

Dublin City
Baile Átha Cliath

**CASE STUDY - PASS
PATHWAY ACCOMMODATION & SUPPORT SYSTEM**

**DUBLIN
CITY
COUNCIL**

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INTRODUCTION

Ireland Leads Europe in Collaborative Approach to Managing Homelessness - underpinned by Modern Technology

The Dublin Region Homeless Executive (DRHE) is a specialist shared service support unit provided by Dublin City Council (DCC). This organisation works with a range of voluntary and statutory homeless service providers to implement the Dublin Region Homeless Action Plan and the 'Pathway to Home' model of homeless, housing, and support provision.

Dublin City Council (DCC) engaged OpenSky to develop and deliver an online shared system that would enable unique collaboration between the Dublin Regional Homeless Executive (DRHE) and other Government agencies as well as NGO's & homeless services including homeless charities, with the common goal of minimising homelessness.

Today, the Pathway Accommodation and Support System (PASS) is a streamlined online shared system utilised by every homeless service provider and all local authorities in Ireland. It provides real-time information in terms of homeless presentation and bed occupancy across the Dublin region.



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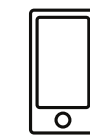
SITUATION

Dublin City Council required an intuitive self-service portal with features and functionality for caseworkers and other user authorities, as well as DRHE and other authority administrators and service managers from 50+ voluntary organisations and 30+ Local Authorities.

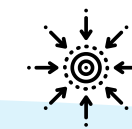
The system needed to be mobile accessible to support case workers on the go using web-enabled devices. It needed extensive and detailed reporting that would improve the long-term case management of homeless authority services.

And it required an intuitive, user friendly portal with high standards of security to protect sensitive user and government data.

KEY REQUIREMENTS



Mobile accessibility for case workers on the move



National Multi Agency
Centralised Access &
Collaboration



High level of data and
platform security



Automated and detailed
reporting to drive service
delivery improvements

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THE SOLUTION

PASS - Pathway Accommodation & Support System









In 2010, OpenSky delivered PASS – the Pathway Accommodation and Support System to Dublin City Council. PASS is an intuitive and modern shared system, with automated reporting, mobile accessibility, and extensive functionality that allows the DRHE and other local authorities to share the work they do which ensures that resources are used effectively by reducing duplication of effort to provide a continuum of care and integrated service delivery and effectively reducing homelessness. The PASS system provides statistical information on the homeless population profile and use of services,

information of which is used to monitor service delivery.

PASS is now being used countrywide to better manage and streamline access to housing for those in need.

In 2021, PASS was upgraded by OpenSky to deliver further functionality and enhancements such as advanced automated reporting, extended functionality for more detailed case management, improved ease-of-use to all parties, and data and system upgrades which have improved long-term case work and accommodation management.

KEY FEATURES & BENEFITS

-  **MULTI AGENCY COLLABORATION**
The PASS system enables multiple Govt & NGO Agencies to share the work they do which ensures that resources are used effectively by reducing duplication of effort to provide a continuum of care and integrated service delivery and effectively reducing homelessness.
-  **IMPROVED UI**
The new PASS system has a modern interface which is more intuitive and easier to navigate, allowing users a better experience, particularly due to its multi-filter, real-time reporting that allows better top-down case management, and easier data retrieval.
-  **IMPROVED FAMILY ASSISTANCE**
PASS enabled an improved understanding of the makeup of families, by introducing more detailed, nuance case management. For example, IDs for U18s, and multi-person family unit tagging allowed better service for families, and more accurate bed management.
-  **IMPROVED SECURITY FEATURES**
Built with the most modern security features including two-factor authentication, Isolated App Service, and Azure data management protect case worker information and guards the system against breaches and loss of highly sensitive personal data, bringing PASS into full compliance with GDPR and all other regulatory requirements.
-  **MOBILE ENABLED BOOKINGS**
A critical piece of functionality supporting case workers need to frequently be on site with their clients, mobile bookings enable case workers to carry out the duties of their role more effectively.
-  **DEEP REPORTING**
Modern reporting functions mean that it is now easier for DHRE to retrieve client records, keep detailed case notes, and automatically flag at-risk or sensitive cases. Improved and more detailed reporting that improves capacity to track and monitor the movements of families and cases through the system
-  **GOODBYE PAPER**
Fully mobile-accessible digital system that eliminates all paper-based and manual aspects of the process. This digital system allows a more cohesive pathway in the assessment process, with higher processing capacity, faster performance, and less complexity, leading to a more seamless and efficient service for the service end users.
-  **FUTURE PROOFED APP**
PASS is now a modern app operating in a modern environment using the best-practice architecture and standards to avoid EOL issues, allowing for added future features and functionality, and a significantly reduced level of technical debt.



KEY PERFORMANCE

Over 1.3m placements into emergency accommodation have taken place between over 80 organisations since 2011.

The 24/7 management of emergency homeless accommodation has allowed the DRHE to increase efficiency of bed occupancy to a rate of 99% of capacity through the sharing of information between all statutory and voluntary homeless services.

PASS has enabled wide-spread national collaboration between the DRHE, Local Authorities, Government Agencies & NGO's throughout the country delivering an integrated service provision and reporting of the most recent homelessness statistics.

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