



Social security at a glance



Benefits for Munich residents in hardship

Leistungen für Münchnerinnen und
Münchner in Notlagen – Englisch –

2017
As of
January 2017



Legal notice

Landeshauptstadt München
Sozialreferat
Amt für Soziale Sicherung

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81667 München

Photos: fotolia.com: Karl Naundorf (Titel), Peter Maszlen (S. 20), Alexander Raths (Titel, S. 25), britta60 (S. 34), CrazyCloud (S. 39)
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Kollektion Blend Images: John Lund (S. 42)
Dorling Kindersley (S. 52)

Layout: Uta Börger | www.in-wort-und-bild.net

Print: Stadtkanzlei München
gedruckt auf 100 % Recyclingpapier

Translation: tolingo GmbH Hamburg

As of: 4. Edition, January 2017

Dear Munich residents,

The Office for Social Security has the task of ensuring the economic and social livelihood of people living in Munich. The legal bases for reaching this goal can be found in the Social Code Book XII (SGB XII).



Social welfare means that every person who needs help or care is to be provided for appropriately. No one can be excluded or discriminated against because he or she lives in poverty or is reliant on help from others. Social welfare means an entitlement to support in various hardship and life situations.

This brochure provides an overview of statutory and non-statutory assistance in the framework of social welfare. We explain what conditions must be fulfilled in order to receive support. We also list departments which you can contact.

Please get in touch with us if you need help.

A handwritten signature in black ink that reads "Helga Rieck".

Helga Rieck
Head of Office for Social Security

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A. Explanation of important terms

This brochure gives you an overview of the statutory and non-statutory assistance that you can receive if you have too little money to live on or need assistance and / or care. First of all, we would like to explain important principles and terminologies relating to social welfare.



1. What is social welfare?

It is a statutory benefit that serves to support a decent existence. Those who cannot help themselves out of their own resources or who do not receive the necessary support from others have, under certain conditions, a legal right to various benefits. Those who are in distress will receive help, which takes account of their personal and economic circumstances.

2. When do you receive social welfare?

You will receive social welfare only if you can (no longer) help yourself (e.g. from your own income) or get the necessary help elsewhere (pension insurance, care fund, etc., but also from relatives). All other possibilities must be exhausted and claims made before social welfare is provided. This is called "subordination of social welfare".

3. Who does not receive benefits for living under SGB XII?

Fit for work individuals who cannot find work or earn too little to meet their needs (→ point 4) may apply for the unemployment benefit II at the Job Centre for securing a livelihood. They receive support under the Social Code Book II (SGB II).

If you have questions about possible claims and benefits, you can contact the Job Centre, which is integrated into every Social Resident Centre (Sozialbürgerhaus). Homeless persons should contact the information centre at the Department for Homeless Assistance. → Addresses page 51

4. What is need or additional need?

Need is the amount that someone can claim towards adequate, individual living. This includes, among other things:

- the standard rate (e.g. the cost of food, clothing, household items, electricity, repairs, leisure spending)
- adequate costs for accommodation and heating

The standard rates can be of different amounts. They are dependent on age and life situations. For example, children receive a lower standard rate than adults. This is referred to as the "relevant" standard rate. For adults living alone, it is currently 430 euros in Munich.

People in need of care have a need, for example, for the costs of adequate nursing care.

Some people also have a so-called additional need, as they have higher expenses than others (e.g. pregnant women). Even people who need a cost-intensive diet for health reasons can obtain support for additional needs. It is paid as a premium to the relevant standard requirement and thus increases the amount that eligible persons can receive.

5. What are income and assets?

This refers to one's own income and assets; however also, for example, to non-separated married couples or partners.

Income includes, in particular, wages and salaries, pensions, maintenance payments, income from rent and lease, but also interest.

Assets include, for example, cash, savings account, securities, building loan contracts, life insurance, motor vehicles, house and real estate, owner-occupied apartments (except self-inhabited properties of a reasonable size).

6. Review of income and assets

In order to determine whether you are entitled to social assistance, your income will be examined first. This will calculate whether and to what extent you can receive assistance. Your claim (what do you need?) is compared with your income (what is available to you?).

Assets also play a role, but there are so-called "allowances". Depending on what kind of support you need, an allowance is established. This remains at your free disposal, even if you receive social welfare.



For example:

From spring 2017, the allowance for each adult will be 5,000 euros. In the case of employed persons in need of care or people with disabilities, the allowance can be considerably higher.

After checking your eligibility for financial support, you will receive a written notification (decision). From this, you can see how much the payout is and how it is calculated.

7. Are the dependents required to make maintenance payments?

In principle, dependent members of the family (e.g. parents, children, separated or divorced spouses) are credited by the social welfare agency (in this case, the city of Munich) as soon as they make payments.

Whether or not maintenance must be paid depends on the type of assistance and the personal and economic circumstances of the dependents.

8. Where and how can you apply for assistance?

Please contact the information centre in the Social Resident Centre. The jurisdiction of a Social Resident Centre depends on your home address.

You can find the addresses of the Social Resident Centres (Sozialbürgerhaus) on

→ page 48 or online at
www.muenchen.de/sbh

At the information centre, you will find the name and telephone number of your personal advisor to arrange an appointment for the application.

If you cannot appear in person, there is the possibility to contact the Social Resident Centre by telephone or in writing, or to initiate the application via a home visit.

9. What do you need for the application?

Please bring the following documents with you on your first appointment:

- ID card; if applicable, severely handicapped ID card
- Tenancy agreement and last rent increase
- Income documents (e.g. wage statement, pension statement)
- Proof of assets (e.g. evidence of savings, securities, building loan contracts, life insurance, motor vehicles, property and real estate assets, etc.)
- Bank statements for the last three months

You are also welcome to visit the website

→ www.muenchen.de/sozialamt

B. Have you permanently withdrawn from the labour force?

If you have permanently withdrawn from the labour force because of your age or are permanently incapacitated for work and are not able to support your livelihood, you can apply for a basic security in old age and in the event of being incapacitated for work (§§ 41 ff. SGB XII).



1. Who is eligible?

Basic security can be received by persons who:

- have reached the relevant age limit for the retirement pension
- or have reached the age of 18 and are incapacitated for work in the long term independent of the respective labour market situation in the sense of statutory pension insurance
- and whose own resources are insufficient.

Job-seeking, fit for work persons and their family members can apply for unemployment benefit II at Job Centre Munich, which is integrated with the Social Resident Centre.

2. What benefits can you receive?

- the relevant basic rate
 - adequate costs for accommodation and heating
 - any additional claim supplements
 - contributions for health and nursing insurance (if no compulsory insurance exists)
 - legally established, one-time assistance such as:
 - basic provisions for the home including household appliances
 - basic provisions for clothing
 - benefits for education and social participation for children.
- You can find more information at
→ www.muenchen.de/but
- non-statutory benefits (→ chapter M, page 42)

Please note:

To receive basic security, a written application is required. For the application, please make an appointment with the relevant advisor at the Social Resident Centre. You can also make an appointment for a home visit.

The assistance can be granted **from the first day** of the month in which your need for assistance becomes known to the social welfare agency. (For example, if your application is received on 17th May, it will be paid as from 1st May.)

Payments for previous periods are not possible, so debt cannot be taken over. (For example, if you have borrowed money to cover a certain amount of time, this amount will not be refunded.) An exception to this rule is rental debt (→ chapter K, page 38).

3. Note

If you are not entitled to ongoing monthly assistance, you may be entitled to one-time cash payments (for example, basic provisions for the home).

A claim for housing allowance may also be possible. Housing allowance can also be applied for in person at the Social Resident Centre or by post.

C. What if you have provisionally or temporarily withdrawn from the labour force?

If you are temporarily unable to work because of a temporary incapacity for work and you are unable to cover your livelihood with your own resources, there is the possibility to apply for livelihood support (§§ 27 ff. SGB XII).



1. Who is eligible?

Persons who:

- do not or do not adequately meet their necessary livelihood costs by their own means and resources
- and who are fit for work for less than three hours a day, for a period longer than six months, but not permanently.

Anyone who is fit for work and is in need of assistance can apply for unemployment benefit II at Job Centre Munich. The Job Centre is integrated into the Social Resident Centre.

2. What benefits can you receive?

- the relevant basic rate
 - adequate costs for accommodation and heating
 - any additional claim supplements
 - contributions for health and nursing insurance (if no compulsory insurance exists)
 - legally established, one-time assistance such as:
 - basic provisions for the home including household appliances
 - basic provisions for clothing
 - benefits for education and social participation for children.
- You can find more information at
→ www.muenchen.de/but
- non-statutory benefits (→ chapter M, page 42)

Please note:

Assistance is paid **from the day** when your need for assistance becomes known to the social welfare agency. Payments for previous periods are not possible, so debt cannot be taken over. (For example, if you have borrowed money to cover a certain amount of time, this amount will not be refunded.)

An exception to this rule is rental debt (→ chapter K, page 38).

3. Note

If you are not entitled to ongoing monthly assistance, you may be entitled to one-time cash payments (for example, basic provisions for the home).

A claim for housing allowance may also be possible. Housing allowance can also be applied for in person at the Social Resident Centre or by post.

D. Do you need care?

If you need home nursing care because of a physical, mental or psychological illness / disability, you must first contact your nursing care fund. If you are not insured for nursing care or the benefits of the nursing fund and your own resources are insufficient, you can apply for nursing care (§§ 61 ff. SGB XII).



Distinctions will be made as to whether you need outpatient help, whether you live at home, or whether you need inpatient care because you are in a nursing home or would like to move to one. The City of Munich is usually responsible for outpatient care, and the district of Upper Bavaria (Oberbayern) for inpatient care (→ chapter E, page 22).

1. Who can receive assistance?

Persons who are restricted in their independence and are no longer able to care for themselves alone can receive benefits. The following areas of life hereby play a role:

- Mobility
- Cognitive and communication abilities (e.g. spatial and temporal orientation, involvement in conversations)
- Behavioural and psychological problems
- Self-care (e.g. showers, dressing and undressing)
- Dealing with illness and therapy-related requirements
- Structure of daily life and social contacts (e.g. resting and sleeping, maintaining contacts)

2. Where can you get help?

Care-insured persons must submit an application to the nursing fund or private long-term care insurance. From there, an assessment will be performed to determine the extent to which assistance is required.

Persons who are not insured for nursing care contact the relevant Social Resident Centre. An assessment will be performed by the Department of Health and Environment.

3. Levels of care

The levels of care indicate the extent to which people are restricted in their independence.

Care level 1:

Slight impairment of independence

Care level 2:

Considerable impairment of independence

Care level 3:

Serious impairment of independence

Care level 4:

Most severe impairment of independence

Care level 5:

Most severe impairment of independence and special needs circumstance

4. How much money can be paid out?

For the care at home, the nursing fund pays:

| Care level | Nursing care allowance | Payment in kind | Relief benefit |
|------------|------------------------|-----------------|----------------|
| 1 | --- | --- | € 125.00 |
| 2 | € 316.00 | € 689.00 | € 125.00 |
| 3 | € 545.00 | € 1,298.00 | € 125.00 |
| 4 | € 728.00 | € 1,612.00 | € 125.00 |
| 5 | € 901.00 | € 1,995.00 | € 125.00 |

In each care level, there is a monthly allowance of up to 125 euros for the relief of family caretakers. It is to be used, among other things, for:

- Costs of day and night care, short-term care
- Offers for everyday support

5. What services are possible among others?

- Nursing care allowance: you receive money when the care is taken over, for example, by the family.
- Nursing care payment in kind: here, a nursing service which provides the care services is paid the corresponding amount.
- Combination benefit: both benefits can also be combined if, for example, family and a nursing service share the nursing care.

6. Benefits in the context of social welfare

All persons who are covered by nursing care insurance must first contact their care fund/nursing care insurance. Their payments are only made up to the amounts (= fixed amounts) that are mentioned under point 4.

Persons who are not covered by care insurance or where the benefits of the nursing care fund/nursing care insurance are insufficient can apply for social welfare at the Social Resident Centre (→ page 48).

The following applies to social welfare:

- The benefits are dependent on income and assets (it is calculated in advance whether and to what extent you can finance the nursing care costs yourself).
- From care level 2 onwards, expenses can be taken which are necessary for an adequate, individual care (e.g. residual costs for the nursing service, if the money from the nursing fund is not enough).

Please note:

In principle, assistance is granted **from the day** on which your need for help becomes known to the social welfare agency.

7. Note

Persons who are not in need of care may receive assistance for the household (→ chapter I, page 31) or elderly care (→ chapter F, page 23)

More information is available online on the subject of nursing care

→ www.bmg.bund.de/themen/pflege.html

If you would like to learn more about the subject of nursing care and nursing care insurance, we recommend the Federal Ministry of Health's website

→ www.bundesgesundheitsministerium.de → Service → Publikationen.

If you need additional assistance due to a **disability** (e.g. escort to social events or a travel service for persons with disabilities), the district of Upper Bavaria (Oberbayern) is your relevant contact.

Bezirk Oberbayern (District of Upper Bavaria)

Bezirksverwaltung (District Administration)

Prinzregentenstraße 14

80538 München

Tel.: 089 / 21 98-01

Fax: 089 / 21 98-119 00

E. Living in a retirement home

Anyone wishing to move to a retirement home (a retirement area in a nursing home or a supervised senior facility) for health reasons can apply for assistance at senior citizens' facilities (§ 27 b SGB XII).



1. Who can receive assistance?

Persons who:

- need help and have not yet been classified as care level 2
- and cannot pay for the costs incurred or only partially from their own resources
- and their centre of life before moving to a senior citizens' facility is in Munich

2. What is paid?

If your pension as well as other income and assets are insufficient for the payment of the home costs, the Office for Social Security will cover the missing balance and pay it directly to the senior citizen facility. You must use your entire income on home costs; however, you get a monthly pocket-money payment, the so-called "Cash sum". This remains at your free disposal.

3. Who do you have to contact?

Anyone who has **not yet been classified into a care level** or has a **care level of 1** should ask about housing at a senior citizens' facility prior to a planned relocation at the

Amt für Soziale Sicherung

Abt. Wirtschaftliche Hilfen in Einrichtungen
(Abt. Economic Assistance in Institutions)
Meindlstraße 20
81373 München

Tel.: 089 / 233-338 61 or -338 65

Email: s-i-wh3.soz@muenchen.de



If you have a **care level from level 2** onwards, the district of Upper Bavaria, and no longer the City of Munich, is responsible. The service centre of the district of Upper Bavaria is the first point of contact for questions; it also supports the clarification of the responsible cost bearer for the nursing care assistance.

**Servicestelle des Bezirks Oberbayern
(Service Centre of the District of Upper Bavaria)**



Prinzregentenstraße 14
80538 München

Tel.: 089 / 21 98-210 10

Fax 089 / 21 98-052 10 10

Email: servicestelle@bezirk-oberbayern.de

Web: www.bezirk-oberbayern.de

Please note:

Assistance is granted **from the day** on which your need for help becomes known to the social welfare agency.

4. Where can you find vacancies?

The Munich nursing care market informs about existing offers. It provides an overview of facilities in Munich and in the district of Munich. In addition, it also provides information on further consultation services and nursing care insurance.

You can find more information online at
→ www.muenchnerpflegeboerse.de

F. Assistance for the elderly

In order to enable elderly people to participate in social life and to minimize age-related risks, elderly assistance (§ 71 SGB XII) offers various possibilities.



1. Who can receive elderly assistance?

Persons can apply who:

- have reached the age of 65
- and whose own resources are insufficient.

2. What benefits are possible?

- Travel allowance for public transport
It should help, for example, to purchase a senior citizen's ticket or coupons if services are not available from other agencies.
- Telephone assistance
It serves, among other things, to keep in touch with families/ acquaintances when someone is living alone and can only leave the apartment to a limited extent.
- Emergency call system
If a life-threatening situation could arise, where a normal telephone is not sufficient to provide assistance, various costs (connection fees, etc.) can be covered.

Please note:

Assistance is granted **from the day** on which your need for help becomes known to the social welfare agency.

For elderly assistance, dependent relatives **do not have to pay any maintenance.**

G. Are you unable to pay your health and nursing care insurance contributions or not insured by health and nursing care insurance?

If you need medical treatment, but cannot pay your health and nursing care insurance contributions, it is possible to apply for the cost of this at the Social Resident Centre (§ 32 SGB XII).



1. What benefits are possible if you receive basic security or assistance for livelihood?

If you receive basic security (→ chapter B, page 9) or assistance for livelihood (→ chapter C, page 12) and are not already covered by compulsory health insurance (e.g. your pension), contributions to voluntary statutory health insurance are taken over. In the case of privately insured persons, the contribution may be paid up to the amount of half of the basic rate of your insurer. Your contributions to the nursing care insurance are also taken over.

If you receive basic security or assistance for livelihood and insurance is **not** possible, you will be registered with a statutory health insurance company of your choice. You will receive the same benefits as otherwise insured persons and you will receive an insurance card, which can be presented when visiting the doctor.

2. What kind of benefits are possible if you do not have any basic security or livelihood assistance?

If you do not receive any basic security or livelihood assistance, you must insure yourself with a statutory or private health insurance, depending on whether you were employed or self-employed. In Germany, it is mandatory to have health insurance.

If your previous income or assets were sufficient for your livelihood, but not enough money was available for the payment of the health insurance contribution, you can clarify this at the relevant Social Resident Centre (→ page 48) and

see which options are available for your health (and nursing care) insurance.

In exceptional cases, you can receive health assistance (§§ 47 ff. SGB XII). This is, in particular, for the payment of medical treatment costs.



Please note:

Assistance is granted **from the day** on which your need for help becomes known to the social welfare agency.

H. Meals on wheels

Persons who are unable to cook by themselves due to their age or illness and who cannot be fed by others receive support for meals on wheels under certain conditions (§§ 27a and 42 SGB XII).



1. Who can apply for meals on wheels?

Elderly or sick persons who:

- are covered by basic security (→ chapter B, page 9) or
- ongoing livelihood assistance
(→ chapter C, page 12)

can receive meals on wheels without a further income check when they apply for it.

Anyone who needs special food for health reasons and therefore additional costs may also apply for an additional claim due to costly diet (→ page 5).

Persons who do not receive benefits under SGB XII can check at the relevant Social Resident Centre (→ page 48) whether they receive support for the costs of meals on wheels.

2. What can be paid?

A daily allowance is available for the costs of meals on wheels. It is independent of the actual food price and only covers part of the costs. Expenses for special diet are not taken over.

3. Where you can get meals on wheels?

In Munich, the associations of non-statutory welfare offer this service across all areas. In addition to the "meals on wheels" programme, some associations and in particular some elderly and service centres (ASZ) have set up a social lunch table.

You can find more information on ASZ at
→ www.muenchen.de/asz

Please note:

Assistance is granted **from the day** on which your need for help becomes known to the social welfare agency.

In the case of meals on wheels, dependents are **not** required to pay alimony.

I. Assistance in the household

Those people who have difficulties managing their households independently can apply for a household allowance for taking over the household costs at the Social Resident Centre.



1. Who can receive assistance?

Support is possible for persons who:

- do not have a care level of 2 or more,
- only need help with household management (e.g. cleaning the home, washing clothes, shopping, cooking)
- and cannot afford the household costs with their own resources.

2. Where can you apply for household assistance?

If you would like to apply for a household assistance, please contact the relevant Social Resident Centre (→ page 48).

Whether or not and to what extent household assistance is necessary is determined through a home visit.

3. Who is going to help?

After clarifying the extent to which household assistance is required (e.g. three hours a week), you can choose whether the assistance is to be carried out by an authorized nursing care/housekeeping service or by a private person.

4. How much money is there for household assistance?

This depends on how much help you need and who is providing the assistance. In the case of employing approved nurses or housekeeping services, there are fixed remuneration rates that are accounted for.

An hourly rate is set for the employment of private individuals. It currently stands at around 13 to 14 euros. You must also pay social security contributions and taxes.

Payment is not made for relations (e.g. family members).

5. How is the money paid?

It is customary that the nursing/housekeeping service settles its expenses directly with the Social Resident Centre. In the case of private individuals, you will receive the money yourself to pay for the household assistance.

Please note:

Assistance is granted **from the day** on which your need for help becomes known to the social welfare agency.

J. Waste disposal and basic cleaning

This assistance can be provided, for example, to people whose housing is in a very neglected state and who alone are no longer able to produce decent housing conditions.



1. Who is entitled to assistance?

Munich residents who are helpless and too overwhelmed to recognise their living situation and who do not have a social environment that can promote waste disposal.

2. How can you get this assistance?

District social workers often recognize this particular situation. They are active in the Social Resident Centres and take the necessary steps.

The (waste disposal) measure is carried out under social pedagogical supervision in order to guide those affected in this situation, which is a burden on them.

3. What benefits are possible?

This assistance is possible both in the context of a rental and residential property. In the case of a required waste disposal, in principle, a comprehensive basic cleaning is also applied. If cosmetic repairs or new furniture become necessary as a result of neglect, they can also be paid for.

4. Special circumstance

This assistance is granted irrespective of income and assets.

Dependents are **not required to pay maintenance**.

K. Assistance in the event of debt and bankruptcy

The debt and bankruptcy counselling service of the City of Munich offers assistance to deal with financial problems (§ 11 SGB XII). They will help you to look for suitable, individual solutions.



1. Who can get consultation?

All Munich residents with financial problems, who need help for debt burden and excessive debts.

2. What does debt counselling offer?

You will receive help and advice, among other things, with:

- stocktaking of your personal and financial circumstances
- planning your household budget (how to get by with your money)
- securing material livelihood (so that you can pay future livelihood costs such as rent and electricity)
- clarification of legal questions (e.g. questions concerning credit agreements, internet orders, gambling or door-to-door business)
- implementation of seizure-protection measures (e.g. establishment of a seizure-protection account)
- settlement of debts by an out-of-court settlement with creditors
- debt settlement through a legal bankruptcy proceeding
- judicial representation in the context of consumer bankruptcy proceedings, where necessary

Warning

Funds cannot be provided.

3. What are the costs?

The debt and bankruptcy consultation is free of charge. It is, of course, subject to the statutory provisions on confidentiality.

4. Who do you have to contact?

For debt counselling, please contact your relevant Social Resident Centre (→ page 48) and arrange an appointment for an initial brief consultation.

A hotline is available to you from:

- Monday to Thursday 09:30 – 15:00 and
- Friday 09:30 – 12:30

under the number 089 / 233-243 53.

In the case of rental debt and imminent loss of housing:

Please contact the specialist office for the avoidance of homelessness at the relevant Social Resident Centre (→ page 48).

1. Who can get help from the guardianship office?

All Munich residents who:

- are no longer able to clarify their legal matters themselves or
- want to ensure that their concerns are settled in time.

Relatives, other related persons, authorised representatives as well as guardians can also receive a consultation.

2. What are the responsibilities of the guardianship office?

The guardianship office must, among other things, fulfil the following statutory tasks. It:

- advises affected individuals and relatives on all questions of legal support and their avoidance
- reports to the guardianship court and supports the clarification of whether legal support is required
- supports, advises and educates full-time and voluntary employees and authorised representatives in cooperation with the guardianship associations
- sponsors guardianship associations in order to advise citizens on the issues of healthcare proxy and advance healthcare directive
- certifies signatures or initials in the case of healthcare proxy procedures.

3. Where can you find the guardianship office?

If you have any questions on the above topics, please contact the:

Betreuungsstelle (Guardianship Office)

Mathildenstraße 3a

80336 München

Tel.: 089 / 233-262 55

Fax: 089 / 233-250 56

Email: betreuungsstelle.soz@muenchen.de



4. What are the costs?

The consultation is free of charge; for certifications, 10 euros per certificate.

You will find useful brochures and forms online at
→ www.muenchen.de/betreuungsstelle

M. Non-statutory benefits

In addition to the benefits for which a statutory mandate exists, there are a number of non-statutory benefits. Persons with low incomes can thus receive various benefits.



1. What non-statutory benefits are there?

a) Munich Pass

The Munich Pass offers people living in Munich many advantages at urban and non-urban facilities.

There are, among other things, various concessions for:

- visiting pools, sports centres, museums, buildings, cinemas, animal parks and theatres
- discounts for the MVV, e.g. for the Isar-Card S or day tickets for the inner city

For more information, see

→ www.muenchen.de/muenchen-pass

b) Contraception

The cost takeover of contraception is possible, provided that a medical prescription is presented. Contraceptives are only authorized for persons who are **20 years** or older.

Among other things, the costs for the following contraceptives can be assumed:

Pill, morning after pill, contraceptive ring, contraceptive patch, hormonal spiral, contraceptive injection, sterilisation

For more information, see

→ www.muenchen.de/muenchen-pass – under 'Verhütungsmittel'

c) Medicine Assistance Munic

Within the scope of this project, it is possible to obtain discount on medicines that are not covered by the statutory health insurance companies. Many pharmacies in Munich have volunteered to issue prescription-free medicines at a discount.

You can find these pharmacies on the website

→ www.muenchen.de/muenchen-pass – under ‘Medikamentenhilfe München’

d) Starting school money

A one-time special payment of 100 euros per child is possible at the beginning of the school year.

e) Electricity debt

If a power cut is imminent, please call your power supplier and make an arrangement to ensure that the power is not cut off.

You can find useful tips at

→ www.verbraucherzentrale.de/stromsperre

If you are unable to pay the electricity bill because of financial distress or excessive debts, please contact the relevant Social Resident Centre (→ page 48).

f) Free energy consultation

For low-income households, there is energy consultation in Munich free of charge. For more information, please visit

→ www.swm.de/privatkunden/energieberatung/beratung-foerderung/projekt-energieberatung.html

2. Who can receive non-statutory benefits?

In principle, citizens who reside in Munich and who:

- receive the basic security for job-seekers (unemployment benefit II or social allowance) from Job Centre Munich or
- receive livelihood assistance or basic security in old age and in the case of being incapacitated for work or benefits under the Asylum Seekers' Benefits Act or
- receive housing allowance or child allowance or
- carry out a voluntary social or ecological year or voluntary services within the scope of the Federal Voluntary Service (Munich Pass only) or
- do not have any income that exceeds the limit for livelihood assistance. Also, the limit of the assets to be used must not be exceeded.

There are **different conditions** for non-statutory benefits. You can find out about these on the respective webpages or at a direct consultation.

3. Who can you contact?

Please contact the Social Resident Centre in the area where you live (→ page 48).

Anyone receiving benefits under the Asylum Seekers' Benefits Act can contact the Office for Housing and Migration (→ page 51).

Homeless persons can obtain the Munich Pass in the Department for Homeless Assistance at the Office for Housing and Migration (→ page 51).

4. What do you have to bring with the application?

- Notification of benefits under SGB XII, SGB II or the Asylum Seekers' Benefits Act or
- Proof of receipt of child supplement or housing benefit or
- Proof of income, assets and rent
- Proof of participation in federal voluntary service, voluntary social or ecological year
- For the Munich Pass, one passport photo per person is required in addition.

Dependent members are not required to pay maintenance for non-statutory services.

5. Further non-statutory services of the social council

Additional non-statutory benefits, especially for children and families, include, among other things:

- **Discounted holiday deals**

The prices for holiday activities for children from 5 to 15 years are reduced by different providers.

- **Free Holiday Pass and Family Pass**

The Holiday Pass is a voucher booklet with tips for activities. This includes a brochure with free-of-charge or highly discounted offers.

- **Vouchers**

In order to cover acute emergencies, vouchers can be handed out for, e.g. Penny, C&A.

- **Lunch service**

An allowance may be granted for meals in general or vocational schools if there is no entitlement to benefits for education and social participation.

You can find more information at

→ www.muenchen.de/but

- **Swimming for all children**

Children and adolescents can take part in beginners swimming lessons for free.

- **Sports for all children**

If there is no entitlement to benefits for education and social participation, the membership fees and the costs of the sportswear/equipment are taken over when joining an association.

There are also **different conditions** for these non-statutory benefits.

You can find more information at

→ www.muenchen.de/freiwillige-leistungen

N. Adresses

Which Social Resident Centre (SBH) you can contact depends on your residential address. You can find your relevant SBH by visiting → www.muenchen.de/sbh.

All Social Resident Centres have barrier-free access.



Sozialbürgerhaus Berg am Laim-Trudering-Riem

(Berg am Laim, Trudering-Riem)

Streitfeldstraße 23

81673 München

Information: Tel.: 089 / 233-968 08

Fax: 089 / 233-335 55

Email: sbh-btr.soz@muenchen.de

Sozialbürgerhaus Giesing-Harlaching

(Obergiesing-Fasangarten, Untergiesing-Harlaching)

Werner-Schlierf-Straße 9

81539 München

Information: Tel.: 089 / 233-968 07

Fax: 089 / 233-674 07

Email: sbh-gh.soz@muenchen.de

Sozialbürgerhaus Mitte

(Altstadt-Lehel, Ludwigsvorstadt-Isarvorstadt, Maxvorstadt)

Schwanthalerstraße 62

80336 München

Information: Tel.: 089 / 233-968 05

Fax: 089 / 233-467 52

Email: sbh-mitte.soz@muenchen.de

Sozialbürgerhaus Neuhausen-Moosach

(Neuhausen-Nymphenburg, Moosach)

Ehrenbreitsteiner Straße 24

80993 München

Information: Tel.: 089 / 233-968 02

Fax: 089 / 233-461 31

Email: sbh-nm.soz@muenchen.de

Sozialbürgerhaus Nord

(Milbertshofen-Am Hart, Feldmoching-Hasenberg)

Knorrstraße 101 – 103

80807 München

Information: Tel.: 089 / 233-968 03 und 233-968 10

Fax: 089 / 233-411 25

Email: sbh-nord.soz@muenchen.de

Sozialbürgerhaus Pasing

*(Pasing-Obermenzing, Aubing-Lochhausen-Langwied,
Allach-Untermenzing)*

Landsberger Straße 486

81241 München

Information: Tel.: 089 / 233-968 04

Fax: 089 / 233-372 00

Email: sbh-pasing.soz@muenchen.de

Sozialbürgerhaus Plinganserstraße

*(Thalkirchen-Obersendling-, Forstenried-Fürstenried-Solln,
Hadern)*

Plinganserstraße 150

81369 München

Information: Tel.: 089 / 233-968 00

Fax: 089 / 233-348 12

Email: sbh-pli.soz@muenchen.de

Sozialbürgerhaus Schwabing-Freimann
(*Schwabing-West, Schwabing-Freimann*)

Heidemannstraße 170

80939 München

Information: Tel.: 089 / 233-968 11

Fax: 089 / 233-330 15

Email: sbh-sf.soz@muenchen.de

Sozialbürgerhaus Orleansplatz
(*Au-Haidhausen, Bogenhausen*)

Orleansplatz 11

81667 München

Information: Tel.: 089 / 233-968 06

Fax: 089 / 233-480 12

Email: sbh-ori.soz@muenchen.de

Sozialbürgerhaus Sendling-Westpark
(*Sendling, Sendling-Westpark*)

Meindlstraße 20

81373 München

Information: Tel.: 089 / 233-968 09

Fax: 089 / 233-336 23

Email: sbh-sw.soz@muenchen.de

Sozialbürgerhaus Laim-Schwanthalerhöhe
(*Laim, Schwanthalerhöhe*)

Dillwächterstraße 7

80686 München

Information: Tel.: 089 / 233-968 01

Fax: 089 / 233-429 09

Email: sbh-ls.soz@muenchen.de

Here you will also find the social service for deaf people.



Sozialbürgerhaus Ramersdorf-Perlach)

(Ramersdorf-Perlach)

Thomas-Dehler-Straße 16

81737 München

Information: Tel.: 089 / 233-968 12

Fax: 089 / 233-353 31

Email: sbh-rp.soz@muenchen.de

Job Centre Munich (Jobcenter) is integrated with the Social Resident Centres. Information on the Social Resident Centres and the telephone numbers of the Job Centres can be found online at → www.muenchen.de/sbh

Hotline (general information): 089 / 233-486 16

Amt für Wohnen und Migration (Office for Housing and Migration)



Fachbereich wirtschaftliche Hilfen – Flüchtlingshilfe
(Department of Economic Aid – Refugee Assistance)

Franziskanerstraße 6 – 8

81669 München

Tel.: 089 / 233-405 82

Expected from autumn 2017:

Werinherstraße 83 – 89

81541 München

Amt für Wohnen und Migration (Office for Housing and Migration)



Abteilung Zentrale Wohnungslosenhilfe (ZEW)
(Department for Homeless Services)

Franziskanerstraße 8

81669 München

Tel.: 089 / 233-401 05

Fax: 089 / 233-406 93



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Reference address:

Landeshauptstadt München
Sozialreferat
Amt für Soziale Sicherung
Orleansplatz 11
81677 München

Telephone: 089 / 233-486 19 or – 486 08

Fax: 089 / 233-484 05

Email: sozialesicherung.soz@muenchen.de

Web: www.muenchen.de/sozialamt

This brochure is also available online at
www.muenchen.info/soz/pub/gesamtliste.html

