

The “Shaked” Project:

A Knowledge Base for Social Workers in Israel

Organization: Ministry of Special Affairs and Social Services

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Social workers are required to gather information and make decisions on cases concerning vulnerable populations. The aim of Shaked is to provide them with information that is relevant at decision making crossroads.

The Ministry of Welfare and Social Services care for children at risk, needy families, the elderly, and people with physical and mental disabilities. The Division of Research is in charge of the knowledge organization.

On the Ministry of Social Affairs site there are 30 online communities, divided by areas of interest (eg, domestic violence, foster care). Shaked will be a platform of sharing and organizing information which will be part of the knowledge community. By using this platform it will be possible to preserve the knowledge created within the online communities and organize it in a matter that will be helpful to professionals.

I reviewed the online communities looking for typical issues at decision crossroads. I then created Wiki pages about these topics. Wiki software was selected because it is easy to use and allows connectivity and reader contribution.

My contribution to the project was the establishment of a small collection of Wiki pages that will serve as a pilot project. This pilot will illustrate the benefit of this project, and motivate the participation of Ministry of Social affairs professionals. Adding wiki pages including information from the online communities will make Shaked a more complete package for social workers, and help make the wealth of information available on the site more accessible.