

WHAT IF... BUREAUCRACY COULD WORK FOR YOU?

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MEET MARCEL

- Diagnosed with schizophrenia, ad/hd, anti- personality disorder
- Addicted to almost everything
- Lives in between his jail cell and the streets
- 42 professionals involved in the past year.
- Total cost €264.000 (every year)

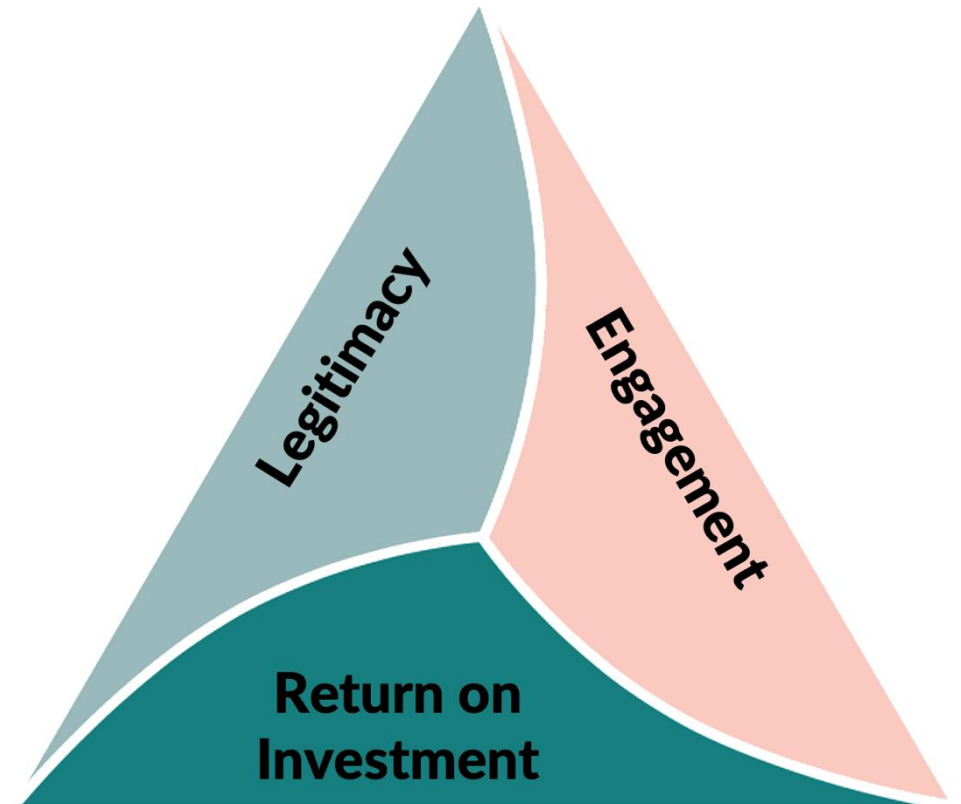
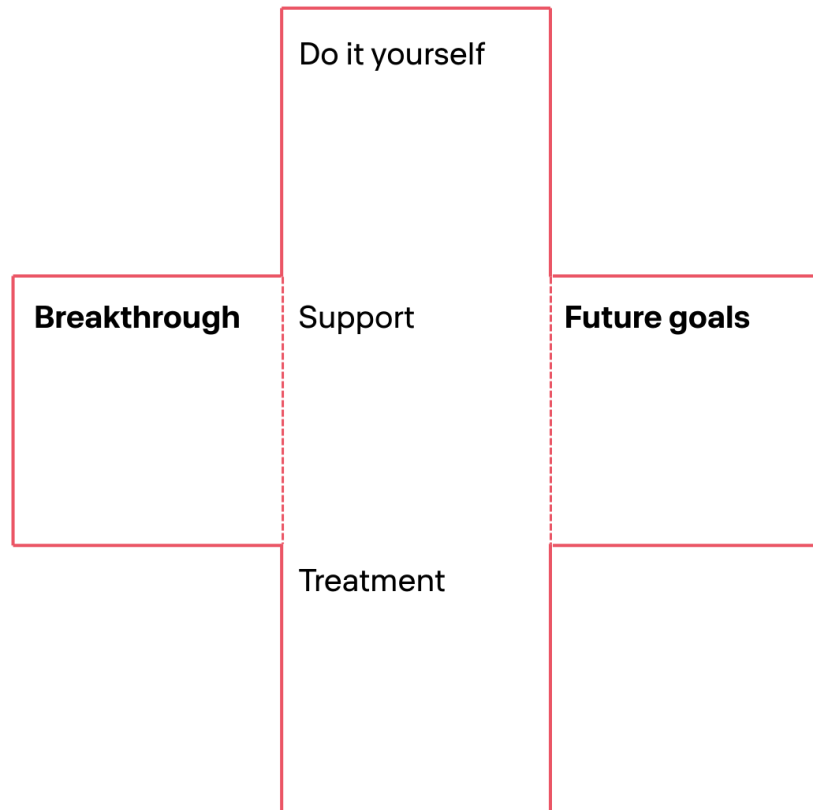
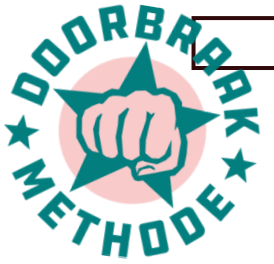


THE BREAKTHROUGH METHOD

- Over 10.000 tailor made solutions. (in the Netherlands)
- Customized care is Cheaper. (€22.313 per household)
- Is the Best Bureaucrat. (Rules are Tools)
- Legitimizes exceptions. ($\neq$ arbitrary)
- Truly listens to citizens. (bureaucracy has no ears)



OVERVIEW OF THE BREAKTHROUGH PLAN

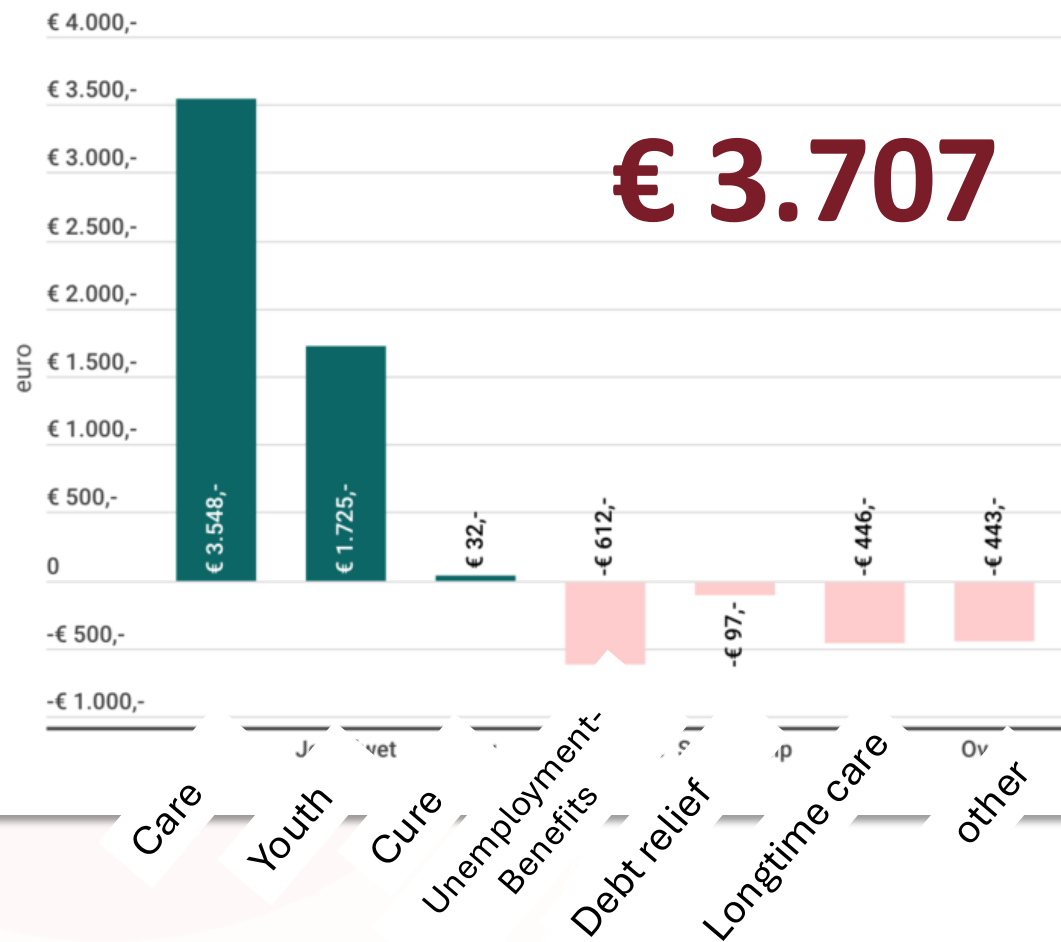


CUSTOMIZED CARE = CHEAPER

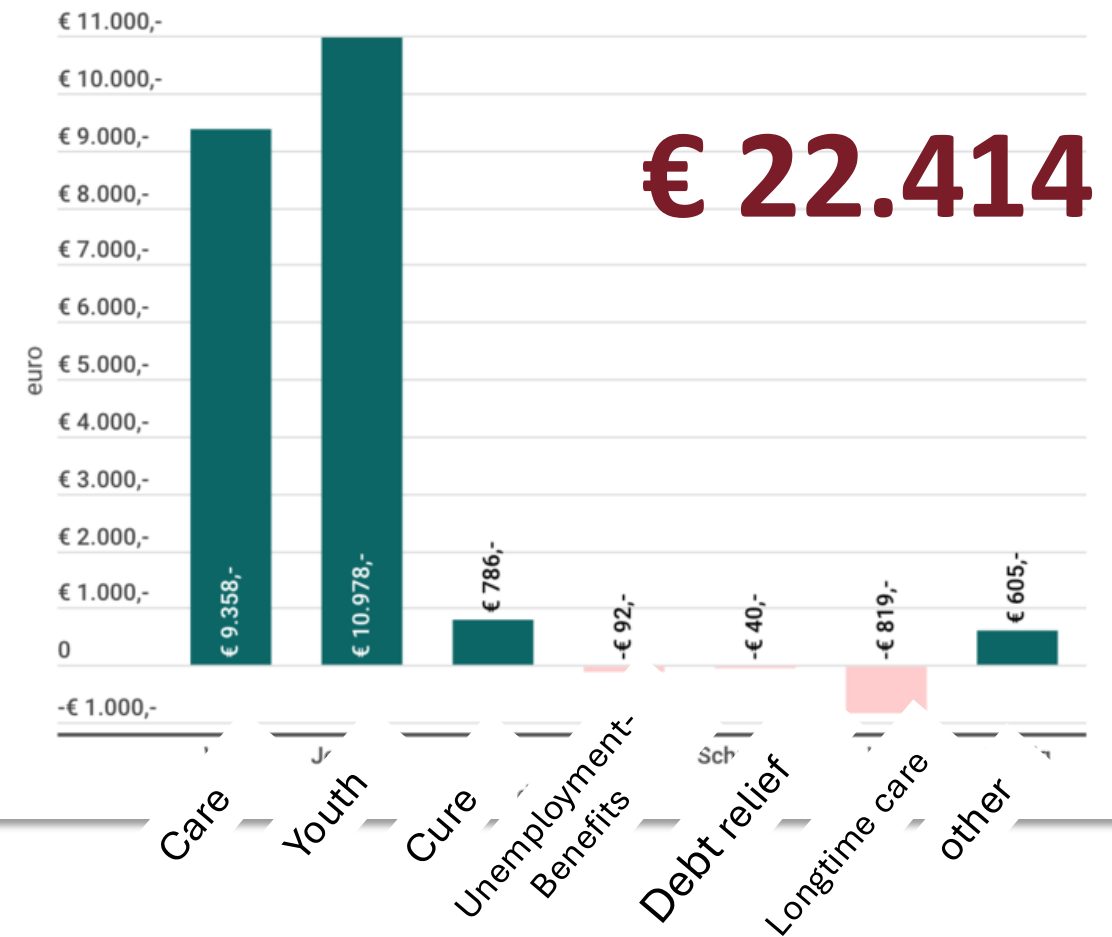


IPW

After 1 day. (N=5.000)



After 1 year. (N=5.000)



MAKING THE WORLD SAVE FOR BUREAUCRACY...

- In 10.000 cases we never broke the law
- making exceptions leads tot better care, at lower cost
- Computers could be... **better bureaucrats**
- $N=10.000 \rightarrow 100.000 \rightarrow 1.000.000 \rightarrow \dots$
- Citizens need to **take charge** of their own access (and lives)



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