



ASSISTANCE FOR INDEPENDENT LIVING

‘Assistance for Independent Living’ is a personalised, flexible service allowing disabled residents at high risk of social exclusion in Sofia, Bulgaria, to fully participate in society. Participants can benefit from up to 300 hours of help each month from up to five assistants.



WHAT

give disabled citizens at high risk of social exclusion a chance at independent living
↓
they choose what kind of help they need
↓
helped by assistants (friends or family), paid for by the municipality

IMPROVEMENTS

following feedback from users
↓
selection based on degree of impairment and level of assistance required
↓
separate selection process for adults and children

“ *This is the only service that allows families to breathe, to live a little more like everyone else. It is of great importance to us that the service continues in exactly the same way, managed by Sofia municipality.*

client, Assistance for Independent Living



SUCCESS

applications easy and accessible
&
users report that life has become easier
&
chance to participate more actively in society



NUMBERS AND FIGURES

up to
5
assistants
per user

x3
rise in users

€3
million
annual
budget

90%
satisfaction
rate

€0
cost for users