

Thematic Panel Discussion

Digital Innovation Supporting the Workforce

Alfred Gixti,
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.



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:



← → ↻ | wcms-ts.corp.root.gov.mt/WelfareCMS/main.aspx#2001463

Other


Appogg - Sedqa | SERVICE | Cases | Farrugia Vs Portelli | Steven James Borg WelfareCMS


+ NEW | CLOSE CASE | DELETE | PLACE ON-HOLD | ASSIGN | RUN WORKFLOW | START DIALOG | ...


CASE  **Farrugia Vs Portelli**


Assigned to*  Charmaine Scicluna | Status  Active



CASE DETAILS


Case Reference  CAS-01457-P35217


Case Title  **Farrugia Vs Portelli**

Agency  Appogg

Service Area  Court Services & SAV

Assigned to   Charmaine Scicluna

Last Assigned On  9/30/16 11:36 AM

Notified for Closure  --

Review By --

EMERGENCY CONTACT DETAILS

Name --

Surname --

Relation --



Contact Number --



Address --


Home-Start

Health & Safety Issues (if any) --

I confirm that the family is willing to accept support from Home-Start --

Created By  Kirsty Ebejer | Created By (Team)  --

Last Modified By  John Flott | Created On  7/22/16 1:48 PM

Last Accessed On  --

CASE INTERVENTIONS

Date ↑	Title	Type	Place	Attach	Service User/s
6/5/17 8:30 AM	Meeting with Mr Portelli	Confrontation session	Home	No	Rita Portelli

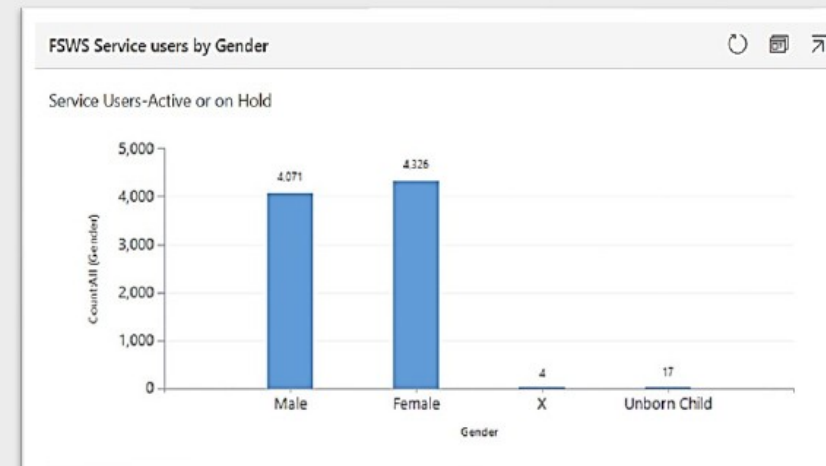
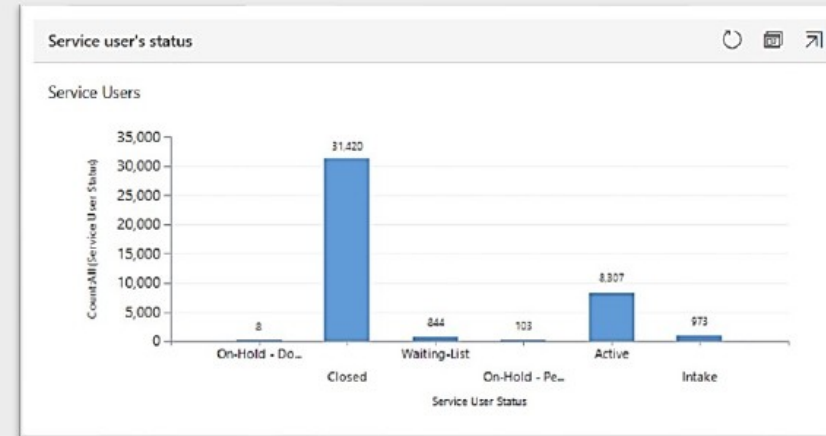
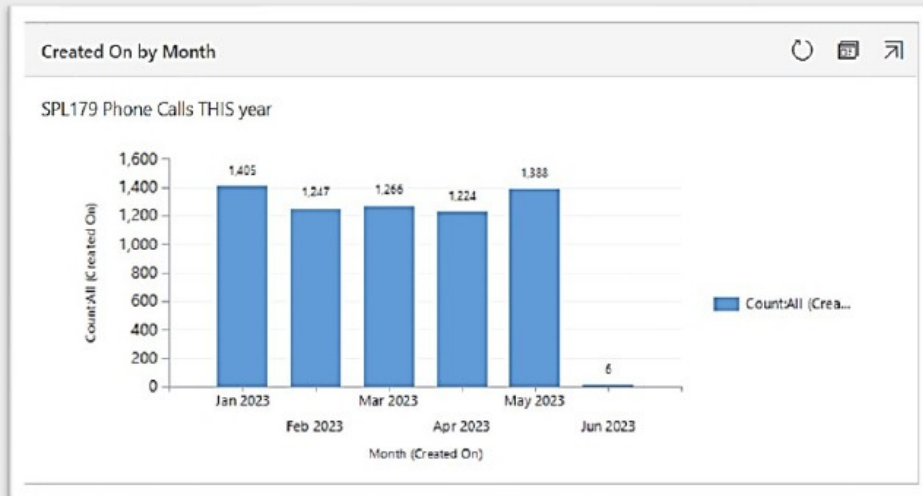
PROFESSIONALS INVOLVED WITH CASE

Name and Surname ↑	Designation	Agency/Department	Contact Number
Ingrid Vascallo	Lawyer	Family Court	
Tiziana Borg	Lawyer	Family Court	



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

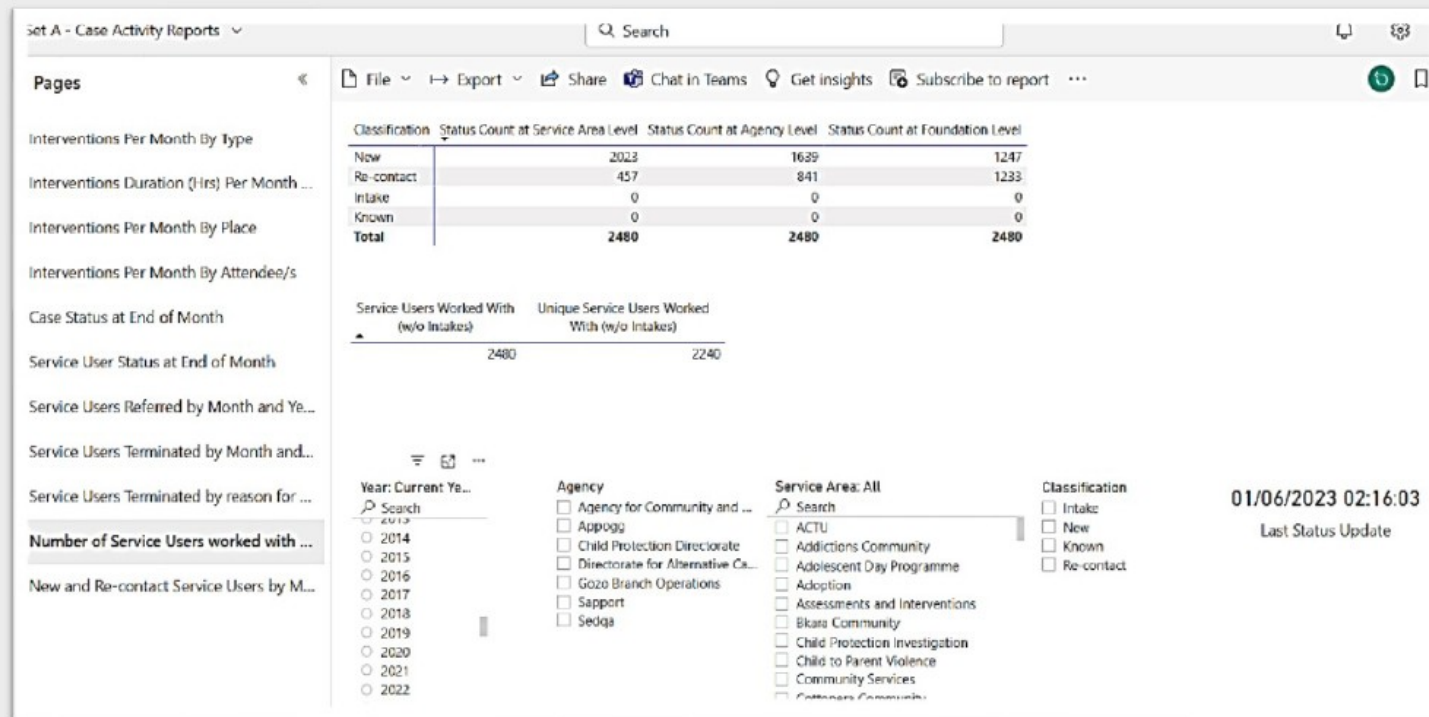
<input type="checkbox"/>	Name ↑	Report Type
▶	Adoption - Adopted Children	Reporting Services Report
▶	Adoption - Matching	Reporting Services Report
▶	Adoption - PAP HSR	Reporting Services Report
▶	Adoption - PAP Training	Reporting Services Report
▶	Adoption - PARs	Reporting Services Report
▶	Case Status Counts	Reporting Services Report
▶	Case Status Counts - Scheduled Snapshots 29_0...	Reporting Services Report
▶	Fostering - Active Foster Carers (CA1)	Reporting Services Report
▶	Fostering - Active Fostered Children (CA2)	Reporting Services Report
▶	Linked Cases Report	Reporting Services Report
▶	Psychological Services Waiting List Cases	Reporting Services Report
▶	Service User Abuse Analysis DVU Report	Reporting Services Report
▶	Service User Episodes Report	Reporting Services Report
▶	Service User Intervention History Report	Reporting Services Report

- 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.



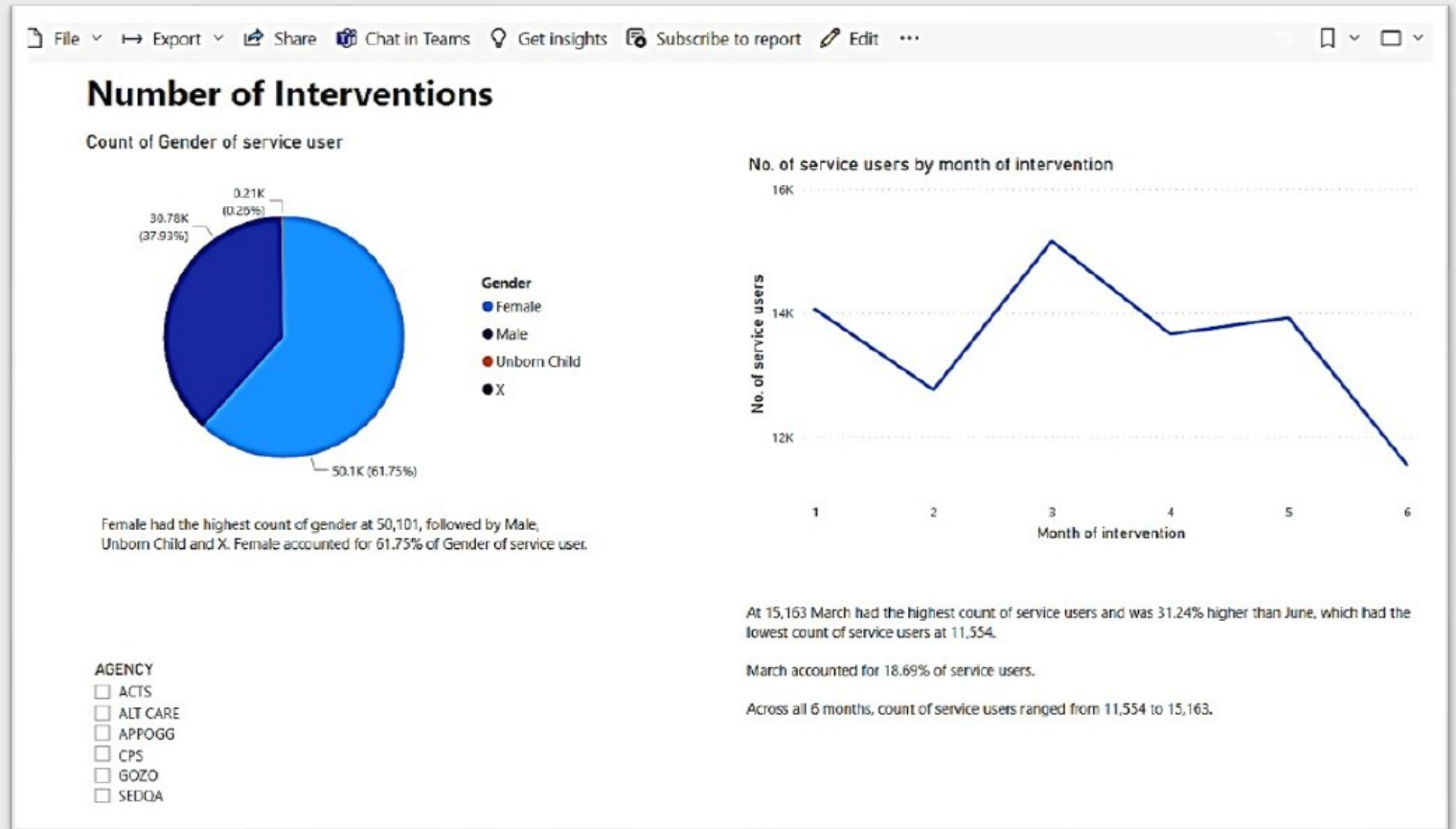
Microsoft Power BI

- 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.



Microsoft Power BI

- 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!