



WG2 Case study profile

WG2 Thematic group	WG2.3. Services in social assistance
Name(s) of proposer	Roland HAURI
Institution	Bern University of Applied Sciences (BUAS)
Title of case study	Collaboration among social service providers for social assistance recipients in Bern
Country/region/place investigated	Bern, Switzerland
Social service sector(s) investigated	Collaboration among several agencies which provide different social services for social assistance recipients. Inclusion of organisations operating in different fields (e.g. social and occupational integration, finances, health).
<ul style="list-style-type: none"> • Services in social assistance 	
Category of case study ('what' is investigated)	Characteristics of the inter-organisational collaboration in a specific area on the basis of quantitative network data and qualitative interviews (e.g. collaboration level, information exchange, institutionalisation).
<ul style="list-style-type: none"> • Actor(s) • Place (s) 	
Time frame considered (<i>from when to when</i>)	2012 - 2013
Five 'perspectives'	Efficiency: collaboration quality as indicator for social service efficiency.
<ul style="list-style-type: none"> • Cost efficiency/quality/user satisfaction • Governance 	Governance: governance effect on actual network arrangement.
Three processes in restructuring + crisis	Involvement of several specialised service providers for social assistance recipients dealing with multiple problems.
<ul style="list-style-type: none"> • <i>Horizontal</i> subsidiarity (involvement of/outsourcing to other suppliers) 	
Specific questions/focus	Since social and occupational integration is a essential task of social assistance, the focus lies on the collaboration between social assistance agencies and providers of social and occupational integration schemes.
Local Stakeholder Network (LSN)	Do you intend to set up a LSN: not yet decided