

The National EESSI Presidium: INPS' «New Deal» for efficiency, effectiveness, and innovation in managing EESSI cases

Italy

GENERAL INFORMATION	
Name of the organisation	National Institute of social security (INPS)
Type of organisation	Social Security Organisation
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Member State	Italy
GOOD PRACTICE - GENERAL INFORMATION	
Title of the good practice	The National EESSI Presidium: INPS' «New Deal» for efficiency, effectiveness, and innovation in managing EESSI cases
Topic of the good practice	Digitalisation in Social Security Coordination
Geographical focus	Nation-wide
Duration	07/2023 - 05/05/2024 – 2025 ongoing
Summary of the good practice	<p>The National EESSI Presidium is an initiative by the National Institute of Social Security (INPS) in Italy, aimed at enhancing efficiency, effectiveness, and innovation in managing EESSI (Electronic Exchange of Social Security Information) cases.</p> <p>This initiative, referred to as INPS' «New Deal», focuses on centralizing the EESSI services which were previously decentralized across 23 regional/metropolitan directorates. This decentralization had caused delays and issues with uniform interpretation.</p> <p>The Presidium was established as a pilot project in the second half of 2023 and showed excellent results by processing about 9,500 cases in six months. Since</p>

	<p>January 1st, 2024, the National EESSI Presidium has become a stable entity providing EESSI services in various branches such as Family Benefits, Unemployment Benefits, Sickness, Recovery, and Horizontal.</p>
<p>OBJECTIVES AND ACTIVITIES</p>	
<p>Background/context</p>	<p>In the first phase the organization of the EESSI services in INPS was decentralized in 23 Directorates at regional/metropolitan level. This organizational fragmentation created delays and problems of uniform interpretation. There was the need for a new effective, efficient, and uniform organizational solution throughout the national territory. In the second half of 2023, a new pilot project produced excellent results through the establishment of the National EESSI Presidium. In 6 months, the total number of cases processed was about 9,500.</p>
<p>Objectives</p>	<p>Since January 1st, 2024, the National EESSI Presidium became stable with the aim to provide EESSI services in the following branches: Family Benefits, Unemployment Benefits, Sickness, Recovery and Horizontal.</p>
<p>Main activities</p>	<p>The organizational innovative solution is based on five pillars:</p> <ul style="list-style-type: none"> ▶ 1. Training on the job <p>The National EESSI Presidium staff have been trained to become expert, in all the different national social security laws and EU regulations. Moreover, while managing practical cases, the officers attended advanced courses focused on different categories of workers (such as seafarers, farmers, performing artists, and so on), to which specific national laws apply.</p> <ul style="list-style-type: none"> ▶ 2. Learning by doing <p>To tackle the need for a uniform interpretation of the EESSI rules, the National Presidium wrote an all-encompassing theoretical-practical handbook, approved by the competent INPS Central Directorates, which allowed the dissemination of uniform knowledge, promoting inclusiveness as well.</p>

► **3. Synergy between INPS National EESSI Presidium and the Regional Directorates**

The National EESSI Presidium focuses its own strategy on a multi-channel collaboration to maximize the effectiveness of its actions through the following best practices:

- **thematic focus groups** among the staff institution of a team on Teams for the interaction between the National EESSI Presidium and the Regional Directorates
- a **specific email box** to exchange internally documents and information related to EESSI direct and continuous contact with the Central Directorates which provide general directives and information
- **permanent network** between the National EESSI Presidium and Regional Directorates with the identification of contact persons.

► **4. AGILE methodology also to overcome RINA's limits**

- The National EESSI Presidium uses the **agile methodology** to create special "trackers", complementary to RINA, to facilitate case assignment and management, and to keep track of all the EESSI related activities on the same case, and real-time monitoring the work in progress.
- Overall, the Agile methodology allows full transparency and collaboration among team members boosting communication and coordination on the same time.
- Thanks to the Agile methodology and the use of trackers, the Presidium can maximize the efficiency and productivity of its work, reaching out a faster delivery and enhance the quality of work.

► **5. Data mining and business intelligence**

- The centralisation of the EESSI process and data in the National EESSI Presidium allows to better detect

	<p>possible errors and frauds as well as undue benefits. In synergy with Regional Directorates, the National EESSI Presidium developed a procedure to identify critical situations and to recovery undue benefits, when possible. The procedure allows also to monitor the evolution of legal proceedings for recovery.</p>
<p>Did you previously provide information about this particular good practice under the European Platform tackling undeclared work?</p> <p>(if yes, is it possible to provide the year and the title of good practice or a link of the good practice in ELA Virtual library)</p>	<p>No</p>
<p>Funding/organisational resources</p>	<p>The funding and organizational resources are internal. The establishment of a National EESSI Hub has proven to be a cost-effective and inclusive initiative. By optimizing resources and bridging gaps with stakeholders, it enhances communication and coordination among European welfare systems. This move significantly improves access to the benefits provided by community regulations.</p>
<p>PARTICIPATION</p>	
<p>Stakeholders involved</p>	<p>The EESSI team at DST consists of 27 officials and 2 team leaders dedicated to processing BUCs in sectors related to social security benefits (FB – UB – S).</p> <p>Network EESSI Centre/Territory: a network of experts that connects the experiences of local representatives, product management, and the DST Presidio, which acts as the control centre</p>
<p>Target groups</p>	<p>Operators and managers within the EESSI system have formed a permanent network, meeting regularly to discuss both operational and procedural topics. These network members are not just passive observers; they are catalysts for change, driving forward developments within the EESSI system. They play a crucial role as supporters,</p>

	sources of inspiration, and testing grounds for new innovations.
Final beneficiaries	<p>EU residents eligible for benefits or services may receive them in these social security areas:</p> <ul style="list-style-type: none"> - Sickness, maternity, and paternity benefits - Family benefits - Old-age pensions, pre-retirement, and invalidity benefits - Unemployment benefits - Survivor's benefits and death grants - Benefits for work accidents and occupational diseases
GOOD PRACTICE CRITERIA	
Achievements/ Results and outcomes (Alignment of good practice with the priorities of the Call (if not applicable, alignment with the field of EU labour mobility)	<p>In conclusion, these are the results of the new organizational solution for managing EESSI:</p> <ul style="list-style-type: none"> - average processing time is less than 30 days (effectiveness) - constant monitoring of undue benefits and possible frauds (effectiveness) - high number of solved cases: more than 38,000 since July 2023 (efficiency) - e-communication about EESSI among INPS staff - Adaptability and transferability to a changing context.
Recognition (has this good practice been recognised on regional, national or EU level)	The project has been recognised as a good practice at a National and EU level and it had been already presented in several international meetings
Cost effectiveness (the degree to which the practice was successful in reaching objectives and producing clear and measurable outcomes at the lowest possible cost)	This initiative has led to significant improvements, including the reduction of backlog cases from 2019 to 2023, the processing of cases within 30 days for all 23 DR/DCM sectors without generating any backlog, and the initiation of tracking detected undue payments through EESSI exchanges.
Transferability (how the experience from this practice could be transferred to other contexts i.e. what would another Member State/group/sector need to have or put in place for this	The project aims to centralize operations to implement standard procedures that can be transferred to other Member States. A centralized framework may enhance efficiency when various skills are distributed among different institutions.

<p>measure to be successful in their country/group/sector)</p>	
<p>Sustainability (how the practice is sustainable from a social, financial or environmental perspective)</p>	<p>The definition of a National EESSI Hub allows for the rationalization and reduction of resources, shortening distances with various stakeholders involved, facilitating communication exchanges, and improving coordination between European welfare systems. This makes the benefits of community regulations more accessible and sustainable.</p>
<p>Innovativeness (innovative features of the good practice)</p>	<p>The establishment of a National EESSI Hub marks a significant innovation within the European framework. Its primary goal is to prioritize citizens and address their social protection needs, thereby centralizing them within the intra-EU mobility process.</p>
<p>Digitalisation (Design, development and/or utilisation of digital tools, policies or plans for digitalisation, business processes and data digitalisation, data sharing digital initiatives, the use of digitalisation to facilitate the access to data in real time and detection of fraud and error, etc.)</p>	<p>Efforts to streamline operations have led the central team to embrace modern digital tools, bolstering communication with local representatives. Essential information, including guidelines, news, and data, is now seamlessly disseminated through an array of digital channels.</p>