

# DIGITAL AND MULTIORGANISATIONAL SERVICE INTEGRATION

Theme: Practical experiences of developing (poster)

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*Background:* The welfare model in Finland is based on equal and universal public services. Specialized professionals offer citizens services they according the legislation are entitled to. This has caused a situation where especially the disadvantaged customers, due to the legislation, various professions, organizations and personal data records, have overlapping customerships, parallel service plans and evaluation criteria of their service needs.

*Participants:* Kuopio participates in the local government trials of the Finnish Ministry of Finance. In the trial separate service plans are combined by using digital services. The combination called *customer's personal welfare plan* helps professionals target their services to solve problems that young customers themselves consider crucial. The model has been developed together with 18 professionals (of youth services, social and welfare services, student health care, substance abuse services, psychiatric services) working among young people.

*Activities:* The method evaluating the young person's life situation, and is the basis of the welfare plan, is called "My Life". It consists of a visual "3X10D Circle of Life™" added with a 30-point questionnaire called "3X10D Survey™". The Circle of Life and the questionnaire deal with 10 themes, such as dwelling, family, friends etc. The customer considers each theme from three viewpoints (importance, satisfaction, future). With the help of the Circle of Life and the questionnaire the professional will compose the personal welfare plan with the customer. The questionnaire and the plan are carried out by using an eService platform.

*Expectations/results/process:* City of Kuopio Finland is during the years of 2015 and 2016 developing and testing customers and professionals combining digital service integration with the help of which the young persons' life control can be supported in a more holistic, customer friendlier way by exploiting the resources effectively. With the "My Life" methods it is possible to get concordant information about the young person's life situation, wellbeing and his/her future goals.

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