Services for Inclusive Cities: Linking Safety Nets to Health, Education and Social Care
Our three case studies

• **Medellin Solidaria Program** (Colombia) – multi-dimensional support for the extreme poor

• **Osijek City, Croatia** – from institutional care to community-based services for people with disabilities

• **New York City** - Wellness, Comprehensive Assessment, Rehabilitation and Employment Program (WeCare)
Some key points & issues to look out for...

1. Social/social care services are **customized** – not a standard commodity like cash payments. How to balance needs, quality of service and costs?

2. Servicing these complex needs require **case management** which raises questions of:

   - How do services dovetail with social assistance/welfare systems?
   - How to manage the SP system and diverse provider relationships & manage issues of accreditation, contracting, quality assurance and assessing performance?
   - What are the new skills demand on staff & how well prepared are SP systems?
   - What is the role of the client and communities?