AI FOR MORE SUSTAINABLE AND INCLUSIVE COMMUNITIES_

Digital Revolution in Social Services: Innovations and Opportunities

EVENT REPORT

STW

30th of April 2024
online

secretariat@sern.eu
www.sern.eu
facebook.com/sern2.0
linkedin.com/company/sern

SERN

DIGITAL REVOLUTION IN SOCIAL SERVICES: INNOVATIONS AND OPPORTUNITIES

The seminar was the third one in a series of seminars under the initiative **SERN Thematic Wall (STW)**. The initiative is a thematic working approach that gives shape and substance to several of the priorities and activities foreseen by the SERN strategy.

In this case the theme chosen is **AI for more sustainable and inclusive communities**. The focus is on **AI's integration into public administrations, educational systems**, and into **services for vulnerable groups**, which encapsulates SERNs commitment to explore the multifaceted ways in which AI can be leveraged for the collective good.

This third seminar addressed the **implementation of artificial intelligence and new technology in social services** and welcomed ten speakers from Sweden and Italy.

TOPICS AND SPEAKERS OF THE SEMINAR

Digital revolution in Social Services - A short introduction
Laura Avanzi, *SERN Secretariat*

Digitalisation for Tomorrow's Welfare - Automation of the Reapplication in Economics Social Welfare
Mikael Formunt, *City of Trollhättan*

Machine Learning in Social Services
Åse Andersson & Frida Sandström, *Linköping Municipality*

IoT for Vulnerable People, ISABELLA and DIGI-Inclusion Projects
Teresa Galelli & Samanta Buttazzi - *Lepida ScpA*

The Mjölby Way in Social Services Digitalization
Henrik Halvorsen, *Mjölby Municipality*

Information and Communication Technology (ICT) and Care Processes
Federico Boccaletti, *Anziani e non Solo (Carpi)*

Sensing and ADD (Medication Adherence) in the Retirement Homes of the Bolzano Social Services
Francesca Giacomoni & Christian Troeger, *Bolzano Social Services*

SERN STW

Digital revolution in Social Services - A short introduction

Laura Avanzi, *SERN Secretariat*

Laura Avanzi gave an overview and introduction, highlighting the objectives of the seminar, which were to:

- Explore the relationship between social services and digitalization
- Highlight the transformation of the care sector by emerging technologies
- Discuss the importance of digital solutions in an advanced, connected world.
- Explain how digital solutions enhance the quality for social services beneficiaries
- Demonstrate how digitalization optimizes care delivery

The care sector holds an important social role in the society but encounters important and numerous challenges. One such challenge comes from the fact that the European society is rapidly ageing: 1/5 (around 21%) of the EU population is aged 65 and over and the average age of Europeans is increasing. We therefore have a need for more training, for the development of new skills, within the sector of elderly care.

We think that an important role to meet the various needs in the social care sector can be played by AI and technological innovation, but an EU study on E-health shows that there is currently a slow implementation of IA technologies by healthcare organizations.

The EU proposes various actions:

- Increase investments
- Enable the access, use and exchange of healthcare data
- Develop initiatives to upskill professionals and to educate AI developers
- Create start-up platforms and national start-up facilitators

In the health care sectors, major applications can be done in

- Patient monitoring
- Genome analysis
- Disease diagnosis
- Medical robotics and domotics

SERN STW

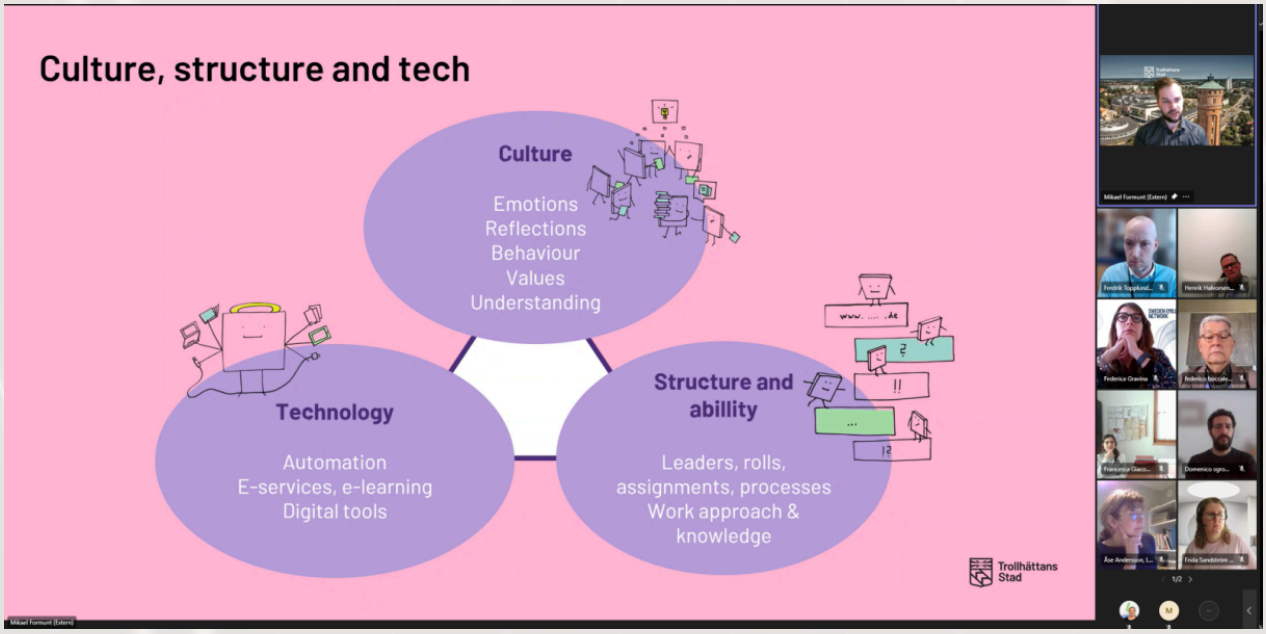
Digitalisation for Tomorrow's Welfare - Automation of the Reapplication in Economics Social Welfare

Mikael Formunt, City of Trollhättan

In Trollhättan, the drive for change comes in great part from a research paper made by Gothenburg University, that was written based on a study made on the City of Trollhättan and its digitalization.

Trollhättan now works consciously with automation for improved client treatment. Through the optimization of the time, the workers find more time for the clients. One important insight from Trollhättan is that the values of the organization need to underpin the work of the computer. New technology puts new demands on the culture and structure of the organization, that need to be analyzed and reshaped in the work of technological development as well.

Trollhättan therefore developed different roadmaps with clearly defined goals for the different changes to be made, to enable an efficient and conscious transition to the use of new technology. The working roles need to be reorganized and redefined, emotions and perceptions about the new technology need to be addressed. Addressing of the soft values à cultural change à efficiency.
Trollhättan is using AI technology for example for treatment of applications and payments of financial means.



Machine Learning in Social Services

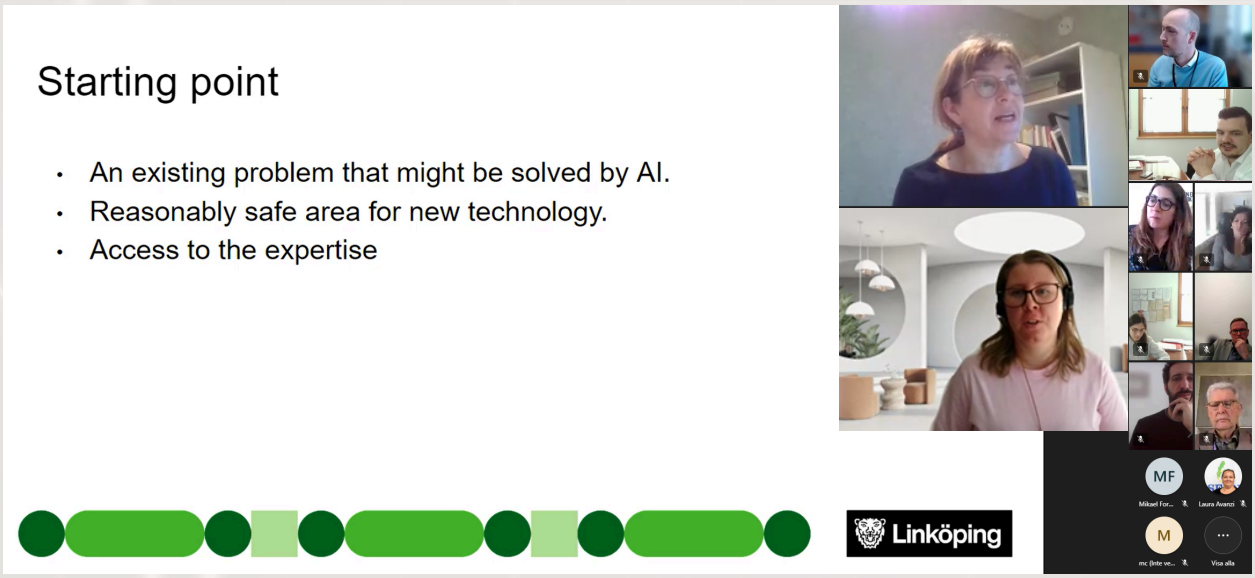
Åse Andersson & Frida Sandström, Linköping Municipality

Linköping Municipality tried out using AI to predict the number of placements of children in care homes. Throughout their work they had to make some important political considerations, but also ethical, considerations for juridical/data protection, what the expectations for the continued digitalization entailed (political/economical).

Linköping pointed out that there are national guidelines for incorporating AI in the municipal work , but that local discussion is vital before implementing any new technology.

Linköping presented their specific goals for the endeavor, and also the points that they learned. In their case, they had to interrupt the project before it reached the finish line because they did not have the resources to coordinate the continuation. Key factors that helped their project were:

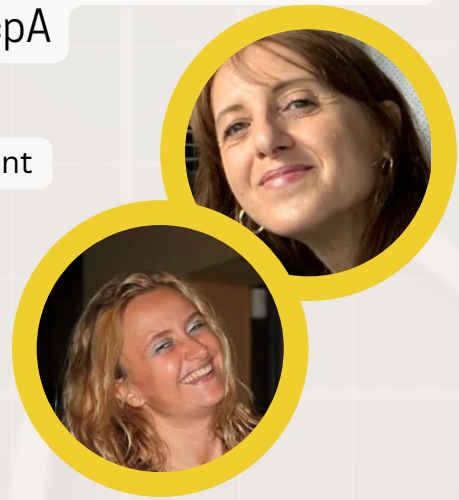
- A not too large project group
- A well put together group - with different areas of knowledge
- A willingness to listen, to understand and be understood
- · Realistic goals and we dared to say “stop”



SERN STW

IoT for Vulnerable People, ISABELLA and DIGI-Inclusion Projects

Teresa Galelli & Samanta Buttazzi - Lepida ScpA



,Lepida is an in-house company of the regional government in Emilia-Romagna (Italy). Among other things, Lepida works with the implementation of new modern technologies in the Public Sector Organisations (PSOs).
Lepida told us about several different projects.
First of all the e-Care Contact Center, that is experimenting with the monitoring of frail elderly using indoor sensors for:

- Motion (motion detection)
- Basic Environmental (measuring levels of temperature, brightness and humidity)
- Extended Environmental (measuring temperature in degrees, brightness, humidity and level of CO2).

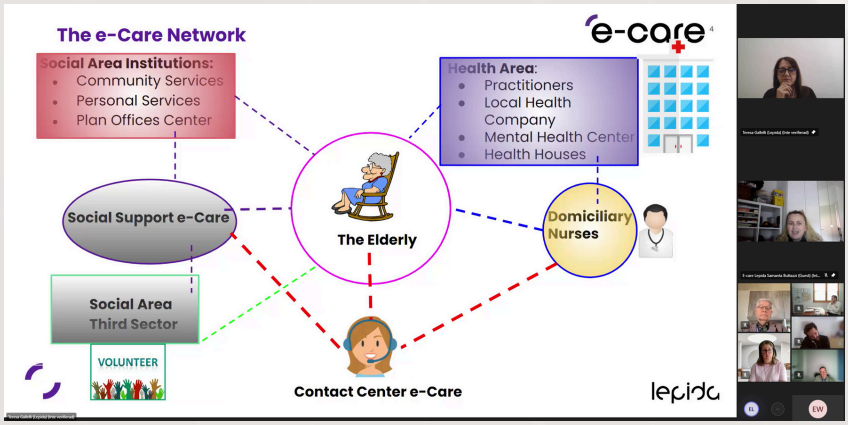
The experiments in place are:

- IOT FERRARA
- IOT CENTO
- IOT BOLOGNA ACER
- ISABELLA (European Project)

Specific objectives:

- To improve the perceived quality of care
- To improve the monitoring of the general condition of older frail people
- To implement preventive actions to support health and wellbeing management
- To increase awareness of older people about the opportunities offered by technology

Another project is Digi-inclusion, which is part of an integrated action plan within Lepida for digital inclusion.



SERN STW

The Mjölby Way in Social Services Digitalization

Henrik Halvorsen, Mjölby Municipality

Like the others, Mjölby Municipality found that a new efficiency in the social services is needed. They also name the factor of there being less people working for more people, with the ageing population.

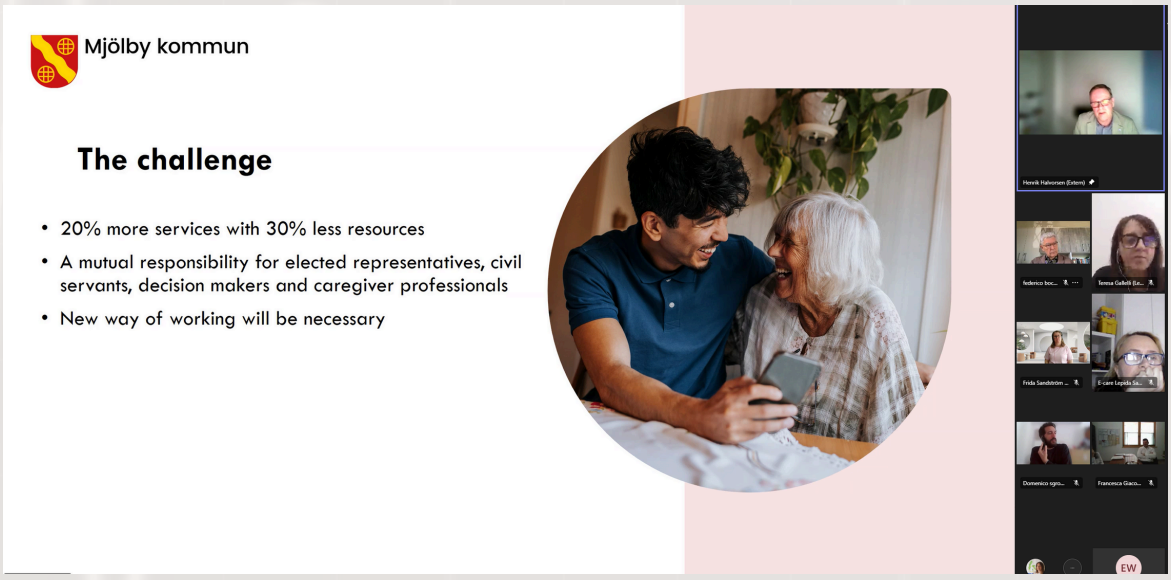
Mjölby underlines the need for also working with what we already have, i.e. the technology already in use. In Mjölby they also take advantage of the fact that other Municipalities have experience that they can learn from.

Current welfare solutions for the citizens in Mjölby include, but are not limited to: key-free locks (activity registration), safety-alarm, drug-dispenser, digital relative support.

There are also specific tools that are useful for the workers, such as planning and training tools.

Finally, Mjölby listed a number of things that technology can help achieve in the citizens, but that needs attention from the Municipality:

- Self-determination and participation
- Individual adjustment, individual focus
- Prevention, health promoting and functional support
- Availability and utility in new ways
- Coordination and continuity
- Safe and secure care
- Reduction of unwillingly loneliness
- Support and involvement for relatives



Information and Communication Technology (ICT) and Care Processes

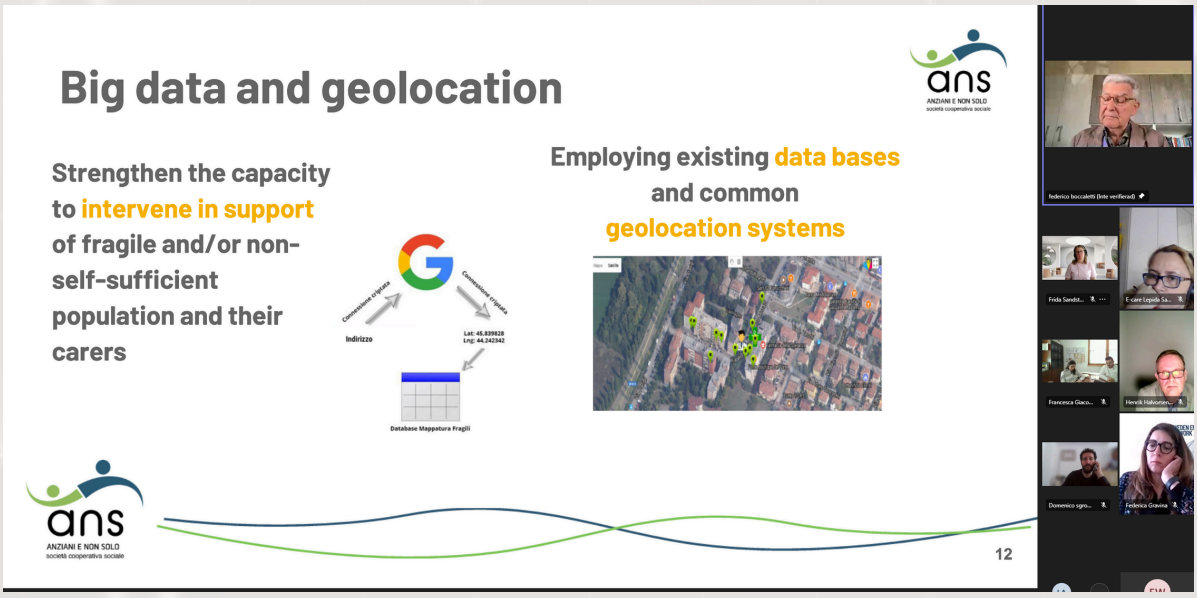
Federico Boccaletti, Anziani e non Solo (Carpi)

Anziani e non solo is an innovative social cooperative, and they told us about the advantages of digital assistants and well-being monitoring devices. They also have experience in working with digital planning tools and training and support for caregivers.

They also use a geolocation tool for getting an overview of the caretakers that live at home.

Anziani e non Solo see the following possible advantages with technological solutions:

- Ability to communicate effectively with specialists
- Fruition by the patients and their carers of more information about the state of health
- Growing adherence to treatment program and a positive attention to any physical and clinical changes
- Reduction of costs through social and health integration
- Improved quality of life for patients by allowing them to be cared for at home.



Sensing and ADD (Medication Adherence) in the Retirement Homes of the Bolzano Social Services

Francesca Giacomoni &
Christian Troeger,
Bolzano Social Services

Bolzano Social Services use sensor-based monitoring systems in care-homes to alert and communicate unusual movements while respecting privacy.

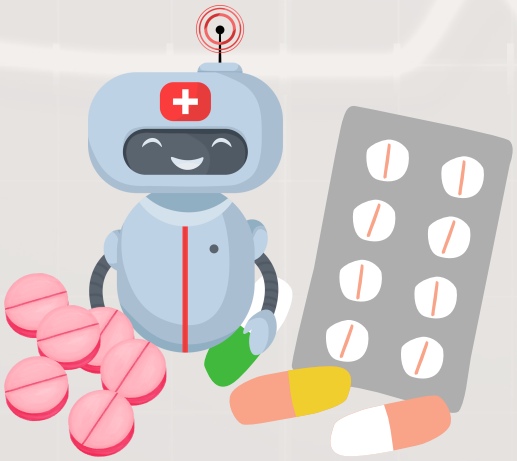
Data-analysis also provides more information for additional support of the patient, for continuity and a good overview.

They find the following advantages for using these kinds of systems:

- Customizes monitoring according to the specific needs of each guest;
- Allows professionals to monitor more guests at the same time, especially at night;
- Optimizes the activities of professionals, who can devote more time to the tasks necessary to care for the guest;
- Promotes discussion with families because of the information available on the guest's activity level.

Automated dose dispensing is another system that they have implemented, with which they see the following advantages:

- reduction of the clinical risk
- time saving
- centralization of the structure
- traceability



SERN STW

A WARM THANK YOU TO ALL THE SPEAKERS AND ATTENDEES

secretariat@sern.eu
www.sern.eu
facebook.com/sern2.0
linkedin.com/company/sern