

EESSI in Family benefits Slovakia

GENERAL INFORMATION	
Name of the organisation	C.O.L.S.A.F. Central Office of Labour, Social Affairs and Family
Type of organisation	Labour Office
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Member State	Slovakia
GOOD PRACTICE - GENERAL INFORMATION	
Title of the good practice	EESSI in Family benefits
Topic of the good practice	Digitalisation in Social Security Coordination
Geographical focus	Nation-wide
Duration	From February 2022 and ongoing
Summary of the good practice	<p>Institutions responsible for family benefits in the Slovak Republic continuously assess their activities and undertake measures to facilitate the exchange of comprehensive information with partner institutions from other Member States. This was achieved through the RINA application, aiming to minimize delays. However, challenges arise due to insufficient data and communication from some of these partner institutions.</p> <p>To address these issues, a new national application has been operational since January of this year, replacing the RINA application. This new system significantly enhances the quality, efficiency, and speed of information exchange</p>

	<p>regarding family benefits managed by the Slovak Republic.</p> <p>Within the framework of the national application, some shortcomings of RINA were eliminated and, based on experience with RINA, new tools were introduced to streamline activities, control and evaluate employee work.</p>
<p>OBJECTIVES AND ACTIVITIES</p>	
<p>Background/context</p>	<ul style="list-style-type: none"> ▶ The Central Office of Labour, Social Affairs and Family (C.O.L.S.A.F.) in the Slovak Republic plays a pivotal role in supporting employment and social care. As a key state administration body, C.O.L.S.A.F. is responsible for the social-legal protection of children and family policy coordination. The Ministry ensures that the social support system is fair and economically sustainable, efficiently combating poverty and reducing dependence on social benefits. ▶ In recent years, C.O.L.S.A.F. has undertaken significant efforts to modernize and digitalize its services, especially in the area of social security coordination. A notable initiative in this context is the implementation of the Electronic Exchange of Data in Family Benefits. This project exemplifies the organisation's dedication to utilizing technology to enhance service delivery. ▶ Prior to the digitalisation efforts, the process of exchanging information on family benefits between the Slovak Republic and other EU Member States faced many challenges. The RINA application, used for this purpose, often encountered issues such as insufficient data from partner institutions and delays in communication. These issues made the process slow and filled with bureaucracy, reducing the efficiency and effectiveness of service delivery. ▶ Recognizing the need for a more efficient system, C.O.L.S.A.F. launched a new national application to replace the old RINA application. This new system, which has been operational since January, greatly

	<p>enhances the quality, efficiency, and speed of information exchange for family benefits.</p>
<p>Objectives</p>	<ul style="list-style-type: none"> ▶ Overall Objective: To enhance the digitalisation in social security coordination by creating and implementing an efficient electronic data exchange system. This system aims to streamline the process of exchanging information on family benefits between the Slovak Republic and other EU Member States, thereby improving the quality, efficiency, and speed of service delivery. ▶ Specific Objective: To facilitate better communication and data exchange with institutions and administrations in other EU Member States, ensuring a seamless and timely exchange of information in the area of family benefits by implementing a new national application that replaces the traditional RINA application.
<p>Main activities</p>	<p>The main activities of this practice revolve around the implementation and operation of the new national application for the electronic exchange of information in the area of family benefits. This initiative is part of the broader effort to digitalise social security coordination in the Slovak Republic. The key activities include:</p> <ul style="list-style-type: none"> ▶ Development and Implementation of the National Application: The primary activity involved the development of a new national application to replace the traditional RINA application. Within the framework of the national application, some shortcomings of RINA were eliminated and new tools were introduced to streamline activities, control and evaluate employee work. This new system was designed to address the challenges of insufficient data and communication from partner institutions and to improve the overall efficiency of information exchange. ▶ Electronic Submission of Applications: Citizens can also submit applications for family benefits electronically through the state central public administration portal, provided that the client has an electronic signature. This digital submission process

	<p>reduces the administrative burden on both clients and the institutions involved, ensuring a more streamlined and efficient service.</p> <ul style="list-style-type: none"> ▶ Multilingual Support: To cater to the needs of migrant workers and citizens, the application forms are available in multiple languages, including English, German, and Ukrainian. This ensures better comprehensibility and accessibility for a diverse range of users. ▶ Stakeholder Engagement and Collaboration: The practice involves active collaboration with partner institutions from other EU Member States. This includes regular communication and data exchange to ensure that the information provided is accurate and up-to-date. ▶ Training and Support: Training sessions and support are provided to staff of the central and regional offices to gain knowledge how to navigate the system effectively and provide the most relevant information possible. <p>These activities collectively contribute to the overall objective of enhancing digitalisation in social security coordination, providing better service to citizens, and improving communication and data exchange with institutions and administrations in other EU Member States.</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 practice is funded by the government of the Slovak Republic, ensuring that the necessary financial resources</p>

	<p>are allocated to support the development and implementation of the new national application. This funding covers the costs associated with the development, maintenance, and continuous improvement of the application.</p> <p>By the end of 2024, C.O.L.S.A.F. coordinated the family benefits coordination agenda, along with other agendas, implemented in all 46 regional offices in the Slovak Republic. Employees were specially trained and retrained for this agenda. These offices have been working in RINA since 2022.</p> <p>In order to streamline and improve the implementation of the family benefits coordination agenda in the Slovak Republic, as a service to citizens, it has been implemented in 11 specialized regional workplaces since 1 January 2025. At each workplace, this agenda is implemented by 3 - 7 employees, depending on the size of the area covered.</p>
PARTICIPATION	
Stakeholders involved	Institutions competent for family benefits in the Slovak Republic and partner institutions from Member States.
Target groups	<ul style="list-style-type: none"> ▶ Employees of offices and institutions carrying out the family benefits coordination agenda; ▶ Applicants for family benefits.
Final beneficiaries	Slovak and EU citizens.
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)	The digitalisation of social security coordination through the new national application has yielded remarkable results. It has streamlined the process, reduced administrative burdens, and ensured timely and accurate exchange of information.
Recognition (has this good practice been recognised on regional, national or EU level)	This practice did not receive any formal recognition on national or international level till now.

<p>Cost effectiveness (the degree to which the practice was successful in reaching objectives and producing clear and measurable outcomes at the lowest possible cost)</p>	<p>The new national application for the electronic exchange of information in family benefits is reducing administrative costs and improving efficiency by automating processes and minimizing manual intervention. Additionally, it enhances accuracy and has a positive environmental impact by reducing reliance on paper documentation.</p>
<p>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 measure to be successful in their country/group/sector)</p>	<p>This kind of national application can be easily adopted by other EU Member States to manage and exchange data in social security.</p>
<p>Sustainability (how the practice is sustainable from a social, financial or environmental perspective)</p>	<p>The sustainability of this practice is evident in its ability to reduce administrative costs and improve efficiency by automating processes and minimizing manual intervention. Additionally, it enhances accuracy and has a positive environmental impact by reducing reliance on paper documentation.</p>
<p>Innovativeness (innovative features of the good practice)</p>	<p>The innovativeness of this practice lies in its creative approach to developing a brand new, user-friendly application for the exchange of data in social security. By replacing the traditional RINA application with a modern, efficient system, the practice has improved the quality, efficiency, and speed of information exchange.</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>This practice is directly connected with digitalisation. By creating this brand new national application as a digital tools for social security coordination, the practice has secured several benefits, including:</p> <ul style="list-style-type: none"> ▶ Reduced administrative burden and costs for those moving or working abroad; ▶ Improved the quality of public services; ▶ Enhanced information sharing and collaboration between institutions across EU; ▶ Minimized errors and social security fraud, thus protecting workers and promoting fair labour mobility.