

Dimensions for Intervention for Social Inclusion Perception Users and Technicians

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Abstract: The situation of a person in social exclusion is not marginal social phenomenon multifactorial and complex causes, so that consists of a multidimensional component that influences the social status of a person or family (Heras & Sánchez, 2011; Pérez Eransus, 2006). Following the entry into force of Law 10/2013, of 27 November, social inclusion of Galicia, one empirical-descriptive research is aimed to analyze the perception of people receiving RISGA and technicians Social Services Oimbra municipality regarding the dimensions amenable to intervention. The participant samples consisted of 21 beneficiaries and have been used as instruments questionnaire status and satisfaction questionnaire Luis Vives Foundation (2011). The results show that technical identified as key dimensions for intervention and occupational material while for personal and occupational users. Also it is noted that users identify a positive perception as described by technicians. Through the results obtained dimensions and areas to be included in the individual integration projects described in the Galician current law and the need to develop training measures, employment counseling and intervention in personal area are identified.

Keywords: Rent integration, social inclusion, dimensions, rural and project.

I. INTRODUCTION

The term social exclusion refers to a structural process formed by a component of multidimensional factors - social, labor, economic, educational, political, cultural, etc - that affect specific social groups, making it difficult or impossible to access vital opportunities such (España, 2001; Heras & Sánchez, 2011). It is a structural process already indicated that authors such as Castel (1997) identifies various phases: integration, insecurity, vulnerability, marginalization and exclusion. As well as structural factors that act in each one of them as the existence and the access of: mechanisms of personal development and insertion partner-community, protection systems, rights, etc (España, 2001). Due to its multidimensional component there is a heterogeneous collective profile affected or particularly prone to social exclusion. That is why there are different classifications such as those outlined in the "Plan Nacional de Acción para la Inclusión Social del Reino de España de 2001" (España, 2001) or the "Comisión de Asuntos Sociales del Parlamento Europeo en 2005" (Heras & Sánchez, 2011). Both with a common denominator, references to collective shortcomings associated with the: employment, education, training, housing, income, health, family support, information or support the cultural and social integration.

1.1. The Minimum Insertion Income:

In Spain the guarantee system of income has been configured to over the years and gradually form little systemic through a complex, comprehensive and fragmented fabric care benefits. It was not exposed as a defined system, vertebrate, coordinated and was marked by two key factors. In the first place by the conception of social protection from a optical laborcentrist contributory and guided by two principles of selection: the previous contribution to social security and labor capacity. This fact makes this system in a exclusionary element for social groups with more problems to access and stabilize in the labor market (Pérez-Eransus, 2006; Rodríguez-Cabrero, 2010). Also, for the various institutional tensions

and continuous by the decentralization of the State. Which has resulted in each autonomous community will emerge a particular law of insertion with criteria, access barriers, amount, requirements, compatibilities and incompatibilities different (Ayala, 2000; Gutiérrez, 2014; Laparra & Ayala, 2009).

This set of circumstances showed the need to create a resource that says coverage of the population in active age without disability and without sufficient legal contribution of time or that extinguished the benefits to which he was right or that does not belong to certain groups with specific aid from the various autonomous communities at the end of the decade of the eighties (Aguilar, Gaviria & Laparra, 1995).

After more than thirty years of minimum income (RMI) various authors highlight aspects of particular interest in this regard. Ayala (2000) and Gutierrez (2014) point out that due to the creation of this resource under the paradigm of the activation and the link push-provision has been made to the beneficiaries in subjects and not objects of social action. Pérez-Erasmus (2006) emphasizes the existence of certain "chronicity of the program". Well same Patino (2004) notes that the environment or social environment, as well as the existence of resources and services are key determinants in the existence of this type of situations.

1.2. Users Profile:

The existing studies on the profile of those and the users of the RMI, show that it is especially associated to: people with an age between 25 and 45 years, female sex, marital status single or married with at least one child, with little formal training, in situation of long-term unemployment, with scarce economic resources, a resident in family housing (own paid, rented or sold in precarious) and with problematic very heterogeneous and combined in the most cases (EAPN, 2013; España, 2012; España, 2013; Gutiérrez, 2014; Heras & Sánchez, 2011; Millán, 2004; Patiño, 2004; Uribarri, 2012). However, there is also evidence a high percentage of people in a situation of social exclusion: gypsy, immigrants, returnees, women victims of gender-based violence, homeless, people who have exhausted unemployment compensation and in recent years people with an average level of training-high or high (España, 2012; España, 2013). As well it should be noted that these studies have demonstrated that the profile varies greatly depending on the scope and geographic location of the users and resources of the partner-health, employment, educational and economic.

1.3. Dimension:

The situation of a person in social exclusion is a social phenomenon, not marginal, cause of multifactorial and complex, so that consists of a multidimensional component that influences the social situation of a person or family (Heras & Sánchez, 2011; Pérez-Erasmus, 2006). In this sense the Foundation Luis Vives (2011) establishes different "dimensions" to determine the position of the people in a situation of social exclusion in each of the axes that are involved in the process of inclusion. The dimensions are differentiated: (a) staff, (b) material, (c) health, (d) siblings and family, (e) relational, (f) occupational, (g) leisure and free time and (h) of the community (Fundación Luis Vives, 2011).

Tabla 1: Dimensiones determinantes de la exclusión social. Fuente: Fundación Luis Vives (2011).

<i>Dimension</i>	<i>Description</i>
Personal	Values, perceptions, attitudes and behaviors that arise from the individual.
Material	Access to basic goods and the satisfaction of basic needs like food, clothing and housing, and availability of revenues or own resources to meet these needs themselves.
Health	Physical and psychological well-being, and the value given by the people to their own health and the degree of responsibility taken by the perceiving person both in its management, and medical monitoring. The absence or presence of harmful habits that harm the physical also included.
Convivial and family	Situations, dynamics and relationships that exist in everyday context and closer to the person.
Relational	Social relationships and personal relationships outside the family.
Ocupational	Existence of regular occupation, outlook on employment and job quality and level of education.
Leisure and free time	Making leisure activities and free time.
Comunitary	Participation in community life.

The Minimum Insertion Income of Galicia (RISGA):

In Galicia the Minimum Income of insertion are born in 1991 through the Law 9/1991, of the October 2, galician basic measures for social inclusion (Galicia, 1991). Emerges as one of the resources to combat social exclusion and as an

element of integration, called Income of Social Integration of Galicia (RISGA). After successive modifications (Galicia, 1999; 2004; 2008) This resource has been adapting to the realities of the Galician time until in 2013 sees the light the Law 10/2013, of November 27, the social inclusion of Galicia (Galicia, 2013). It is defined by article 6 of this law as: "a public service designed to ensure economic resources of subsistence to those who lack them, as well as to reach progressively its autonomy and social integration, employment, through the right and duty to participate in customized processes of insertion with technical and financial support of the Galician system of social services and the public employment system of Galicia" (Galicia, 2013).

2. JUSTIFICATION

One of the changes include modification of the current law of Social Inclusion of Galicia (Galicia, 2013) is the modification of the forms needed to request this resource (request, social report, social integration project and agreement of educational integration of minors). The document that contains a project of social integration reflected in the law reflects various areas of intervention in which should include objectives, actions, leads and indicators: (a) staff, (b) training, (c) health and socio-health, (d) social and relational (e) a paragraph in which you can include other areas (Galicia, 2013). At the same time, the agreement of educational integration of minors include various areas to include in the commitment of the users of the resource: (i) power, (ii) clothing, (iii) personal hygiene, (iv) medical aspects, (v) education and (vi) social participation (Galicia, 2013).

There are 18 files of RISGA in the rural municipality of Ourensano Oimbra, we consider appropriate to analyze the similarities and differences between the valuation of the technicians and users/as in relation to the different dimensions of susceptible intervention for social inclusion. The final objective of this study is to adapt the old intervention projects to the current described in the law of RISGA (Galicia, 2013).

3. METHODOLOGICAL DESCRIPTION

3.1 Objectives:

The overall objective of this research is to identify the state and wants of users and users at risk of social exclusion. For this purpose the following specific objectives are proposed: (i) show the socio - descriptive characteristics of the sample, (ii) analyze the technical assessment made regarding the areas and dimensions amenable to intervention in each user, (iii) identify the level of personal satisfaction described by each user / a in each of the dimensions analyzed and (iv) comparing the similarities and differences between the assessment of the technical and users.

3.2 Sample:

The sample under analysis are the users in social exclusion beneficiaries of Social Insertion Income -hereinafter RISGA-Galicia in the municipality of Oimbra, over 18 who wish to participate in this project. It is noted that at the time of analysis were 18 records and 25 RISGA adult beneficiaries. Finally they are involving 21 beneficiaries (n= 21), of which 17 were holders of the resource and 4 beneficiaries not hold.

3.3 Methodology:

This research is based on a design empiric descriptive instrumental (Montero & León, 2007; Cube, Martin & Ramos, 2011) through survey aimed at identifying a particular population sampling and assessing study multiple case (Cube Martin & Ramos, 2011). The sampling was random according to three criteria: (i) sex, (ii) age and (iii) training level. In each stratification results are expressed as: total, average and percentage. Just as significant Pearson correlations bilateral level 0.01 and 0.05.

3.4 Instruments:

As instruments are collecting data were used three different: (i) an identification questionnaire profile of participants, (ii) the questionnaire situation of the Luis Vives Foundation (2011) and (iii) the satisfaction questionnaire Foundation Luis Vives (2011). The questionnaire used to analyze the user profile was drawn up questionnaire consists of 7 closed questions in order to analyze: sex, age, marital status , type of connection with the appeal, the number of children / as the educational level and nationality. To identify the technical assessment of users have used the questionnaire situation of Luis Vives (2011) Foundation consists of 31 closed questions regarding the size (staff, equipment, health, convivial - family, relational, occupational, leisure free and Community) -time and areas for intervention. To analyze the level of personal satisfaction described by each user was used satisfaction questionnaire Luis Vives Foundation (2011) consists of

items in Likert format 1-5 , lower scores referring to a lower level of satisfaction that assess 6 dimensions (staff, equipment , health, convivial -familiar, relational and occupational).

3.5 Coding procedure and results:

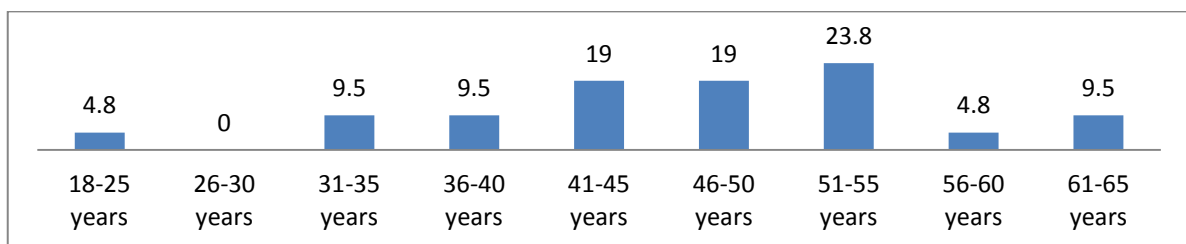
Contact with different users / as has been done through subpoena by letter by the technicians of the local Community Social Services. After an appointment the project was presented and were invited to participate. He then proceeded to deliver satisfaction questionnaires users / ace and workers / social as requested conducting the respective valuations. This procedure was carried out between the months of November and December 2014. Once all the data obtained has been used statistical software (SPSS version 15.0) to analyze the results; expressing them as totals, percentages, means and finding the respective correlations.

4. RESULTS

The results obtained are divided in three blocks in reference to the following questions: (i) identification of the profile of the sample, (ii) the level of satisfaction of users/as and (iii) Valuation of technicians.

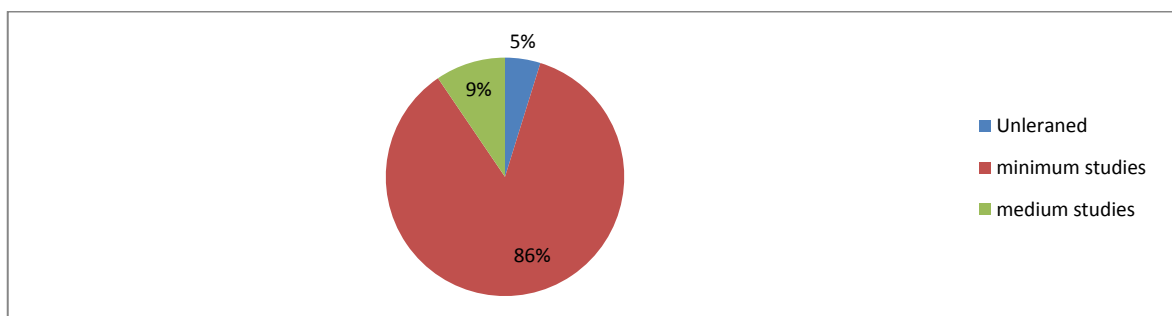
Identification of the profile:

It is noted that of the 21 participants in the research are 11 men (52.4%) and 10 females (47.6%). In relation to the type of user/to 17 of them are applicants (81%) and 4 beneficiaries (19%). With respect to age, as seen in the graphic below, the profile is highly heterogeneous, although the group is the most representative of a between the ages of 41 and 55 years, since they represent 61.8 % of the sample.



Grafic 1: Age of the sample. Source: own preparation.

Taking into account the marital status of the participants noted that: 8 of them are stag/ (38.1%), 7 married/as (33.3%), 3 divorced persons (14.3%) and 3 separated/as (14.3%). It is also noted that 10 participants (47.6%) did not have children, 11 (52.4%) yes, of which: 6 one only (28.6%), 3 three children (14.3%) and 2 four children (9.5%). There is also evidence that 18 participants are spanish (85.7%) and 3 foreigners (14.3%).



Grafic 2: Educational level of the sample. Source: own preparation.

Analyzing the educational profile of the sample is evidence that the level is identified as low, as shown in the graphic below: no user has higher studies, only 2 have media studies, 18 minimum and 1 do not know how to read and write.

4.1 Level of satisfaction of users:

Analyzing the valuation that performs the sample in relation to the dimensions taken into consideration (personnel, material, health, convivial-family, relational and occupational) notes that, as shown in the table 2, the valuations more identified include:

Table 2: Assessment users of the level of satisfaction. Source: own preparation

Dimenson	Valoration											
	Nc		1		2		3		4		5	
	N°	%	N°	%	N°	%	N°	%	N°	%	N°	%
Personal	0	0	3	14,3	3	14,3	6	28,6	9	42,9	0	0
Material	1	4,8	4	19	3	14,3	5	23,8	3	14,3	5	23,8
Health	0	0	3	14,3	0	0	5	23,8	6	28,6	7	33,3
Convivial-l-familly	0	0	3	14,3	2	9,5	3	14,3	4	19	9	42,9
Relational	0	0	2	9,5	2	9,5	4	19	3	14,3	10	47,6
Occupational	0	0	6	28,6	2	9,5	6	28,6	7	33,3	0	0

In relation to the personal dimension a rating of 4 in 9 respondents (42.9%), on the material level of 3 and 5 points for 5 users/as respectively (23.8% in each valuation), for the health dimension 7 users are awarded a score of 5 (33.3%), 9 respondents (42.9%) valued as 5 its convivial dimension-family, 10 of them (47.6%) value with a 5 the relational dimension and in relation to dimension 7 occupational users/as (33.3%) valued with a score of 4 points.

4.2 Valuation of the technicians:

With respect to the evaluation that carried out the technical/as municipal Oimbra on all the different dimensions subject to intervention with each user (personnel, material, health, convivial-family, relational, and occupational, leisure-time free and community) it is noted that, as shown in table 3, consider it necessary to develop an individual project of intervention with the users/as in the that is include aspects concerning various aspects. With regard to the personal dimension with 5 users (23.8%), especially with regard to the emotions and personal autonomy. On the material level consider it necessary to work with the entire sample (100%), specifically with the access to food and clothing. Taking into consideration the health dimension, in 14 users (66.7%) considered appropriate to include aspects of the management of health - especially referred to the assessment of disability-, with 7 users/as accrued by the state of health (33.3%) and with 3 of them (14.3%) aspects related to addictions.

Table 3: Assessment technicians on users/ace. Source: own preparation

Dimension	Area	Sub-área	Intervention	
			N°	%
Personal	Emotios		5	23,8
	Personal autonomy	Intellectual autonomy	5	23,8
		Physical autonomy	1	4,8
	Personal development	Expectations	4	19
		Knowledge and ownership of the process	4	19
Attitude and behavior		4	19	
Material	Food access		21	100
	Access clothes		21	100
	House and home	Access	1	4,8
		Habitability	2	9,5
		Adaptability	0	0
	Income	Availability	0	0
		Management	1	4,8
Origin		0	0	
Health	Health		7	33,3
	Health management		14	66,7
	Addictions		3	14,3
Convivial-family	Organization habitat		1	4,8
	Relationship within the habitat		1	4,8
	Relationships with family		5	23,8
Relational	Frequency and nature of relations		1	4,8
	Relations between the peer group		4	19
Occupational	Occupation		16	76,2
	Position on employment	Training and experience	20	95,2
		Abilities	2	9,5
	Employment		0	0

		Provided stability	0	0
Recreation -leisure			1	4,8
Comunitary	Administrative and legal situation	Legal existence	1	4,8
		Administrative regulation	0	0
		Use of community resources and participation	0	0

It is also noted that in reference to the dimension convivial and family intervention is needed with 5 users (23.8%) with respect to aspects of relations with the family outside the habitat. Analyzing the occupational dimension it is noted that there is a clear need to develop measures concerning the occupation with 16 participants (76.2%) and at the level of education with the totality of the sample (100%). Finally the results indicate that in reference to the dimension of leisure and free time is necessary to intervene with 1 user (4.8%) and with other respect to the community dimension in relation to the legal-administrative situation.

5. ANALYSIS

5.1 General Analysis:

Analyzing the profile of the sample results show that: (i) with respect to sex distribution is equal , although a greater number of men than women , (ii) analyzing the average age this corresponds to a range from 46 and 50 years ($x=5.71$) , (iii) considering the type of user shows that are most applicants (81%) , (iv) the majority of users are not married (66.7%) , (v) one half of the sample has no children (48.6%) , (vi) are characterized as Spanish (85.7%) and (vii) their educational level is low or very low (90.5%).

Considering the average of each of the issues discussed on the level of satisfaction reported by users it appears that this corresponds , as shown in the following table , with: (i) an average score of between 2.67 and 3 points regarding staff and occupational dimensions and (ii) greater than 3 points from the other dimensions (material, health, family and convivial-relational).

Table 4: Average satisfaction rating and DT users . Source: own.

Dimension	Media	DT
Personal	3	1,095
Material	3,95	1,596
Health	3,67	1,354
Convivial-family	3,67	1,494
Relational	3,81	1,401
Occupational	2,67	1,238

Likewise it is evident that the dimension in which the sample indicates greater satisfaction is that relating to the material dimension (3.95) , while the value of which is more negatively occupational dimension (2.67).

It is observed that men described a higher valuation to the personal dimension, materials, occupational health , while women in their assessment is higher compared to the convivial - family and relational dimensions (see Figure 4).

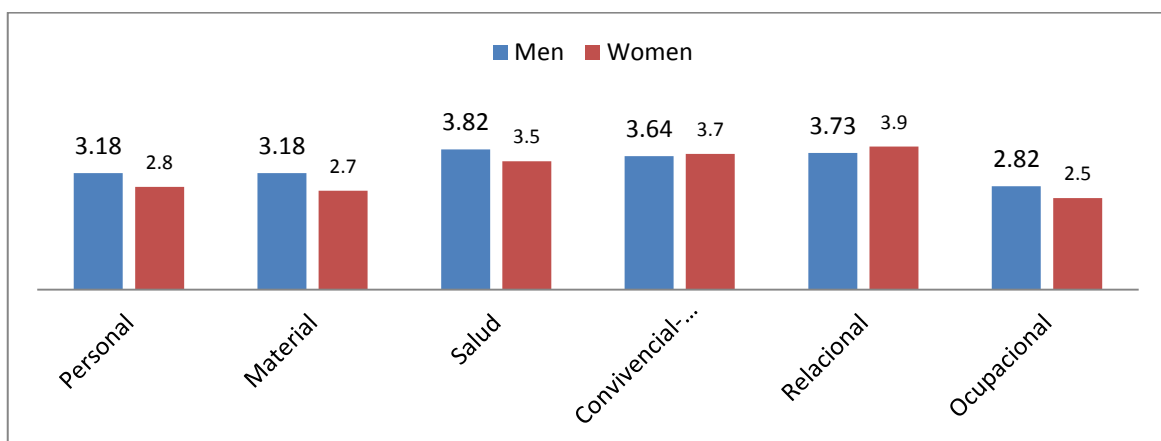


Figure 4: user satisfaction rating by sex . Source: own.

Regarding the assessment made by technical it is observed that, as the graph below, the main dimensions are amenable to intervention: the material and the occupational health (see Figure 5).

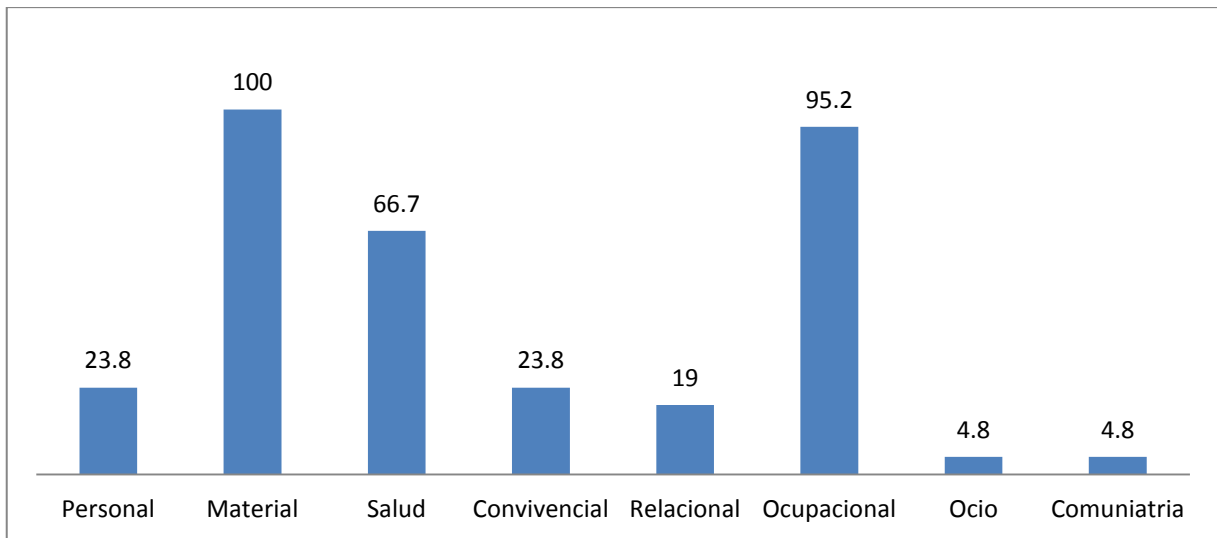


Figure 5: technical about users evaluation. Source: own.

Regarding the described areas with a greater number of users with those considered necessary to develop interventions are those concerning: access to food and clothing (material dimension), health management (health dimension), training and employment (dimension occupational).

Considering the assessment of the technical municipal notes that: men in a greater number of interventions on the following areas follows: emotions, intellectual autonomy and attitude and behavior (personal dimension) and on access accommodation and housing (material dimension). Also in relation to addictions (health dimension) and the dimensions of leisure time and occupational dimension in the areas of employment and position on employment (training and experience and skills).

However, the technical evidence that a greater number of interventions regarding respect for women is necessary: physical autonomy, expectations and knowledge and ownership of the process of personal development (within the personal dimension), management of incomes and the habitability of housing or housing (material dimension), the status and health management (health dimension), the relationships within the habitat and the family (convivencial-family dimension), regarding relationships between the peer group (dimension relational) and on the legal and administrative situation (community dimension).

These results show that of the 31 items evaluated by the technical: in 9 (29.04%) mainly relate to men, in 11 (35.48%) women and the remaining 11 (35.48%) evenly between the sexes.

5.2 Analysis stratified:

Considering the strata analyzed in this study (gender, age and educational level) and significant correlations analyzing bilateral level Pearson 0.01 and 0.05, the results indicate that: (i) about sex is no correlation occurs. (i) In reference to age two maps, one at 0.01 level are identified inversely with respect to educational level of -0.566 and a proportional level of 0.05 +0.433 professional assessment regarding the occupation of the users. (ii) Considering the educational level of the shows four maps, two at level 0.01 (a directly proportional relation to the professional judgment of the dimension of leisure time 0.568 and another inversely proportional occur regarding the age of the sample -0.566) and two inversely proportional to the 0.05 level (with respect to the existence of children of -0.470 and another in reference to the existence of employment skills -0.474).

5.3 Compare ratings technical and sample:

Taking into account the assessment of satisfaction by the sample is observed that the dimensions in a worst score is identified are those relating to the physical aspects ($x=2.95$) and occupational ($x=2.67$). Technical indicated as major areas of intervention with users / as those concerning: the material (100%), occupational (95.2%) and health (67.7%).

These data show that although in general the valuation of the sample are more positive than those made by professionals, a relationship of similarity between art appreciation and satisfaction occurs in reference to materials and occupational dimensions. Since both groups are the areas most "critical" or where there is a greater concern. However regarding the health dimension an inconvenience occurs because although technical / as consider the need for a high level of intervention (67.7%), users show a medium-high satisfaction ($x=3,67$). Concerning, family and convivial-dimensional relational staff the results indicate that both valuations are similar. So regarding personal dimension users / as identified an average satisfaction ($x=3$) and technical a need for intervention also average (23.8%). Referring also to the convivial family dimension-users point to a medium-high technical satisfactory level ($x=3,67$) and an average need (23.8%). Also regarding the relational dimension sample identifies a medium-high valuation ($x=3,81$) and professionals as a need for medium-low (19%) intervention. That is why the valuations of both professionals and users are similar, except for the health dimension, where professionals have a more negative perception as described by the sample.

6. CONCLUSION

Social exclusion is a structured multifactorial phenomenon characterized by a heterogeneous affect user profile (Castel, 1997; Spain, 2001; Heras & Sánchez, 2011; Pérez-Erasmus, 2006). Through this research it is evident that the sample ($n=21$) were characterized by a very different profile. It also identifies the variables related to age, level of education, health and economic capabilities are crucial to social exclusion. Also it is concluded that the set of dimensions susceptible exclusion (Fundación Luis Vives, 2011), the sample shows a higher level of dissatisfaction in the relative field staff and especially in the training-occupational. However it is clear that the overall level of satisfaction / participants is medium-high. Analyzing the assessments of technical Municipal Social Services as observed that perception is more negative. It also identifies these / as professionals have a more negative perception especially regarding dimensions-occupational training, equipment and health.

These results show the need to adapt social integration projects RISGA resource to new models established by law. To do think that, more than having the technical appraisals, it is beneficial to consider the perceptions of the user. Through this process becomes or places the beneficiaries protagonists and participants of your project and your involvement is encouraged in inclusive measures.

On the other hand we consider necessary to remember that in rural environments in which we compete, where the existence of material and human resources are scarce, it is more difficult to encourage measures to develop aspects relating to occupational-training and staff dimensions. That is why the creation of county, pluri or provincial measures are crucial. Since in most rural municipalities of Galicia inner lack these specific resources.

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