

WELFARE

Technology, finance and solutions at the service of citizens.

APPROACH

With the increase in life expectancy and as health emergencies have shown, the demand for care and services to citizens is growing. Local Administrations are called upon to provide new and rapid responses to promote social inclusion, to ensure adequate services, the same degree of assistance and quality of services. Knowing the social context and the audience of beneficiaries allows having a univocal and unitary vision that enables a conscious management, allows to make expenses more efficient and targeted, bringing social equity, an increase in services, a redevelopment and an enlargement of recipients.

SOLUTION

From social services to social policies: Municipia offers local Authorities a complete range of solutions - also in outsourcing - capable of guaranteeing greater effectiveness, activation of resources, control of evasion and avoidance, simplification of all procedures, an increase in essential levels of service, expansion of the catchment area on the territory and new services to better respond to the needs of citizens-users, thus creating a real community welfare.

OUTSOURCING

We do not replace those who provide the service, but we integrate and develop it. As recipients of the outsourcing, we take on the administrative management of personal services taking into account territorial characteristics, **avoiding overlapping and fragmentation**, relieving highly specialised professionals from routine work and maximising collaborations between the PA and the third sector. **A unitary and centralised management of the services on the territory** that allows full governance and control by the Authorities of the services provided.



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SERVICES



Ordinary helpdesk and procedure management.



Control and forecasting of management infrastructures.



Organisation of the Social Secretariat helpdesk (back office and front office).



Helpdesk outsourcing management (back office and front office).



Timely check of beneficiaries.



Income management and control.






Management and development of services on the territory.

ADVANTAGES

FOR THE PUBLIC ADMINISTRATION, FOR CITIZENS AND FOR STAKEHOLDERS:

- **Knowledge** and **control of the territory** and of its real economic and social needs.
- **Transparency** and selective **universalism**.
- **Reduce costs** and make revenue items more efficient.
- **Make spending more efficient, improve** the effectiveness of the service and monitor its provision on the territory.
- Implement the service so that it can be offered to more citizens and be a **driving force for the local economy**.
- Switch from a response management to a predictive and generative management.
- Facilitate and **simplify access** (language and barriers).
- **Integration between the various sectors of the Public Administration:** from a welfare perspective to that of a project through inclusion strategies, advanced digital skills, easier access to funds, management and monitoring of the entire social framework.

WHO WE ARE

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