

SOCIAL ACTION INFORMATION AND SUPPORT SERVICE

INSTITUTO DA SEGURANÇA SOCIAL, I.P



TECHNICAL FILE

TITLE

Practical Guide – Social Action Information and Support Service
(31 A – V5.01)

OWNERSHIP

Instituto da Segurança Social, I.P.

AUTHOR

Instituto da Segurança Social, I.P.

PAGINATION

Communication and Customer Management Department

CONTACTS

www.seg-social.pt, please consult the Social Security Online Service.

PUBLICATION DATE

16 march 2022

ÍNDICE

A1 – What is it? 4

B1 – What are the general entitlement conditions to this support? 4

B2 – Can I accumulate this cash support with benefits I already receive? 5

C1 – What should I do to receive this support? 5

C2 – When will I receive an answer? 6

D1 – What type of support will I receive? 6

D2 – What are my duties? 6

D3 – When will the support end? 7

E1 – Other Information. Applicable Legislation 7

E2 – Contacts 7

Frequently Asked Questions 7

A1 – What is it?

It is a personalised service aimed at people and families in social vulnerability or deprivation (poverty) to support them in the resolution of their problems. It usually consists of:

- **Information and guidance** – to identify the resources and services available to address the specific situation of the person concerned.
- **A social integration plan** – This plan includes concrete actions made available to the person/family, in order to improve the respective situation and overcome or mitigate the problems they are facing and it is translated into a joint effort made by the family and the services. These actions can be, for example, finding a kindergarten for children, training actions, etc.
- **A cash support** – This support is granted whenever it is necessary and it is aimed to contribute to the implementation of the actions included in the plan.

B1 – What are the general entitlement conditions to this support?

What are the entitlement conditions to this support?

How to identify if the person or family is in deprivation?

What are the entitlement conditions to this support?

1. The person or family must be in deprivation (poverty) or in a vulnerable situation, or at risk of being in this situation.
2. The person/family is not entitled to other supports (different from the ones he/she already receives) that may resolve his/her deprivation situation;
3. Social Security technicians have to make a report on the situation of the person/family justifying the need for cash support;
4. The person entitled to cash support must commit to:
 - Use it for the established purposes;
 - Follow the social integration plan, complying with the respective duties.

How do you know if the person or family is in deprivation?

The person or family is in deprivation when the difference between the income and the expenses is lower than the social pension amount (in 2022 = EUR 213,91) x the number of the household members.

B2 – Can I accumulate this cash support with benefits I already receive?

This support can be accumulated with all Social Security benefits from the contributory scheme as well as benefits from other areas (e.g., education and training scholarships).

C1 – What should I do to receive this support?

Where should I go?

What documents do I have to submit?

Where should I go?

To the Local Social Security Customer Information Services¹.

You can be received immediately by a social security technician, if it is an emergency situation, or you may schedule an appointment.

What documents do I have to submit?

If you already have a case in the Social Security, you only need your provide your NISS (Social Security Identification Number).

If not, you must prove your identity and residence by submitting the following documents:

- Citizen Card, Identity Card, Civil Registry Certificate or Birth Certificate;
- Residence permit or residence visa;
- Passport or driver's license.

¹ As part of the process of transferring competences to local authorities, the social information and support service is now the responsibility of the Municipalities. The Municipal Councils have to develop this service until 1 January 2023. Check if in your case you should still apply to the Social Security or if you should already contact the Municipal Council

Other supporting documents may also be requested, which may vary according to the situation/aid application you submit.

C2 – When will I receive an answer?

When the person or family is received by the Social Security technician, the following steps are planned together by the technician and the person/family. At that time, it is decided what will happen and when.

D1 – What type of support will I receive?

The social security technician, with specific training, will evaluate your particular situation with you and this may result in the following supports:

Information, advice and guidance;

Psychosocial support;

Social integration plan;

Cash support (in exceptional situations — please consult the [Practical Guide on Specific Allowances on a case-by-case basis](#)).

D2 – What are my duties?

To provide the Social Security Services with the necessary documents in order to assess your situation (proof of income, proof of expenses, etc.)

To sign the contract (integration plan) and commit to:

- Communicate all changes in your circumstances to the social security services.
- Comply with the integration plan actions.
- Use the cash support for the established purposes.

D3 – When will the support end?

- When you no longer need support.
- If you do not comply with the actions established in your integration plan, or if you use the cash support for other purposes, you may no longer receive it or have to return it.

E1 – Other Information. Applicable Legislation

Law no. 4/2007 of 16 January

It approves the Social Security Framework Law

E2 – Contacts

You may consult the Local Social Security Customer Information Services contacts at www.seg-social.pt

Frequently Asked Questions

If I live in the Lisbon area, where should I go to get information on social action support?

The social intervention in the Lisbon area is the responsibility of the *Santa Casa da Misericórdia de Lisboa* (SCML), in accordance with the Protocol concluded between this entity and the Social Security Institute - ISS, I.P.

Thus, for further information on social action information and support to beneficiaries residing in the Lisbon area, please contact the SCML services whose contact details are available at <https://www.scml.pt/informacoes/contactos/>