

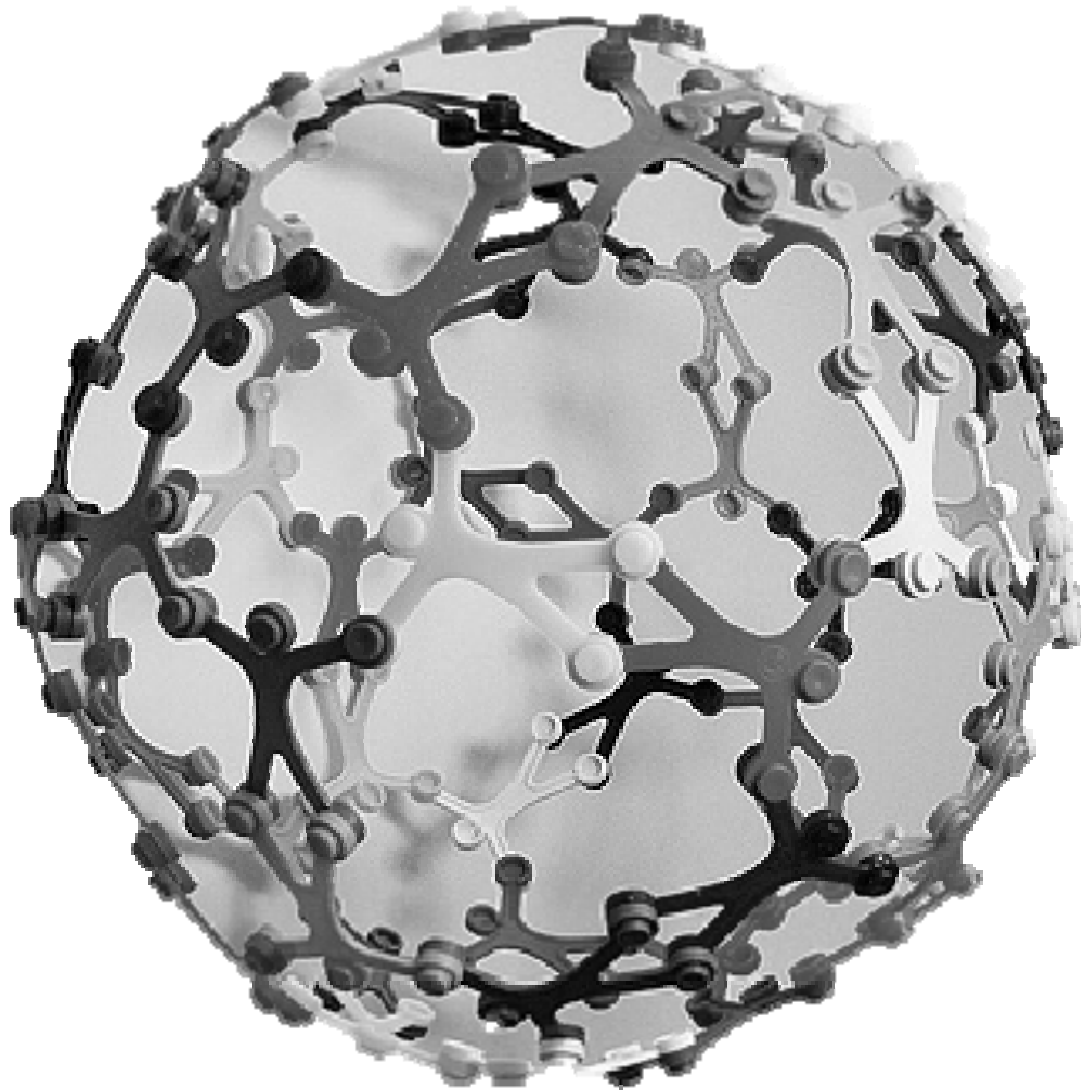
## Experts by Experience in Poverty and social Exclusion In the Belgian Federal Public Services

**EU PROJECT  
FOR A QUALITY SERVICE FOR VULNERABLE PEOPLE  
Regional Seminar – Rome, July 2014**



POD | Maatschappelijke Integratie  
SPP | Intégration Sociale

.be



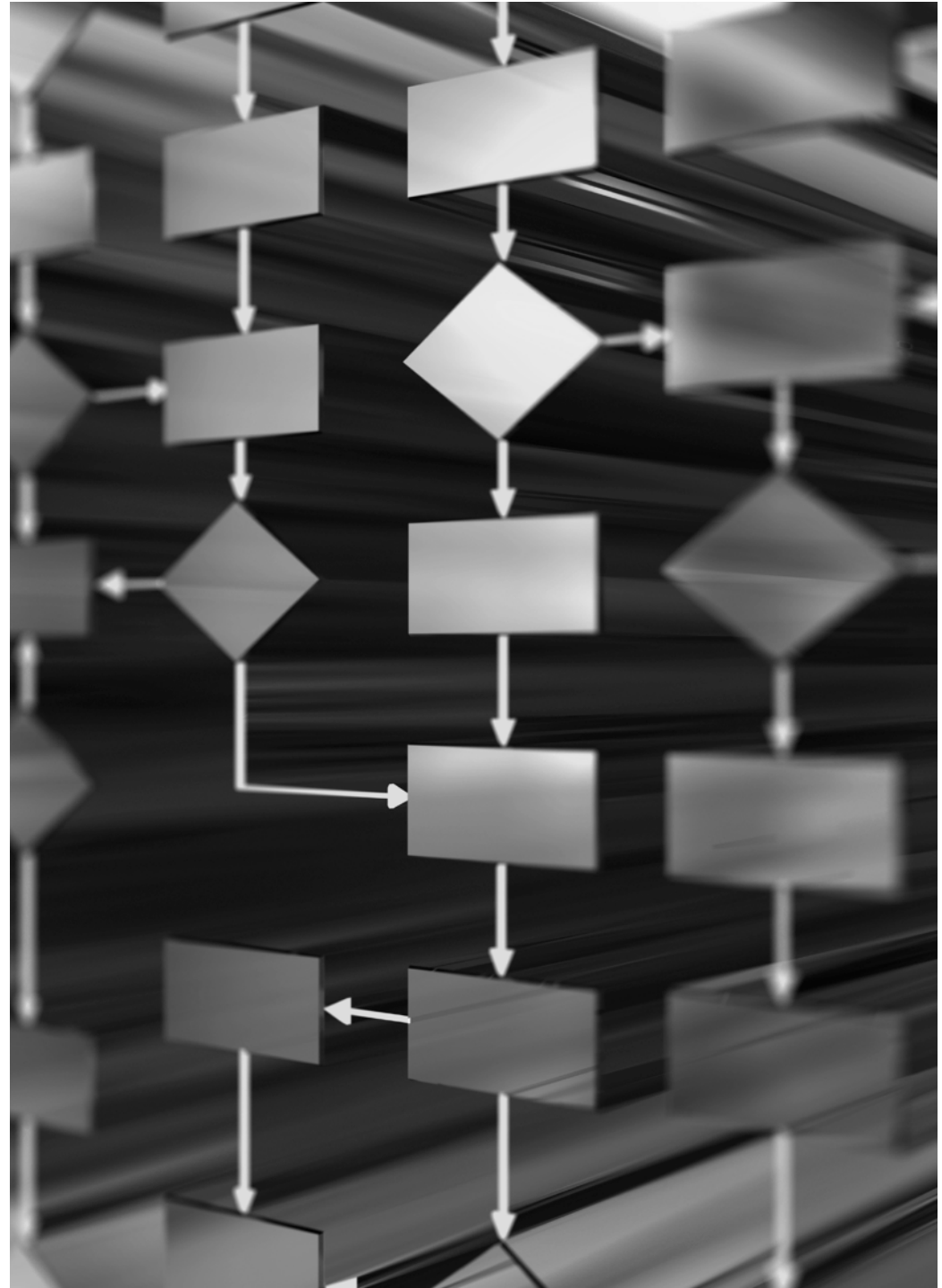
# An ambitious goal

**We aim to guarantee a dignified existence to all persons who do not qualify for social security and who live in poverty**

**The Federal Public Service for Social Integration**

# A wide mission

To achieve our goal, we help to  
design  
execute  
evaluate  
the relevant policies.





# An innovative strategy

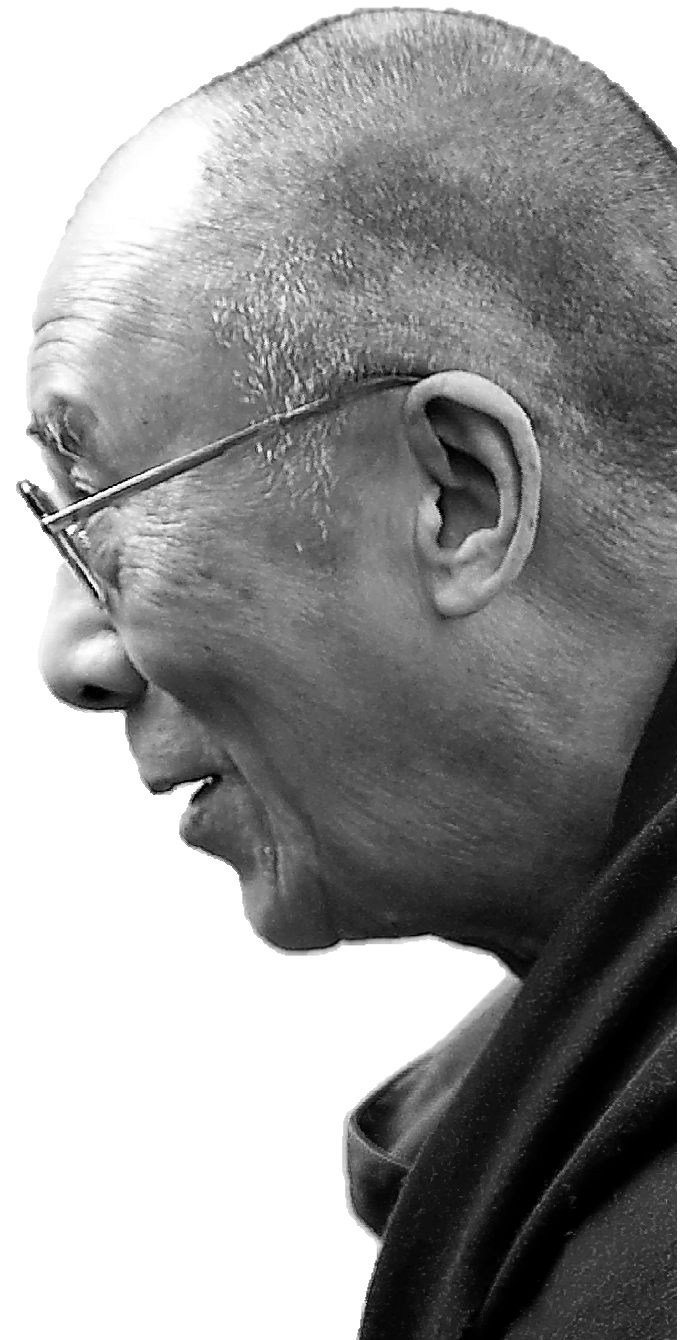
**A new function was created within the federal public services :**

**Expert by Experience in poverty and social exclusion**



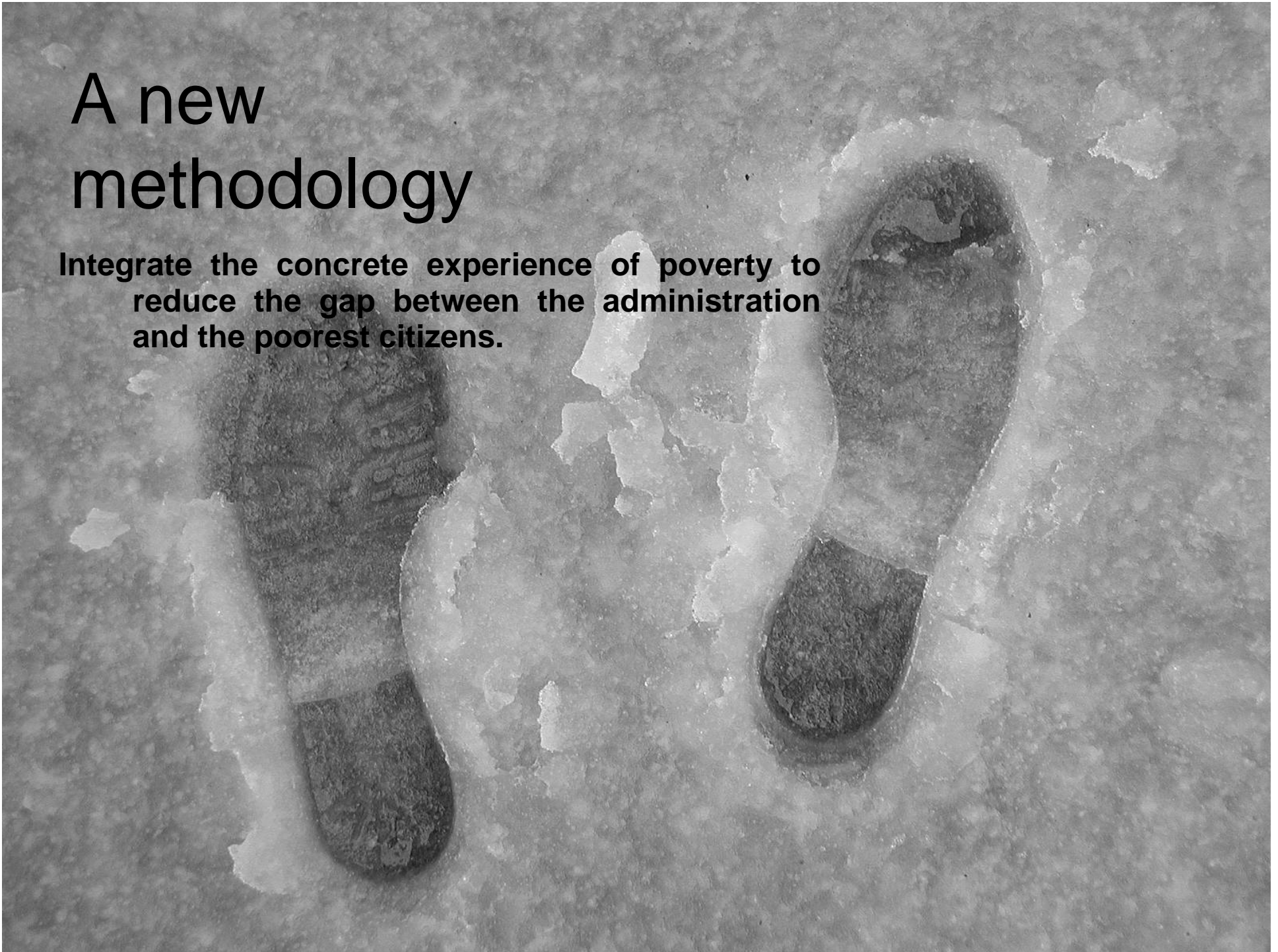
**« If you think you're too small to make a difference,  
try sleeping with a mosquito. »**

Dalai Lama



# A new methodology

**Integrate the concrete experience of poverty to  
reduce the gap between the administration  
and the poorest citizens.**



# The missing link theory

**Due to their experiences in life,  
poor people have a different way of facing  
things compared to people working in  
assistance and services.**





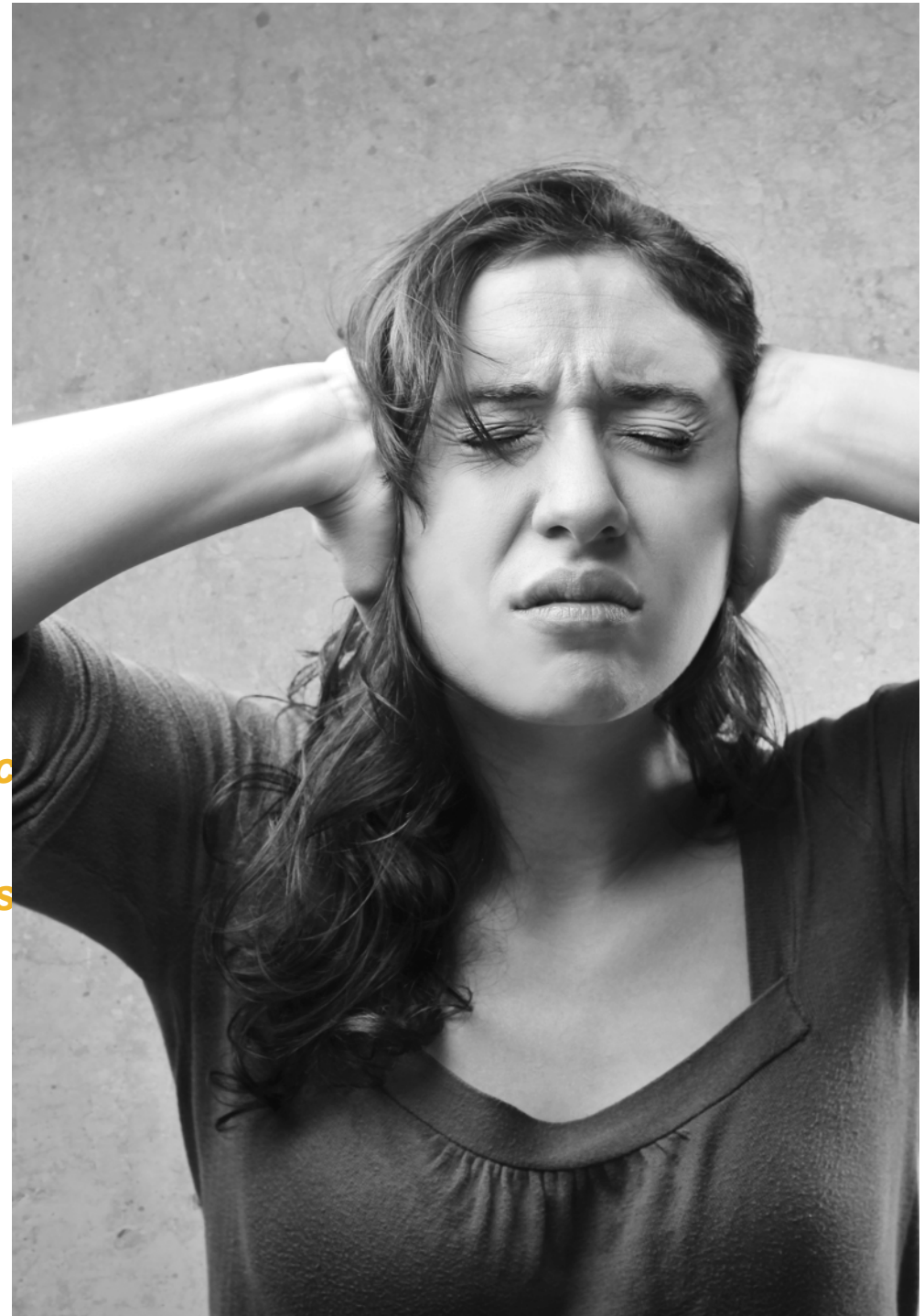
# A big difference

This difference gives rise to  
multiple  
misunderstandings  
and communication problems.

# Inadequate plans

The limited effectiveness of the numerous existing plans for assistance and services are explained by :

*not sufficiently integrating the expectations of the target public and hence remaining blind to the various gaps which separate this population from the rest of society.*



# various gaps



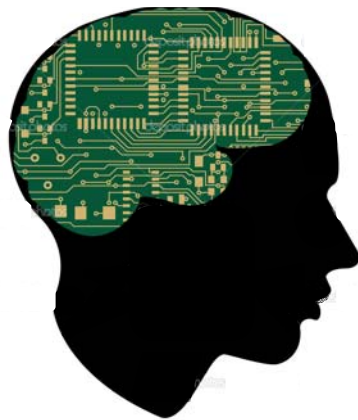
knowled  
ge  
gap



aptitude  
gap



feeling  
gap

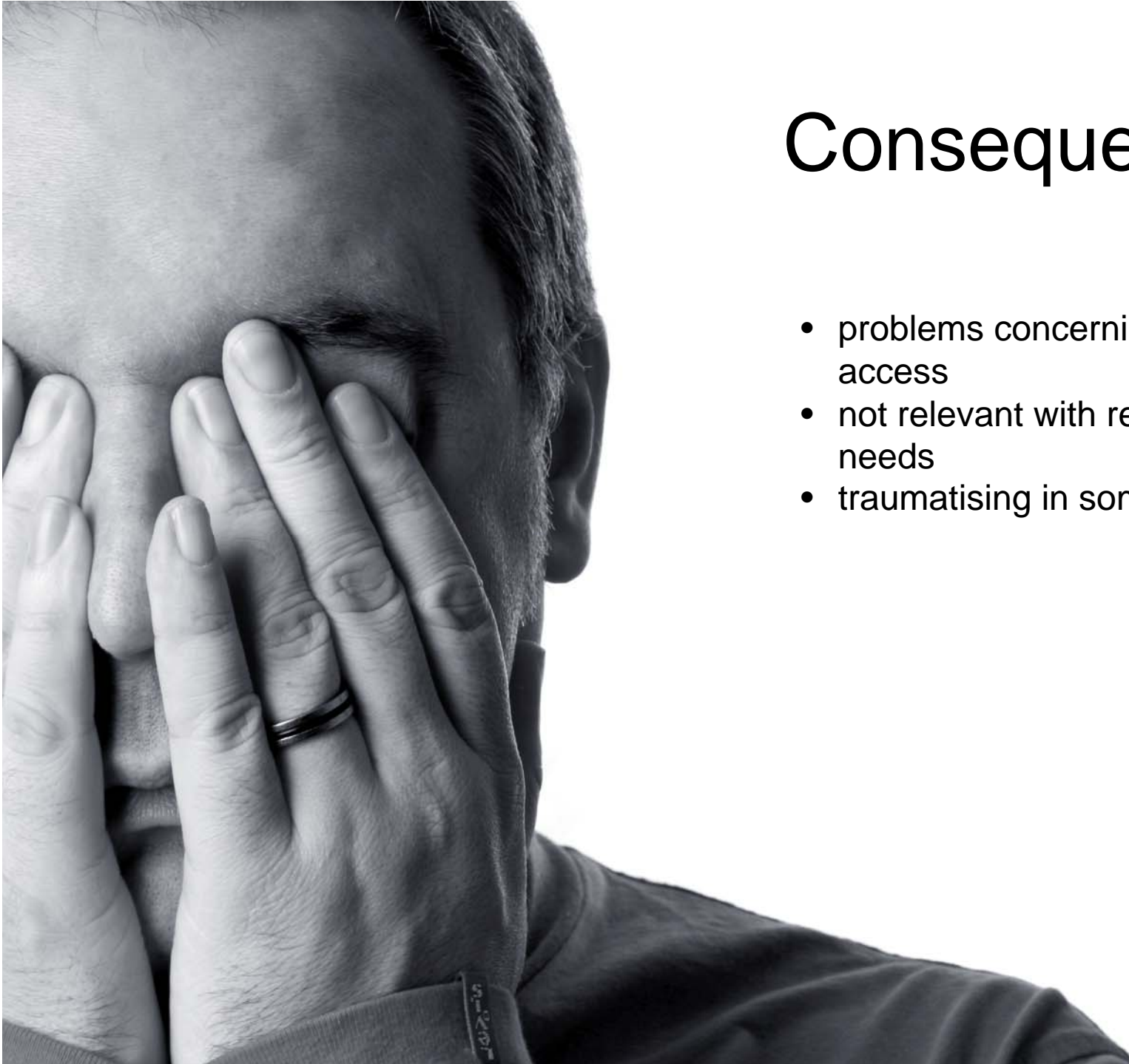


structural  
gap



participation  
gap



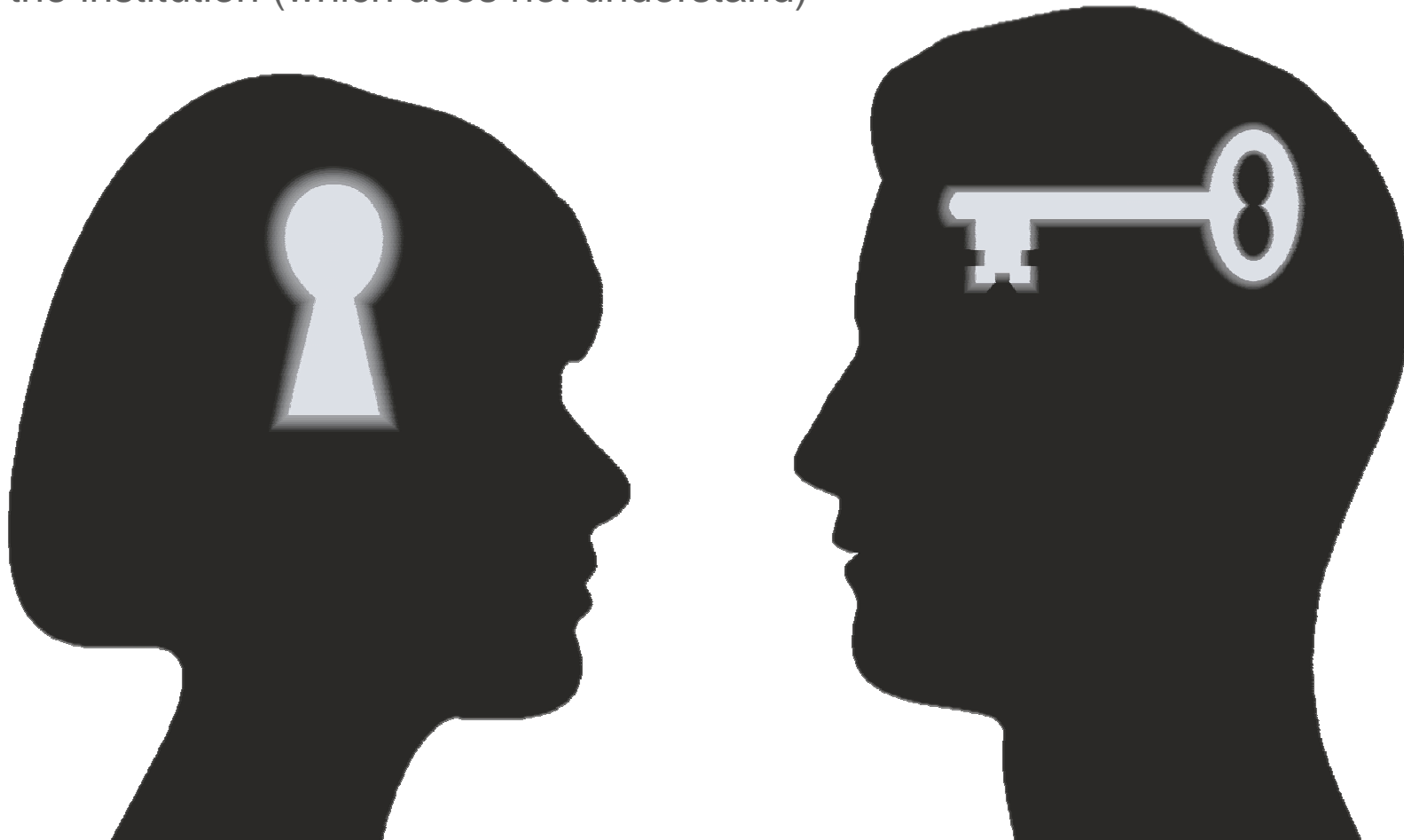


# Consequences

- problems concerning effective access
- not relevant with respect to needs
- traumatising in some cases

# A new function

The Experts by Experience work in the context of the feeling of incomprehension on the part of the user (the misunderstood) and the institution (which does not understand)



A black and white photograph of the Golden Gate Bridge in San Francisco, viewed from a high angle looking down the length of the bridge. The bridge's massive towers and suspension cables are prominent, stretching across the water towards the city in the distance. The sky is overcast.

# A key role

« The Expert by Experience is the hyphen between the parties. »

Samira (EbE)

# Final objective

**Improve the accessibility of public services**

**and**

**contribute to the effectiveness of fundamental social rights for all**





# reception



**Improve the reception  
and the information  
provided to the target  
public**

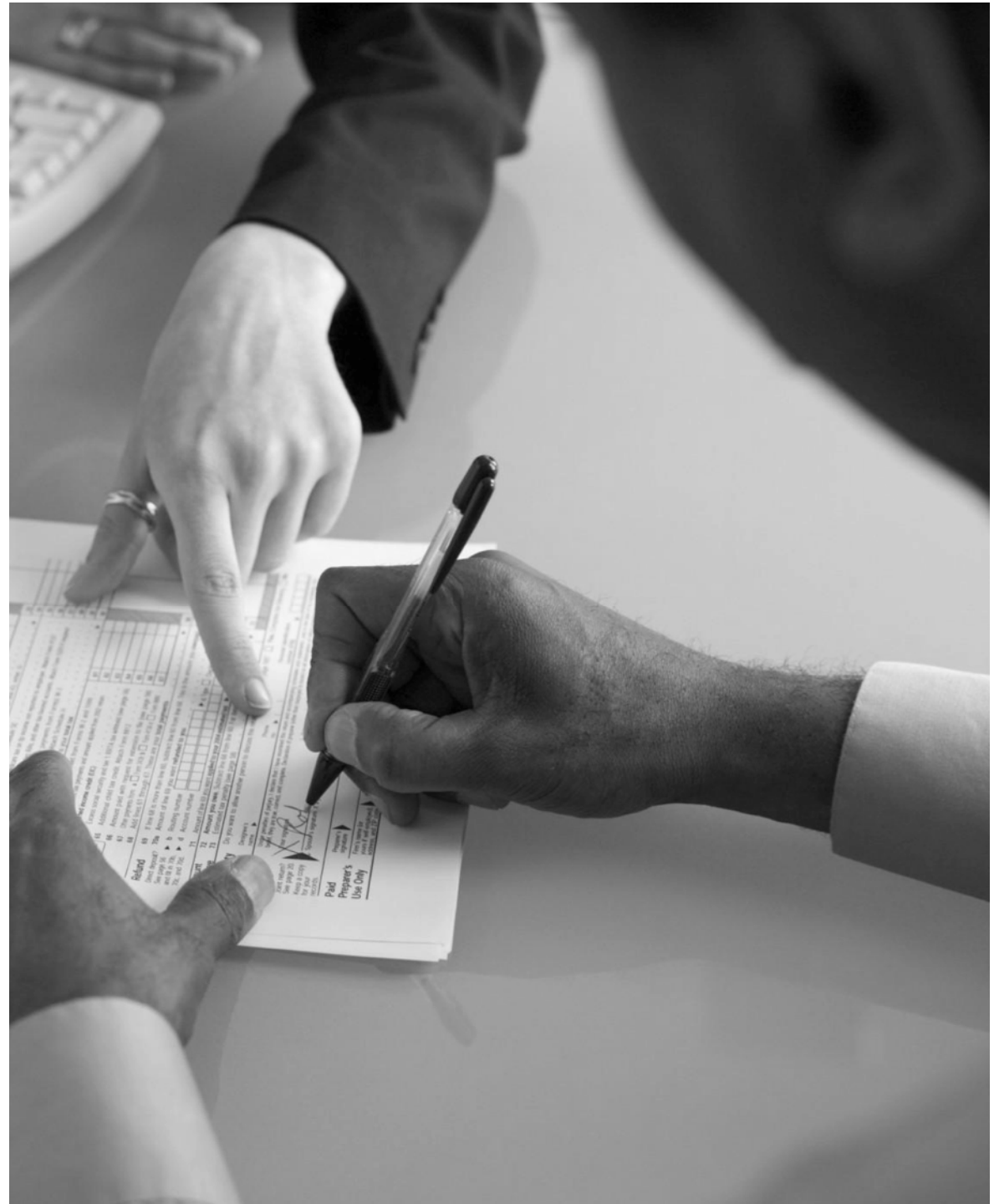
- ✓ Time for intricate stories
- ✓ More privacy for people  
(Auxiliary Illness and Disability  
Insurance Fund)
- ✓ Illiteracy and alphabetism  
project (National Employment  
Office)



# SUPPORT

**Guide, accompany and stand in for the users in their administrative activities**

- ✓ Helping people to fulfill documents
- ✓ Assist people during and after hospitalization (administrative level)
- ✓ Accompany people in the procedures (Justice House - jailhouse)







# communication

**Improve the quality and accessibility of services carried out by their department for the target public**

- ✓ Formula project (NEO)
- ✓ Folder consumer credit – indebtedness (FPS Economy)
- ✓ Guide for homeless



# collaborati on

**Creating and maintaining  
networks  
with the associative world**

**Encourage interdepartmental  
collaboration**

✓ Outside office in small structures - soup  
kitchens (ONP Charleroi)

✓ EbE network - Crossroad Bank for Social  
Security

✓ Collaboration with BAPN / EAPN





# representati on

**Relay the needs and expectations  
of the target public  
at the political level**

- ✓ Meeting with Ministers and State Secretary
- ✓ Representation at the Platform against poverty
- ✓ Mission within their services for the Federal Plan Against Poverty (HOMERe)

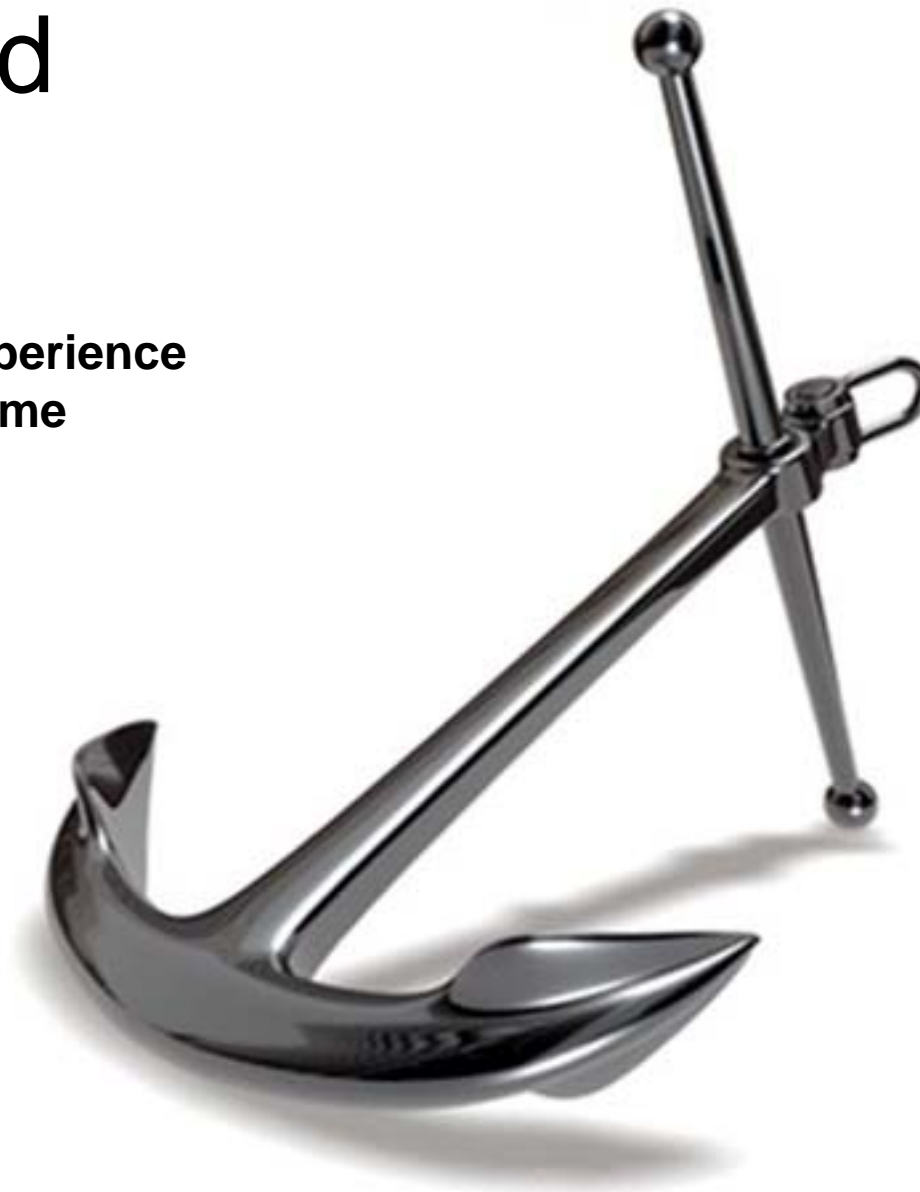
# We are proud of it !

Development of a professional profile  
a professional skills profile  
a generic function profile



**We are proud  
of it !**

**A good number  
of the first Experts by Experience  
are still working in the same  
service**



# We are proud of it !

**Increase of the number of  
Experts by Experience and  
partner services**





# We are proud of it !

**Set up of a network  
for Experts by Experienc**



# We are proud of it !

**Good practice in the policy to combat  
poverty**

**Good example in Europe**

National Action Plan in Belgium for Social Inclusion  
2006-2008 and 2008-2010

European Anti-Poverty Network 2009  
on the participation of people in a poverty situation  
(Small steps – big changes)

**New Federal Poverty Reduction Plan  
encourages the project**

**Government plan to sustain the project  
Expert by Experience**



1994

**General Report on Poverty**



2004

**1<sup>st</sup> Expert by Experience in the FPPS**



2005

**16 Experts by Experience**



2008

**12 more Experts by Experience**



# Our partners

The Experts by Experience (EbE) are working in the following partner organizations:



Service Public  
Fédéral  
FINANCES



•National Employment Office (NEO) – 1EbE

•SELOR; federal authority service for selection-1EbE

•Auxiliary Illness and Disability Insurance Fund (AIDIF) – 2EbE

•National Pensions Office (NPO ) - 4EbE

•Crossroad Bank for Social Security (CBSS) – 1EbE

•National Office for Family Allowances (NOFA) -1EbE

•Federal Public Service Health, Food Chain Security and Environment (FPS) – 2EbE

•Federal Public Service Finance-1EbE

•Saint-Pierre University Hospital in Brussels - 1EBE

•Federal Public Service Social Security (Directorate-General for handicapped persons) -1EbE

•Federal Public Service Home Affairs (Directorate-General for institutions and population) - 2EbE

•Federal Public Service Justice (FSP) (House of Justice) - 2EbE

-Coordination team - 3EbE

Waiting for assignment - 1EbE



Caisse Auxiliaire d'Assurance Maladie-Invalidité



Federale Overheidsdienst  
Justitie



Service public fédéral  
Justice





**As long as the lions  
don't have their own history writers,  
the hunters will always be the  
heroes**