

# Providing personalized municipal care support for persons over the age of 80

CHILE – REGIÓN METROPOLITANA / MUNICIPALIDAD DE CERRO NAVIA – PLAN 80

In 2020 the Municipality of Cerro Navia, located in Chile's capital region of Santiago, created Plan 80, a person-centred monitoring and accompaniment model. The programme is targeted at persons both with and without disabilities over the age of 80. Through individual follow-up consultations, Plan 80 identifies the needs of its beneficiaries, ranging from assistive devices to such basic needs as health services, medicines, hygiene, and food, which are then delivered to the homes of the elderly. In 2021 the programme had over 3,700 beneficiaries.

## Problem targeted

Elderly people with disabilities often must depend on their families for care and support regarding their daily activities, such as eating and hygiene.

## Solution, innovation, and impact

Plan 80 is a monitoring, follow-up, and support programme for persons over the age of 80 with disabilities developed at the local level by the city administration of Cerro Navia. The programme offers a variety of municipal services, such as social, health, and assistive support, all of which are provided in an inclusive and accessible fashion. City officials make weekly calls to assess the individual's needs and they conduct regular follow-up consultations with the most vulnerable. The officials are paired and assigned to certain beneficiaries, enabling the creation of a personal bond with the beneficiaries as well as with their families and caretakers. All activities are carried out by city personnel without help from service providers.



"Plan 80" is a person-centred support model for people over the age of 80 in Chile.

and social programmes. The simplicity of the model has allowed for it to be replicated in two additional municipalities in Chile: in Macul for people over 75 years and in Santa Juana for people over 80 years. Plan 80 is currently being supplemented with a parallel programme called Plan (In)Dependency based on the same model to provide support and care to bedridden people of all ages.

**"I like Plan 80 because they help me. Every week they call me to ask about me and support me."**

Juan Espinoza, President and beneficiary, Plan 80

## Outlook, transferability, and funding

Plan 80 has an annual budget of \$100,000 for the cost of personnel (call centre and coordinator), which is fully covered by the city administration of Cerro Navia as part of its social services portfolio. The other resources for the programme such as hygiene kits, nappies, food, visits by medical specialists, etc. are funded from the general municipal budget for health

## FACTS & FIGURES

Start: 2020

- Plan 80 has been replicated in two other municipalities in Chile.
- Over 3,700 beneficiaries were identified and reached in the first year (2020–2021) of operation.
- Plan 80 provided 8,778 home medical care visits, 4,400 kilos of food, and 700 adult diapers between January 2020 and October 2022.
- *A project of the Public Sector.*



Mr. Mauro Tamayo

[mauro.tamayo@cerronavia.cl](mailto:mauro.tamayo@cerronavia.cl) – [www.cerronavia.cl/tag/plan-80](http://www.cerronavia.cl/tag/plan-80)