In September 2025, a new digital case management tool was introduced in Estonia’s Social Services and Benefits Data Register (STAR). It was developed by the Social Insurance Board in cooperation with the Health and Welfare Information Systems Centre (TEHIK) and the companies TripleDev and Trinidad Wiseman.

The tool enables social workers in local governments to connect a person’s needs assessment directly with an individualized action plan that defines goals, activities, and responsibilities for all parties, including the person receiving support. These case plans are flexible “living documents” that can be updated as circumstances change.

The system is designed to streamline planning and coordination while reducing administrative burden, giving social workers more time to focus directly on the individuals, many of whom are in vulnerable situations. Local government representatives were involved in the development to ensure the tool would be practical in everyday use.

Source(s)

- Social Insurance Board | Sotsiaalkindlustusamet (19 September, 2025), Juhtumikorralduse rakendamiseks on STAR-is uus tööriist [There is a new tool for implementing case management in STAR], https://www.sotsiaalkindlustusamet.ee/uudised/juhtumikorralduse-rakendamiseks-star-uus-tooriist

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