

SenjoroGO: App for Improved Home Care

<u>Organisation(s):</u>	Senjoro (National Institute for Social Integration)	
<u>Country:</u>	Lithuania	
<u>Contact:</u>	policy@esn-eu.org (we will function as an intermediary between you and interested organisations who want to learn more about the practice)	
<u>Theme:</u> Choose at least one option	☒ Ageing & Care ☐ Asylum & Migration ☐ Young People ☐ Support for Children & Families ☐ Community Care ☐ Integrated Care & Support ☐ Co-Production ☐ Disability ☐ Housing & Homelessness ☐ Artificial Intelligence ☒ Digitalisation ☐ Quality Care	☐ Labour Market Inclusion ☐ Social Inclusion ☒ Technology ☐ Workforce and Leadership ☐ Social Benefits ☐ EU Funding ☐ Social Services' Resilience ☐ Mental Health ☒ Person-Centred Care ☐ Research & Use of Evidence ☒ Management & Planning ☐ Other, please specify:
<u>Principles of the European Pillar of Social Rights:</u> <i>Which principles does your practice cover? Check the 20 principles here.</i>	☐ 1. Education, training, life-long learning ☐ 2. Gender equality ☐ 3. Equal opportunities ☐ 4. Active support to employment ☐ 5. Secure and adaptable employment ☐ 6. Fair Wages ☐ 7. Transparent employment conditions ☐ 8. Social dialogue ☐ 9. Work-life balance ☐ 10. Healthy, safe work environment	☐ 11. Childcare and child support ☐ 12. Social protection ☐ 13. Unemployment benefits ☐ 14. Minimum income ☐ 15. Old age income and pensions ☐ 16. Health care ☐ 17. Inclusion of people with disabilities ☒ 18. Long-term care ☐ 19. Housing and assistance to homeless ☐ 20. Access to essential services
<u>Current status of the practice:</u>	☐ Concept and Design Phase ☐ Testing or pilot phase ☐ Temporary practice that has terminated ☐ Temporary practice that is ongoing and has a termination date ☒ Established and ongoing practice ☐ Scaling Up and Transformation Phase ☐ Other (please specify):	
<u>Summary:</u> <i>Please summarise the practice in maximum 3 sentences. This will be the disclaimer of your</i>	SenjoroGO is a digital solution that supports the planning, delivery, monitoring, and evaluation of home-based social care services. The mobile application replaces paper-based documentation with real-time digital service records, reducing administrative work while improving transparency, service quality, and care planning. By giving care workers more time to focus on people instead of paperwork,	

project on our website. Example here.	SenjoroGO helps organisations deliver more efficient and person-centred home care in Lithuania.
<u>Context/ Social issues addressed</u> <i>Please explain the problem you attempt to solve with your practice.</i>	Across Europe and in Lithuania, home-based social care is still often managed using paper records or fragmented, inflexible IT systems. Care workers spend considerable time completing documentation after each visit, while coordinators must manually verify records, prepare reports, and monitor whether planned services were delivered. This heavy administrative burden reduces the time available for direct support and makes service planning less transparent. To address these challenges, Senjoro developed SenjoroGO - a digital platform designed specifically for organisations providing home-based social services. The system digitalises the entire service delivery process, from scheduling visits to documenting completed activities, collecting client feedback, and generating management reports. It enables organisations to monitor services in real time, improve quality assurance, optimise resource allocation, and support individual care planning while significantly reducing paperwork.
<u>Objectives:</u> <i>Please provide a maximum of three objectives in bullet points.</i>	1. Reduce administrative workload: Replace paper-based documentation and fragmented tracking methods with unified digital service records to cut the administrative work of social workers and coordinators by 20% to 30%. 2. Increase transparency and quality: Ensure reliable, real-time monitoring of home-based social care visits and activities delivered to enhance service accountability and overall quality. 3. Support person-centred care: Enable individual care planning, better workflow coordination, and data-driven service management to focus more time on clients rather than paperwork.
<u>Activities:</u> <i>Please describe the activities put in place to achieve the objectives (maximum 400 words).</i>	SenjoroGO was developed through close collaboration with social care providers to address practical challenges experienced by frontline workers and service coordinators. Today, the system supports the complete home-care workflow in five distinct stages: Step 1 – Planning services: Coordinators create care schedules, assign visits, define planned activities, and manage individual care plans through the system. Step 2 – Preparing for the visit: Using the mobile application, care workers access their daily schedule together with relevant client information before arriving at each home. Step 3 – Delivering services: During the visit, the application records the location and duration of the service. Care workers quickly confirm completed activities, add observations, collect the client's signature, and receive immediate feedback directly on the mobile device. Step 4 – Monitoring and quality assurance: All information becomes available to coordinators in real time. Managers can monitor service delivery, review completed activities, evaluate client feedback, and identify potential issues without waiting for paper documentation. Step 5 – Reporting and care management: The system automatically generates reports based on actual service data, supports resource planning,

	enables accurate calculation of working time and service costs, and helps organisations continuously update individual care plans as clients' needs change. The platform is already used in everyday practice and continues to expand beyond home-based social care into family support services and outpatient healthcare delivered at home. It is also integrated with Lithuania's public social security and labour administration systems, including SABIS.
Outcomes: Please explain what the results were/are so far and how you evaluated this (i.e. statistics, a study, or feedback)	SenjoroGO has become an established digital solution for home-based social care in Lithuania. It is currently utilized by 44 organisations, providing services to approximately 8 027 home-care recipients, which represents around 21% of all home care recipients in the country. The digitalisation of service delivery has brought significant measurable results: • Administrative Workload Reduction: The system has cut administrative workloads by 25% to 30%. For the long-term care provider Senjoro, this translates to saving 820 work hours every month—the equivalent of five full-time employees—allowing staff to focus directly on clients rather than paperwork. • Financial Safeguards and Efficiency: By implementing automated time and location tracking, the platform has eliminated service delivery gaps that previously accounted for up to 30% of declared hours, effectively safeguarding €6,000 in monthly service value for every 100 clients. • Enhanced Transparency and Continuity: Organisations have immediate, real-time access to accurate data regarding which services were delivered, when, where, and for how long. This supports optimal workforce planning, reliable reporting, and swift adjustments to individual care plans. The effectiveness of the solution is demonstrated through its continuous adoption by social service providers, steady operational metrics, and highly positive feedback from both care workers and service users during annual satisfaction surveys.
Funding Source	EU Funds: ESF+ ☐ INTERREG ☐ ERDF ☐ ERASMUS ☐ RRF ☐ other ☐ ☐ National Government Funds ☐ Regional Government Funds ☐ Local Government Funds ☐ Private Sponsorship / Public-Private Partnership ☐ Financial contribution of People using Services ☒ Other, please define: Saved funding from financing of home care delivery
Links to supporting documents: e.g. project website or report of the practice, articles	Children, Families, and Youth Support Award.docx SenjoroGO European Social Fund Plus
Comments and tips i.e. for people willing to implement your	• Early Stakeholder Involvement: Successful implementation depends on involving care workers and service coordinators from the very beginning. Digital tools should simplify everyday work rather than create additional administrative

<i>Practice in their service</i>	tasks. ● Training and Support: Comprehensive training and continuous user support are essential during the implementation phase to build confidence in the new system. ● System Integration: Linking the platform with existing public information systems (such as Lithuania's SPIS) significantly increases the overall value and efficiency of the solution. ● Adaptability and Human Focus: Because organisational models differ across regions, the technology must be adaptable to different legal frameworks and local needs. Most importantly, digital tools should support better care - never replace the vital human relationship between care workers and the people they assist.
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