

Based on the needs assessment report, the youth care planning team verifies which youth care providers are qualified to set up the appropriate youth care. Together with you, your parent(s) and the contact person-submitter, this team will look for the appropriate youth care provider(s).

The care provider who helped you submit your application to the gateway is called the contact person-submitter. She will at all times be notified by the gateway of all decisions. You can always turn to her with any questions you may have about the ongoing assistance or the processing of your application by the gateway.

This document of the youth care planning team contains a selection of youth care providers that are qualified to offer your type of assistance or support.

You will receive this document from the youth care planning team as soon as your assistance or support starts. The document states who is providing the assistance or support and until when.

JO-lijn is the Jongerenwelzijn help line. Are you looking for information, advice or do you have a complaint? Call the JO-lijn on the free number 0800/ 900 33.

JO-lijn is reachable by phone on:
- Monday mornings between 9 a.m. and 1 p.m.
- Wednesday afternoons between 1 p.m. and 6 p.m.
- Friday afternoons between 1 p.m. and 6 p.m.

You can also write them:
- JO-lijn
  Ellipsgebouw
  Koning Albert II- laan 35 - bus 32
  1030 Brussel

Or send an e-mail to jo-lijn@jongerenwelzijn.be.

### Glossary

**Needs assessment team**
An application for youth care is first received by the gateway’s needs assessment team. This team verifies what kind of assistance or support is most appropriate for you. To do so, it relies on the information you have provided on the application form. The needs assessment report states the decision. The type of youth care you are entitled to is indicated in the needs assessment report by means of one or several type module(s).

**Type module**
A type module is one defined unit of youth care – it contains the core task or function of what happens in that type of youth care, for instance ‘assistance’, ‘diagnostics’ or ‘day care’. The needs assessment report indicates which type modules you are entitled to.

**Module**
Modules are derived from type modules. They tell you which facilities offer that specific type of youth care and where exactly they do so. Moreover, modules contain the practicalities that are important to you if you need that kind of help.

**Needs assessment report**
The needs assessment report indicates which kind of help or support you are entitled to and for how long. If, according to the needs assessment team, you are not entitled to assistance beyond the gateway, they will also inform you of which assistance you can call upon instead.

**Youth care planning team**
Based on the needs assessment report, the youth care planning team verifies which youth care providers are qualified to set up the appropriate youth care. Together with you, your parent(s) and the contact person-submitter, this team will look for the appropriate youth care provider(s).

**Contact person-submitter**
The care provider who helped you submit your application to the gateway is called the contact person-submitter. She will at all times be notified by the gateway of all decisions. You can always turn to her with any questions you may have about the ongoing assistance or the processing of your application by the gateway.

**Youth care proposal**
This document of the youth care planning team contains a selection of youth care providers that are qualified to offer your type of assistance or support.

**Youth care decision**
You will receive this document from the youth care planning team as soon as your assistance or support starts. The document states who is providing the assistance or support and until when.
Mobile youth care
Assistance is not provided within the facility but elsewhere (at home, in school,...).

Ambulatory youth care
Assistance is provided within the facility, but you do not stay overnight.

Residential youth care
Assistance is provided within the facility and you also stay overnight.

Ondersteuningscentrum Jeugdzorg
and Vertrouwenscentrum Kindermishandeling
These services verify and decide whether youth care is necessary for your safety or development, even if you and/or your parents are not up for it. It is still voluntary youth care (with your parents’ and your consent). However, you cannot simply decide to change or stop the assistance. Such a decision is taken in consultation with the family, the care providers and the Ondersteuningscentrum Jeugdzorg or the Vertrouwenscentrum Kindermishandeling. The latter two are called the authorized services. See the brochure “You and the Youth Care Support Centre.”

APPLICATION PROCEDURE

Application
Application form (A-doc)
Contact person-submitter

Intersectoral gateway
Needs assessment report
Needs assessment team
(file manager)
30 business days

Youth care proposal
Youth care planning team
(youth care planner)
20 business days

Youth care
Youth care decision
Care provider