

2022

European
Social Services
Conference

m4Social

DATA INTEROPERABILITY BETWEEN PUBLIC ADMINISTRATION
AND THIRD SECTOR - AN EXAMPLE FROM BARCELONA

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Taula d'entitats
del Tercer Sector Social
de Catalunya



Ajuntament
de Barcelona



THE PROBLEM

Nowadays, Third Sector organizations and public administration have their own databases and information system on social services users. These have different approaches and solutions.

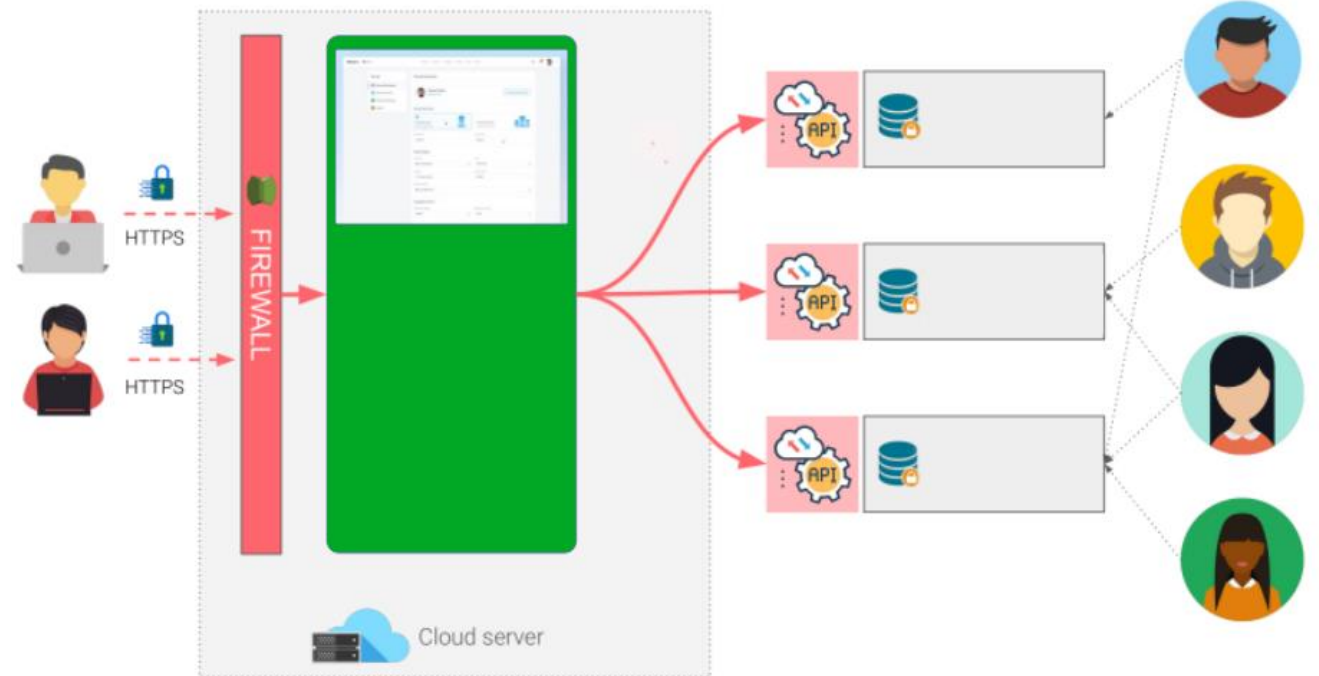
These platforms don't communicate with each other.

Therefore, our challenge is to better articulate these systems and platforms and to allow inter-operability.

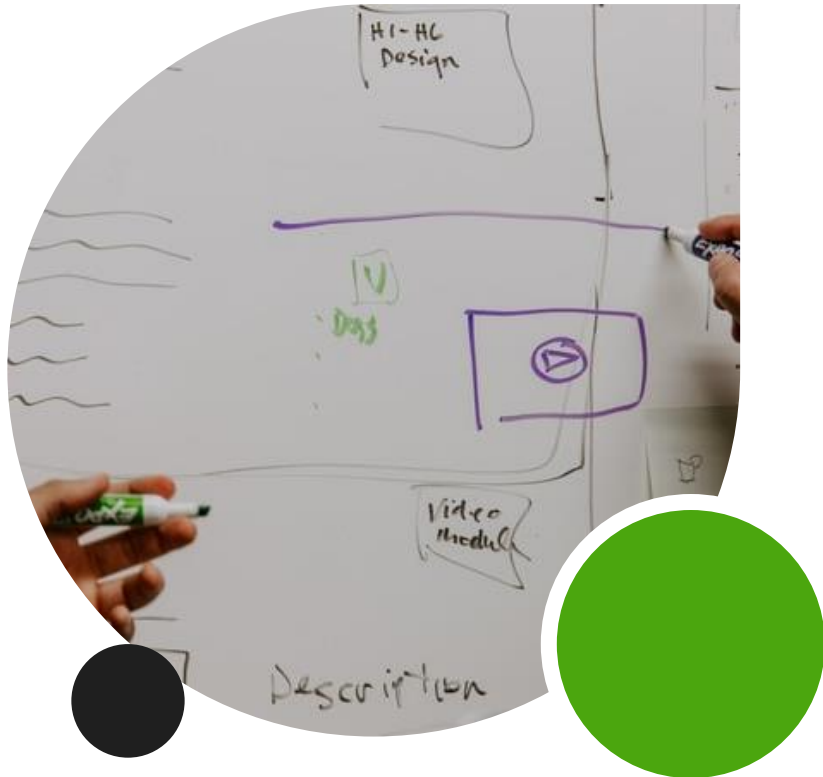


THE SOLUTION

Create a system to share information between Third Sector organizations and public administration to enable access to shared data on beneficiaries of care and social services. This system will improve access to information by public authorities and third sector providers, and their specific knowledge on persons and families with whom they work.



GOALS



01

Improve efficiency by enabling access to detailed information by third sector entities, public administrations and social care professionals.

02

Showcase the added value and work of the Third Sector organizations.

03

Avoid duplicities and repetitive processes and the need for people to relay their information several times through data sharing.

04

Provide better tools for supporting social services staff with the user at the center.



HOW IT WORKS



1

The website will ask the professional to include the main information of the users in order to identify the person (ID, Name, etc.). The professional will introduce this basic information.



2

The system will launch a validation process to inquire whether or not other databases from member organizations' have available information on the specific case at stake.



3

Afterwards, the system will display the existing information available (if any).



4

Specific data can be consulted from each data source of each entity, such as information corresponding to the services and benefits received by the beneficiaries.



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THANK YOU

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