

Thematic Panel Discussion

# Social Services and Care Transformation

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Deputy Minister for Social Services  
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MINISTRY OF  
SOCIAL POLICY  
OF UKRAINE

# DIGITAL TRANSFORMATION OF SOCIAL CARE DURING THE WAR

**Kostiantyn Koshelenko**  
Deputy Minister for Digital  
Transformation



# BUILDING CAPACITY INSTEAD OF DEPENDENCE



Access to  
quality social  
services



Digitalization of  
social  
benefits and



An effective social support  
system for pension and social  
insurance



Growth of  
children  
in families



Inclusion of people  
with disabilities in  
active social life

Moved  
abroad

**8,17**

million  
people

Persons with  
disabilities

**2,7**

million

Veterans,  
families of the  
deceased and  
persons with  
disabilities

**0,85**

million

Internally  
displaced

**4,83**

million

▲  
**25%**

poverty rate ▼ **32%**

change in GDP  
compared to the  
previous year

**5** million people  
lost their jobs  
because of the war



# SERVICES AND PAYMENTS ARE ALWAYS AVAILABLE THROUGH DIGITALIZATION



Automatic services  
through  
information  
exchange between  
government  
agencies



Services in  
the app and  
on the Diia  
portal



Creation of a new  
electronic system  
for the protection  
of children's  
rights



Centralized  
administration of  
social benefits and  
social services



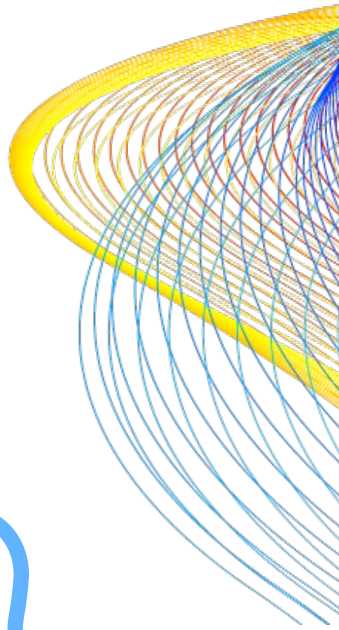
Electronic  
Case Management



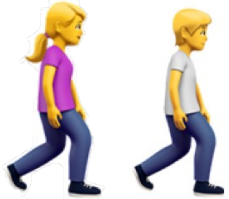
Centralized system on  
disability issues



Platform for  
volunteering  
and humanitarian  
aid



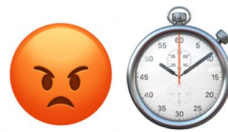
# THE CUSTOMER JOURNEY BEFORE DIGITALIZATION



No remote access



Only in the area of registration



Queues and a non-transparent process



A lot of paperwork and bureaucracy



A disgruntled citizen

# UNIFIED INFORMATION SYSTEM OF THE SOCIAL SPHERE



## DATA RUNS, NOT PEOPLE



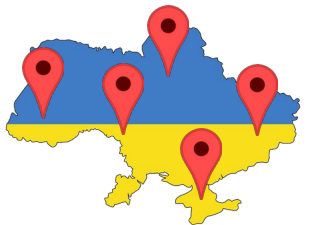
Online via Diia



E-tracking



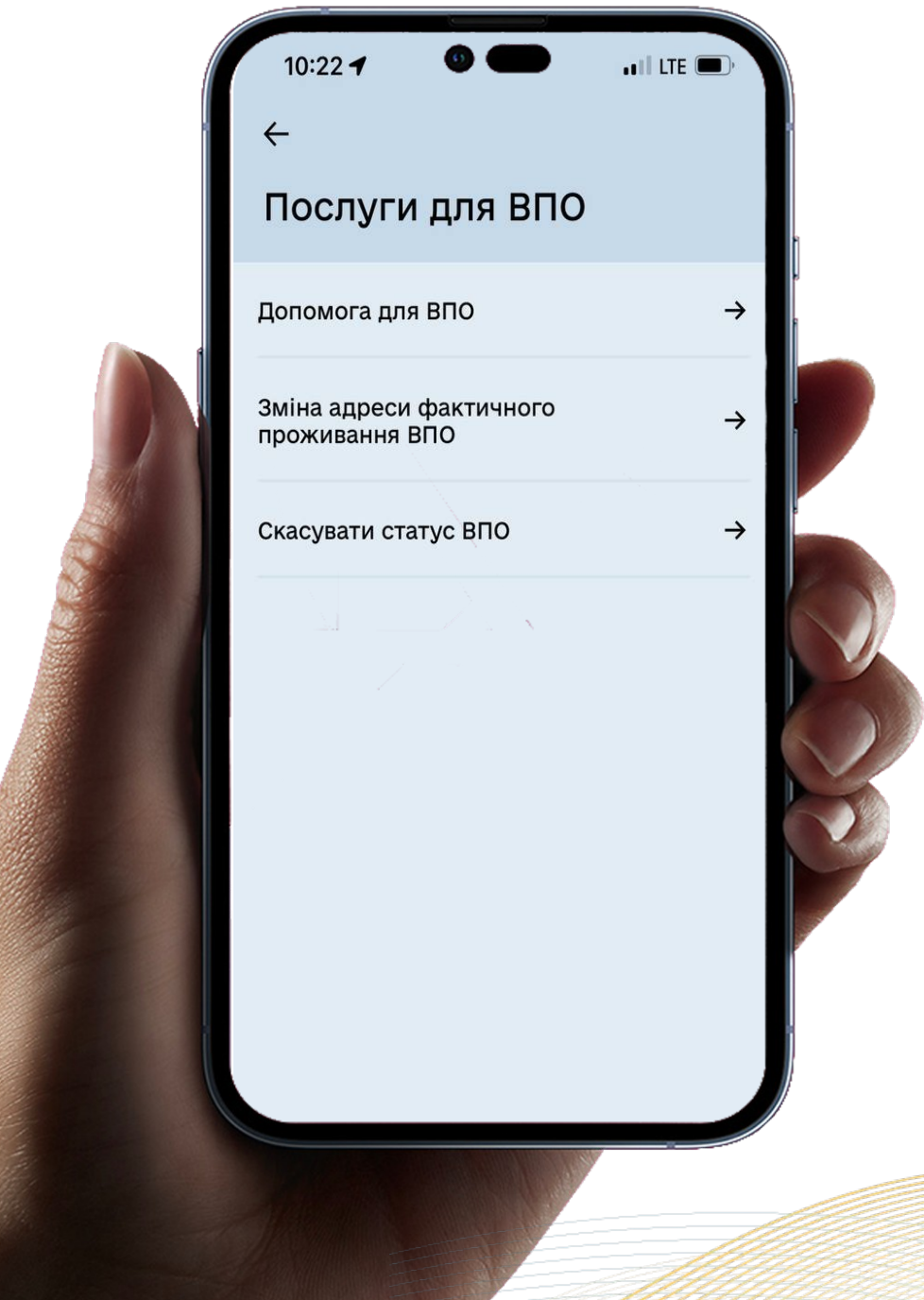
Service or benefit



Any settlement



Offline with a paper or electronic document

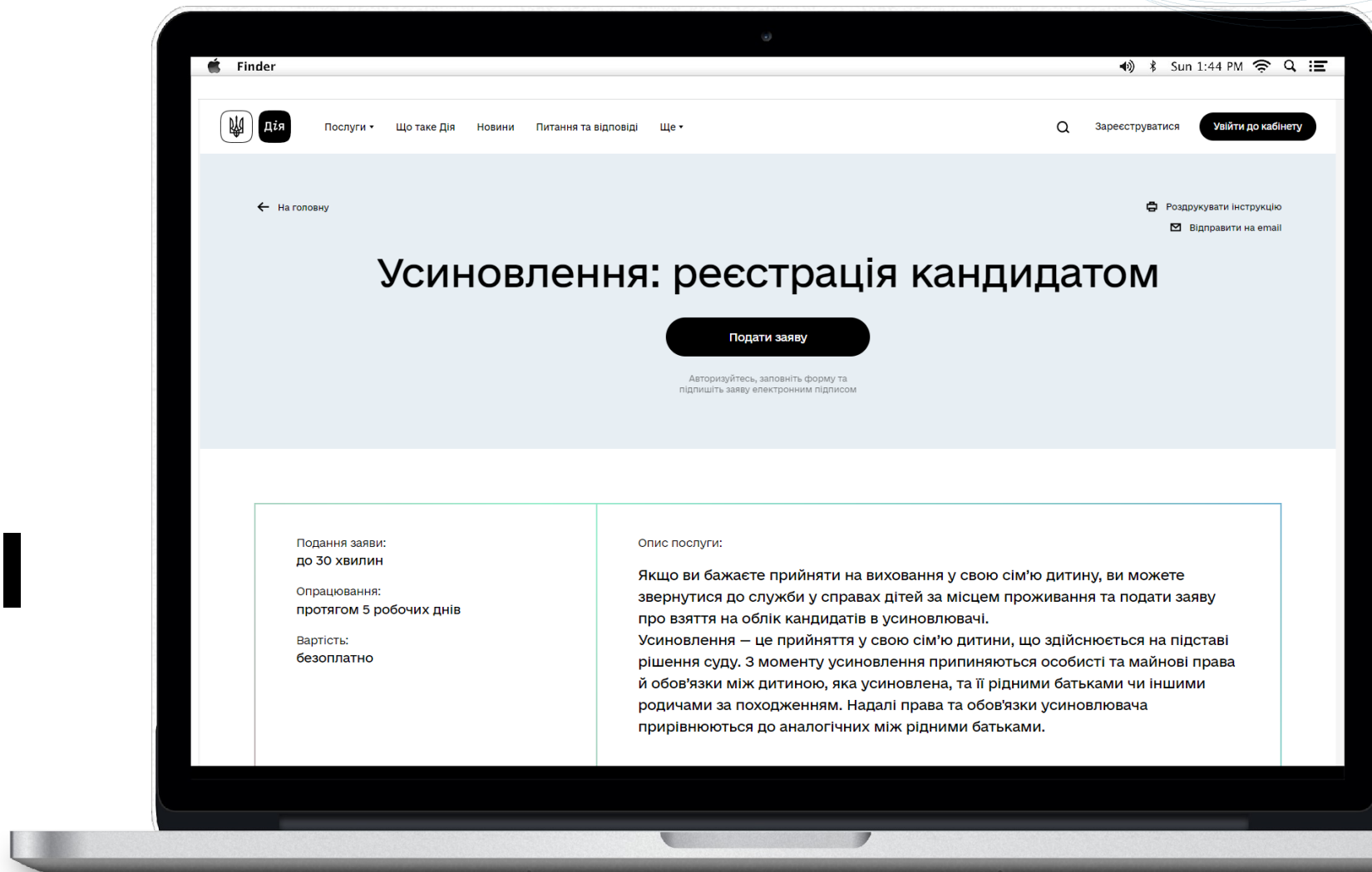


# Services for internally displaced persons





# Services for adoption of children on the portal



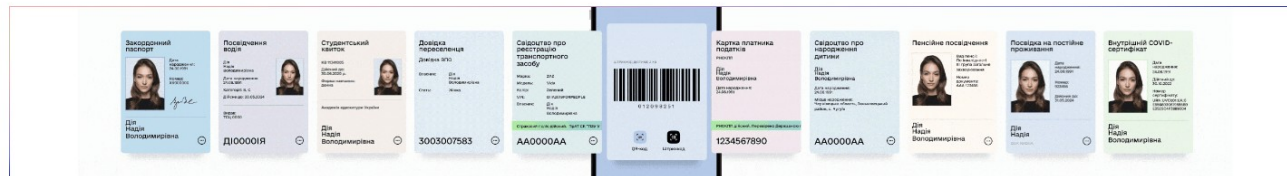




## Державні послуги онлайн

Назва послуги або життєва ситуація

наприклад: [відкрити ФОП](#) або [Підприємництво](#)

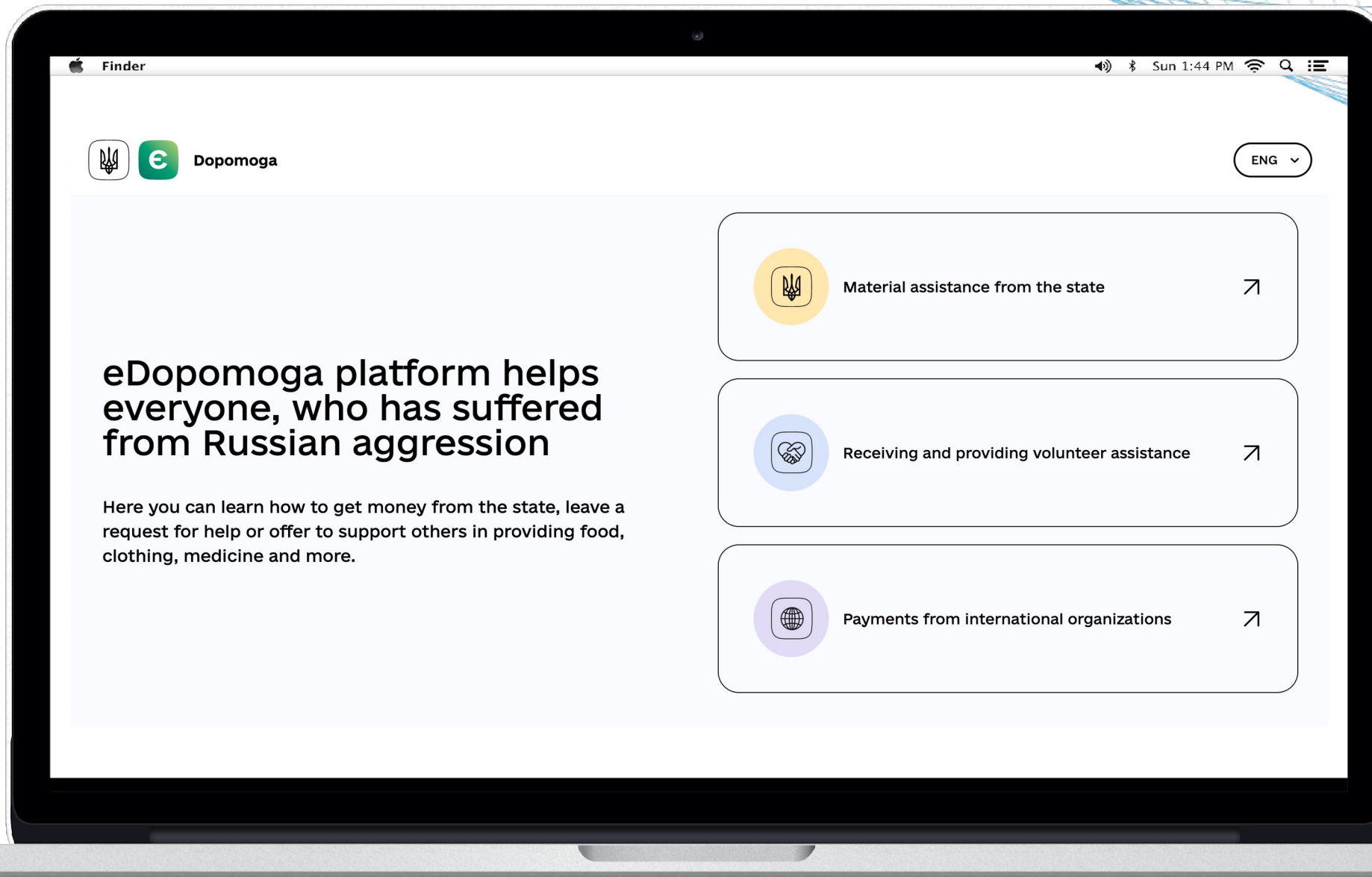


Громадянам

Бізнесу

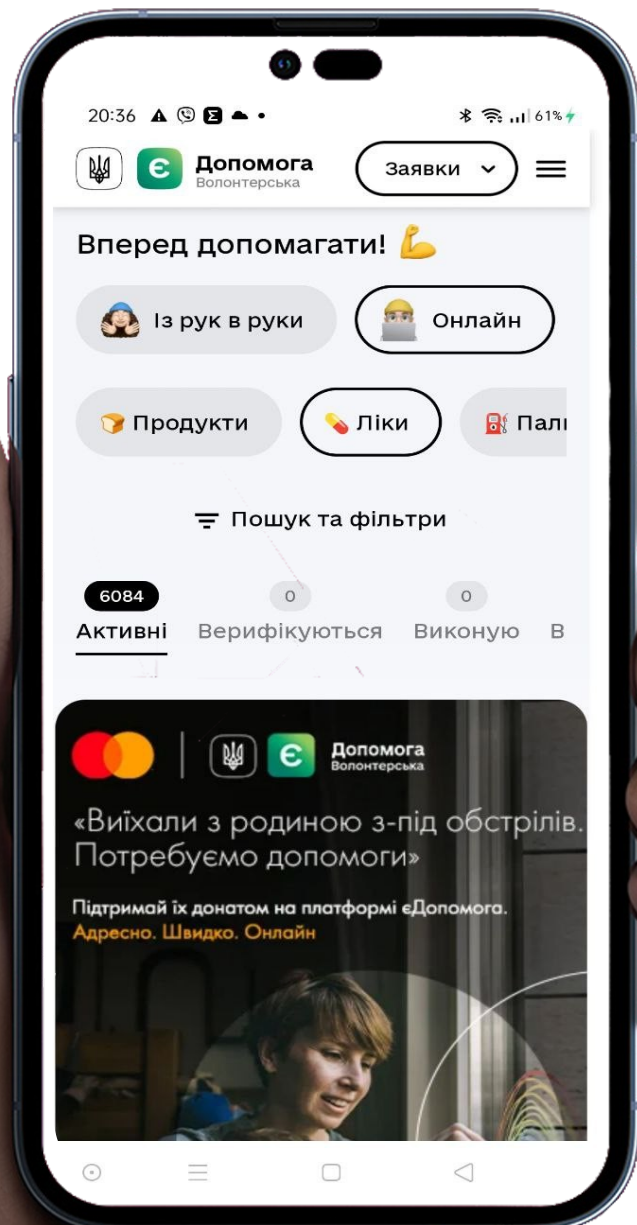
# Housing subsidy and 4 most popular social benefits незабаром

# EDOPOMOGA: 3-IN-1 HUMANITARIAN PLATFORM



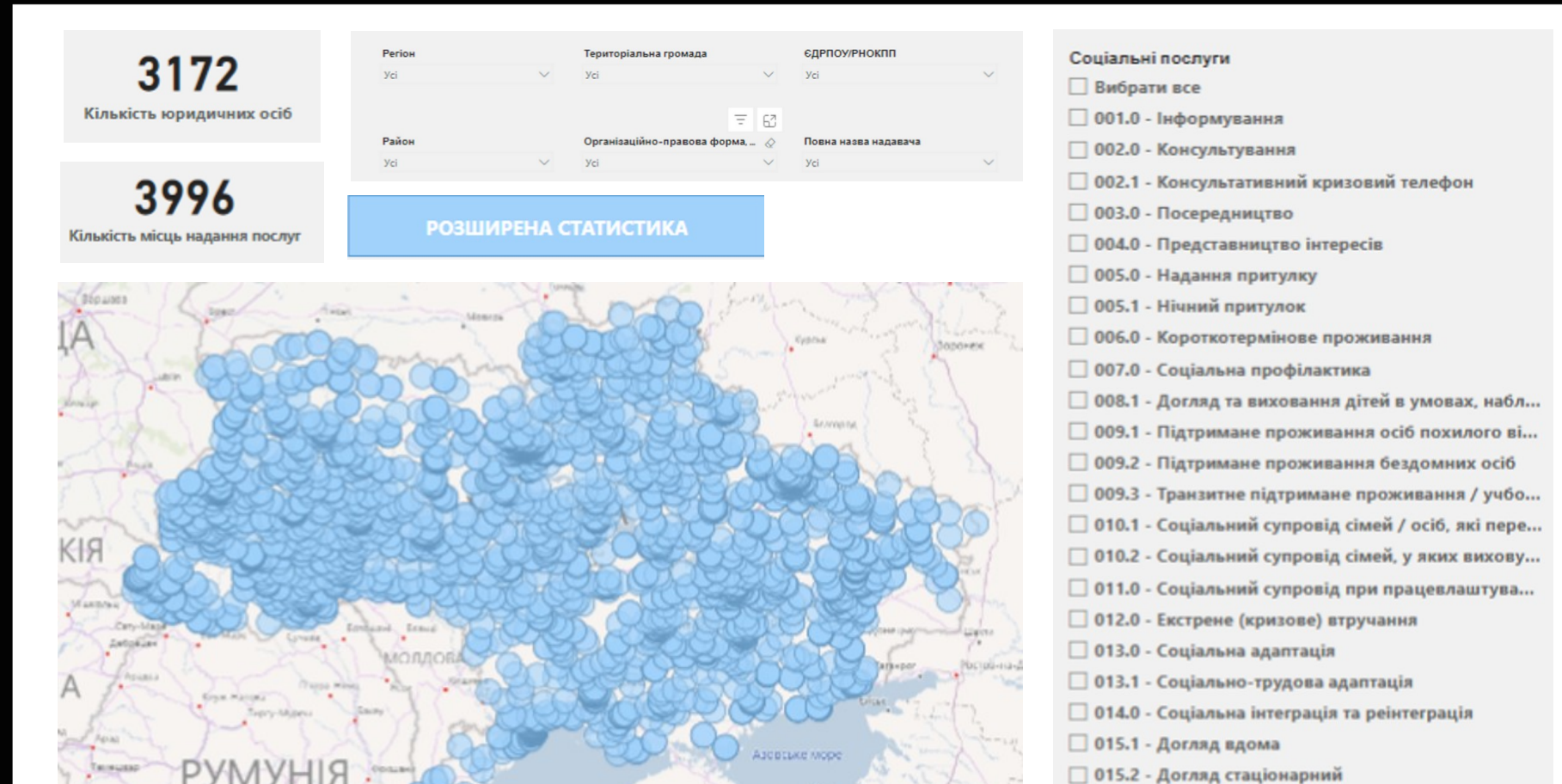


# For private volunteers and benefactors





# REGISTER OF SOCIAL SERVICE PROVIDERS CREATED FOR THE FIRST TIME IN UKRAINE





MINISTRY OF  
SOCIAL POLICY  
OF UKRAINE

# THANK YOU FOR STANDING WITH UKRAINE!



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Transformation and  
Digitalization