

# Creating a Digital Workflow Between Public and Private Providers of Social Services

The digital portal of MainArbeit / Offenbach

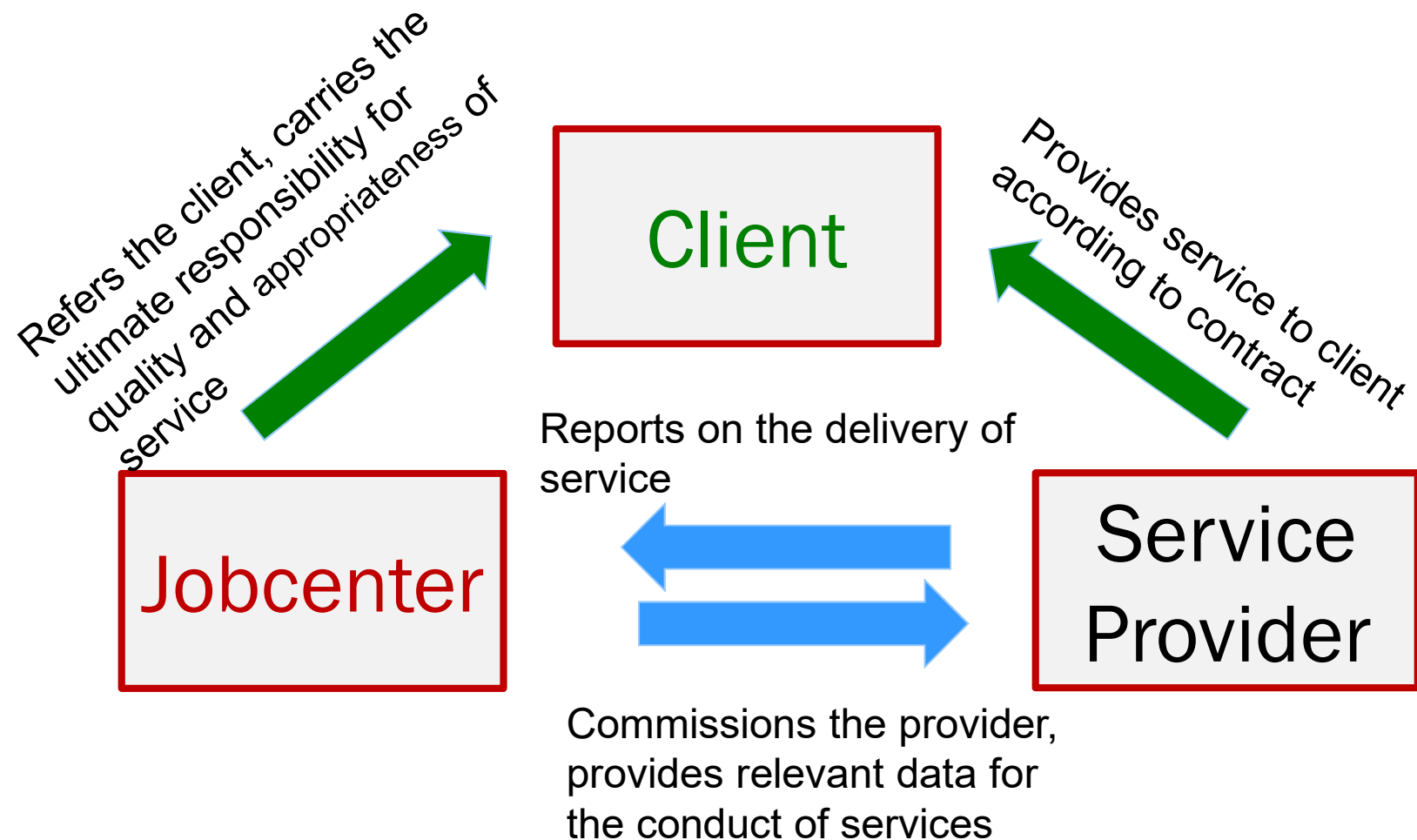
Matthias Schulze-Böing



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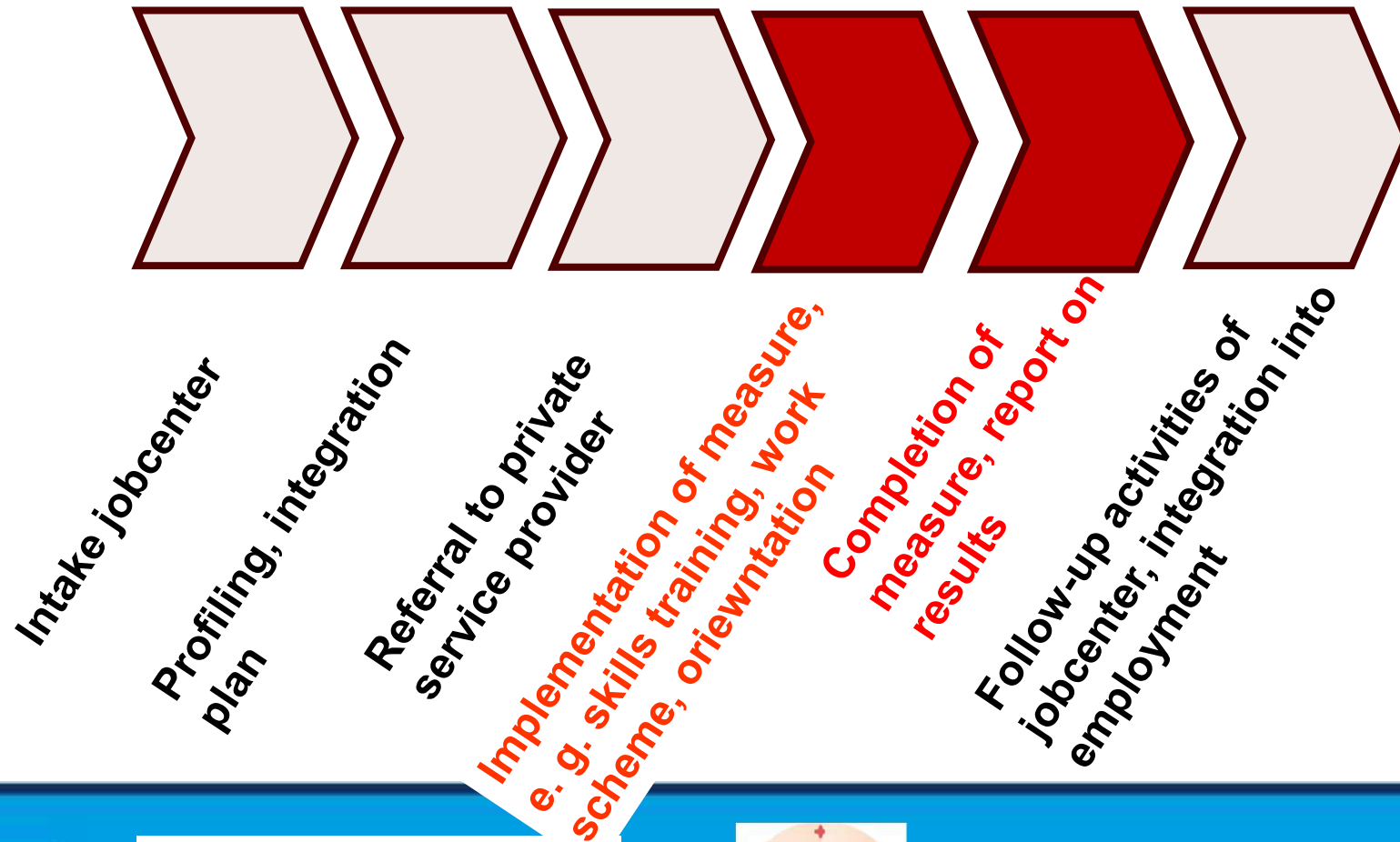
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# The Service-Triangle



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# Client Process – the „Social Value Chain“



**MainArbeit**  
Kommunales Jobcenter Offenbach



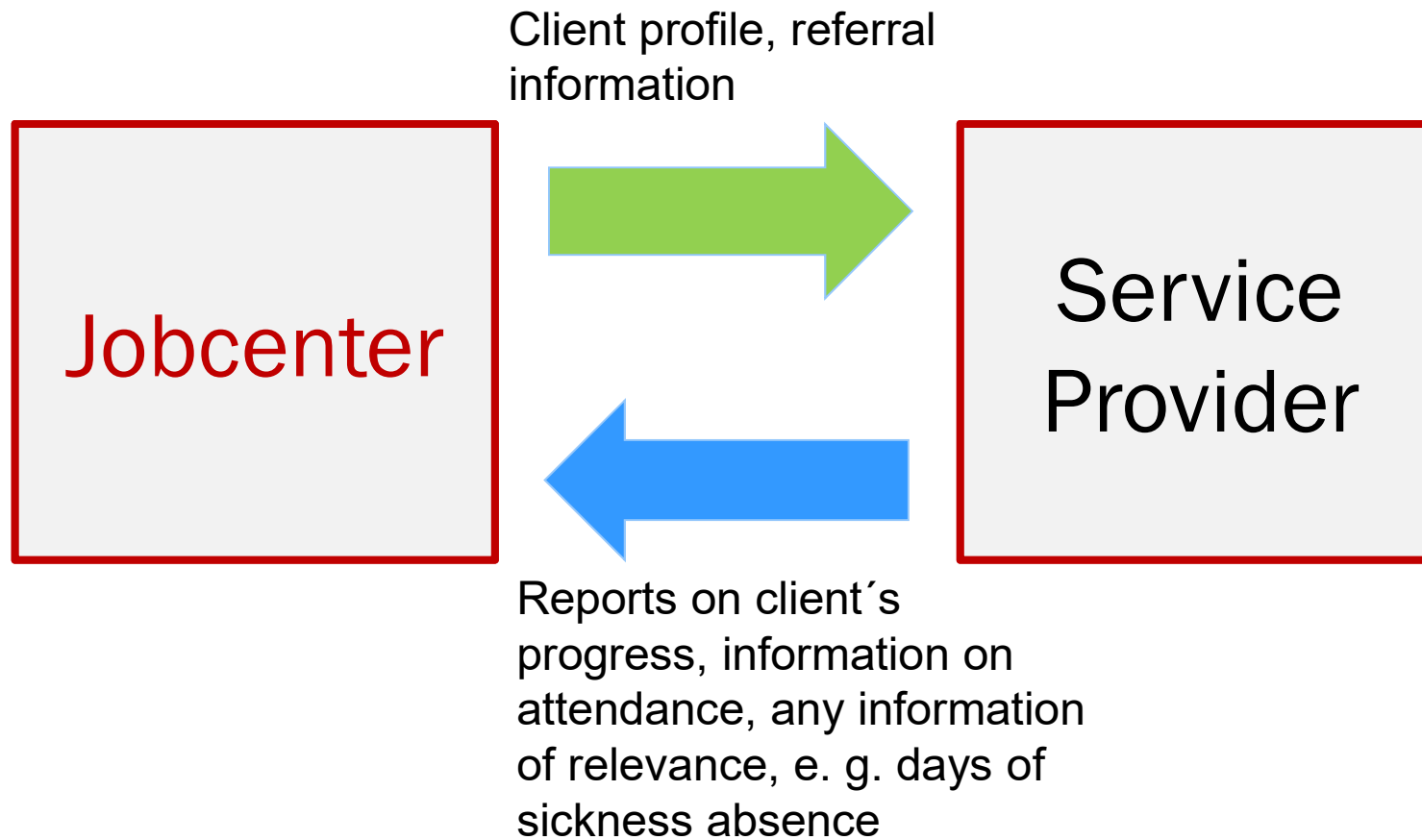
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# Client Process – Value Chain



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# Exchange of information



# The Digital Portal of MainArbeit

- An open portal for the exchange of information and documents between clients and jobcenter
- Developed by MainArbeit in cooperation with software-providers
- Exchange platform linking the document management system (DMS) with clients
- Implemented 2019
- Extended in 2022 to cover the exchange of documents with external service providers and various authorities



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# Objectives

- Automatet exchange of documents among
  - 1) software supporting counselling, case-manegement and administration
  - 2) document management system (DMS)
  - 3) digital portal for external users (clients/beneficiaries, service providers, welfare-organisations, complementary public authorities)
- Meeting all standards of IT-security and privacy
- Reducing workload for staff



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# How it works .... (1) logging in



The image shows the login page of the MainArbeit portal. At the top, the logo 'MainArbeit' is displayed in blue, with 'Kommunales Jobcenter Offenbach' written below it. The text 'Willkommen im Mainarbeit Portal!' is centered. Below this, there are two input fields: the first is labeled 'Bitte geben Sie ihre E-Mail-Adresse ein' and the second is labeled 'Bitte geben Sie ihr Passwort ein'. At the bottom, there are two buttons: 'Einloggen' on the left and 'Passwort vergessen' on the right.

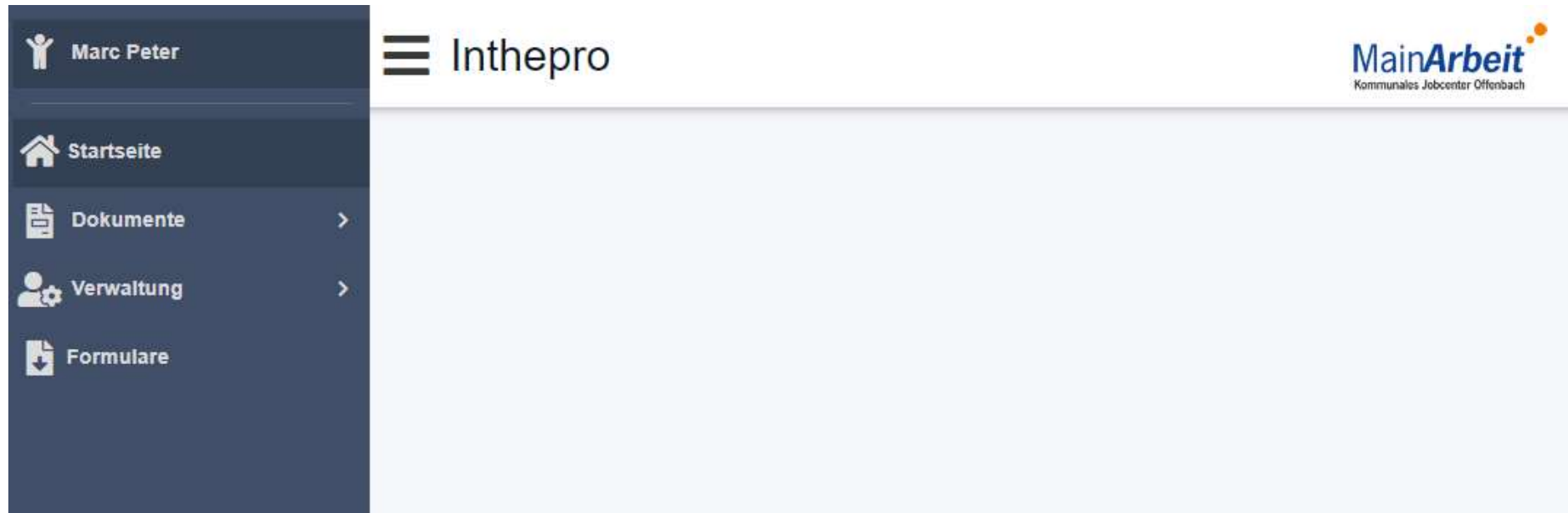
- Login for accredited users



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# How it works .... (2) user process



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## Documents entry

- All documents sent by MainArbeit to client or partner can be viewed by authorised recipient
- Upload of documents over night
- Recipient gets an e-mail to notify of the entry of new documents
- Documents are processed as PDF



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# How it works .... (3) user process MainArbeit

Drucken Export als CSV Export als Excel Export als PDF							
1	Erstelldatum	Versandstatus	Empfänger	Bereich	Name	Name	Info
1	Erstelldatum	Versandstatus	Empfänger	Bereich	Name	Name	Info
1	28.07.2022		MainArbeit	Leistung		Arbeitsvertrag	test
							Download

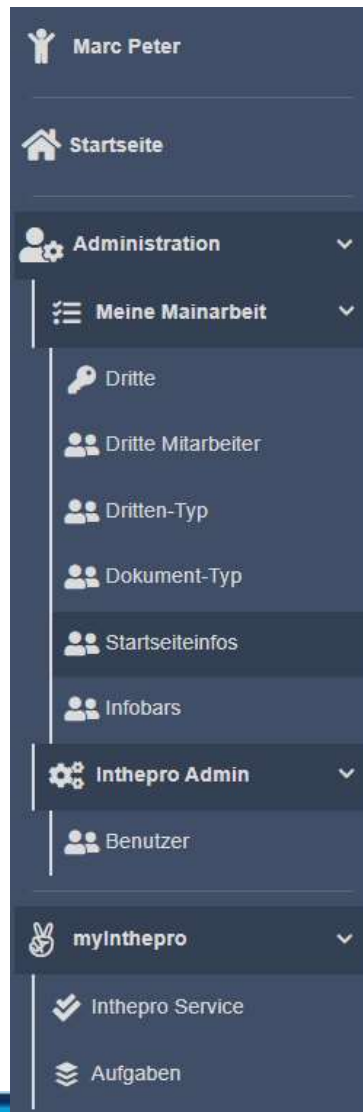
Zeige 1 Einträge

Partner can view and check the documents he has sent to MainArbeit at any time.



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# How it works .... (2) user process MainArbeit

Navigating with side-bars



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# How it works .... (4) user process MainArbeit

The screenshot displays the MainArbeit web application interface. On the left is a dark blue sidebar with navigation options: 'Startseite' (home icon), 'Dokumente' (document icon with a dropdown arrow), 'Eingang' (document icon), 'gesendet' (document icon), 'Dokument senden' (document icon), 'Mitteilung senden' (document icon), 'Verwaltung' (people icon with a dropdown arrow), and 'Formulare' (document icon). The main content area is titled 'Kontakt' and contains a form with the following fields: 'Bereich' (dropdown menu set to 'Leistung'), 'Betreff' (text input with 'test'), 'Kundennummer' (text input with '163q017901'), 'BG Nummer' (text input with '56296'), 'Kundenname' (text input with 'Paula Portal'), 'Kunde berechtigt' (dropdown menu set to 'nein'), and 'Notiz' (text area with 'Test'). A 'Nachricht abschicken' button is located at the bottom of the form.

Messages are transferred directly into the electronic file of MainArbeit to the notice of responsible staff securely.



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# How it works .... (5) user process partner organisation

Benutzer anlegen

Drucken Export als CSV Export als Excel Export als PDF

ID	Name	Nachname	Vorname	Letzer Login
10001	marc.peter333@gmx.de	Peter	Marc	2022-07-28 16:13:54

Partner can authorise users among his staff.



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## Documents uploaded by Jobcenter (to be downloaded by partner organisation):

- Referral to measures conducted by partner
- Curriculum Vitae
- Certificates or diploma (if needed)
- Certificate of (temporary) incapacity



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## Documents uploaded by partner directly into the clients file at the jobcenter:

- Certificates of incapacity
- Any applications to the jobcenters (additional benefits, changes of individual data, job-intermediation or skills-training voucher)
- Reports on individual measures
- Closing reports of training or orientation measures



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