Scenario 2 – Amina, 19, Liège | NEET 12+ months, no-show, no response

Q1. Low-threshold approaches to try

1. **Go to her, don't wait for her to come to you.** Outreach workers in Liège can make contact through *La Médiation de Quartier*, street educators (*éducateurs de rue*), or CPAS social assistants who do home visits. A letter or a call from an unknown institution number is easy to ignore — a human being at her door, or a familiar face in her neighbourhood, is much harder to dismiss.
2. **Lower the symbolic weight of the first contact.** Instead of "an appointment at the office," propose something incidental: a walk, a coffee, an informal meeting point she already frequents. The goal of that first contact is *not* to solve her situation — it's simply to exist as a non-threatening presence she might accept again.
3. **Use warm intermediaries.** Who does she trust? A family member, a friend, a community leader, a mosque or cultural association she attends? A relay through someone she already knows dramatically changes the power dynamic of the outreach.
4. **Written/asynchronous contact.** Some young people who don't pick up calls will respond to a WhatsApp message, a handwritten note, or even a letter — especially if the tone is genuinely warm, not administrative. Keep it short: *"I'm not here to pressure you. I just want to know how you're doing."*

Check for structural barriers first. Before any meeting, verify: Does she have transport? Does she have a phone with credit? Is the appointment time compatible with family obligations (younger siblings, caring for a parent)?

Q2. Assumptions to challenge

Assumption	**What to question instead**
"She's not motivated."	Motivation often follows safety and trust, not the other way around. Absence ≠ indifference.
"She missed appointments because she doesn't want help."	She may be managing a crisis at home (violence, caring responsibilities, housing instability) that makes keeping appointments impossible.
"She's been NEET for a year — she's used to it."	A year is a long time to accumulate shame, isolation, and fear of judgement. The longer the gap, the higher the re-entry anxiety — not the lower the desire.
"She needs to be 'activated'."	She may first need to feel psychologically safe, physically stable, and free from an immediate stressor before any professional project makes sense.
"No response = passive."	Not answering is an active choice. It may reflect a rational past experience: previous services felt judgmental, useless, or unsafe.
"The problem is individual."	NEET status in a young woman of 19 in Liège is embedded in a social context — discrimination in hiring, precarious family situation, possibly migration-related administrative barriers, gender-based constraints on mobility or autonomy.

A key principle to hold onto

The missed appointments are **data**, not failure. They tell you something about what the current offer *can't* reach — your job is to design something that can.

The question isn't *"how do we get Amina to comply?"* but *"what would make contact feel worth it for her?"*