



Best Practices Social Work COVID19

CONNECT-AS PROJECT

Asturias, Spain



Visit website



Framework

During the pandemic and the approval of the minimum living income, people who wanted to apply for this type of benefit or the basic social wage had to do so online. This online application presented serious problems for the most vulnerable people who did not have the knowledge or the means to do so. COVID-19 aggravated the digital divide, affecting the most vulnerable. Therefore, beneficiaries opted to go to the social workers of reference to ask for help with the processing to access the minimum rent. The workers could not train each person separately, so they created a training course for all of them. These trainings started at the local level, and were the seed of the *Conect-As* project. This social and digital inclusion project is developed throughout the Asturias community, offering training to vulnerable people who need training in the use of technology. The key tools of the project to bridge the digital divide are:

- a) The possibility to participate in training itineraries and/or tutorials on demand;
- b) A direct support, the *Conect-As* Voucher that all participants (maximum of 3000) receive to overcome the access gap, with an amount of 1000 euros, which can be used to buy a laptop, tablet with keyboard, or 2-in-1 convertible computer with Windows 10 operating system or higher and to contract Internet for a maximum period of 12 months. This project aims to reduce the digital divide by enabling vulnerable people to access benefits online. In particular, this project focuses on the provision of the minimum income.



Target-group

- Individuals receiving a minimum income, to provide them with the knowledge and skills necessary to effectively interact with administrative services through online platforms.



Outcomes

- To date, approximately 1,654 individuals have subscribed to the project, receiving both the voucher and the training. Additionally, what initially began as local training has been successfully scaled to the regional level, demonstrating the project's scalability. There is optimism that it can eventually be implemented at the national level.



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