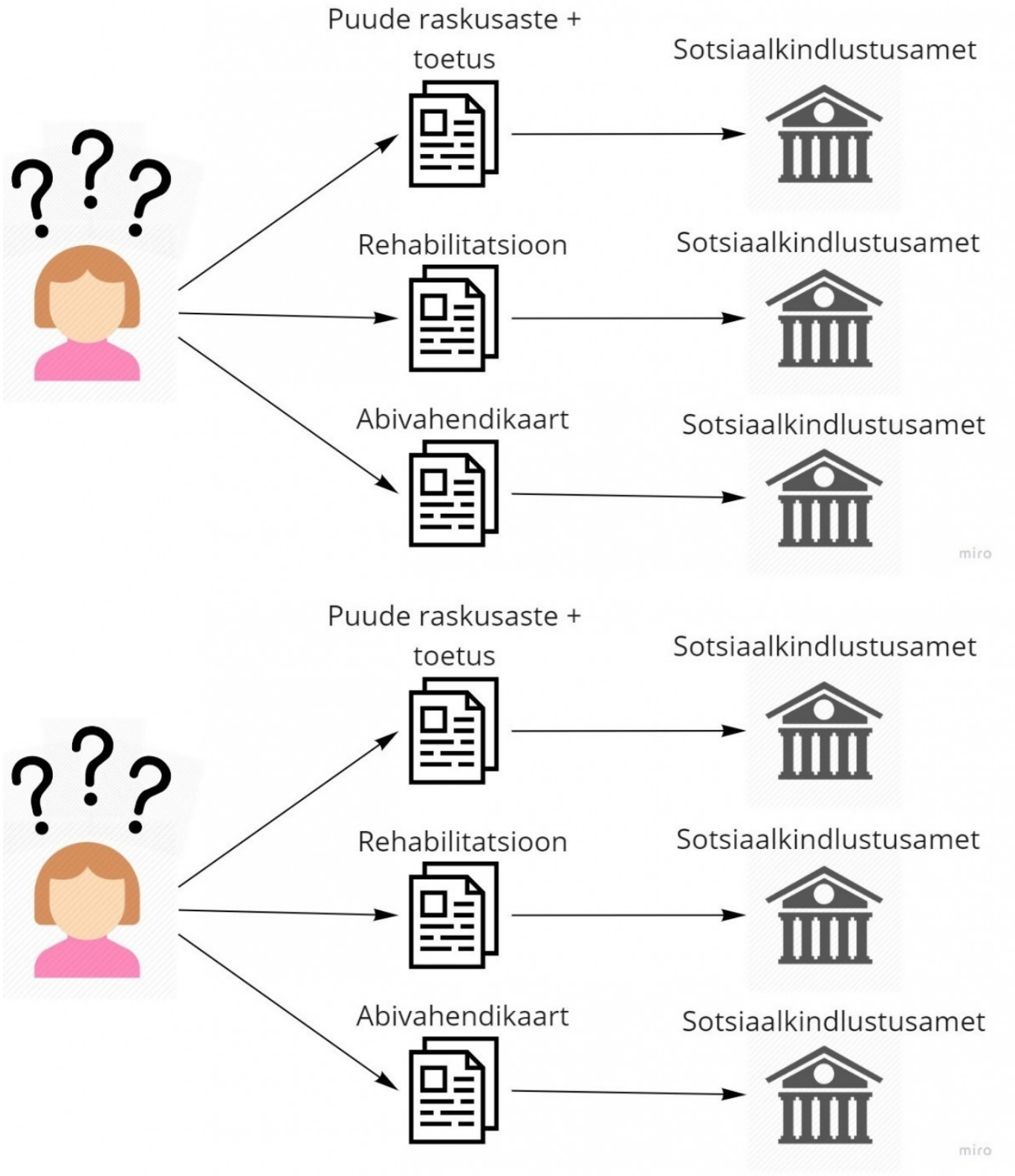
Disability Assessment

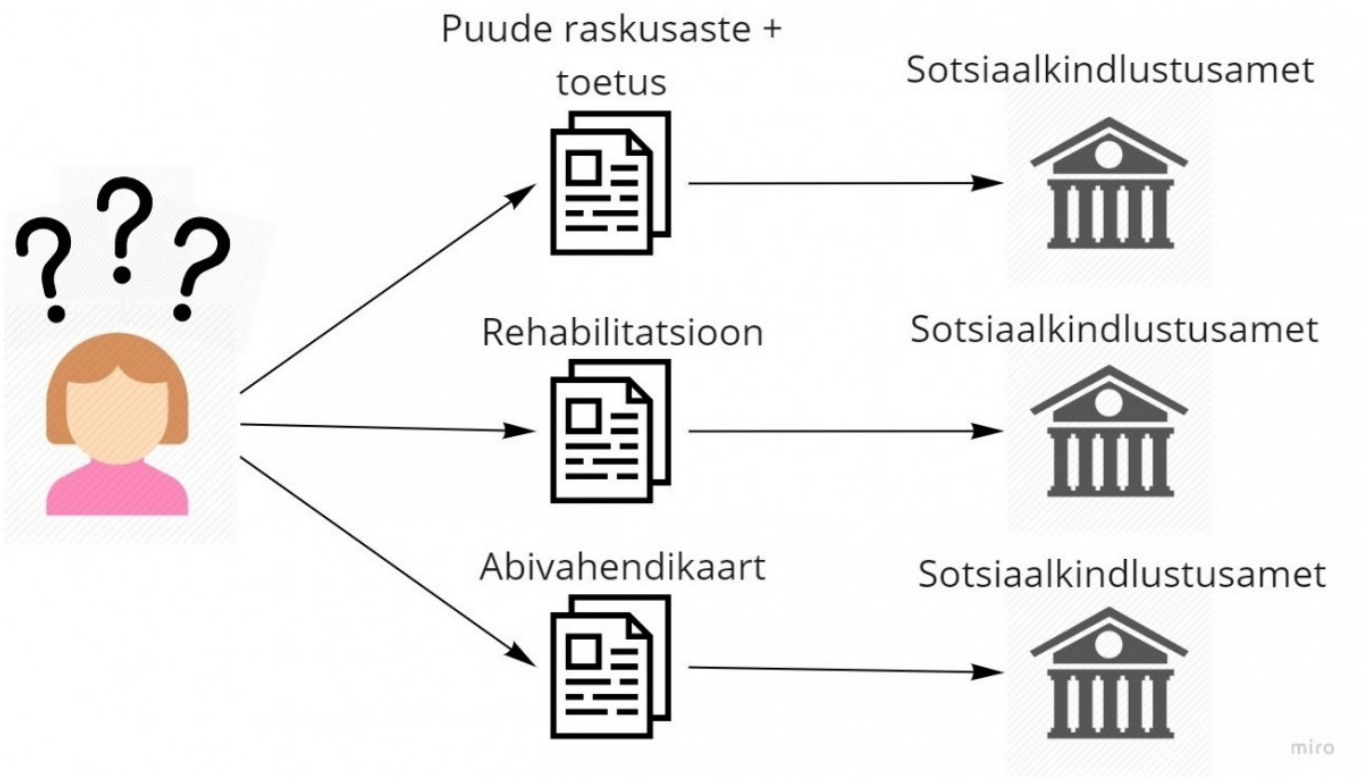


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The Social Insurance Board joined the Public Sector Innovation Programme with the aim of automating disability assessment. However, user interviews led the team to realise that determining a disability alone does not help a person; they also need support in managing everyday activities. Based on this insight, the team redesigned the process. Instead of requiring three separate applications, parents of children with disabilities were offered proactive support, reducing a significant amount of complex bureaucracy. As a result, children gained faster access to the services they needed, while the Social Insurance Board's administrative costs decreased because fewer applications had to be processed.

Project duration: 2019

The project was implemented as part of the Innovation Programme.

Read more (in Estonian):

Puude määramine - lõpuesitlus.pdf | 2.04 MB | pdf

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