

# Digital Social Services for Young Adults

The focus of the presentation is young adults (18 to 30 of age) who are not in education, employment or training.

In some cases they have fallen outside of society and have difficulty in participating in social service activities and/or attending physical appointments.

In Päijät-Sote we have developed digital solutions in order to help these young adults and provide them with social care.

Tuula Carroll  
Master of Social Sciences (M.Soc.Sc.)



# Adult social work in Päijät-Häme

**Päijät-Häme** is a region in Southern Finland with a population of approximately 206,000.

**Päijät-Sote** is the organisation which provides the social and health care services in this area.

**Social work for adults** (social work for the working age, adult social work) is a part of social services. In Adult Social Work we have nearly 70 social workers and counselors



# Digital Social Services for Young Adults, background

## The problem in 2018

In adult social work we were concerned about the situation of young adults in our area (low level of education, unemployment, mental health problems, alcohol and drug use etc.) Different welfare problems seemed to accumulate for the same young people, even though most young people seemed to be doing better than ever. Other authorities (such as employment services) in the region were also concerned about the same issue.

## Solution

We decided that something should be done about the situation of young adults. The task of social work was to go through 800 young people, to find out the situations and service needs of young people and to develop services.

We investigated the situations of young adults in social work. After that we made suggestions on how to improve youth services. The development of electronic services for social work was one of our suggestions.

Then we started to develop a digital service path in social work. The goal is a secure online service that enables the customer's electronic transactions and streamlines reaching their own employee.



# The digital service path for young adults



## Digital service path

It's great that you have entered the digital service path. The purpose of the path is to increase your knowledge of social services for people of working age and to answer any questions you may have. You will also get in touch with a social worker at a time that suits you.



Welcome  
Start here

Social services  
and the social  
work plan.

Assessment of  
the need for  
services

Own tasks  
-well-being meter  
-self-care  
programmes  
-etc.

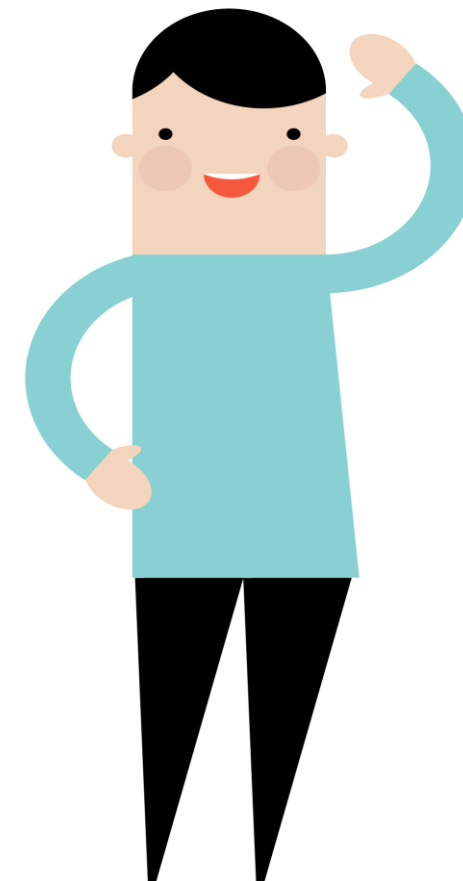
-Help with financial difficulties  
-Help with an alcohol problem  
-Help with a drug problem  
-Help with a gambling problem  
- etc.

The end of the  
customer  
relationship

# Challenges

- the changing of project team members
- a lack of time and the slowness of development work
- customer work pressure
- technical challenges:
  - no connection to the customer information system
  - the need for a mobile application
  - complex situations of social work clients (multiple simultaneous support needs)
  - a lack of digital capabilities of customers (skills and tools)

The digital service path is not yet ready. We'll ask for experiences from our customers and employees this summer. After that we will continue to develop the path based on the feedback.



Thank you 😊

Any questions?

You can also send me questions  
afterwards by email:  
[tuula.carroll@phhyky.fi](mailto:tuula.carroll@phhyky.fi)