EASI – EMPLOYMENT AND SOCIAL INNOVATION PROGRAMME
RETICULATE

INNOVATIVE HIGHLIGHTS
To make the opportunities offered by the fragmented system of the public and private services more accessible to families with children and homeless people.

SCALE AND TYPE OF SOCIAL INNOVATION
• Incremental and Process Innovation

CALL NAME
Establishing and testing integrated interventions aimed at supporting people in (the most) vulnerable situations

COUNTRY
Italy

POLICY AREAS
Fight against poverty and social exclusion
Guarantee adequate and decent social protection

TARGET GROUPS
National, regional and local authorities
Employment services
Social partners
NGOs

COORDINATOR
Anci Toscana-National Association of Italian Municipalities

CO- BENEFICIARIES
INPS – Italian National Institute for Social Security
Istituto per la ricerca sociale scrl (italy)
Comune di livorno (italy)
Comune di capannori (italy)
federazione italiana degli organismi per le persone senza dimora (italy)
European social network (belgium)
Coeso societa della salute delle zone amiata grossetana, colline metallifere e area gros-setana (italy)
Arti agenzia regionale toscana per l impiego (italy)
Societa della salute pistoiese (italy)

EU CONTRIBUTION
€ 1,148,435 (80% of the total costs)

TOTAL COSTS
€ 1,435,544 (estimation)

DURATION
November 2021 – April 2024

Social Europe

SUMMARY OF THE ACTION

Venation transports nourishment from the leaves throughout the plant, similar to how RETICULATE transports nourishment from the leaves throughout the plant. RETICULATE is a network of public and non-profit organisations that aims to share innovative energies, relationships and working approaches to ensure that vulnerable people live in dignity and have access to integrated services. RETICULATE's goal is to test the integration of services and possibilities provided by today's fragmented system. Services, processes and tools are co-designed by public authorities, NGOs and vulnerable groups in four one-stop-shops in the Toscana Region. The initiative focuses on two new vulnerable groups of lower-income people: 1) homeless persons, who are extremely difficult to reach; 2) lower-income families with children who get cash assistance without any further activation measures.

The strategy for providing customised and multidimensional integrated answers with common management methods is innovative, as is the finance, which integrates national, regional, municipal and European Union financial streams. In the community, country and the EU, positive outcomes are envisaged at the individual (micro-impact), service provider (meso-impact) and social (macro-impact) levels. An in-depth examination of successful efforts in two European nations (Belgium and Greece) will allow operational methodologies and governance models to be shared.

Keywords: **share innovative energies; vulnerable persons; integrated services**

CONTEXT AND NEEDS

Despite the increased focus on effective social policies aimed at addressing poverty and social exclusion in order to promote sustainable and inclusive growth, many challenges exist across the EU, including lack of coordination at the local level, limited access to social services and insufficient administrative capacity at the national level. In Italy (the target nation), a new policy called Citizenship Income, or Reddito di Cittadinanza – RdC, was designed to combat poverty and encourage social and labour market inclusion of particularly disadvantaged families and individuals. However, due to the difficulties in guaranteeing efficient coordination across services, departments and policies, integrated access to social and employment services, supported by income support measures, has not yet been realised (especially in some parts of Italy).
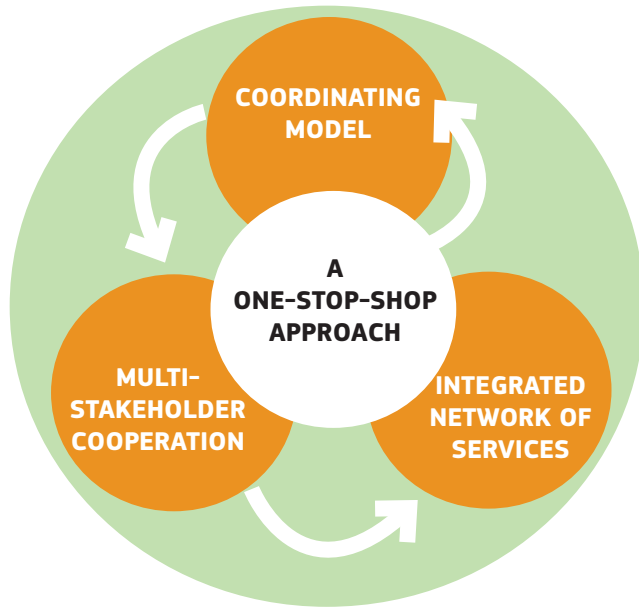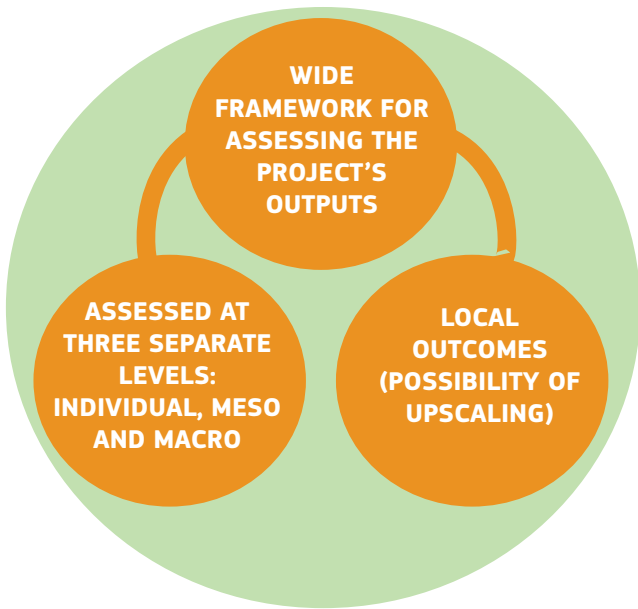
> **"The main need/challenge was to increase the accessibility of services. We observe that there is a system, but people cannot access it"**

OBJECTIVES

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The project's main goal is to create a model for an integrated system that combines appropriate income assistance with labour market engagement and effective access to supporting products and services. It aims to do this by systematising techniques and procedures and integrating them with a coordinating model that brings together all resources, opportunities, talents and professional positions that are distributed across services and organisations.

WIDE FRAMEWORK FOR ASSESSING THE PROJECT'S OUTPUTS

ASSESSED AT THREE SEPARATE LEVELS: INDIVIDUAL, MESO AND MACRO

LOCAL OUTCOMES (POSSIBILITY OF UPSCALING)

COORDINATING MODEL

A ONE-STOP-SHOP APPROACH

MULTI-STAKEHOLDER COOPERATION

INTEGRATED NETWORK OF SERVICES

METHODOLOGY

The project integrates the above mentioned Reddito di Cittadinanza (RdC) services within a one-stop-shop approach (i.e. providing services within a single access point and an integrated network of services with protocols, procedures and tools) developed through the process of multistakeholder cooperation.

It intends to do this by means of categorising techniques and procedures to be integrated with a coordinating model, which combines resources, opportunities, talents and professional positions that are distributed across services and organisations.

RESULTS

Despite the fact that the project is still in its early stages, the project team have already devised a wide framework for assessing the project's outputs, results and consequences. These will be assessed at three separate levels: individual, meso and macro. The experimentation outcomes will be evaluated at the local level, with the possibility of upscaling in mind. Coverage rates, consistency, dropout rates and satisfaction with offered services, for example, will be indicators at the individual level.

"The problem in our region is that the social system is already existing, but it is not very effective because of fragmentation."

"There will be innovation in the method, where services, actors, and places are integrated to create a multi-dimensional response to a particular category of vulnerable people and their needs."
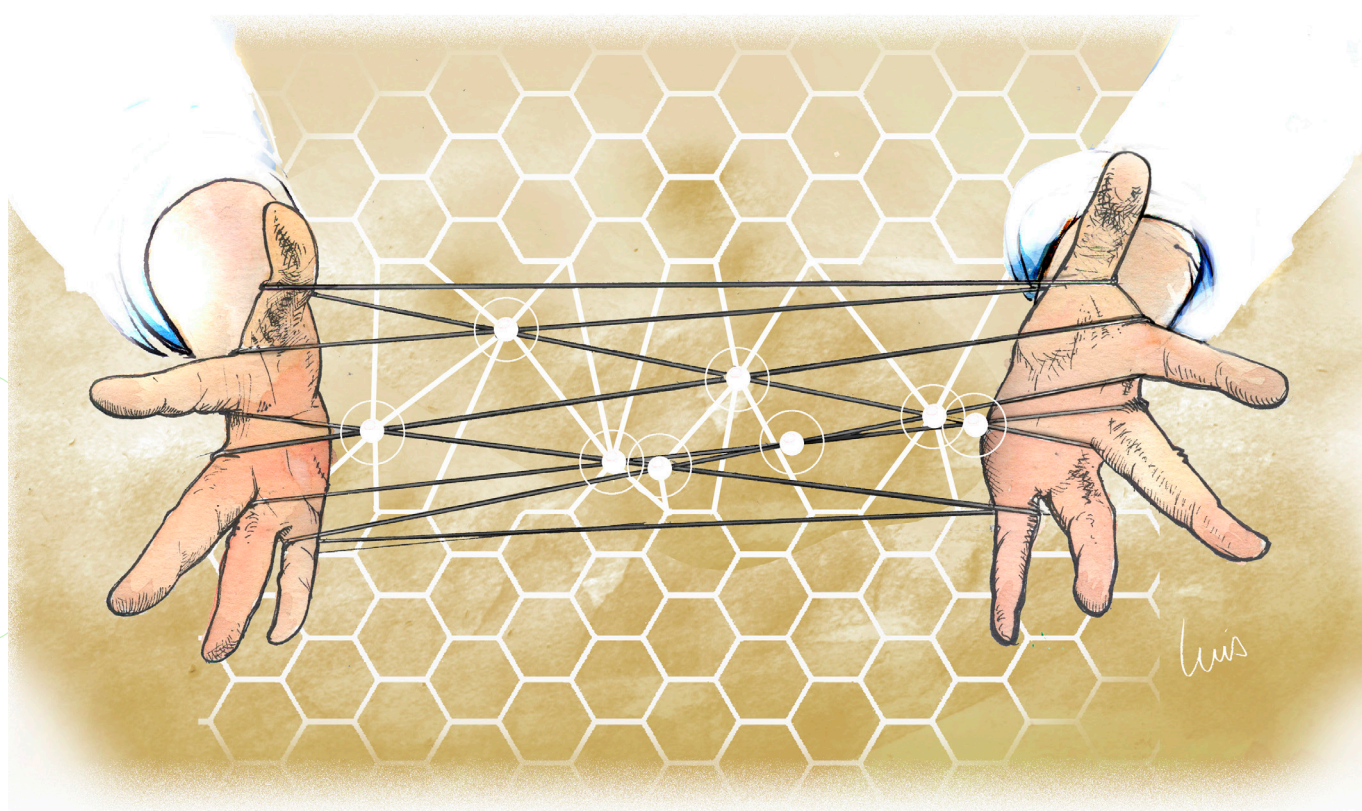
"The project will experiment a model where it can be integrated different services managed by different institutions, since there are too many stakeholders and levels involved."

reticulate

The project's innovative content has numerous dimensions. First, the concept of implementing a one-stop-shop system in Reddito di Cittadinanza (RdC). The project envisions the creation of new physical locations where various services, such as psychological, social and financial assistance, would be delivered in a coordinated manner. Second, the project will work on a financial level to enhance links between various EU, national, and regional financial funds that have previously been missing. The project's implementers also claim that their assessment technique would be novel since it is process-oriented, but no specifics have been released thus far.

TRANSFERABILITY AND UPSCALING

As part of its communication plan, the project team have produced a preliminary approach to mainstream the project outcomes. For the time being, it generally envisions making all project outputs open access, but no long-term initiatives to transfer project outcomes on their own. The project's implementers are also in contact with the Tuscany region's Welfare and Social Innovation Department, which is an associate partner in the project's implementation. They believe Tuscany has the potential to be a fruitful environment for the project's outcomes to be transferred.

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