

Theme: Children and families; Technology; Country: Denmark; Language: English, Year: 2012; Event: ESN Conference (Copenhagen)

Programme's name:	Standardised IT systems for the case management of 'children at risk'
<u>Organisation / Country:</u>	Kommunernes it - faelleskab (KOMBIT) / Denmark
<u>Website:</u>	Here
<u>Contact:</u>	Thomas Christiansen tch@kombit.dk
<u>Summary:</u>	<p>KOMBIT assumes a role as facilitator for local authorities within Denmark's multi-level governance system. KOMBIT cooperates with the local government association (KL Local Government Denmark) to promote efficiency and quality in service management. Typical projects that KOMBIT carries out are concerned with facilitating the establishment of joint IT systems and the standardisation of processes and methods.</p> <p>Prior issues of case management for children-at-risk</p> <ul style="list-style-type: none"> • The annual spending in the working field 'children at risk' was increasing each year and reached EUR 2 billion in 2008. • Every municipality handled youth cases in a different way and deadlines as required by law were often missed. There was no common methodology in the case management. • The quality of documentation on case information varied considerably from municipality to municipality. • Very little case information was being exchanged between municipalities. • The municipalities did not have a dedicated IT system in the area of child protection. Commonly shared IT system to handle the area of child protection did not exist. Many different IT systems were used across Denmark. • The media continued to find new cases of abused children and the municipalities were being accused of poor case handling. <p>ICS method - Integrated Children System The Ministry of Social Services in Denmark recommends a common method called ICS – Integrated Children System.</p>

Data management in the IT system																					
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<u>Issues:</u>	<ul style="list-style-type: none"> Enabling staff to use the IT system effectively is an issue, due to limited IT skills. 																				
<u>Resources:</u>	<ul style="list-style-type: none"> The actual database is based on software architecture by both Oracle and IBM. At the start of the project, roughly 85 percent of the needed functionality was 'out-of-the-box'. The design, implementation, configuration, and testing of the IT platform took 10 months. 																				
<u>Objectives:</u>	<ul style="list-style-type: none"> Creating potential IT-induced savings Developing standardised case management and methods Synchronising the needs of young people with the services they use Better and more consistent documentation of cases Optimising cooperation and information-sharing between public authorities through an easily accessible IT platform Creating more and better evidence for managers to plan, implement, monitor, and evaluate services 																				
<u>Outcomes:</u>	<ul style="list-style-type: none"> Improved case management for children at risk Enhanced decision-making capacities through better evidence 																				
<u>Evaluation:</u>	n. a.																				



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