



Foundation for Social Welfare Services

The Foundation for Social Welfare Services (FSWS) Case Management System: A Digital Solution for Social Inclusion

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The Foundation for Social Welfare Services



Foundation for Social Welfare Services

- The Foundation was established by means of a public notarial deed made on February 27, 1998.
- The Foundation is statutorily bound:
 - to **provide social welfare services**, in particular in relation to alcohol and substance abuse and in relation to other social welfare problems prevalent in the country, especially those related to family welfare;
 - to further and **promote social and related studies** and scholarship, through research, publications, and education;
 - to **collaborate with other similar entities**, especially, though not exclusively, on a regional and international basis.
- The everyday work of the Foundation is carried out through **1,000 employees**, 78% of whom are professionals doing face-to-face client work.

The Foundation for Social Welfare Services



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- The Foundation provides around **70 services** through **3 Agencies and 3 Directorates**:

Appogg Agency	Sedqa Agency	Agency for Community and Therapeutic Services (ACTS)	Directorate for Alternative Care	Directorate for Child Protection Services	FSWS Gozo Branch Directorate
Psycho-social welfare services to individuals and families .	Multi-disciplinary services related to substance and behaviour addictions including prevention services.	Work with families, individuals , and communities in reaching their social and therapeutic goals.	Safeguarding the wellbeing of all children in out of home care , vulnerable youths, and young adults.	Operates under the legal framework of the Minors Protection (Alternative Care) Act , Chapter 602 of the laws of Malta.	Provides all the services within the Gozo region .

- In 2023, the Foundation worked with **24,877 cases**.
- Further information about the Foundation and the work of the Agencies and Directorates can be found at www.fsws.gov.mt.



The FSWS Case Management System

- We moved from 70 independent systems to one unified system:
Windows Dynamics 365 Case Management System.
- We had to **balance the variety of needs** of the various stakeholders:
 - various specialised services (e.g. substance abuse service or domestic violence service needs) vs operational needs vs reporting needs.
- We could **standardise** some practises and definitions.
- **Collaboration was key.**

The FSWS Case Management System:

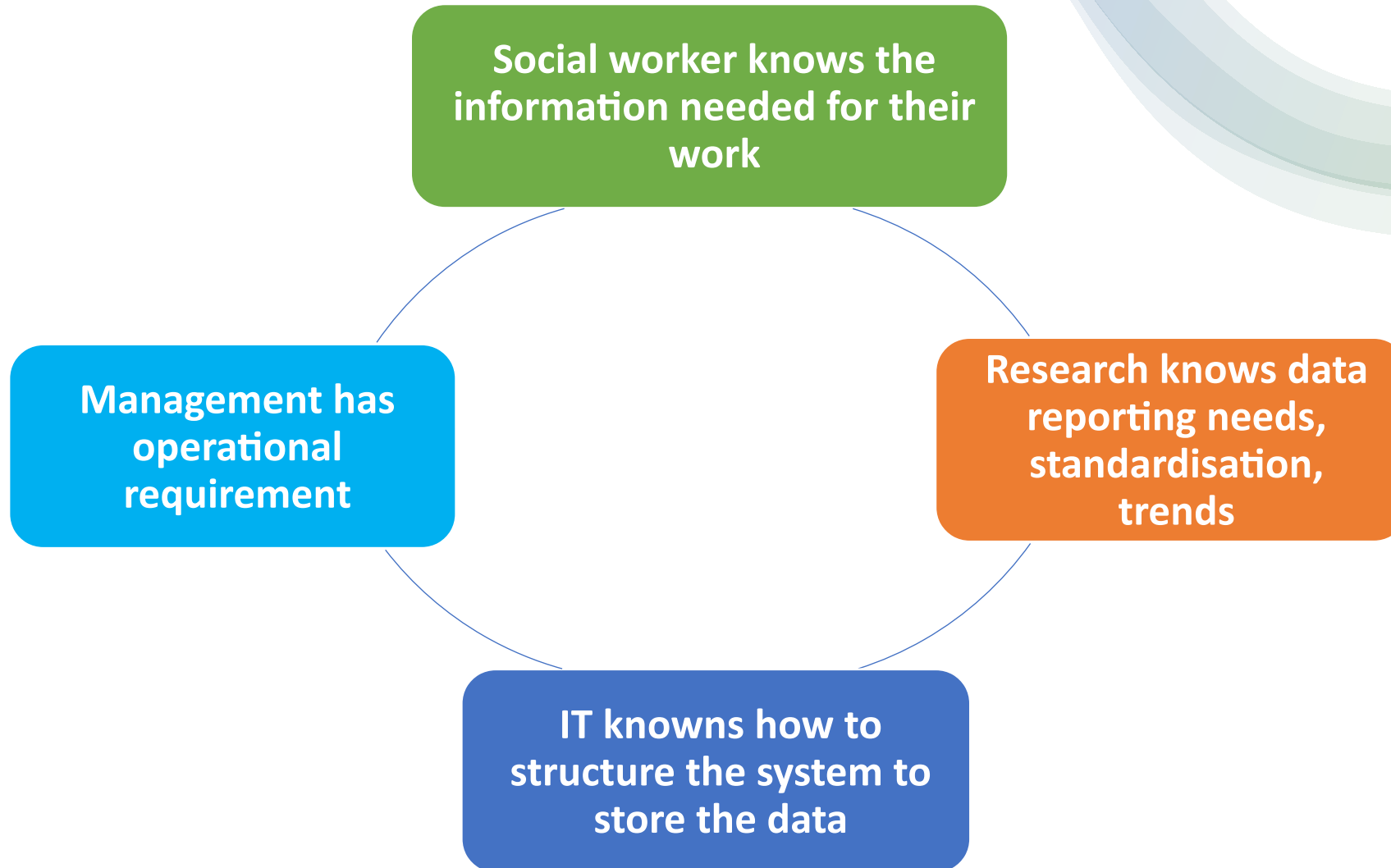
*How was collaboration key
to its development?*



Why collaboration is key



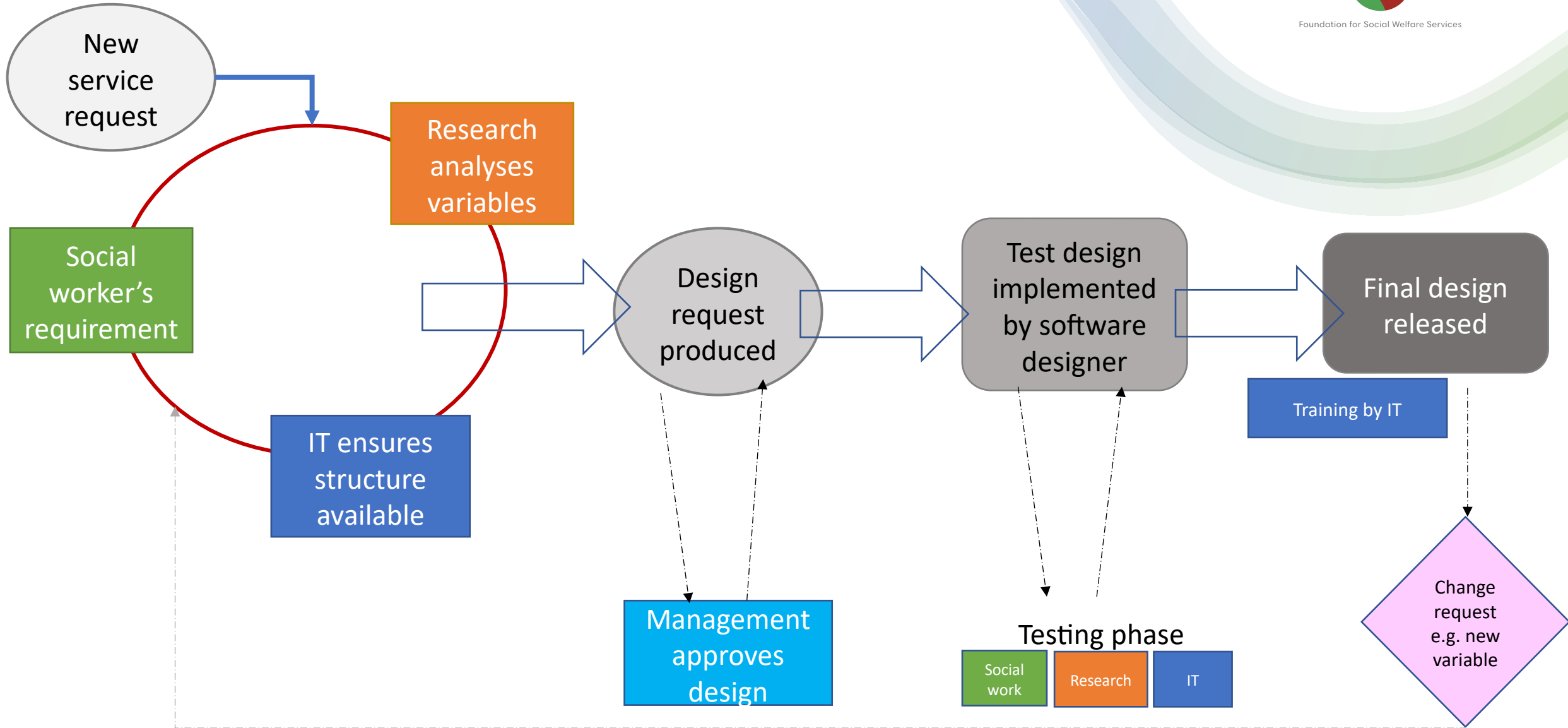
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Collaboration process map



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The FSWS Case Management System:

How does it provide accurate and timely data for evidence-informed decision making and help identify new emerging social needs?

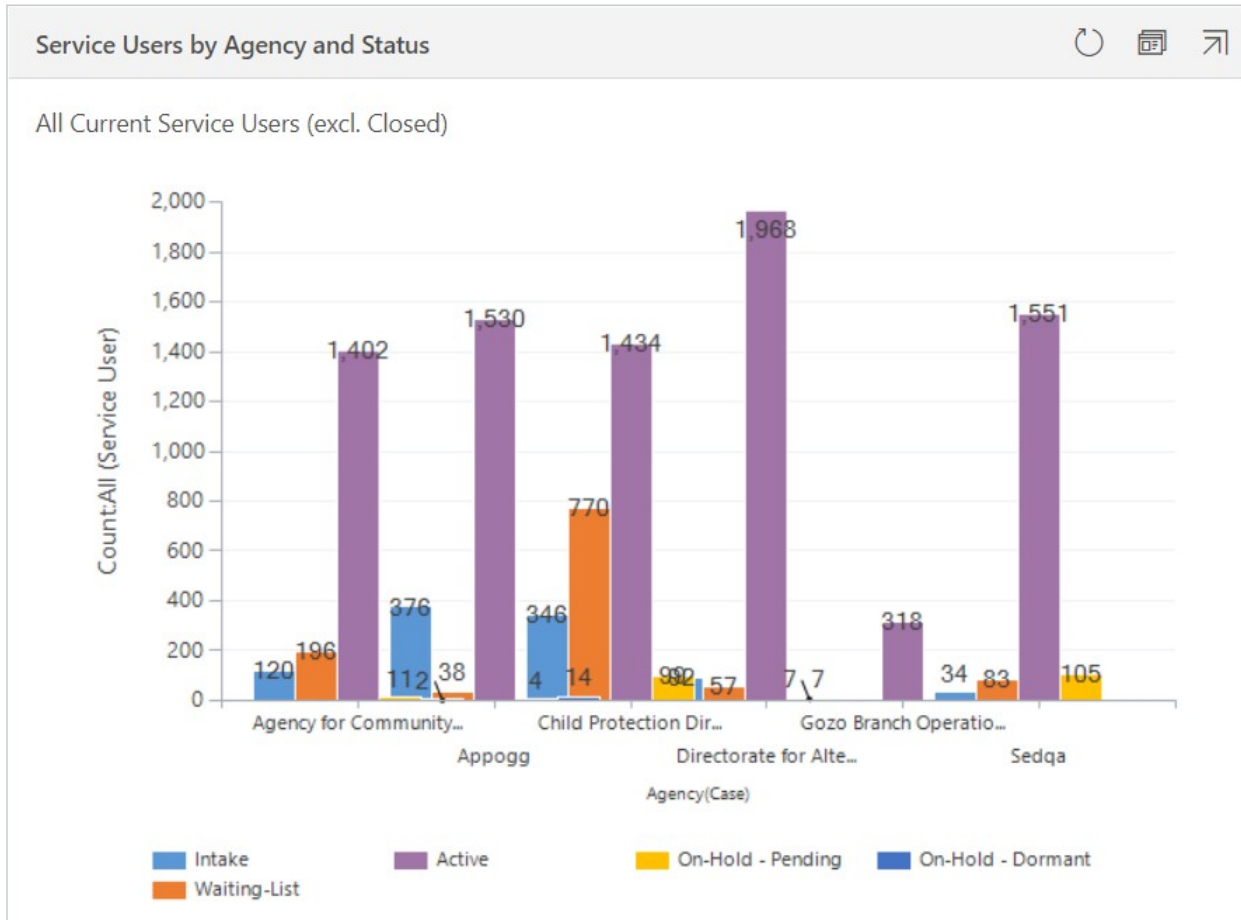


The advantages of the system

- We collect over 3,900 variables within around 100 forms.
- The system **balances the needs** of the service providers and our internal, national and international reporting needs.
- The data allows us to **identify new emerging social needs early** and initiate conversations between stakeholders e.g. policy makers.
- The research office collects and analyses around 700 variables and the system allows us the following:

We can produce real time reporting directly from the system:

Current FSWS Service Users Statistics (...)



We can link to PowerBI reporting:

Select the number of previous years to be displayed (inclusive of selected year)

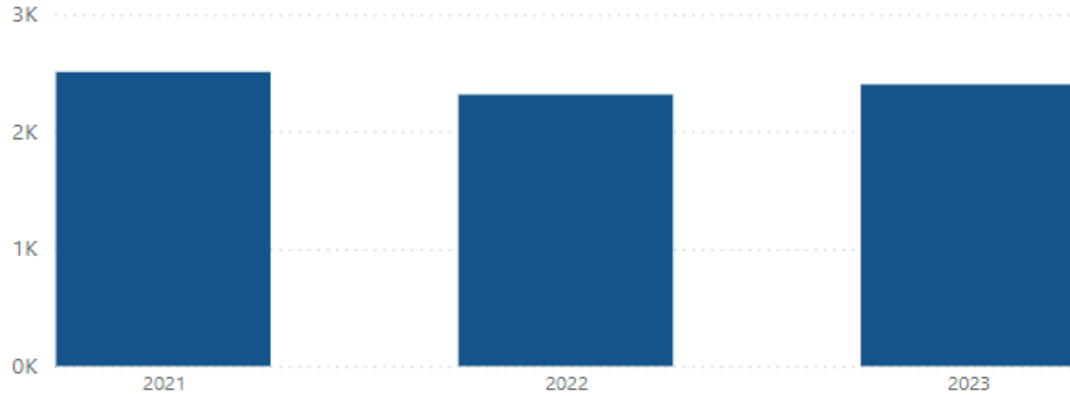
1 2 3 4 5 6 7 8 9 10

Year: 2023

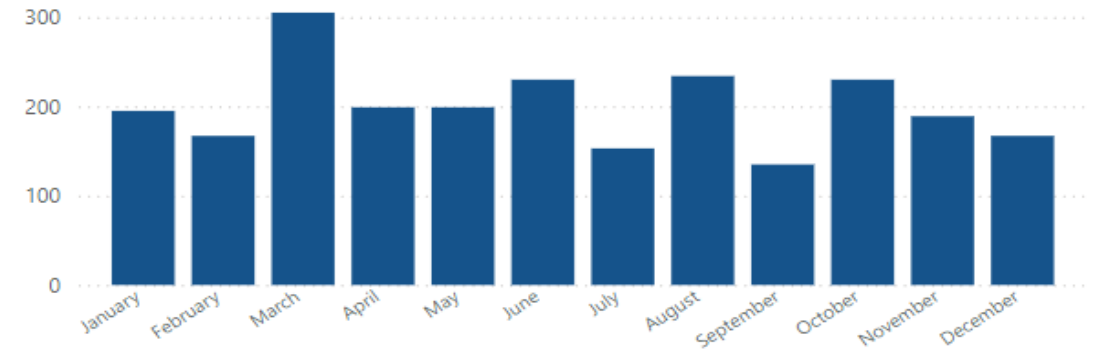
Agency: Multiple selections

Service Area: All

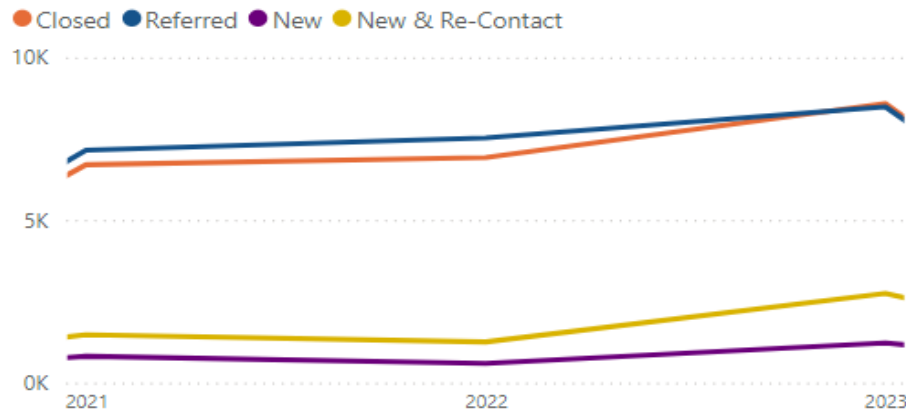
Service Users with status 'Waiting list' not being active per year



Service Users with status 'Waiting list' not being active per month 2023



Service Users activity - Foundation Level

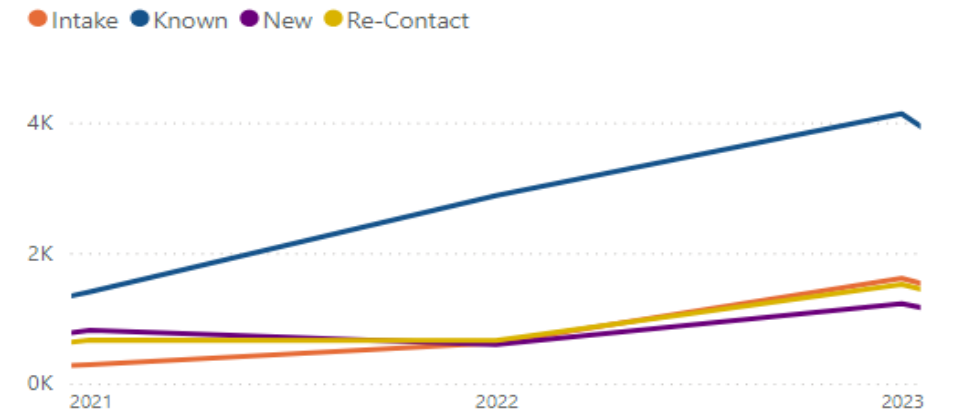


Foundation Level

Agency Level

Service Area Level

Service Users activity - Foundation Level



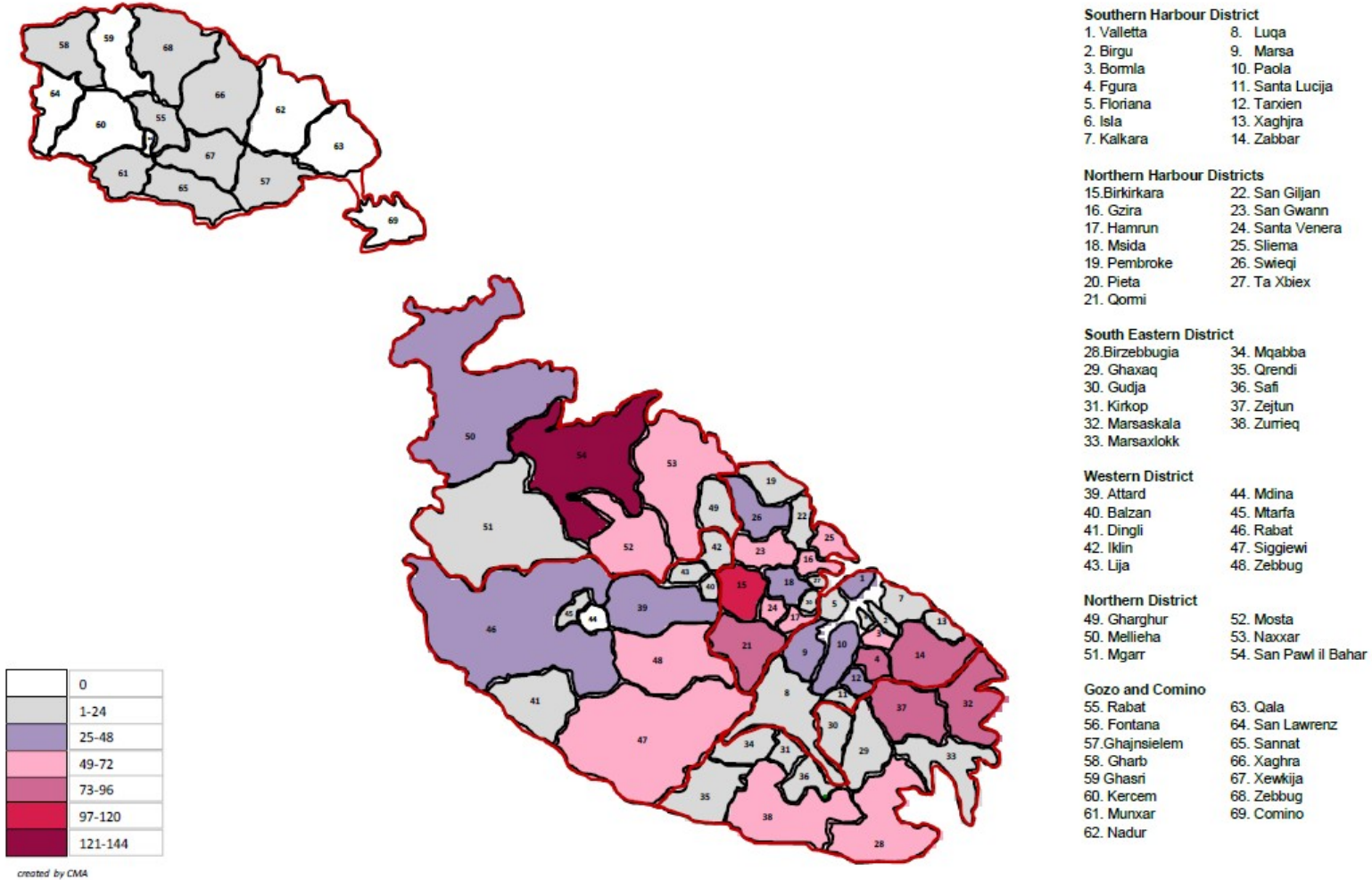
22/04/2024 00:51:50

Last Record Update

We can map our data for prevention or outreach programs:

Domestic Violence Unit (DVU)

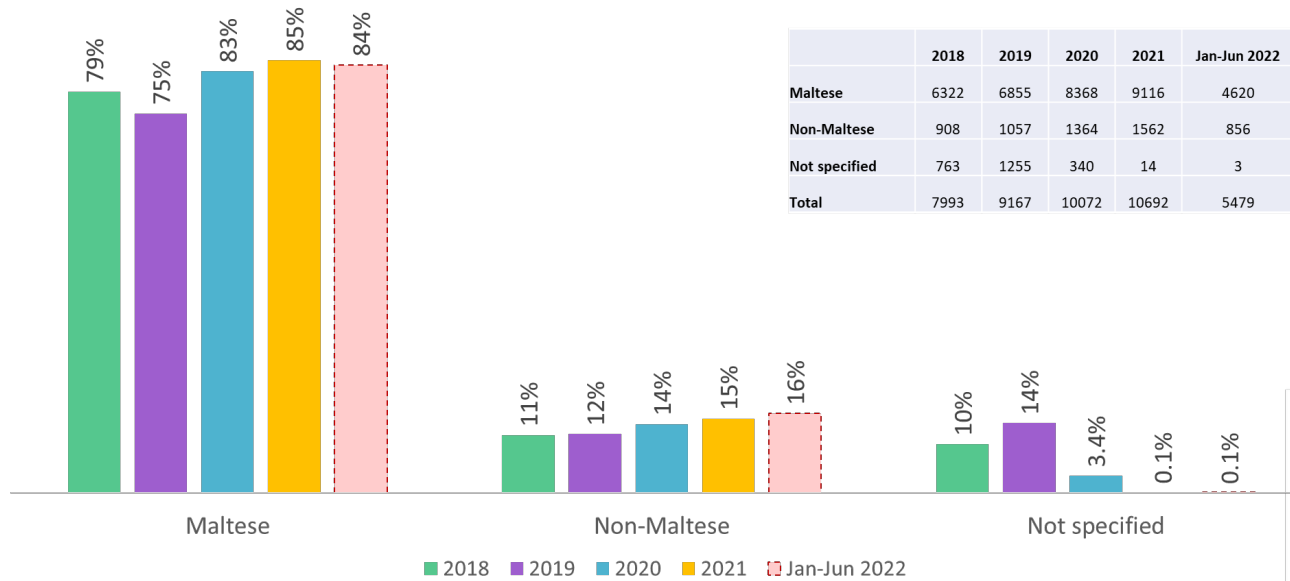
The number of cases worked with at the Domestic Violence Unit (DVU) between January and December 2022 by town of residence



Source: FSWS mapping report 2022

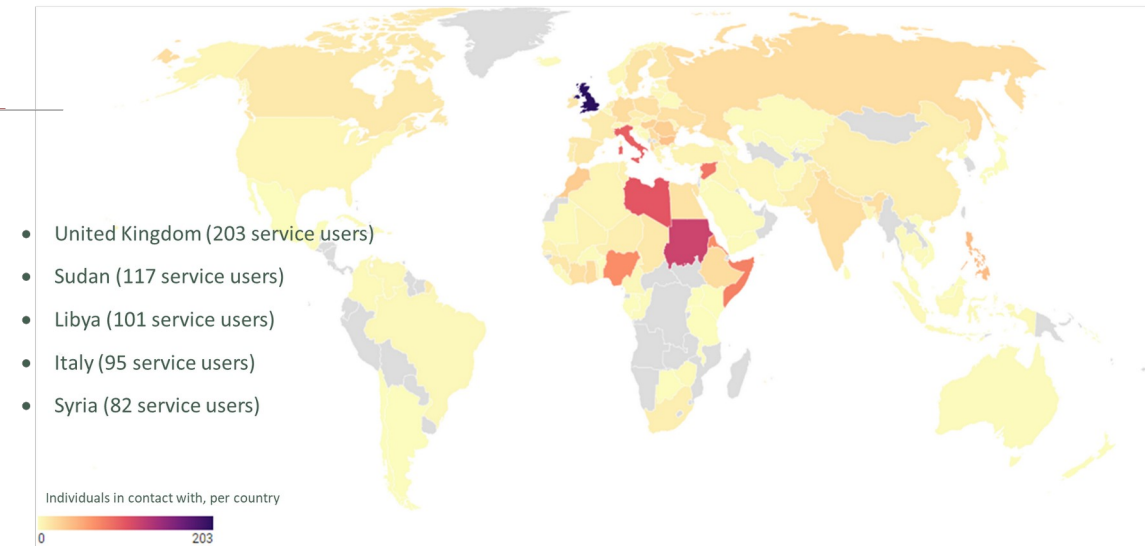
We can identify changes in our population quickly (e.g. changes in non-Maltese population):

ALL FSWS: Percentage of cases opened at FSWS by nationality and year



	2018	2019	2020	2021	Jan-Jun 2022
Maltese	6322	6855	8368	9116	4620
Non-Maltese	908	1057	1364	1562	856
Not specified	763	1255	340	14	3
Total	7993	9167	10072	10692	5479

All FSWS: Most reported non-Maltese nationalities in 2021

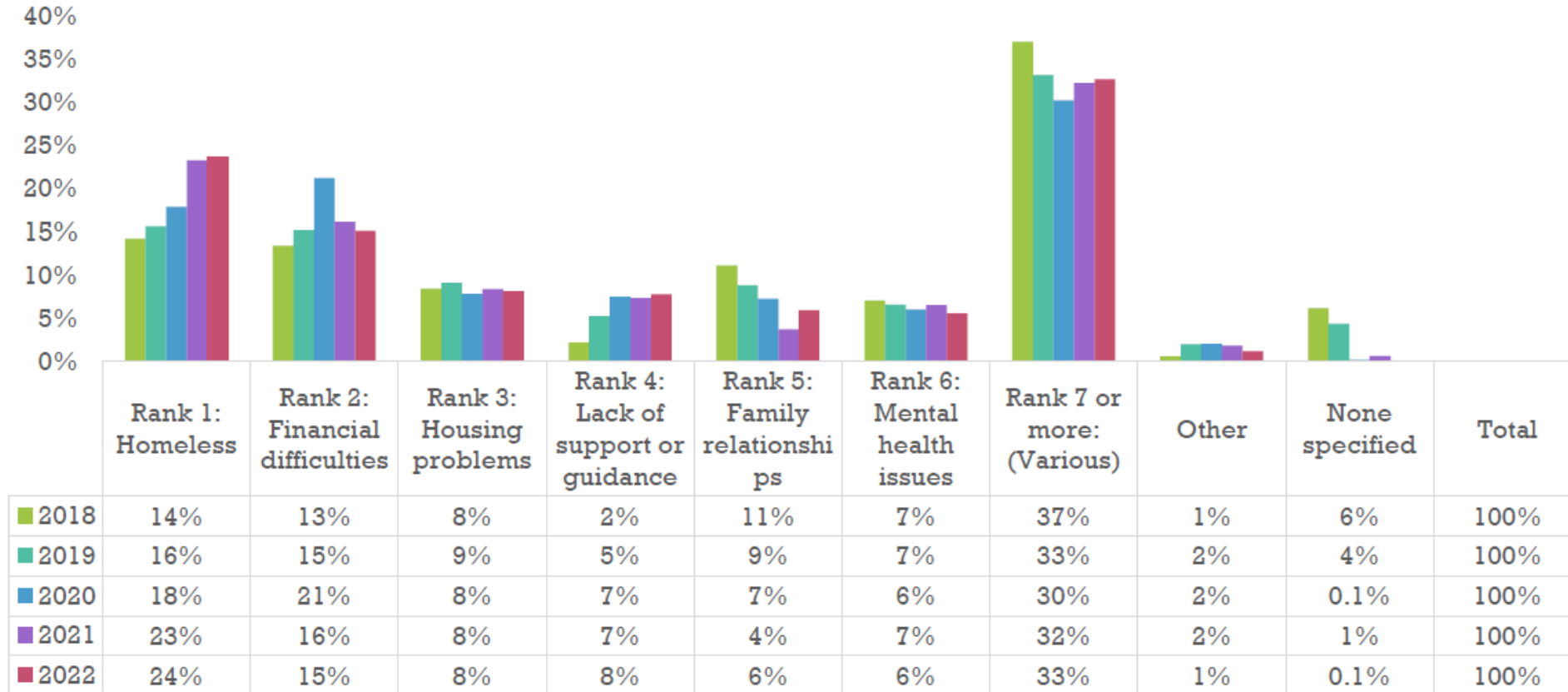


We can identify new emerging social needs:

Services provided in the community

Community	2018	2019	2020	2021	2022
No. of referrals	2063	2193	2019	1628	1674

Community: Percentage of referrals received in the year by top 6 primary issues reported 2022



The FSWS Case Management System:

*What are the system's future potential and possible challenges?
What are the recommendations for others going through a similar process?*





The Future?

- The future is with **Artificial Intelligence** (*bearing in mind ethical concerns*), e.g.:
 - analysis due to large number of variables
 - auto-filler opportunities to reduce input time
 - potential apps, e.g. self-assessments.
- Creative **data visualisations** and getting the communities aware of the data, e.g. community development projects.
- **Expanding analysis**, such as looking more at statistically significant correlations between variables, e.g. significant differences between nationality and homelessness issues.
- Challenge remains to keep common aims and **data quality**.



Recommendations

- Have **common sections and then some customisable sections** for specific needs. Flexible system is key as changes will happen.
- A multidisciplinary approach was key but also have a **central person or controller** that can keep the project to one aim but be flexible to changes in social needs.
- Keeping a wider view or **anticipate future needs**. Ensure people do not just focus on their own aspect but be sensitive to all stakeholders needs.
- Always best to **keep stakeholders talking**, e.g. when requesting change in variables, to keep standardised for comparability.



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Thank You!

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