

**CAIXAPROINFANCIA PROGRAM PERCEIVED IMPACT
ASSESSMENT IN MALLORCA**
**EVALUACIÓN DE LA PERCEPCIÓN DE IMPACTO DEL PROGRAMA
CAIXAPROINFANCIA EN MALLORCA**
**AVALIAÇÃO DA PERCEPÇÃO DE IMPACTO DO PROGRAMA
CAIXAPROINFANCIA EM MALLORCA**

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ABSTRACT: The CPI program is an initiative of the Obra Social “la Caixa” offering social and educational support by a social familiar and inter-dimensional work in response to child poverty. This paper presents a qualitative research that seeks to know the impact of the CaixaProinfancia program (CPI) in Mallorca from the interest groups perspective. Mallorca present one of highest poverty level in Spain, it is the autonomous community with the highest percentage of international migration and suffers a historic deficit of public services provision, mainly social. This paper collect the perception of families participating in the program, professionals involved and that of those key agents of the territory involved in the program. The program has generated positive changes especially in minors and to a smaller extent in families. Families recognized to acquire parenting skills that improve the domestic relations, to have more personal time and to feel supported both by the work of professionals in the programme and by other families approach. We can perceive some improvements in school, behavior, social relations and autonomy and motivation for studies in minors. The network has also developed along with services evolution, which boosted clear impact improvement. Mainly due to a community context development that has given meaning to the various carried actions. Altogether, the perceived program results are satisfactory and the success in the implementation of the various actions of the CPI program in Mallorca, allows access to new development program stages giving special prominence to community work.

PALABRAS CLAVE:

pobreza infantil
acción socioeducativa
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evaluación de programas

resumen: El programa CPI es una iniciativa de la Obra Social “la Caixa” que ofrece apoyo social y educativo mediante un trabajo sociofamiliar e interdimensional, como respuesta ante la pobreza infantil. En el presente artículo se presenta una investigación cualitativa que pretende conocer el impacto del programa CaixaProinfancia (CPI) en Mallorca desde la perspectiva de los grupos de interés. Mallorca presenta unos niveles de pobreza de los más elevados del Estado, es la comunidad autónoma con el porcentaje más elevado de inmigración internacional y la dotación de servicios públicos, en especial por lo que se refiere a los sociales, padece un déficit histórico. En

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	<p>el trabajo presentado se recogió la percepción de las familias participantes en el programa, de los profesionales que intervienen y de aquellos agentes clave del territorio implicados en el programa. El programa ha generado cambios positivos especialmente en los menores y en menor medida en las familias. Estas, reconocen adquirir competencias parentales que permiten mejorar las relaciones intrafamiliares, disponer de más tiempo personal y sentirse apoyadas tanto por el trabajo de los profesionales del programa como por el acercamiento a otras familias. Mientras que en los menores se perciben mejoras en el rendimiento escolar, en el comportamiento, en las relaciones sociales y en la autonomía y la motivación por los estudios. También se ha desarrollado el trabajo en red, que conjuntamente con la evolución de los servicios, ha permitido una clara mejora de los impactos. Esto se ha debido especialmente por generarse un contexto comunitario que ha dotado de sentido a las diversas actuaciones llevadas a cabo. En conjunto, los resultados percibidos del programa son satisfactorios y el éxito en la implementación de las diversas actuaciones del programa CPI en Mallorca, permite acceder a nuevas fases de desarrollo del programa dando especial protagonismo al trabajo comunitario.</p>
<p>PALAVRAS-CHAVE: pobreza infantil ação socio-educativa redes socio-educativas avaliação de programas</p>	<p>RESUMO: O programa CaixaProinfancia - CPI é uma iniciativa da Obra Social “la Caixa” que oferece apoio social e educativo mediante um trabalho socio-familiar e interdimensional, como resposta ante a pobreza infantil. No presente artigo se apresenta uma investigação qualitativa que pretende conhecer o impacto do programa CaixaProinfancia (CPI) em Mallorca desde a perspectiva dos grupos de interesse. Mallorca apresenta alguns níveis de pobreza dos mais elevados da Espanha, dentro de uma comunidade autónoma com uma percentagem mais elevada de imigração internacional e com a adoção de serviços públicos, em especial aos que se referem aos sociais, que padece um déficit histórico. No trabalho apresentado partiu da percepção das famílias participantes no programa, dos profissionais e daqueles agentes chave do território implicados no mesmo. O programa gerou cambios positivos especialmente nos menores e em menor medida nas famílias. Estas, reconhecem adquirir competências parentais que permitem melhorar as relações intrafamiliares, dispor de mais tempo pessoal e sentirem apoiadas tanto pelo trabalho dos profissionais do programa como pela aproximação a outras famílias. Enquanto que nos menores se percebem melhoras no rendimento escolar, no comportamento, nas relações sociais e na autonomia e a motivação pelos estudos. Também se desenvolveu o trabalho em rede, que conjuntamente com a evolução dos serviços, permitiu uma clara melhoria dos impactos. Isto devido especialmente por gerar um contexto comunitário que apresentou sentido nas diversas atuações levadas a cabo. En conjunto, os resultados percebidos do programa são</p>

1. Introduction

Child poverty is one of the current basic priorities of social policy for the European Union. The Community institutions, as well as a good portion of the national, autonomous and local governments of the EU are focusing in recent years on this phenomenon, both from the point of view of the development of intervention policies and form its monitoring and analysis. In this sense, it is clear that there has been a ‘rediscovery’ of the child poverty phenomenon in Europe, motivated by the displacement of the increase of child and young poverty risk, and, on the other hand, by the finding of this situation short, medium and long term impact in the children living conditions, in their life expectations and in their opportunities for development and integration. From this point of view, child poverty is not only considered to affect the concerned children rights but a serious threat to equity and social cohesion.

The FOESSA report (2014) shows that 1 out of 20 households in Spain are very affected by intensive processes of social exclusion, with a total of 11.7

million (3.8 million households) affected by different social exclusion processes, 4.4 million more than in 2007. Five million of these families are in a severe social exclusion situation, 82.6% more than in 2007. (FOESSA, 2015)

According to Save the Children, 33% of the children in Spain live at risk of poverty. It is the second State in Europe with less capacity to address child poverty, behind Greece. Save Children points that 2,800,000 children are at risk of poverty in the country. The countries with less poverty of Europe are the Nordics, Holland, Austria and Slovenia, casually those devoting a higher percentage of GDP to redistributive social policies. Spain is located in the same group of Greece, Portugal, Romania and Bulgaria, i.e. countries with clearly deficient social policies. (Save the Children, 2015)

Child poverty refers to family poverty: no rich children are born in poor families, but it is not only to improve the parents labour market. (Cortes & Giacometti, 2010; Leversen, Danielsen, Birkeland & Samdal, 2012) There are societies with a “healthy” economy with shocking levels of poverty and children’s needs. Inequality, a not shared prosperity,

is a serious problem; but in better social situations we will keep observing situations of impressive child need associated with neglect, abandonment, abuse, sexual abuse, etc.

According to the data from the UIB CaixaProinfancia team (Ballester and Oliver, 2013), we can estimate that 29.465 children from 0 to 14 years live in the Balearic Islands in poverty situation, representing 17.2% of 171.308 children between 0 and 14 years (2012). There is 7.5% of them (12.848) living in well being absence, so the percentage of children at risk of poverty or in the absence of welfare reaches 24.7% of the total. 75.3% of them live in a situation of relative well-being, with huge social differences. Despite the seriousness of the current crisis, the risk of child poverty rate is below of the one recorded in 2000. In any case, at least since 2009, child poverty situations are strongly growing and welfare a little bit less. Furthermore, it is observed that from the beginning of the crisis the situations has worsened and it is most noticeable among children under 14 than among the whole population. In this sense, if poverty has increased since 2009 in all age groups, the gap between the poverty rates of children from the whole population is increasing in recent years.

Obviously, each territory has its own characteristics that deserve special attention; referred to its economic, demographic, social or cultural structure and dynamic. The poverty, the development of social programs and their perception is mediated by these realities (Aber & Jones, 1997; Adamson, 2012; Casas, 2010, Casas & Bello, 2012; Otaegui, 2012).

In Mallorca, there some interpretation keys to properly understand its reality:

- Poverty levels are amongst the highest in Spain. There is a seasonal economy offering precarious work, in monoculture of tourism without alternatives, leaving many people in difficult situations. (CES, 2011; Feal, Piñeira, Lois & Durán, 2013).
- Balears is the area with the highest percentage of international migration, so that increases the complexity in some key services, mainly educational (cultural and linguistic diversity). (Feal, Piñeira, Lois & Durán, 2013).
- The provision of public services, especially related to social, suffers a historic deficit. Competence transfer were very scarce financially given it was at the end of the competence transfer form the government to the autonomous communities and there is little management capacity due to the little political relevance of the Community (Ballester & Oliver, 2004).
- Offers from private and social initiative, represent an alternative to the public offers limi-

tations. Even if the territorial distribution and social outreach are important, they can be improved.

In this context social public policies and also initiatives of various organizations of civil society are developed. The Caixa ProInfancia program (CPI, 2015) is one of those with a greater national influence. In relation to the CaixaProinfancia program child poverty situation data, five criteria are taking into account (Longas, Querol & Riera; 2014):

- The child poverty situations are directly related to poverty in families.
- Childhood is very sensitive to socio-economic and demographic changes, especially to the labour market deterioration and international population movements.
- Education, health and social services coverage directly incede on child poverty situations.
- The periods of time in the precariousness processes that affect adults are suffered in a much more intense way by minors.
- The territorial area for child poverty situation analysis in Mallorca, must be the whole island.

Mallorca's economic capacity has been developed in parallel with a high demographic growth. The city of Palma is essential in the economic and social development processes of the island. This growth is combined with a severe crisis since 2008 (Otaegui, 2012).

The number of household with at least one minor participating in the CaixaProinfancia program (CPI) in 2014 exceeded the 72,000 distributed among 10 cities, where there are more than 125.900 children beneficiaries of the CPI. With regard to Mallorca, there are 2.844 minor beneficiaries distributed in 1.384 households. More than 90% of them in Palma. In this city, the CaixaProinfancia program (CPI) coverage is appreciably, although it should be noted the need to increase its presence in municipal areas of greatest need (Camp Redó, Foners, Polígon de Llevant, Pere Garau, Soledat Nord and Sud, Son Gotleu, Son Canals, Rafal Nou and Rafal Vell) and, especially in neighborhoods with significant need level and reduced resources' presence (Cala Major and S'Arenal). There was a pilot program at S'Arenal during 2013, in collaboration with the city of Palma, which continues to operate in 2015 with optimal results.

Along with the socio-educational support and socio-labour insertion actions, many leisure educational and socio-cultural activities are included. Given its different impact levels, the coverage can be considered as accurate in the rest of the territory of Mallorca. However, in some important tourist towns (Alcúdia, Son Servera or Calviá for example) and other

larger municipalities (Manacor and Lluçmajor), in which child poverty can be documented, the program does not have the necessary presence.

This paper presents a research undertaken during 2013 and 2014 in Mallorca. It is a qualitative research, aiming to study the perceptions of the CaixaProinfancia Program (CPI) impact in one of the territories where is being implemented. It is an exploratory qualitative study which main goal is to make an approach to the CPI program impact in the territory, from the involved families' perspective.

2. Method

The most common approach in the poverty international studies is quantitative, based on the assumption of that complexity can accurately be measured. However, from Bourdieu and other sociologist papers, qualitative studies have been launched in order to give voice to those who are identified as poor. (Bourdieu, 1993; Narayan, Chambers, Shah & Petesch, 2000) the methodology research is qualitative, with an approach focused to participatory evaluation. (Ucar, 2014) To approach the impact perception CaixaProinfancia program is to triangulate the information provided by different the territory agents.

2.1. Sample

In this research focused on Mallorca, the reference universe is configured by a group of families participating in the program; by all involved professionals; and, also, by all those agents that, in each of the territories, are directly or indirectly involved in the program implementation process, basically the entities developing CPI program services. The sample is of a structural nature, as to say, families and professionals percentages have been defined according to the universe of reference's structure. (Ballester, Nadal & Amer, 2014) Those percentages have been established from at least 3 years of program participation, the reference entity and the territorial location, as described below. Just 8 professionals out of 35 meeting all criteria configured the total sample; but just 5 completed the focal group's sessions. The sample of families was established in 32 (2 or 3 per entity), increased in 2 families in the second year to complete the basic profiles (long duration care with various programs' experience). In 2013, 32 families were interviewed and the same in 2014 plus the two new ones.

A) Sources and information accessibility criteria

The main criteria for participants selection in the study, are based on the quality information need. Members of the families with a speech and a per-

sonal opinion regarding the impact of the CPI program were selected, identified from the established relationships with entities professionals over the past three years. The participants agreed to participate in the study on a voluntary basis.

B) Specific selection criteria

Specific selection criteria were taken into account for each study participant.

B.1.) Selection of families

(1) families with a history of participation / social care within the CPI program of a minimum of 3 years who have received goods or services. The selected families have participated in different sub-programmes (tutoring, family competition, summer camp or others). (CPI, 2015)

(2) Two or three families per entity were selected. The entities providing families contacts were from the EAPN-IB network (European Anti Poverty Network-EAPN, Xarxa per a la Inclusió Social de les Illes Balears, 2015) that operates in Mallorca and participate in the CPI program: Amiticia, Aspas, Ateneu Alcari, Càritas, Cooperativa Jovent, Fundación Patronato Obrero, Naüm, Grec, Espiral, Probens, Fundación Ires. The selection was based on the established criteria: three years of participation, acceptance of research collaboration, ability to communicate in Spanish (accredited understanding), availability and experience in various sub-programs. The final sample of 34 families (2014) was configured from 12 mono-parental families and 22 full families; 15 families were numerous and 8 from other countries.

B.2.) Selection of professionals

The analysis of the impact on the families must take into account the opinion of the professional working with them. Initial reference criteria, were:

(1) Professionals who have participated at least 3 years in CPI program execution, to ensure a broad knowledge of its impact on families.

(2) Professionals of different entities, giving priority to collaborating entities professionals.

(3) Professionals with different training (social work, social education, psychology, pedagogy, etc.).

The complete sample of focal professional group was 8 persons; only 5 completed all the performed sessions.

2.2. Variables for analysis

The four variables, set as broad categories of analysis, for the data collection were:

- CPI program level of knowledge.
- CPI program perceived results: what changes are considered to be more significant among those of the program in Mallorca.
- CPI program weaknesses: identify its problems or its deficits.
- CPI program opportunities: proposals or changes that should be made in the program and sub-programs.

2.3. Sources of information and methodologies

The information gathering was made by two methodologies: the target group and the semi-structured interview. The first was used with professional participants in the CPI program and it was completed mainly with 5 CPI professional entities. The semi-structured interview was applied to 32 families in 2013 and 34 in 2014.

2.4. Field work description: information gathering

The field work process was:

PHASE 1: Preparation. The research project was studied in detail consulting with EAPN-IB leaders.

PHASE 2: Informants selection. Each of the entities participating in the CPI program were contacted in order to select families and professionals who were due to participate in the study, based on the above specified criteria. At every interview there were completed consent informed from the participants. Each interview, as well as the focus group sessions was audio recorded (TASCAM DR-100MKII).

2.5. Information treatment and analysis

The analysis was carried out in two phases. First, digital records were treated with the program NVIVO. In a second phase, once all materials were categorized, from the four categories (with various subcategories), the corresponding analysis of the target group and semi-structured interviews was conducted.

3. Research results: program impact perception

The entities used for the family and professional selection were: Amiticia, Aspas, Ateneu Alcari, Càritas, Cooperativa Jovent, Fundación Patronato

Obrero, Naüm, Grec, Espiral, Probens, Fundación Ires.

Family opinion

There was not a single person among the 34 interview families without a good knowledge of the programs. On the answers it may be observe an unavoidable distortion by "social desirability"; as to say, they know what to say to satisfy the interviewers. However, most of the answers were sincere, not prepared. The aim of the interview was to reveal the program usefulness to its users. Those results are related to the satisfaction of the participating families, which is associated to two key results:

- There is satisfaction given the program usefulness the perception, it helps to improve their situation or reduce some poverty negative effects;
- The program is correctly developed.

We will introduce now the obtained results and some interviews in order to show what the participants of CaixaProinfancia expressed. There is a great general satisfaction level among families:

"I give then 10 points because I can't not give them 100, I'm very happy, I love going to the workshop and so does my daughter" (EN. 6)

"Fabulous a 10, the teacher is lovely, charming. When my daughter is in crisis she knows how to help her. In the play center they are happy, with lots of activities. I'm saving money with their homework I'm happy and satisfy! (EN. 30)

"My daughter is very happy and so do we...my daughter was behind in school and now she is much better. They have helped me a lot, I'm quite happy" (EN. 32)

Families perceive some activities as educational support. Child spends many hours a week in the entities and that also means that families get more personal time. Parents are satisfied, not only because of the sources but also because their children are motivated to participate in the activities. They are well treated by professionals and both youngers and adults have made new acquaintances and because the activities have huge impact on their self-esteem: social and academic child self-esteem, as well as that of parents.

"My eldest son was sad, now he looks much better, and this term he passed, the younger also, it has helped both to pass the academic year" (EN. 31)

The analysis of the positive changes occurred from the program participation were determined

in a exploration for minors in families, in relation with others (both adults and minors), in relation to work, to education and the family system amongst others. Parental competences and social abilities have been acquired, as well as an improvement in familiar communication and implication:

"My children have learned a lot, many things and me too, when I was nervous I punched them but now it much better, very positive. I they shouted at me before and now they know that it is not right, now they even make their beds and tidy the room, they now they should help. He cares about me if I'm sad" (EN. 5)

Most mothers explain how the scholar reinforcement subprogram have developed values such as responsibility, and the adoption of habits as autonomy and independence. They also show new interests, motivation for studying and willing to improve, but the more impressive thing is that most minors have improved their academic level, social relations and increase their social capital. They not only outstand in reading or homework but also have adopted norms, and the ability to created barriers, communication abilities, positive discipline and an accurate and self-regulated behaviour was developed.

Most if the interviewed families (24 out of 34) participation in the parent workshop, the family relation have improved, there is a greater and better communication among family members, more empathy and sense of responsibility towards house task and roles of each family member.

In relation to positive changes there is a greater family communication. The family bond is stronger:

"There has been a huge familiar improvement, there is more communication, now I can work a couple of hours because she is here, I couldn't before." (EN.9)

"My daughter it much relaxed now, she is able to perform task, talks to me more and communicates a lot better, she doesn't lie anymore(...) She is more focused since she is here. She has improved at school, with personal relations." (EN.13).

"Since the parent's course she is more tolerant, more understanding, more mature. She is very active and coming here in the afternoon is good for her." (EN. 9)

20% of the younger participants (8 of 34) with a disability, suffered from a serious illness or a relevant traumatic situation (Kubany, Haynes, Abueg, Manke, Brennan & Stahura, 1996). The activities in an inclusive group context have lead to improvements in social and school adaptation. A father explains how her daughter motor disability situation has changed after two years of work in the CPI context:

"Thank to the school support she has improved, she was behind at all subjects, and she is now very good in all subjects, also with the activities, she likes to play and is happier." (EN. 32)

And, finally, about the positive changes in the children, the maternal grandmother of some users identified one of the expected impacts: continuity and intensity of activities produce an added value in the available changes, helping to consolidate them.

"As the group is the same from the beginning we have seen positive changes in children and adults, children have learned to play with adults, they don't see us as those who command them, but as someone with whom they can share. We have seen in the group that we are not the only having problems, but that there are more people with who you can share the experience(...)" (EN. 30)

There have also been positive changes to people relations. We have seen that institutions provide a meeting scope, since participants come, relate to the people there when performing activities of playfulness and above all emphasize that before they would not have meet people from other cultures. In other cases, the entities created groups acted as a self-help group. They will see that they are not the only ones in poverty situations. They are not alone, there is more people like them, that perhaps could help or at least understand them. The neighbourliness and solidarity relations between people in similar situations, have noticeably improved and families, are aware of that:

"In a couple of families girls go together to the school and in the summer we are going to the beach, barbecues(...), since that come here we have increased our friendship." (EN. 9)

The participation in the CPI programme has enabled a good referral process to other entities that form part of the work network when necessary. The importance of the work network development, along with the development of services, allows a clear improvement of the impacts to give sense to different actions of community context. (Ballester, Pascual & Vecina, 2014).

The interview also allowed assessing the received treatment by the entity, if professionals kept users informed and how the professional work was valued. It is has been stated that there is a very good relation from professional to users. This relation is usually described as human, friendly, environmentally friendly, close and empathetic.

"They are people who listen to you if you have a problem, and encourage you, I needed help and they told me to go to Cáritas." (EN. 9)

"Very, very good, everyone is very attentive, very good, I can't complain of any one." (EN. 30)

There is a fluid communication between professionals and participants, also with other institutions working with users.

A key factor associated with the feeling of being well informed and properly served, comes from the tracking sessions and personal interviews with professionals, i.e., the face-to-face attention they receive periodically. These information situations are highly valued.

"Very good because every three months we have a tutorial, the review teacher call the teacher to ask if the girl has improved and in which areas she should improve. I got this information from the teacher here." (EN. 30)

These professionals tend to have problem-solving capacity, they are professionally prepared and that they care about the work they do.

"Very skilled, especially the in the human treatment, is a very close and emotional relationship." (EN. 30)
"I am happy and satisfied with them." (EN. 31)

The treat and concern of professionals towards them and their children were the most valued by professionals.

"I like the treat from the families workshop, how they explain it, their humankind, their patience and values I also like the values that they teach us and to the children." (EN. 6)

"The treat, the charisma of the people working here, that when you come don't make you feel like an starving immigrant(...)" (EN. 30)

Some people stated that they liked it all and that therefore nothing displeased them. In any case, it was not the case for families. There were some families who expressed their dissatisfaction at the lack of transportation. This response was motivated because some families with disable members are far away from the entity and the lack of resources force them to go walking. Some of the interviewed said that what displeased them most was that there were few professionals for many children. Some families consider daily signatures somewhat excessive in order to justify that a child has attended the workshop and that it takes a lot to respond to certain requests. Others said that workshop of families' material arrived with delay, that the workshop was too short and that it needed a larger number of seats, given that there were more people with this need, and that some of the videos or dynamics used should be updated.

"The program has been very complete to me, when we do the workshop's families we have some little snack(...)" That the material had arrived the day that the workshop began(...)" (EN. 9)

Regarding possible improvements, there is a clear demand for program participation age extension, on one side are those who believe that the program would improve if the checks will cover a greater age range, others believe that there are activities that should start earlier, at younger stages (e.g. recreational) and others believe that young people from 16 years are not taken seriously, they claim that they could do training to acquire competencies or skills in order to get a job.

"I did not like the toy library which is from 4 years and as she is in a municipal nursery she has the same holidays and here I can not leave her here, if it could be for smaller kids it would be fine." (EN. 31)

"Food and hygiene checks are only up to 3 years, very short time. We are four people, my husband is the only one that works(...) I really need the checks, and the next year my son is turning 3 and will continue to eat." (EN. 9)

It is also proposed that they will perform activities on weekends and a greater number of activities also for parents. We appreciate some confusion between the CPI program and a hypothetical social centre of the district that offers activities for everyone:

"More teachers, more people to help with the study and expand the tutoring for more ages, and do more activities such as trips, excursions, outside with the children, any help you can get." (EN. 32)

Another improvement factor expressed was that some parents, being foreigners, do not understand Spanish, they cannot read or write, and some of them said that work to improve the understanding of Spanish would be very beneficial. That was proposed for family workshops:

"Many foreigners don't know to write or to read, it would be important to arrange another program for parents to learn, read and write, because sometimes you read something and you don't understand everything and some are worse than me(...)" (EN. 5)

The exposed results corroborate that Caixa Proinfancia is a useful program, well valued, appreciated by the offers made, the promoted processes and the short term achieved results, but it is insufficient if it is not effectively articulate with the services and public programs offered. We know

that participation in this programme improves the families' social and relational capital, as well as the minors' educational capital (Hampden-Thompson & Jun Xu, 2012), but it cannot pretend to change other key factors of poverty in families (position in the labour market, ability to an autonomous subsistence, etc.). A proper articulation with employability programs seems more and more necessary, especially for young people who do not have access to the labour market or remain out of it for long periods.

The CPI network of entities in Mallorca (EAPN, 2015) develops an articulated and coherent work, with clear strategies. That is also a positive impact of the program. The network offers a better organizational response and allowed a better use of existing resources in each territory, which also enable the creation of new resources and projects, as well as a joint learning and a continuous program development. Thus improving the efficacy of the intervention and increases the opportunities of those involved (Varela, 2010).

Professionals' opinions

There is also a focus group of professionals that in two sessions study the program impact perceptions. Professionals of the CPI collaborating entities in Mallorca participated as well as the EAPN-IB network coordinators and members of municipal councils. The CPI program understanding level by the participants from the entities is very good, with a detailed knowledge of the offer, as well as its change over the years.

Recent years changes are especially well valued, shifting the emphasis on resources for family work's aid. All organizations are satisfied with the CPI current approach, with its evolution in recent years.

"Initially there was a resources availability to children in a particular socio-economic situation, the change of perspective was to increase its the impact on the family. The family is the nucleus and the aim is to maximize its chances to deal with different situations. (...) This facilitates that the actions have a sense of continuity." PPJ

"The current public administrations situation is key, given that the CPI offers more group spaces and resources that the individual work offered by the authorities. These socializing spaces with children and families are the key more than anything else, the rest are additional." MMN

"It began initially as a supply of goods, to get where Caritas could not reach or allowed us to spend our money on other things. But it is true that as services have been introduced more community work has been extended, and that can be tracked (...). If Caixa Proin-

fancia will now disappeared, we would lose an important part of what we are doing at Caritas." MMC

Both actions design and designed processes and the program possibilities of implementation are positively valued. However, there are still management difficulties for the processes and economic follow-up:

"There is a certain difficulty to configure groups and monitoring of school support. It is very positive, but it requires a lot of work. The objectives with the family and the child must be established in the sessions. This year it has improved a lot, but to specify budgets is quite complex (...). Now, the methodological principle, criteria, is very good. It is an easy program to apply." PPJ

That joint responsibility has been much more recognized and it has improved one of the problems generated with the provision of goods. All participants acknowledge that it was a positive change, developing new possibilities for effective action.

"The program change allows avoiding dependencies that were produced with the program." PPJ

"Work plans allow us to introduce visitors to school tutors, to improve the involvement of parents, etc. This can be very well assessed from the information and monitoring that we do. Networking has improved a lot and that's key." PPJ

They insist that it is easier to reach the goals with children than with the parents and the whole family.

"(...) At result level there are more changes in projects aimed at children than with adults. I think it costs more. It is easier to evaluate with children. Parents use the given spaces for relationship, that should continue, but what is clear is that if it is not accompanied by an individual and family intervention I think that the group itself is somewhat 'lame', the intervention is insufficient." MMN

The family management and monitoring system is always problematic. Greater control systems generate difficulties for participants, but traces reduction produces negligence among families, a worse awareness of the need for their commitment.

"The documentation is neither much nor little. It is justified, is a tool and the families tend to understand it." MMC

"I understand this part, but sometimes we are afraid to lose too much time paying attention to signature requirements... The same family might think that they are not trusted. We have explained all of this in detail." MMN

Finally, families' dependence seems to be a particular concerned. Families have to stop relying on services and goods received from the program; however, CPI services, seems that there is interest in maintaining families linked:

"(...) In the case of services it is good that they don't need our support, fulfilling the work plan; but in the case of resources independence is not so clearly seek." MMC

Working with families, the workshop's families, is valued very positively as an option for family change.

"The family workshop is as an eye on family dynamics. Allows knowing what is changing in the family. You may not specifically know how much it has changed, but that it is." PPJ

We should improve the change evaluation system for families, children, parents, etc. It is still difficult to evaluate the changes of situations:

"(...) Something has changed, but sincerely it has much more to do with the social network that has improved in the family than with anything else. What I see is that it is good to families, they want to repeat, but I don't know if they have improved parental skills. They continue to do what they did... However there are positive changes with children (...)" MMN

They agree that there are more effects on children than on parents. Another very important change is that of the organization itself, in a first level in the entity and a second level in the community network. Teamwork in organizations is very positive. In addition, the neighbourhoods network development is also considered, without nuances, to be a very positive result.

"Mainly work with schools. The fact that you are behind the child already produces a change over the teacher. When you go to the school and talk to teachers, taking responsibility, the tutor sees that there is a light and that we may get something." PPJ

"(...) The schools give us much information and we also provide it. The municipal SS SS are a bit further away from our neighbourhood, but we try to get to SS SS, we do this work, although they are now collapsed. We have the platform of neighbourhood and CPI has been a tool to enhance community participation." MMN

Regarding the results there seems to be two levels of reflection, on the one hand work with children is positively valued, as well as the construction of community networks (with the schools, in particu-

lar). On the other hand, there are doubts about the impact of the change in families, suggesting that these changes require a long-term working. In conclusion, a high consensus in relation to the initial objectives have been achieved:

- Families remaining in the program, fulfilling its commitments.
- The family work plan establishes objectives that are fulfilled.
- The children individual plan is also correctly developed.
- The new programs are realistic and allow a fairly correct compliance: changes in the positive families dynamics, the network construction, accumulation of educational "small changes".

Comparative analysis of the CPI program impact perception

The prospect of informants is clearly different, but complementary. A summary, made from a comparative perspective, allows you to compare their

Table 1. Performed researches

	Focus group	Semi structured interviews
Field work	1 Focus group of 5 CPI professionals	32 families interviews in 2013 y 34 in 2014

Table 2. CPI program level of knowledge

Families	CPI professionals
Good level of knowledge. Not very detailed, but able to assess CPI functions.	High level of knowledge from the entities' professionals. More limited knowledge from public administrations.

Table 3. CPI program perceived results

Families	CPI professionals
Very positive valuation, they believe that their opinions can help to maintain the support and services.	Positive result valuation, mainly those of short term and of social-educational change. Some doubts over the CPI programme effectiveness in poverty situations. It arose the need to complement the CPI with long term actions.

Table 4. CPI programme weakness

Families	CPI professionals
They do not just evaluate in positive but all issues on support and services along with services management; considered to be bureaucratized. Two main weakness:- some (adults) families' language lack of knowledge - need to have labour insertion programs for young.	A group of issues related to programs flexibilities are identifies, assessing if those are being solved.They agree with families in the excess of bureaucratization in the program management and follow up. It is necessary to bring more expectations in order to improve the interventions effectiveness.

contributions.

Table 5. CPI program's opportunities

Families	CPI professionals
Being in contact with other families, self-esteem increase, familiar self-esteem improvement and trust in the network and CPI services.	The development of community networks, methodologies improvement in the last 2 years. Awareness of being able to improve the performance after participating in the program.

4. Discussion and conclusions

The Caixa ProInfancia program evaluates as many poverty intervention programs, its impacts in various ways, from quantitative studies that offer very consistent empirical evidence to qualitative studies with a more participatory orientation. Those studies are oriented to capture the speech built by families participating in the program. These results have provided policymakers in formulating public policies and partnerships initiatives with orientations regarding the most valued factors and the most relevant perceived limitations.

This research has provided very valuable instruments to react to the initial work approach, it

has also allowed to explore and to make program users to express the different situations and processes realities.

With regard to the need for the CPI program, there is a coincidence in the justification of the program that makes the informants (families and professionals of entities). All insist that the program is necessary, useful and shows positive development opportunities.

In terms of intervention processes, there are a series of findings. In the first place, there is a set of interventions in the relative weight of individual performance levels, family and community is uneven, with greater dedication to work with individuals and, secondly, to the families and community relations.

In what refers to the results, individual performances with children (school support, open school colonies) are considered to be more effective and the actions of community networking (especially with the education system), facing family workshops are valued, but with more limited results.

The balance of the results is quite satisfactory and the success in the various actions implementation can be understood as a CPI program maturity symptom in Majorca, putting the basis for a phase of more ambitious work with the community environment that has already started with the pilot projects.

The benefits of the program evaluation perception in particular go beyond local boundaries and represent a more general scope. The CPI programs in Spain show the crucial role of qualitative assessments to see the success and failures perception in the fight against poverty, according to participants. However, it is important to be cautious on the assumption that the positive results of the assessments in a limited territorial scope, in our case in Mallorca, can be simply replicated in other areas, particularly those with limited capabilities to manage an initiative of this type. Positive outcomes neither perceived by participants nor imply that the program necessarily represents the best alternative to achieve a result in particular. Qualitative evaluations must be accompanied with targeted studies to show the changes by using longitudinal methodologies, based on the criteria of empirical evidence-based programs.

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