

The relationship between local policy arrangements and daytime activities for homeless people in the Netherlands.

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Master's thesis

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Word count: 9974

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Abstract

Introduction: This study focuses on the factors that influence the accessing of daytime activities by homeless people in the Netherlands. The central question is: ‘Which factors contribute to the receiving of daytime activities by homeless people in social shelters and protected housing?’ **Methods:** The research is of a qualitative nature and is part of the main study “Prospective research into social shelter and protected housing” by N. Boesveldt (forthcoming). Semi-structured interviews were conducted with clients (n = 25) of social shelters and protected housing and with stakeholders involved in the care of homeless people (n = 14). This study sheds light on the Regional policy framework of the region Zuid-Kennermerland, IJmond and Haarlemmermeer and of the perspectives of both clients and stakeholders to obtain information about the daytime activities of homeless people. **Results:** data was analyzed by three main themes that are sourced from the literature: motivation, participation, and policy efficiency. What is especially noteworthy is that 68% of the participants are involved in some form of daytime activities, which is more than was expected. **Conclusion:** There remain several factors that influence the obtaining of daytime activities by homeless people. The first main factor is a lack of collaboration between the stakeholders, which means that they are unable to offer customized care. There also seems to be a lack of guidance by the municipality and caregivers, in regard to obtaining daytime activities within the abilities of the clients. Moreover, the motivation of clients to get daytime activities is reduced because they receive a benefit. **Recommendation:** Further research should be conducted regarding homeless people obtaining daytime activities in other regions in the Netherlands, so that national differences and similarities can be charted and thereby the care of homeless people can be improved.

Keywords: Homelessness • Daytime activities • Participation • Motivation • Policy efficiency.

Introduction

In the King's Speech (on Prince's Day) in 2013, the term “participatory society” was introduced in the Netherlands, and an appeal was made to citizens to participate in society and to take on responsibilities. This participating and taking of own responsibilities would be the main focus in the policy of the Netherlands for the coming years (De Bruijn, 2017). Participating in society is important because making a contribution to society provides citizens with satisfaction, social contacts, and the opportunity to develop new skills (Jehoel-Gijsbers, 2004). There are different types of participation, for example, through a regular job, as well as through day work (i.e., labor), or voluntary work. The motto of the Dutch government is: “Everyone has to participate, we need more work and fewer rules” (Jehoel-Gijsbers, 2004, p. 1). All the types of work mentioned above are discussed as “daytime activities” in this study. The importance of engaging in meaningful daytime activities in order to be able to “get involved” in society is broadly endorsed, although the political attention paid to this matter is yet insufficient. This also applies to the use of care institutions that need to promote participation and work for homeless people (Davelaar & Mierlo, 2013).

Dutch municipal centers for social care have to deal with a growing number of homeless people. From 2009 to 2015, the number of homeless people in the Netherlands grew by more than 13,000. This represents an increase of 74% (Centraal bureau voor de statistiek, 2016). A large proportion of homeless people need support to maintain themselves independently due to a combination of problems (e.g., psychiatric disorders, intellectual disabilities, debts, addiction). In 2009, one-tenth of homeless people were employed; since 2014, this has decreased to 4–5%. This means that the proportion of active homeless people halved (Coumans, Arts, Reep & Schmeets, 2018). In 2016, more than 8 out of 10 homeless people living in the Netherlands survived on social benefits (Centraal Bureau voor de Statistiek, 2016). Of this number, 54% said they were unwilling or unable to work (Centraal Bureau voor de Statistiek, 2017). The number of people in the Wajong—the benefit for people who have been declared “labor-disabled” at a young age—has grown to a quarter of a million in the last decade (Centraal Bureau voor de Statistiek, 2016).

A large group of homeless people indicate that having a working rhythm and work experience would increase their sense of self-confidence, active citizenship, and social contacts. These factors are often lacking in the lives of homeless people (Van Dijk, 2018). Therefore, the aim of this research is to investigate the striking decrease of active homeless people in the Netherlands. In this study, we define homeless people as “people without any form of accommodation (the ‘unsheltered’ group who are sleeping rough or in places not

intended for human habitation) and those living in temporary or crisis accommodation specifically provided for homeless people” (Busch-Geertsema, Culhane & Fitzpatrick, 2016, p. 129).

Since 2015, municipalities in the Netherlands have been responsible for youth care, work and income, and care for people with chronic illnesses and the elderly; this is also referred as decentralization. Such decentralization expresses a search for a new division of responsibilities between the government, social contexts, and the individual. This concerns living and basic rights that, in the end, may not depend on the civil servant or the municipality in which the homeless person resides (Westert, 2017). As a result of this shift in responsibility, municipalities are in greater need of a reasonable degree of uniformity. This requires that, at a central level, binding agreements are made about the availability, accessibility, and level of homeless facilities and benefits (Westert, 2017).

One of the provisions that the municipality is responsible for are social shelter and protected housing, which are covered by the Dutch Social Support Act. The groups that qualify for this form of care are homeless people and victims of, for example, domestic violence. The number of people who require social shelter and protected housing increased from 54,000 in 2011 to over 70,000 in 2017 (Planije, 2018). More people than ever before are using social shelters in the Netherlands (Beers, 2011). Many institutions that provide this care say that they are confronted with municipalities which lack a vision of the future, that the amount of arrangements are becoming unworkable, particularly for ambulant care, and that the provision of daytime activities are being removed without anything to replace them (Hoof et al., 2015). Moreover, many concerns are expressed about developments in daytime activities (Hoof et al., 2015). The questions that remain unanswered are whether the care system in the Netherlands is inadequate, whether the supply of work and daytime activities is insufficient for these homeless people, or whether it depends on the client's motivation to get involved in daytime activities. This relation between local policy and personal motivation is further outlined in the theoretical framework.

For this study, we investigated how people in social shelters and protected housing can participate in society through their daytime activities. The central question is: *Which factors contribute to the receiving of daytime activities by homeless people in social shelters and protected housing?* The question is answered with reference to three important themes in the existing research : *participation, motivation and policy efficiency.*

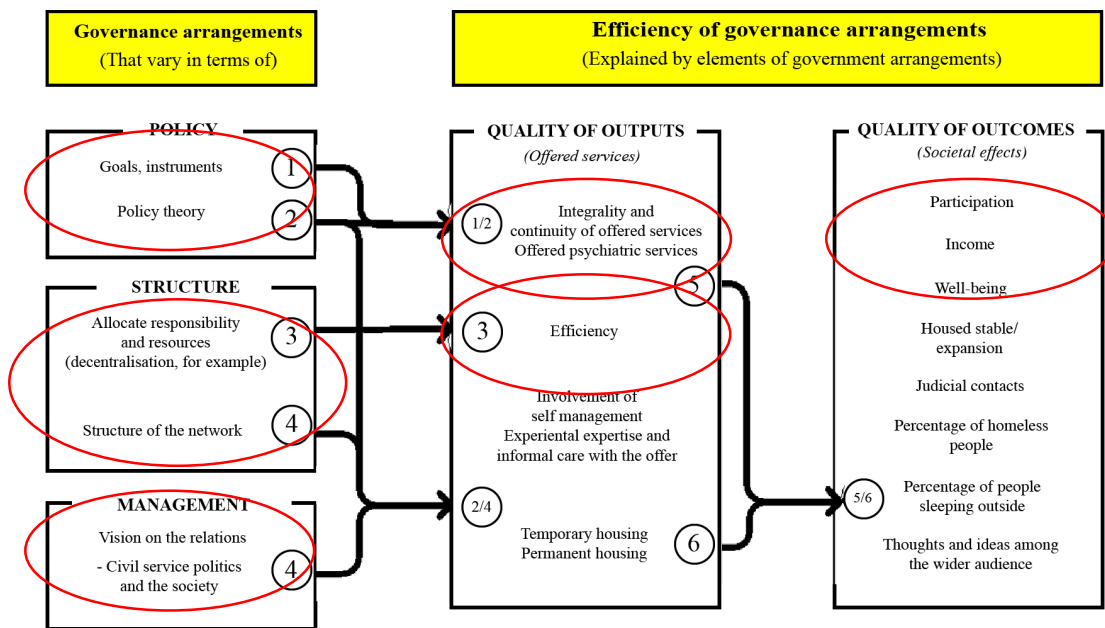
Theoretical Framework

In order to define the various factors of influence in receiving daytime activities among the homeless, we need to explain why it is important to obtain more information about the relation between the local policy on participation and the participation of the homeless in the Netherlands. Both the policy framework and the reasons for participation by the homeless are relevant in this regard. Therefore, we need to understand the local policy on participation and income in terms of both the clients' perspectives and the stakeholders' perspectives.

Boesveldt (forthcoming) describe the theoretical relationship between aspects of a local governance arrangement for homelessness and aspects of the arrangement's efficacy. In order to explain the factors that influence local arrangements in relation to the daytime activities of the homeless, this study is based on the model of Boesveldt (forthcoming). According to the model of Boesveldt, the three core elements of governance arrangements are policy, structure and management. These three elements influence the quality of offered services, for example integrity and efficiency. Subsequently, the quality of offered services has an impact on the societal effects, for example participation. So, in other words, if something goes wrong in the governance arrangements, this can ultimately influence the participation of homeless people. This relationship is outlined in Figure 1. The original Dutch model is included in the appendix. In this research, the focus is on policies, structures, and management in relation to the integrity, continuity and efficiency (quality of outputs) of offered services, what expects to turn out in a societal effect (quality of outcome).

Boesveldt (forthcoming) report that organizing daytime activities for homeless people proved difficult at the time of the research and that this must be further elaborated on. This means that the societal effect in participation with a focus on daytime activities was not discussed in that study. As a result of this uninvestigated theme, we continue to discuss *participation* and *income* in our study, as shown in the model to determine how the local policy factors influence these societal effects, through the integrity, continuity and efficiency of offered services. By means of this theoretical model, this study is able to contribute to an understanding of problems and needs in day-care policy and the arrangements involved therein. That is, we try to understand the gap between the needs and the provisions, that can contribute to improve the care of homeless people in the Netherlands.

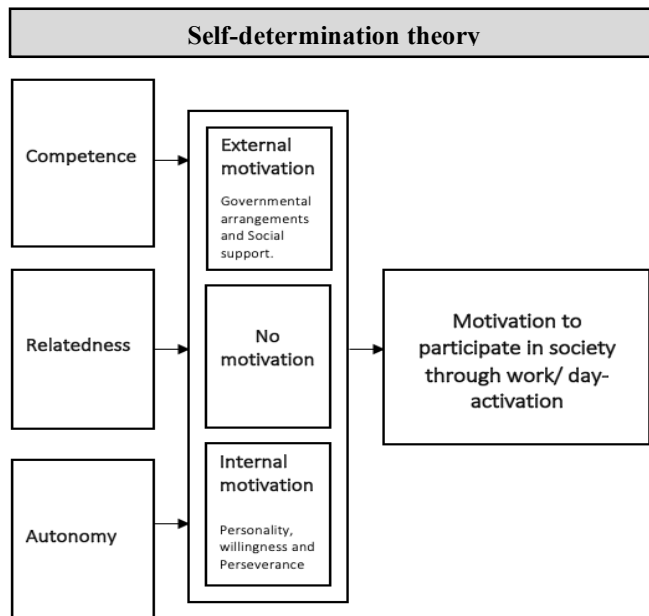
Figure 1: The theoretical relationship between aspects of a local governance arrangement for homelessness and aspects of the arrangement's efficacy (Source: Boesveldt, forthcoming) English version.



Self-determination theory

In addition to wanting to know how local government arrangements influence the maintenance and accessing of daily activities, we also want to know what personal factors influence the behavior and movements of homeless people. Ryan and Deci (2000) introduced *self-determination theory* as a useful starting point for investigating the various motivational factors that can influence people. Self-determination theory is an approach to human motivation and personality that uses traditional empirical methods to measure intrinsic motivation and external motivation. It examines the reasons for the choices that people make without being influenced by external factors. It concerns individual behavior in terms of how people motivate themselves and on the basis of which factors they act (or do not). According to self-determination theory, the most desirable and high-quality forms of motivation and commitment are perseverance, improved performance, and creativity. To support this, *autonomy*, *competence*, and *relatedness* are essential. If one of these three psychological needs is not supported within the social context, it will have an adverse effect on people's well-being. In this study, aim to understand why homeless people are or are not motivated to be involved in daytime activities and how they are influenced or motivated by internal factors as personality, willingness, and perseverance and by external factors as governmental arrangements and social support. This relationship is outlined in Figure 2.

Figure 2: Model of factors that influence human motivation and personality, by intrinsic motivation and external motivation (Ryan & Deci, 2000).

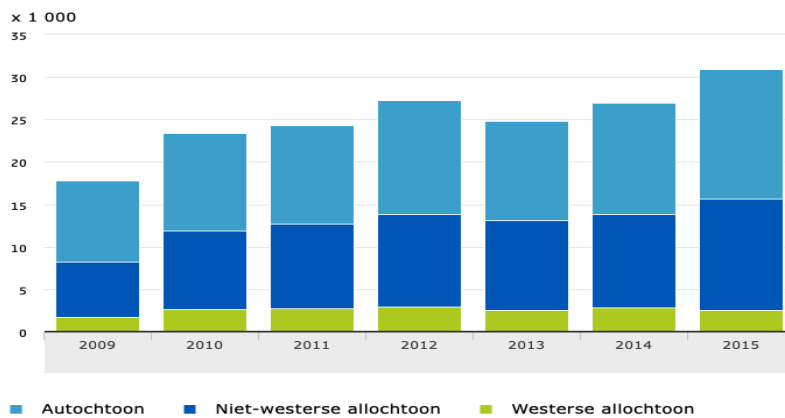


Homeless People in the Netherlands

The most accurate estimate of the number of homeless people in the Netherlands that is known, is for 2016. From 2009 to 2015, the estimated number of homeless people increased from 23,300 to 30,500 (Centraal Bureau voor de Statistiek, 2016). This growth is depicted in Figure 3.

A number of government rules causes homelessness, such as the ‘sharing standard’ (kostendelersnorm in Dutch), the reclaiming of surcharges, and the impeding of registration in terms of the basic registration of persons. The ‘sharing standard’ means that someone on benefits is cut off by the municipality if he or she offers shelter to a homeless family member (Beers, 2011). This is one of the reasons that homeless people do not obtain any help from family or friends. Another reason is often found in the debts homeless people have with their friends or family. Most of the time, homeless people end up in social shelters and protected housing. In projects such as social shelters a home and daytime activities, on which this research primarily focuses, are provided (Van den Berg, Gerritsen & Molenaar, 2018). Moreover, homeless people are often unidentifiable and thus usually fall outside the scope of research that is based on population surveys. Thus, it is difficult to gain insight into this socially vulnerable group by means of the usual observation methods (Coumans, Cruyff & Van der Heijden, 2010).

Figure 3: Homeless people in the Netherlands, 2009 to 2015 estimates (CBS, 2016)



Relevance and importance of daytime activities among homeless people

Research shows that more than half of the homeless people or clients of social shelters in the Netherlands often do not have a meaningful way to spend their day (Wolf, Altena, Christians & Beijersbergen, 2010). Daytime activities are of great importance for keeping the homeless people in sight of care and for creating rhythm and balance in their living conditions (Planije, Tuynman, & Hulsbosch, 2007). In addition, if someone feels useful then that person will also become part of and feel co-responsible for society (Van Leeuwen, 2018). Research has shown that a day spent meaningfully is important for obtaining support from one's environment, being among people, personal care, vitality, having a structured weekly schedule, feeling valued, and being able to contribute to society (Van Leeuwen, 2018). In a study by the Verwey-Jonker Institute (2007) it was concluded that there is much room for improvement when it comes to daytime activities for homeless people. The results demonstrate that there remain many existing frictions in the relevant policy, for example, bureaucratic procedures and the compartmentalization of financing in the organization of care, primarily in the guidance to work (Davelaar, Dongen, Rijkschroeff & Flikweert, 2007).

Many municipalities are developing plans to improve the ability and opportunities for vulnerable groups, such as the homeless, to participate in society. The goal for municipalities is to have only 30% of homeless people living in facilities and to promote social inclusion and participation as much as possible (Rijksoverheid, 2018). For example, the municipality of Zwolle provided personal coaching to the homeless within the municipality by actively organizing a “springboard” for every homeless person to take a worthy place in society.

Research shows that compared to the alternative situation, Zwolle actively prevented homeless people from ending up in even worse living conditions than they were already in (Van Dijk, 2018). Van Dijk (2011) suggests that active support from caregivers ensures more self-confidence, social contacts, and work experience for the vulnerable group of homeless people.

Diversity of employment

In a study on the employment situation of people with an occupational disability, Nijhuis and Zijlstra (2011) indicate that the Dutch society is becoming more and more complex and that increasing demands are being made regarding work performance. As a result, an ever-growing number of people is no longer able to participate in regular employment. An important conclusion that can be drawn from this study is that the organization of work processes in only one particular way can never meet the diversity of possibilities, capacities, and wishes of employees. Some people appear to be well able to do simple jobs, while other employees are motivated to become involved in more complex and challenging functions (Nijhuis & Zijlstra, 2011). This confirms the importance of gaining better insight into the situation of homeless people in order for them to have the chance to fully participate in society. Hence, society needs to provide a greater diversity of job functions for groups of people who cannot manage in the complex labour market (Van Dijk, 2018).

Methods

The data used in this research was sourced from the study “Prospective research into social shelter and protected housing” (Boesveldt, forthcoming), a study about the ‘outpatient treatment’ of clients in social shelters and protected housing. The aim of the research was to provide municipal authorities with advice about the relation of policy arrangements and its effectiveness, from different perspectives, including the clients’ perspectives. The factors that influence their accessing and being involved in daytime activities were not investigated in that study. This unexplored aspect led to the focus of the current study. The data was considered suitable because both the clients’ perspectives and the stakeholders’ perspective were included. The collection of the data in the dataset used took place from the first of May till the end of July 2018; collection of data is ongoing for the purpose of further research. The current research into the relationship between local policy arrangements and daytime activities for homeless people started at the beginning of February 2019 and was completed in June 2019.

Research Strategy and Instruments

This study adopts a qualitative approach. Qualitative research is considered the most suitable because it allows the possibility of an in-depth investigation of the underlying causes and processes leading to certain decisions and policies (Jones, 1995). In undertaking qualitative research, the researcher attempts to make sense of, or interpret, phenomena in terms of the meanings that the participants bring to them (Jones, 1995). For this study, the researcher made use of semi-structured interviews that were conducted in Dutch and an analysis of the regional policy framework of the region Zuid-Kennemerland, IJmond and Haarlemmermeer: ‘Social shelter, housing and recovery 2017-2020’. The interviews are based on a questionnaire from the abovementioned study by Boesveldt. The questionnaire comprises two lists, one focused on the clients’ perspective and one on the stakeholders’ perspective. The questionnaire can be found in the appendix. The clients’ interviews were peer-reviewed by one researcher and one expert client, which increases the reliability of the measuring instrument. An expert client is someone who has been in the situation of homelessness in the past and who is now using his experience to increase the living situation of homeless people. The interviews with stakeholders were conducted by peers and in some situations by only one interviewer.

The research is reliable to the extent that the participants were partially randomly selected and the interviewers adopted a neutral attitude during the interviews. However, due to the specific focus on policy in the region of Zuid-Kennemerland, IJmond and

Haarlemmermeer, the research is not fully generable to all other regions in the Netherlands. The validity of the research is a concern because the questionnaires were prepared in advance. As a result, the researcher had minimal influence on the questions that were asked. Nevertheless, it appears that the main subject was sufficiently covered in the interviews, which means that the validity of the study is guaranteed to the extent that this was possible.

Participants and Procedure

Anonymous interviews were conducted with both clients and stakeholders involved in this social field of homelessness. These stakeholders comprise following entities: the commissioning municipality, policy-makers, the social team, workers in social shelters and protected housing, the social service, and the health authority. In order to understand the experiences of the clients themselves, a series of interviews was conducted in 2018 by researchers from the University of Utrecht. In total, 25 interviews were conducted with clients from the regions of Zuid-Kennemerland, IJmond, and Haarlemmermeer. These clients had all recently made use of social shelters or protected housing. The average age of the participants in the social shelters was 42 years. The average age of the participants in protected housing was 48 years. The condition for the inclusion of participants was that they spoke the Dutch language well enough to understand the questions asked and to be able to answer them. To contact the target group, the researchers distributed flyers and contacted institutions where these clients stayed, or had stayed, or with which they had been in contact.

A total of 14 interviews were held with stakeholders. The researchers contacted stakeholders in Mental health care, addiction care, social work, corporations, social shelters, protected housing, formal and informal care in these municipalities. The participants were approached via the organization for which they worked or directly if they are part of a municipal cooperation. The participants received a reward for participating in the research. Due to the size of the Haarlem region and the fact that it has a complete data file, the data file of this region was viewed as the most important for this research. At the time of the investigation, other municipalities were considered for participation in the research; however, in the course of the research, the researcher decided by means of well-reasoned arguments to only use the data file for this region. This was because underlying information about daytime activities had not yet been investigated and it was therefore of interest to investigate these ideas that informed the relevant practices; it also took more time for the researcher to search for the right information than had been expected.

Ethical Considerations

Prior to the study, a proposal regarding the ethics of the research was submitted by Nienke Boesveldt to, and approved by, the Faculty Ethical Review Committee (FETC). It remained up to the researchers to consider ethical issues in using the data and to be aware how it was collected and how to report on it. Prior to the interviews, participants received general information about the study, and if they agreed to participate in it, they received an informed consent form, which they had to sign in order to participate. Participants could decide to withdraw from the research at any time without consequences. Once the form had been signed, the interviews were conducted and recorded. All participants received the contact details of the researcher in case they had further questions or were uncertain about the research. All the interviews were stored anonymously and are not traceable to the participants or other involved persons.

Analysis

The research program Atlas.ti was used to analyse the results of the research. This allowed the interviews to be analysed in the same way so that trends and similarities between them were foregrounded. The analysis began with the identification of certain sensitizing concepts. These were certain topics that had been established in advance on the basis of the literature studied. For example, in this study the main topics are: participation, daytime activities of clients, policies regarding daytime activities, support from institutions, and the like. The complete list is included in the appendix. Here, an attempt was made to establish a link between the pre-set questionnaires and the topics appropriate to this research. These topics were used to code the data from the interviews and the regional policy framework file. The data file had already been coded for the overall research project. In consultation with Dr. Boesveldt, the existing codes were used for further coding. This was because the content and the number of codes were already sufficient. For this research, the codes that were used most were work, income, and participation; here, information about daytime activities was considered the most important. In the coding phase, both the main topics and a variety of subtopics were determined. Thereafter, the relationships between the main topics and the subtopics became clear. The purpose of the analysis was to identify which factors influence the participation of clients in social shelters and protected housing in daytime activities. By analyzing the interviews and getting a better understanding of the codes it became clear to which of the main theme's (participation, motivation or policy efficiency) a code could be distributed. The code-tree is included in the appendix.

During the analysis, it became clear that the interviews entailed sufficient quality and content to answer the main question of the research. Since saturation occurred after reading the interviews. Eventually, the results were translated from Dutch into English. To ensure that the translations were correct, a university lecturer checked all the material for accuracy. In the results chapter all the quotes end with a large “P” for “participant” and the number assigned to the participant, for example: P57 means Participant 57. A few of the interview transcripts in the file were not numbered according to the participant; there the participant was indicated with an “I” for “interview” and the number of the participant.

Results

This chapter describes the results of the qualitative research. The research is approached from the regional policy framework and the perspectives of clients and stakeholders. The results are structured according to the three main themes in this research: *Participation*, the extent to which efforts are made to participate in society; *Motivation*, the extent to which there appears to be motivation to participate in some daytime activities; and *Policy efficiency*, which measures the efficiency of the policy arrangements for daytime activities. First, South Kennermerland, IJmond and Haarlemmermeer's regional policy framework for each theme is discussed and then the perspectives of the clients and stakeholders are discussed. All quotes used in this study are retrieved from the interviews with clients and stakeholders.

Participation

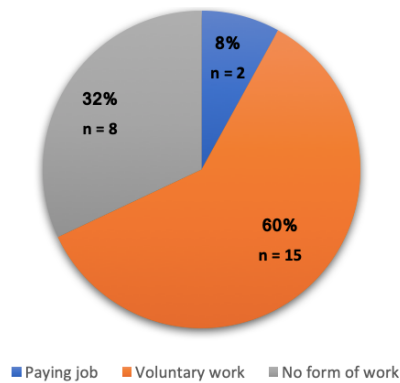
Regional policy framework: "Social shelter, housing, and recovery 2017–2020"

In the case of further outpatient care by the municipality, three aspects of life are given specific attention: work and daytime activities, social relationships, and finances. Work or daytime activities are an inseparable part of the recovery of clients. Various goals can be formulated for work or daytime activities. It contributes to meaning, self-worth, feeling useful and positive thoughts; it provides opportunities for the development of all kinds of skills (through training and personal development) and for meeting people and establishing contacts. It gives structure to each day and to life. Participation involves inclusion, full citizenship, a meaningful role in society, reciprocal connections with others, and feeling accepted.

- Clients' perspectives on participation

An overview of the number of clients who do and do not have work or daytime activities is presented in Figure 4.

Figure 4: Overview of the involvement in daytime activities by the participants in this study (voluntary work includes working in the social shelter).



Two out of 25 clients indicated that they live on benefits but would like to work instead. Four indicated that they have work at the social shelter. This includes working in the kitchen, cleaning the building, and undertaking household tasks. Eight clients were not involved in daytime activities or work. Two of the clients had a paying job and 11 worked as volunteers, sometimes for minimal compensation. Several clients stated that they have their own work or daytime activities, usually involving practicing a hobby or sport. So it seems that most of the clients feel that they do have some daytime activities. All the clients who had a paying job obtained it through a care organization. This means that initiatives such as Active Talent and Parnassia, which were mentioned in several interviews with clients, have a good effect on the reintegration of this group of clients into society.

The benefits of having daytime activities

Engaging in a daytime activity inspires substantial confidence, relatedness, autonomy and insert self-respect. More than half of the clients said that having a job or engaging in activities during the day makes them feel appreciated and to feel that they can contribute to society. In addition, it offers them new social contacts and allows them to communicate with people outside their own network. According to the clients, work ensures that one can show what one can do and that new possibilities for jobs or internships may result of it. For example, one of the participants stated: *“I am now receiving training and an internship. So that’s super. I am learning things and teaching other people”* (I20). Participants related that having work or daytime activities made them feel grateful. Some stated that they were able to give something back in return for the help they had received. It was mentioned that being involved in daytime activities provides them with the opportunity to seize new chances and to develop themselves, and ensures that they do not become bored and show bad behavior: *“I matter again. For a number of years, I was sitting in bad situations, where others looked*

down to me. And now, in this voluntary work, you are appreciated and gain self-worthy" (P13).

In several of the conversations, it appeared that clients really enjoy being able to access their daytime activities from the social shelter where they were staying, especially because they can build up a small amount of savings and are not tempted to spend it immediately on the street. In addition, they also find it a nice achievement to thank the shelter and its workers for their help in providing work: *"I'm just going to do that. If you receive something, you also have to give something back, I think"* (P38). They indicated that working inside the shelter is a solution to slowly enter the society again.

Four clients particularly stated that it is good that there are initiatives that lead to them being able to obtain work again, for example having a client council where they can tell their struggles and achievements. In addition, a number of clients were offered the opportunity to engage in a training to become an expert client. In this way, they can inspire other homeless people to reintegrate into society and to find a job. This is seen as a valuable contribution by the clients who became an expert client.

- Stakeholders' perspectives on participation

The interview with the municipality showed that an arrangement model is developed. The model ensures that the nine most important living areas (finances, social relations, work and daytime activities, housing, safety, meaning of life, well-being and physical health) are presented in the best possible way, to create more personal care by focusing on these areas: *"In this way, every client has customized care"* (P21). For reintegration into society, there is a focus on customized care. For example, when debts first have to be dealt with, these are given priority (e.g., the municipality takes over the debt) and other problems get temporarily backgrounded. To provide clients with customized care, a more personal relation must be created with the client. When the client is in care, his or her capacity and motivations to work need to be considered: *"That is the intention. Not to immediately stop the benefit but first to see what is really going on"* (P57). At the same time, it was said that the question remains as to whether the responsibility for engaging in activities is the client's or the authorities'. In this manner, there is a strong desire to improve the social participation of clients by ensuring that the activities of the involved parties are more consistent. This can be achieved by developing one plan and ensuring that there is only one director for each client. An advantage of this approach is that, since there are not multiple

stakeholders involved in one client's situation, it is more clear who is responsible and what needs to be done.

Aim for improvement

The stakeholders regularly stated their intention to improve their work related to job guidance. For example, the municipality of Haarlem has ensured that labor or creative daytime care is freely accessible. The municipality is convinced that more people can enter the labour market, not only in voluntary daytime activities but also in the form of a paying job. Participation is a region-wide goal. Authorities in the region of Haarlem want to contribute to this. Through projects such as "Vitaal Verder," investments are made regionally to guide this group into work. *"To prevent people from being a nuisance and to allow them to have a meaningful day, there are a number of daytime activity partners here in the city who can also serve this target group well"* (P14). In addition to similar projects deployed by the municipality, progress is observable at daytime activity organizations, which increasingly focus on getting the homeless back to work.

From the interviews with the staff of the municipalities, it becomes clear that there are two movements with regard to policies on how people spend their days. On the one hand: *"Reintegration is no longer the greatest asset, we accept that not everyone can work full-time"* (P57). And on the other hand: *"You can see people from the Social support act doing work-related daily activities, but there are some of them that could have a regular job"* (P57).

Motivation

Regional policy framework: "Social shelter, housing, and recovery 2017–2020"

A component of this investigation focused on the regional policy framework considers whether (municipal) arrangements or emergency budgets can be set up to prevent people from having no income or a debt that obstructs a recovery path to sustainable independent living. It is written in the policy that with more personnel, social disadvantages can be prevented. As there is a constant need for coordination between the parties involved at the client level, it is desirable that the professionals do not contest each trajectory, but rather that each runs smoothly and without obstacles. For all clients of social shelter, protected housing, and women's shelters, it is desired that they live as normally as possible with recovery support that aims at inclusion, full citizenship, participation, self-reliance, and informal support in the local environment.

- Clients' perspectives on motivation

Most clients state that several institutions encourage them to participate in society, even if this is only due to the subsidies that are provided: *"You get quite a lot of subsidies from the municipality, which encourage people to live in society again"* (P54). Some of the participants mentioned that having debts causes them to be motivated to find job again. However, most of these jobs are generally not perceived as pleasant as clients are often placed in a position that is not within their interests: *"It is terrible, you ask yourself; where did I end up? But you have to do it because otherwise you will never get rid of those debts"* (P37). In their opinion, such jobs often pay poorly. In addition, having an income is seen as essential to maintaining a household—and it releases stress, what also came to the fore in the interviews and what seems to have an impact on people is living on social benefits. Two clients who had both been rejected for work appeared to no longer be motivated to apply to work again. This was often stated as the main reason for not engaging in any form of daytime activity. In general, clients believe that having a home is their first goal as this provides peace of mind and, thanks to the stable living environment, there are more opportunities to look for a job.

The ability to obtain and retain work

Based on the interviews, it seems that substantial value is attached to a workplace in which one is not tied to many obligations, and that if one is having a bad day, one can simply leave, or do not even have arrive at work. This is why a few clients indicated that they would rather have volunteer work rather than paying work: *"Well, you don't even have to go, you can just work if you want to and if you don't feel like it, you stay at home"* (P60). Prior to being homeless, some clients had agreeable jobs. They would like to return to these; however, this is no longer possible in terms of their abilities. A frequently mentioned problem is that when members of this group have paying jobs and the company is not doing well, they are often the first to be fired. They experience significant problems in obtaining work. In addition to their often not being able to retain a job, many clients also suffer from mental health problems. One of the clients stated that this must first be stabilized before she can also retain a job. Clients do have difficulty maintaining contacts and are therefore often unable to obtain work or daytime activities within their own network.

The majority of the participants stated that in order to continue to receive benefits, they needed to meet all the, sometimes difficult, requirements. They experienced this as lacking clarity and found it as annoying to have to do work that is below their abilities.

Help and support

The majority of participants stated that they would like to receive more support. Good guidance for accessing work is seen as necessary, and it was mentioned that many people end up in a position in which they ultimately cannot fulfil their potential. On this matter, one participant said: *“I was not even there for two and a half hours and I had to fix a little square where I had to lay pipes. Then I could go home again. I was so disappointed”* (P41). Clients do occasionally obtain work on their own; however, usually, they are unable to retain it because it is not a job that suits their abilities. Reintegration is often encouraged in their situation but one of the clients mentioned that she thought that it was a shame that reintegration is so focused on money, that it is no longer about whether one is healthy, but that income is seen as the most important factor.

The social team is often seen as good support for obtaining a job or daytime activity from projects such as ‘Parnassia’ or the ‘foundation SIG’. The good thing about this is that the guidance is really well managed as they call clients every week to update them: *“I am called every week to see how it is going and whether the work succeeds”* (P53). The help from the social shelters in becoming involved in daytime activities is also experienced as sufficient. However, more help from the municipality and social teams in finding work would be appreciated. Participants mentioned that this support could be more customized. In their opinion, the care is too general and, as a result, they are constantly confronted with the same problems.

- Stakeholders’ perspectives on motivation

The municipality reports a stagnation in motivation when clients receive benefits. As a result of this, it wants to organize matters so that people who work or work part-time cannot make less use of the minimum scheme than people who are completely reliant on social assistance. This is in order to stimulate motivation to work. The municipality indicates that it understands that when it comes to 100 euros per month, clients are not more motivated because of all the additional obligations that comes with having a paying job. A number of stakeholders stated that clients’ lack of motivation is the cause of their not having any work or daytime activities. Clients often hide behind the circumstance that they first want to get their lives back on track before they want to think about some form of work. One of the employees of social services pointed out that once a client has been rejected (i.e., is not able to work), it is difficult to keep an eye on them: *“When they no longer have a labour obligation, we do not*

do much with them anymore” (P86). The participants also experienced the problem that many clients provide themselves with “undeclared” work (earning money without paying taxes), and that these clients do not see the consequences of this on their income.

The ability to work

Several stakeholders acknowledged that it is difficult for this group of homeless people to find work. One of the policy officers says the following about this: *“Yes, anyway, at least when I speak to my target audience, I think that for a lot of people that goal is too high. That you can be happy that they are in a kind of structure. But work?”* (P7). They stated that what is included in the law on participation is often not realistic for this target group. In addition to the fact that all the stakeholders think that it is important that everyone makes a worthy contribution to society, it was also mentioned that this is not always possible and that they need to accept it. Overestimation in the abilities of homeless people is seen as a common problem. The participants related that there are often also many other problems present, and hence that it is not appropriate to assume immediate engagement in daily activities: *“Some people have such psychiatric problems that you cannot expect a lot from them in the short term* (P21). Young people appear to be better at engaging in activities than older people. Young people are more resilient, while the elderly often see many more barriers to this.

Help and guidance

The interview with the municipality shows that there are special programs for the mental health (GGZ) target group to help members of this group in obtaining paying work. While there might not be full-time jobs, they can also only work for two days, so that they receive a part of their benefit as well as their own income. In this manner, the municipality sometimes tries to create flexible arrangements instead of stopping the benefit when someone has a small job. This to encourage clients to get a job: *“We have the idea that there are also a lot of people in voluntary work who have the potential to get a paid job. But they find it a bit difficult. On the one hand, what does it mean for my income? On the other hand, what should I do?”* (P57).

It becomes clear from the interviews that there is considerable unfamiliarity in the organizations and clients with all the possible arrangements for work and income. One of the policy officers mentioned the following: *“It turns out that there are people from those vulnerable groups who often want to work but are confused by all the different arrangements and rules”* (p.57). To guide and support clients, it appears essential that care givers have a

sincere interest regarding the target group and that the target group is often not understood when this sincere interest is lacking.

Policy Efficiency

Regional policy framework: “Social shelter, housing, and recovery 2017–2020”

There is a broad wish that work or daytime activities are available for all clients, preferably through regular work or sheltered work with wages, or work-related daily activities or activities that are as labor-like as possible. The municipalities are developing a new policy with regard to (extramural) daytime activities. This policy is aimed at including easily accessible creative activities or daytime activities for social contact in the basic infrastructure. The aim of the new policy is to bring support closer to the client and to fit in with everyone's own abilities. In this sector, with its many partners and parties, ensuring good cooperation is a must in order to be able to offer customized solutions to clients.

- Clients' perspectives on policy efficiency

Some clients indicated that it is annoying that each municipality has its own rules. They say that, sometimes, when it concerns work or income, it is better to go to another municipality as more support is available there while, in their opinion, this should all be the same everywhere. Two clients indicated that considerable paperwork is required to get something done at the municipality. In addition, one of the clients said that he had the idea that the government does not know what is actually going on in the world of homeless people, and that it would be pleasant if all municipalities used the same principle, rather than it deciding whether it provides benefits or not.

Benefits and consequence

Ninety-two% of the clients live on benefits. The interviews show that by claiming benefits, clients avoid work more than they motivate themselves to work. For example: *“I receive a benefit so I can't do more. Of course, I cannot earn too much extra”* (I19). The Wajong especially seems difficult to obtain. However, once clients have access to a Wajong, most of them are fine with that, and it is too much risk losing one's Wajong or social benefit by doing work. Hence, most of them ensure they stay within the rules for having a Wajong to secure their benefits. It was often mentioned that having a social assistance benefit is the best outcome. Clients indicated that, as a result of this benefit, they no longer had a duty to apply for work and that this removed considerable pressure on them. In contrast, almost all clients

were aware that there is a compensation in return for having a benefit (other than the Wajong) such as the obligation to engage in voluntary work.

Although motivation generally appears to decrease when people receive benefits, one client indicates that this benefit can also be a motivating factor to obtain work. Because benefits ensure that people still want to earn something in addition to what they receive, as clients say that the benefit is not a large amount of money and the only thing one can earn in addition to it is a small voluntary allowance.

- Stakeholders' perspectives on policy efficiency

The most common theme among the stakeholders was improving cooperation among the organizations working in this field: *"You often see that people are already working somewhere or engaging in some activity. And that we do not always know that. We are now charting all of this."* (P57). Several participants stated that cooperation between municipalities and care institutions could be improved. However, they also indicated that they did not have great expectations about this. Such cooperation between partners is also important financially since it has consequences for the participation of the client in the sense that when a client is no longer actively receiving support, all benefit arrangements cease and he or she loses the income. All the stakeholders agreed on elaborating more with each other to see how these cases could have been prevented and how they could get such a client back into care as soon as possible.

The interviews with the stakeholders made clear that efforts are being made to create working groups that deal with mental health, income, and participation in order to improve cooperation between all stakeholders. The result of one of these meetings was that they gained better insight into all the tasks and activities within this area. However, at the same time, it became clear that many themes overlapped and that many colleagues were involved. In addition, it was mentioned that such cooperation sometimes stagnates due to conflicts of interest and due to different priorities in solving the primary problems: *"I think we are always looking for cooperation, but there remains a group where it is very difficult"* (P14). However, at a minimum, the intention for good cooperation is present.

On the other hand, there has been a new, positive movement in collaboration since decentralization occurred. The social domains are coming together to a greater extent and other involved parties can find one another more easily: *"That's all from the recent years. Previously, they were separate worlds. Sometimes a little harder and stricter on the law. Now there is movement in bringing these worlds together. Nice to see."* (P57). All the stakeholders

identified improvements, though implementation sometimes remains difficult. However, it was mentioned that the growth of the social teams can maybe ensure an improvement in contact between all the partners. Cooperation with the police and the social service is experienced as pleasant.

Responsibility

Several stakeholders experienced resistance in taking responsibility for homeless people. It is often not clear where guidance should come from. The participants related that when members of the target group begin working and their benefits are reduced as a result, it is not clear which organization should have taken care to prevent this loss of benefit. The social care workers indicated that it is difficult to determine who is responsible for care at the regional level: *“Which municipality has to pay? Because the participation law says, well, there you are registered, Article 40, so you will get your benefit there”* (P86). The social service states that many organizations find it difficult to take care of this group of homeless people. They indicate that they have no money for such care and therefore do not want to take responsibility. One of the participants said: *“People with a great distance to the labor market are not involved. It all costs them far too much time and effort”* (P86).

The functioning of the municipalities

From the interviews with stakeholders, it seems clear that the municipalities are committed to this target group but that it remains to be seen where everyone's responsibility lies and how to deal with the problem of work and income. Due to some separations within the social domain between 'Social support act' and 'Work and income', it turns out that they sometimes do not know whether someone in 'Social support act' is already being helped or whether this should be attended to by, for example, work and income. However, improvements are already being seen: *“I think that because we are close to each other downstairs, at least with implementation, there are very short lines between the Social support act and the participation law”* (P86). Other authorities acknowledge that this is of course all new to the municipalities and that they have had to find out much themselves since 2015. They all claim that the target group is supported more broadly than in previous years: *“We no longer only look at the group that you can easily move towards work”* (P57).

As the social service works across the region, it has a clear picture of the differences in the municipalities. This sometimes keeps them away from recruiting employees who want to hire clients of social shelters, as one municipality's provisions may differ from those of

another. The social service also indicates that policy staff are sometimes unfamiliar with the cases they are working on and that it is sometimes frustrating that they ultimately write the policy on the reintegration process.

Conclusion

The main research question— *Which factors contribute to the receiving of daytime activities by homeless people in social shelters and protected housing?* —can now be answered by reference to the theoretical framework. Both personal motivation and the efficiency of local arrangements influence access to daytime activities. The factors are different from the clients' perspective compared to the perspective of the stakeholders. The main positive factor that influenced access to daytime activities from the clients' perspective involved good guidance and support from social care so that they can work within their abilities, in combination with some (initial) financial support from the municipalities. The negative factor that influenced the clients was having a “social benefit.” Clients were not motivated to work again for fear losing the benefit. The main factor relating to accessing daytime activities from the stakeholder's perspective involves a better cooperation between the organizations involved and the municipality. Responsibility for the target group by every organization was found to be lacking. In addition, a number of other factors helped to provide an answer to the main question. For example, the positive effect of initiatives by organizations that result in work, the inability of clients to retain work, and the lack in customized care for this vulnerable group.

As a result of this investigation, we now have a better understanding of the factors that influence the daytime activities of homeless people. This can contribute to an improvement of the healthcare for homeless people in the Netherlands in creating a better efficacy in offered services, by a better understanding of the gap between the efficiency of provisions and the needs by clients in the receiving of daytime activities.

Discussion

The literature shows that one-tenth of homeless people were employed in 2016 and that most of them did not have a meaningful way of spending their days (CBS, 2016). However, this research has discovered different results. It seems that 68% of clients are involved in some form of daytime activity. How this activity is undertaken differs, though there are only a few clients who appear to be lacking some form of daytime activity as there was hardly any mention of boredom during the day. This does not mean that the importance of having a job is no longer an issue. The majority of clients want to work in order to contribute something to society and to earn some extra money. For the clients, the personal motives and factors for becoming motivated were mainly appreciation, autonomy, confidence, self-respect and relatedness. A possible explanation for this comes from the theory of Ryan

and Deci (2000). They state that the lack of two of these abovementioned factors would endanger the motivation and well-being of clients, which is also evident in the results of this study.

What is striking when we consider Boesveldt's (forthcoming) theoretical model is that most of the dysfunctional factors that would be large influences relate to the quality of the services delivered (quality of output). As may be observed in the results, the policy and its structure are sufficiently focused on the target group obtaining work or day time activities. What is mainly lacking is the implementation and efficiency of the various arrangements. This ultimately means that the aspects relating to the participation and income of the client do not show the desired results they were developed to attain.

From the results, we can gather that having a benefit reduces the motivation of clients. Clients are afraid of losing their benefits or having them reduced when they go to work. The question remains as to whether sufficient support is provided by the authorities. This question also arose in the conversations with the stakeholders. It is not clear who should take responsibility and to what extent benefits are strictly and consistently controlled. This also confirms the figures from the central statistical office of the Netherlands (CBS, 2017) and is in line of our expectations regarding the motivation of people on benefits. It appears that flexible handling of the regulations relating to the combination of work and accessing benefits may be a solution for both parties, that should be encouraged by researchers.

It also appears that projects that are focused on reintegration that are initiated by organizations and subsidized by the government work effectively to get the target group back into society. These are valuable to the stakeholders because then it is clear who is responsible for providing activities for homeless people. In addition, this also meets the wishes of clients to obtain more guidance for finding work or daytime activities. Hence, it remains important to take in account that the activities accord with the ability of the client. It seems that this is often lacking and that clients soon lose their motivation because they cannot handle a particular form of work. In addition, initiatives such as clients' councils, training to become a expert client, and those working at the social shelter seem to make a positive contribution to the activeness of homeless people. We recommend putting more effort into reintegration projects in which the clients are actively involved and motivated to develop their skills.

The main result from interviews with the stakeholders was that the policy on the daytime activities of homeless people needs to be improved by delivering more customized care. However, according to the policy framework, this is only effective when there is good cooperation between all the stakeholders. We can tell from the results that good cooperation is

often lacking. As a result, we could conclude that before the municipalities can ensure and focus on offering customized care, cooperation between all the stakeholders has to be improved.

Limitations

As the study was conducted throughout a larger, already existing research, there was minimal control over the questions there were asked during the interviews. This led to there being some questions and answers on this subject that the researcher would have liked to elaborate on. However, as the topic of this research was not the main objective of the previous study, context was occasionally lacking in the responses of the participants. An attempt was made to cover this as well as possible by going back to the interviews and reviewing and coding the core message of the participants who focused on the current topic: daytime activities, income and work. This means that the research cannot be fully generalized to the rest of the Netherlands.

Recommendations

A recommendation arising from this study is that the current topic should be investigated by other municipalities in the Netherlands. This would ensure that the results from different municipalities in the Netherlands could be compared and that they would hence be more generalizable to other regions in the Netherlands. A second recommendation is to investigate the factors that had an impact on job losses or people failing their studies before they became homeless. This would allow a greater focus on preventive care and on improving healthcare for people in the Netherlands. We are of the opinion that if we can discover the factors that influence loss of work and failure at school, much homelessness may be prevented.

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Appendix

1. Topic list

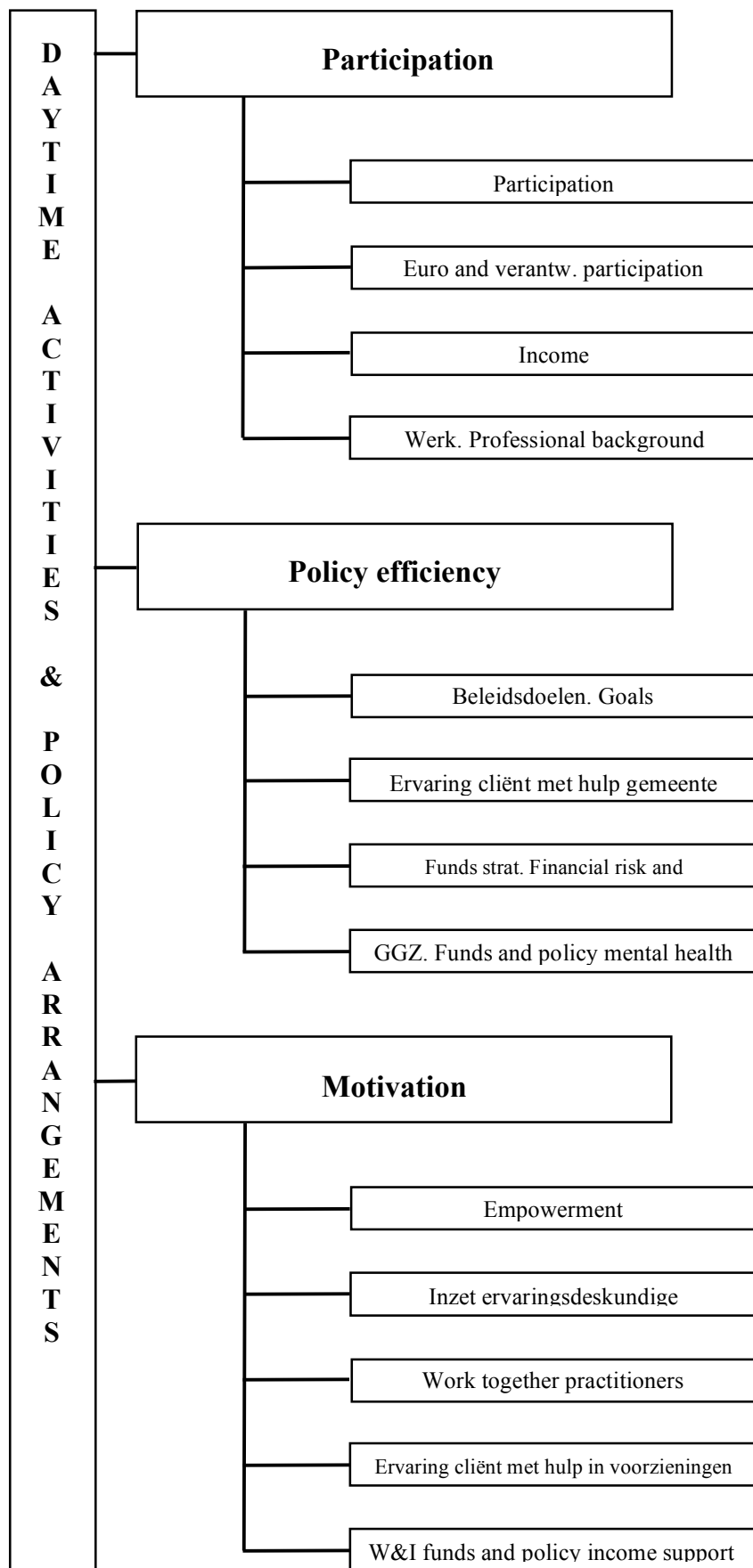
Clients perspective

- Types of daytime activities
- Funding in daytime activities
- Autonomy
- Making own decisions
- Coaching from disciplines
- Support in finding daytime activation
- Participation in society
- Satisfaction in participation
- Motivation for daytime activities
- Types of daytime activities
- Wishes regarding daytime activity.

Stakeholders perspective

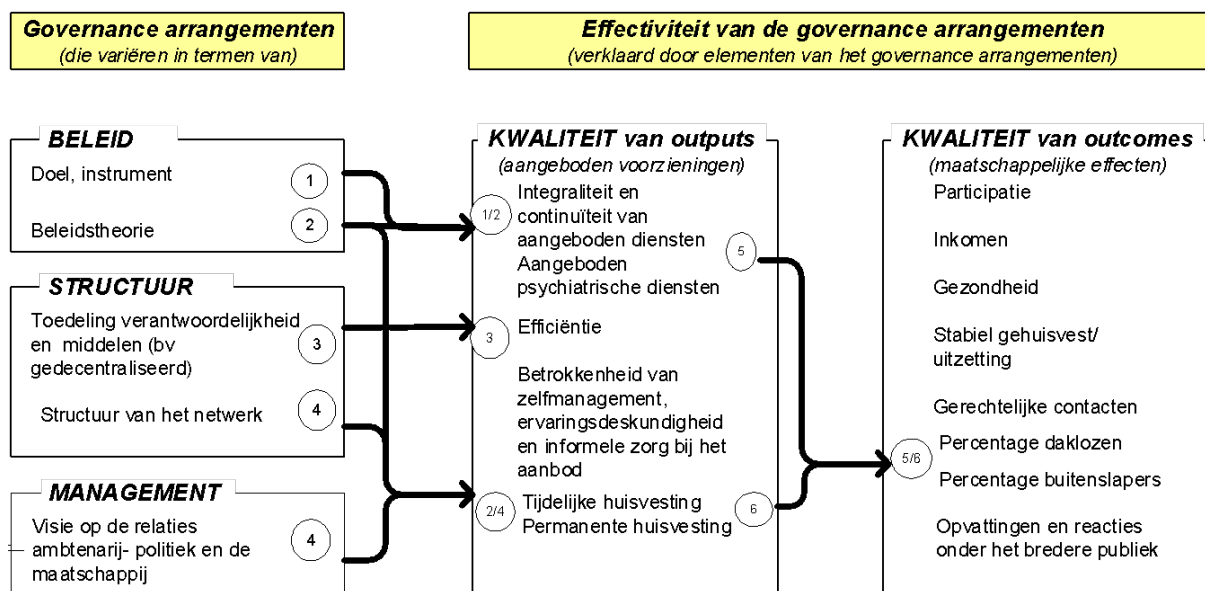
- Ambulatory care restrictions
- Funding in support for clients
- Regular support
- Policy in providing day activities
- Autonomy provided to clients
- Decision making
- Communication with institutions
- Types of daytime activities offered
- Lacks in policy due to daytime activities

2. Code-tree



3. Original Dutch version of the theoretical model by N. Boesveldt (forthcoming).

“Integraal model voor onderzoek, beleid en praktijk van de relatie tussen bestuurlijke elementen en uitkomsten van deze elementen (Bron: Boesveldt, 2015) aangepast aan dit prospectief onderzoek”



4. Questionnaire (1, Dutch)

Nienke Boesveldt – Vragenlijst cliënten

NB: Zorg ervoor dat je voor het afnemen van een interview, het lokale beleidskader van de gemeente waar je gaat interviewen hebt doorgenomen. Dit maakt het noemen van voorbeelden van gemeentelijk beleid bij de topics 'ambulantisering' en 'regionalisering' makkelijker, mocht de cliënt vastlopen.

Onderwerpen die tijdens de interviews aan bod zullen komen

- Ervaringen/meningen over/met het zelfstandig wonen
- Aangeboden hulpverlening
- Ervaringen cliënten rondom ambulantisering
- Netwerk

Bij iedere vraag zijn wij geïnteresseerd in zowel jouw persoonlijke situatie als in wat jij weet of denkt te weten over de drie bovengenoemde/eerdergenoemde onderwerpen.

Introductie

1. Hoe oud ben je?
2. Waar kom je vandaan?
3. Zou je kort iets over jezelf kunnen vertellen? Wat is je achtergrond en hoe ben je hier terecht gekomen?
4. Wat voor (vrijwilligers) werk doe je of heb je gedaan?

Ambulantisering

In Nederland willen gemeenten steeds vaker dat mensen die beschermd wonen of in een voorziening voor maatschappelijke opvang, zelfstandig gaan wonen met begeleiding aan huis, en niet langer in deze voorzieningen. Deze ontwikkeling heet ambulantisering.

1. Ben je bekend met deze ontwikkeling? Zo ja, hoe ben je hiermee bekend geraakt?

2. Wat merk je van deze ontwikkeling in je eigen gemeente? Zou je een voorbeeld kunnen noemen waaraan jij hebt gemerkt dat jouw gemeente deze ontwikkeling (ambulantisering) ook heeft ingezet?
3. Wat vind je van deze ontwikkeling? Zowel met betrekking tot jouw eigen ervaring als met betrekking tot andere personen die je kent. M.a.w. Wat vind jij ervan en wat heb je gehoord dat anderen ervan vinden?
4. Lukt het volgens jou al/nog niet om mensen die eerder in een voorziening of opvang verbleven nu zelfstandig te laten wonen. Waarom lukt het volgens jou wel/niet?
5. Hoe tevreden ben je met de hoeveelheid (ambulante) hulp die je krijgt? Waarom wel/niet?
6. Hoe tevreden ben je met de organisatie/begeleiding waarvan je de hulp ontvangt? Waarom wel/niet?

Regionalisering

Nog niet zo heel lang geleden (voor 2015) hielden vooral grote gemeenten (geef voorbeeld van de centrum gemeente van die regio) zich bezig met woonvoorzieningen. De laatste tijd wordt dit steeds vaker een taak van kleinere gemeenten. Iedere gemeente wordt op deze manier verantwoordelijk gemaakt voor het voorzien in de zorg voor haar eigen inwoners. Deze ontwikkeling heet regionalisering.

1. Ben je bekend met deze ontwikkeling? Zo ja, hoe ben je hiermee bekend geraakt?
2. Merk je iets van deze ontwikkeling in jouw gemeente. Zou je een voorbeeld kunnen geven waaraan je dit hebt gemerkt?
3. Wat vind je van deze ontwikkeling? Zowel met betrekking tot jouw eigen ervaring als met betrekking tot andere personen die je kent. M.a.w. Wat vind jij ervan en wat heb je gehoord dat anderen ervan vinden?
4. Zijn kleinere gemeenten volgens jou ook in staat om de ondersteuning voor hun inwoners op zich te nemen? Waarom lukt dat volgens jou wel/niet?

Structuur

De voorzieningen die je krijgt aangeboden kunnen afkomstig zijn van verschillende gemeentelijke afdelingen (zoals voor een uitkering of hulp bij dagbesteding of participatie),

maar ook bijvoorbeeld van een zorgverlener of maatschappelijk werk. Ook willen we graag weten van informele ondersteuning die je mogelijk krijgt van burens, kennis/vrienden, familie.

Waar het hier om gaat is welke voorzieningen bijvoorbeeld dichterbij staan of welke je weinig ziet. Die kun je dan verder weg of dichterbij zetten op de tekening. Je mag ook aangegeven waar je tevreden over bent en wat volgens jou beter kan om jou te kunnen helpen bij zelfstandig wonen. We willen dus graag zowel weten waar je veel als waar je minder mee te maken hebt en waar je voldoende en waar je te weinig ondersteuning hebt ervaren.

1. Samen met jou wil ik graag een tekening maken van deze verschillende voorzieningen (instanties, hulp, begeleiding), vanuit jouw perspectief.

TEKENING MAKEN → DE HIERONDERSTAANDE VRAGEN BESPREEK JE AAN DE HAND VAN DE TEKENING.

CHECK ALLE DOMEINEN → BESPREKEN WAT JE MIST, WELKE RELATIES VERBETERD KUNNEN WORDEN, KNELPUNTEN.

1. Huisvestingsbeleid → In hoeverre heb jij contact met de woningcorporatie/jouw verhuurder? Of heeft jouw ondersteuner dit? Wat vind je hiervan?
2. Hoe is het contact met de burens/andere bewoners van het gebouw? Hoe voel je je in de buurt/woonomgeving?
3. Maatschappelijk werk/wijkzorg → In hoeverre heb je contact met andere aanbieders dan BW/MO? Hoe is dit tot stand gekomen? Hoe ervaar je dit?
4. Werk en inkomen → Hoe voorzie je in je inkomen? Hoe gaat dit? Wat kan er beter? Heb je contact met de bijstands- of UWV-consulent?
5. Is er sprake van een tegenprestatie voor je uitkering?
6. Heb je schulden? Is hier hulp bij?
7. Participatie/Dagbesteding/Re-integratie → Is hier iets op aangeboden? Hoe ervaar je de dagbesteding/het werken? Wat levert het je op (meer inkomen, structuur, contact met mensen, etc.) Zou je hierin nog iets veranderd willen zien?
8. Verslavingszorg → Heb je een verslaving? Wie helpt jou hierbij?
9. GGZ → Is er sprake van psychische problematiek? Wie helpt jou hierbij?
10. Blauw → Heb je contact (gehad) met de wijkagent of andere politiemensen? Hoe vaak?

11. Informele netwerk → Krijg je steun van je buren in je herstel? En van familie of vrienden?

12. Wie heeft er zicht/coördinatie op dit netwerk? Is er iemand die dit in de gaten houdt? Doe je dat zelf/iemand in je omgeving/professional (een casemanager?)?

Toekomstvisie

1. Wat heb jij nodig om zelfstandig te wonen?

2. (Waar wil je zijn over 1 jaar?)

Samen werken

Onderstaande vragen alleen stellen indien van toepassing. Bijvoorbeeld wanneer cliënt lid is van de cliëntenraad.

1. Hoe werk je samen met andere cliënten van MO/BW (peerondersteuning)?

2. Hoe werk je samen met beleidsmakers?

3. Hoe werk je samen met politici?

4. Hoe werk je samen met het publiek (social media)?

5. Questionnaire (2, Dutch)

Nienke Boesveldt – Vragenlijst Expert Participanten

Deze wordt gebruikt om professionele stakeholders te interviewen.

1. Achtergrond respondent

1.1 Wat is uw professionele achtergrond?

1.2 Wat doet u, wat is uw werk?

2. Beleid

2.1 Beleidsmodel

2.1.1 Wat zijn de kenmerken van personen in beschermd wonen of maatschappelijke opvang in *Gemeente*

2.1.2 Wat leidt volgens u tot opname in Beschermd Wonen of Maatschappelijke Opvang in *Gemeente*? Waarop baseert u deze indruk?

2.2 Beleidsaanpak

2.2.1 Bent u bekend met het beleid inzake beschermd wonen en maatschappelijke opvang in de gemeente ...?

2.2.2 Wat is uw rol, plaats binnen dit beleid?

2.2.3 Dit beleid stelt specifieke doelen en hanteert specifieke instrumenten zoals: DOEL
DOELSTELLINGEN EN INSTRUMENTEN noemen VRAGEN: bent u bekend met deze doelen, instrumenten?

2.2.4 In hoeverre hebben deze doelen, dit beleid invloed op uw dagelijkse werk? Hoe? Op welke manier?

2.2.4.1 E.G. (IV3.5 Gemeente) op welke manier en/ in welke mate wordt *het beleidsdoel* van Gemeente volgens u gerealiseerd?

2.2.4.2 E.G. (ander doel)

2.2.5 In hoeverre kunnen volgens u, de doelen die worden gesteld (geef voorbeeld) worden gerealiseerd door het hier beschreven instrumentarium (geef voorbeeld, bekijk samen)?
Waarom wel? Niet?

2.2.6 Hoe verhoudt dit beleid zich tot het bredere beleidsterrein waarop de ambulantisering en regionalisering van de beoogde doelgroep betrekking heeft?

In hoeverre is er een onderscheid tussen de beleidsaanpak en het bredere beleidsterrein of bestrijkt de strategie het gehele beleidsterrein?

2.2.7 *Inleiding.* Wij zijn ook geïnteresseerd in de mate waarin gestelde doelen worden behaald.

In hoeverre heeft u er zicht op of de hier gestelde doelen worden behaald?

Welke instrumenten heeft u/ heeft uw organisatie beschikbaar om dit te weten?

(Verantwoordingsmechanismen, ook IV 6)?

2.2.8 Vindt u in het algemeen dat dit beleid de belangrijkste problemen in *gemeente* die te maken hebben ambulantisering en regionalisering van de beoogde doelgroep adresseren?

3. Structuur: multi-niveaus van betrokkenheid op de doelgroep MO/BW in kaart brengen

Intro

(Aangezien de behoeften van de beoogde doelgroep MO? BW complex kunnen zijn), kunnen voorzieningen die tegemoetkomen aan deze ondersteuningsbehoeftes en de financiële bronnen voor deze ondersteuning afkomstig zijn van verschillende afdelingen binnen de gemeente, of daarbuiten, denk aan de zorgverzekeraar, of het UWV.

3.1 Samen met u wil ik een beeld schetsen van de verschillende niveaus die hierbij betrokken zijn.

MAAK samen EEN SCHETS VAN de horizontale en verticale niveaus die betrokken zijn bij de Gemeente-strategie

SAMEN VULLEN MOGELIJKE 'GAPS'

3.1.1 Waar zijn middelen en beleid voor verslaving gesitueerd?

3.1.2 Ook beleid en middelen voor geestelijke gezondheidszorg.

3.1.3 Huisvestingsbeleid?

Maatschappelijk werk?

Werk en inkomen?

Participatie? Dagbesteding, re-integratie?

3.2 Welke expertise is beschikbaar op welk niveau?

3.2.1 In uw dagelijkse werk, waar en hoe wordt u geïnformeerd over wat u moet weten over de beoogde doelgroep MO/BW (informatiepositie, bronnen)?

3.3 Welke financiële risico's zijn er op welk niveau?

3.4 Hoe is de positie van Gemeente in dit (bredere) beeld?

3.4.1 En welke invloed heeft dit op uw werk?

3.4.1.1 Meer specifiek, is er een impact op het netwerk (THINK: STUURCAPACITEIT, IT'S RELEVANCE)?

3.4.2 INDIEN NIET BESPROKEN ONDER 1.2.4.1: hoe ziet het netwerk op lokaal niveau eruit?

3.4.2.1 Hoe wordt dit aangestuurd? Door wie? Op welke manier?

4. Samen werken

(INDIEN NIET ALLERLEI BESPROKEN VOOR) Wat is uw relatie met, hoe werkt u samen met:

- (andere) daklozen (peer-ondersteuning)
- (andere) beoefenaars,
- (andere) beleidsmakers (IV1 en IV6a),
- (andere) politici (IV6a),
- het publiek (controlegegevens beschikbaar)?

Kent u studies die het effect op individuele cliënten beschrijven (zoals een cohortonderzoek) en of effecten op bepaalde stadsgebieden waarover ik moet weten?

5. Resultaten, output

Wat is bekend over, bijvoorbeeld op basis van ondersteuningsplannen, over:

5.1 de mate waarin ggz zorg daar waar dit nodig is wordt geleverd aan de beoogde doelgroep?

5.2 de mate waarin er een (gecontinueerd) aanbod wordt gedaan aan de doelgroep?

5.2 de mate waarin er meer dan 1 zorgverlener aanwezig is (integrale zorg)

5.3 Tijdelijke huisvesting

5.4 Stabiele, permanente huisvesting

5.5 De mate waarin in het inkomen is voorzien

5.6 Daklozen geregistreerd bij zorgverleners

6. uitkomst

6.1 Participatie doelgroep

6.2 Inkomen

6.3 Gezondheid

6.4 Stabiel gehuisvest/ huisuitzettingen

6.5 Contact met politie of justitie (overlast)

6.6 Dakloze personen die zich melden

6.7 Personen die buitenslapen

6.8 Publieke opinie