REPUBLIKA HRVATSKA | REPUBLIC OF CROATIA
Ministarstvo rada, mirovinskoga sustava, obitelji i socijalne politike
Ministry of Labour, Pension System, Family and Social Policy

Management information system of the social welfare system

Ankara
November, 2022.

mrosp.gov.hr

History of the information system

- In 2012, the information system was introduced for the first time at social welfare centers
- At that time there was no single user database
- Each center had its own database and they were not interconnected
- The new system is called SocSkrb, Soc as social and Skrb as care
- SocSkrb is a web application that fully monitors and records work of the social welfare centeres
- It fully covers and stores data and activities of the Social Welfare Centers
- The information system is used by 82 centers with about 2,500 employees

- SocSkrb is a very complex and large system with a huge amount of data
- Every year, the system is developed and upgraded in accordance with the current laws and the needs of experts
- Great care is taken to protect personal data
- The system is highly secured and access is possible only with assigned passwords
- In the 10 years of it's existance, the system has collected several million datasets
- The system exchanges data with the Tax administration, the Employment office, the Ministry of Justice, the Birth and Death Registers and other important institutions.
- Data is exchanged in real time and makes obtaining documents fast and economical

Cooperation with UNICEF

- Cooperation with UNICEF has been very valuable in identifying data sets relevant to children's rights
- Using UNICEF's recommendations and input we were able to implement parameters for monitoring the reasons for accomodation of children and reasons for termination of accomodation.
- UNICEF continued support has been instrumental in the developmend of the applications ability to service the needs of the end users and experts.

MINISTARSTVO RADA, MIROVINSKOGA SUSTAVA, OBITELJI I SOCIJALNE POLITIKE

unicef

What data is in the system

- The system contains personal data about each user, name, address, age, gender, social security number, family members
- The system also contains data about the benefits that the user receives and about the services that he/she uses
- It also contains specific information related to health condition, work status and characteristics of the family and user

What the data is used for

- SocSkrb is not intended as a statistical application, but it has proven to be an excellent source of statistical data
- Data on cash benefits and the number of users are available at any time
- Data can be filtered by all characteristics collected by the system
- For example, it is known at any time how many children actively receive social benefits but also the total historical number of users for any selected time period
- Following the numbers leads to conclusions that are the basis of national strategies
- Regulations are also better targeted and achieve better results

SocSkrb, v2.8.7.1

prod.socskrb.hr/DefaultUI.aspx

Aplikacije | SocSkrb, v2.8.4.3 | vida/hrnet_mspm/l... | Fortress web modul | MSPM Intranet Port... | Ministarstvo za de... | https://uz.socskrb.h... | SoNaL | Ministarstvo za de... | https://esavjetovanj... | - Imenik | GlobalAdmin CMS -... | Zakon o općem upr...

MINISTARSTVO RADA, MIROVINSKOGA SUSTAVA, OBITELJI I SOCIJALNE POLITIKE

Prijavljen: **TANJA ŽAJA**
Ministarstvo rada, mirovinskoga sustava, obitelji i socijalne politike
Sektor za unapređenje stručnog rada
Odjava

Izbornik

- Rad s korisnicima
- Prava, usluge i mjere
  - Pomoć u kući
  - Smještaj u udomiteljsku obitelj
  - Psihosocijalna podrška
  - Rana intervencija
  - Pomoć pri uključivanju u programe odgoja i redovitog obrazovanja (integracija)
  - Boravak
  - Smještaj
  - Organizirano stanovanje
  - Smještaj azilanata
- Mjere
  - Upozorenje na pogreške i propuste u ostvarivanju skrbi o djetetu
  - Žurna mjera izdvajanja i smještaja djeteta izvan obitelji
  - Mjera stručne pomoći i potpore u ostvarivanju skrbi o djetetu
  - Mjera intenzivne stručne
- Nasilje u obitelji
- Instrumenti socijalnog rada
- Pružatelji usluga
- Analitika
- Radnici u sustavu socijalne skrbi
- Udomiteljstvo
- Posvojenje
- Očevidnici osoba pod skrbništvom
- Evidencija roditelja njegovatelja/njegovatelja
- Privremeno uzdržavanje
- Voditelji mjera
- Šifarnici
- Konfiguracija pristupa aplikaciji
- Konfiguriranje postupaka
- Izvještaji
- Smjernice o postupanju
- Dokumentacija
- O aplikaciji

Postupci za : Smještaj u udomiteljsku obitelj

Broj postupka	
Status postupka	
Aktivno pravo	
Status rješenja	
Posebni status	Prestanak
Razlog prestanka	
OIB korisnika	
Ime korisnika	
Prezime korisnika	
Posebni status korisnika	
Dob od	0
Dob do	18
Datum priznavanja od	1.1.2022
Datum priznavanja do	
Razlog priznavanja usluge	
Županija	
Ustanova	Svi

Traži

Broj postupaka: 436

Stranica 1/22 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22

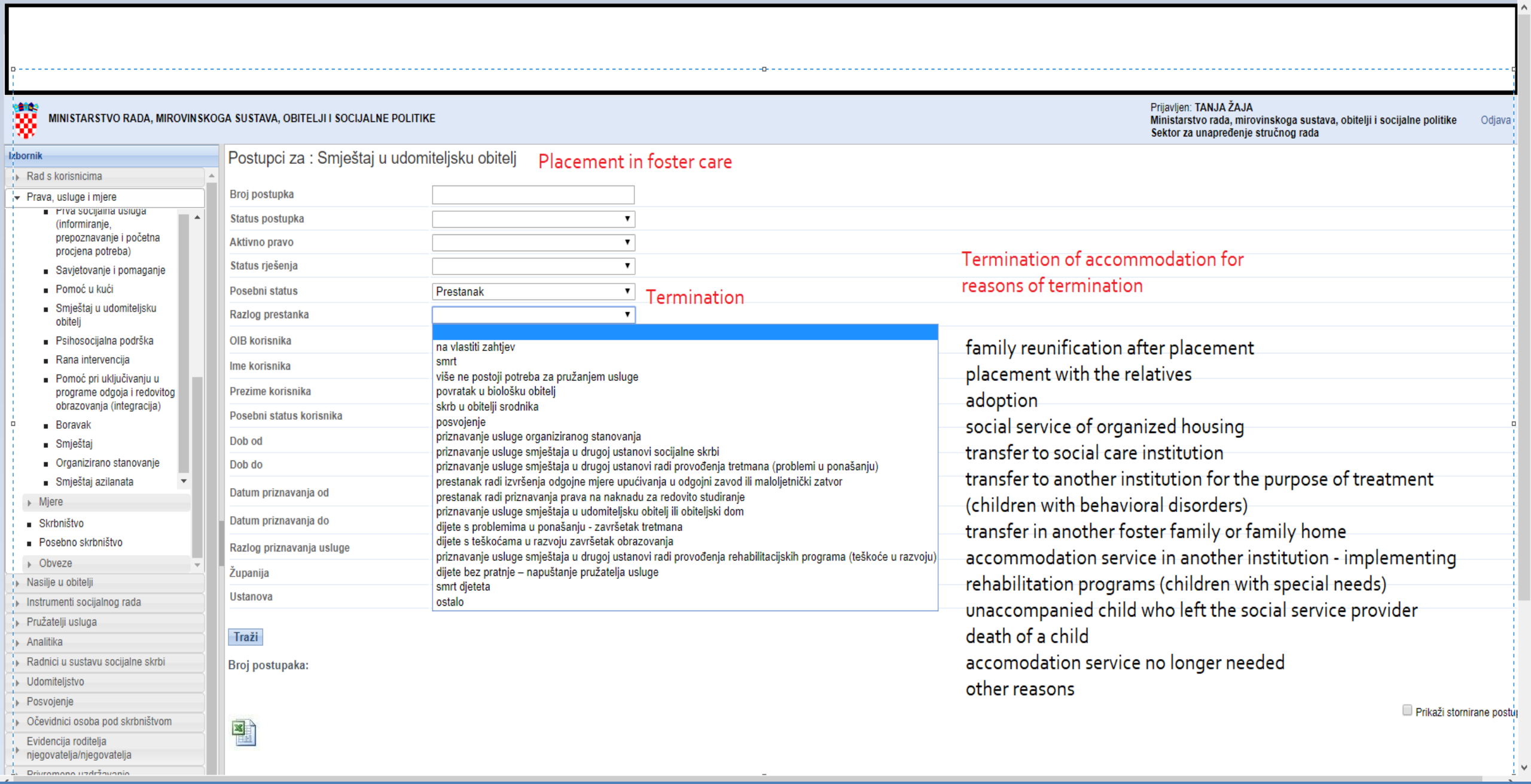
Prikaži stornirane postupke

Broj postupka	Ime	Prezime	OIB	Datum priznavanja prava	Datum prestanka prava	Naziv postupka	Udomitelj ime	Udomitelj prez.	Status postupka	Posebni status	Datum preisp.	Status rješenja	Akcije	Akt.
7712913				4.10.2022		Smještaj u udomiteljsku obitelj			Pravomoćan	Prestanak		Pravomoćno	ODABERI	
7722954				4.10.2022		Smještaj u udomiteljsku obitelj			Zatvoren	Prestanak		Potpisano	ODABERI	
7703125				1.10.2022		Smještaj u udomiteljsku obitelj			Zatvoren	Prestanak		Potpisano	ODABERI	
7695032				30.9.2022		Smještaj u udomiteljsku obitelj do 31.12.2018			Zatvoren	Prestanak		Potpisano	ODABERI	
7703498				21.9.2022		Smještaj u udomiteljsku obitelj			Zatvoren	Prestanak		Potpisano	ODABERI	
7727908				20.9.2022		Smještaj u udomiteljsku obitelj			Zatvoren	Prestanak		Potpisano	ODABERI	
7728120				20.9.2022		Smještaj u udomiteljsku obitelj			Zatvoren	Prestanak		Potpisano	ODABERI	
7728151				20.9.2022		Smještaj u udomiteljsku obitelj			Zatvoren	Prestanak		Potpisano	ODABERI	
7728183				20.9.2022		Smještaj u udomiteljsku obitelj			Zatvoren	Prestanak		Potpisano	ODABERI	
7728347				20.9.2022		Smještaj u udomiteljsku obitelj			Zatvoren	Prestanak		Potpisano	ODABERI	
7686549				20.9.2022		Smještaj u udomiteljsku obitelj			Zatvoren	Prestanak		Potpisano	ODABERI	
7707722				19.9.2022		Smještaj u udomiteljsku obitelj			Zatvoren	Prestanak		Potpisano	ODABERI	

Upišite ovdje za pretraživanje

10°C Partly sunny

8:47
12.10.2022.

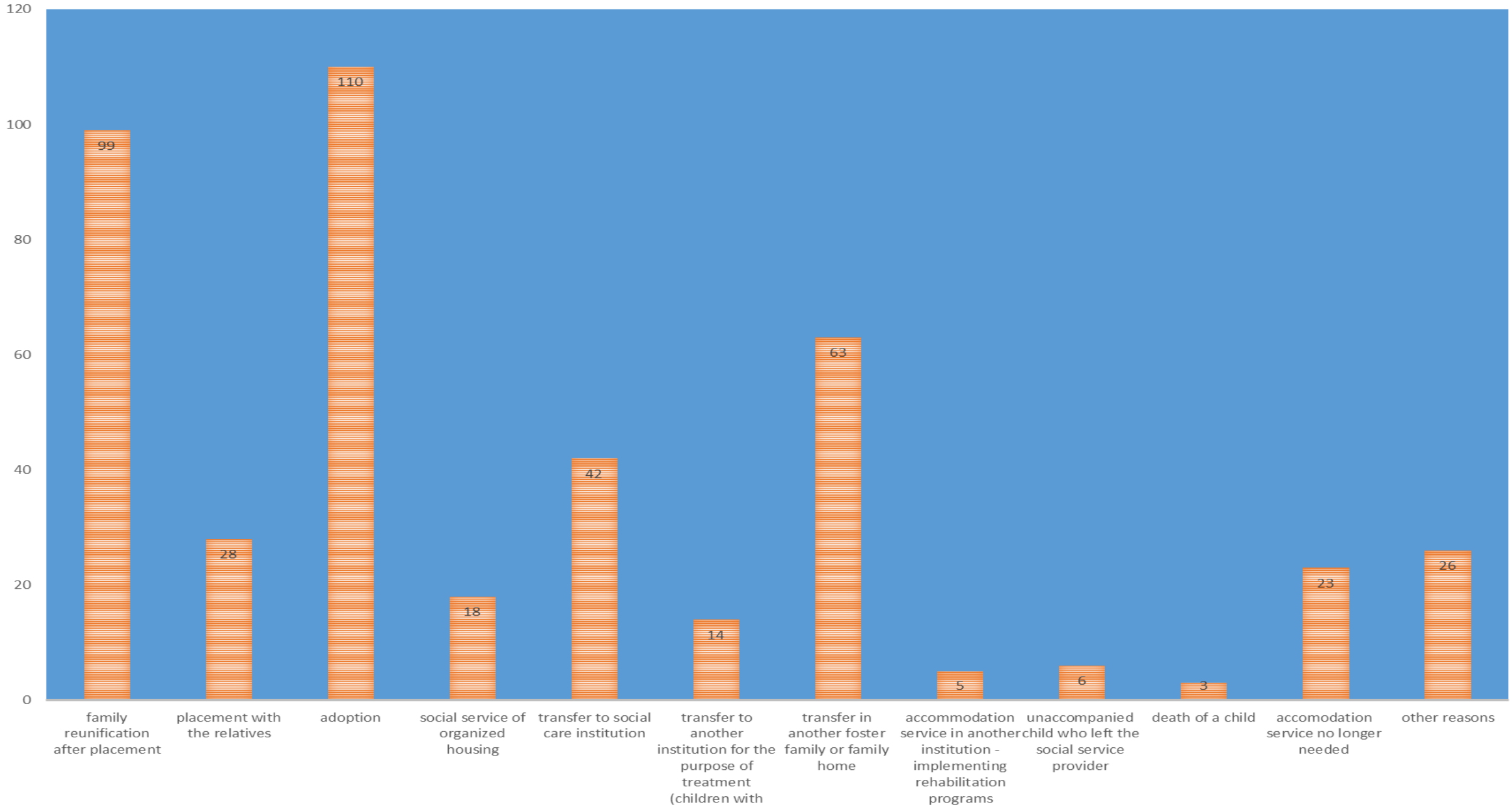

MINISTARSTVO RADA, MIROVINSKOGA SUSTAVA, OBITELJI I SOCIJALNE POLITIKE
Prijavljen: TANJA ŽAJA
Ministarstvo rada, mirovinskoga sustava, obitelji i socijalne politike
Sektor za unapređenje stručnog rada
Odjava
Izbornik
Rad s korisnicima
Prava, usluge i mjere
Prva socijalna usluga (informiranje, prepoznavanje i početna procjena potreba)
Savjetovanje i pomaganje
Pomoć u kući
Smještaj u udomiteljsku obitelj
Psihosocijalna podrška
Rana intervencija
Pomoć pri uključivanju u programe odgoja i redovitog obrazovanja (integracija)
Boravak
Smještaj
Organizirano stanovanje
Smještaj azilanata
Mjere
Skrbništvo
Posebno skrbništvo
Obveze
Nasilje u obitelji
Instrumenti socijalnog rada
Pružatelji usluga
Analitika
Radnici u sustavu socijalne skrbi
Udomiteljstvo
Posvojenje
Očevidnici osoba pod skrbništvom
Evidencija roditelja njegovatelja/njegovatelja
Postupci za : Smještaj u udomiteljsku obitelj
Placement in foster care
Broj postupka
Status postupka
Aktivno pravo
Status rješenja
Posebni status
Prestanak
Termination
Razlog prestanka
OIB korisnika
Ime korisnika
Prezime korisnika
Posebni status korisnika
Dob od
Dob do
Datum priznavanja od
Datum priznavanja do
Razlog priznavanja usluge
Županija
Ustanova
na vlastiti zahtjev
smrt
više ne postoji potreba za pružanjem usluge
povratak u biološku obitelj
skrb u obitelji srodnika
posvojenje
priznavanje usluge organiziranog stanovanja
priznavanje usluge smještaja u drugoj ustanovi socijalne skrbi
priznavanje usluge smještaja u drugoj ustanovi radi provođenja tretmana (problemi u ponašanju)
prestanak radi izvršenja odgojne mjere upućivanja u odgojni zavod ili maloljetnički zatvor
prestanak radi priznavanja prava na naknadu za redovito studiranje
priznavanje usluge smještaja u udomiteljsku obitelj ili obiteljski dom
dijete s problemima u ponašanju - završetak tretmana
dijete s teškoćama u razvoju završetak obrazovanja
priznavanje usluge smještaja u drugoj ustanovi radi provođenja rehabilitacijskih programa (teškoće u razvoju)
dijete bez pratnje – napuštanje pružatelja usluge
smrt djeteta
ostalo
Traži
Broj postupaka:
Prikaži stornirane postu
Termination of accommodation for reasons of termination
family reunification after placement
placement with the relatives
adoption
social service of organized housing
transfer to social care institution
transfer to another institution for the purpose of treatment (children with behavioral disorders)
transfer in another foster family or family home
accommodation service in another institution - implementing rehabilitation programs (children with special needs)
unaccompanied child who left the social service provider
death of a child
accomodation service no longer needed
other reasons

By selecting only a few parameters, we get the following analysis

- Total number of children placed in a foster family as of September 30, 2022: 1856
- Total number of children whose placement in foster families ended on January 1, 2022. until 30.09.2022. 436
- Termination of accommodation for reasons of termination:

- 99 - family reunification after placement
- 28 - placement with the relatives
- 110 - adoption
- 18 - social service of organized housing
- 42 - transfer to social care institution
- 14 - transfer to another institution for the purpose of treatment (children with behavioral disorders)
- 63 – transfer in another foster family or family home
- 5 - accommodation service in another institution - implementing rehabilitation programs (children with special needs)
- 6 - unaccompanied child who left the social service provider
- 3 - death of a child
- 23 - accomodation service no longer needed
- 26 – other reasons

ANALYSIS


120
100
80
60
40
20
0
99
28
110
18
42
14
63
5
6
3
23
26
family reunification after placement
placement with the relatives
adoption
social service of organized housing
transfer to social care institution
transfer to another institution for the purpose of treatment (children with
transfer in another foster family or family home
accommodation service in another institution - implementing rehabilitation programs
unaccompanied child who left the social service provider
death of a child
accomodation service no longer needed
other reasons

Problems during system implementation

- Lack of IT knowledge of experts
- Resistance to change
- Failure to enter data by reporting units (the biggest one)
- Entering incorrect data

With the passage of time and continuous support provided, problems have been reduced to a minimum.

Plans for the future

- Regular updates, maintenance and control of the system
- Connection with other institutions that have data essential for the social welfare system
- preparation of targeted statistical analysis for delivery to social policy makers

Thank you!