

FSWS Case Management System

Organisation(s):	Foundation for Social Welfare Services (FSWS)	
Country:	Malta	
Contact:	policy@esn-eu.org	
Theme: Choose at least one option	<input type="checkbox"/> Ageing & Care <input type="checkbox"/> Asylum & Migration <input type="checkbox"/> Young People <input type="checkbox"/> Support for Children & Families <input type="checkbox"/> Community Care <input type="checkbox"/> Integrated Care & Support <input type="checkbox"/> Co-Production <input type="checkbox"/> Disability <input type="checkbox"/> Housing & Homelessness <input type="checkbox"/> Artificial Intelligence <input checked="" type="checkbox"/> Digitalisation <input type="checkbox"/> Quality Care	<input type="checkbox"/> Labour Market Inclusion <input checked="" type="checkbox"/> Social Inclusion <input checked="" type="checkbox"/> Technology <input type="checkbox"/> Workforce and Leadership <input type="checkbox"/> Social Benefits <input type="checkbox"/> EU Funding <input type="checkbox"/> Social Service's Resilience <input type="checkbox"/> Mental Health <input checked="" type="checkbox"/> Person-Centred Care <input checked="" type="checkbox"/> Research & Use of Evidence <input type="checkbox"/> Other, please specify:
Principles of the European Pillar of Social Rights: Check the 20 principles here .	<input type="checkbox"/> 1. Education, training, life-long learning <input type="checkbox"/> 2. Gender equality <input type="checkbox"/> 3. Equal opportunities <input type="checkbox"/> 4. Active support to employment <input type="checkbox"/> 5. Secure and adaptable employment <input type="checkbox"/> 6. Fair Wages <input type="checkbox"/> 7. Transparent employment conditions <input type="checkbox"/> 8. Social dialogue <input type="checkbox"/> 9. Work-life balance <input type="checkbox"/> 10. Healthy, safe work environment	<input type="checkbox"/> 11. Childcare and child support <input checked="" type="checkbox"/> 12. Social protection <input type="checkbox"/> 13. Unemployment benefits <input type="checkbox"/> 14. Minimum income <input type="checkbox"/> 15. Old age income and pensions <input type="checkbox"/> 16. Health care <input type="checkbox"/> 17. Inclusion of people with disabilities <input type="checkbox"/> 18. Long-term care <input type="checkbox"/> 19. Housing and assistance to homeless <input checked="" type="checkbox"/> 20. Access to essential services
Current status of the practice:	<input type="checkbox"/> Concept and Design Phase <input checked="" type="checkbox"/> Execution & Monitoring Phase <input type="checkbox"/> Consolidation Phase <input type="checkbox"/> Scaling Up and Transformation Phase <input type="checkbox"/> Other (please specify)	
Context/ Social issues addressed Please explain the problem you attempt to solve.	Service provision, service development, and addressing needs should be based on evidence-informed decision-making. Through real-time standardised and harmonised data from persons accessing services, we can identify current and new emerging needs in a timelier fashion. Key stakeholders can utilise the data to initiate conversations based on needs within the community and develop actions based on these needs. The data also allows for transparency and quality control in terms of some aspects of operations.	
Objectives: Please provide a maximum of three objectives in bullet points.	<ol style="list-style-type: none"> 1. Collect data regarding service access and provision across the Foundation for Social Welfare Services. 2. Provide timely and standardised reports to ensure evidence-informed decision-making. 3. Monitor data quality and identify ways to link the system to new tools to improve data collection. 	

<p><u>Activities:</u> <i>Please summarise the activities put in place to achieve the objectives (maximum 300 words).</i></p>	<p>The Research Team within the Foundation for Social Welfare Services (FSWS) currently reports data on around 70 services. To facilitate the process of data collection and reporting, the FSWS developed a case management system (CMS) based on Windows Dynamics 365 which collects data regarding persons contacting its services along with interventions provided. The system has sections that collect standardised information (e.g., demographic details) and other sections that consist of service-specific information (e.g., service-specific assessment forms). The system is online, which also allows professionals to utilise the system from anywhere, including even filling in online forms with the service user, if required.</p> <p>To ensure standard procedures and definitions within the system, the FSWS developed a multidisciplinary team approach. The team is comprised of representatives from the FSWS Research Team, the FSWS IT Team, and professionals from the service (e.g., social workers). Together, they discuss requests (both new changes and changes to existing variables) and develop the required design, which is submitted for management approval. Once approved, the design request is implemented, tested by the team, and then launched within the live system.</p> <p>The CMS also provides some live reporting functions within itself, allowing professionals to assess certain aspects of their work (e.g., caseload by professional) immediately. Some dashboards and visualisations are also available through the CMS itself (e.g., charts with the number of referrals per month). The CMS can even link to other applications (e.g., Power BI) for further data report development as per specific stakeholder needs.</p> <p>Data quality is monitored through the CMS itself, which has some audit functions, as well as through data reports. Data quality issues can be identified quickly, and action can be taken (e.g., providing further training updates).</p> <p>We are currently in the process of identifying tools which may be linked with the system to facilitate input or analysis and evaluating potential tools and the ethics of such tools.</p>
<p><u>Outcomes:</u> <i>Please explain what the results were/are so far and how you evaluated this.</i></p>	<p>The system has security levels which determine levels of visibility; at a basic level, the system allows professionals to identify if an active service user in their service is/ or ever was in contact with another service. This facilitates inter-team communication and collaboration. Also, the service user's latest contact information can be updated, and the changes will be visible across all services no matter which service is accessed.</p> <p>Since professionals have access to certain live dashboards and visualisations, they can manage the service more efficiently. For example, the live report regarding the caseload per professional can further facilitate the process of allocating new cases.</p> <p>The multidisciplinary team approach for CMS design has been invaluable in ensuring that service professionals' needs, reporting needs, IT system capabilities, and management needs are balanced. It ensured that standard definitions were adhered to, which allowed for comparability of data as well as ensured that data harmonisation projects could be implemented.</p> <p>The system allows the FSWS to instantly have live data regarding persons accessing its services. This means that the FSWS can monitor trends within vulnerable populations seeking help. For example, the FSWS provides generic social work services within Community Centres and is able to monitor across all these centres the primary reasons service was sought. If a new issue is reported, the FSWS can monitor it, initiate further research about it, initiate conversations between stakeholders, contribute to policy development, and even develop new services to address the need. The FSWS is also able to monitor changes in demographics. For example, the FSWS was monitoring a trend of increase in non-Maltese service users since at least 2017 and this observed trend was</p>

	<p>recently confirmed through the latest national census, which indicated changes within the overall population of the Maltese Islands. The CMS data also aids the FSWS with planning prevention and community work more efficiently through mapping the locality of reported residence of service users.</p> <p>The CMS also highlighted the potential for further research in terms of information collected from service users. The FSWS Research Team is currently reviewing the approximately 4,000 variables it is currently collecting to establish further variables which can be reported.</p>
<p><u>Links to supporting documents:</u> e.g. website or report of the practice</p>	<p> https://fsws.gov.mt https://fsws.gov.mt/en/Pages/Statistical-Reports.aspx https://fsws.gov.mt/en/Pages/Statistical-Report-FSWS-Combined.aspx https://fsws.gov.mt/en/Pages/Nationalities.aspx </p>
<p><u>Comments and tips</u> i.e. for people willing to use your Practice</p>	<ul style="list-style-type: none"> • A multidisciplinary approach was key for the design but also having a central person or controller that can keep the project to one aim but be flexible to changes in social needs. • Design the system to have common standardised sections and then other customisable sections for specific service needs. • Design the system with customisable aspects because a flexible system is key since changes will happen (e.g., change in laws on child custody statuses). • Try to keep a wider view or anticipate future needs. Try to ensure people do not just focus on their own service or professional area but be sensitive to all stakeholders needs. • It is always best to keep stakeholders talking, (e.g., when requesting change in variables), in order to keep standardisation for reporting and comparability and also eliminate duplication of work.