Agency for Social Services and Dependency of Andalusia
Agency for Social Services and Dependency of Andalusia (ASSDA)


It has full capacity to act for the fulfillment of its purposes, management autonomy with its own funding and treasury.

Mision

"Enhancing the social welfare of citizens, promoting personal autonomy and guaranteeing the care and protection of people in a situation of dependency, people at risk of/or in social exclusion or with addiction problems through specific programmes and resources."

Vision

"Contributing to achieving a more egalitarian society, pursuing excellence and innovation in the social services arena and working to become a public model at national and international level."

Values

- Citizens orientation.
- Equity.
- Social cohesion.
- Citizens participation and stakeholders inclusion.
- Transparency and responsibility in public management.
- Efficacy, efficiency and simplification of procedures.
- Organisational logic through social research.
- Innovation, professional excellence.
Scope of action

**DEPENDENCY**
Organization and provision of the necessary services for the management of the System for Autonomy and Dependency Care

**CHILDHOOD**
Management of resources and development of actions in the field of child protection

**SOCIAL SUPPORT**
Promotion, development and management of social care resources for individuals, families and groups to promote their well-being

**SOCIAL INCLUSION**
Social inclusion to care for socially excluded groups or at risk of being socially excluded

**ADDITIONS**
Care for drug dependencies and addictions
**NUMBER OF PEOPLE TAKEN CARE OF ALL-TIME HIGH**

59,715 new people were incorporated to the system in 2021

**BENEFITS ALL-TIME HIGH**

102,879 new benefits in 2021

An increase of 42,976 home care benefits since 2020

**HOME SERVICE BENEFITS IN 2021. THE HOME CARE SERVICE IS THE ONE THAT INCREASED THE MOST**

**Distribution by grade**

- **GRADO I** Moderately dependent: 27%
- **GRADO II** Severe dependency: 46%
- **GRADO III** Great dependency: 27%

**IN SERVICES VERSUS 21.84% IN ECONOMICAL ALLOWANCES**

8.91 points above the national average (69.25% services)

**ANDALUSÍA BENEFITS**

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Number</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>TA</td>
<td>107,699</td>
<td>29.98%</td>
</tr>
<tr>
<td>PECEF</td>
<td>78,485</td>
<td>21.84%</td>
</tr>
<tr>
<td>SAD</td>
<td>129,060</td>
<td>35.92%</td>
</tr>
<tr>
<td>SAR</td>
<td>25,784</td>
<td>7.18%</td>
</tr>
<tr>
<td>SCD</td>
<td>12,877</td>
<td>3.58%</td>
</tr>
<tr>
<td>*PEVS</td>
<td>4,335</td>
<td>1.21%</td>
</tr>
<tr>
<td>PEAP</td>
<td>14</td>
<td>0.00%</td>
</tr>
<tr>
<td>SPAPD</td>
<td>1,031</td>
<td>0.29%</td>
</tr>
</tbody>
</table>

*In Andalusia there are only 4,335 people receiving economical allowances linked to the service, focusing therefore on prioritising the service through the public service network.
Care Service for People in situations of dependency

**RESIDENTIAL CENTERS**
- Specialised care 24 hours.
- Places for elderly people in a situation of dependency: **2,995**
- Places for people with disabilities in a situation of dependence: **9,438**
- Historical number of people served in the service: **89,675**

**DAY CARE CENTERS**
- Specialised care 39 hours a week.
- Places for elderly people in a situation of dependency: **2,995**
- Places for people with disabilities in a situation of dependence: **9,438**
- Historical number of people served in the service: **26,524**

**HOME CARE SERVICE**
- Specialised care in person’s home.
- People served in 2021: **129,060**
- Hours of specialized care in 2021: **44 MILLION**
- Historical number of people served in the service: **248,401**
ANDALUCÍA JUNTA SESENTAYCINCO HOLDERS PROFILE

- 39,767 new card holders in 2021
- Most common card holder profile: woman between 75 and 79 years old.

AVERAGE AGE OF ACTIVE CARD HOLDERS

- 75-79: 23%
- 70-74: 24%
- 65-69: 16%
- >85: 19%
- 80-84: 18%

TYPES OF CARDS

- ANDALUSIA JUNTA 65 CARD: 82%
- ANDALUSIA JUNTA 65 GOLD CARD: 18%

CARD HOLDERS IN 2021

- 990,880

CARD RENEWALS IN 2021

- 175,799

RE-ISSUED CARDS IN 2021

- 8,915
Benefits of the Andalusian TAJ65

- Changing the integrated chip, evolving to a contactless technology.
- Facilitating the use and reading in any associated establishment.
- Creating a space for agile interaction between beneficiaries, public administration and the business fabric.
- Expansion and adaptation of services to the needs of the elderly.
- Improvement of the effectiveness and efficiency of the management inherent to the services.
Andalusian Telecare Service

- 2 Telecare Centres, in Seville and Málaga, replicating in both directions in real time.
- 330 work stations.
- The Andalusian Telecare Service has 604 staff.
- 250,000 users.

Source: SAT data from 31 December 2021
Andalusian Telecare Service

Inbound calls: 1,603,289

Outbound calls: 3,646,008

Total number of calls 2021: 5,249,297

- More than 83 million calls managed since its beginning in 2002
- A daily average of 14,382 calls handled in 2021

Typology of inbound calls:
- Conversation: 30%
- Health and Emergencies: 28%
- Technical Assistance: 23%
- Information: 19%

Typology of outbound calls:
- Follow ups: 80%
- Resources mobilization: 8%
- Information: 3%
- Others: 1%

Source: SAT data from 31 December 2021
The Digitalisation of Social Services in the Agency
Reason for the digitalisation of the delivery of service to people with long-term care needs
Key elements to successfully carrying out this transformation

**Review of needs and requirements**
- Procedures and mechanisms
- Service systems
- Service Evolution

**Public Commitment**
- Budget
- Communication and delegation of responsibilities
- Workforce

**Market study and stakeholders involvement**
- Existing examples
- Market surveys
- Users feedback
- Professionals input
- Research and piloting
Impact of the digitalization process
The implementation of the control and monitoring system of Care Centers and home care service for peoples in situations of Dependency aims to promote excellence in the provision of public services through the incorporation of innovative and sustainable solutions that promote greater efficiency in the control and monitoring of benefits and facilitate the optimisation and improvement of the quality of the provision of care services.
IMPACT ON THE TAJ65 CARD

INTUITIVE USE
Intuitive and easy-to-use environment with a high degree of accessibility and adapted to the group to which it is addressed.

QUICK AND SECURE
Quick and secure access to information on services offered.

PERSONALIZING AND IMPROVING
Record of card uses that will allow personalizing and improving the service offer.

EVALUATION
Evaluation of the satisfaction of the services used.

CONSULTATION
Consultation of associated establishments and accumulated discounts.

DIRECT COMUNICATION
Direct communication with the establishments and with the administration.
## IMPACT IN THE ANDALUSIAN TELECARE SERVICE

<table>
<thead>
<tr>
<th>Elements</th>
<th>Impacts</th>
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</thead>
<tbody>
<tr>
<td><strong>Call Centres</strong></td>
<td>- Digital Comunications.</td>
</tr>
<tr>
<td></td>
<td>- One logic centre.</td>
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<tr>
<td></td>
<td>- Optimization of Resources (nRC)</td>
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<tr>
<td><strong>Service Users Devices</strong></td>
<td>- Renewal of the entire depot of home devices (GSM+IP).</td>
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<td></td>
<td>- Increase in complementary devices (Gas, Smoke and mobile)</td>
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<tr>
<td><strong>Digital Ecosistem Andalusian Telecare Service</strong></td>
<td>- Inclusion of a greater number of sensors and actuators.</td>
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<td></td>
<td>- Artificial intelligence software (machine learning, data mining).</td>
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<td></td>
<td>- Process automation.</td>
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<td></td>
<td>- Monitoring of frailty and longevity.</td>
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</tbody>
</table>
## Revolutionary projects

<table>
<thead>
<tr>
<th>Project Description</th>
<th>Cost (€)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Digitalization of the entire devices depot of the Andalusian Telecare Service</td>
<td>79,487,000</td>
</tr>
<tr>
<td>Modernization and Adaptation of the Andalusian Telecare Service call centres</td>
<td>15,000,000</td>
</tr>
<tr>
<td>Digital Ecosystem Andalusian Telecare Service</td>
<td>10,043,000</td>
</tr>
<tr>
<td>Dependency Care Predictive Model</td>
<td>3,500,000</td>
</tr>
<tr>
<td>Collaborative system and teletraining for Social Services professionals</td>
<td>2,500,000</td>
</tr>
<tr>
<td>Estudio de la Situación de la Dependencia en Andalucía mediante “spending”</td>
<td>0,750,000</td>
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