

31st European Social Services Conference

Advancing social services

The role of technology in promoting autonomy & inclusion

Report Back Session

Marco Cheng

Senior Manager

Communications & Partnership Engagement



基督教家庭服務中心

Christian Family Service Centre





[TEAM](#) [ADVISORY BOARD](#) [LEGAL ADVICE](#) [PUBLICITY](#) [FAQS](#) [NETWORK](#) [CONTACT](#)

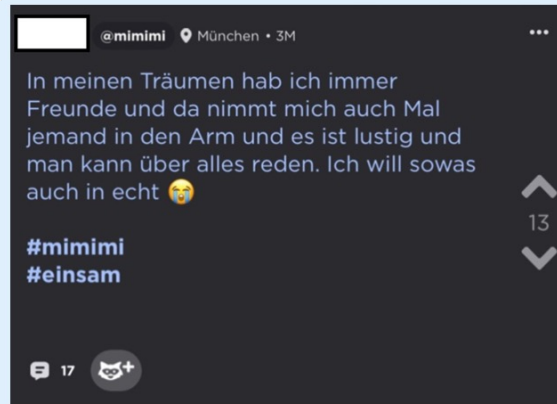
DIGITAL STREET WORK

ANONYMOUS. FREE. CONFIDENTIAL.

WRITE
US!

DIGITAL STREETWORK?

- Digital Streetwork is a **new way of youth social work**
- It takes place in the **digital living environment** of young people
- Digital streetworkers reach out to young people **on the social web** (e.g. Discord, Reddit, Instagram...)
- Digital streetworkers browse forums and gaming servers and interact with the online communities
- When they see posts that indicate that a **young person might need support**, they will talk to them and offer them online counseling

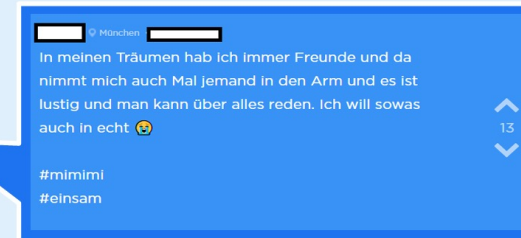


"In my dreams I always have friends and I get hugged and it's great fun and I can talk about everything. I wish I had that in real life as well..."
#lonely

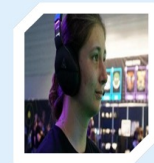
HOW DOES IT WORK?



"Hello @XX, I just saw your post. If you need someone to talk to, you can send me a DM. I can provide support to help you find a solution and improve your situation ☺"



"In my dreams I always have friends and I get hugged and it's great fun and I can talk about everything. I wish I had that in real life as well..."
#lonely



Jenny DigitalSW

FACTS AND NUMBERS

Since September 2021...

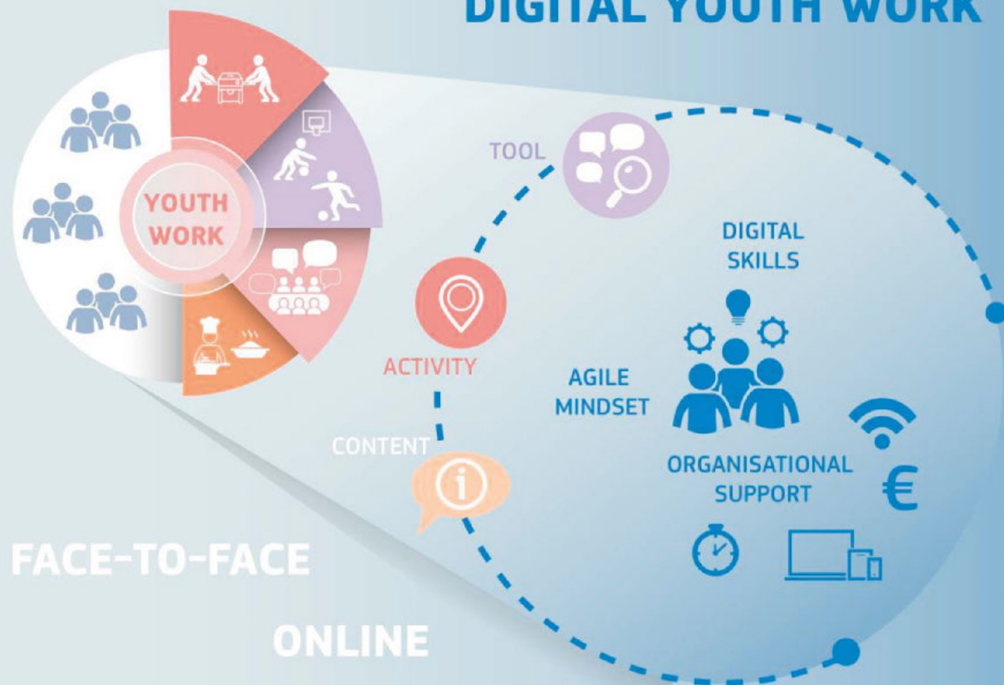
... streetworkers have been in **contact** with over **6.100** young people

... more than **2.700** **online counseling**s took place. More than half of these were so called „intense counseling“, which means that the young person has a complex topic

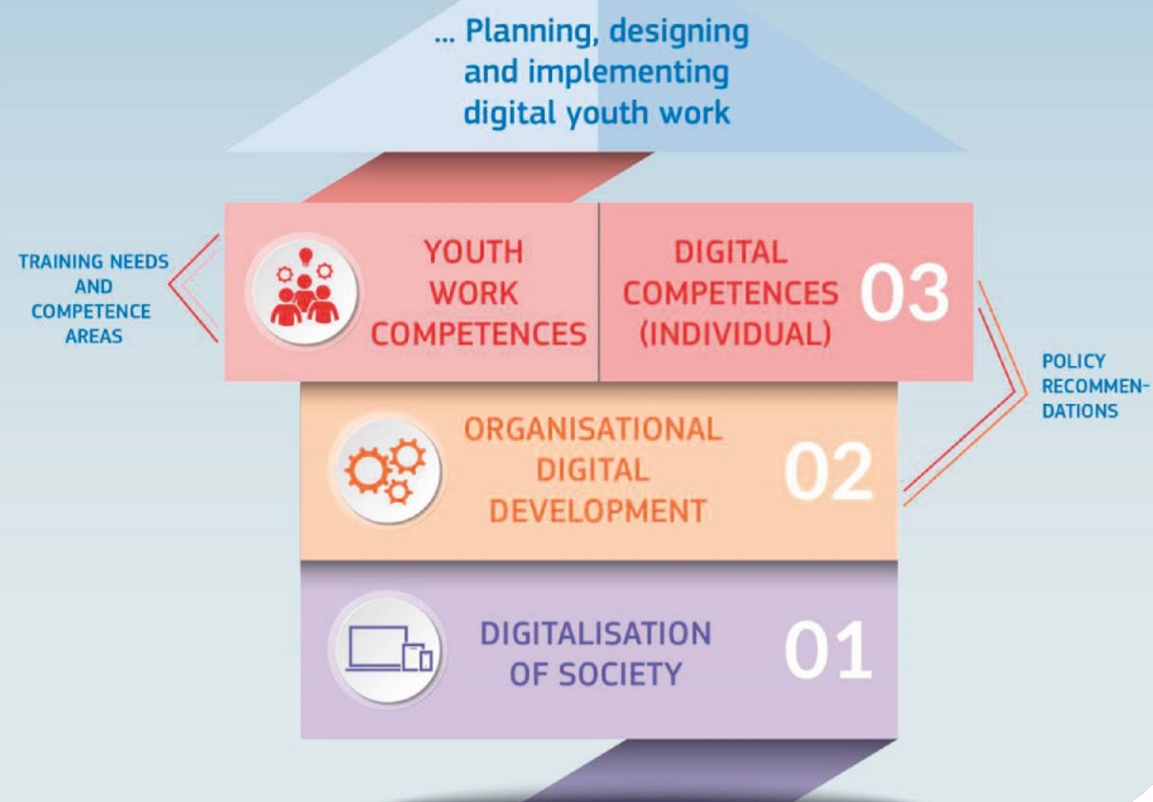
... more than **140** young people got support **communicating with authorities** (e.g. file an application). This includes preparation and follow-up).

... more than **170** young people were connected with specialized help structures (e.g. find a therapy session)

DIGITAL YOUTH WORK



Competences for digital youth work for...



6 steps to upskilling your people

1

Analyze the situation and define the initiative.



2

Design a skills plan.



3

Assess and advise individual employees.



4

Match jobs and engage workers.



5

Select training and providers.



6

Administer the project and monitor results.



“

Only 10 percent of a company's workforce is immediately at risk. Target that group and move them into new roles; within five years, at the same pace, you can reach nearly half of your employees.



Digital & Technology Innovation in US Human Services

Public Human Services Agencies in the US



Build Resilience

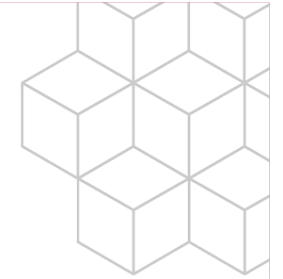
Through services and supports that help people through life's inevitable ups and downs.



Foster Social & Economic Mobility

By providing access to the key elements necessary for children and families to be well and thrive.

Unlocking the Full Potential of Tech Innovation



Investing in the Workforce

- Seek staff input upfront and throughout the design and implementation process
- Invest in "solution designers" – staff or partners skilled in identifying process gaps and redesigning business requirements
- Invest in data systems experts as well as people skilled in AI applications and quality control
- As more tasks are automated, adjust workflow expectations to support staff in making "human connections"
- Deploy staffing resources to areas of greatest need with agility to adjust when the needs change
- Focus on building a culture of workforce well-being, safety and belonging

Digital & Technology Trends in the US

Transforming Social Care Delivery for People & the Workforce

- Digitized platforms that help people access services from anywhere and provide real time feedback
- Virtual home visits through standardized video capabilities connecting clients to social workers
- Automated digital notifications that ease the burden on families and the workforce
- Single process touch point that provide staff on-demand access to integrated data sources and case management tools
- Exploring how AI can help identify service gaps and guide customized supports





Project “Thrive” - Training Hub For Resources, Innovation & Virtual Exchange



Captivating Courses

Learn at your own pace through a variety of interactive courses.



Informative Resources

Access relevant and timely resources in health and human services such as frameworks, toolkits, and recordings from APHSA events.



Engage through Online Learning Communities

Coming Soon!



Learn to THRIVE

Watch our demonstration video to become familiar with our new learning management system.

[Click here!](#)

Enrolling into Courses



Equity, Diversity, Inclusion, & Belonging



An Introduction to Equity, Diversity, & Inclusion

Course

No access code required

Enroll

About

Course Description

This eLearning course will illustrate the value of incorporating an Equity, Diversity, and Inclusion (EDI) lens into your organization's policies, practices, and culture. We will define these concepts, discuss the benefits for staff, organization, and community, provide strategies to move forward with incorporating EDI, and get participants started in creating a plan to move forward.

Learning Objectives

Participants will be able to:

1. Define important terms related to equity, diversity, and inclusion.
2. Identify the benefits of EDI work within your organization.
3. Apply various approaches to advance EDI within their organization.

Minimum time for course completion

15 minutes

Recommended Audience

This eLearning course is recommended as a beginning/foundational session for staff at all levels. Contingent upon where your organization is in your equity, diversity, inclusion, and belonging journey, it may be used as a refresher, introduction, or onboarding tool for new staff.

Info

- Time zone: Eastern Time (US & Canada)
- Style: Self paced
- Lessons: 1
- Category: Equity, Diversity, Inclusion, & Belonging, All Courses

Learner Dashboard



Home

Courses

Enrolled

Discontinued



Active Allyship: How to put intention into action

1 lesson

Catalog overview

All Courses

Equity, Diversity, Inclusion, & Belonging

Tools, Frameworks & Models

News

The activity feed is ready for some news!

To post a message, click the News tab, then click Post or Announcement.

Groups

20 employees hobby group

Awards

Training Sample Certificate

Best attitude

Best attitude

Alpha Pilot

Graphic Design Fundamentals

Best attitude

Graphic Design Fundamentals

Help Center



Home

Dashboard

News

Help center

Welcome

Overview

General

Learners

Getting started guides

Guides that you can download and print.

Online help

Browse the online help or search for specific topics.

How-to videos

Videos that provide step-by-step guidance.

To-do

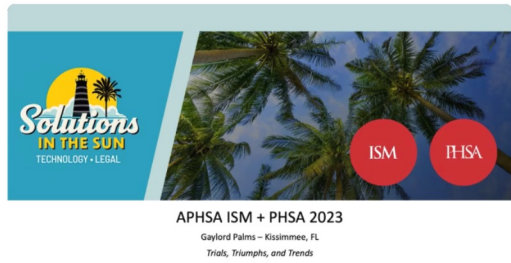
For upcoming emails

1 assessments due

Announcements

None

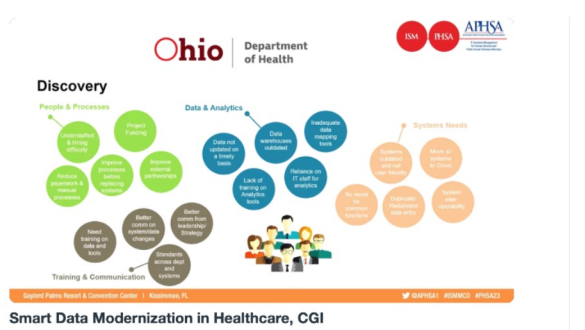
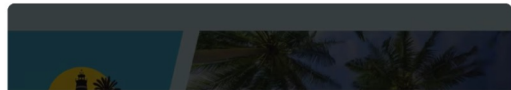
Activity	
Showcases	6
Followers	1
Following	0
Collections	6
Member since	Mar 2019



Trials, Triumphs, and Trends



Productivity Building Capacity to Overcome Staffing Shortages and M...



Smart Data Modernization in Healthcare, CGI



Permanent Government Workforce Challenge is Driving Innovation an...

Productivity Building Capacity to Overcome Staffing Shortages and Meet Demand (Change and Innovation Agency)

25 days ago

Previous

Up next



MINISTRY OF
SOCIAL POLICY
OF UKRAINE

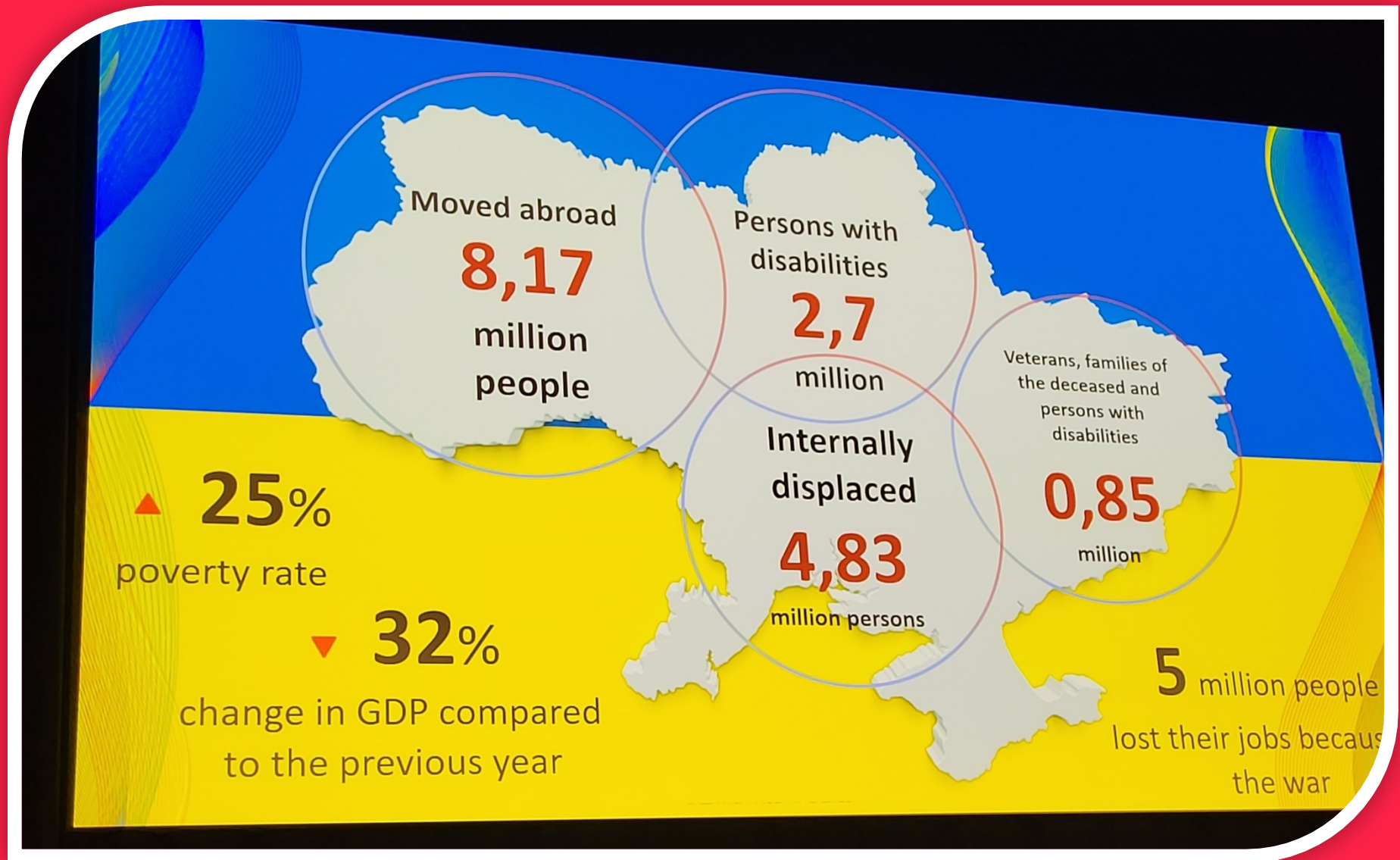
DIGITAL TRANSFORMATION OF SOCIAL CARE DURING THE WAR



KOSTIANTYN KOSHELENKO

Deputy Minister of Social Policy of
Ukraine for Digital Development, Digital
Transformation, and Digitization

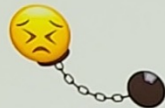




THE CUSTOMER JOURNEY BEFORE DIGITALIZATION



No remote access



Only in the area of registration



Queues and a non-transparent process



A lot of paperwork and bureaucracy

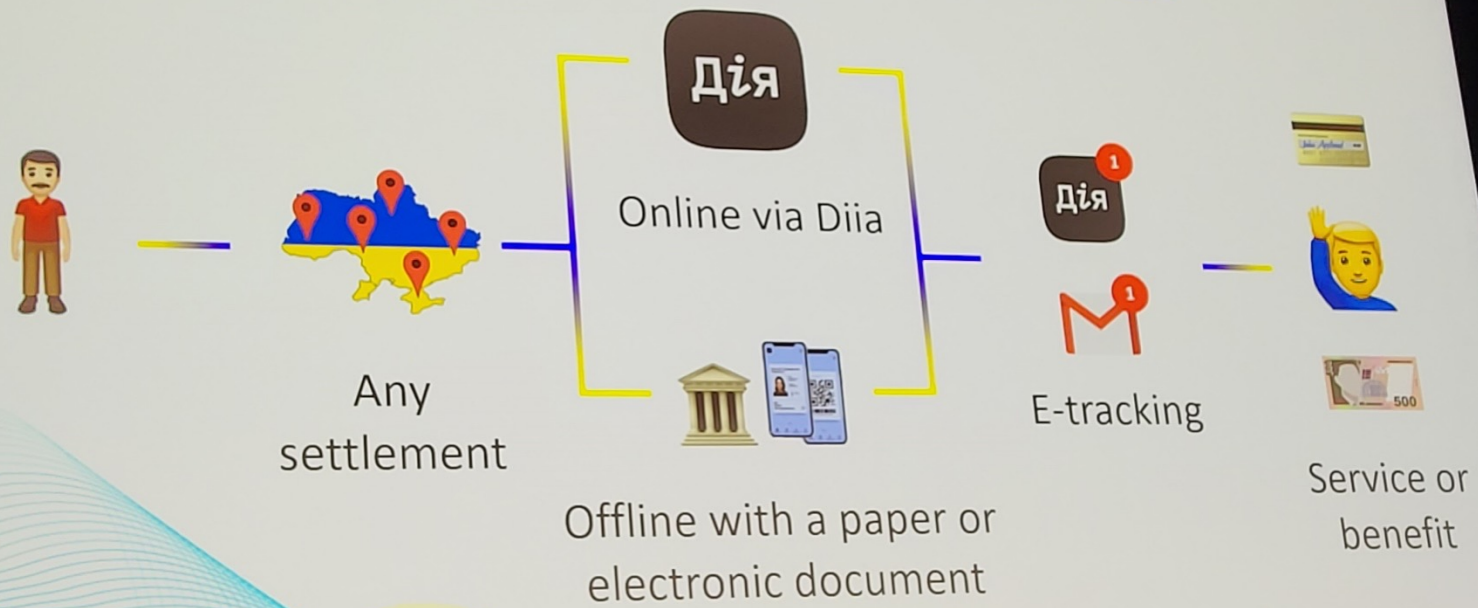


A disgruntled citizen

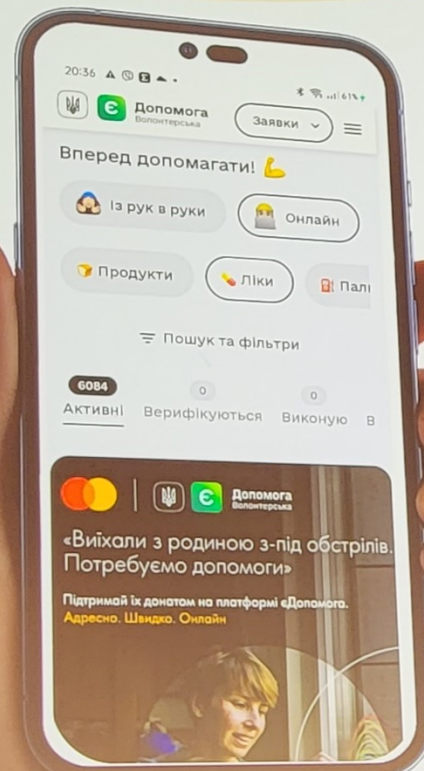
UNIFIED INFORMATION SYSTEM OF THE SOCIAL SPHERE

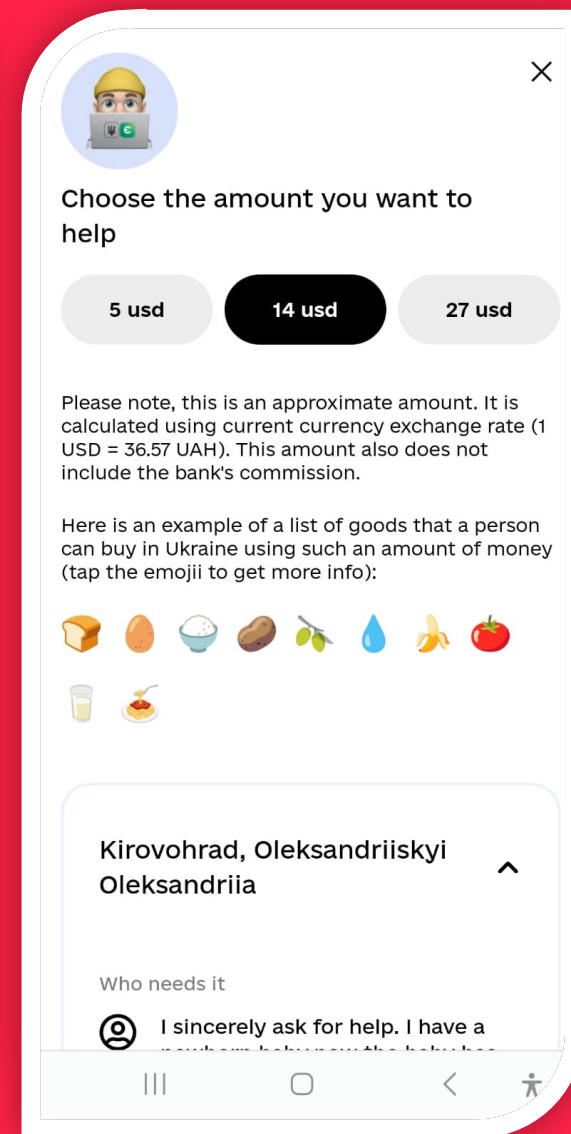
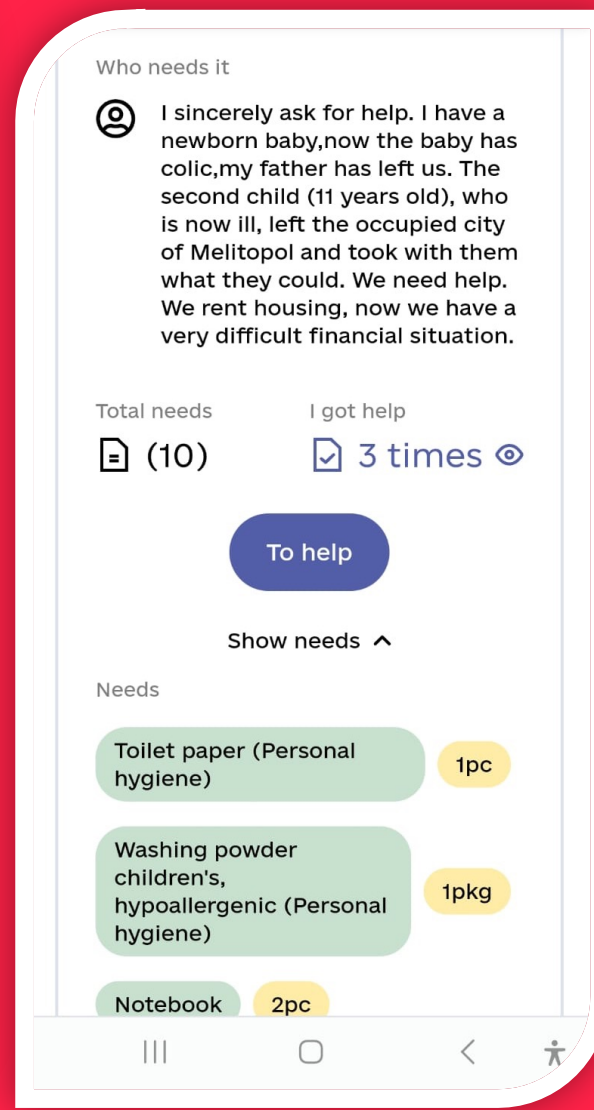
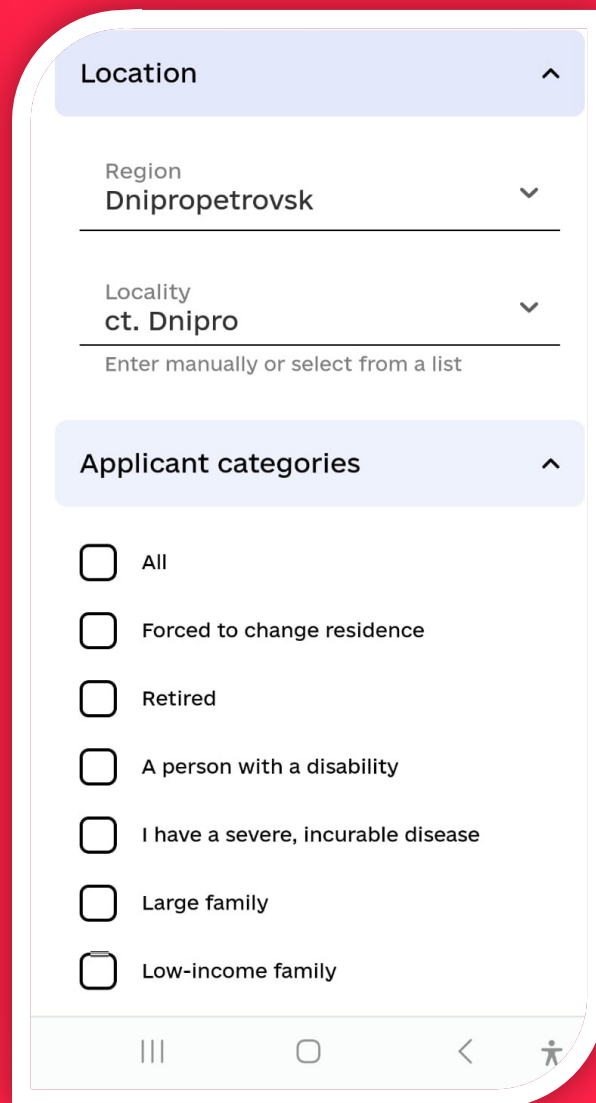
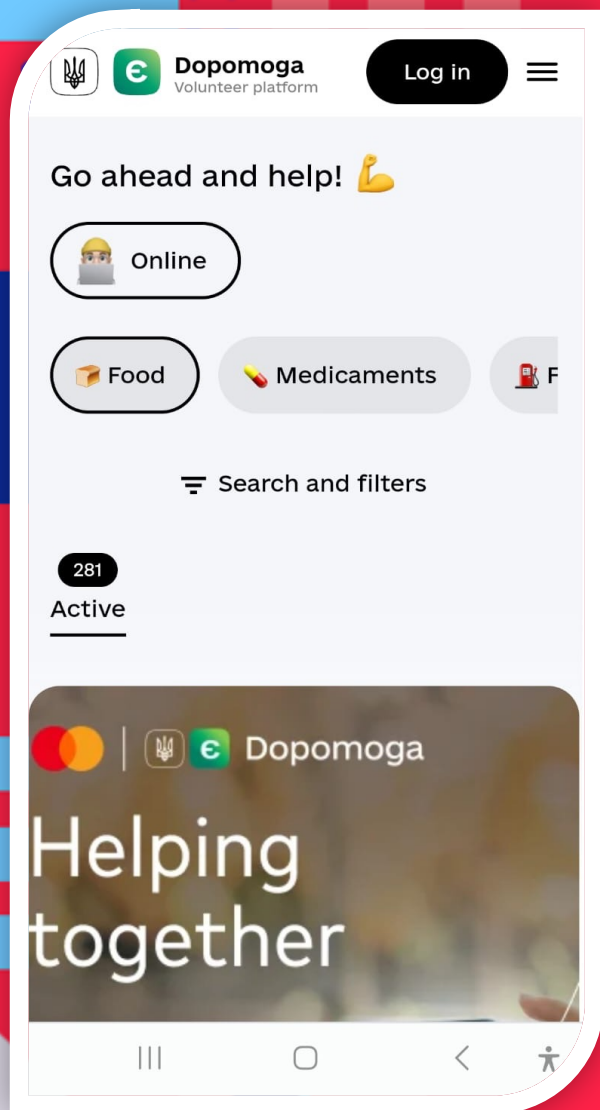


DATA RUNS, NOT PEOPLE



For private volunteers
and benefactors



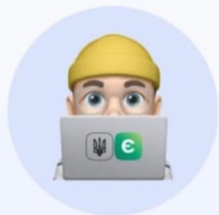


Process of fundraising via enabling donation matching



Dopomoga
Volunteer platform

Log in



Help online quickly

Help remotely in a few clicks

To help

Details ▾



Dopomoga

Your help is an
important ingredient

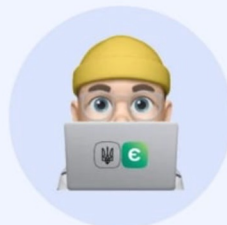


Dopomoga
Volunteer platform

Log in



Help statistics!



238242



Closed needs
"Online"

Help quickly



Dopomoga
Volunteer platform

Log in



Help statistics!



> 5373

Became volunteers

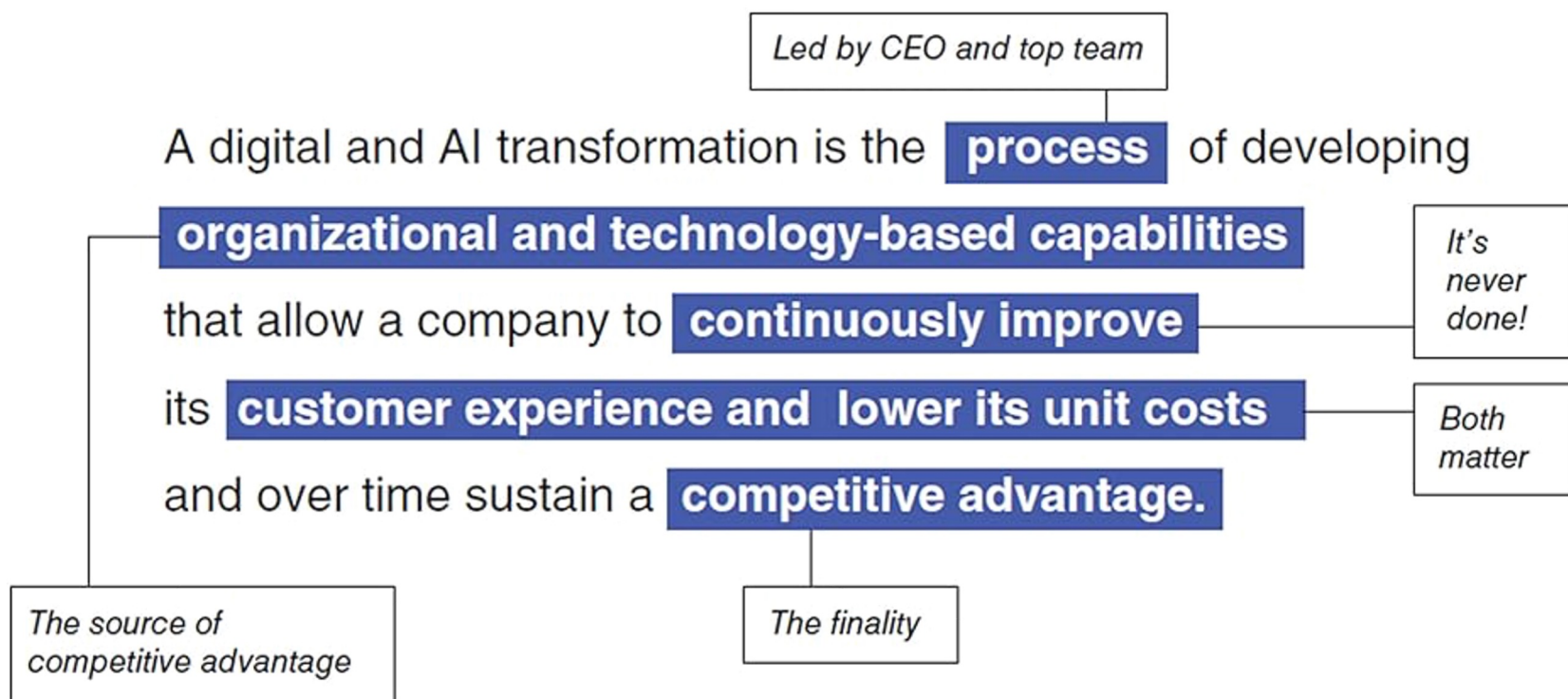
I want to be too





What is digital transformation?

What we mean by digital and AI transformation



Source: McKinsey 2023

