

SOCIAL GUIDANCE

MEASURING TOOL Final goal - Subgoals - Score

You are new to the municipality and want to integrate into Dutch society. There is a lot involved, and much of it is new. You need to get your finances in order, apply for benefits, find a dentist, get health insurance and much more. Together, we determine which topics are important for your integration in the Netherlands.

This questionnaire serves that process. This is not a test or an exam. The questions are only meant to see what you want to learn, what actions you can take to that end, and how VluchtelingenWerk can support you.

5-point Social Guidance score				
5. Fully self-reliant	4. Adequately self-reliant	3. Reasonably self-reliant	2. Moderately self-reliant	1. Not self-reliant
You understand the topic and can identify the regular agencies, act accordingly and know how to use them or can call on your network independently.	You understand the topic and can identify relevant issues, ask for advice and, with a brief explanation, act on your own or call on your social network.	You are starting to understand the topic and can act on your own after explanation or call upon your social network to this end.	You are starting to understand the topic and can act on your own after explanation/demonstration, in collaboration with a social worker.	You have no understanding of the topic and cannot act, primarily due to lack of language skills and/or knowledge of or competence in Dutch society. You are unable to engage your social network to this end. These can also be external factors. The topic in question has priority within social guidance.



1. LIVING ENVIRONMENT							
Final Goal: You have a safe and stable living environment							
Component	Subgoal	Achieved or N/A	Score 1-5	Score 1-5	Score 1-5	Note	Knowledge, skills and understanding
			Date:	Date:	Date:		
a	Rights and Obligations	You know your rights and obligations as a tenant and the rules for a pleasant living environment.					<p>You are capable of making contact with the landlord (e.g., in connection with rent arrears or problems with the property)</p> <p>You know the rules for a pleasant living environment</p> <p>You can separate waste</p> <p>You can deal with door-to-door salespeople</p> <p>You know how to look for another home</p> <p>You know how to send a change of address to agencies</p>
b	Utilities	You can handle the energy supply in your home (use heating and central heating) or use your social network for this purpose.					<p>You can handle the energy supply in your home (use heating and central heating boiler)</p> <p>You can read your energy meters and pass on meter readings</p>
c	Insurance (liability, contents, funeral)	You are informed about insurance and know how to take out insurance or use your social network for this purpose.					<p>You know how to take out home insurance</p> <p>You know how to take out funeral insurance</p>
d	Internet and telephone	You are informed about insurance and know how to take out insurance or use your social network for this purpose.					<p>You know what you pay for internet and phone</p> <p>You know where to ask questions about your subscription(s)</p>
e	Furnishing	You have a safe and livable home.					<p>You know how to use a smoke detector and carbon monoxide detector</p> <p>You know how to maintain your home and garden/balcony</p> <p>You know how to act in the event of acute danger such as fire, NL Alert and other life-threatening situations</p>

How we continue working towards a safe and stable environment

What you will do:

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What VluchtelingenWerk can do for you:

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Referral/helpful website(s): Agency name, address, website, email and/or phone number

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2. CHILDREN Final Goal: The children grow up in a safe environment							
Component	Subgoal	Achieved or N/A	Score 1-5	Score 1-5	Score 1-5	Note Knowledge, understanding and skills	
			Date:	Date:	Date:		
a	Educational system, childcare, youth care and youth healthcare	You know the rules regarding the education system, childcare, youth care and youth health care, and can act independently or know how to use your social network for this.				You know how to arrange education for your children You know how to maintain contact with the children's school You can assist your children in the education system You know how to arrange childcare You know how to report the birth of your newborn child	
b	Leisure, sports, hobbies, children	You are aware of the options for free time, sports and hobbies and can utilise them or know how to use your social network for this purpose.				You know what sports and hobbies your child can do in your neighbourhood You know what your child likes to do in their free time You can register your child with a club	
c	Education	You know where to turn with parenting questions.				You understand the Dutch customs regarding education	

How we continue working towards a safe environment for children as they grow up

What you will do:

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What VluchtelingenWerk can do for you:

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Referral/helpful website(s): Agency name, address, website, email and/or phone number

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3. FINANCE and ADMINISTRATION							
Final Goal: You have an insight into your income and expenses							
Component	Subgoal	Achieved or N/A	Score 1-5	Score 1-5	Score 1-5	Note	Knowledge, understanding and skills
			Date:	Date:	Date:		
a	Income and expenses	You have an insight into your income and expenses.					You know your income and fixed expenses every month You know how much money you have left over every month for unexpected expenses
b	Administration	You keep a administrative records.					You know which post and digital post to keep or throw away You can open and read letters You can distinguish between advertising and important mail You have an email address and know how to organise and process your email You can pay for postage and send post You can fill out common forms You understand what a BSN is (what it is for and how to use it) You know how to submit a complaint You know how to request new documents (in case of loss or theft)
c	Digital administration/skills	You can use the internet and DigiD safely.					You use online banking You can make payments via online banking using a computer or phone You can download and print bank statements You can recognise internet fraud You know what a DigiD is and how to use it in a secure manner
d	Budgeting	You can adjust your spending habits to match your income and avoid debt.					You know how to budget (make an overview of income and expenses and know how much money you can spend on nice things) You know what saving is, and you can save You know how to make payment arrangements and where to find help in time You know the consequences of missed or late payments
e	Allowances and taxes	You know what you are entitled to (allowances, minimum income schemes, etc.).					You can contact the benefits agency You understand the rights and obligations of the benefit You know what financial support you are entitled to (e.g., benefits and allowances) You know what provisions are available are and how to apply for them You know how to apply for special assistance You know how to submit an application to Stichting Leergeld You know how to apply for remission of municipal taxes You know how to apply for benefits and how to report changes to the Tax and Customs Administration You know how to file income tax returns

How we continue to work on your **insight into income and expenses**

What you will do:

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What VluchtelingenWerk can do for you:

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Referral/helpful website(s): Agency name, address, website, email and/or phone number

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4. SOCIAL NETWORK Final Goal: You are socially self-reliant							
Component	Subgoal	Achieved or N/A	Score 1-5	Score 1-5	Score 1-5	Note	Knowledge, understanding and skills
			Date:	Date:	Date:		
a	Amenities in living environment	You use the facilities in your living area.					You know how to use the library You know how to use the community centres You know how to join an association You know how to act in the event of acute danger such as fire, NL Alert and other life-threatening situations You know how to enlist the help of agencies You know how to enlist the help of legal agencies
b	Public transport	You are mobile by using public transportation.					You can travel by public transport You know how to charge a public transport chip card (e.g., top up balance or activate combined travel discount)
c	Social self-reliance	You have a social network you can fall back on.					You can maintain contact with Dutch people You can maintain contact with other refugees You can maintain contact with neighbours You know how to expand your network You understand and can apply informal Dutch social norms (such as at birthdays and weddings) You understand and can apply formal social norms (such as making, rescheduling and cancelling appointments, and arriving on time)

How we continue to work on social self-reliance

What you will do:

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What VluchtelingenWerk can do for you:

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Referral/helpful website(s): Agency name, address, website, email and/or phone number

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5. SOCIAL PARTICIPATION Final Goal: You participate in society							
Component	Subgoal	Achieved or N/A	Score 1-5	Score 1-5	Score 1-5	Note Knowledge, understanding and skills	
			Date:	Date:	Date:		
a	Sports, leisure and hobbies	You know the opportunities related to sports, leisure or hobbies and make use of them.				You know what sports and hobbies you can do in your neighborhood You know what you like to do in your free time You can join a club	
b	Social participation	You participate in your neighborhood				You can apply for travel documents You know how to apply for a Dutch driver's license You know how to inquire about political organisation and democracy in the Netherlands The participation statement programme has taught you what Dutch society expects of you You know what integration in the Netherlands means	

How we continue to work on **social participation in society**

What you will do:

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What VluchtelingenWerk can do for you:

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Referral/helpful website(s): Agency name, address, website, email and/or phone number

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6. CARE/HEALTH							
Final Goal: The asylum permit holder health does not present obstacles to the integration process							
Component	Subgoal	Achieved or N/A	Score 1-5	Score 1-5	Score 1-5	Note	Knowledge, understanding and skills
			Date:	Date:	Date:		
a	Healthcare system	You have knowledge of the health-care system and health insurance.					<p>You know how healthcare and mental healthcare are arranged in the Netherlands</p> <p>You know how to find information on healthy living (nutrition and exercise)</p> <p>You understand the difference between health insurances and can choose between them</p> <p>You can deal with deductibles and personal contributions</p> <p>You know how to use the services provided by the social work/social community team</p> <p>You know how to submit an application under the Social Support Act</p> <p>You know which doctor or organisation you can go to for specific health situations (general practitioner (GP), dentist, maternity care, youth care, child health clinic, pharmacy, mental health care, 112)</p>
b	Health issues	You act on health complaints.					<p>You know how to use the pharmacy</p> <p>You know how to obtain obstetric assistance</p> <p>You know how to obtain maternity care</p> <p>You know how to use the child health clinic</p> <p>You know how to use youth care services</p> <p>You know how to make use of 1st and 2nd line health care (appointments at GP, hospital, dentist, GGZ)</p> <p>You know how to call for emergency help (difference between emergencies via out-of-hours GP service and 112)</p>
c	Health related obstacles	Your health does not present obstacles to the integration process.					<p>You know your obstacles (difficulty concentrating, disability, stress, hearing impairment, visual impairment, etc.)</p> <p>You indicate your obstacles to your contact person</p>

How we continue to work on **health and health obstacles**

What you will do:

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What VluchtelingenWerk can do for you:

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Referral/helpful website(s): Agency name, address, website, email and/or phone number

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7. DOMESTIC RELATIONS							
Final Goal: The family situation is safe and stable							
Component	Subgoal	Achieved or N/A	Score 1-5	Score 1-5	Score 1-5	Note	
			Date:	Date:	Date:	Knowledge, understanding and skills	
a	Mutual relationships	You contribute to a balanced and stable relationship with the other members of your household.				You know that a stable home situation requires open communication with each member of the household You recognise a stable household (people talk to each other about undesirable behaviour, are considerate of each other, and do not have many arguments)	
b	Personal growth and development	You offer the other members of your household space for personal growth and development and receive the same from them.				You can make arrangements with members of the household about when you need to be home and when you can be away. You can indicate what you consider important for yourself (taking language classes, working, playing sports, visiting friends, etc.) You know what the members of your household consider important (taking language classes, working, playing sports, visiting friends, etc.) You give the members of your household space to do the things they consider important The members of your household give you space to do the things you consider important	
c	Safe situation	You live in a safe family situation				You understand the conditions for a safe home situation (a place where you feel comfortable and can relax and communicate properly with your family members)	

How we continue working towards a safe and stable environment

What you will do:

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What VluchtelingenWerk can do for you:

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Referral/helpful website(s): Agency name, address, website, email and/or phone number

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