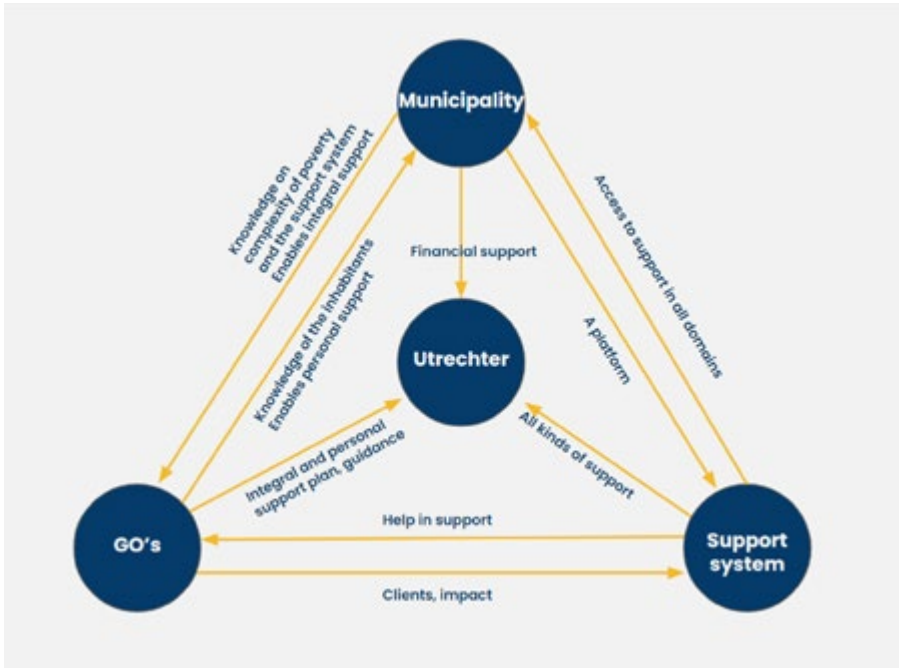


# Towards integral support for the people of Utrecht

The municipality of Utrecht has numerous regulations in place to support citizens that live in poverty but still a substantial part of the population live below the poverty line. To better support these people and to offer them opportunities to get out of the vicious circle of poverty, the municipality is looking to improve the system of poverty reduction by aligning it with the needs of its target group. Based on research of the current system, the stakeholders in the system, trends and developments and poverty itself a concept is proposed consisting of a service for the department of Work and Income of the municipality (W&I) and a tool to support the service. To give context to the concept first the overarching strategy is shown below, whereafter the concept is explained in detail.

## THE STRATEGY

Offering Utrechters in poverty personal and integral support through a stronger collaboration with the support system in the city



This strategy for W&I regarding their poverty regulations is based on the need of the target group for personal and integral support. Integral support means support in multiple domains of life simultaneously. Personal support means that the forms of support that are offered and the way this support is provided to the person in question are based on his/her personal situation.

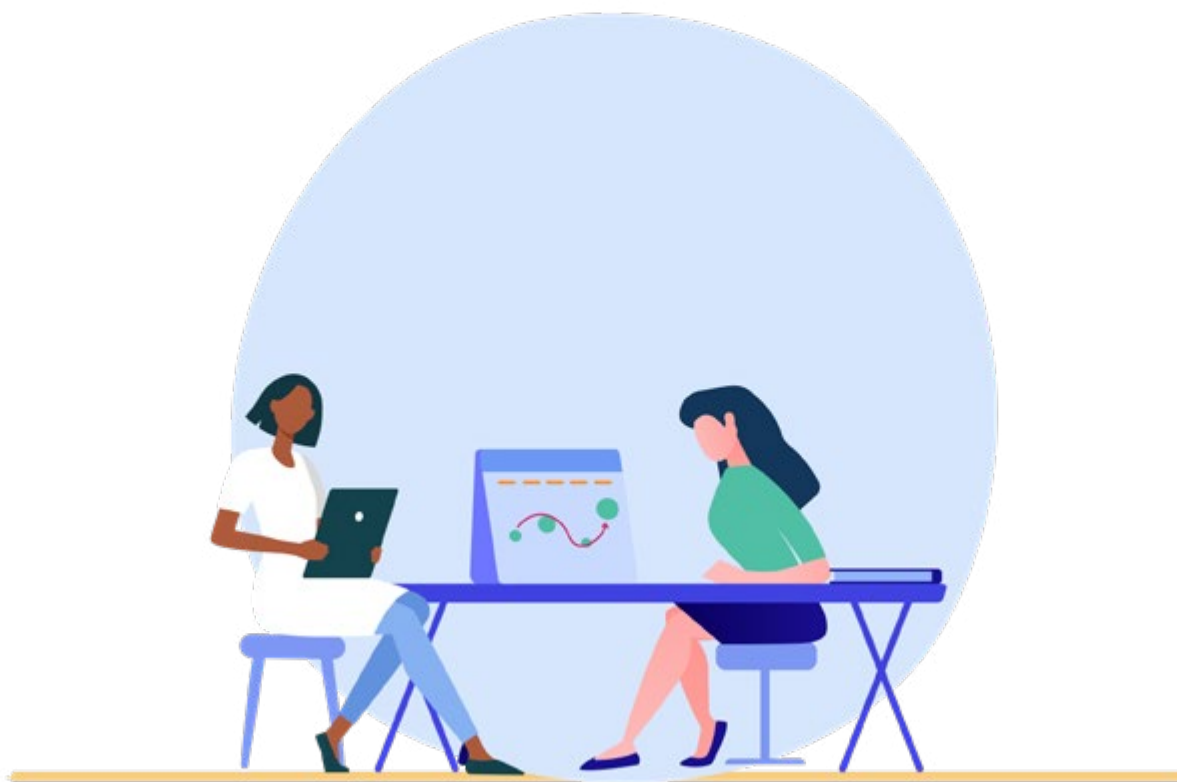
The current support system for people in poverty in Utrecht has many valuable elements that are necessary for a system that offers people in poverty personal and integral support. That is why a stronger collaboration between the municipality and the different parties in the support system can change the system towards this desired state.

The abundance of organisations in the support system offer support in all life domains and amongst them there are also 'guiding organisations' such as neighbourhood teams that know personal situations of their clients. Yet there are still two main challenges to enable the support system to offer citizens personal and integral support:

### How to identify what integral support consists of based on a citizens situation

Knowledge of someone's situation is an important requirement to identify what support is needed. To offer integral support it is also necessary to understand the different dimensions that are affected by poverty and how they relate to each other. The combination of these two allows us to identify what integral support consists of for an individual situation.

### How to make sure the identified support reaches the citizen



## THE SERVICE

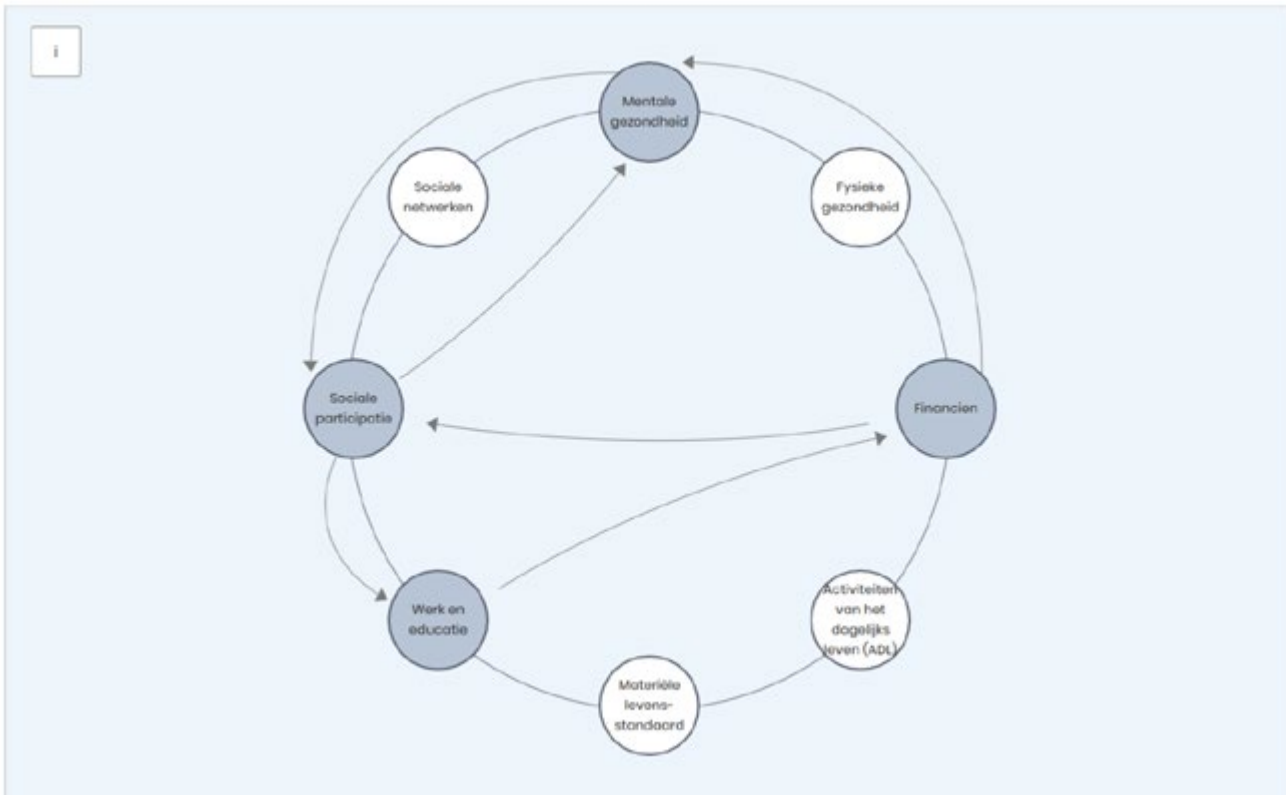
A service from W&I to enable guiding organisations to identify all relevant domains for integral support of a citizen and to connect them with organisations that offer this support

The service consists of a collaboration between W&I and the guiding organisations (GO's). With the knowledge of citizens personal situation and therefore also knowledge on how to provide support, the guiding organisations already have two of the four building blocks.

The connections that the municipality has with many of the organisations in the support system and the central position they have in the city enables them to build knowledge of the support system in the city. Finally, the tool allows employees from W&I to understand the complexity of poverty.

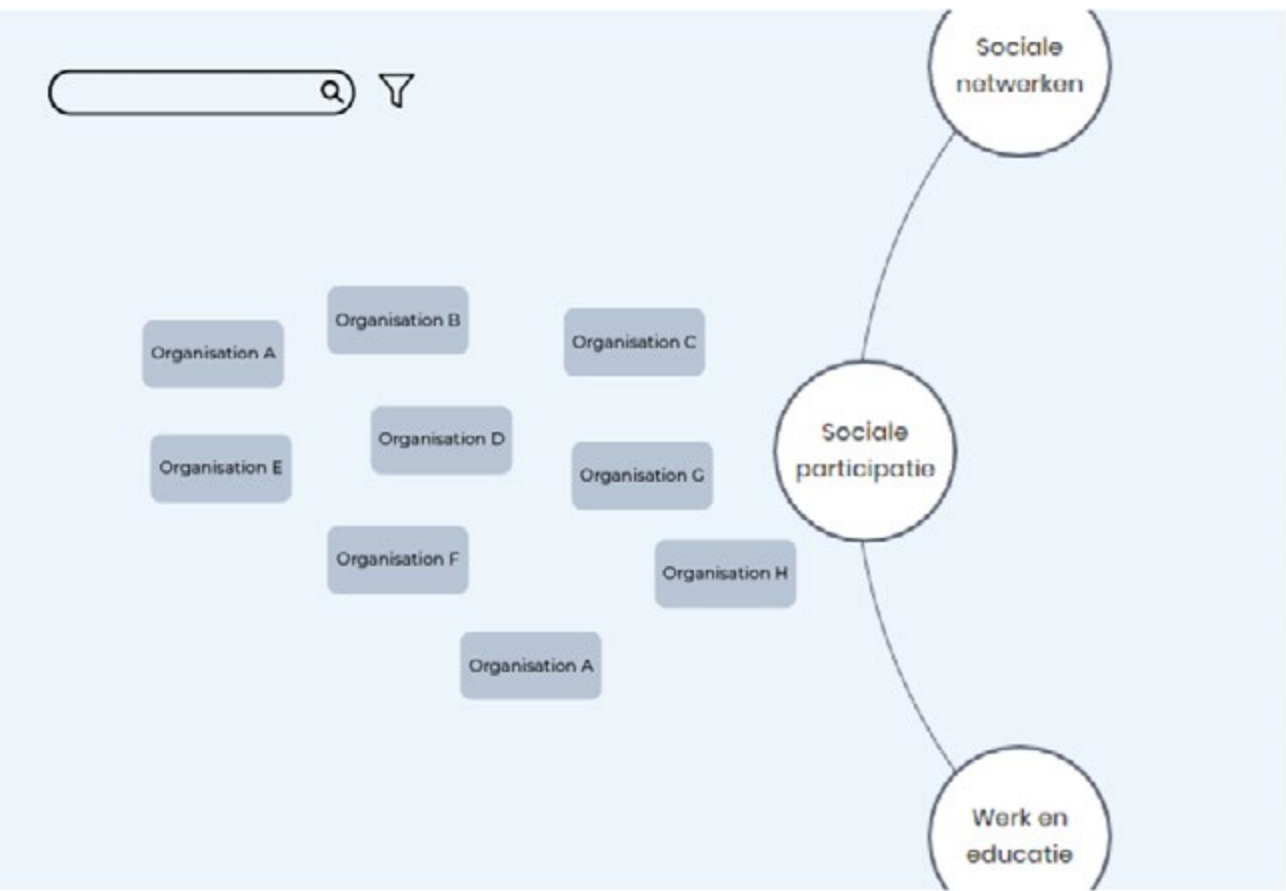
## THE TOOL

A digital tool to generate opportunities for integral support by visually mapping challenges of citizens



The tool allows employees of W&I to work with the complexity of poverty without having to become experts on the topic. It explains the basic principles of the dimensions that are affected by poverty and how the dimensions relate to each other.

By visually mapping someone's situation, an overview is created and it allows you to understand the complexity of the situation. This is based on a system thinking tool called the connection circles. The tool is an app that can be used on a tablet or a computer. The main screen shows a circle with 8 living domains based on the domains of the Zelfredzaamheidsmatrix, the living domains of the Arrangementenmonitor and the dimensions of well-being as used by the World Health Organisation.



The tool is to be used employees of guiding organisations together with citizens.