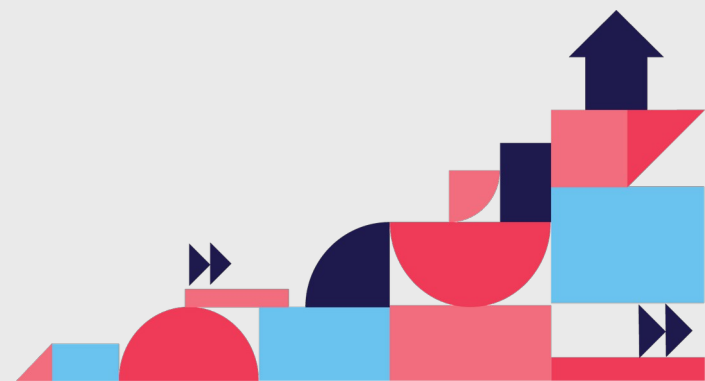


## Thematic Panel Discussion

# Making the Digital Transition Inclusive

**Armelle Tilly**

Vice President of Solidarity and  
Social Affairs, Département des  
Hauts-de-Seine, France



# Provide digital service access for populations with difficulties

European Social Services Conference  
Malmö  
16th June 2023

*Armelle Tilly*  
*Vice Presidente for Social Affairs*



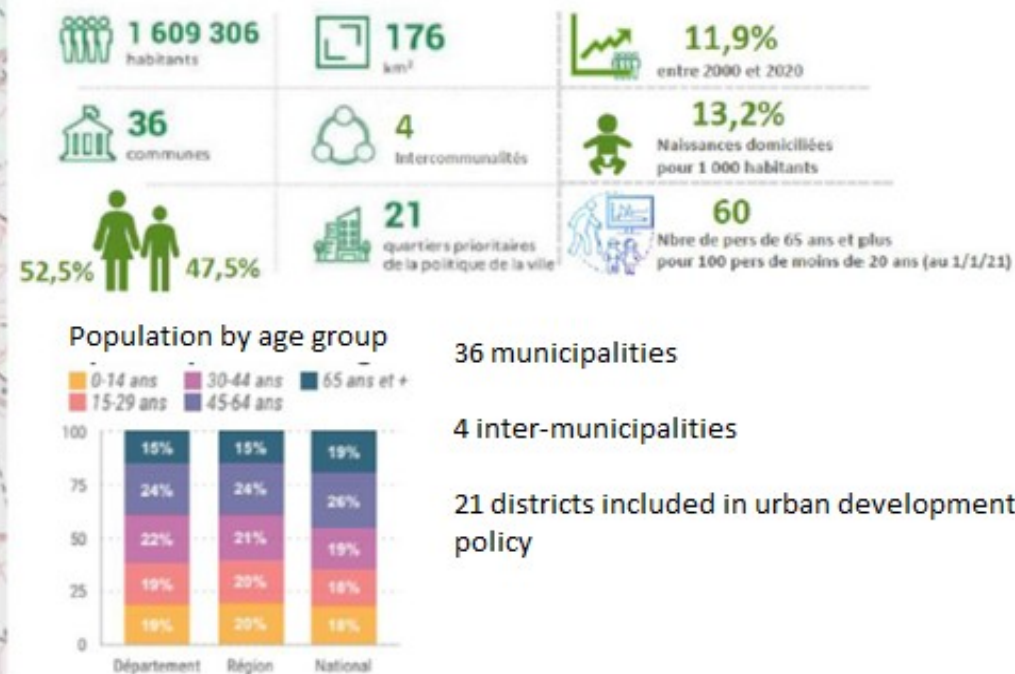
**hauts-de-seine**  
LE DÉPARTEMENT

# THE DEPARTEMENT OF HAUTS-DE-SEINE: PORTRAIT TERRITORY

In France, “Departments” are leaders in social and healthcare policy.  
The Department of Hauts-de-Seine is one of the 101 French departments



Source : ANCT-Atlas des départements français (2021)  
et DRIEETS - Chiffres clés 2021 basés sur INSEE - estimations de la population 2020



# 1.Challenges and Common Issues

- ❑ Poor communities are often remote from the digital world and have difficulties accessing their rights.
- ❑ Professionals and local authorities need to “go to” this public and reach out to them, with the objective of preventing rather than repairing.
- ❑ These approaches are often separated, with different tools. In France, there are few responses from public actors, combining an integrated health and social care service and supporting the community in access to the use of online services.
- ❑ Département of Hauts-de-Seine promotes an integrated service with mobile teams providing social and health care services to local communities

## 2. Digital inclusion with mobile team : « Caravane Solidaire »

### la caravane solidaire

Santé /Prévention

**Maintien à domicile**

**RSA - insertion**

**ACCÈS AUX DROITS**

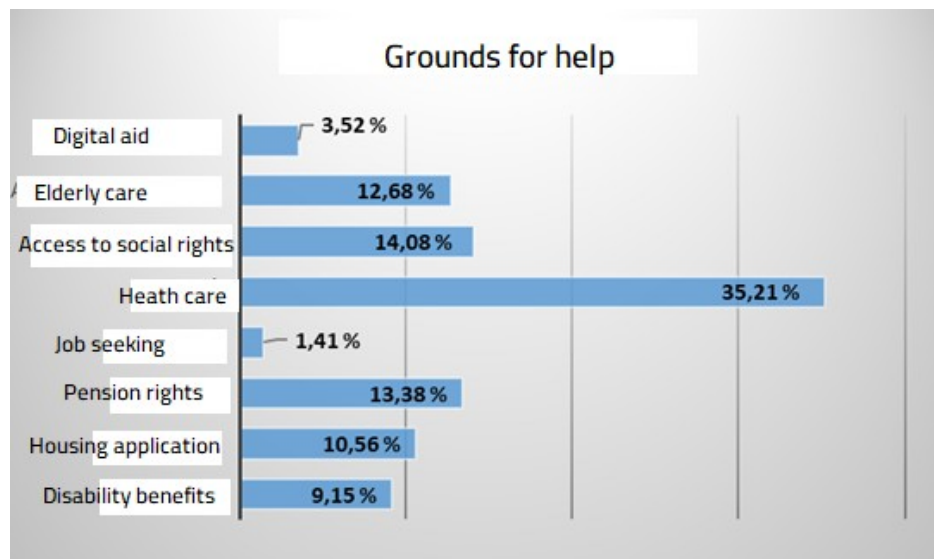
**Autonomie/Handicap**

**PMI Démarches en ligne**

L'ÉQUIPE DE LA CARAVANE SOLIDAIRE VOUS  
ACCUEILLE, VOUS APPORTE SOUTIEN ET  
ACCOMPAGNEMENT AU PLUS PRÈS DE CHEZ  
VOUS.



<https://vimeo.com/771223328>



8% of Caravane visitors do not have access to a general practitioner, or a doctor whose fees are partially reimbursed by the social security system (the national rate is 11%).

1 out of 2 is aged 63 years or more.

## 2. Digital inclusion with mobile team : « Caravane Solidaire »

The **objectives** are :

- ❑ bringing social services as close as possible to the inhabitants of the 36 cities of the Department and helping them with digital procedures
- ❑ supporting and giving advice for access to rights, especially for people with disabilities
- ❑ creating a local digital inclusion service.
- ❖ The Caravan Team consists of nurses, health professionals and social workers, or communities' network
- ❖ Help is provided for digital inclusion, access to law, and administrative procedures, but also community help.



### 3. Towards an inclusive digital strategy

- **The Autonomy Platform**-*bringing health and social care providers directly to your home*
- Improving **Web Services** dedicated to older people living at home
- Bringing online services and in-home services closer to their communities.

### 3. Towards an inclusive digital strategy

- Online procedures become easier with a single digital gate giving access to local care providers and updating their own social rights.
- The online application « Futur en main Hauts de Seine » (« The future at your fingertips»)



#### **Twofold objectives:**

- Support, giving assistance and guiding teenagers with difficulties in their life paths
- Facilitating the relationship between social workers and teenagers supported by the childcare protection policy.



#### **Target:**

Young people in need aged between 16 and 25 years  
Online



**hauts-de-seine**  
LE DÉPARTEMENT



# Conclusion

- ❑ Digital technology has become an opportunity for delivering global and integrated social and healthcare services
- ❑ Social workers spend a lot of time in bureaucratic tasks rather than in one-to-one-person interviews. Importance of digital applications to save time
- ❑ This project shows how important is to reach out the public directly



# Thank you for your attention!

Intégrer une image dans cette zone

<https://www.hauts-de-seine.fr/toutes-les-actualites/detail/avec-la-caravane-solidaire-les-services-sociaux-viennent-a-vous>

