

Thematic Panel Discussion

Data-driven Decision-making in Social Services

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THE ANDALUSIAN TELECARE SERVICE

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Junta de Andalucía

Consejería de Salud y Consumo
Consejería de Inclusión Social,
Juventud, Familias e Igualdad

Agencia de Servicios Sociales
y Dependencia de Andalucía

THE ANDALUSIAN TELECARE SERVICE (SAT)



Started as a pilot project in 2000 and accounts for more than 58.000 service users nowadays.



Two call centers: Seville & Malaga
4 million habitants.



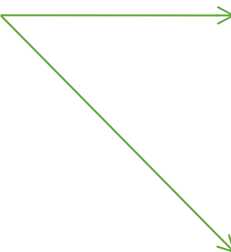
Profiles:
Elderly Population (above 65)
People with disabilities (16-64)
Dependency Law



Basic SAT handles 17.237 calls a day.
12.958 outgoing
4.279 incoming



Additional Social Services lines: 1.032 calls a day.



SEVILLE



MALAGA

The Andalusian Telecare Service

Problem:

- Older people's **falls, unforeseen** events, development of **diseases** difficult to detect only **via phone calls**.

SWATCARES' Goal:

- Reliable risks detection systems via irregularities in **water consumption**.
- More effective and **quicker response** than current phone call system.
- **Better collaboration** from different service providers at local and regional level.



Establishing Collaboration with Local Water Companies: Tips for Local Authorities



COLLABORATIVE FRAMEWORK

- Synergy **meetings** of public institutions.
- Identification of **common needs**.
- Use of existing **infrastructure** (Andalusian Telecare Service).
- Use of existing **software** and AI tools, EMASA.
- Social Community Services Malaga TownHall.

TIPS

- Engage with other **local** service providers.
- Learn about **their** technology, services and protocols of action.
- Find common points and **potential synergies**.
- Technical and management **coordination**.
- Commitment to improve and **help each other**.

Protocol of action SAT



1. SAT users have a smart water consumption meter at home that sends data to EMASA data center.



2. Unusual behaviours or patterns in user consumption will trigger an alarm which is sent to the SAT.



3. SAT will contact the user, and if not available, will contact other contact or family members.



4. If there is not successful contact by SAT, an alarm is sent to the Community Services (Málaga Town Hall).



5. Community Services (Málaga Town Hall) will send a mobile unit to check on the user home.



6. If the Community services cannot solve it they will report to SAT which will contact the Emergency Services 112.



Behavioural patterns
and habits



Technical
Requirements:
Users already have
a **smart water
consumption
meter** installed by
EMASA

Outcomes and impact



ACCESS

- ✓ **No** new installation **requirements**.
- ✓ Accessible to **all** SAT profiles.
- ✓ Using **existing** SAT **infrastructure** and EMASA **software** and **smart Water Consumption Meters**.



USERS' IMPACT

- ✓ Increased **safety** and security at home.
- ✓ **Efficiency** of service providers.
- ✓ **Speed** up intervention protocols.
- ✓ Increase **collaboration** and use of resources.
- ✓ Prevent and **tackle risk** situations.



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