European Social Services Conference

Thematic Panel Discussion

Digital Innovation Supporting the Workforce

Alfred Grixti, Chief Executive Officer, Foundation for Social Welfare Services, Malta

Digital Innovation Supporting the Workforce

31st European Social Services Conference: Thematic Panel Discussion

Alfred GRIXTI,

CEO, Foundation for Social Welfare Services (FSWS), Malta and Board Member, ESN Board of Trustees.



European Social Network

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What is the Case Management System (CMS)

- A centralised ICT system which was built using Microsoft Dynamics
- Caters to specific requirements of specific service areas
- Reduces the use of the traditional paper file
- Enables caseworkers and professionals from various agencies to record and share data in a timely and secure manner
- Enhanced collaboration between individuals within a Service Area







Benefits for the workforce

- The core details of a Service User only need to be entered only once
- The CMS can keep track of elapsed time of a case
- Access is limited to authorised users only everything is audited
- Presents information through clear and logically laid-out screens.
- Manages Cases using a system that caters for all stages of a Case lifecycle
- Management can view cases without disturbing the social workers







Case Screenshot:

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Farr	rugia Vs Portelli					Assigned to ⁵	Status Active	L		
CASE DETAILS		CASE INTERVENTIONS								
Case Reference	CAS-01457-P352T7									+
Case Title	ran again a content	Date 1	Title	Туре	Place	Attach Service User/s				
Agency	* ▲ Appogig * ▲ Court Services & SAV	6/5/17 8:30 AM	Meeting with Mr Portelli	Confrontation session	Home	No Rita Portelli				
Service Area	Court Services & SAV Court Services & SAV									
Assigned to Last Assigned On	9/30/16 11:36 AM									
Notified for Closure	A									
Review By	-									
EMERGENCY CONTAC	CT DETAILS									
Name										
Sumame	-									
Relation										
Contact Number	1750 1771									
Address	-									
		PROFESSIONALS INVO	DEVED WITH CASE							_
										+
		Name and Surname 🕈	Designation	Agency/Department	Contact Number					_
Home-Start		Ingrid Vassallo	Lawyer	Family Court						
Health & Safety Issues (if any)	-	Tiziana Borg	Lawyer	Family Court						
I confirm that the family is willing to accept support from	-									
Home-Start										
	Kirsty Ebejer	Created By (Team) 🔒				reated On a 7/22/16	1:48 PM			
Last Modified By	John Fiott				L	ast Accessed On 🗧				

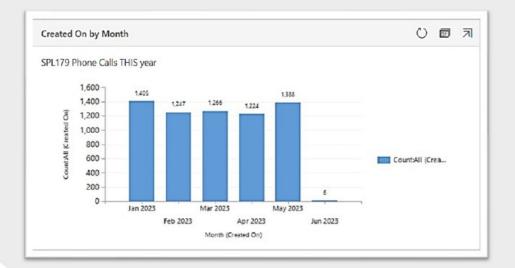


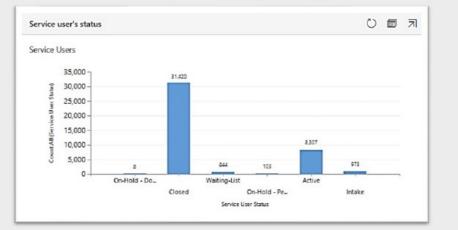


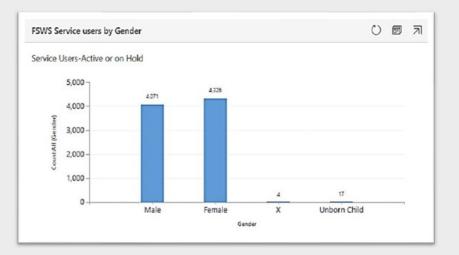


CMS Dashboards - live reporting

- Dashboards within the system provides instant data on key aspects accessible from anywhere.
- Drilldown capabilities to extract further information.













Further reporting from within CMS

1	Name 🛧 🔰	Report Type
•	Adoption - Adopted Children	Reporting Services Report
•	Adoption - Matching	Reporting Services Report
۲	Adoption - PAP HSR	Reporting Services Report
•	Adoption - PAP Training	Reporting Services Report
۲	Adoption - PARs	Reporting Services Report
٠	Case Status Counts	Reporting Services Report
•	Case Status Counts - Scheduled Snapshots 29_0	Reporting Services Report
۲	Fostering - Active Foster Carers (CA1)	Reporting Services Report
•	Fostering - Active Fostered Children (CA2)	Reporting Services Report
۲	Linked Cases Report	Reporting Services Report
•	Psychological Services Waiting List Cases	Reporting Services Report
•	Service User Abuse Analysis DVU Report	Reporting Services Report
۲	Service User Episodes Report	Reporting Services Report
,	Service User Intervention History Report	Reporting Services Report

Foundation for Social Welfare Services

- Various reports exist within the CMS allowing workers to have immediate access to further details.
- For example, list of service users currently actively attending Adoption training.
- Provides better case management.





Microsoft Power Bl

- Some automated reports are implemented with further reports currently being designed.
- We are now also able to compare data on a service level, agency level and Foundation level e.g. number of true individuals accessing all services.

iet A - Case Activity Reports \vee		Q Search				L 83
Pages «	$\begin{tabular}{ll} \hline B & File & & \mapsto Export \end{tabular}$	🗸 🖻 Share 🛭 🛱 Chat in Teams	🛇 Get insights 🛛 🐻 Subscrib	e to report	· •••	6
nterventions Per Month By Type	Classification Status Count	at Service Area Level Status Count at Age 2023	ency Level Status Count at Foundatio	1247		
terventions Duration (Hrs) Per Month	Re-contact Intake	457	841	1233		
terventions Per Month By Place	Known Total	0 2480	0 2480	0 2480		
terventions Per Month By Attendee/s						
ase Status at End of Month	Service Users Worked With (w/o Intakes)	Unique Service Users Worked With (w/o Intakes)				
ervice User Status at End of Month	248	2240				
ervice Users Referred by Month and Ye						
ervice Users Terminated by Month and	≂ ⊠ …					
ervice Users Terminated by reason for	Year: Current Ye	Agency	Service Area: All		lassification Intake	01/06/2023 02:16:03
umber of Service Users worked with	O 2014 O 2015	Appogg Child Protection Directorate Directorate for Alternative Ca.	ACTU Addictions Community Adolescent Day Programme	- C	New Known Re-contact	Last Status Update
New and Re-contact Service Users by M	 2016 2017 2018 2019 2020 2021 2022 	Gozo Branch Operations Sapport Sedga	Adoption Adoption Adoption Adoption Assessments and Interventions Blass Community Child Protection Investigation Child to Parent Violence Community Services Community Community			

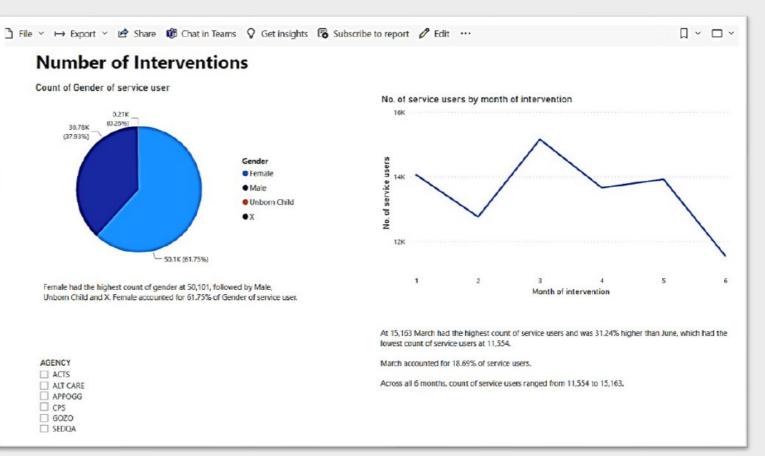






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- Provides data across various years and filtering functions provide better control on the information
- By linking with the CMS, we will be able to create further complex reports in-house and monitor for new emerging trends









THANK YOU!