



**Anna**  
**Wmo consultant**  
**43**  
**Female**  
**Dutch**  
**AAL2G-1**

Anna is a 43 year old care consultant working at a municipality in the Netherlands. Anna holds conversations with citizens who ask for any form of assistance and together she has to indicate what kind of assistance will be provided. Most clients wish to stay at home and not many places are available at existing elderly homes. Anne is very concerned about the fate of older adults and always tries to find a solution which can help them, even when people are not eligible for compensation. She focuses on services that are locally available .

Anna works for a small municipality in the south of the Netherlands. It consists out of 20.000 people, mostly living in villages and rural area. There is relatively large share of elderly in the municipality (65 and older). The local government wants their citizens to live at home as long as possible. On top of that, the local budget is declining because of cutbacks at national level. So there is a challenge to provide sufficient care while demand is growing and the budget is declining.



**Case:**

Anna has contact with an older couple of 77 and 82 years. The woman is aged 82 but she has to take care for a husband who suffers from beginning dementia. Because of this he needs more and more assistance with daily tasks. The woman is still in relatively good condition and they already receive assistance in the household. They request more help, but given the good condition of the woman and the fact that the dementia is at a starting stage, extra help is not awarded by the local government. Anne would like to help them and is searching for solutions that could assist them in their daily life, despite the fact that the couple is living on a small budget. On top of that, the only child they have lives in Amsterdam, which is about 150 km away.

**Ambitions:**

- To come up with a personal approach to help citizen who ask for to civil support.
- Try make citizens aware of the available (voluntary) services that can provide extra support.
- To advise people in their process of finding solutions that fit their needs.

**Limitations:**

- The consultants fears that many people, who ask for support are not eligible for government compensation as long as there is network of possible caregivers around them.
- The fact that many informal caregivers do not have enough time to assist their parents. So overburdened informal caregivers are a great concern.
- Citizens without enough financial means will not be able to realize extra support when this is needed to stay at home when they become more dependent.
- There is a fear that onces citizen use ICT solutions, they do not use it in the right way and simply buy solutions without proper advice. Also the knowledge level of the consultants on innovative solutions is not up to date.
- Another important limitation is that the switch to more customization for clients can contrast with the neutrality principle that as a local government everybody needs to be treated equal.

**Criteria:**

Use of ICT



Readiness to contribute to AA



Local (1)- National (10)



Oportunistic (1) vs neutral (10)

