

31st European Social Services Conference cum Study Visit

Report-back Session

27 October 2023





Agenda

1

3:00pm – 3:15pm

馮立奇先生 資訊科技資源中心 副總經理
以人工智能(AI)與整合系統提升社會服務成效



2

3:15pm – 3:30pm

鄭智釗先生 高級經理 - 傳訊及伙伴發展
數碼創新與社會服務



3

3:30pm – 3:45pm

勞敏琪女士 項目總監
針對孤島化(loneliness)的數碼科技



4

3:45pm – 4:00pm

張牧恩先生 多元文化、復康及社區服務 服務總監
科技應用- 打造一個更有包容性的社會





DAY 1
13 June

DAY 2 - 4
14 - 16 June



Copenhagen

Denmark

Malmö

Sweden



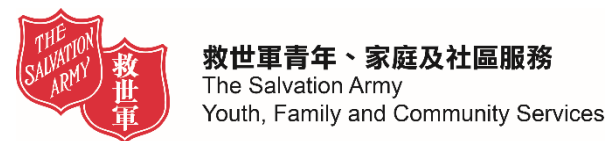
The Delegates

11

 Delegates

9

 NGOs



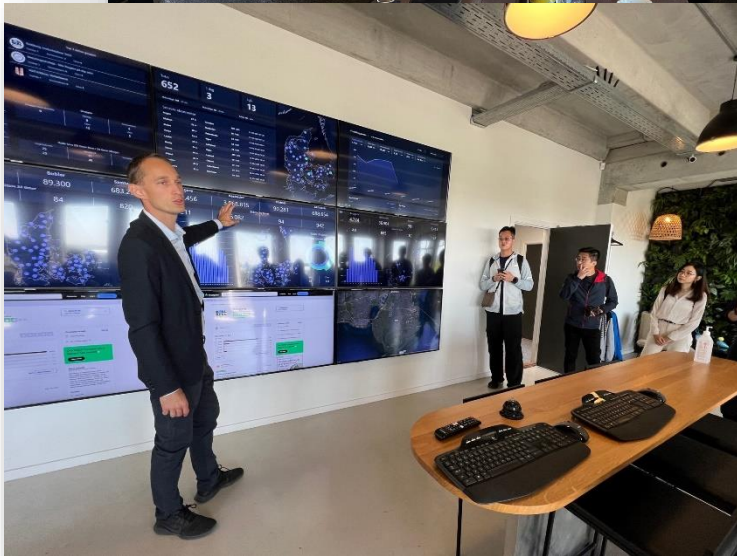
Visit to Boblberg.dk and Danish Red Cross



Anders Stæhr
Co-Founder, Boblberg



Andreas Hjorth Frederiksen
Head of Innovation,
Danish Red Cross (Røde Kors)



31st European Social Services Conference



<https://essc-eu.org/essc-2023/>

31st European Social Services Conference

Advancing social services

The role of technology in promoting
autonomy & inclusion

681

Attendees

39

Countries


132

Presenters

24

Speakers



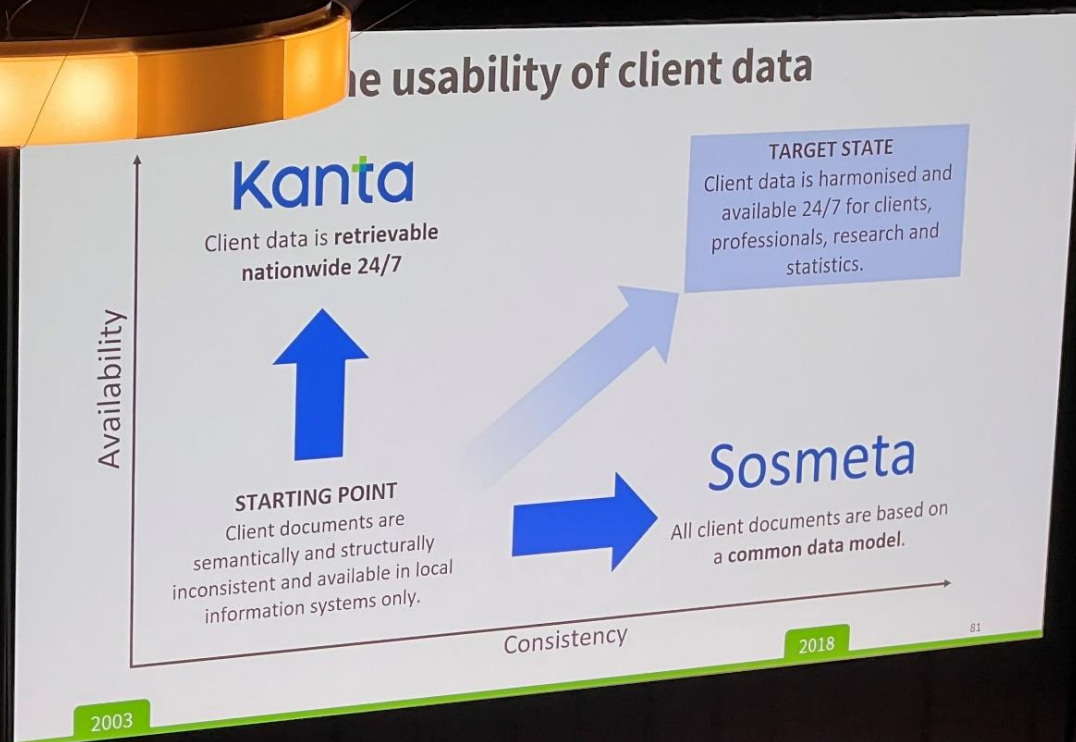


People-centric Social Welfare by Data/ System Integration



Finnish institute for
health and welfare

ONE Platform



#ESSCG2023



Sosmeta and Kanta?

Sosmeta

- National client data model consists of more than 220 client document structures and 130 data components
- Document schemas can be uploaded into client information systems
- Using harmonised document structures is mandatory when recording social services



Kanta

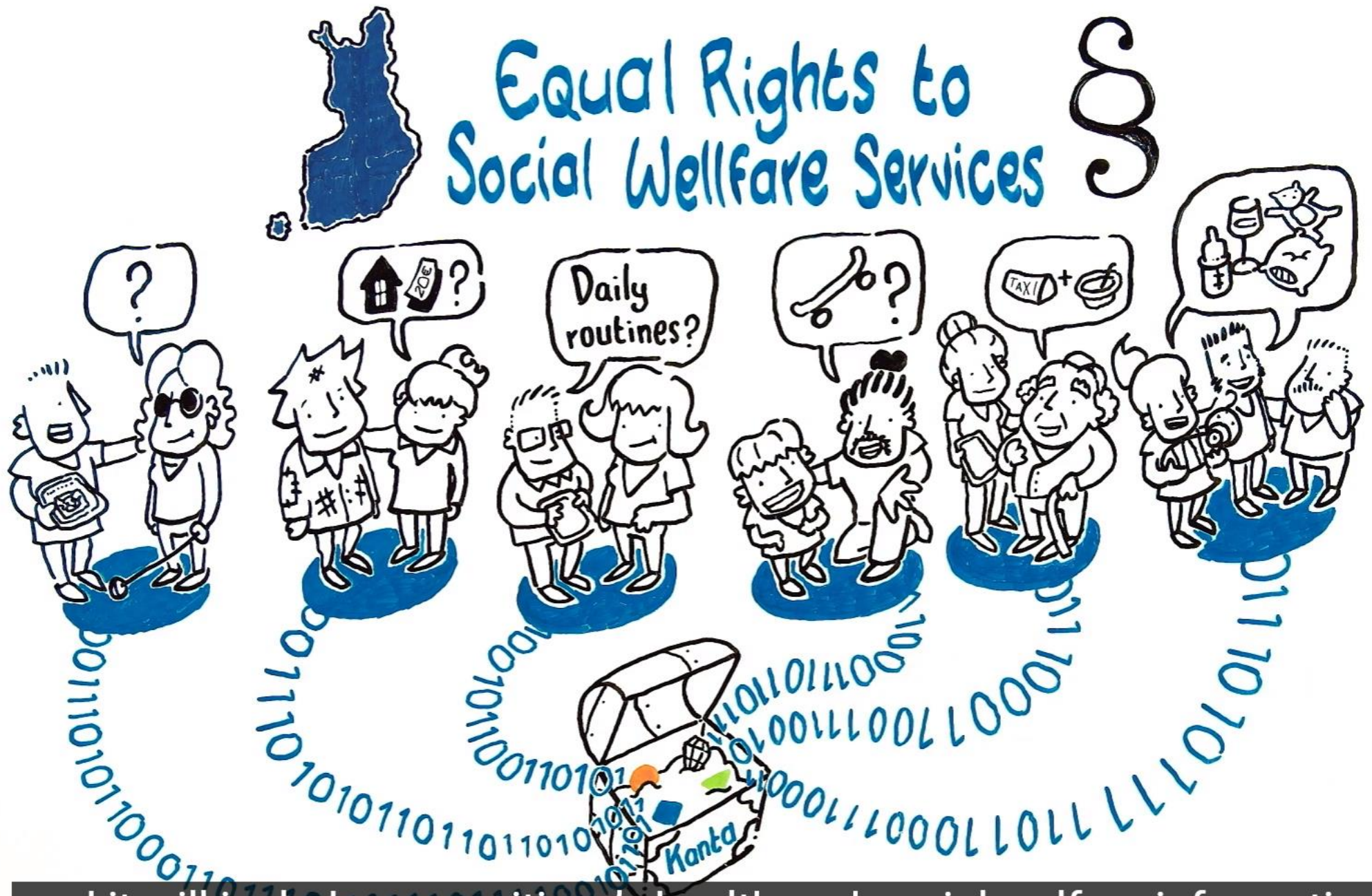
- National ICT services for social and health care client documents
- All client documents are stored in one **National Data Repository**
- Client documents are retrievable for service providers 24/7
- **MyKanta** allows citizens to view their personal client data
- For social service providers deploying Kanta services will be statutory in phases from Sept 2024 onwards

82

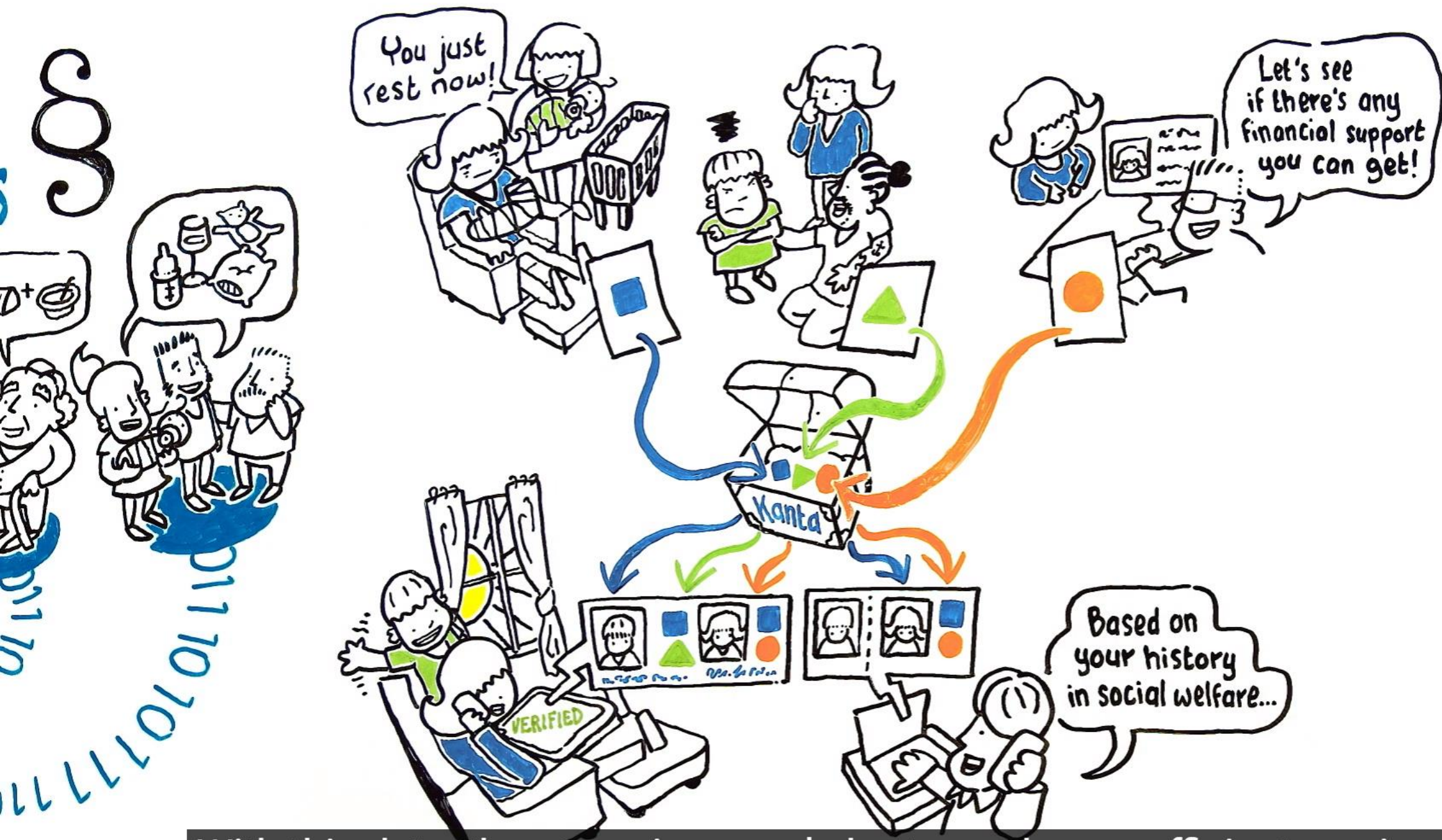


Finnish institute for
health and welfare

ONE
Platform



and it will include every citizen's health and social welfare information.



With this data, they can give people better and more efficient service.



and save money as a result by arranging services that correspond to actual needs.

Welfare Data Hub of Italian Social Security Institute



- Built by **Italian Social Security Institute, INPS** within the Welfare as a Service framework
- **National Welfare Data Hub**: a database both fed and searchable by the Institute, local authorities, private individuals, third sector, and the development of e-services usable through the **Digital National Data Platform (PDND)**, where all data on citizens' welfare is collected, processed and returned **in an integrated and meaningful ways** for the public administrations.
- The driving principle is the “**once only**” principle and the Data Hub will rely on the PDND to implement its **catalogue of APIs as services**, developed according to a marketplace logic and shared technical specifications.



Preventive Intervention by AI



Identifying high-risk cases and managing intervention of counseling by Natural Language Processing (NLP) technology of AI



THE PROBLEM

+80% of client and patient data is buried in case notes.

Health and social services workers are bogged down with unmanageable amounts of records. Our software turns the data buried in those records into actionable insights.

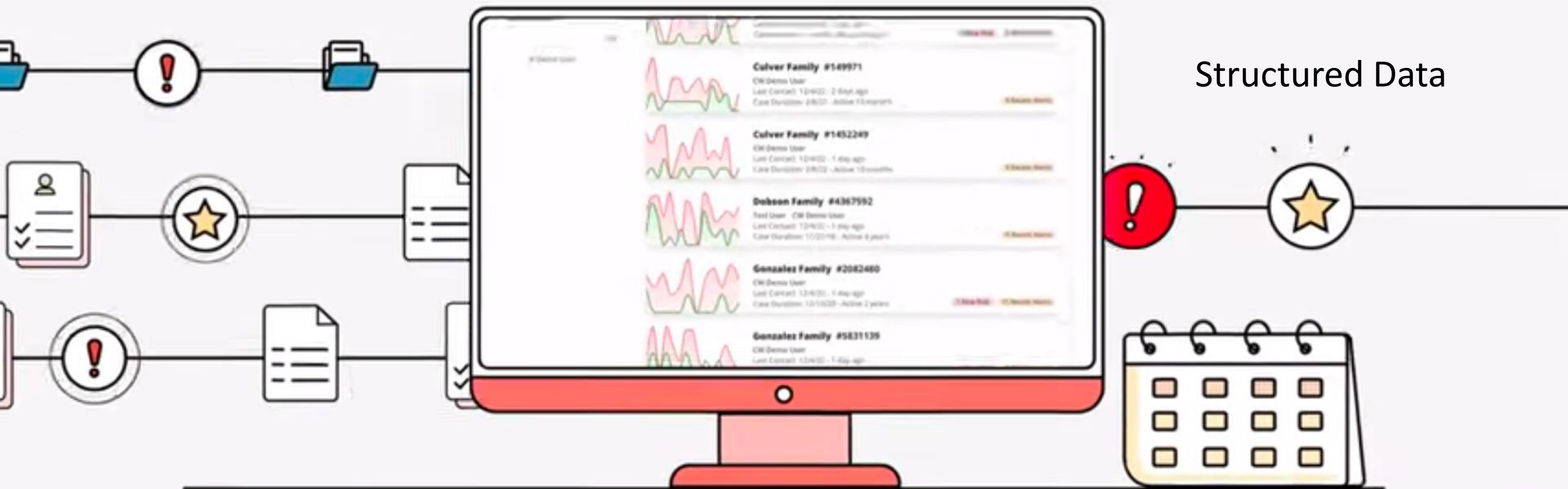


<https://www.augintel.us/>



Unstructured Data

- Case Notes



Reducing The Time To Find Data From Hours To Seconds



Medications



Services



Appointment



People

[Cases](#)[Queries](#)[Contact Us](#)[C](#)

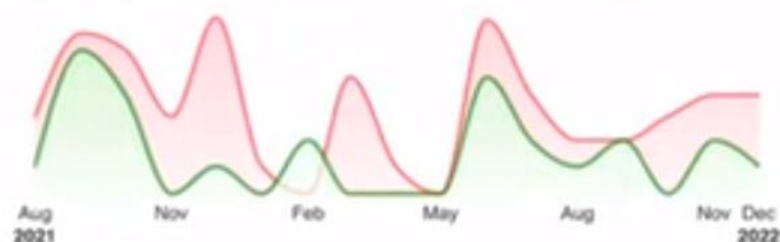
Dobson Family

Description: Foster Care ID: 4367592 Connected Cases: 1

Overview

[Risks & Strengths](#)[People](#)[Alerts](#)

9

[Power Search](#)[Health/Social Svcs](#)[Substance Use/Misuse](#)[Mental Health](#)[Hospitalization](#)

Timeline

[\[+\]](#) [\[x\]](#) [\[≡\]](#)

130 Results

Sunday Dec 04, 2022

J. Mercado

... Worker informed **Ms. Dobson** of court's decision to order a TPR to be filed and a change of the PPG to adoption. **PARENTAL RIGHTS TERM.** ... Worker explained this is why attending drug and alcohol treatment and therapy is encouraged. **SUBSTANCE USE/MISUSE**

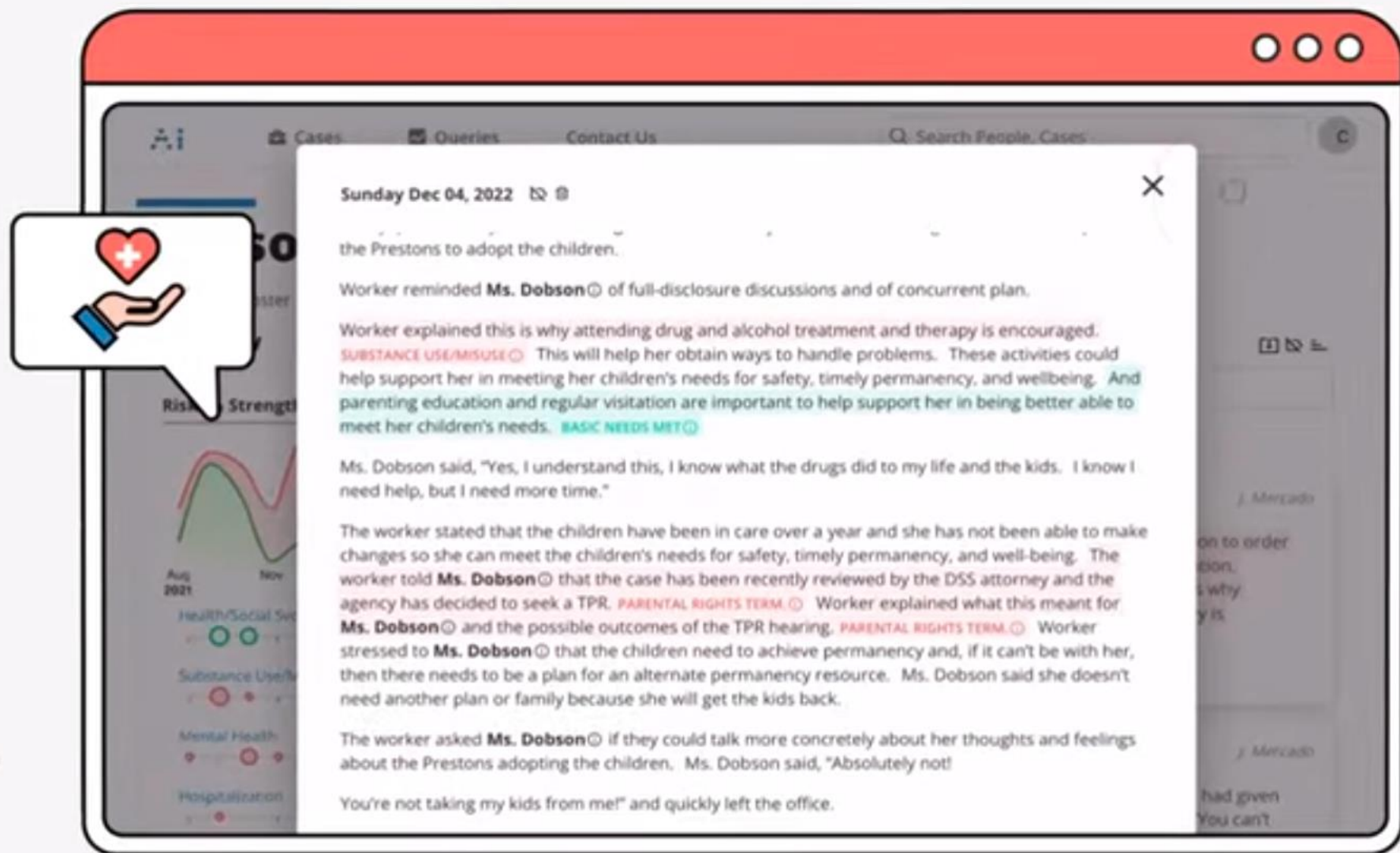
[Show More](#)

Wednesday Nov 30, 2022

J. Mercado

Ms. Dobson called worker, stating her stepfather had given her the letters the worker had sent. She stated, "You can't

Centralize Data From Case Notes, Case Plans and Other Records



Monitor Organizational Quality and Early Warning Signs In Cases



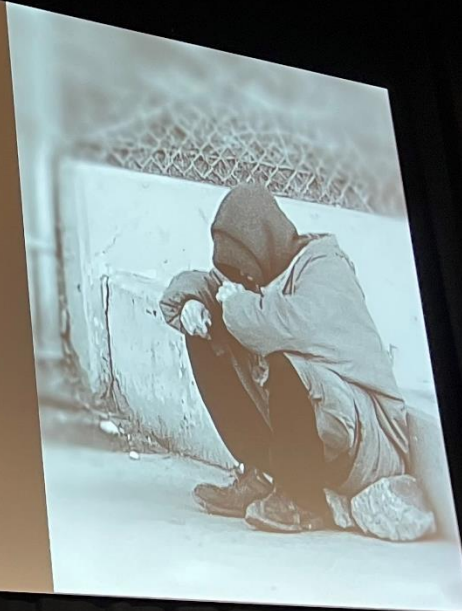
Customize a Dashboard of Key Quality Indicators



Revolutionizing
interventions for
substance use among
youth experiencing
homelessness by AI

**AI-Powered Innovations:
Revolutionizing Interventions for
Substance Use Among Youth Experiencing
Homelessness**

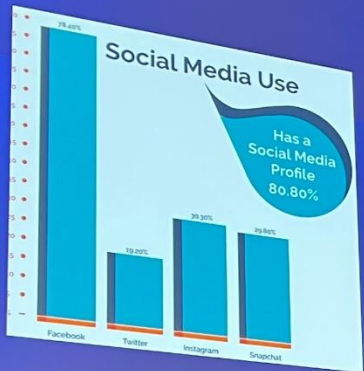
- AI enables accurate predictive models.
- Leverage AI algorithms for analysis of diverse data sources.
- Identify patterns and indicators of substance use.
- Study focused on homeless youth and their online presence.
- Valuable insights gained from analyzing social media posts.



#EOSC2023



Digital media practices among young adults experiencing houselessness



80%

Has a Social
Media Profile

70%

Uses social
media at least
once a day



- Predicting substance use behavior using youth's digital trace data on **Facebook**
- **135,000** Facebook posts and comments analyzed by AI
- **Sentiment analysis** to extract sentiment features; analysis on the comments and reactions by peers
- Bagged logit reached an Area Under Curve (**AUC**) of **0.74** and accuracy of **0.77**

Remarks: An AUC of 0.7 to 0.8 is considered acceptable

Key Takeaways



People-centric Social Welfare
Cross-disciplinary Collaboration



Prediction of High-risk Cases for
Early Interventions



Service Improvement