



The Innovation of Information Support of the Social Housing

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- 1. Characteristic of Social Housing Services**
- 2. Methodological Procedure for Analysis and Design the Service of Social Housing**
 - a) Process Model***
 - b) Activity Diagram***
 - c) Simple Competency Model – RACI matrix***
 - d) Monitoring of Process Performance***
- 3. Case Study**
- 4. Conclusion**

1. Characteristic of Social Housing Services



The offer of service of social housing when the target group of this service are individuals and families living in socially excluded (mostly Roma) communities in Czech Republic is very important.

Level of the housing is generally based on the 3-level concept:

1st level of housing represents a housing with
a ***rental agreement***,

2nd level of housing represents a (social) housing with
a ***sublease agreement*** (usually for fixed period);

3rd level of housing represents housing in
substandard housing apartment
or other unsuitable premises
(bad hostels, overcrowded and hygienic faulty flats).

1. Characteristic of Social Housing Services



The aim of the solved project is:

- ***to ensure effective service*** of social housing in the 2nd level of housing for socially excluded communities;
- ***to create conditions for the transition*** of the target community to 1st level of housing.

The process approach used to solving of this problem allows:

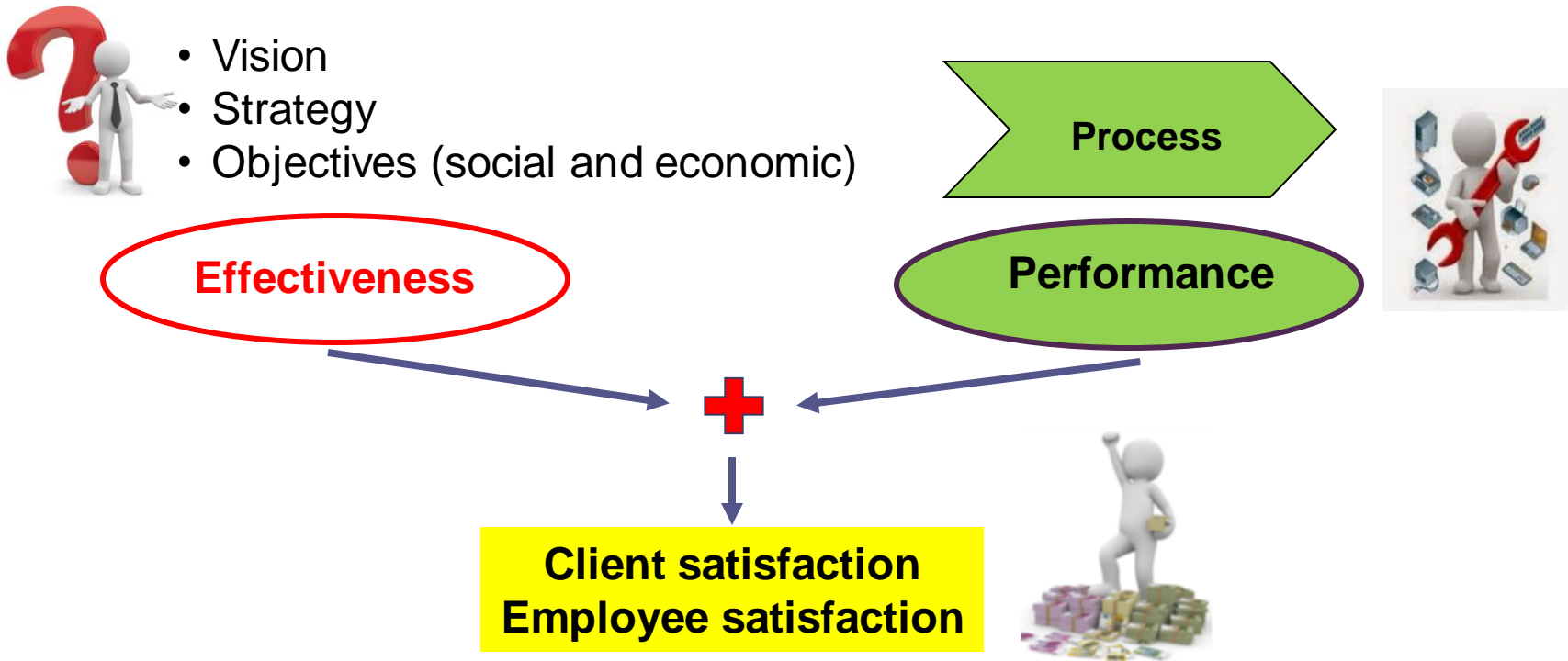
- support of target groups of clients to ***the easier transition*** to 1st level housing;
- ***effective providing*** of this service with emphasis on cost;
- ***transparent and comprehensible description*** of the process of providing housing (frequent staff turnover).

2. Methodological Procedure



Why process approach?

Problems of providing the social services



OBJECTIVE: Doing the right things in right manner !!!

2. Methodological Procedure



In view of the small size of the organizations that provide the service of social housing it was necessary to choose ***appropriate tools and procedures of process oriented solution.***

Process-oriented framework for the provision of social services is based on:

- a) ***Process Model***
- b) ***Activity Diagram***
- c) ***Simple Competency Model – RACI matrix***
- d) ***Monitoring of Process Performance by FTE (Full Time Equivalent)***

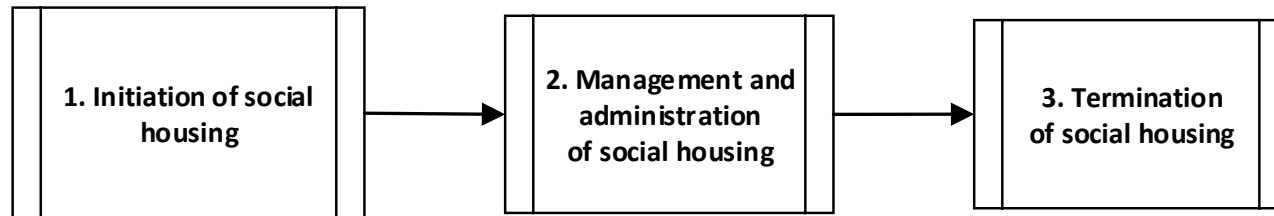
2. Methodological Procedure



Process model

- is derived from the *lifecycle* of provided services:

Decomposition of lifecycle the providing social housing service

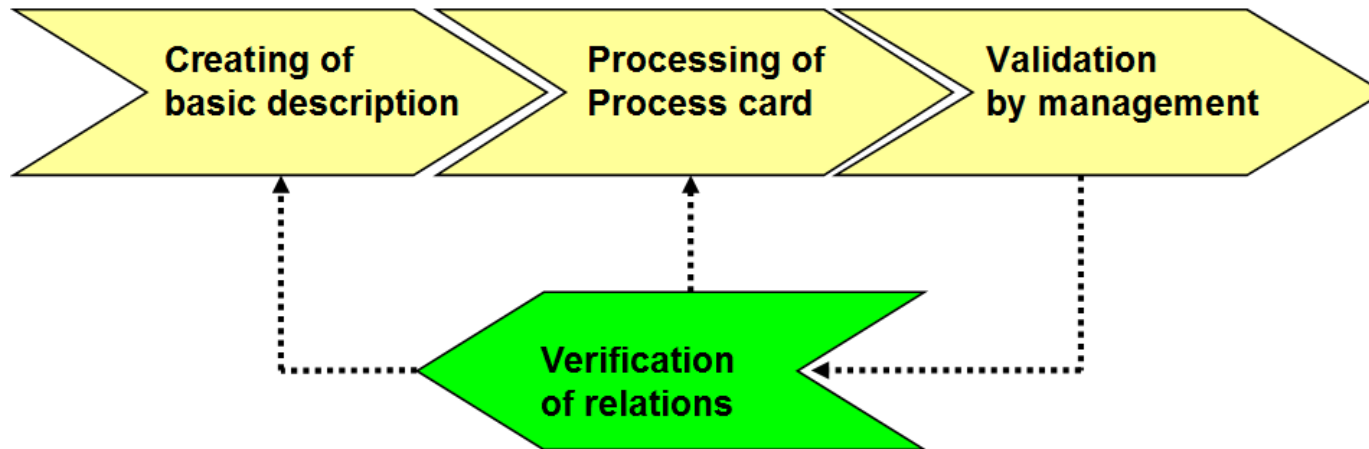


2. Methodological Procedure



Process model

- is described by process cards:



2. Methodological Procedure



Structure of process card

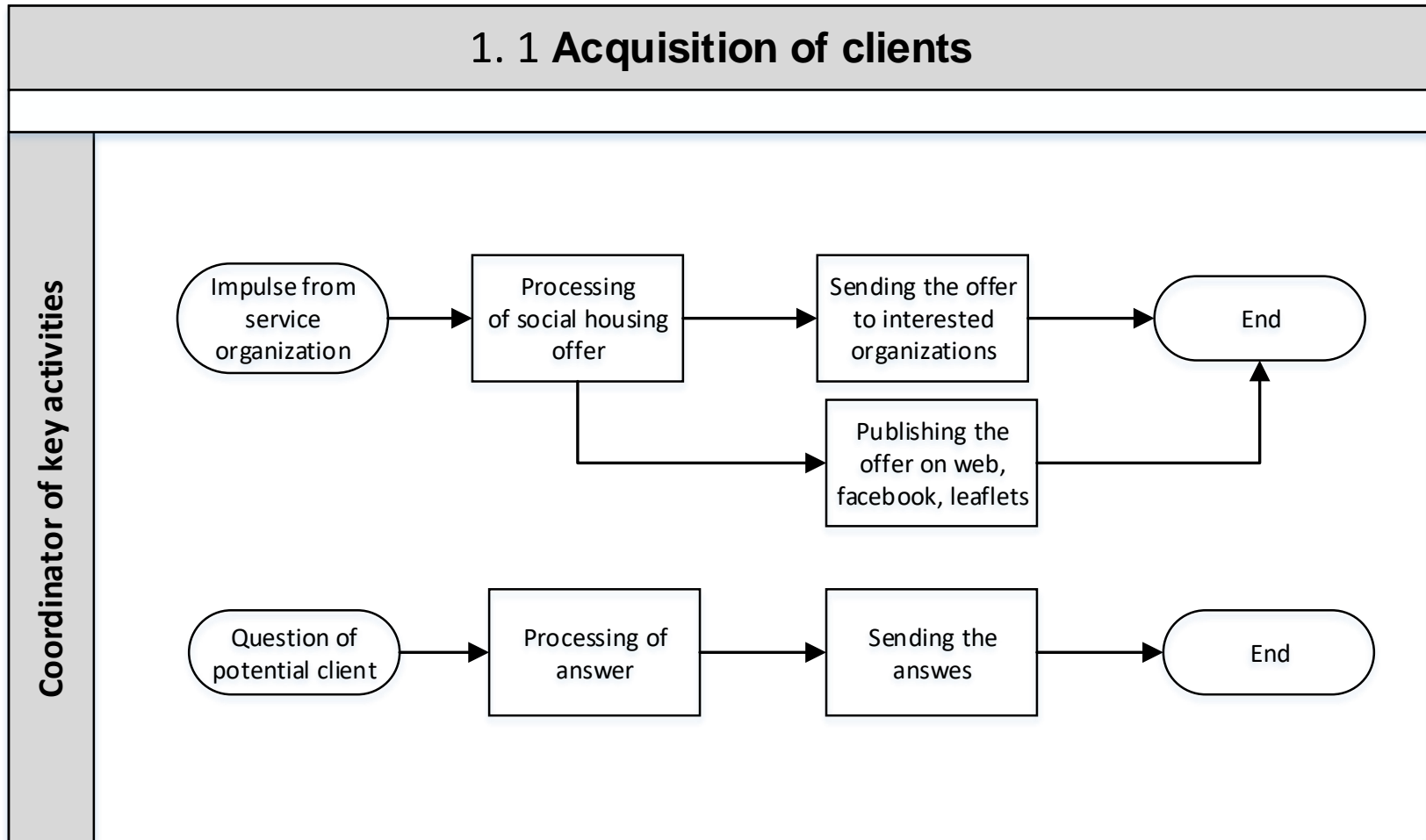
Name of process	1.1 Acquisition of clients	
Objective of process	Obtaining a potential client for mediating social housing	
Added value	The transferred information - Housing offer	
Owner of process	Coordinator of the key activities	
Customer	Executor of process	
member of target group	Coordinator of the key activities	
Key legislation	188/16 The draft law on social housing and the housing allowance	
Inputs	Outputs	
Impulse from service organization	Forwarded social housing offer	
The fundamental products used within the process		
WEB pages, Facebook, phone communications, leaflet		
Description of the process		
Coordinator of key activities forwards information about social housing to potential clients.		
Definition of the steps of the process		
1. The coordinator based initiative arising from the service organization processes the information about the offer of housing, which sends out: <ul style="list-style-type: none"> 1.1 Social departments of the city; 1.2 non-profit organizations, state bodies and institutions in the city. 		
2. The coordinator processes the answers to possible direct questions of potential clients.		
3. The coordinator communicates with potential clients of social housing through WEB, Facebook, phone, leaflet.		
Trigger events	Closing events	
The creation of impulse from service organization	Distributed information about social housing	
Metrics		
The frequency of occurrence process	20 to 30 impulses per month 1 update WWW and facebook per week 50 phones per week	
FTE (the share of the total labor fund)	0,3 FTE per day	

2. Methodological Procedure



Activity diagram

- view of service activities using the activity diagram:



2. Methodological Procedure



Simple Competency Model – RACI matrix

- describes the participation by various roles in completing tasks or deliverables for a process.
- is especially useful in clarifying roles and responsibilities in cross-functional/departmental projects and processes.
- RACI is an acronym derived from the four key responsibilities most typically used:

- **Responsible,**
- **Accountable,**
- **Consulted,**
- **Informed.**

1.1 Acquisition of clients	Coordinator
Processing of social housing offer	A
Sending the offer to interested organizations	A
Publishing the offer on web, Facebook and leaflets	A
Processing of potential client answer	A
Sending the answer to potential client	A

2. Methodological Procedure



Monitoring of process performance

- **FTE** indicator represents the available working fund given to type of working role that is subsequently assigned to particular working activities of processes.
- Exploitation of working type role (source) can be to determine as:

$$v_i = \sum_{j=1}^n \frac{c_{ij}}{FTE_i}$$

Where is:

i type of source

v_i exploitation *ith* type of source

j number of process activity

n number of process activities

c_{ij} time allocated on *jth* process activity executed by *ith* of source

FTE Full Time Equivalent of *ith* type source

2. Methodological Procedure



Candidates to ICT support

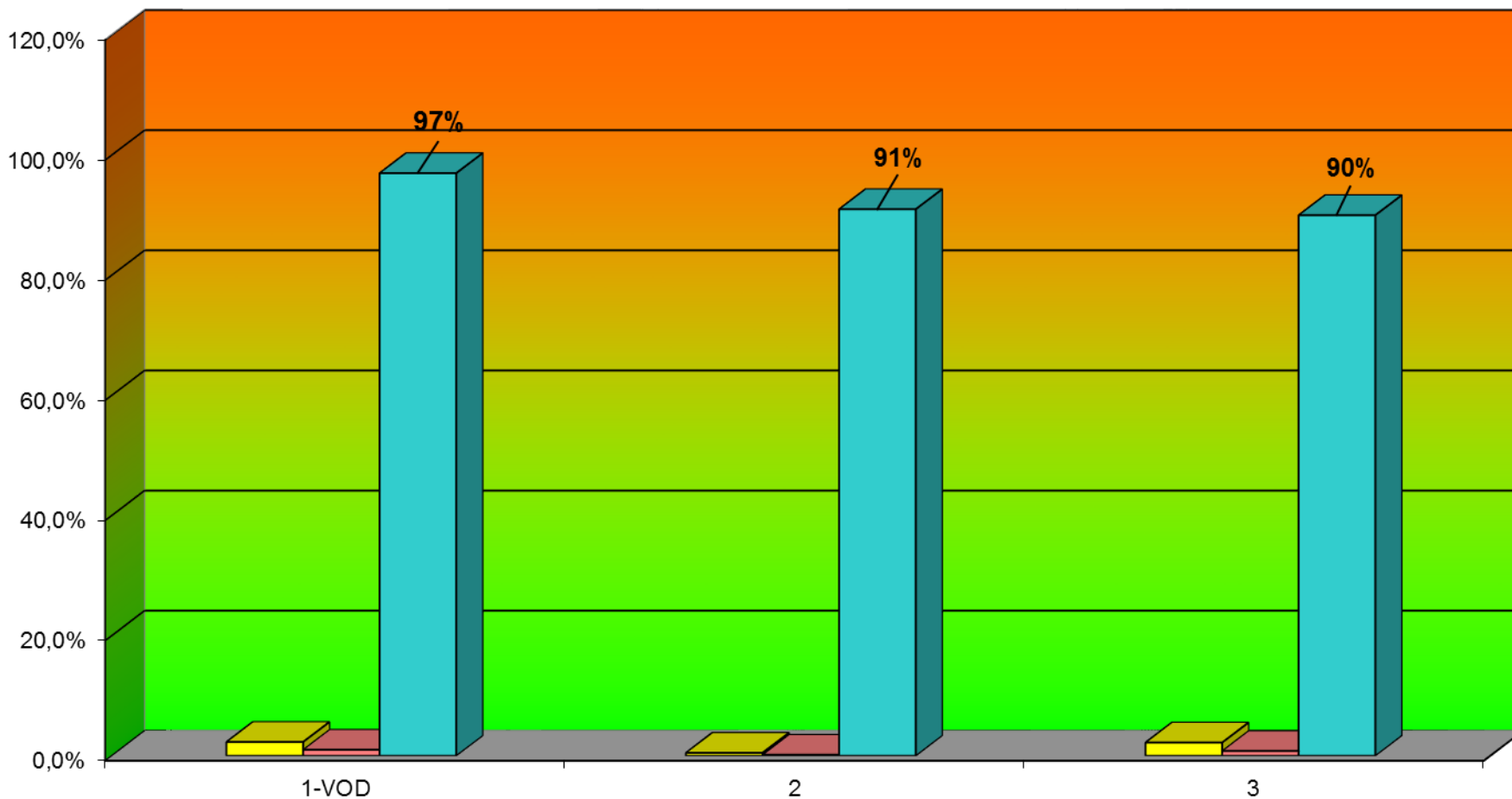
	Head of department	Specialist (2 employees)	Officer (3 employees)		Department
Process 1	0,5	1,4	0,3		2,2
Process 2	0,3	0,4	2,7		3,4
Process 3	0,2	0,2	0,0		0,4
	1,0	2,0	3,0		6,0

2. Methodological Procedure



Use of working time

Internet Telefony Využití prac. doby



3. Case study



- The methodical framework has been implemented and verified in Ostrava city in organization which provides social housing services.
- Given service began to be provided from September 2016.
- Social housing use approximately 400 users.
- The operation of this service is in charge of a working team that has 8 members and their workload is typically in the 75 to 90 percent of disposable FTE.
- The target value of use this social housing service is 600 users.
- Management of the organization by using a process model in association with the monitoring of employees found out that the increase in the number of users of the service will also require staffing increases. Specifically, about two Case managers and two Field social workers.

4. Conclusion



- Described methodical procedure leads employees of organization to process management of work and thus **higher work efficiency and quality of social housing**.
- Other advantages of this methodology is clear and **understandable definition of the competencies of individual job roles within the individual subprocess using RACI matrix**.
- Process card together with a Activity diagram accurately describe the sequence of activities assigned to individual job roles within the subprocess and forms the basis for high-quality processing of **job descriptions when an employee can easily understand what has in fact do**.
- The monitoring of employees using the FTE facilitates their **transparent and fair financial evaluation**.



Thank you for your attention

Q & A