

Introduction

The Bridge Program (Programa Puente) is a psychosocial strategy, fully supporting families living under social vulnerability conditions. This aims to satisfy their basic needs, by raising the economic income above poverty levels, and to activate the required skills to allow integration in their territorial networks.

The main feature of the Bridge Program is that is set and operated as a device linking families to resources and opportunities available in their environment. The presence of a professional in charge of the program, known as Familiar Support (Apoyo Familiar), works as a catalyzer, allowing the opportunities structure to move, and stimulating the families to put back their functioning capabilities for a better performance in relation to those opportunities.

This support link focused on family belongs to a wider framework which is the social protection network Chile Solidario. From this standpoint, high poverty is the situation with the highest vulnerability that can affect to an individual, family, group or community. Since it is no chance to control the main circumstances affecting life quality, these groups cannot predict likely scenarios, cannot prevent radical changes in their environment, nor even they can take rational decisions on alternative solutions, neither develop higher autonomy in the system.

The goal of this social security network is providing a scenario with enough social services, pertinent to families' needs. The Bridge Program's hypothesis, as a counterpart of abovementioned, is that a personalized work with every family makes strong available assets and modifies those liabilities related to their everyday practices. In this manner, putting back the basic family functioning, through personalized support intervention (Familiar Support), will be the first step to progress with the family in



a better willingness to change and the generation of compromises for action.

The intervention methodology proposed by the Program is a step-by-step work process which must be done with every family involved. Implementation of this methodological proposal requires flexibility enough to allow every Familiar Support to carry out a personalized work, pertinent to the realities of every participating family of the Program.

To guide the Familiar Support's performance, the Program uses a standard methodology that structures the topics and talks needed to progressively advance in diagnosis, capital recognition, problem identification, necessities prioritization, and families goals and projects' raising.

There are different stages or phases in the intervention process: (i) An intensive six-month (6) work, (ii) an accompanying, monitoring, and follow-up work during the eighteen (18) remaining months, and (iii) a work oriented to the closing and ending of the participation of the families in the program (2 months after the intervention month 24).

In the intensive work phase between the Familiar Support and the family, it is expected to build an adequate link between both parties, to check every single dimension of the Program, and to establish clearly which Minimum Conditions must be conducted with the family. If during this period the family cannot reach the Minimum Conditions that remain in "to execute" status, it must be proceed to the next phase, supporting and helping to fulfill the unresolved Minimum Conditions.

Second intervention phase is an accompanying, monitoring, and follow-up process, oriented to strengthen family's accomplished goals in the first phase, that is, to support and guide the fulfillment of the remaining Minimum Conditions. For this, personalized contacts between the Familiar Support and the participating family in a decreasing or variable frequency are included.

Work conducted in the final phase, called "Fase de Cierre" [Closing Phase], is oriented to ending the participation of the family in the program, stressing their permanence in the Chile Solidario social protection system, through the production



of the Final Card (Ficha Final). This session is the last visit to the families, once the 24-month participation in the Program has passed.

The main goal of this session is “to set an ending landmark of the family’s participation in the Bridge Program, helping them to maintain continuity and permanence in the Chile Solidario System”. This session has a deadline of 45 days since the family’s ending month, and to finally record the data which is collected and updated in the Exit Card (Ficha de Egreso), 15 days since the final session’s date.

The main idea of this session is to summarize the goals and results obtained, through identification of the Minimum Conditions achieved by the family during the participation in the program. As a result of this final balance, it is possible to state that: (i) If the family achieves a successful income (that is, it has the required 53 minimum conditions), it is proposed to keep those practices that will maintain the results obtained, by setting new goals that can shape new development projects. On the other hand, (ii) if the family has one or more remaining minimum or “to execute” conditions (that is, if it records a “single” ending), the family must be encouraged to obtain the unresolved goals. What is interesting about the Familiar Support is that helps revision and identification of the reasons that did not allow achievement, in order to plan new personal and familiar goals.

Thus, a study on what have happened to the families since they finished their psychosocial work phase becomes relevant to understand autonomy levels in the families and their independent path through institutional networks.

To achieve such purpose, 3 main goals are proposed, namely:

1. To systematize and analyze the information in the Final Card of the Bridge Program, which is the final session conducted by the Familiar Supports, to become acquainted of the trends and characteristics of learning, functionalities and projects performed at that moment by the families.
2. To characterize familiar tracks after the families have ended their psychosocial support stage, focusing on significant events to their



path, problem facing strategy, linking to formal and informal networks and an autonomy level achieved during this process.

3. To summarize the most relevant findings of the talk process with the families interviewed in the study, in an audiovisual format that shows empirically and in a motivating and funny way the meaning of autonomous development¹ in the networks.²

To this end, and exercise integrating the main findings obtained is conducted, to understand logically the path families have follow after ending the Program up to now, taking primarily into account vulnerability conditions of these families, learning achievements during the Program, and the pros and cons encountered to reach a successful path to meet their goals and projects.

The characteristics of such study caused innovating on the methodology used, employing quantitative and qualitative techniques. Regarding the use of quantitative techniques, analyses on data corresponding to information stored in the Recording and Monitoring System (Sistema de Registro y Monitoreo) of the Bridge Program and in the Final Card were conducted, during the final session carried out between the families and the Familiar Supports, after the 24-month participation in the Program. The sample used for this analysis is the 167,038 families that have an ending Final Card³.

Regarding the qualitative feature, in-depth interviews were carried out to a total number of 41 families fulfilling different criteria considered determinant in the families' path and in presence of distinctive particularities involving different stresses in psychosocial interventions: ending of the Bridge Program at least 3 years ago, residence in some of the 5 regions of the country with the highest number

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- 1 Editor's Note 1: In the same period, Alcalá consulting firm carried out a study on the performance of the families in the service network. General conclusion was that the performance of the Chile Solidario's families in institutional networks depends on how efficient public services are when providing allowances, how effective is socio-educational work, and the capabilities that families develop during the process.
 - 2 Editor's Note 2: The methodology explaining the design of the audiovisual material will not be exposed in this document; however, it will be further along published online for those interested in www.chilesolidario.gov.cl
 - 3 Family selection and analysis samples are thoroughly explained in the methodological card of the study.



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of families already integrated into the Chile Solidario System⁴ and fulfillment of certain characteristics related to the residence area, sex of the household head, and stage of the family circle in which they are living.

The document describing the analyses of the families' paths when psychosocial support has ended includes different parts that show the following goals abovementioned:

First, the social context of the families and the action of Puente are described, from the social vulnerability's point of view, to expose the guiding concepts to analyze the paths of the families.

Second, the analysis of the results is introduced. It begins describing the vulnerability conditions of the families to contextualize and characterize the interviewed families and, therefore, better understand the different ways that they have gone through since the ending of the Bridge Program, and the demand for services that they pose when entering exclusively into the social protection system Chile Solidario.

Following the analysis, a description of the family learning after their participation in the Bridge Program, as well as the functionalities and the appreciations of this experience, is carried out. This allows recognizing what practices and teachings acquired have had an impact on the autonomous development to perform the proposed projects and to face the difficulties that they may have encountered since they ended the Program.

Then, a deeper analysis on the family paths when ending the psychosocial accompanying is conducted, focusing on the projects proposed to the families and the tools developed to reach them, as well as the derangements encountered and the strategies they use to solve them. Based on this, an analysis of the different pros and cons affecting the success of the family's path is carried out.

4 These are the regions of Antofagasta, Metropolitana, Del Maule, Bio Bío, and Los Lagos.

5 For more information on how the sample was formed, see the Second Advancement Report (Segundo Informe de Avance) of the present study.



Last, a chapter with conclusions is to be included. There will be a summary of the main findings of the study, and trends of the types of path that families have gone through 3 years after ending the Bridge Program will be established. Finally, recommendations on how to improve the methodological redesign of the psychosocial component of the Bridge Program are proposed.

Based on this, this study aims to contribute to the technical management and methodological redesign of the psychosocial component of the Chile Solidario Social Protection System (Sistema de Protección Social Chile Solidario) with relevant information on the capabilities developed by the families 3 years after ending the Bridge Program. Also, it aims to observe the degree of autonomy that the families met in relation to their institutional networks.

This report provides the main results of the project “Pathways of the Families after the Psychosocial Guidance” (Trayectorias de Familias al término del Acompañamiento Psicosocial), required by the Executive Secretariat of the Sistema de Protección Social of MIDEPLAN and conducted by the Observatorio Social of the Universidad Alberto Hurtado.

