

<b>MUNICIPAL SOCIAL WELFARE CENTRE IN KRAKOW</b>	<b>External procedure no. MOPS-6</b>
	<b>GRANTING CARE SERVICES</b>
<p><b>1. Handle the matter electronically</b> Not applicable.</p> <p><b>2. Appendices</b></p> <ol style="list-style-type: none"> <li>1) Model asset declaration;</li> <li>2) Model certificate of income (due to employment);</li> <li>3) Model certificate of the amount of income (agency contract, contract for specific work, contract of mandate);</li> <li>4) Model declaration on the amount of income (due to employment);</li> <li>5) Model declaration of the amount of income (agency contract, contract for specific work, contract of mandate);</li> <li>6) Model declaration of the amount of one-off income / the amount of one-off income due for a given period;</li> <li>7) Model declaration of the amount of income from non-agricultural economic activity (in the case of conducting taxable activity on the principles specified in the provisions on personal income tax);</li> <li>8) Model declaration on the amount of income from non-agricultural business activity (conducted in accordance with the principles set out in the provisions on flat-rate income tax on certain revenues obtained by natural persons);</li> <li>9) Information clause regarding the processing of personal data by the Municipal Social Welfare Centre in Krakow.</li> </ol> <p><b>3. Sign language version</b> Not applicable.</p> <p><b>4. Matter handled by</b></p> <ol style="list-style-type: none"> <li>1) The branch of the Municipal Social Welfare Centre in Krakow competent according to the applicant's place of residence: <ol style="list-style-type: none"> <li>a) Branch No. 1 os. Teatralne 24, telephone: 12 430-45-46, fax: 12 643-07-06, e-mail: <a href="mailto:f1@mops.krakow.pl">f1@mops.krakow.pl</a>, for people living within Districts III, XIV and XV of the City of Krakow,</li> <li>b) Branch No. 2, ul. Radzikowskiego 39, telephone: 12 636-77-98, fax: 12 636-75-24, e-mail: <a href="mailto:f2@mops.krakow.pl">f2@mops.krakow.pl</a>, for people living within District IV of the City of Krakow,</li> <li>c) Branch No. 3, ul. Rzeźnicza 2, telephone: 12 257-00-07, fax: 12 257-00-08, e-mail: <a href="mailto:f3@mops.krakow.pl">f3@mops.krakow.pl</a>, for people living in the area of Districts IX, X, XIII of the City of Krakow and the northern part of the area of District XI, designated as follows: <ul style="list-style-type: none"> <li>– from the west, the border of District XI and District IX, to Witosa,</li> <li>– from the north, the border of District XI and District XIII,</li> <li>– from the east, the border of District XI and District XII, to Nowosądecka,</li> <li>– from the south, the border is formed by the northern parts of Witosa and Nowosądecka,</li> </ul> </li> <li>d) Branch No. 4 os. Szkolne 34, telephone number: 12,425-75-64, fax: 12 643-72-78,</li> </ol> </li> </ol>	

e-mail: [f4@mops.krakow.pl](mailto:f4@mops.krakow.pl),

for people living in District XVIII of the City of Krakow, excluding the housing estates Krakowiaków, Teatralne, Górali, Spółdzielcze and Kolorowe,

- e) Branch No. 5, ul. Praska 52, telephone number: 12 269-05-54, fax: 12 266-82-75, e-mail: [f5@mops.krakow.pl](mailto:f5@mops.krakow.pl),

for people living within District VIII of the City of Krakow,

- f) Branch No. 6, ul. Mazowiecka 21, telephone number: 12 423-23-15, fax: 12 422-17-74, e-mail: [f6@mops.krakow.pl](mailto:f6@mops.krakow.pl),

for people living within Districts I and II of the City of Krakow,

- g) Branch No. 7, ul. Mazowiecka 4–6, telephone number: 12 632-00-22, fax: 12 632-66-20, e-mail: [f7@mops.krakow.pl](mailto:f7@mops.krakow.pl),

for people living within Districts V, VI and VII of the City of Krakow,

- h) Branch No. 8, ul. Na Kozłowie 27 (II floor), telephone: 12,659-12-68, fax: 12 651-21-60, e-mail: [f8@mops.krakow.pl](mailto:f8@mops.krakow.pl),

for people living within Districts XI and XII of the City of Krakow and the southern part of District XI designated as follows:

- from the southern parts of ul. Witosza and Nowosądecka,
- from the west, the border of District XI and District IX, from Witosza,
- from the south, the border of District XI and District X,
- from the east, the border of District XI and District XII, from Nowosądecka,

- i) Branch No. 9 os. Teatralne 24, telephone: 12 644-76-09, fax: 12 12 644-80-34, e-mail: [f9@mops.krakow.pl](mailto:f9@mops.krakow.pl),

for people living within Districts XVI and XVII of the City of Krakow and a part of District XVIII, which consists of the housing estates Krakowiaków, Teatralne, Górali, Spółdzielcze and Kolorowe;

- 2) Department of Help for the Homeless of the Municipal Social Welfare Centre in Krakow, os. Teatralne 24, telephone number: 12 430-45-46, fax: 12 643-07-06, e-mail: [db@mops.krakow.pl](mailto:db@mops.krakow.pl),  
for homeless people staying in the Municipality of Krakow.

## **5. Documents from the Applicant (client)**

- 1) Application for care services;
- 2) An ID card or another document confirming identity - available for inspection;
- 3) Together with the application, the applicant may submit documents according to the templates constituting the attachments specified in section 2 point from 1 to 9 of the procedure;
- 4) A statement of consent to pay for the services provided;
- 5) Document confirming the legitimacy of granting aid in the form of care services.

## **6. Fees**

The procedure is not subject to fees.

## **7. Form of consideration**

Administrative decision.

## **8. Time of consideration**

Without undue delay, no later than one month from the date of initiation of the proceedings, and in a particularly complex case, no later than within two months from the date of initiation of the proceedings. Information on the status of the matter can be obtained at the telephone numbers provided in the "Case dealt with by:" section.

## **9. Documents obtained in the proceedings**

- 1) A questionnaire of the family environmental interview;
- 2) Documents referred to in section 5 points 3-5 procedures in case of not presenting them with the application;
- 3) Survey specifying the needs in the field of care services;
- 4) If necessary, other documents confirming the party's situation.

## **10. Appeal procedure**

The decision may be appealed against to the Local Government Appeals Court in Krakow through the authority that issued it within 14 days of receipt of the decision. The appeal should be submitted to the Municipal Social Welfare Centre in Krakow - the branch competent for the place of residence or the Homeless Assistance Department in the case of the homeless. The appeal is not subject to fees.

During the time limit for lodging an appeal, a party may waive the right to appeal against the Municipal Social Welfare Centre in Krakow.

On the day of delivering to the Municipal Social Welfare Centre in Krakow a declaration on waiver of the right to appeal by the last party to the proceedings, the decision becomes final and binding.

## **11. Legal basis**

- 1) Art. 14, art. 17 par. 1 point 11, art. 50 par. 1-3 and par. 5 and 6, art. 106, art. 107 of the Act of 12 March 2004 on Social Aid (Journal of Laws of 2019 item 1507, as amended);
- 2) Art. 104 of the Act of 14 June 1960 Code of Administrative Procedure (Journal of Laws of 2020 item 256, as amended);
- 3) Regulation of the Minister of Family, Labour and Social Policy of 25 August 2016 on family community intelligence (Journal of Laws of 2017 item 1788);
- 4) Regulation of the Council of Ministers of 11 July 2018 on the verified income criteria and amounts of cash benefits from social aid (Journal of Laws of 2018, item 1358);
- 5) Resolution No. XXI / 272/07 of the Krakow City Council of 26 September 2007 on the definition of detailed rules for granting aid in the form of care services by the Municipality of Krakow, the scope of activities included in the care services and detailed rules for determining the amount of payment for care services (Journal of Laws of the Malopolska Region of 2018, item 5923, as amended).

## **12. Additional information for the client**

- 1) Aid in the form of care services is intended for those residents of the Municipality of Krakow who, due to their age, illness or other reasons, require the help of other people, and are deprived of this help;
- 2) Persons in a family may be granted assistance in the field of economic services only when the family living together with the person covered by the services is not able to provide assistance in this regard;
- 3) Care services include assistance in meeting everyday life needs, hygienic care, care recommended by a doctor and, if possible, ensuring contacts with the environment;
- 4) The Municipal Social Welfare Centre in Krakow, when granting care services, determines their scope, period and place of provision, as well as the amount of payment for services.
- 5) The amount of payment for care services depends on the family situation of

the person and their income or income per person in the family.

In the event that the income does not exceed the income criterion specified in art. 8 par. 1 of the Act on Social Aid, that is: PLN 701 in the case of a single person and PLN 528 in the case of a family member, care services are provided free of charge.

In other cases, the amount of the payment is determined on the basis of the tables included in Appendix 2 to Resolution No. XXI / 272/07 of the Krakow City Council of September 26, 2007 on the determination of detailed rules for granting assistance in the form of care services by the Krakow Municipality, the scope of activities included in the care services and detailed rules for determining the amount of payment for care services (Journal of Laws of the Malopolska Region of 2018, item 5923, as amended):

a) the amount of payment in the case of a single person running a household:

<b>Income in relation to the income criterion specified in art. 8 par. 1 of the Act on social assistance.</b>	<b>The amount of payment for one hour of care services:</b>
PLN 701.01 - 876.50	2% of the cost of the service hour
PLN 876.51 - 1051.50	3 % of the cost of the service hour
PLN 1051.51 - 1226.75	5 % of the cost of the service hour
PLN 1225.76 - 1402	10 % of the cost of the service hour
PLN 1402.01 - 1577.25	15 % of the cost of the service hour
PLN 1577.26 - 1752.50	20 % of the cost of the service hour
PLN 1752.51 - 1927.75	30 % of the cost of the service hour
PLN 1927.76 - 2103	40 % of the cost of the service hour
PLN 2103.01 - 2278.25	45 % of the cost of the service hour
PLN 2278.26 - 2453.50	50 % of the cost of the service hour
PLN 2453.51 - 2628.75	55 % of the cost of the service hour
PLN 2628.76 - 2804	60 % of the cost of the service hour
PLN 2804.01 - 2979.25	70 % of the cost of the service hour
PLN 2979.26 - 3154.50	80 % of the cost of the service hour
PLN 3154.51 - 3329.75	100 % of the cost of the service hour

b) the amount of payment in the case of a person in the family:

<b>Income in relation to the income criterion specified in art. 8 par. 1 of the Act on social aid.</b>	<b>The amount of payment for one hour of care services:</b>
PLN 528.01 - 660	2% of the cost of the service hour
PLN 660.01 - 792	3 % of the cost of the service hour
PLN 792.01 - 924	5 % of the cost of the service hour
PLN 924.01 - 1056	10 % of the cost of the service hour
PLN 1056.01 - 1188	15 % of the cost of the service hour
PLN 1188.01 - 1320	20 % of the cost of the service hour
PLN 1320.01 - 1452	30 % of the cost of the service hour
PLN 1452.01 - 1584	40 % of the cost of the service hour
PLN 1584.01 - 1716	45 % of the cost of the service hour
PLN 1716.01 - 1848	50 % of the cost of the service hour
PLN 1848.01 - 1980	55 % of the cost of the service hour
PLN 1980.01 - 2112	60 % of the cost of the service hour
PLN 2112.01 - 2244	70 % of the cost of the service hour

PLN 2244.01 - 2376	80 % of the cost of the service hour	
more than PLN 2376.01	100% of the cost of the service hour	;
<p>6) The cost of one hour of care services is specified in the contracts concluded by the Municipality of Krakow with service providers.</p> <p>7) In the case of single people who are not lonely people, and their income exceeds the amount of PLN 3,154.50, and people in the family whose income exceeds PLN 2,376, assistance in the form of care services is available only in special cases justified by important social reasons. The Mayor of the City of Krakow expresses consent to provide assistance in the form of care services to people who are not lonely people, and their income exceeds PLN 3,154.50 for a single person and PLN 2,376 for a family member.</p> <p>8) Persons in a particularly difficult situation who prove that the amount of income remaining at their disposal after incurring the necessary fees and expenses for treatment and payment for care services would not allow them to meet basic life needs, may be partially or completely exempted from paying for care services. However, in the case of persons whose payment for services should be 100%, they may be partially exempted from payment for services, however, the reduced fee should be at least 60% of the cost of an hour of services.</p>		
Developed by: Specialist Łukasz Odrał Date: 02/10/2020	Opinion presented by: Attorney at Law Monika Małgorzata Konior-Czarnota Date: 02/10/2020	Approved by: Director Witold Kramarz Date: 08/10/2020