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## Vademecum

The Elastic project started on 6<sup>th</sup> November 2017 in Bologna with the Kick Off meeting and ended on 19<sup>th</sup> June 2019 in Brussels with the Final Event.

All along the two years there were training meetings in Warsaw, Prague, and Bologna and the Santander partner meeting during which it has been possible to learn about different digital tools (App, Software, Database) used by several European organizations and services providers dedicated to social inclusion.

A broad portion of a social worker's job is to interact face-to-face with clients, which means they rely on technology to help them manage their time and clients. The use of technology in their work comes with advantages and challenges. It's great for managing projects, keeping meticulous records and sharing information across social service agencies. On the other hand, technology introduces new challenges to social work agencies, in terms of information security, technology reliability, and accessibility.

The concept of adapting communication technologies into social work practice can present some advantages, such as increased productivity but it can also present complexities and ethical challenges for social work practitioners, as the incorporation of technology into practice can be met with some resistance from social workers and it is often a challenge to have a proper use of tools and a full respect of people privacy as per the recent GDPR regulation.

Instead, it is possible to propose a collection of the most interesting tools and good practices examined, in order to produce a useful list for those who want to use the Digital Inclusion tools in their Social Worker work and in the implementation of their services.





## ANTHOLOGY

Presented by: **Città Prossima (City of Bologna - Italy)**



### Description

ANThology is a web-based platform for sharing information relating to people in need who turn to organized social, institutional or private social assistance and orientation services.

The goal is to allow social realities to collaborate together in the construction of personalized paths of re-inclusion of marginalized people, eliminating data redundancies, downtime and differences in operating language that are often the cause of user frustration with consequent abandonment of the same path of recovery.

### Why we have chosen Anthology?

Because it is a specific and suitable technology to social services. Because it is a simple way for social organizations to know and “follow” homeless people

### Strenghts

- It is a specific tool for counting and monitoring homeless people visiting station and help center
- It is useful to identify requests and needs

### Weaknesses

- It is a “lonely” tool – autoreferential - whether it is not linked to other platform or data base



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## ARRELS LOCATOR

Presented by: **Arrels Fundació (City of Barcelona – SP)**



### Description

Arrels is an APP developed by Arrels Fundació to help homeless people get off the street. Through this app, Arrels encourage citizens to warn of the presence of people sleeping on the street in order to collect information about their status and help streetworkers network to support them.

With this warning, Arrels will activate their teams and coordinate with other teams of the city in order to find out if they know the person or not and look for the best way to tackle the situation.

### Why we have chosen this tool?

Because it permits to every citizen to “see” invisible people (roofless people), to discover new critical areas, and offer support and assistance

### Strenghts

- It is easy to download (by Google Play or Android)
- Citizens are involved in social care
- It collects information about homeless people status

### Weaknesses

- It works only at local level
- It could leave an overlap of information



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## DROPBOX

Presented by: **Documenta  
(Santander – SP)**



### Description

Dropbox is the most popular cloud storage system on the market, and it continues to improve its features. Dropbox allows users to move files, such as images and video, off their computers and onto a database in the cloud. Furthermore, it lets users save space and share files quickly. Before deciding to make Dropbox your main file storage system, check out these five interesting pros and cons.

Dropbox brings files together in one central place by creating a special folder on the user's computer. The contents of these folders are synchronized to Dropbox's servers and to other computers and devices where the user has installed Dropbox, keeping the same files up to date on all devices. Dropbox uses a freemium business model, where users are offered a free account with a set storage size, with paid subscriptions available that offer more capacity and additional features. Dropbox Basic users are given two gigabytes of free storage space.

### Why we have chosen this tool?

Because it improve the exchange of information between social workers, because it make easy to share documents , because it makes simple to manage an archive related to social project

### Strenghts

- Automatic File Backup
- Advanced Software Integration
- Offline Working Capabilities
- Block syncing
- Referral program

### Weaknesses

- Less storage space than Drive
- No native spreadsheet support
- Limited Search Function
- Lack of Elite-Level Security



## ENTOURAGE

Presented by: **Open Group (The city  
of Bologna – IT)**



### Description

Entourage tries to use the connecting power of technology to enable people to create local collaborative initiatives to help their neighbours in need.

The network proposes to encourage citizens to change their daily behavior towards homeless people; to promote social interactions and not just material help; and to support homeless people desire to reintegrate into society. It can be used by two kind of users, individuals and professionals/organizations.

### Why we have chosen this tool?

Because it makes closer people, the most vulnerable people and “common” citizen. Because it builds a bridge, it offers an opportunity to break fear and distrust between people. Because it makes possible to start social relation that is at the basis of social work

### Strenghts

- Sensibilization of citizens
- Connection of benevolent people (helper) with the most vulnerable
- Promotion of social relationship
- Promotion of social integration
- Exchange of human relationship

### Weaknesses

- Continuity along the time
- Listening and occasional material support are not enough to exit from marginalization or lonely



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## GOOGLE FORM

Presented by: **Polish Forum  
Mygracyjne (Poland)**



### Description

Google forms is one of the easiest ways to collect data online without being an ICT expert. It provides you with a number of themes, to make the form look fancy and also a number of different controls (such as dropdown, radio button, checkbox, date picker).

You can add an Excel sheet to the back-end of the form and this will gather all the data in a structured way, whenever the form is filled and submitted. Moreover, the form can be re-used by changing the responses destination, new Excel sheet. You can download the filled Excel sheet in a CSV format too. The most important thing: Google forms is free of costs. You just need a Google account and access to Google drive, where your excel sheet is stored.

### Why we have chosen this tool?

Because is one of the easiest ways to collect data online without being an ICT expert also within social work!

### Strenghts

- Easy to use interface
- What-You-See-Is-What-You-Get
- Offline Working Capabilities
- Google Sheet integrated answers
- Field can be customized based for advanced users

### Weaknesses

- The design customization for the form is limited
- It is necessary to have internet to be able to use this tool.
- Limited Search Function
- Lack of Elite-Level Security



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## KAHOOT

Presented by: **Polish Forum  
Mygracyjne (Poland)**



### Description

Kahoot! is a free web-based program that allows teachers to pose questions to children who then respond from a selection of answers electronically on their own devices. It records the answer each child gives to a question, as well as how quickly they respond, so teachers can use the data to assess their children. Ultimately, it is a fun and engaging tool that can be used to challenge and assess learners. There are different types of Kahoots available; quizzes, surveys, jumbles, discussions and challenges.

### Why we have chosen this tool?

Because it breaks down the barriers to collaboration across organizations also in the social sector. It offers opportunity to share documents, to make surveys, to enable collaboration between staff members of the organization.

### Strengths

- People/beneficiaries engagement with Kahoot is very high
- It is visual
- Trainers, manager can easily measure understanding of participants

### Weaknesses

- It can be hard to valorize individual working of people



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## MOODLE

Presented by: **Spoleczna Akademia  
Nauk (Poland)**



### Description

Moodle is a learning platform designed to provide educators, administrators and learners with a single robust, secure and integrated system to create personalised learning environments. You can download the software onto your own web server or ask one of our knowledgeable Moodle Partners to assist you.

Moodle is built by the Moodle project, which is led and coordinated by Moodle HQ, which is financially supported by a network of over 80 Moodle Partner service companies worldwide.

### Why we have chosen this tool?

Because it promotes learning and development of knowledge across social work sector.  
Because it valorizes skills of social workers and exchange of best practices

### Strenghts

- There are no charges for using MOODLE LMS, it's an open sourced project and free of cost.
- Moodle LMS can be customized
- There is a great community of Moodlers

### Weaknesses

- There is no dedicated 24\*7 support
- It takes a little tech skill



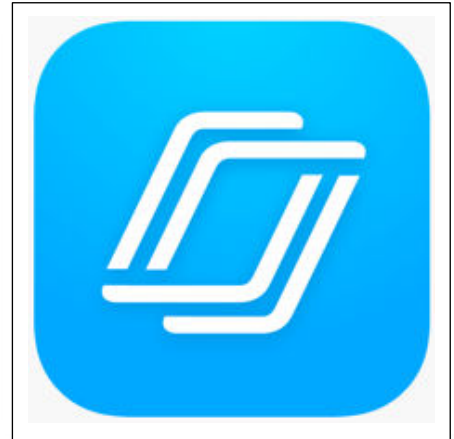


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## NEARPOD

Presented by: **Polish Forum  
Mygracyjne (Poland)**



### Description

Nearpod is a student engagement platform that can be used to amazing effect in the classroom. The concept is simple. A teacher can create presentations that can contain Quiz's, Polls, Videos, Images, Drawing-Boards, Web Content and so on.

They can also access over 7K k-12 standards-aligned lessons. The children can access a teacher's presentation through a code. The teacher can move the class through the presentation and let them interact with the media as they go. They can also opt for *student-paced*, where the student controls the flow of the lesson.

### Why we have chosen this tool?

Because it is a simple way for disseminate knowledge in the social sector and to organize training courses on related topics.

### Strengths

- Free for students
- Assess students in app
- Engage them with technological learning
- No more class copies of photocopies
- Easily create content

### Weaknesses

- 120 euro/years for more advanced tools



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## **STREETLINK**

Presented by: **FEANTSA**  
**(Brussels - EU)**



### Description

StreetLink is a website, mobile phone app and telephone service through which people can take positive action when they see someone sleeping rough by sending an alert that connects that person to local services for support.

The member of the public provides details about the rough sleeper's location and general appearance, which are sent to the correct, independent local homelessness outreach team, so they can locate the individual and connect them to support services. The person sending the alert initially receives details of the action the outreach team normally takes when they are told someone is sleeping rough, which will vary locally. StreetLink also finds out what has happened as a result of the alert within 14 days and, if requested, provides the member of the public with an update.

### Why we have chosen this tool?

Because it permits to identify rough sleepers's location and to share this information across support system

### Strenghts

- Citizens are involved in social care
- It collects information about homeless people status

### Weaknesses

- It works only at local level



## TELEGRAM

Presented by: **University of Bologna  
(Bologna - IT)**



### Description

Telegram is a cloud-based instant messaging and voice over IP service, similar to WhatsApp but with some different features, especially the Channels, that can be used to disseminate information and alerts

It helps sharing many photos and videos (up to 1 GB), it is a messaging application with more focus on security and speed which helps to form group chats containing up to 5000 members and stay in touch with all, and help you share innumerable photos and videos (up to 1 GB).

Telegram comes with channels where a person can connect to information without being in a group chat, this feature is not available on WhatsApp, This is a very important feature that makes Telegram different & distinct, Channels can post information without any comments or analysis.

### Why we have chosen this tool?

Because it is a simple and not disturbing way to keep in touch with colleagues, community, networks of people working in your same sector.

### Strenghts

- It is Free
- Availability of Groups and Channels
- Secret Chats
- Audio Calling Service

### Weaknesses

- User accounts are automatically deleted after a period of inactivity
- It is not available in all countries



## TRELLO

Presented by: **Open Group  
(Bologna – IT)**



### Description

Trello is a team-work oriented tool aimed to facilitate communication and collaboration for groups and teams, useful for managing and planning projects or, reach deliverables, establishing deadlines, making comments, uploading and store pictures, files, links or other document that might be used for the project.

Users can create their task boards with several columns and move the tasks between them. Typically, columns include task statuses: To Do, In Progress, Done. The tool can be for personal and business use. Trello has a variety of work and personal uses including real estate management, software project management, school bulletin boards, lesson planning, accounting, web design, gaming, and law office case management.

### Why we have chosen this tool?

Because it facilitates a team working. Because it permits to monitor a social project or social work activity also at distance. Because it consents to managing complex projects.

### Strenghts

- Strong product team partnership
- Google Drive integration
- Highly flexible
- Free. No credit card required for signing-up
- No limit on people invited to a board

### Weaknesses

- Not Ideal for projects with hundreds of tasks
- Export is not available on the free plan
- Having many cards can get quite hectic



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## Link

Anthology	<a href="https://anthology.eu">https://anthology.eu</a>
Arrels Locator	<a href="https://www.arrelsfundacio.org/es/colabora/app/">https://www.arrelsfundacio.org/es/colabora/app/</a>
Dropbox	<a href="https://www.dropbox.com">https://www.dropbox.com</a>
Entourage	<a href="https://www.entourage.social">https://www.entourage.social</a>
Google Form	<a href="https://www.google.it/intl/it/forms/about/">https://www.google.it/intl/it/forms/about/</a>
Kahoot	<a href="https://kahoot.com">https://kahoot.com</a>
Moodle	<a href="https://moodle.org">https://moodle.org</a>
Nearpod	<a href="https://nearpod.com/">https://nearpod.com/</a>
Streetlink	<a href="https://www.streetlink.org.uk">https://www.streetlink.org.uk</a>
Telegram	<a href="https://telegram.org">https://telegram.org</a>
Trello	<a href="https://trello.com">https://trello.com</a>





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## Conclusion

While technology's role in social work careers is filled with advantages, there are some concerns that must be addressed when incorporating technology into conducting social work.

The security of data and information storage leaves sensitive client information vulnerable to hackers. Not all servers, including e-mail and cloud computing systems, are secure and reliable. A breach in security could lead to client information and data being violated or released, which could have legal and other ramifications.

