

Availability and Use of e-welfare in Finland – public sector questionnaire

1 Background information

1.1 Details of the respondent's organisation*

1.1.1 Type of organisation

Instructions for responding: Select the option that best describes your organisation. Municipal social welfare and health care organisations should be entered under 1. Answer all the questions below from the perspective of the social services provided by your organisation.

1. Social welfare department of a local authority
2. Joint municipal authority for social welfare or health care, or municipal enterprise
3. Local government co-management area under the host municipality model
4. Special welfare district
5. Private enterprise
6. Association or foundation
7. Other private organisation, please specify

1.1.2 Total number of employees in social services in the local authority or organisation*

Instructions for responding: An approximation is sufficient if an accurate figure is not readily available.

2 Electronic client information systems in use

2.1 Social welfare service functions and the client information systems used for performing those functions by local authorities and joint municipal authorities

2.1.1 Which social welfare service functions does your organisation perform, and which client information systems do your employees use to perform those functions?*

Instructions for responding: Select the social welfare service functions that your organisation performs for clients and the information systems used for performing those functions. Please list all information systems used by your employees for each service function. For the purposes of this question, a 'client information system' is a software application designed for performing the function in question. It does not include information systems intended for management reporting or invoicing systems or financial management systems.

SOCIAL WELFARE SERVICE FUNCTIONS	Software in use
	List of software Responses: Tick the box for the service function and the information system
Adoption counselling	
Child guidance and family counselling (including family mediation)	
Home services	
Child welfare	
Functions of a child welfare officer (including paternity investigations, ensuring child custody and access rights, confirming child maintenance, and right of access implementation conciliation)	
Integration of immigrants (including services for refugees)	

Support for informal care	
Supporting the employability of the long-term unemployed (including the drafting of activation plans, rehabilitative work, etc.)	
Substance abuse services	
Social welfare ombudsman	
Emergency social services	
Social work in services for adults and the elderly (including care management)	
Social loans	
Social assistance	
Services for the disabled and special welfare for persons with intellectual disability (including supporting the employability of the disabled)	
Institutional care and housing services for the elderly	
Other, please specify:	

List of software applications for question 2.1.1:

Abilita Sosiaalitoimi
 Abilita Terveydenhuolto
 A Clinic customer information system
 Effica Sosiaalihuolto
 Effica Terveydenhuolto
 Femart
 Graafinen Finstar
 Hoiva
 Mediatri
 Nappula
 Pegasos
 Primas Sosiaalitoimi
 Pro Consona Sosiaalitoimi
 Pro Consona Terveydenhuolto
 Pro Economica
 Raisoft software
 SofiaCRM
 Softtieto software (e.g. Toimex, Turvax, Valvox)
 Status Sosiaalitoimi
 Other, please specify:
 No client information system

2.2 Percentage of electronic entries

2.2.1 How large a percentage of all the documentation in client work in your organisation is entered into client information systems?*

Instructions for responding: Select the alternative that best describes the percentage of electronic entries out of all documentation in your organisation. For the purposes of this question, a 'client information system' is a software application designed for performing the function in question. It does not include information systems intended for management reporting or invoicing systems or financial management systems.

100%
 80–99%
 60–79%
 40–59%
 20–39%

1-19%
0%

2.3 Client information system structures

2.3.1 Which classifications and information structures supporting social welfare do you use in your client information systems?*

Instructions for responding: For each classification and information structure, select the alternative that best describes your organisation. The classification descriptions and category alternatives can be found through the hyperlink given for each classification. The alternative 'in use in applied form' means that the classification is used as a structure in the organisation's client information system but that its categories differ from those given on the code server.

	Responses: not in use / adoption planned / in use in applied form / in use in code server form
Social welfare – Service function	
Social welfare – Social services	
Social welfare – Social welfare service process	
Social work – Function classification	
Social work – Object classification	
Social welfare – Basis for payment of social assistance	
Social welfare – Basis for reduction of the basic amount of social assistance	
Social welfare – Method of notification of a decision	
Social welfare – Child's living arrangements	
Social welfare – Child welfare placement location	
Social welfare – Child welfare placement type	
Social welfare – Measures following a child welfare notification	
Social welfare – Child welfare restriction measure type	
Social welfare – Establishment of paternity	
Social welfare – Type of agreement concerning a child	
Social welfare – Scope of custody, living arrangements and right of access agreement concerning a child	
Social welfare – Type of couple relationship	
Social welfare – Special needs group	
Social welfare – Form of guardianship	
VRK/THL – Type of guardianship	
VRK/THL – Type of child-parent relationship	
VRK/THL – Basis of child-parent relationship	
VRK/THL – Type of name	
VRK/THL – Method of dissolution of couple relationship	
THL – SOTE (social welfare and health care) organisation register	
THL – Corporate form	
Social welfare – Alien's right of residence	
SFS – Country codes	
SFS – Language codes	
ICF International Classification of Functioning, Disability and Health	
THL – International Classification of Diseases ICD-10	

Association of Finnish Local and Regional Authorities – Nomenclature for social work in health care	
Association of Finnish Local and Regional Authorities – ICPC International Classification of Primary Care	
Nursing – Nursing need classification (SHTaL)	
Nursing – Nursing function classification (SHToL)	
Care Register for Health Care (HILMO) – Permanent type of housing	
Care Register for Health Care (HILMO) – Appropriate care facility	
Care Register for Health Care (HILMO) – Services	
Care Register for Health Care (HILMO) – Purchaser of outsourced service	
Care Register for Health Care (HILMO) – Where from	
Care Register for Health Care (HILMO) – Further treatment	
Care Register for Health Care (HILMO) – Need for care on arrival, on discharge and at the time of calculation	
Care Register for Health Care (HILMO) – Reason for seeking treatment	
Care Register for Health Care (HILMO) – Housing impairment	
RAI system classifications	
RAVA indicator classifications	

3 Information exchange between service providers

3.1 Information exchange in municipalities and joint municipal authorities

3.1.1 Which other information systems do employees in your organisation have access to?*

Instructions for responding: For each response, select the alternative that best describes your organisation. An approximation is sufficient if an accurate figure is not readily available.

	The required details are automatically transferred into our client information system: in use / planned / not in use	Read-only access to details in the information system: in use / planned / not in use	Related to which services? List of alternatives from question 2.1.1; queried if the response is 'in use' or 'planned'.	How many employees have access to the details?
Population Information System, Population Register Centre				
SOKY system of the Social Insurance Institution (KELA)				
Labour service centre client information system, TYPPi				
Client service system of the Centres for Employment and Economic Development, URA				
Tax information system of the Tax Administration (tax details)				
Client information system of the social welfare department in another municipality				
Primary health care patient information system				
Specialist medical care patient information system				
Local register offices information system				
Client register for asylum seeker reception, Umarek				
Private service provider's client information system				
Accounting or payment transfer system of your own municipality				
Other, please specify:				

3.1.2 Is information transferred electronically from the client information system of your organisation to the information systems of other organisations?*

Yes/No

If yes

From which client information system, and to which information system of another organisation? (open answer)

If yes

What information is transferred electronically from the client information system to the information system of another organisation? (open answer)

If no

Does your organisation have a recognised need for electronic information transfer from your client information system to the information system of another organisation? Yes/No

3.1.3 Have read-only access rights to the client information system of your organisation been granted to employees of another organisation?*

Yes/No

NOTE! The obligation also applies to the three follow-up questions.

If yes

To which client information system and for the employees of which other organisation have read-only access rights been provided? (open answer)

If yes

What client information do the employees of another organisation have the right to view? (open answer)

If no

Does your organisation have a recognised need to provide read-only access rights to your client information system to the employees of another organisation? Yes/No

4 Information management, data protection and identification systems and development projects

4.1 Accessibility of electronic data processing

Instructions for responding: Select the alternative that best describes the situation.

4.1.1 How large a percentage of the employees of your organisation have a personal workstation?*

- 100%
- 80–99%
- 60–79%
- 40–59%
- 20–39%
- 1–19%
- 0%

4.1.2 How large a percentage of the employees of your organisation have access to the Internet?*

- 100%
- 80–99%
- 60–79%
- 40–59%
- 20–39%
- 1–19%
- 0%

4.1.3 How large a percentage of the employees of your organisation have a mobile client information system (updated over 3G, WLAN or other wireless protocol)?*

- 100%
- 80–99%
- 60–79%
- 40–59%
- 20–39%
- 1–19%
- 0%

4.2 Employee identification

Instructions for responding: Select the alternative that best describes the situation.

4.2.1 How large a percentage of the employees of your organisation performing social welfare duties have:

4.2.1.1 A personal user ID for their workstation or for the workstation network of the organisation (e.g. AD)?

- 100%
- 80–99%
- 60–79%
- 40–59%
- 20–39%
- 1–19%
- 0%

4.2.1.2 A personal user ID and password for the client information system?

- 100%

80–99%
60–79%
40–59%
20–39%
1–19%
0%

4.2.1.3 An official e-transaction card?

100%
80–99%
60–79%
40–59%
20–39%
1–19%
0%

4.2.1.4 A health care smart card?

100%
80–99%
60–79%
40–59%
20–39%
1–19%
0%

4.2.1.5 Other smart card or means of identification, please specify:

100%
80–99%
60–79%
40–59%
20–39%
1–19%
0%

4.3 Information management

Instructions for responding: Information management employees are those whose duties include working with software, statistics or document archiving, for instance.

4.3.1 In my organisation, information management employees:*

Instructions for responding: Select no more than two alternatives.

- are employees hired by the organisation
- are employees of an outsourced service provider
- are not available

4.3.2 What is the amount of human resources dedicated to information management in your organisation?

Total: _____ person-years (estimate the total person-years)

4.3.3 Does your organisation have its own:*

Responses: yes / no / planned

- 4.3.3.1 Enterprise architecture description according to section 7 of the Information Management Act (634/2011)?
- 4.3.3.2 Information management strategy?
- 4.3.3.3 Electronic archive management plan, eAMS?
- 4.3.3.4 Instructions on client documentation for employees?
- 4.3.3.5 Information security or data protection instructions?

4.4 Current development projects

4.4.1 What projects related to electronic information management are currently in progress in your organisation?

Instructions for responding: List all projects currently in progress in your organisation that involve the development of electronic information management such as electronic entries, data definitions, information systems or data architecture.

	Project	Start date year	End date year	E-mail address of project leader	Funding providers	What is being developed in the project?
1						
2						
3						
4						
etc.						

5 Integrity of functional and data architectures in relation to national data definitions

5.1 Operating processes

5.1.1 Has your organisation used the national operating process descriptions?*

Instructions for responding: Select the alternative that best describes your organisation and provide a verbal description if necessary. The national operating process descriptions are available at the JulkiCT process bank website at <http://prosessipankki.qpr.com>. In the left navigation bar, select 'View service without ID', and in the following window select 'Health and wellbeing'. After that, select 'Social welfare and health care' and then 'Social welfare, national operating processes'. This view gives access to the process description of any of the social welfare service functions.

	Responses: yes / no / don't know	If 'yes', then how? (open answer)
Adoption counselling		
Paternity investigation		
Child guidance and family counselling		
Special care for persons with intellectual disability		
Home services		
Integration of immigrants		
Confirmation of child maintenance		
Ensuring child custody and right of access		
Child welfare services		
Appeal		
Support for informal care		
Substance abuse services		
Family conciliation		
Supporting the employability of the long-term unemployed		
Confirmation of spousal maintenance		
Services under the Social Welfare Act		
Social loans		
Social assistance		
Services for the disabled		
Rectification		
Request for official assistance		

5.2 Client document structures

5.2.1 Do you use the social welfare client document specifications maintained by the National Institute for Health and Welfare?*

Instructions for responding: Select the alternatives that best describes your organisation and provide a verbal description if necessary. The social welfare client document specifications maintained by the National Institute for Health and Welfare can be found at http://www.thl.fi/fi_FI/web/fi/aiheet/tietopaketti/tiedonhallinta/aineistot/tietomaaritykset under 'Social welfare client document structures'. The alternative 'yes, applied' means that client document information structures are in use in the organisation but that they are different from the models given.

	Responses: yes / yes, applied / no / don't know	If 'yes' or 'yes, applied', then how? (open answer)
Adoption counselling		
Paternity investigation		
Child guidance and family counselling		
Home services		
Integration of immigrants		
School social work		
Confirmation of child maintenance		
Ensuring child custody and right of access		
Non-institutional child welfare services		
Child welfare substitute care and aftercare		
Appeal		
Support for informal care		
Substance abuse services		
Service voucher		
Family conciliation		
Family work		
Supporting the employability of the long-term unemployed		
Spousal maintenance		
Social ombudsman		
Services under the Social Welfare Act		
Social credit		
Income support		
Services for the disabled and special care for persons with intellectual disability		
Request for rectification		
Request for official assistance		

5.3 Preparing for the adoption of national social welfare information system services

5.3.1 How has your organisation prepared for the adoption of national social welfare information system services?

Instructions for responding: Select the alternatives that best describe your organisation and provide a verbal description if necessary. For further information on this question, visit http://www.thl.fi/fi/FI/web/fi/aiheet/tietopaketti/tiedonhallinta/liittyminen_kansaan.

	Responses: yes / no, but is planned / no / don't know	If 'yes', then how? (open answer)
Has your organisation prepared for the adoption of the national Client Data Repository for Social Services (KanSa) and structured entries?		
Does your organisation have a development team preparing for the adoption of the national data		

definitions for social welfare?		
Is there a development team preparing for the adoption of the national data definitions for social welfare in your region?		
Have you launched a development project to pilot or adopt process or document definitions without acquiring either an information system or new features for an existing information system?		
Have you launched a development project whose purpose is to change your existing information system to bring it into compliance with the national data definitions by acquiring new features for your existing system?		
Are you acquiring a new information system that would be compliant with the national data definitions?		

5.3.2 In which matters does your organisation need support in preparing for the adoption of national social welfare information system services?*

Instructions for responding: List the three principal areas where you consider your organisation particularly needs national-level training, guidelines or support with regard to the adoption of the KanSa repository and structured entries. For further information on this question, visit http://www.thl.fi/fi_FI/web/fi/aiheet/tietopaketti/tiedonhallinta/liittyminen_kansaan.

Open answer

6 Electronic services in the social sector for citizens or clients

6.1 General electronic services

6.1.1 Which general electronic services does your organisation provide for citizens or clients?*

	The organisation organises or provides: Yes => tick the box
Website publicising the organisation's services	
General information on social wellbeing, how to promote it and the services supporting it	
Anonymous online counselling (not requiring client identification)	
Online client feedback	

6.2 Targeted electronic services

6.2.1 Which electronic services targeted at specific client groups does your organisation provide for clients?*

	The organisation organises or provides:	If in use, in which services? (<i>list of services provided by the organisation</i>)	How is information communicated between client and employee?	Are the details automatically transferred into the client information system?	Estimate how large a percentage of all events or items related to the matter are performed electronically
	Yes => tick the box	Then respond to the following questions for the selected (=>) electronic services:	Responses: ordinary e-mail / encrypted e-mail / text message / separate system developed for client use / videoconference system	Yes/No	%
Online counselling (requiring client identification)					
Online peer support groups (chatrooms)				Not applicable	Not applicable
Online self-service needs assessment test or benefits calculator (e.g. social assistance calculator)					Not applicable
Applying for the service electronically (e.g. online application forms)					
Electronic monitoring of case processing				Not applicable	Not applicable
Electronic delivery of decision (e.g. notification of a service decision sent to client electronically)				Not applicable	
Electronic appointment booking					
Individual electronic client service plan to which the client has access			Not applicable		Not applicable
Videoconference or remote consultation between client and employee				Not applicable	Not applicable
Other, please specify:					

7 Social services ICT costs

7.1 Social services ICT costs of local authorities and joint municipal authorities

7.1.1 List the total ICT costs for social services in your organisation in the following years:

Instructions for responding: An approximation is sufficient if exact figures are not readily available. Total ICT costs include all IT hardware, software and service costs, all telecommunications service costs, and personnel costs for social services IT employees. Investment costs include hardware and software costs, leasing-type ICT service procurement and other outsourced IT services, excluding the costs of in-house IT employees.

7.1.1.1 In 2011: EUR _____, of which client information system investment costs accounted for EUR _____

7.1.1.2 In 2012: EUR _____, of which client information system investment costs accounted for EUR _____

7.1.1.3 In 2013: EUR _____, of which client information system investment costs accounted for EUR _____

7.1.2 Estimate how the total ICT costs in your organisation will develop over the next three years compared to the year before the year under review:

Responses: Total ICT costs will: increase / remain at their present level / decrease

2014

2015

2016

7.2 Costs incurred in adopting the national social welfare information system services

7.2.1 Estimate the total costs that will be incurred by your organisation in adopting the national social welfare information system services:

Instructions for responding: An approximation is sufficient. The estimate should include all costs related to the adoption of the KanSa depository, such as personnel training, ICT costs and additional personnel hiring needs. 'Adoption' is understood to refer to the transition phase where the organisation transfers from using its present system(s) to using the national KanSa services. For further information on this question, visit

http://www.thl.fi/fi_FI/web/fi/aiheet/tietopaketti/tiedonhallinta/liittyminen_kansaan

About EUR _____

7.3 Respondent's name and contact details

Instructions for responding: You are not required to respond to this. You may enter the contact details of the person in your organisation who has the most expertise in the matters surveyed above. You may enter the contact details of more than one person. Providing contact details is strictly voluntary, and the details submitted will only be used for the purposes of this research. Contact details may be needed for instance if responses need to be interpreted or clarified.

7.3.1 Last name, first name

7.3.2 E-mail

7.3.3 Phone number

7.3.4 Position