

- Collaboration between klantmanager (Welfare)/ city of Amsterdam and participation coach from Actenz/GGZ in Geest

If there is a suspicion of psychosocial or psychological problems with clients they will be referred to the participation coach to have a three-way conversation to make the problems visual. The purpose of the conversation is to make clear what the 'Request for help' is. The goal of this conversation is to aim for possibilities and investigate in which way the client can participate in society, for example: activities, non-paid work or even first steps towards a paid job.

Goal:

- Investigate non visual problems which remain underneath the surface, for example; financial situations or if there is any need for extra help from GGZ
- To direct the client to one of the chain partners or the doctor. To make this step as small as possible there is the opportunity for the participation coach to join the client during these appointments.
- Investigate which skills the clients got and which intervention we can bring to the table to activate the client towards participation.

The klantmanagers will regularly ask the participation coach to join in on conversation to advice, or just to ventilate their point of view on the situation. This can be useful for the client because there is a thin line between different chain partners.

Results:

- We work towards confidence with our clients, because when this is established the 'Request for help' or 'guiding question' is easier to detect.
- Because of this collaboration the clients will have short distance towards activities, non-paid work and maybe even first steps towards a paid job.
- The participation coach has the possibility to work with the client to make the first steps toward any form of participation

Finance:

- For every client there will be a request for budget towards the City
- If there is suspicion that the above request will cause a delay in the process, then the financial benefits will be taken from another city project