



Supported Autonomy for people with disabilities

The Team



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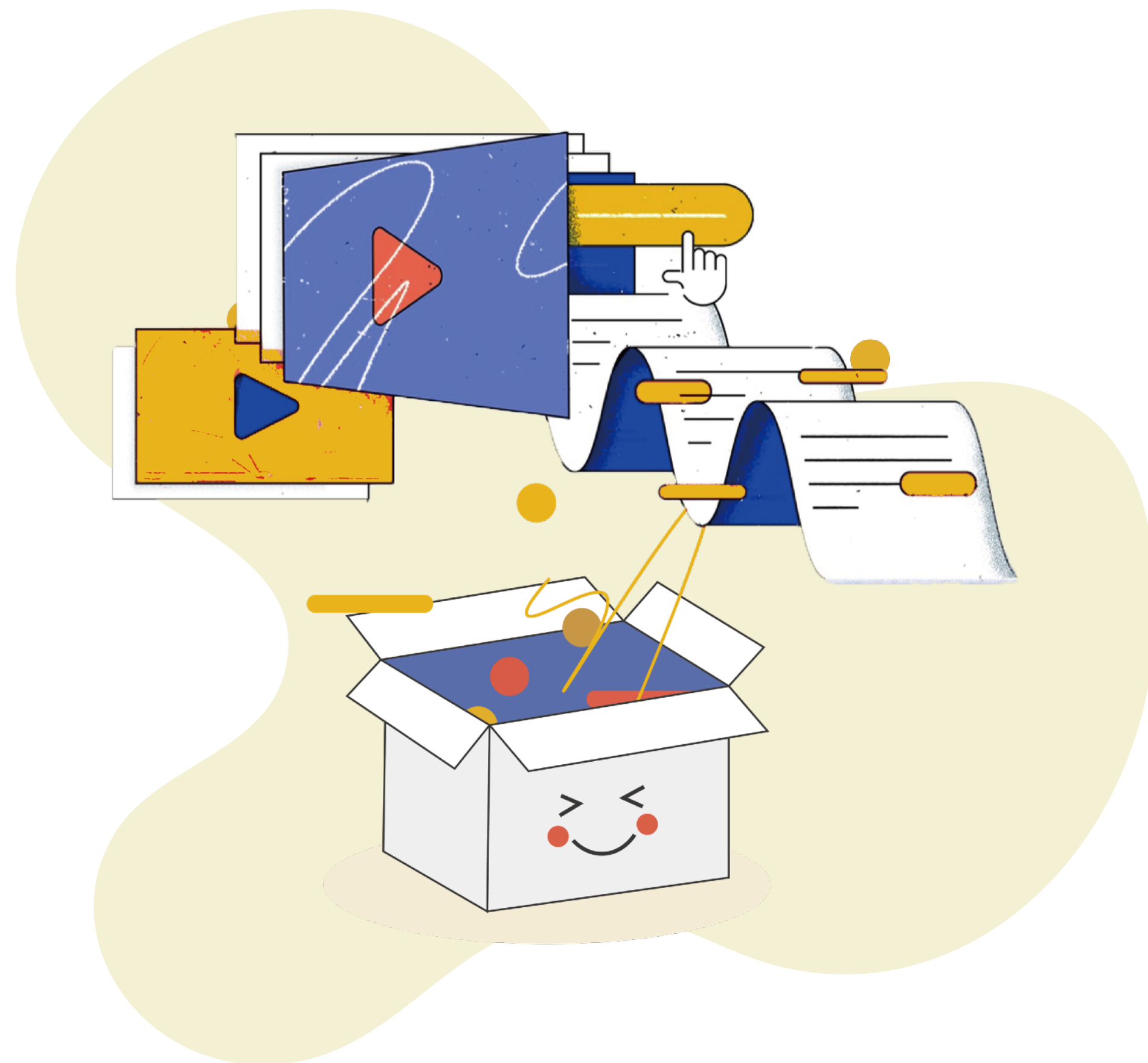


Senni
Alho



Ondřej
Zajíc

The co-created proposal



Info-pack



Support person

Our process

 End-users

 Associations

 THL

 Caretakers

 Municipalities

 Service provider

 Kela

Desk research

Interviews



Problem framing

Ideation workshop



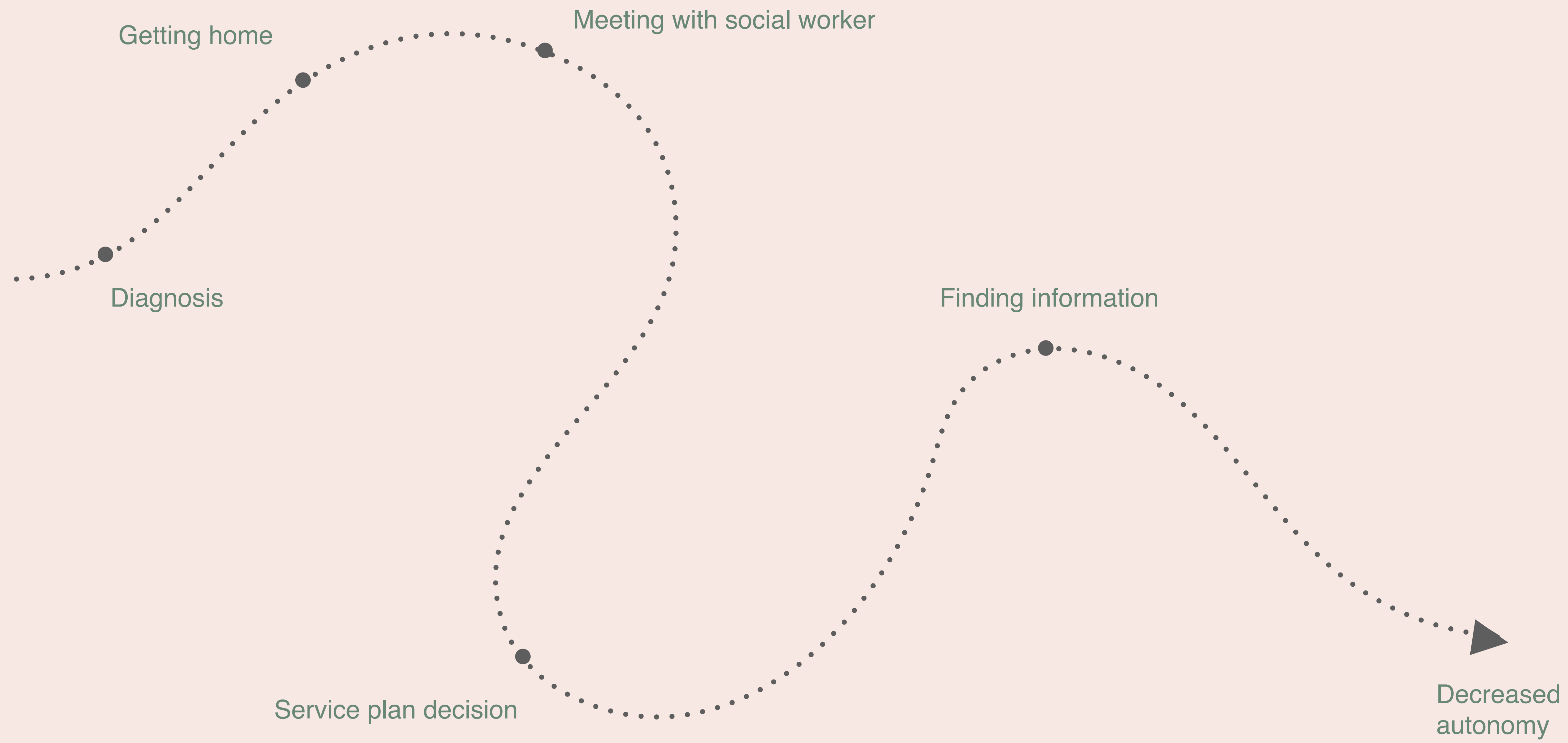
Validation workshop





Liisa's Story





Diagnosis

Liisa has an accident and ends up in a hospital. She is diagnosed with paraplegia.





Getting home

Liisa doesn't know what to do and doesn't have the energy to figure it out on her own.

Meeting with social worker

Liisa has to say what services she needs and for how many hours a week. A service plan is drafted based on her answers.



Service plan decision

Liisa notices that she needs more help than what her service plan provides. She is too exhausted to figure out how to make a complaint.



Finding information

Liisa finds more information through various unofficial sources and learns more about her rights and all the available services.

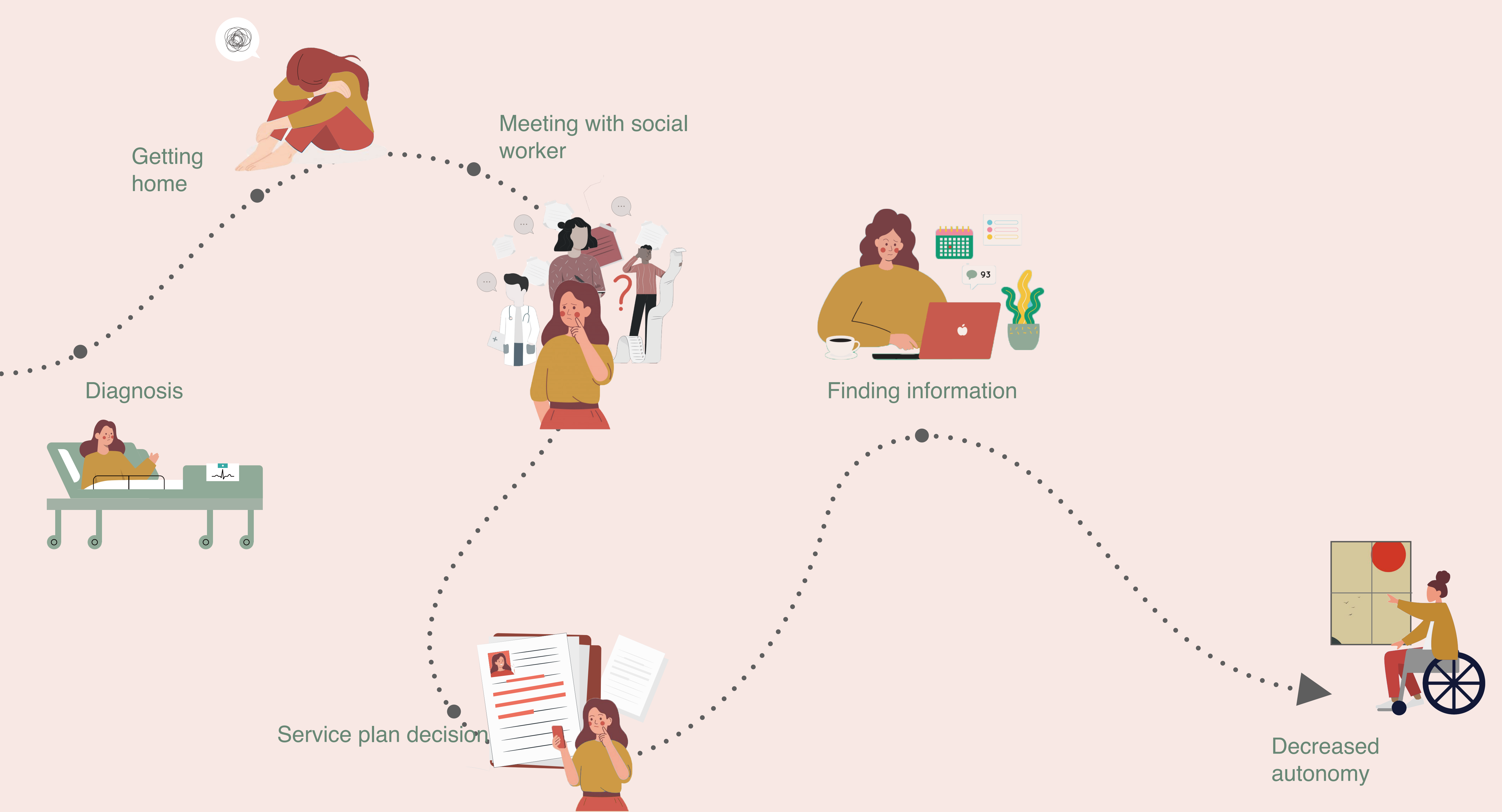




Decreased autonomy

Liisa used to be spontaneous and active, but now she is fully dependent on the services dictated for her.





Key problem areas

Social workers are under-funded, lack resources -> no time to provide individual support

People with disabilities need more assistance with getting benefits & services

Information about services is hard to find and understand

"It [special support services] started in 2019 as a trial and now it's obvious that the customers really need these services."

- Kela worker

"[During the PB pilot] there is no time to go through personal considerations with each individual."

- Social worker

"[After getting the diagnosis], no one from the municipality told us anything, we had to search for information ourselves."

- Family member of a person with severe disability

Design drivers

Autonomy

Increased freedom and control over their own lives for people with disability

Accessibility

Make information easily discoverable & understandable, and application processes easier

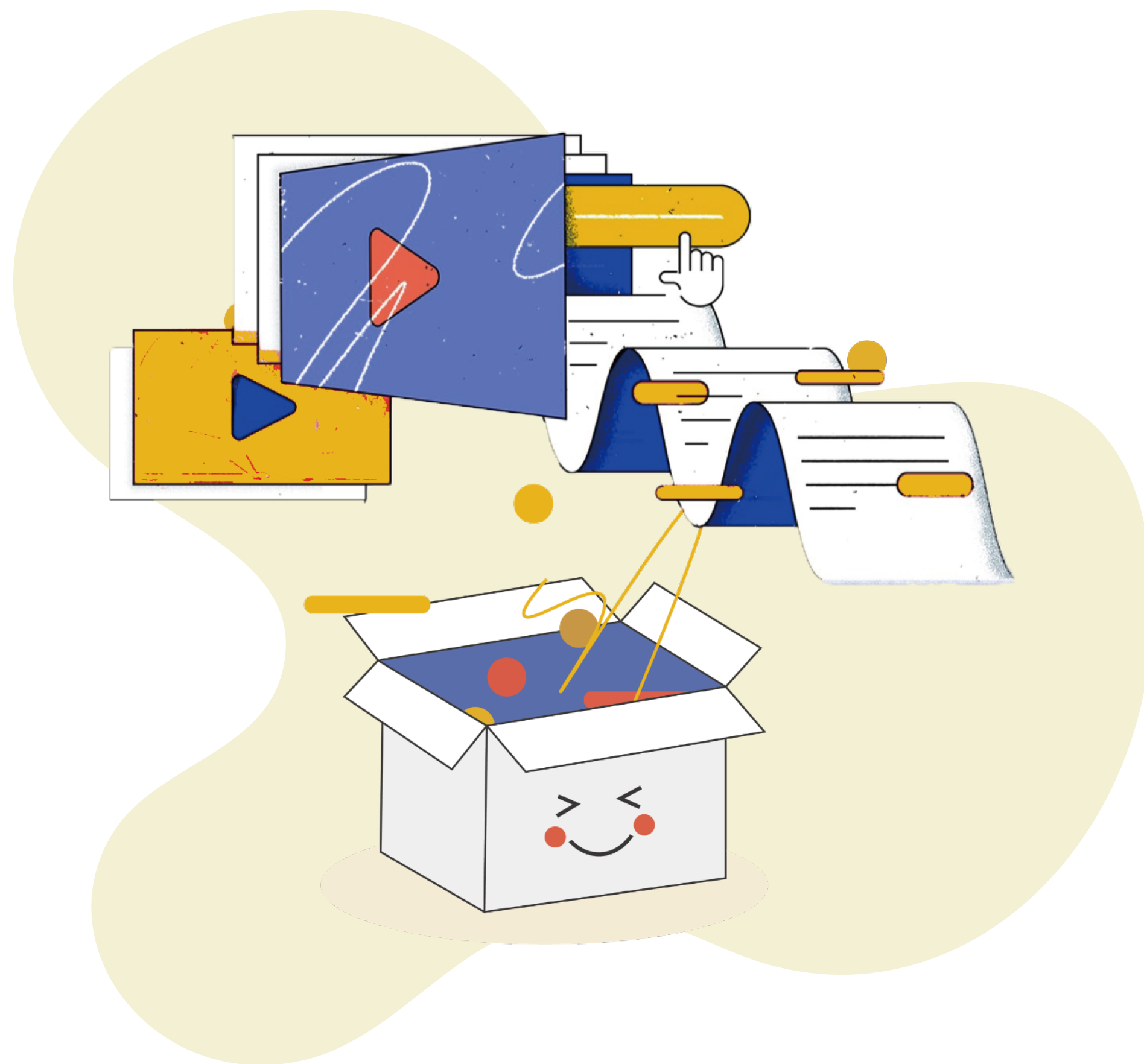
Shared understanding

Improved communication and transparency among stakeholders.

Active participation in society

Enabling people with disabilities to be more active in society if they wish

Proposal: Autonomy through support



Info-pack



Support person



Info-pack

Problem

Information is hard to find and understand.

Solution

The information is brought to the users in the very beginning in various accessible formats.



Info-pack content



National content

Info applicable to all people with disabilities provided by THL & Kela

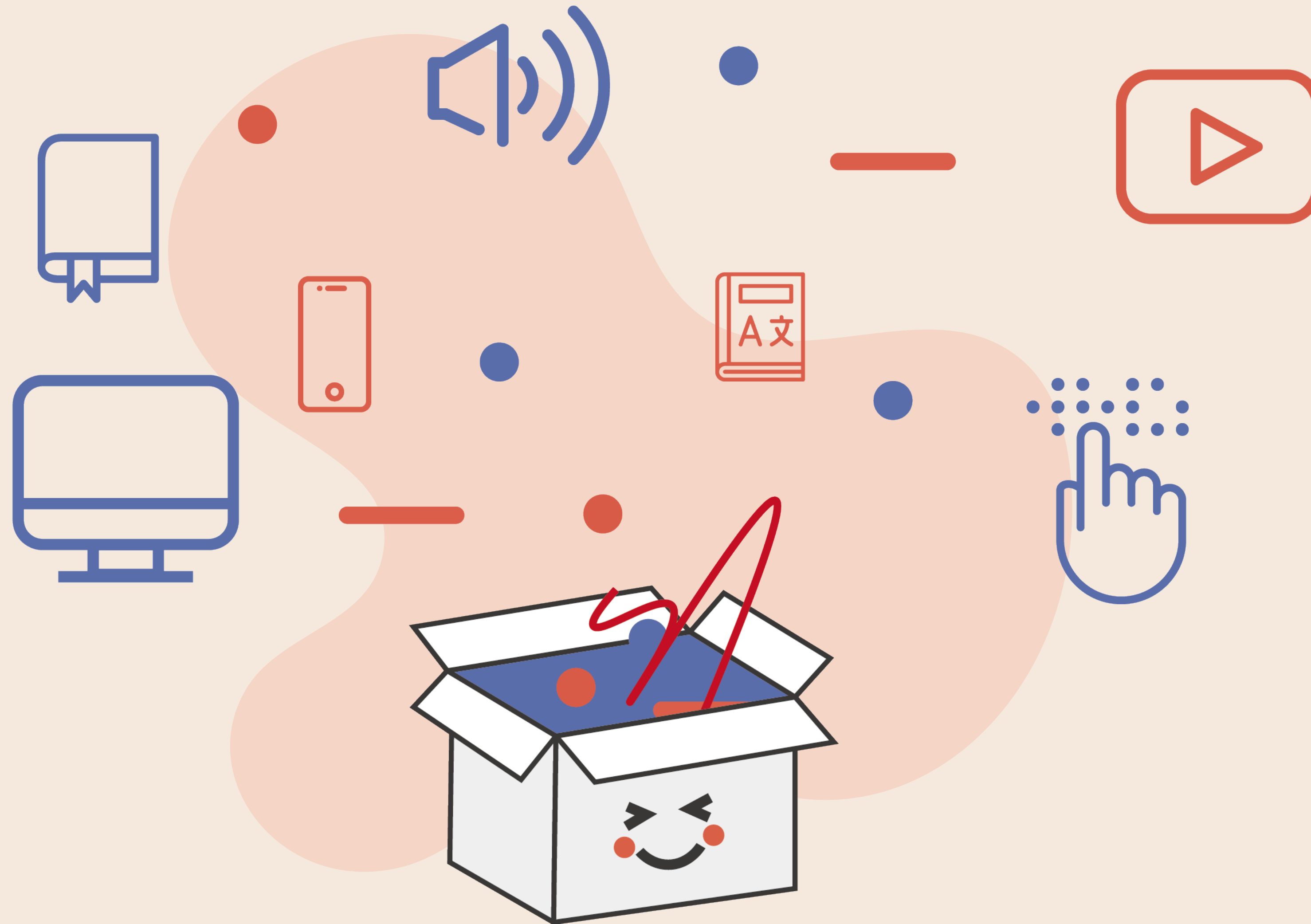
Local content

Info provided by municipalities

Personal content

Info relevant to person's specific condition

Info-pack format



How it works in practice



THL



Kela



Municipality



Support person

Problem

People with disabilities need more support with applying for benefits and services.

Social workers lack the resources to provide as much individual support as is needed.

Solution

Everyone diagnosed with a disability will have the right to a support person.



Support person

Can be contacted at any time

Helps with application process

Supports with well-informed decisions

Trained by multiple stakeholders

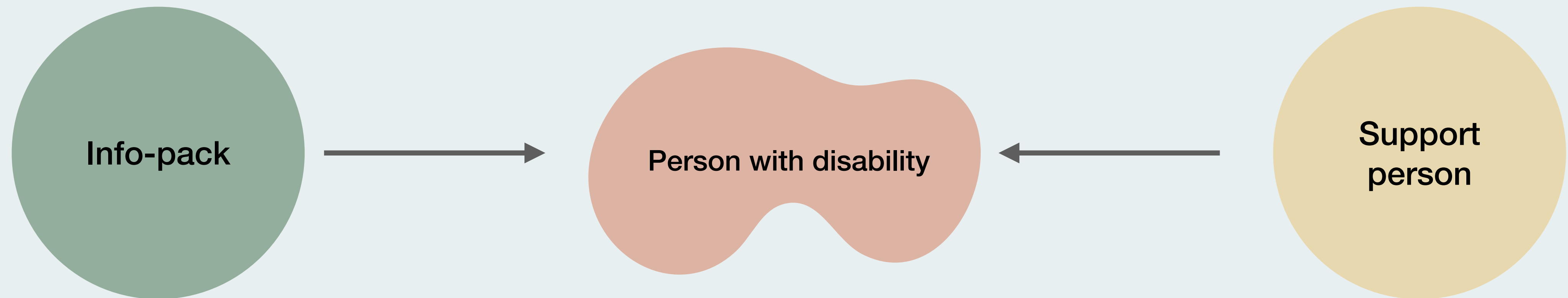
Priority for people with disabilities



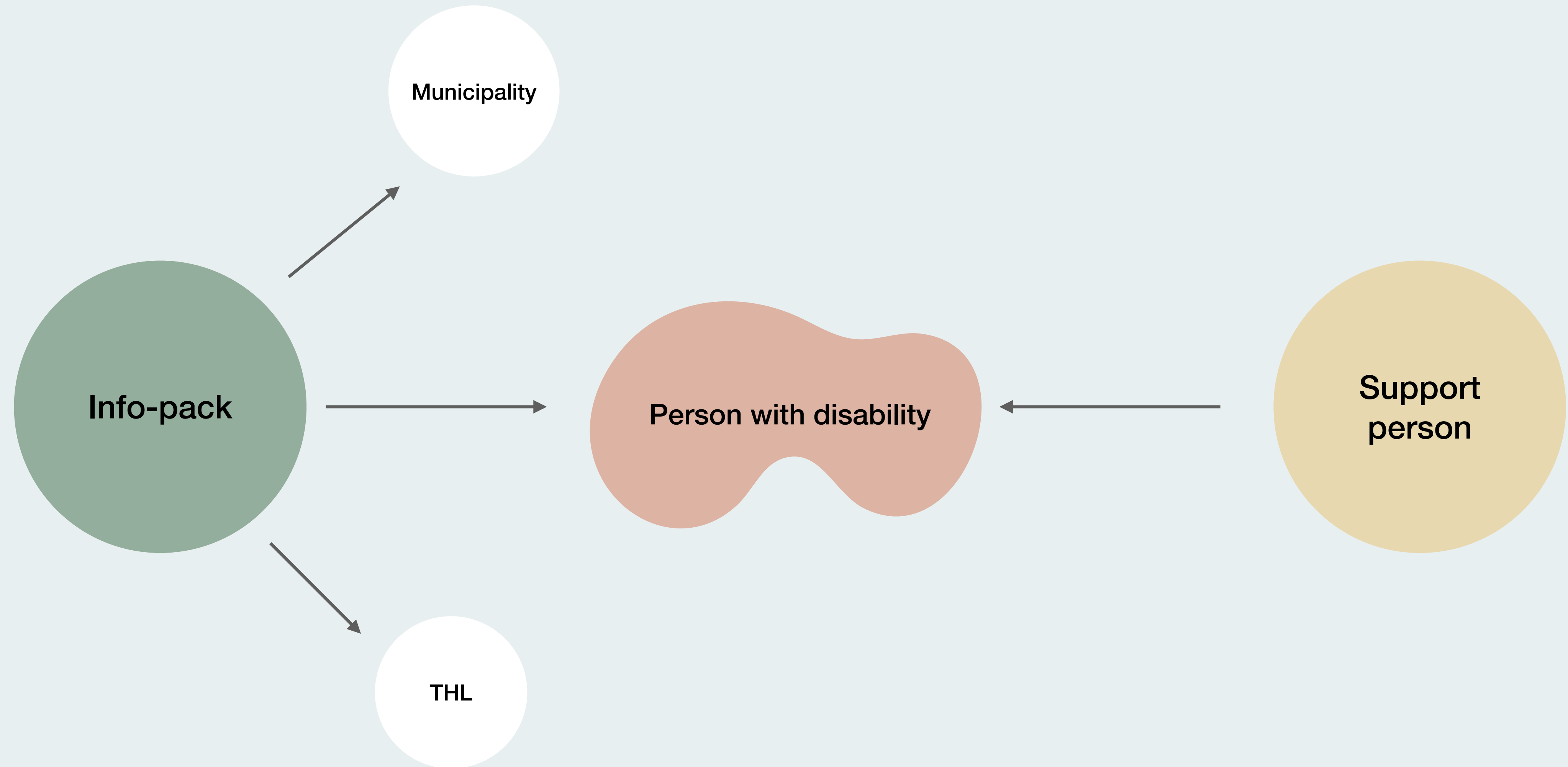
How it works in practice



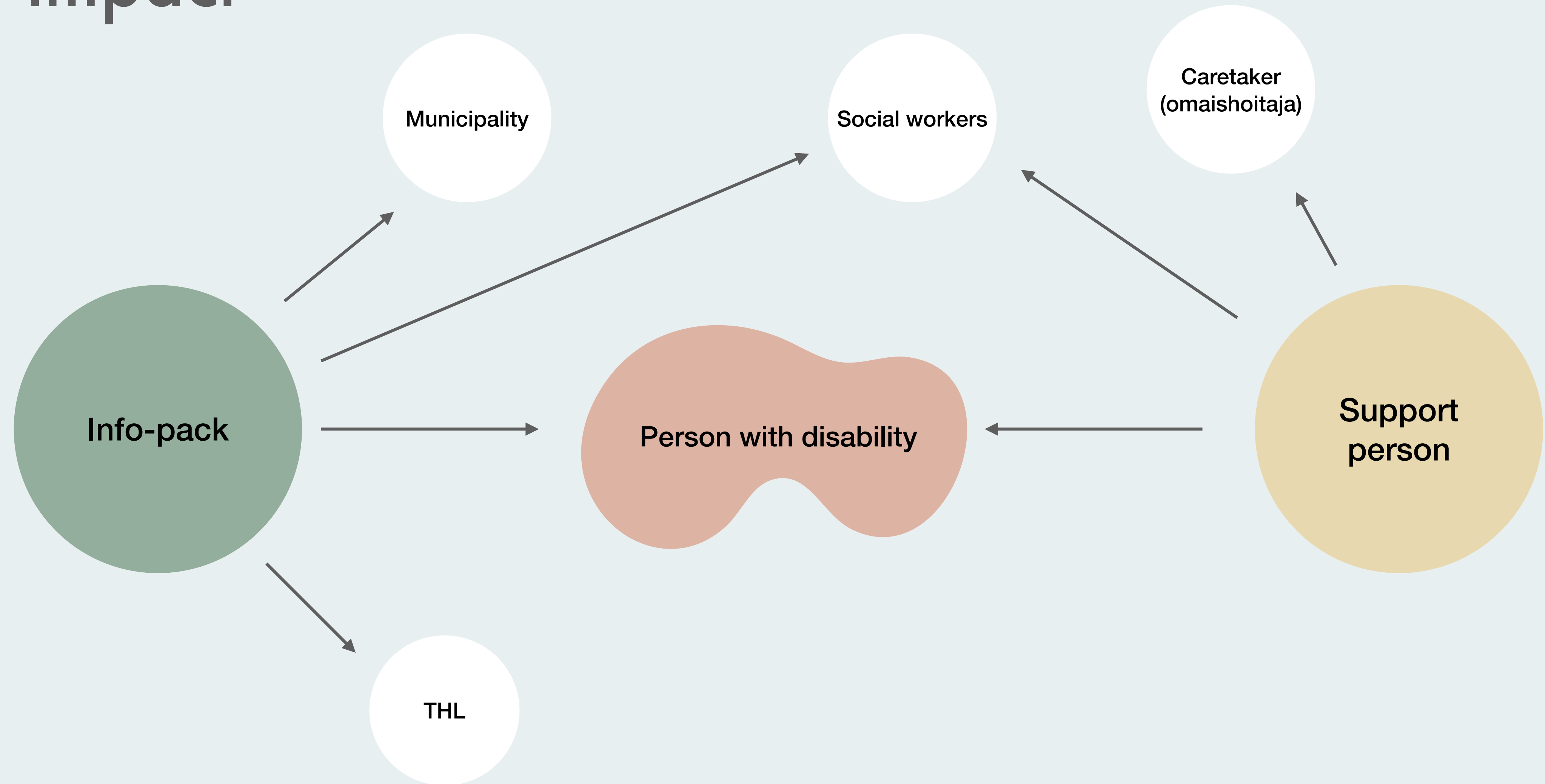
The impact

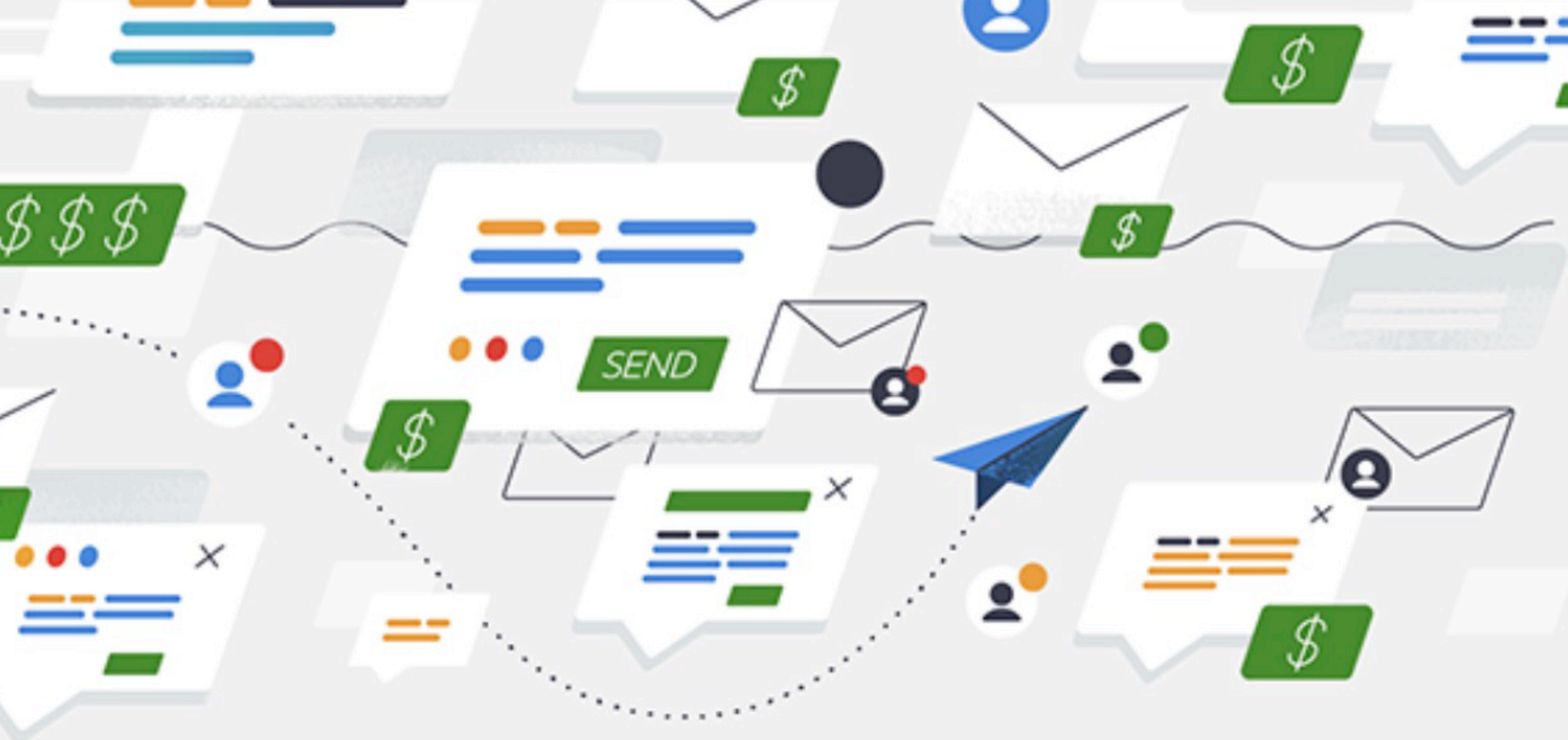


The impact



The impact





Further recommendations

Cap the number of customers per social worker

More centralized information channels

Unified website

"One-stop-shop" service points



Next steps

Ministry of Social Affairs and Health forms a task force including:

THL
Kela
Municipality
Disability associations
Ombudsman

Info-pack

Info-pack content

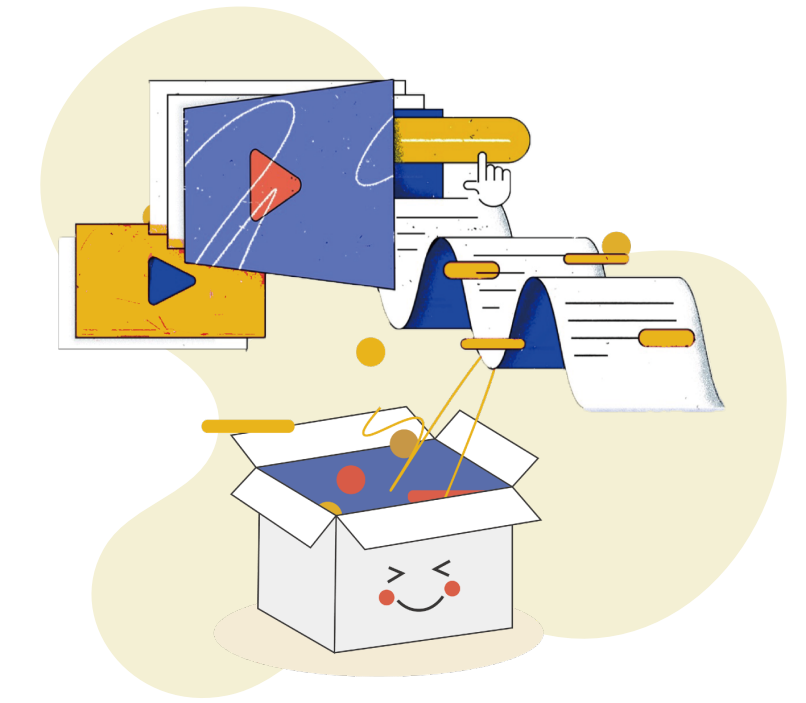
Specific target group pilot

Regional pilot

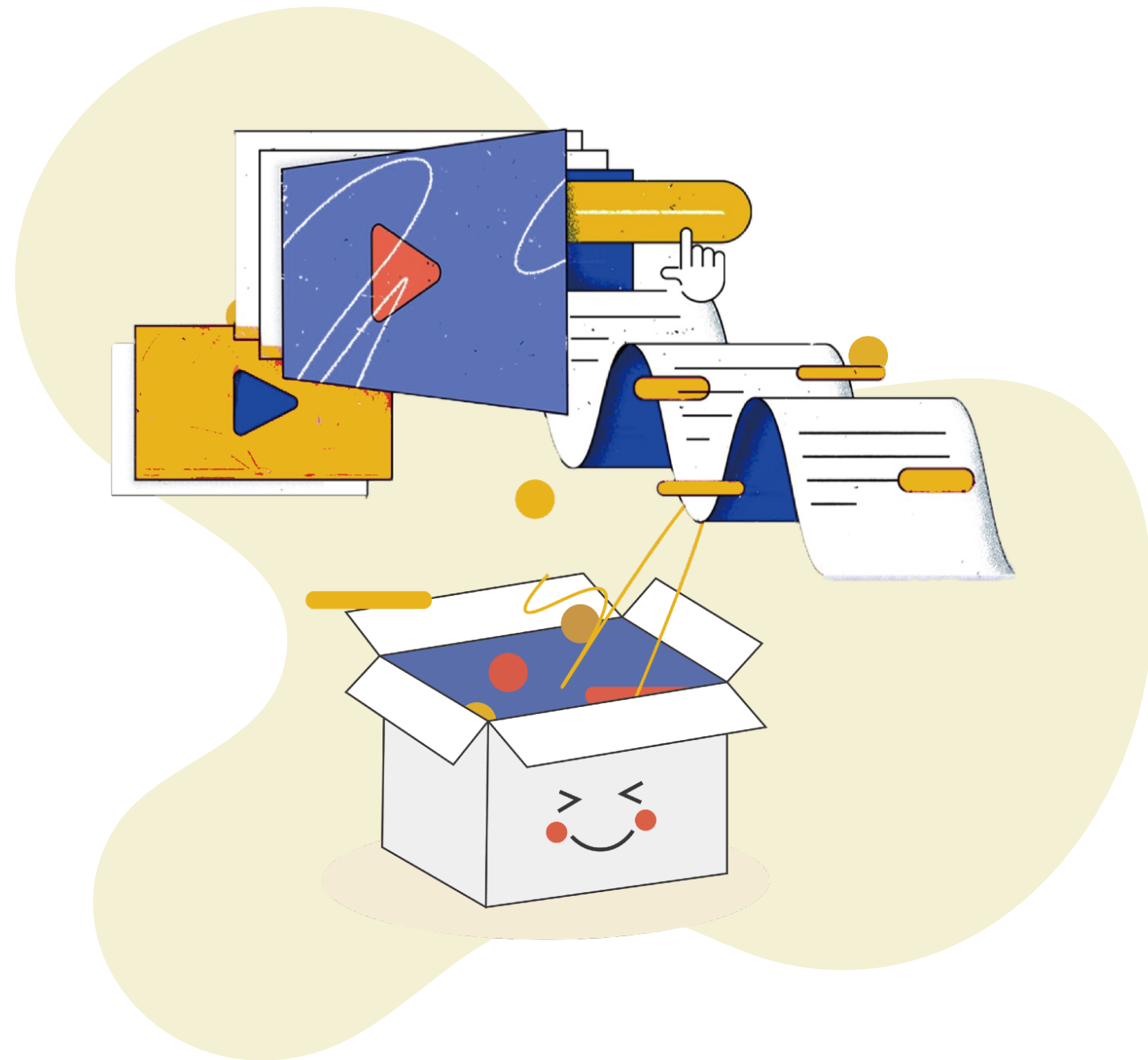
Nation-wide launch

Support person training curriculum

Support Person



Summary



Bring readily curated information to the users in the very beginning



Provide everyone with a support person

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