SimbiòTIC platform
Catalunya

THE THIRD SECTOR

367.000 volunteers

563.000 donors

559.000 associates

100.000 employees

1.900.000 beneficiaries

800.000 in the pandemic
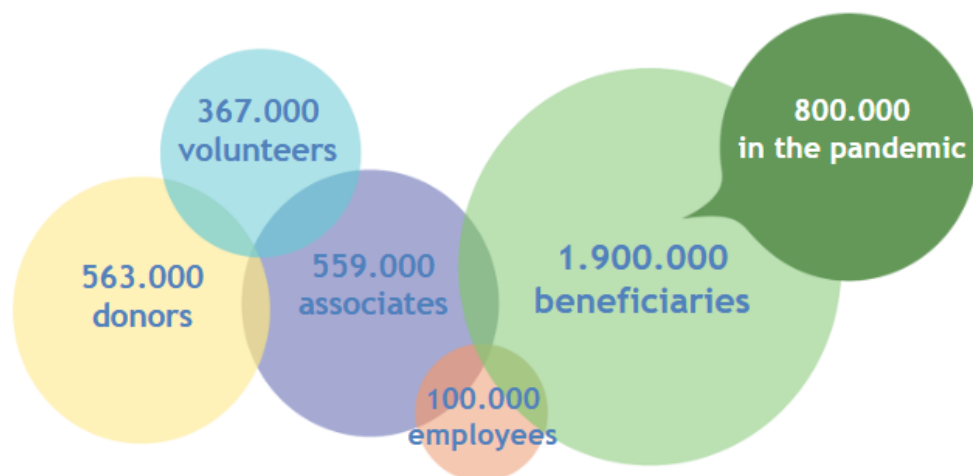
3.143 SINGLE AGENCY MEMBERS OF THE CATALAN THIRD SOCIAL SECTOR PLATFORM

Alt Pirineu i Aran: 34

Catalunya Central: 204

Girona: 340

Lleida: 238

Àrea de Barcelona: 930

Pene-dès: 152

Camp de Tarragona: 192

Barcelona ciutat: 960

Terres de l'Ebre: 93

m4Social, digital innovation project

Through this project, the Third Sector Platform wants to promote and catalyze **the digital transformation of Third Sector entities**, as well as influence the generation of an ecosystem of digital innovation in the social field.

- **Detected needs:**
  - The need for transformation and modernization of digital tools.
  - Capacity-building for personnel.
  - Interoperability between enabling organizations and administration
  - Enhanced cybersecurity
  - Improved data collection and analysis (lack of open databases/ lack of knowledge)
  - Need to increase knowledge about situation – studies needed

- **Knowledge and impact:**
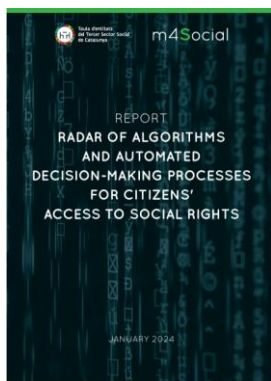
simbiòTIC (I)

SimbiòTIC is the result of the collaboration between m4Social and the **SinergiaCRM** Association, which enhances the **capacity of social entities to adopt and use ICT.** Eight federations of the Taula also participate.

- **Only 25% of entities have CRM and 62% have difficulties in digitizing,** according to the latest study by m4Social.
- CRM is a well-known tool in other areas that, transferred to the third sector, allows for **comprehensive management of the entity's social base and unifies data and information and optimizes processes**, improving the planning of social intervention and decision-making.
- It promotes the implementation of the SinergiaCRM software in around **eighty organizations and incorporates specific functionalities** for third sector entities and for improving attention to people.

simbiòTIC (II)

- Technical base on open source solutions, without third-party dependencies.
- Cloud hosting with high availability, covering LOPD/GDPR requirements.
- Software development protocols that guarantee continuity and respect for adaptations already made.
- All new functionality will be deployed for all member organizations and can be used at any time without limitations.
- Constant development of new functionalities and improvement of existing ones by the SinergiaTIC technical team.
- There are no exit barriers or additional costs, preserving the application (it is open source) and the data.

Some data from Sinergia CRM (October 2024)

- More than 13,000 active users.
- Almost 2 million registered people.
- 10 million payments managed representing more than 400 million euros.
- 15.5 million emails sent.
- 65,000 events managed.
- More than 1,100 own modules created by entities

sinergiaCRM Functionalities

Persones i organitzacions úniques

Gestió de la (multi)relació

Projectes

Atenció directa

Inserció laboral

Esdeveniments, inscripcions, sessions i assistències

Agenda personal

Calendari laboral i registre horari

Subvencions

Compromisos de pagament

Vendes

Recursos i reserves

Campanyes de comunicació

Formularis web

Enquestes

Plantilles de documents

Fluxos de treball

Mòduls personalitzats

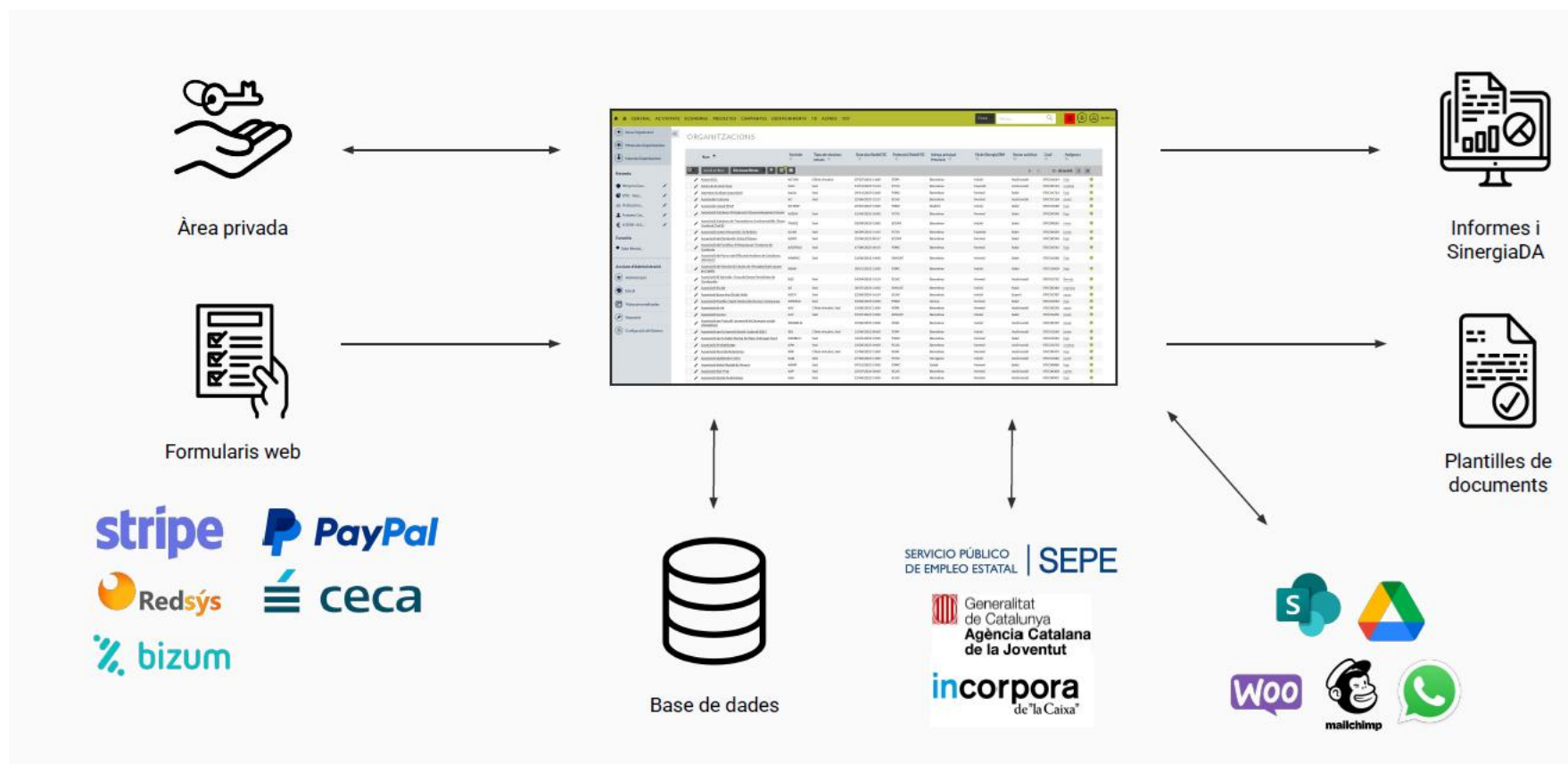Àrea privada

Seguretat de la informació
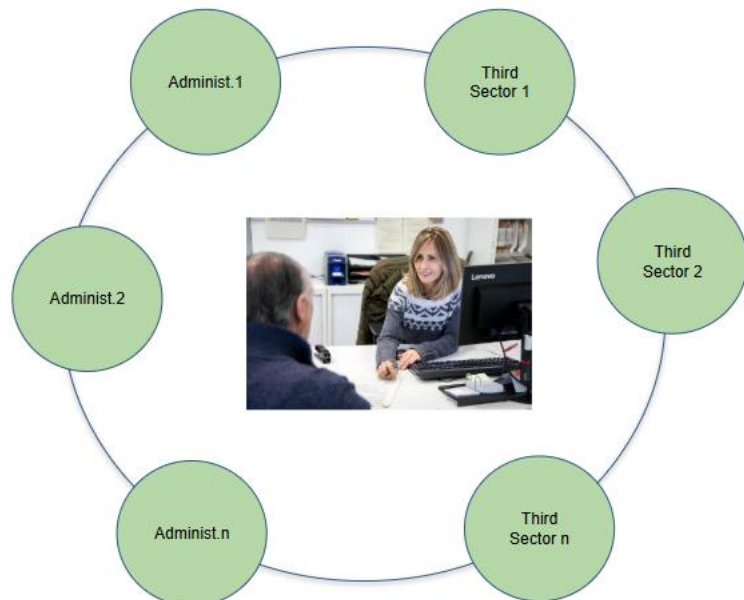
Informes i SinergiaDA

API

Codi obert

Basic architecture

m4Social other projects

1. Interoperability

Sharing data between the different agents involved in providing care and support to citizens is crucial to moving towards person-centered and community-based care.

2. Digital Divide Index

- Alarming data on the digital divide, increased in groups in a situation of vulnerability.
- Third Sector Platform had already been monitoring it based on surveys and other data.
- Need to monitor the evolution of this phenomenon over time in order to design and carry out more effective policies and initiatives.
- Real data from public and private agents on use and access.

The digital divide in people served by social entities (2020)

m4Social planned projects

1. Chatbot for social assistance

Launch an AI chatbot that can help all citizens of Catalonia to facilitate access to economic benefits and social services as a whole. Collaboration with Barcelona City Council.

2. Open Data for Social Sphere

Design and **develop an open data and data analytics environment** for third sector entities. Data on budgets, waiting lists, procedures, subsidy resolutions, etc

3. xSocial. Improving community care services

xSocial is intended to be a subsystem, within the eSocial ecosystem, that allows third sector social entities that manage services from the Social Services Portfolio to exchange data with administrations.
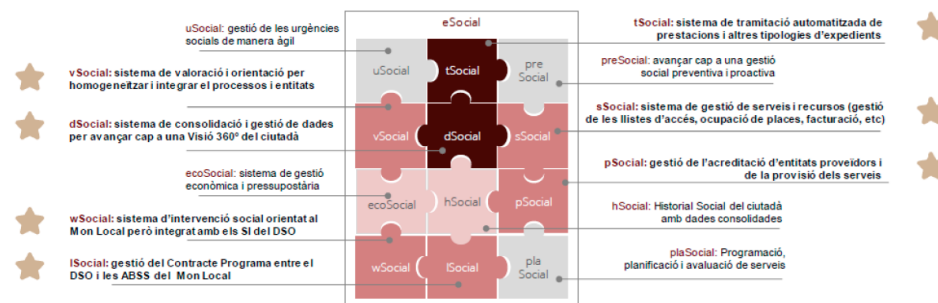
| Catalan Government social Rights Department | Local and supramunicipal ities – Primary Social Care | Third Sector – Specialized Social Care |

uSocial: gestió de les urgències socials de manera àgil

vSocial: sistema de valoració i orientació per homogeneïtzar i integrar el processos i entitats

dSocial: sistema de consolidació i gestió de dades per avançar cap a una Visió 360º del ciutadà

ecoSocial: sistema de gestió econòmica i pressupostària

wSocial: sistema d'intervenció social orientat al Mon Local però integrat amb els SI del DSO

lSocial: gestió del Contracte Programa entre el DSO i les ABSS del Mon Local

tSocial: sistema de tramitació automatitzada de prestacions i altres tipologies d'expedients

preSocial: avançar cap a una gestió social preventiva i proactiva

sSocial: sistema de gestió de serveis i recursos (gestió de les llistes d'accés, ocupació de places, facturació, etc)

pSocial: gestió de l'acreditació d'entitats proveïdors i de la provisió dels serveis

hSocial: Historial Social del ciutadà amb dades consolidades

plaSocial: Programació, planificació i avaluació de serveis