



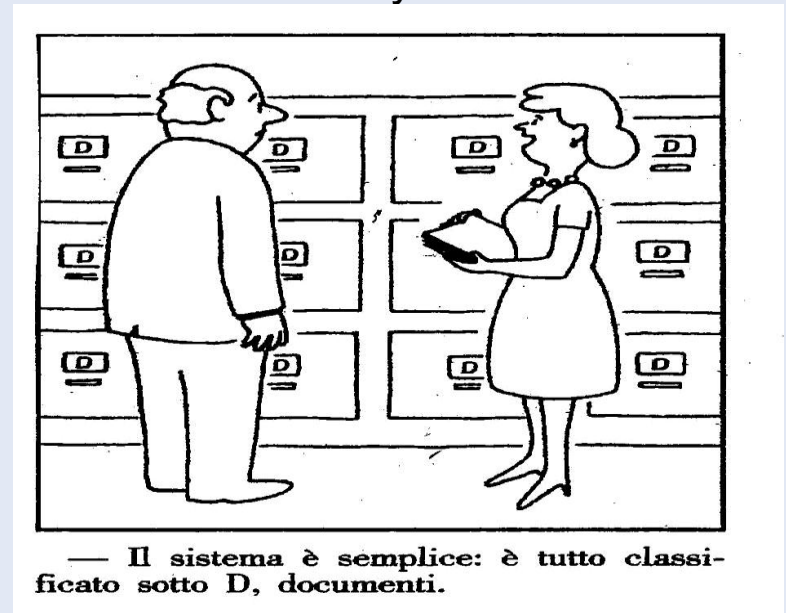
HOW WE RECORD CITIZENS' CASE HISTORIES

The PIT form

Main features:

- Computerised
- On-line
- A single one both for central and local headquarters

.....what we try to avoid....



«It is a very easy system: you can find everything under the letter D, documents»

The importance of the PiT form

It is the main tool to collect and record citizens' reports.

Why it is important to fill in the form:

- to avoid losing information and keep track of the cases managed (e.g. how to deal with a similar case)
- keep track of the everyday work
- have clear in mind the problem to solve (crucial to staff turnover)
- collect data to fill in conclusive reports, launch campaigns, monitoring activities, etc.



Utility of a computerized form

It allows easier access to records

It facilitates the search for cases through "topics" and "keywords" thanks to the technology offered by the database

It is a support for the (internal) organization of work (it serves as an agenda)

The potential and function of using a unique form

We all speak the same «language» (local, regional and national headquarters)

It allows you to share and compare information essential to start up policies

For instance: compare key events registered

It allows you to compare the practices and local regulations

It allows to identify effective protection measures and to replicate them

It enables to extract useful data for the drafting of national, regional, local reports quickly



How to fill out a PiT form:

- Personal data
- Description of the problem
- Counselor's response
- List of the subject areas according to the type of problem:
 - Health
 - Services
 - Justice