Programme's name: *Original title:*	Electronic Social Record Cartella Sociale Informatizzata
Organisation / Country:	A.R.I.A. S.p.A.- Regional enterprise for innovation and purchases (Azienda Regionale per l'innovazione e gli acquisti), Lombardy Region (Regione Lombardia), Italy
Website:	https://www.ariaspa.it/wps/portal/site/aria
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Summary:	The Electronic Social Record was introduced by Lombardy Region to manage responses on citizens' social needs and to programme the regional welfare system. To facilitate the spread of the tool, A.R.I.A. S.p.A. developed guidelines for local authorities in order to homogenise the process of developing Electronic Social Records.
Resources:	Resources include costs related to the creation of the regional guidelines and costs beard by local authorities to implement the informational tool. The costs for the experts involved in the working tables are negligible. As there were no implementation costs, from a monetary point of view, the costs for Lombardy Region are not relevant. From the point of view of the municipalities, the implementation costs were a lump sum of 20K. The maintenance costs correspond to 0.2 cent per inhabitant per year. From a monetary point of view, costs are relevant but worth the effort.
Objectives:	The objectives of the project were the following: - Support local authorities in developing Electronic Social Records - Allow the planning and governance of social services - Allow to fulfil information discharge obligation with regional and national authorities
Issues encountered:	Lombardy Region faced problems with issues related to privacy, as there is no legal basis that allows to exchange social and health data. Regione Lombardia had to create a regional law in order to implement the project.

<u>Outcomes:</u>	The regional guidelines developed by A.R.I.A. S.p.A.'s allow a more uniform and efficient management of social services and a facilitated production and transmission of data between different authorities. They furthermore contributed to the increase of the fulfilment of information discharge obligation with regional and national authorities. As a result of the project, 73% of Social Records are digitalised and compliant with the regional guidelines and 89% of professionals use the information tool daily.
<u>Evaluation of practice:</u>	The first results of the project outcomes are promising. 40 local social care authorities started creating new Electronic Social Records following A.R.I.A. S.p.A.'s guidelines and 45 local social care authorities implemented existing Electronic Social Records following A.R.I.A. S.p.A.'s guidelines in contrast to just one local social care authority, which started the implementation of a Electronic Social Record following another information system. These results have encouraged Lombardy Region to invest in the project.
<u>Sources of further information:</u>	Lombardy Region, A.R.I.A. S.p.A. (2019). *Guidelines Electronic Social Record Version 2.0* (Linee Guida Cartella Social Informatizzata Versione .0) A.R.I.A. S.p.A. https://www.regione.lombardia.it/wps/wcm/connect/76bab504-c38a-44c2-aeee-ea94d95ff21e/File+Allegato+A__Linee+Guida+Cartella+Sociale+Informatizzata+v.2.0.pdf?MOD=AJPERES&CACHEID=ROOTWORKSPACE-76bab504-c38a-44c2-aeee-ea94d95ff21e-mWJSzAd (in Italian) More information: https://www.regione.lombardia.it/wps/portal/istituzionale/HP/DettaglioRedazionale/servizi-e-informazioni/Enti-e-Operatori/sistema-sociale-regionale/cartella-sociale-informatizzata