



Indirect registration

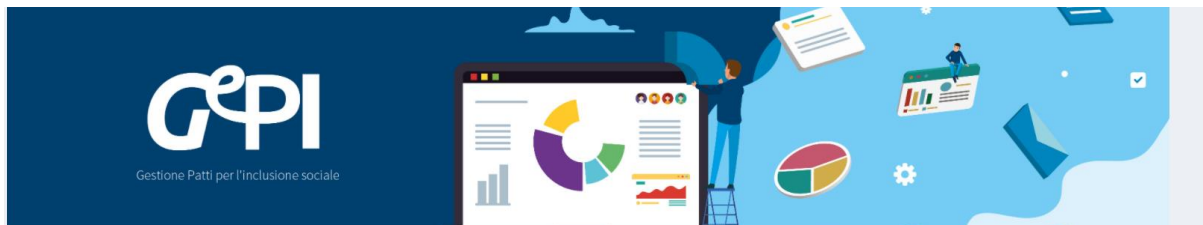
Case work

Low-Income families

## Italy

### GePI: a CMIS for the guaranteed minimum income program **Reddito di Cittadinanza**

Multi-tiered assessment of needs and conditions, external referrals, intervention plans and monitoring; residency requirement checks and participation to “compulsory community volunteering” projects (PUC)



#### Information system description

GePI was developed to support social workers in the case management of families enrolled in Italy’s guaranteed minimum income scheme, **Reddito di Cittadinanza** (RdC or “Citizenship income”). RdC is a cash transfer program conditional upon committing to a personalized path for labor or social inclusion, the latter being supported by GePI.

#### Initial challenge

When the Italian national government introduced RdC, they knew it would require collaboration across national, regional, and local governments. While the country had a history of case management, its multiple levels of governance meant that different regions or municipalities used their own different guidelines and assessment tools. The RdC program has a complex design and an intricate delivery chain. A key challenge was to build a user-friendly CMIS that at the same time had to reflect the complex design of the RdC program.

#### Results

Working with the World Bank, Italy was able to introduce the first national CMIS for social programs (GePI). Now, when particularly vulnerable citizens register with the RdC, they get referred to services both at the local and regional level. Furthermore, the project helped kick off collaboration between national labor and social services. The complexity of the design of the RdC program and the necessity to support modules outside the core case management functions (e.g., residency checks) still makes GePI more cumbersome than an ideal CMIS.

### **INTAKE POINT: Indirect registration**

GePI1 was developed to support the implementation of the Guaranteed Minimum Income (GMI) program *Reddito di Cittadinanza – RdC* (or *Citizenship Income*) introduced in Italy in 2019. The most vulnerable beneficiaries of the RdC are sent to social services to receive tailored support (case management) by social workers. These beneficiaries are registered in GePI indirectly, only after they are enrolled in the RdC program and identified as not immediately “activable” in the labor market. GePI receives the RdC cases from another information system, managed by the National Social Security Institute (INPS).

### **LEVEL OF CASE MANAGEMENT: Case work**

GePI supports the case management performed by social workers related to assessment, referral to services, creation of multi-professional teams, intervention planning and monitoring of beneficiary families. A pre-assessment is performed at the family level, leading to four possible action plans:

- i. the signing of a simplified Social Inclusion Pact,
- ii. referral to labor services,
- iii. referral to specialized (care) services,
- iv. the signing of a complex Social Inclusion Pact (requires a second, in-depth assessment).

In both cases (i) and (iv), GePI then helps case managers monitor the objectives set in the simplified and complex pacts (“intervention plans”).

### **ELIGIBLE POPULATION GROUP (s): Low-income families**

GePI supports the case management of low-income families (RdC beneficiary families) identified through means-testing, from assessment of needs and conditions to referrals, intervention plans and monitoring.

CMIS existing and active?	yes
Year of launch:	2019
Tenants:	577
Registered operators (all unique users):	28,000
Beneficiaries supported by the CMIS:	1.1 million families; 1.9 million individuals (from the start of the program)
Beneficiaries covered by the program:	2.5 million families; 4.1 million individuals (from the start of the program)
URL:	<a href="https://pattosocialerdc.lavoro.gov.it/">https://pattosocialerdc.lavoro.gov.it/</a>

<sup>1</sup> GePI stands for *Gestionale Patti per l’Inclusione Sociale* (or *Management System for the Social Inclusion Pact*): <https://pattosocialerdc.lavoro.gov.it/>

## I. Context on the introduction of the GePI

### 1. Institutional context

In 2019, Italy introduced its guaranteed minimum income program, the **Reddito di Cittadinanza**, with the objective of alleviating extreme poverty and fostering social inclusion and activation opportunities for vulnerable households and individuals. Within the RdC, case management is offered as a service for the most vulnerable beneficiaries that cannot be directly activated in the labor market. Overall, the RdC is governed by a combination of national level, regional, and local level bodies.

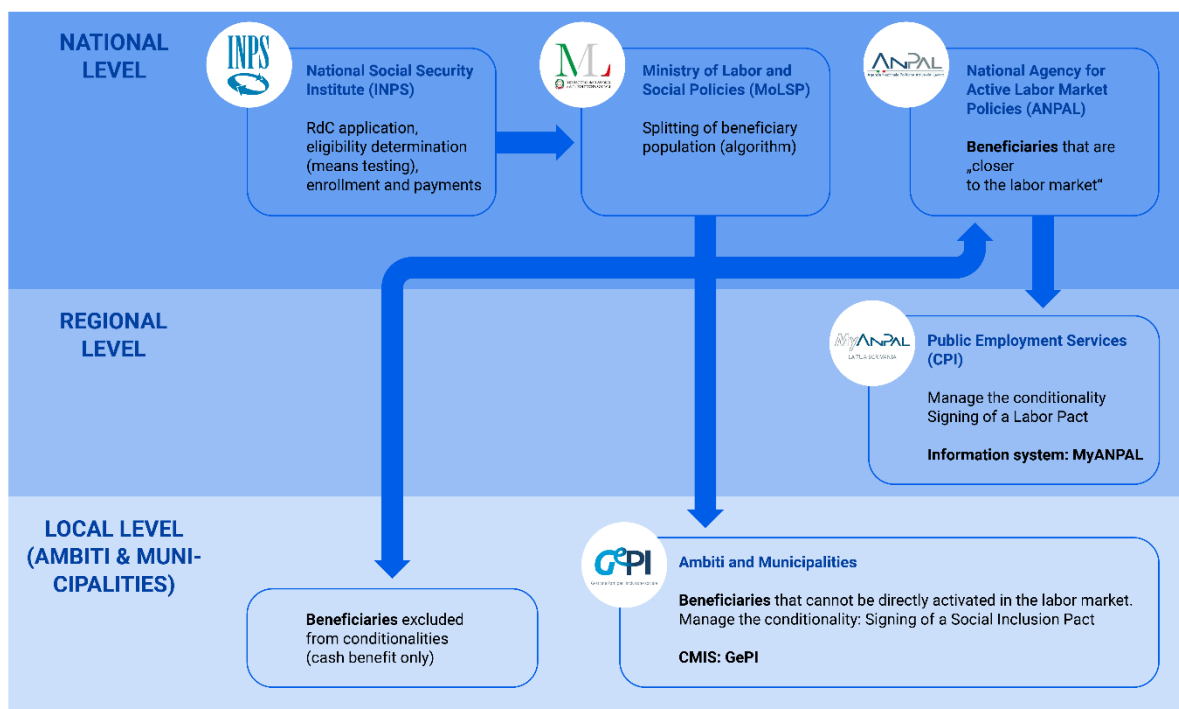


Fig. 1: The RdC governance in Italy

#### National level institutions

At the national level, the **National Institute for Social Security (INPS)** oversees eligibility determination, beneficiary enrollment, and benefit payment.

The **Ministry of Labor and Social Policies (MoLSP)** oversees the overall RdC program guidelines and monitoring. It also sets the rules for the use of national funds directed toward strengthening local services – with the objective of achieving a common standard in social services across Italian regions.

The MoLSP also manages the process of splitting the beneficiary population into three main categories, depending on individual characteristics of the beneficiary:

1. Those who receive only the cash benefit
2. Those who are referred to public employment services for labor market activation
3. Those who are referred to Social Services for social inclusion.

GePI supports case managers working with this third group.

#### Regional and local-level institutions

The implementation of RdC, including the social inclusion component, happens at the local level through clusters of municipalities called **Ambiti**<sup>2</sup> and through **Public Employment Services** or Centri per

<sup>2</sup> Social policies in Italy are managed directly by the about 8,000 municipalities. Smaller municipalities cluster together, forming about 600 *Ambiti* in total. Some of *Ambiti*'s geographical borders, mainly in the case of large cities, coincide with the

l'Impiego CPI (governed by the regions). Ambiti manage the social inclusion and case management component of RdC via GePI. CPIs manage the labor activation component of RdC (see Box 1 for more details on the design of RdC). CPIs may refer cases to GePI as well as accept referrals from GePI via web application programming interfaces (APIs).<sup>3</sup>

When the RdC was introduced in April 2019, Italy's MoLSP saw the need to introduce a unique CMIS for all Ambiti. Before then, some Ambiti and/or regions had developed independent information systems to support their social workers. Some Ambiti still conducted case management with paper tools. These disparate approaches to information management show how heterogeneous the provision of case management services across Italy was.

Since Ambiti would manage the social inclusion component of the national RdC program, the MoLSP wanted Italian citizens who received these services to have access to services of comparable quality across Italy. The Ministry therefore sought a CMIS that could facilitate social workers' assessment of beneficiaries and help foster homogeneity of service quality across the national territory.

Because the government introduced the RdC as an emergency measure rather than through a lengthier legislative process, the program began quickly. Despite the little time for the government bureaucracy to prepare its roll-out, the MoLSP managed to introduce GePI just five months after the launch of the RdC program<sup>4</sup>. This was possible because all regions had already approved guidelines and tools for case management. In addition, the necessary preparatory work to design the software had begun one year earlier with the support of the World Bank<sup>5</sup>.

Today, the MoLSP provides GePI to about 600 Ambiti as a "software-as-a-service", where the Ambiti are the tenants.

**The program: Italy's Citizenship Income (Reddito di Cittadinanza - RdC)**

The RdC is a Guaranteed Minimum Income (GMI) program that includes cash assistance and individually tailored labor and social services intervention plans. The GMI can be granted for a maximum duration of 18 months and can be renewed indefinitely upon condition that, after the 18 months have passed, it is discontinued for one month before renewal. The cash benefit can reach up to 500 euro per month for singles (780 euro in case the person is renting a house), which are multiplied by an equivalence scale in the presence of other family members.<sup>6</sup>

Italian citizens or foreign-born individuals having resided in Italy cumulatively for 10 years (of which the latest two continuously) can apply for RdC either at the Post Office, the Centers for Fiscal Assistance

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administrative borders of the municipality. In other rare cases, one municipality could comprise more than one *Ambito* (this is the case of the city of Genoa, for example). A recent law requires all *Ambiti* to gradually coincide geographically with the areas of competence of local health and labor services. To date, only the Emilia Romagna region has implemented such a reform whereas in other regions the picture is variegated.

<sup>3</sup> API stands for "application programming interface." APIs connect pieces of software to each other. In this instance, software used by CPIs can "send" information to GePI, or GePI may "send" information to the CPI software.

<sup>4</sup> The RdC was introduced in April 2019 whereas GePI became operational in September 2019.

<sup>5</sup> The World Bank Italy RAS team in collaboration with the Italian MoLSP started working on early designs of a CMIS in April 2018 for a GMI program called *Reddito di Inclusione* or REI, which was later substituted by RdC, which, however, incorporated some of REI's key features. Most of the work done to set up a CMIS for REI constituted the basis for GePI. This was possible also thanks to the team's use of the Agile software development methodology (for more info: [https://en.wikipedia.org/wiki/Agile\\_software\\_development](https://en.wikipedia.org/wiki/Agile_software_development)).

<sup>6</sup> The equivalence scale for the RdC assigns a value of 1 to the first family member and is increased by 0.4 for each additional adult and by 0.2 for each minor in the family, up to a maximum of 2.1 (2.2 if there is a disabled person).

(CAF) or online. These entry points into the program serve as intermediaries for the National Institute for Social Insurance (INPS), which oversees eligibility determination, enrollment, and payments. To be eligible, beneficiaries must agree to comply with individualized action plans. These action plans are also known in social protection jargon as **conditionalities or co-responsibilities**. After being deemed eligible, beneficiaries are split in three main categories depending on individual characteristics: a first group of beneficiaries (mainly youth [under 18 years old], elderly, people with disability, or employed earning more than a certain threshold)<sup>7</sup> is excluded from signing the action plan.<sup>8</sup> A second group of beneficiaries, identified as “closer to the labor market”, has to sign the “Labor Pact” and is sent to Public Employment Services (**Centri per l’Impiego**);<sup>9</sup> the remaining beneficiaries are sent to Social Services (managed by municipalities or **Ambiti**) where they will sign a “Social Inclusion Pact” to be agreed with social workers.<sup>10</sup> Labor pacts are signed by individual family members whereas social inclusion pacts by the family as a whole and may include individualized objectives (e.g., taking kids to school) as well as support measures (e.g., home education assistance). An additional conditionality requires all adults who are not excluded from the conditionalities to participate in the so called “**Progetti Utili alla Collettività – PUC**” – or compulsory community volunteering projects.<sup>11</sup> Municipalities must activate these projects locally, covering themes such as social, cultural, artistic, environmental, and educational projects. Chiefly, these projects must not be substitutes or even comparable to existing or new labor activities performed in the municipality.

GePI supports the creation of these projects, the assignment of beneficiaries to a PUC project, the insurance policy activation for the beneficiary (via interoperability with a third party), and the quarterly recording of participation time in the project.

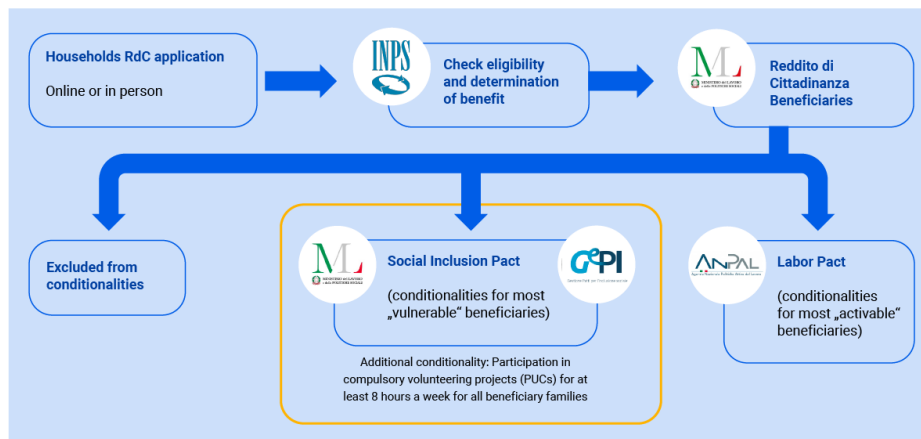


Fig. 2: A basic Reddito di Cittadinanza delivery-chain

<sup>7</sup> The idea is that people who are employed but making over a certain threshold of income (or weekly work hours) should not be burdened with having to look for a job. These people are still not making enough to be over the poverty line; therefore, they are still eligible for RdC.

<sup>8</sup> The following are excluded from RdC conditionality: Each member of the household: (i) Younger than 18; (ii) Working (with income > €8,145 for employees or >€4,800 for self-employed); (iii) Retired or older than 65; (iv) person with disability (unless voluntarily joins social inclusion pact). Can be later (after first meeting with PES or social workers) exempted from RdC conditionality each member of the household: (i) that is responsible for the care of another member: (a) Younger than 3; (b) With severe disability; (c) Not self-sufficient. (ii) Attends training courses.

<sup>9</sup> Each family member not excluded (see previous footnote) and that was not already a client of social services, that fulfills one of the following criteria must sign the Labor Pact. The criteria are: (i) Unemployed for less than 2 years; (ii) Received unemployment support or other labor-related social safety net currently or until less than one year before; (iii) Has an active labor pact at a CPI (public employment service) signed in the last two years.

<sup>10</sup> If a family was previously a client of social services for the *Reddito di Inclusione – REI GMI* program (the precursor of RdC) – the family is sent to social services to sign the social inclusion pact. Furthermore, at least one component of the family is not excluded/exempted from conditionalities and does not have any of the individual characteristics to be sent to the CPI (public employment service), then his or her family are also sent to social services to sign the social inclusion pact.

<sup>11</sup> (Italian only) <https://www.lavoro.gov.it/redditocittadinanza/PUC/Pagine/default.aspx>

## Policy & legal frameworks

The RdC legislation<sup>12</sup> was already in place before the introduction of GePI. This enabled the platform's relatively rapid introduction. The law already foresaw the introduction of case management software, set the boundaries for how it should operate, and specified the institution that should have managed it (the MoLSP, in this case). The MoLSP had also made sure that the resources to build the GePI were secured through European Union funds for the strengthening of social inclusion services (**NOP Inclusion funds**<sup>13</sup>).

## 2. Provision of social, labor (and other) benefits and services

The **delivery of social services** in Italy mirrors the country's complex multi-level governance structure. Italy's about 8,000 municipalities are responsible for the provision of social services. Smaller municipalities are supposed to cluster together and plan for the delivery of services jointly, a process which was mandated by legislation introduced in 2000<sup>14</sup> and which is still underway, with mixed results. Currently, there are about 600 of such clusters of municipalities, which are called **Ambiti territoriali sociali** (shortened to **Ambiti**). The 20 Italian regions also have a role in the provision of social services, mainly related to the definition of the **Ambiti**, the issuing of regional legislation, and the planning and programming of social policies, following national level plans and guidelines drafted by the MoLSP.<sup>15</sup> The delivery of social services tends to focus on households rather than individuals. This is certainly the case with the case management components of the RdC. This is in contrast, however, to the delivery of labor services, which focus on helping individuals.

In addition to treating individuals rather than families, the **provision of labor services** differs from the provision of social services by following a different multi-level governance structure. Public Employment Services (CPIs) are run by the regions, which should coordinate labor interventions at the national level via the Agency for Active Labor Market Policies (ANPAL). ANPAL was created in 2015 to centralize the active labor market policy interventions in Italy, however it currently serves just as a coordination forum among regions<sup>16</sup>.

At the time of the introduction of GePI there was **no national mapping of the myriad of benefits and services** offered at the regional and Ambiti level. To date there is no such mapping. Nevertheless, all the regions have agreed to use a common nomenclature when naming each of the social services and interventions provided locally.<sup>17</sup> In 2017 a Unified Information System of Social Services (SIUSS) was introduced,<sup>18</sup> with the objective to give the national government a thorough mapping of the existing services provided by **Ambiti** as well as information on their organizational structures and personnel.<sup>19</sup> **Ambiti** are required to feed the information to the centralized system, in the form of a survey. At the time of writing this case study, efforts to populate this system are still underway. When populated, such a

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<sup>12</sup> The legislation required to establish GePI for the case management of RdC is contained in the *decreto-legge 28 gennaio 2019, n.4 amended by legge 28 marzo 2019, n.26* (<https://www.gazzettaufficiale.it/eli/gu/2019/03/29/75/sq/pdf>).

<sup>13</sup> <http://poninclusionelavoro.gov.it/Pagine/Sintesi-PON-Inclusione-EN.aspx>

<sup>14</sup> Law 328 of 2000

<sup>15</sup> <https://flore.unifi.it/retrieve/handle/2158/1063357/181749/COST%20BOOK%20Citroni%20Lippi%20Profeti%20Still%20Fragm%20entation.pdf#page=118>

<sup>16</sup> The ANPAL never received the full mandate on active labor market policies for which it was created. This is because a national referendum held in 2016 struck down a key centralizing constitutional reform.

<sup>17</sup> <https://www.cisis.it/nomenclature/nomenclature13.pdf>

<sup>18</sup> Parallel to the introduction of the *Reddito di Inclusione* (REI) scheme.

<sup>19</sup> The declared objective of the SIUSS, among others, is to "ensure a thorough knowledge of services provided [...] and of all the information necessary for the planning, management, monitoring and evaluation of social policies". More info (in Italian): <https://www.lavoro.gov.it/strumenti-e-servizi/Sistema-informativo-servizi-sociali/Pagine/default.aspx>



system could serve as a **post hoc** service map, which could be used for planning and management of social policies.

Social and labor services in Italy are provided by **professional operators**, which are generally required to be registered in a national professional register. Social workers that operate in the **Ambiti** must be enrolled in the Register of Professional Social Workers,<sup>20</sup> which accounts for about 45,000 professionals<sup>21</sup> all over Italy. To be enrolled in the Register, professionals need a master's degree and must pass a national exam managed by the National Council for the Order of Social Workers (CNOAS). Recently, the government has set aside structural funds for municipalities to hire more social workers, with a goal to reach a ratio of 5,000 inhabitants per social worker in each **Ambito**.<sup>22</sup> Public Employment Services (or **Centri per l'Impiego – CPI**) account for only about 8,500 employees.<sup>23</sup> For the implementation of the RdC program, the national government hired about 2,980 extra operators (also known as **navigators**), with temporary contracts, in 2019. These extra operators are to work side-by-side with the CPI operators. In this case, not all the operators have to be enrolled in a professional register but only some professional figures such as psychologists that perform psycho-attitudinal tests.<sup>24</sup>

Turning to RdC specifically, at the time of the program's introduction there was no **delivery chain** process mapping of the RdC program available<sup>25</sup>. Based on the written legislation, the World Bank together with the MoLSP defined a delivery chain<sup>26</sup> of the RdC, which proved to be a key tool to facilitate the implementation of the program and an essential prerequisite for the design of the CMIS.

### 3. Provision of Case Management Services

Case management services existed in Italy before the introduction of RdC or GePI. They are generally provided at the **Ambiti** or municipality level by established professional social services. Their use as a specialized support service within a national guaranteed minimum income program was the innovation and challenge of the GePI project.

Although traditionally different regions or large municipalities have used their own guidelines for case management, there was precedent for common national guidelines. The MoLSP had provided national case management guidelines and tools, in connection to specific social programs.<sup>27</sup> Eventually, it issued similar national guidelines for the RdC.<sup>28</sup>

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<sup>20</sup> The register is managed by the National Council for the Order of Social Workers – CNOAS (<https://cnoas.org/>)

<sup>21</sup> <https://cnoas.org/wp-content/uploads/2020/11/2020-Assistenti-sociali-iscritti-allAlbo-professionale-al-30-settembre.pdf>

<sup>22</sup> <http://www.vita.it/it/article/2020/12/21/180-milioni-per-rinforzare-il-servizio-sociale/157801/>

<sup>23</sup> <http://www.bollettinoadapt.it/wp-content/uploads/2014/03/1754.pdf>

<sup>24</sup> [http://bancadati.italialavoro.it/bdds/download?fileName=C\\_21\\_Monitoraggio\\_118\\_documenti\\_itemName\\_0\\_documento.pdf&uid=fe74eb23-df9f-4404-96bc-7fd3a6032af7](http://bancadati.italialavoro.it/bdds/download?fileName=C_21_Monitoraggio_118_documenti_itemName_0_documento.pdf&uid=fe74eb23-df9f-4404-96bc-7fd3a6032af7)

<sup>25</sup> Delivery chain process mapping is "a management tool for mapping the sequencing of implementation processes across actors (institutions) or levels of government. Important for establishing uniqueness and clarity of roles, and useful for mapping the "as-is" processes and potential "to-be" vision for reforms. In addition to mapping the sequencing by actor, there may be a time dimension (calendar of implementation cycles)." (Sourcebook on Delivery System, p.431)

<sup>26</sup> <https://www.lavoro.gov.it/redditodicittadinanza/Formazione/Documents/Delivery-chain-RdC-18-03-2020.pdf>

<sup>27</sup> The MoSLP provided these tools for two programs: PIPPI and REI. The pilot "Programme of intervention for prevention of institutionalization" (*Programma di Intervento per la Prevenzione dell'Istituzionalizzazione- PIPPI*) led to the issuing of national guidelines for the interventions with children and vulnerable families. For more info: (<https://www.minori.gov.it/sites/default/files/linee-guida-sostegno-famiglie-vulnerabili-2017.pdf>)

The *Reddito di Inclusione* REI (Inclusion Income) was a Guaranteed Minimum Income program launched in 2018 but replaced by RdC in 2019. For more info: (<http://www.lavoro.gov.it/temi-e-priorita/poverta-ed-esclusione-sociale/focus-on/Reddito-di-Inclusione-Rel/Documents/Linee-guida-REI.pdf>)

<sup>28</sup> <https://www.lavoro.gov.it/redditodicittadinanza/Patto-per%20-inclusione-sociale/Documents/RdC-LINEE-GUIDA.pdf>

The MoLSP had already discussed the RdC guidelines with all regions and the largest cities before the introduction of GePI. The approved guidelines contain paper-based tools for the assessment, intervention plan and monitoring of RdC beneficiary families. The guidelines therefore constituted the basis for the design of GePI, which is the software translation of the paper-based case management tools.

#### 4. Supporting tools for case management services

When considering case management in Italy as a whole, **Ambiti** use GePI as a CMIS for the RdC program, but for other programs they follow different national or local guidelines and use different case management tools. These tools may be in paper or spreadsheet formats but in many cases, they may also be supported by other software platforms. The picture is variegated and largely unmapped. For case management as part of the RdC program, **Ambiti** use GePI exclusively. Nevertheless, GePI relies on information contained in other systems to complete some tasks. For instance, registering beneficiary families in the system happens automatically but requires a link to a separate IT system managed by the MoLSP.

GePI is a CMIS that digitizes the RdC paper tools for case management, contained in the RdC guidelines (see above). The paper tools were drafted collaboratively in a working group composed of representatives from the MoLSP, the regions and some large cities and, once ready, were approved by these actors at the political level. The paper tools include:

1. Pre-assessment of beneficiary families (family level)
2. In-depth assessment for the more complex cases identified through the pre-assessment (individual level)
3. Intervention plan (called "personalized project" in the case of RdC) – which can be of four different types, as described more in depth in section II, C below.

Social workers use the pre-assessment tool in their interviews with families as a set of guiding questions. The pre-assessment is structured into five sections that cover family members' characteristics, the family's economic situation, the needs of the applicant and his or her family and the services that may have already been activated to support the family. A last section of the pre-assessment is where social workers, based on the information gathered in the previous sections, indicate the result of the pre-assessment and which of the four intervention plans the family should take.

##### 3 – Bisogni del richiedente e del suo nucleo

	Campo	Dominio	Esiti ai fini della definizione del percorso nei servizi (A , B, C o D del Grafico 1)
<b>3.1</b>	<b>Bisogni di cura, salute e funzionamenti</b>		
3.1.a	Stato di salute: sono presenti in famiglia componenti maggiorenni con:	<ul style="list-style-type: none"> <li>- Buono stato di salute</li> <li>- Patologie lievi e temporanee</li> <li>- Patologie lievi permanenti</li> <li>- Patologie croniche gravi</li> <li>- Problemi psicologici o psichiatrici</li> <li>- Disabilità certificata non rilevata nella DSU<sup>27</sup></li> <li>- Disabilità per la quale è in corso la certificazione</li> </ul>	<ul style="list-style-type: none"> <li>- 1) Questa area di osservazione non rileva ai fini della definizione del progetto, essendo i relativi bisogni assenti o ordinariamente affrontati;</li> <li>- 2) Sono presenti bisogni acuti/complessi che richiedono la presa in carico del soggetto interessato da parte dei servizi specialistici (Servizi sanitari; Centro salute mentale; Servizi dipendenze, etc). Nel caso le problematiche rilevate non investano altri componenti il nucleo e non</li> </ul>
3.1.b	Bisogni di cura e funzionamenti personali e sociali:	<ul style="list-style-type: none"> <li>- Nessuna particolare criticità</li> <li>- Difficoltà organizzative</li> <li>- Difficoltà di conciliazione o di cura connesse alla monogenitorialità</li> </ul>	

Fig. 3: The beginning of the third section of the pre-assessment case management tool

The in-depth assessment is applied only to cases that the pre-assessment classifies as "complex." The in-depth assessment, compared to the pre-assessment, has more in-depth questions for each individual member of the family. It is composed of two main sections: the family environment and needs and resources. The first section covers themes such as the economic situation, housing conditions, care



needs and care load, care needs of children and young people, family networks and social networks. The second section covers health, education, training and skills, and employment status.

1 SITUAZIONE ECONOMICA (Analisi Prelim. 2, 3.2)								
A. Condizione economica								
Guida all'osservazione	Descrittore sintetico	Descrizione						
<ul style="list-style-type: none"> <li>- Il reddito familiare permette di pagare bollette, mutuo o affitto, eventuali debiti*</li> <li>- Il reddito familiare permette di arrivare alla fine del mese</li> <li>- Il reddito familiare permette di sostenere una spesa imprevista (es. superiore ai 150 euro; ai 300 euro;-ai 500 euro; da 500 a 1000 euro....)</li> <li>- Il Peso delle spese per affitto e/o mutuo sul reddito complessivo risulta sostenibile e non eccessivo</li> <li>- La famiglia ricorre ad aiuti economici esterni (Amici o familiari; Banche o Poste; Finanziarie; Enti o servizi pubblici; Associazioni caritative o Enti privati; Altri soggetti che erogano prestiti)</li> <li>- Altro.....</li> </ul>	<p>Bisogno &lt;-----&gt; Forza</p> <table border="1"> <tr> <td>a</td> <td>b</td> <td>c</td> <td>d</td> <td>e</td> <td>f</td> </tr> </table> <p>Conosciuta Evidenziare</p> <p>Priorità</p>	a	b	c	d	e	f	
a	b	c	d	e	f			
B. Capacità di gestione del budget e di risparmio								
Guida all'osservazione	Descrittore sintetico	Descrizione						
<ul style="list-style-type: none"> <li>- Il nucleo familiare manifesta capacità di programmazione dell'acquisto a rate</li> <li>- Il nucleo familiare manifesta capacità di programmazione nel tempo (es. su base annua) delle spese più rilevanti (es. dentista, lavori di manutenzione, rinnovo dei mobili ed elettrodomestici, ecc.)</li> <li>- Il nucleo familiare manifesta capacità di programmazione delle entrate mensili</li> <li>- La famiglia ha contratto debiti</li> <li>- È presente un amministratore di sostegno</li> <li>- Altro.....</li> </ul>	<p>Bisogno &lt;-----&gt; Forza</p> <table border="1"> <tr> <td>a</td> <td>b</td> <td>c</td> <td>d</td> <td>e</td> <td>f</td> </tr> </table> <p>Conosciuta Evidenziare</p> <p>Priorità</p>	a	b	c	d	e	f	
a	b	c	d	e	f			

Fig. 4: The beginning of the first section of the in-depth assessment case management tool

The intervention plan case management tool contains the general objective of the personalized project that social workers will start with the family, the specific results expected from the intervention, the family's commitments to specific actions to achieve the pre-set objectives, and, finally, the type of support that social services can give the family to help them achieve these objectives.

Patto per l'inclusione sociale – SCHEDA PROGETTO

OBIETTIVO GENERALE

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RISULTATI SPECIFICI

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Campo libero a cura dell'operatore per eventualmente specificare in modo maggiormente dettagliato i risultati attesi in relazione ad attività specifiche, ovvero risultati intermedi realizzabili, tangibili e misurabili

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Patto o progetto: eventuale acquisizione di Patto o progetto definito da altro servizio (CPI o altro servizio specialistico)

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IMPEGNI

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SOSTEGNI

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Fig. 5: The first part of the intervention plan case management tool

The three paper-based case management tools described here were the basis for the design of GePI, which translates these tools and the processes indicated in the RdC guidelines into an electronic format to facilitate the work of social workers. The existence of these case management tools is a key pre-requisite for the design of any CMIS.

## 5. Collaboration mechanisms (as related to case management)

Collaboration between different service providers is key to RdC's implementation. The population of RdC beneficiaries is divided in three groups based on individual characteristics at the national level (see Box and Fig. 2 for more details), and the intake of beneficiaries based on this division is managed at the local level. Thus, the need for collaboration mechanisms is built into the design of RdC's case management components and the CMIS.

In the case related to the signing of the Social Inclusion Pact the intake and case management process is managed by Social Services, at the **Ambiti** level. In the case related to the signing of the Labor Pact, the process is managed by Public Employment Services or CPIs (the third group of beneficiaries – those receiving only the cash benefit – is excluded from conditionalities). Furthermore, both beneficiaries sent to social services and beneficiaries referred to CPIs must participate in compulsory community volunteering projects (PUCs), which are also managed by social services and are created at the municipality level.

Collaboration **at the national level** between ANPAL and the MoLSP, overseeing national guidelines respectively for labor and social services, is active but could be further strengthened. Despite the challenges, this collaboration has led to some tangible results. For example, the interoperability between GePI and MyANPAL system was achieved at this level of collaboration. The RdC legislation foresees a coordination body called **Cabina di Regia**, which should bring together labor and social services decision makers from all the regions and major Italian cities, however, at the time of writing this note,<sup>29</sup> the forum has been convened only once in the period of three years. A similar coordination body, only for the social side, the National Committee for the Fight Against Poverty, met in the past for coordinating the implementation of the REI program, a guaranteed minimum income scheme that preceded the RdC.<sup>30</sup>

At the **regional level**, the decree that introduced REI in 2018 envisaged the creation of a regional Network for Social Protection, which should have brought together structurally labor and social services at the regional level. Not all regions have activated these networks, which can be effective depending on the protocols of collaboration signed locally. Some regions have protocols of collaboration in place but there is no survey available with regards to the mapping of these collaborations.

At the **Ambiti level** the collaboration between Social Services, Public Employment Services, social care and health care services<sup>31</sup> was not very advanced at the time of the introduction of GePI and remains a challenge. Similarly to the regional level, it is up to each of the about 600 **Ambiti** to set up their own local collaboration protocols and to date there is no collection of information regarding where such protocols exist. An informal survey conducted by the World Bank in 2018 indicated that the majority of **Ambiti** had at least a formal agreement in place, in particular between CPIs and social services, but it is not clear how well these protocols are implemented. **Ambiti** generally lamented time consuming and informal procedures for referrals between CPI and social services, and high burden on social workers and beneficiaries. Collaboration between these services is key for the functioning of the “active” part of the RdC, especially related to the complex cases in which a multi-professional team must be formed to assist a family intervention.

With the introduction of GePI, and the interoperability with MyANPAL, it is expected that the collaboration between social and labor services at the local level will improve. For the process to work smoothly however a further step required would be that ANPAL acknowledges a referral from GePI and sends back some key information, such as the date of intake or the date of the signing of the Labor Pact by single

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<sup>29</sup> September 2021

<sup>30</sup> See Note 27 and the glossary for further information on REI.

<sup>31</sup> These services are managed either by Regions or by single *Ambiti* or Municipalities.

family components. To date, this functionality has been recently activated and will be studied in more detail as data will become available. Furthermore, functioning local protocols remain essential, beyond GePI interoperability, for the multi-professional teams to work and for any referral process to go smoothly both for operators and beneficiaries.

## 6. Information and technology

Before the introduction of GePI there was no unified CMIS for any social program in Italy, with the exception of a small pilot program directed to vulnerable children called PIPPI<sup>32</sup>, which had developed a basic case management tool to guide social workers in the assessment of beneficiary families. Regions and municipalities have their own systems to manage some elements of one or more programs. Although there is no available national mapping of the myriad of different information systems used by regions and municipalities, it can be stated with a degree of confidence that in only a few exceptional cases are case management information systems fully fledged or complex.

At the time of the introduction of GePI, Italy had already set up a Public Digital Identity System (SPID)<sup>33</sup> to access online services from the public administration and private organizations, with verified personal credentials. The SPID system was adopted as the only login system for GePI users, as it provided the necessary level of security and personal identification of GePI operators. Despite the level of security provided, Italy's privacy authority requested that the level of security of SPID should be strengthened with a second level password for all GePI case managers, which have access to sensitive personal data about all the family components of the cases to which they are assigned.<sup>34</sup> GePI has an extended usage logging mechanism, allowing the recording of all user actions (including the action of viewing a case).

## II. GePI and its core modules

### 1. Core features/modules of GePI at a glance

Standard modules/features	GePI	Short description
Tenancy	Multi-tenant	About 600 Ambiti are the tenants.
Operational modality	Online only	GePI does not operate offline.
Device compatibility	PC only	Smartphones and tablets are not supported.
User management	External	SPID
Logging and auditing of user actions	Advanced	Every action performed on the platform is tracked.
Notifications (email, SMS)	Basic	Email or SMS to call beneficiaries and remind them of appointments. Notifications of monitoring deadlines to the case managers.
Case management level	Advanced	Case work
Screening	Out of scope	
Profiling	Yes	Pre-assessment (family level)
Assessment	Yes	In-depth assessment (individual level – only for complex cases)

<sup>32</sup> <https://www.minori.gov.it/it/il-programma-pippi>

<sup>33</sup> <https://www.spid.gov.it/?lang=en-001>

<sup>34</sup> SPID currently covers about 17 million registered identities. For the latest updates: <https://avanzamentodigitale.italia.it/it>

Intervention Plan	Yes	Intervention plan design and objective setting (including tasks to be completed by beneficiaries and support given to them by local services) and signing of the Simplified or Complex Social Inclusion Pact.
Meetings Management	Yes	Case managers can set meetings with beneficiaries and get reminders.
Evaluation	Advanced	Cases are evaluated against: 1) RdC conditionalities whereby operators can communicate to INPS non-compliance with conditionalities on the part of beneficiaries. INPS issues sanctions based on these communications. 2) Progress of the family in relation to the expected results (case monitoring).
Referrals	Advanced	External referrals (CPI/labor services via interoperability; other services referrals outside platform)
Tickets, ticketing	No	
Catalogue of benefits and services	No	
Upload of documents	Yes	Upload of signed Social Inclusion Pact or other attachments.
Online training material	Yes	User manuals, video tutorials, e-learning modules.
Help desk	Yes	Via the MoLSP "URP online" – a ticketing system external to GePI.
FAQs	Yes	
Other standard functions:		
Beneficiaries' portal	No	
Multilanguage support	No	
Data warehouse	Advanced	
Dashboard	Advanced	

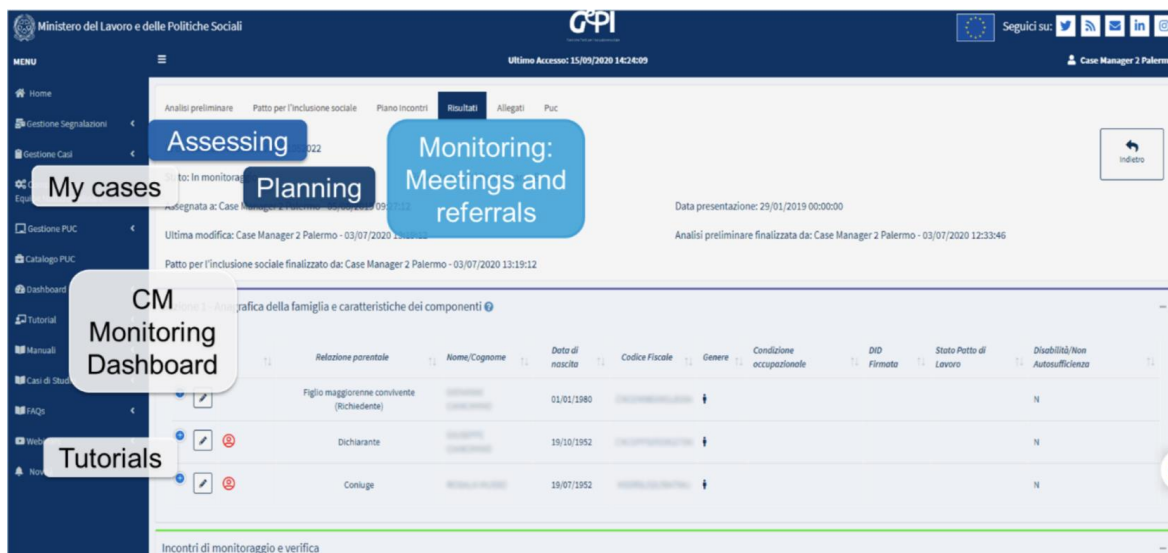


Fig. 6: One of GePI's screens for "case managers" users

## 2. Core features/modules of GePI more in detail

### System Architecture, tenancy, and users

GePI is a multi-tenant web application. Tenants are the **Ambiti** (clusters of municipalities). There is a global administrator, and every tenant has its own administrators (or "admins"). The supported user roles are: Administrator, Coordinator, Case manager (i.e., social worker), Residency checks coordinator, Residency checks operator, Family composition verification coordinator, Family composition verification operator, PUC project manager.<sup>35</sup>

### Operational modalities

GePI is accessible from any internet browser from PC and works only in online mode (with an active internet connection). GePI does not work on mobile phones. In the case of RdC, social workers work from their desktop or laptop at their office desks (or from home during the COVID-19 pandemic) and RdC beneficiaries are summoned to take the pre-assessment or subsequent monitoring appointments in person. In other words, social workers, except in a few cases, do not visit RdC beneficiaries at their homes and therefore GePI does not need to work in offline mode.

### General system workflow

When beneficiaries apply for RdC, they do so through the National Institute for Social Insurance (INPS). They are not registered in GePI directly, since GePI is only for the specialized case management component of the larger RdC program (see Fig. 1 and Box for more details).

Upon application for RdC, the INPS sends data for all eligible families to an IT system managed by the MoLSP. This system takes all RdC eligible families and applies an algorithm to split them into the three main groups based on individual characteristics (see Box and Fig. 2 for more details). The data for all families (cases) marked by the algorithm to sign a Social Inclusion Pact are sent to GePI. The systems achieve this through the interoperability of the MoLSP's IT system and GePI.

At the local **Ambiti** level, a coordinator receives all the cases to be handled in his or her administrative unit.

<sup>35</sup> At the time of writing (Feb. 2021) GePI accounts for 577 tenants (*Ambiti*) administrators, 3,063 coordinators, 10,231 registered case managers, 7,937 residency checks coordinators, 10,874 residency check operators, 3,156 family composition verification coordinators, 2,238 family composition verification operators and 2,755 PUC project managers. It is important to note that some operators may have more than one role in the platform.

Domande da assegnare Visualizzati 6 di 6 risultati | Record totali: 6

Visualizza 10 righe

Id Domanda	Stato del Beneficio	Nome, Cognome	Data Presentazione	Codice Fiscale	Comune	Indirizzo	Numero Componenti	Presenza Minori	Presenza Disabili	Stato nucleo familiare	
10000000000000000000	Accolto	CA***NTA	27/02/2019	000000000000000000	H501	00139 VI***50	2	No	No		Selezionare...
10000000000000000000	Accolto	XXXXXXXXXXXXXXXXXX	12/04/2022	XXXXXXXXXXXXXXXXXX	H501	XXXXXXXXXXXXXXXXXX	3	Si	No		Selezionare...
10000000000000000000	Accolto	XXXXXXXXXXXXXXXXXX	12/04/2022	XXXXXXXXXXXXXXXXXX	H501	XXXXXXXXXXXXXXXXXX	3	Si	No		Selezionare...
10000000000000000000	Accolto	XXXXXXXXXXXXXXXXXX	12/04/2022	XXXXXXXXXXXXXXXXXX	H501	XXXXXXXXXXXXXXXXXX	3	Si	No		Selezionare...
10000000000000000000	Accolto	XXXXXXXXXXXXXXXXXX	12/04/2022	XXXXXXXXXXXXXXXXXX	H501	XXXXXXXXXXXXXXXXXX	3	Si	No		Selezionare...
10000000000000000000	Accolto	XXXXXXXXXXXXXXXXXX	06/04/2022	XXXXXXXXXXXXXXXXXX	H501	XXXXXXXXXXXXXXXXXX	3	Si	No		Selezionare...

Precedente 1 Successivo

Assegna
Assegnazione automatica

Fig. 7: Case assignment

The coordinator assigns cases to local social workers (case managers) according to their workload. The coordinator can either assign cases manually, or massively. In the latter case, the system automatically assigns to social workers all outstanding cases ("to be assigned"), according to their respective workloads.



Fig. 8: A simplified GePI Case Management workflow

Then, each case manager calls the family or the applicant for a first meeting. Beneficiaries can be called and receive reminders about their meetings with an automated email or SMS. GePI sends these notifications.



**Richiesta numero:** XXXX-XXXX-XXXX-XXXX **Data presentazione:** 11/02/2019

**Stato:** In valutazione AP **Stato del Beneficio:** Accolta

**Ammontare del Beneficio:** € 283.07 - Aggiornato al 06/08/2019

Dettagli
Appunti
Stato Comunicazioni Informali
Convocazioni e Notifiche

**Richiedente**

AN\*\*\*\*NTI

**Codice Fiscale**

XXXXXXXXXXXXXX

**Indirizzo**

VI\*\*\*\*A 7

**Comune di Residenza**

Circonscrizione I

**Assegnato il**

08/08/2019

**Assegnato a**

Palermo Case Manager 2

**Assegnato Da**

AmbitoPalermo Coordinatore

**Nucleo familiare** ✉ Invia Comunicazione

	Relazione parentale	Nome/Cognome	Data di nascita	Genere	Telefono	Cellulare	E-mail
<input checked="" type="checkbox"/>	Dichiarante ISEE	XXXXXXXXXXXXXXXXXX	16/11/1996	♀	XXXXXXXXXX	XXXXXXXXXX	A.XXXXXX@XXXXXXXXXX.COM
<input checked="" type="checkbox"/>	Altra persona convivente	XXXXXXXXXXXXXXXXXX	19/06/1941	♀	XXXXXXXXXX	XXXXXXXXXX	A.XXXXXX@XXXXXXXXXX.COM
<input type="checkbox"/>	Altra persona convivente	XXXXXXXXXXXXXXXXXX	05/11/1981	♀	XXXXXXXXXX	XXXXXXXXXX	A.XXXXXX@XXXXXXXXXX.COM
<input type="checkbox"/>	Figlio minorene	XXXXXXXXXXXXXXXXXX	10/12/2015	♀	XXXXXXXXXX	XXXXXXXXXX	

Ultima modifica:Palermo Case Manager 2 07/02/2022

✕ Chiudi

Fig. 9: Interface for case managers to call beneficiaries via email or SMS

At the first meeting, case managers perform a pre-assessment interview (called **Analisi Preliminare**). Based on the beneficiary's answers, case managers then fill a standard questionnaire in GePI. The interview can be done in person or, during the COVID-19 emergency, over the phone.

The first section of the assessment contains information on the household members, which is in part editable by the social worker (the email and phone information, for example). Through this window, the social worker can also partially or fully exempt the household member from the conditionality, if the individual fulfills some predetermined exemption conditions or restore the conditionality if these conditions are not fulfilled anymore.

Fig. 10: The section that case managers use to exempt household members from conditionalities

The second section contains information on the economic situation of the beneficiary household, while the third one is the section that the social worker fills in to complete the pre-assessment. The pre-assessment survey contains info on a broad array of information about the household, including health conditions, housing, education and employment situation, and so on.

Numero componenti	Scala di equivalenza	ISEE	ISR	ISP	Reddito RDC
4	2,46	3.096,86 €	0,00 €	0,00 €	8.603,12 €

**Sezione 3. Bisogni del richiedente e del suo nucleo**

3.1a Stato di salute: sono presenti in famiglia componenti maggiorenni con

- 1. Buono stato di salute
- 2. Patologie lievi e temporanee
- 3. Patologie lievi permanenti
- 4. Patologie croniche gravi
- 5. Problemi psicologici o psichiatrici
- 6. Disabilità certificata non rilevata nella DSU
- 7. Disabilità per la quale è in corso la certificazione

3.1b Bisogni di cura e funzionamenti personali e sociali, sono presenti in famiglia componenti maggiorenni con

- 1. Nessuna particolare criticità
- 2. Difficoltà organizzative
- 3. Difficoltà di conciliazione o di cura connesse alla monogenitorialità
- 4. Persone anziane che necessitano di assistenza
- 5. Persone con disabilità che necessitano di assistenza
- 6. Difficoltà nella gestione dei carichi di cura o assistenza
- 7. Difficoltà delle figure genitoriali di rispondere ai bisogni di sviluppo dei bambini
- 8. Problemi di ruolo e cura di sé (trascuratezza, scarsa pulizia, ordine e cura del proprio aspetto, abbigliamento inadeguato)
- 9. Difficoltà legate a lutto recente
- 10. Grave conflittualità familiare
- 11. Problemi legati a gravidanze precoci, ravvicinate e numerose
- 12. Carcerazioni/problemi giudiziari
- 13. Difficoltà nel fronteggiare problemi di dipendenza (alcol, sostanze stupefacenti, ludopatia)
- 14. Altri eventi traumatici
- 15. Isolamento sociale

Fig. 11: The third section of the pre-assessment

Based on the pre-assessment's results, GePI recommends to the social worker one of four possible action plans for the family. Case managers can review the GePI-proposed action plan and change it, if necessary.

The four possible action plans are:

1. signing a simplified Social Inclusion Pact,
2. referral to labor services to sign an individual Labor Pact,<sup>36</sup>
3. referral to specialized (health) services,
4. signing a complex Social Inclusion Pact.

In the latter case, the family goes through a second in-depth assessment performed at the individual level, which may lead to external referrals of single individuals within the family to other professional services.

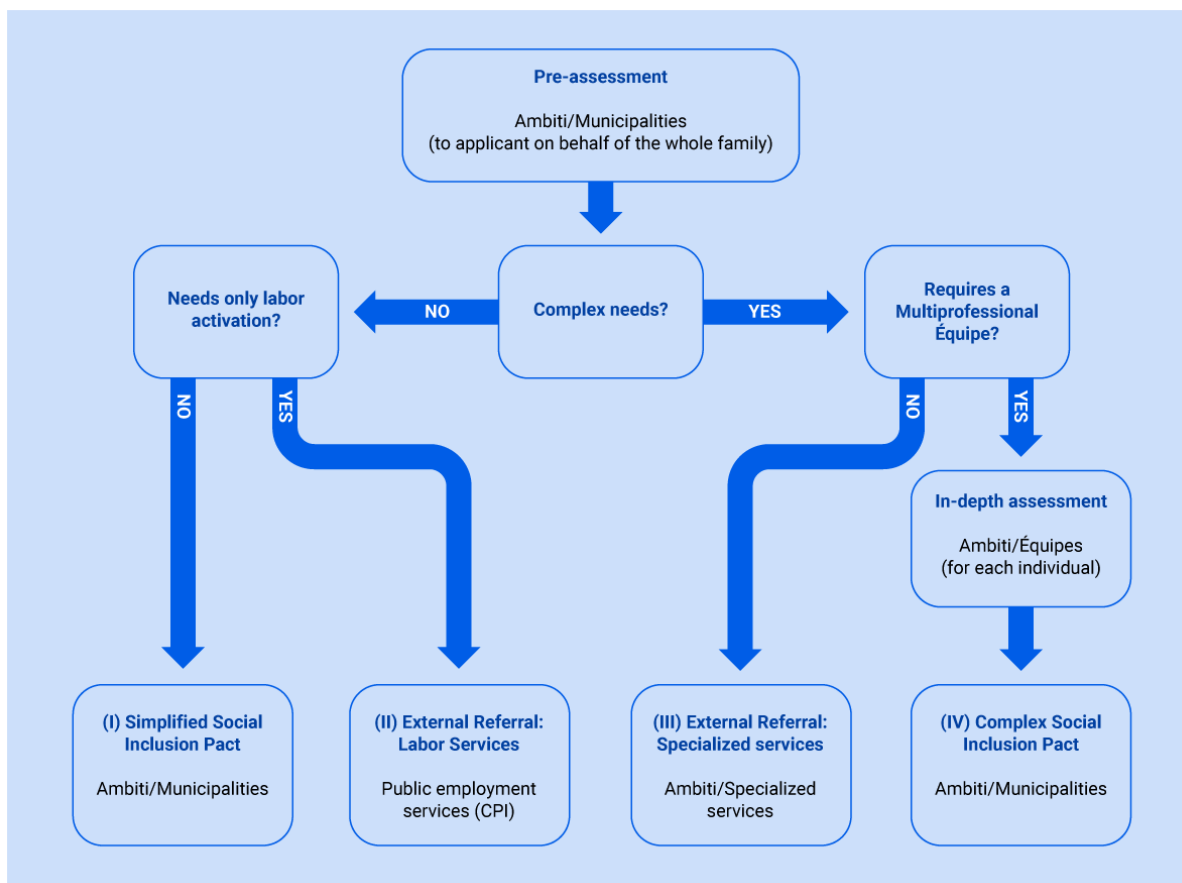


Fig. 12: The four outcomes of the pre-assessment foreseen by the RdC case management tools and implemented digitally by GePI

### Simplified Social Inclusion Pact

In this case, the social worker sets some objectives for the family or individual family members and the involved people sign the pact. The social worker creates the pact electronically through GePI, but also prints out a copy for beneficiaries to sign. This signed copy is then uploaded to GePI. External referrals to labor services

This is all done via interoperability between GePI and the Public Employment Services (CPIs) national platform MyANPAL.<sup>37</sup>

### External referrals to specialized services

<sup>36</sup> Single members of families sent to social services to sign the social inclusion pact may be sent individually to sign also a Labor Pact.

<sup>37</sup> This platform exists at the national level but is a collector for many regional platforms that manage Public Employment Services.

The social worker must contact the service by phone, email, letter, etc. This takes place outside GePI. The referral is captured by GePI when the social worker records the outcome of the external referral on the platform. These types of services are provided locally by many different institutions making it challenging to activate interoperability protocols. However, it is foreseen that some of these services may be available soon via interoperability with GePI.

### Complex Social Inclusion Pact

Finally, if the result of the pre-assessment is that of a Complex Social Inclusion Pact, the social worker sets another meeting with the whole family to perform an in-depth assessment (Quadro di Analisi) at the individual level. Before this meeting, the case manager/social worker must convene a multi-professional team, which should cover all professional areas (e.g.: social, labor, healthcare, disability, etc.) needed to support that family with complex needs.

Profilo/Qualifica operatore	Nome/Cognome operatore	Figura di riferimento(case manager)	Ente/servizio di riferimento	N° tel./Ricepito	Fonte finanziamento operatore	Comuni
NE Neuropsichiatria infantile	miTEst Massimo	<input type="checkbox"/>			PON PON Inclusione FP Fondo Povertà	Altotronte Palermo Piana degli Albanesi Villabate
NE Neuropsichiatria infantile	Giovanna Bellu	<input type="checkbox"/>			FP Fondo Povertà PON PON Inclusione	Lampedusa E Linosa Altotronte

Fig. 13: Setting up of a multi-professional team

The in-depth assessment is multi-dimensional and divided in two sections: the first one analyzes the main points of strength and of fragility of the household, while the second one goes deeper into the needs of each household member.

Area Ambiente e Famiglia

1. SITUAZIONE ECONOMICA (Pre. Ass. 2, 3.2)

Negli ultimi 12 mesi ci sono stati momenti o periodi in cui la sua famiglia non aveva soldi per:

1. Comprare il cibo necessario

A. Condizione economica \* ②

Bisogno ★ ★ ★ ★ ★ Forza 3 / 6

Non è una priorità

N/A Già conosciuto, oggetto di presa in carico

B. Capacità di gestione del budget e di risparmio \* ②

Bisogno ★ ★ ★ ★ ★ Forza 0 / 6

N/A

2. CONDIZIONE ABITATIVA (Pre. Ass. 3.5)

A. Condizione abitativa interna all'abitazione e esterna (nella zona di residenza) \* ②

Bisogno ★ ★ ★ ★ ★ Forza 0 / 6

N/A

Condizione abitativa:  
in affitto da privato  
Criticità rispetto all'alloggio:  
3. In affitto con notifica di sfratto

Fig. 14: The first section of the in-depth assessment

Based on the results of this second interview, a specific set of objectives is set for each family member that may require support, including an external referral to other services for the single family member. In the case of referral to labor services, the referral of the individual is also done through GePI via interoperability. The set of objectives and activated supports for the household, are part of the **Patto di Inclusion Sociale**, which all beneficiaries subject to conditionality need to undersign. Once the pact is finalized, it enters the so-called monitoring phase.

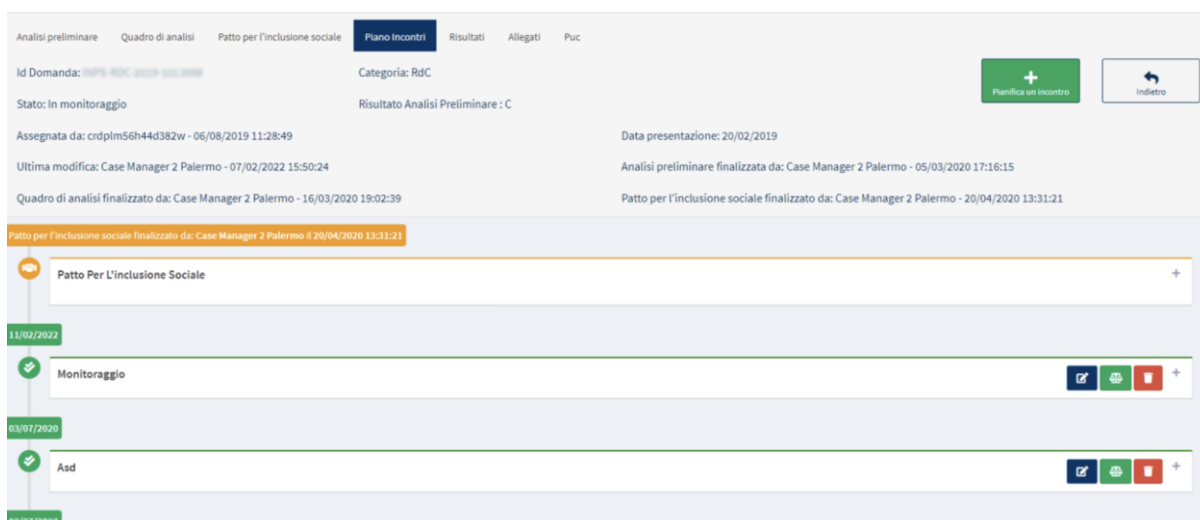


Fig. 15: The interface that helps case managers to set-up monitoring meetings

In the monitoring section of the case, the social worker is able to plan regular check-in meetings and record previous meetings, their objectives and outcomes.

Data	Tipologia	Obiettivi o Impegni	Esito
02/04/2020	Impegno	Frequenza di contatti con i competenti servizi responsabili del progetto	Impegno Non Realizzato Per Motivi Non Giustificati
04/04/2020	Impegno	Frequenza di contatti con i competenti servizi responsabili del progetto	Impegno Non Realizzato Per Motivi Non Giustificati
04/04/2020	Impegno	Atti di ricerca attiva di lavoro e disponibilità alle attività di cui all'articolo 20, comma 3, del decreto legislativo n. 150 del 2015	Impegno Non Realizzato Per Giustificati Motivi
04/04/2020	Obiettivo	Potenziare/Sviluppare il benessere e il funzionamento della persona	Raggiunto In Parte
01/05/2020	Obiettivo	Potenziare/Sviluppare il benessere e il funzionamento della persona	Obiettivo Non Raggiunto
01/05/2020	Impegno	Frequenza di contatti con i competenti servizi responsabili del progetto	Impegno Non Realizzato Per Motivi Non Giustificati
01/07/2020	Impegno	Frequenza di contatti con i competenti servizi responsabili del progetto	Impegno Non Realizzato Per Motivi Non Giustificati

Fig. 16: The record of previous meetings

Here, the social worker can also monitor the individual and household progress towards the objectives listed in the pact. In the instance in which the household does not meet the required objectives, the social worker can use this section to sanction the household for its non-compliance.

Social workers, in this case of both a simplified or complex pact, use GePI to monitor the objectives set in the intervention plan and to handle the calendar of appointments. GePI also supports the creation of the multi-professional teams. Case managers and other social workers registered in the platform can be retrieved in the system and added as members of the multi-professional team. Other professionals that are external to the social services (e.g., labor professionals, health professionals, etc.) must be added manually to the multi-professional teams by the case manager. External members of multi-professional teams do not have access to the GePI platform.

### 3. Other features/modules supported by GePI, beyond case management

- Verification of the residency or citizenship requirement for all RdC applicants
  - In addition, beyond case management, GePI supports municipalities in the verification of residency and citizenship eligibility requirements for RdC applicants (at the individual level). Some key functionalities of this module include:

- Municipality officials record information in the system
- Officials can communicate sanctions to INPS if the requirements are not met
- They can refer the case to other municipalities for further verification
- Interoperability with Italy's national population register (ANPR)<sup>38</sup> is in the pipeline
- Family composition verification for a random sample of families (5%)
- Participation of single beneficiaries to PUC or compulsory volunteering projects
  - GePI also supports the participation of individuals in compulsory community volunteering projects (or PUC – an RdC conditionality).
    - PUC coordinators can create a PUC project in the system
    - Case managers can assign beneficiaries to a PUC
    - GePI communicates via interoperability to the INAIL<sup>39</sup> some required data of the beneficiary and receives confirmation of insurance policy activated for that beneficiary
    - PUC coordinator approves participation of beneficiary to a PUC
    - PUC coordinator records the number of days/hours of participation to a PUC by a single beneficiary quarterly

#### 4. Interaction with beneficiaries

GePI supports the work of social workers in the interaction with beneficiaries, including sending automatic meeting reminders via SMS or email or other reminders set **ad hoc** by the case manager. RdC beneficiaries cannot directly access GePI, but they can however see the status of their application and the amount of money on their card on a dedicated website managed by the Italian Postal Service.<sup>40</sup>

#### 5. Data warehouse

GePI is connected to a data warehouse housed in the MoLSP. GePI data are sent to the data warehouse daily, where they are anonymized for micro-data analysis or they are aggregated and sent to a MoLSP RdC internal monitoring dashboard.

#### 6. Dashboards

GePI has an internal dashboard that monitors some indicators at the Ambito and municipality levels, related to the cases in GePI.

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<sup>38</sup> The ANPR contains residency information for almost all Italian citizens (with the exception of some municipalities that are in the process of migrating their databases). Interoperability with this agency could simplify the manual work of municipality operators in verifying residency and citizenship requirements. However, it would not fully resolve the problem because the ANPR does not contain historical data but only the information from the moment in which a municipality joined the network. For more information: <https://stato-migrazione.anpr.it/>

<sup>39</sup> INAIL is the National Institute for Insurance against Accidents at Work (<https://www.inail.it/cs/internet/multi/english.html#:~:text=Inail%2C%20the%20National%20Institute%20for,physical%20injuries%20and%20occupational%20diseases.&text=The%20insurance%20releases%20the%20employer,damage%20caused%20by%20his%20employees.>)

<sup>40</sup> <https://www.redditicittadinanza.gov.it/>





Fig. 17: GePI Dashboard

Among others, the dashboard monitors the total number of cases to be activated, the status of the cases, and various indicators of performance of the **Ambito** (number of cases activated per day, pre-assessments completed, Social Inclusion Pacts signed, etc.).

In addition to the internal dashboard, GePI data, via the data warehouse, feeds two other dashboards:

- i. a monitoring dashboard with restricted access to the MoLSP (based on the Oracle BI platform)
- ii. an external dashboard with restricted access to regions, *Ambiti* and municipalities (based on Tableau)<sup>41</sup>.

## 7. GePI helpdesk and tutorials

The MoLSP has a general helpdesk for citizens and operators (**URP online**) which distributes different questions asked via an online module to different MoLSP teams. In the case of GePI, the development team deals with technical questions related to the functioning of the platform, whereas questions related to the RdC program (which may overlap with GePI questions) are handled by the MoLSP team that oversees RdC implementation. The helpdesk currently may take up to a few days to get back to operators and there is no phone help desk for GePI. The World Bank is providing capacity building to the MoLSP for the help desk by running regular basic webinars, producing short tutorial and e-learning videos, and holding weekly office hours where operators can connect virtually and ask questions. All the GePI tutorials, operational manuals, case studies, FAQs, webinars, video pills and presentations of new features can be found at [this link](#), on the left-hand side menu.



## 8. What GePI does not cover

GePI does not cover the application process for RdC (this is handled by the National Institute for Social Insurance [INPS]), eligibility checks (means testing), or GMI payments.

<sup>41</sup> At the time of writing (September 2021) this dashboard has been partly developed but has not yet been released.

## 9. Glossary

### **Ambiti**

clusters of municipalities for the management of social services

### **Analisi Preliminare**

pre-assessment of RdC beneficiary families

### **ANPAL**

Agenzia Nazionale per le Politiche Attive del Lavoro: Agency for Active Labor Market Policies

### **ANPR**

the national registry of the resident population

### **CAF**

Centri di Assistenza Fiscale: Centers for Fiscal Assistance (CAF), or where citizens get help to file taxes

### **CNOAS**

Consiglio Nazionale dell'Ordine degli Assistenti Sociali: National Council for the Order of Social Workers

### **CPI**

Centri per l'Impiego: PES - Public Employment Services

### **MoLSP**

Ministry of Labor and Social Policies

### **GMI**

Guaranteed Minimum Income

### **INPS**

Istituto Nazionale per la Previdenza Sociale: National Institute for Social Security

### **GePI**

Gestionale Patti per l'Inclusione Sociale: Case Management Information System for the Social Inclusion Pact of the RdC.

### **MyANPAL**

the Public Employment Services platform that interoperates with GePI

### **PUC**

Progetti Utili alla Collettività: compulsory community volunteering projects, an RdC conditionality

### **REI**

Reddito di Inclusione (Inclusion Income): Italy's first guaranteed minimum income program that preceded the RdC.

### **RdC**

Reddito di Cittadinanza (Citizenship Income): Italy's guaranteed minimum income program

### **Quadro di Analisi**

in-depth assessment

### **SPID**

Public Digital Identity System

### **Conditionalities**

(aka "co-responsibilities").

"The set of obligations that each beneficiary household must comply with in order to continue receiving cash benefits. Common examples include school attendance, health visits, and labor/work efforts." (Sourcebook, p. 430)

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RAPID SOCIAL RESPONSE

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