

Joint Migration Policy Roundtable Event 2020

Presentation Package



MiICT

RB
Re_Build
ICT-enabled
integration facilitator
and life rebuilding guidance

NADINE

micado

WELCOME

easyRights

MIICT, REBUILD, NADINE, MICADO, WELCOME and EASYRIGHTS have been funded under the [H2020-SC6-DT-MIGRATION-06-2018-2019](#) call. An overview of the six initiatives is also provided on a dedicated [EC migration projects page](#).



These projects have received funding from the European Union's Horizon 2020 research and innovation programme under the grant agreements No 822380, 822215, 822601, 822717, 870930 and 870980.

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WELCOME: Multiple Intelligent Conversation Agent Services for Reception, Management and Integration of Third Country Nationals in the EU

easyRights: Enabling immigrants to easily know and exercise their rights



MiiCT

ICT ENABLED PUBLIC SERVICES FOR MIGRATION



CREATE / DEVELOP / INTEGRATE



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www.miict.eu



[@MIICT_EU](https://twitter.com/MIICT_EU)

PROJECT BACKGROUND

MIICT (ICT Enabled Public Services for Migration) was conceived with the goal of designing, developing and deploying tools that address the challenge of migrant integration. In service of this goal, the project undertakes to co-create improved ICT-enabled services with migrants, refugees, public sector services, NGOs (Non-Governmental-Organisations) and other interest groups. By involving end-users at the centre of our approach we address the need to improve and customise the interfaces used to access key public services so that they better address the requirements of migrants and refugees.

PROJECT OBJECTIVES



DEEPEN societal understanding of the factors that impact upon refugee and migrant populations' ability to access key public services



INTRODUCE a repeatable and proven open consolidated methodology for co-designing ICTs for public sector service transformation



CO-DESIGN ICTs to assist in the integration of refugee and migrant populations through the provision of access to key public services



DEVELOP an adaptive 'plug-and-play' integration framework for the incorporation of new ICTs into existing public services



SUPPORT migrant integration management by providing a job and skills matching decision support tool



INTEGRATE, demonstrate and rigorously test a number of co-designed ICTs that streamline access to public services and ease the integration of refugee communities



PROJECT FACTS

DURATION

11/2018 to 10/2021

PROGRAMME

H2020

DT-MIGRATION-06-2018-2019

Innovation Action

GRANT No

822380

COORDINATOR

CENTRIC - Centre of Excellence in Terrorism, Resilience, Intelligence and Organised Crime Research

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This project has received funding from the European Union's Horizon 2020 Research and Innovation Programme under Grant Agreement No 822380.



MIICT

ICT ENABLED PUBLIC SERVICES FOR MIGRATION.

MIICT (ICT Enabled Services for Migration) was conceived with the goal of designing, developing and deploying tools that address the challenge of migrant integration. In service of this goal, the project undertakes to co-create improved ICT-enabled services with migrants, refugees, public sector services, NGOs (Non-Governmental-Organisations) and other interest groups. By involving research-users at the centre of our approach we address the need to improve and customise the interfaces used to access key public services so that they better address the requirements of migrants and refugees. To achieve this MIICT has undertaken the development of a system to capture the specific socio-cultural, economic and legal contexts of migrants; information that can be shared with public authorities. In order to promote inclusion and reduce the potential for discrimination and bias, the system acts as a firewall, meaning only information pertinent to the specific task of the public authority is visible, removing elements such as gender, ethnicity and age in circumstances where they have no relevance, removing opportunities for discrimination and unconscious bias.

Previous research has established that issues of integration, discrimination, employment (and unemployment), incapacity support and education rank highly among migrants of varying demographics; including different age groups, genders, education levels and immigration status.

Factors such as autonomy, perception, culture and history, as well as institutional constraints shape the dynamics and experiences of migrants and highlight the complexity of the migration process. This complexity is also said to indicate diversity in the migration and integration process as a result of the almost infinite combination of factors that may impact upon migrants' experiences; influenced by the relationships between the economic, social, political and cultural factors that exist across a given juncture.

Using a co-design approach, MIICT will design, develop and deploy bespoke solutions that address; a) the management of migrant integration, b) the customisation of services to match migrants' needs, and c) the need for sustained and improved inclusion of migrants. This evidence-based and inclusive software solution aims to improve labour market access, matching individuals with jobs and development opportunities based upon their specific and unique contexts.

MIICT is grounded in the principles of co-design. Through the participation of multi-disciplinary stakeholders MIICT will design, develop and deploy processes to ensure the identification of needs and requirements from both the perspectives of migrants, public sector services and NGOs. The collaboration of cross-disciplinary expertise from academia, industry and the private-sector in the development of digital-services will realise improved service delivery, demonstrated through a rigorous piloting and evaluation process conducted across the EU. MIICT aims to provide migrants and refugees with access to key public services, public agencies and NGOs with ICT enabled services and the necessary agency to take advantage of those services.



The REBUILD Factsheet

Migrants integration through the provision of ICT-based solutions aiming to improve their life quality and the integration procedures of the host authorities

Users involvement and users needs analysis

217 Migrants

77 Local Services Provides

REBUILD project

Background information gathering

Italy: 50 participants

Gambia, Nigeria, Mali, Pakistan, Senegal, Ghana, Sudan, Somalia, Cuba, Benin, Bangladesh, Armenia, Libya, Ghana

Greece: 50 participants

Iraq, Syria, Afghanistan, Iran, Palestine, Kurdistan

Spain: 49 participants

Venezuela, Syria, Ukraine, Colombia, Nigeria, Senegal, Salvador, Guinea, Gambia, Morocco, Salvador, Cameroun

Service provision analysis

50 LSPs interviewed

Italy: 22, 7 Local Public Bodies, 2 NGOs, 13 Private

Greece: 16, 8 Local Public Bodies, 7 NGOs, 1 Private

Spain: 12, 5 Local Public Bodies, 6 NGOs, 1 Private

seeks to address the gap between the supply of public services and the actual possibility of accessing them for refugees and immigrants. To achieve this, the project is developing and testing an application for refugees and immigrants to assure a better integration in European societies and a more effective matching between their specific needs and the services supply in the hosting countries.



Interaction

Focus Groups

Italy: 10 asylum seekers and refugees from various African countries

Greece: 20 Afghans, Kurdish and Iranian refugees and asylum seekers

Spain: 11 refugees from Syria, Iraq, Central and East Africa

Co-creation workshops

Italy: 9 migrants, 5 local stakeholders

Greece: 10 migrants, 13 local stakeholders

Spain: 8 migrants, 9 local stakeholders



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PROGRAM:

H2020-SC6-MIGRATION-2018, RIA

DURATION:

01/01/2019 – 31/12/2021

GRANT ID:

822215

COORDINATOR:

UNIVERSITÀ TELEMATICA
INTERNAZIONALE UNINETTUNO,
ITALY



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 822215.





ICT-enabled
integration facilitator
and life rebuilding guidance



The REBUILD project

Migrants integration through
the provision of ICT-based solutions
aiming to improve their life quality
and the integration procedures
of the host authorities

REBUILD

aim and services

REBUILD project seeks to address the gap between the supply of public services and the actual possibility of accessing them for refugees and immigrants. To achieve this, the project is developing and testing an application for refugees and immigrants to assure a better integration in European societies and a more effective matching between their specific needs and the services supply in the hosting countries.

Key technology solutions

- GDPR-compliant migrants' integration
- AI-based profile analysis, personalized support and policy making
- AI-based needs matching tool
- Digital Companion, a personalized two-way communication using chatbots



**Life Rebuilding
Guidance**

REBUILD

strategy and actions

The overall implementation strategy of the REBUILD project covers three multidisciplinary and interdependent areas:

The design and specification of the system and related operation conditions derived from a complete analysis of the context information and the definition of different users' scenarios.

The development of the different REBUILD toolbox modules based on the previous in-depth data gathering process.

The validation of a complete version of REBUILD platform through different pilots that will lead to the system consolidation.

REBUILD recognises the importance of users and stakeholders' engagement as key success factor.

REBUILD's design approach is user-centred and interactive: both target groups (migrants and local public services providers) are part of the requirement analysis.

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PROGRAM:
H2020-SC6-MIGRATION-2018, RIA

DURATION:
01/01/2019 – 31/12/2021

GRANT ID:
822215

COORDINATOR:
UNIVERSITÀ TELEMATICA INTERNAZIONALE
UNINETTUNO, ITALY



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 822215.



NADINE

OBJECTIVES

NADINE aims to exploit open data and technology making the supply and demand of migrant's skills better managed across Europe

Data about local services and migrants will feed user-friendly tools for employability and integration

NADINE will foster the inclusion of migrants whilst protecting their rights and personal data

SERVICES



FOR MIGRANTS

- A career guidance platform
- Peer-to-peer support
- An e-portfolio builder
- Educational games
- A skill assessment tool including 10 types of skills
- Communication with a chatbot linked to local authorities
- A social services platform



FOR PROFESSIONALS

- Useful data about the education, training and skill gaps of migrants
- Resources to support the career guidance and integration process for migrants
- Recommendation for new training courses
- Information about migrants background



FOR LOCAL AUTHORITIES

- Mapping labour market demand, facilities, infrastructure and social services
- Information that supports local authorities and policy makers in planning and decision making
- Communication with migrants using a multilingual chatbot

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 822601

www.nadine-project.eu



NADINEprojectEU



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NADINE

Digital integrated system for the social support of migrants and refugees

NADINE aims to harness the potential of big data and artificial intelligence to better understand the supply and demand of skills brought to Europe through migration. NADINE recognises that smooth access to employment is a key ingredient in successful inclusion in a new country, though the challenges and realities of migrants are not always fully understood by local host authorities and other actors in the labour market. Therefore NADINE's cutting edge technology will assess migrants' skills, along with their social, educational and cultural needs, and offer a range of user-friendly support services. Host authorities and guidance organisations will also benefit from data and technology that give a broader picture of skills supply. This will enable them to identify gaps in their provisions and adapt to the actual needs of migrants and employers in terms of upskilling, training and preparation for the labour market.

The project brings together a consortium of 13 organisations from France, Italy, UK, Greece, Belgium and Luxembourg, led by Script&GO (France). NADINE is a three-year Horizon2020 innovation project and started in november 2018.

PARTNERS:



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 822601

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AUGUST 2019



Co-funded by the Horizon 2020 programme of the European Union

NEWSLETTER

NADINE

Why NADINE?

The overall aim of the NADINE project is to harness the potential of open data and artificial intelligence to integrate migrants and refugees into European society more effectively.

This will be achieved through the creation of an innovative ICT solution – a platform which will develop a data bank, including information on jobs and the labour market, a skills assessment tool, information on migrants' rights and many other useful tools.

This will help migrants and refugees gain a better understanding of the realities and requirements of local labour markets; and will help local authorities and professionals assess the skills of migrants arriving in Europe.

You can read about the services the NADINE platform will provide here.

OVERVIEW:

NADINE is a three-year Horizon 2020 innovation project which will use cutting edge technology to support the integration of migrants across Europe. Learn more about Horizon 2020 Research and Innovation projects here.

The 13 organisations working together on the project are from France, Spain, Italy, The United Kingdom, Greece, Belgium and Luxembourg, each with a wide variety of expertise in their relevant field. The project is led by Script&Go, who are based in France.

To read more about the project partners, you can check out the project webpage here.



MIGRANT



PROFESSIONALS



LOCAL AUTHORITIES

AUGUST 2019



Co-funded by the Horizon 2020 programme of the European Union

NEWSLETTER

HORIZON 2020 – MIGRATION CALL: COLLABORATIVE PROJECT NETWORK

As part of the NADINE project's overarching theme of contributing to the Migration Call of the Horizon 2018 – 2020 Work Programme, we began collaborating with partners from three other European projects relating to ICT and migration, which are co-financed by the European Commission under the same Horizon 2020 call.

Members of the project team from the MICADO project, the MIICT project and the REBUILD project took part in an initial workshop, and follow-up video calls with NADINE project coordinator and user ambassadors.

This will help partner organisations working on each project share results and best practices and avoid duplication of certain project research activities. We hope that this collaboration will develop into a network of organisations, which can share each other's results and increase the sustainability of all four projects.



www.nadine-project.eu



[NADINE Project on Facebook](#)

NADINE Project's most popular Facebook posts:



[Immigrant vs. Refugee Comparison Chart](#)



[The NADINE Madrid meeting update](#)



[Non-EU workers and the UK economy](#)

NADINE

Blog Posts

Catch up with the NADINE project's blog posts:

[NADINE Project - An Introduction](#)

[NADINE Skills Assessment Tools](#)

[User Requirements for the NADINE Platform](#)

Project Outputs

To date, eight project outputs are available on the project website.

[Project Manual and Quality Plan](#)

[Data Management Plan](#)

[Legal and Ethical Requirements](#)

[User Requirements](#)

[Report on existing migrant skills assessment tools](#)

[Report on universal skills framework for migrants](#)

[Pilot Planning and Evaluation Strategy](#)

[Project Communication Plan](#)





NADINE PLATFORM PILOTING PHASE 1

The project consortium undertook the first phase of piloting during February and March 2020.

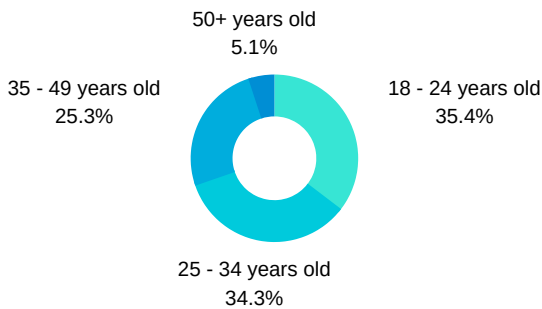
The objective of the pilots were to gather feedback from end user stakeholders, to ensure that the current prototype of the platform meets the needs of the end-users. The consortium evaluated the piloting feedback in order to define the strengths and weaknesses of the platform to date, in relation to the project objectives.



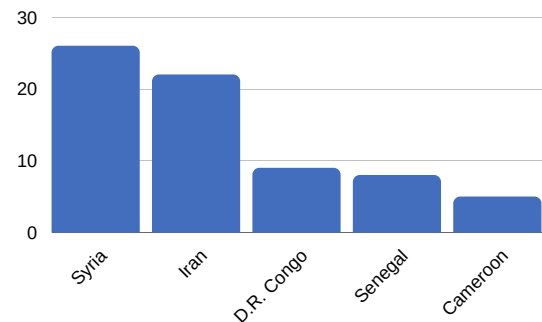
The pilot covered several aspects of the functionality of the platform, such as the content, the usability, the presentation of interfaces, friendliness to users, efficiency, ergonomic, game aspects, responsiveness to needs, interactivity.

The 1st phase of piloting deployed the prototype of the NADINE platform amongst 44 asylum seekers, 29 refugees, and 23 vulnerable migrants in Greece and Spain, comprising 79 males and 17 females.

Age Demographics of Participants



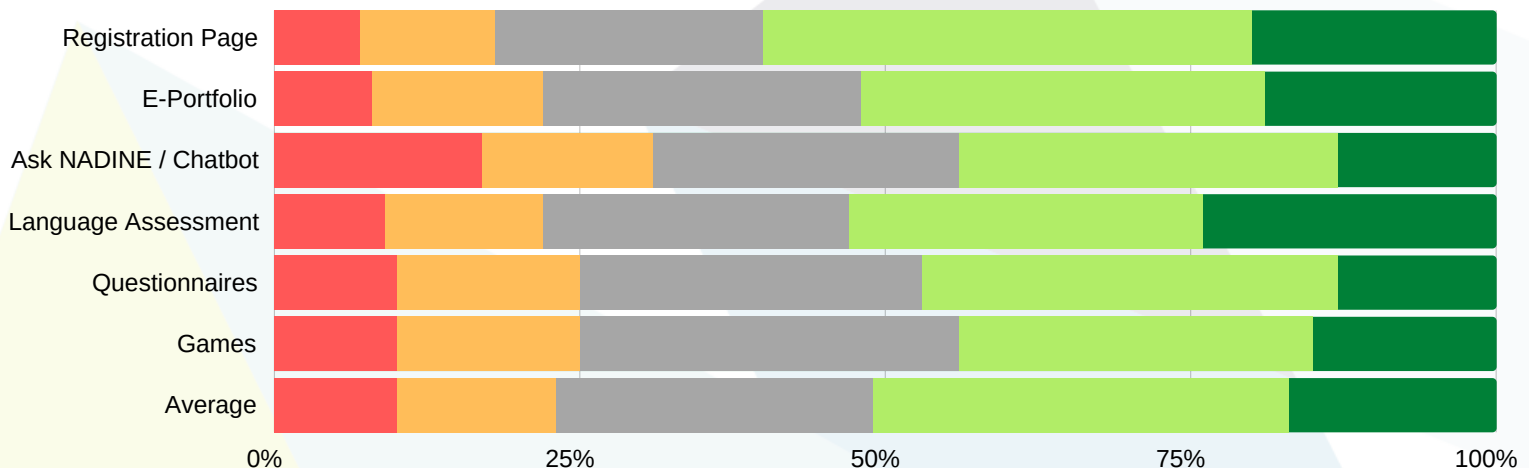
Top 5 Country of Origin of Participants



Results from Participants' Evaluation Forms

On average all components were positively evaluated by about half of the respondents (49%). Especially positive were responses with regards to the registration page, the e-portfolio and the language assessment.

Legend: Poor (Red), Fair (Orange), Average (Grey), Good (Light Green), Excellent (Dark Green)





JOINT POLICY ROUNDTABLE OCTOBER 2020

The first NADINE project Policy Roundtable will take place in October 2020, with the objective of exchanging ideas on the experiences of the consortium and allow for a practical discussion on the implementation of the NADINE project.

NADINE will organise this policy roundtable in collaboration with our MIGR-06 sister projects, MIICT, MICADO and REBUILD.

The event will take place remotely due to ongoing concerns and restrictions due to Covid-19.

Participants are expected to comprise of key stakeholders representing public authorities/agencies, NGOs and the private sector. The proposed duration is between 90 and 120 minutes depending on the final list of topics.

The tentative topics and areas covered will be:

1. The use of technologies for supporting the effective integration of migrants;
2. The effectiveness of solutions and the impact on local providers and host authorities;
3. The role of co-creation and the involvement of citizens and public authorities in effective integration strategies
4. What can we learn from the projects for the new digital government policy?
5. Public authorities, ICT and integration

The sister projects will develop the outcomes of the policy roundtable into a white paper to be presented to the European Commission.

PUBLICATIONS AND CONFERENCES

As part of the consortium's objective to maximise the NADINE project's results of the consortium is presenting three academic papers at the IEEE International Conference on Multimedia and Expo from the 6th to the 10th of July 2020 in London, United Kingdom.

Click on the titles below to be directed to the 'Publications' page of the NADINE website.

"Data Augmentation Using GANs for 3D Applications"

I. Maniadis, V. Solachidis, N. Vretos, P. Daras, Recent Advances in 3D Imaging, Modeling, and Reconstruction.

"Embracing Novel ICT Technologies To Support The Journey From Camp To Job"

H. C. Leligou, D. Anastosopoulos, A. Montagna, V. Solachidis, N. Vretos.

"Nadine-Bot: An Open Domain Migrant Integration Administrative Agent"

A. Lelis, N. Vretos, P. Daras.

In addition to this, the consortium will be in attendance at The Migration Conference 2020, from the 9th to the 11th September, at South East European University, Tetovo, N. Macedonia.





Successful Integration
Empowerment
Social Cohesion

micado

migrant integration cockpits & dashboards



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MICADO - Migrant Integration Cockpits and Dashboards

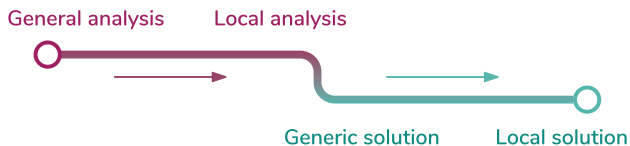
How to improve the management of migrant integration into host communities?

How to facilitate the opportunities for migrants to participate in society?

How to build up capacity for responding to future migration challenges on institutional and individual levels?

MICADO aims to facilitate the exchange between migrants, public authorities and engaged civic society and ease migrants' access to regular social systems (housing, education, health care, and labour) and counselling services through attractive digital services. Thus, it will lower the socio-economic effort and expenditure in migrant integration, both for host economies and individuals.

MICADO is an interdisciplinary international project that involves research institutions, public authority agencies and SMEs from Germany, Belgium, Italy, Spain and Austria, whose purpose is to **co-develop a MICADO-“one-fits-all”-solution** (generic solution) that can be adapted by the local actors to their respective local challenges and manage migration issues with a **local solution**:



The generic solution will first be piloted in the MICADO-partner cities Hamburg, Bologna, Madrid and Antwerp, and will then eventually be modified by the local communities. The outcome of the project will **empower public authorities and local communities** that attend migrants and refugees from their moment of arrival in the EU with more efficient and more effective digital services. It will also **support migrants and refugees** by enabling essential communication, orientation, and navigation within their new life environments.

At the end, the MICADO solution shall be offered on an open source platform and be transferable to communities in other European cities.

micado

PROJECT FACTS

DURATION
01/2019 to 06/2022

PROGRAMME
Horizon 2020
SC6-MIGRATION-2018

REFERENCE
822717

COORDINATOR
HafenCity Universität Hamburg

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-  [@H2020Micado](https://twitter.com/H2020Micado)



Horizon 2020
European Union Funding
for Research & Innovation

This project has received funding from the European Union's Horizon 2020 Research and Innovation Action under Grant Agreement No 822717.



Co-creation of interactive dashboards and cockpits for integration services offered by public authorities and civil society

Cockpits & Dashboards

Dashboards are precisely designed information displays that visualize essential data. By summarizing crucial data sets on a dashboard, complex information can be specified and provide a good basis for decisions. Dashboards allow to manage complex data and indicators as well as to gain a situational overview with diagrams and map visualizations.

Cockpits imply interaction and procedural steps leading to specific results and outcomes. Cockpits are interactive applications that offer specific services and information according to the settings made by the user. With the option to add personal information, a cockpit can easily become a personalized tool that facilitates the exchange of information between users and they can help in reducing information overload through search and filtering options. The dashboards and cockpits envisioned in MICADO will be a step forward in implementing EC's ambition and promise of Digital Single Market.

Co-creation → Convergence → MVP

The technical solution developed in MICADO is a complex app comprising of dashboards and cockpits addressing migrants, civil society and public authorities. It is being developed based on an analysis of the needs of the three target groups identified in the pilot cities Antwerp, Bologna, Hamburg and Madrid in innovative co-creation sessions. The co-creation yielded interesting findings of hindrances migrants encounter in the domains of employment, education, health and housing. In some cases, migrants referred to structural problems that would go beyond the scope of the developed MICADO tool, but are important to frame their integration experiences. Local authorities and communities also often mentioned similar challenges that complicated how they could support migrant integration: The co-creation showed how all these perspectives can be combined, but also the need to consider the local structures in which people are embedded and city and country differences in migrant integration. Based on these analyses, the MICADO team ran convergence workshops to align the needs identified in the 4 cities by the different target groups into one universal minimum viable product (MVP), which is currently under development.

Strong public support

MICADO knew right from the conceptualization phase that it cannot succeed without having the support of strong public authorities partners and has established Local Expert Stakeholders Committees (LESC) in the pilot cities Antwerp, Bologna, Hamburg and Madrid. They are local instrumental bodies to support different stages of the project. The bodies include local authorities, decision makers and civil society organization representatives. They provide the real-life migration data, coordinate the provision of public services for integration by public or civil society organizations and are decision makers in this context. Furthermore, the public authorities and civil society organizations are in direct contact with migrants and can facilitate their involvement in the participatory activities such as data collection or piloting of the application. The LESCs bring their local context into play and are thus involved in early uptake of the MICADO solution for their public or non-governmental organisation.

Contact Us

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Project Facts

PROGRAMME
Horizon 2020 | SC6-MIGRATION-2018

COORDINATOR
HafenCity Universität Hamburg

DURATION
01/2019 to 06/2022

REFERENCE
822717



WELCOME at a glance

Development of technologies for reception, management and integration of Third Party Nationals

Project Coordinator

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Project website:

<http://www.welcome-h2020.eu>

Duration: 01/02/2020 – 31/01/2023

Type of Action: Innovation Action (IA)

Total Budget: 4,272,870.50 €

EC Contribution: 3,995,709.35 €

The number of refugees in the world has reached the highest level ever recorded of 25.45 million people. In 2015 and 2016 alone more than 2.5 million people applied for asylum in the EU. In 2017, 2018, and 2019 the numbers decreased significantly, but in the first months of 2020 they skyrocketed again. This means that **both the reception and integration of Third Country Nationals (TCNs) remain a leading societal challenge for many EU countries**. To address this challenge, **WELCOME** will develop immersive and intelligent services in which the agents act as dedicated personal assistants of TCNs and gather information to support the decisions of actors in the host countries.

Objectives

WELCOME addresses the following innovation objectives:

- Co-design of technologies for TCN reception, integration and inclusion and support of authorities
- Development of service coordination and dialogue management technologies for intelligent conversational agents
- Development of multilingual language technologies
- Design of knowledge representation schemata and development of knowledge acquisition and interpretation technologies
- Realization of personalized immersive TCN-agent interaction environments
- Provision of personalized decision support for authorities

Outcome

WELCOME will deliver a mobile device-based platform, which will facilitate the interaction of TCNs with virtual agents, and a desktop-based solution for the support of authorities.

Use Cases

WELCOME will validate the developed platform as a whole as well as each of its technologies through three different use cases:

- TCN reception and orientation
- TCN integration
- Support of TCN's living in the host country

In all three use cases, the authorities will be provided with targeted decision support technologies.

Impact

WELCOME will achieve significant impacts in a number of areas, including:

- Quality of the TCN reception and integration practices
- Protection of vulnerable groups in our society
- Efficiency of public administrations to manage TCN reception / integration
- Solutions for intelligent conversational personal assistants and coaches

Partners

Universitat Pompeu Fabra



Centre for Research and Technology Hellas



Charles University



Brno University of Technology



Deutsches Forschungszentrum für Künstliche Intelligenz



Sheffield Hallam University



EVERIS



Nurogames



Método Estudios Consultores



Mind Refuge



Kentro Meleton Asfaleias



Departament de Treball, Afers socials i famílies



CARITAS Verband Hamm e.V.



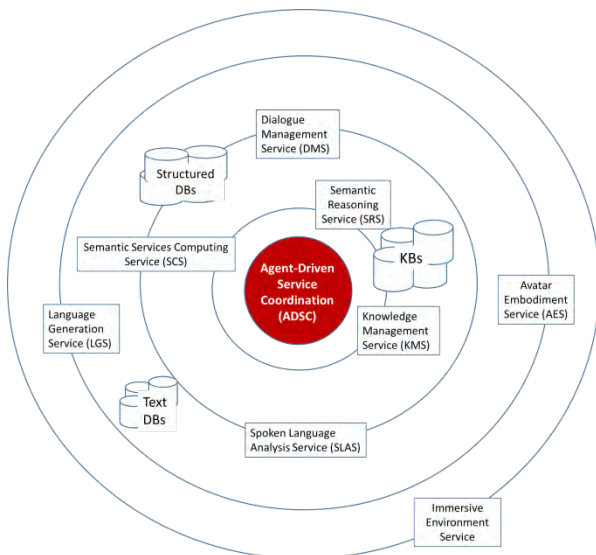
PRAKSIS



iSocial Foundation



Service-based design



Impact and results

Impact

WELCOME will deliver a mobile device-based platform, which will facilitate the interaction of migrants and refugees with virtual agents, and a desktop-based solution for the support of authorities.

Results

- o Quality of the migrants and refugees reception and integration practices
- o Protection of vulnerable groups in our society
- o Efficiency of public administrations to manage migrants and refugees reception / integration
- o Solutions for intelligent conversational personal assistants and coaches

Contact

If you want to be informed or get involved with the progress of the project, please contact:

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www.welcome-h2020.eu

Partners:



WELCOME Concept

Vision

The reception and integration of migrants and refugees remains a fundamental societal challenge for many European countries. Tackling this challenge requires a committed effort in order to ensure the provision of personalized communication, education (including language learning), cultural and social immersion. Recent advances in Information and Communication Technologies (ICT) can be instrumental for the success of this effort.

Overall goal

The overall objective of WELCOME is to facilitate the reception and integration of migrants and refugees through comforting, easy to comprehend, personalized technology solutions.

Concept

WELCOME will research and develop intelligent technologies for support of the reception and integration of migrants in Europe. It will offer a personalized and psychologically and socially competent solution for both migrants and public administrations. The solution for migrants will consist of immersive environments and teams of intelligent conversational agents, which will act as dedicated personal assistants. The solution for public administrations will provide situation-aware decision support and thus facilitate more efficient migrant reception and integration.



The WELCOME Project

Challenges

The number of refugees in the world has reached the highest level ever recorded of 25.45 million people. In 2015 and 2016 alone more than 2.5 million people applied for asylum in the EU. In 2017, 2018, and 2019 the numbers decreased significantly, but in the first months of 2020 they skyrocketed again. This means that both the reception and integration of migrants and refugees remain a leading societal challenge for many EU countries. This challenge is threefold:

- (1) the assistance of such a high number of people seeking admittance, as recently witnessed within Europe, requires the allocation of significant human and financial resources;
- (2) people who come to Europe do not form one homogeneous group: they have diverse educational, cultural, and social backgrounds that are all radically different from those within Europe;
- (3) Third Country Nationals from outside of the EU are often required to deal with more complex documentation than migrants within the EU.

Objectives

- Co-design of technologies for migrants and refugees reception, integration and inclusion and support of authorities
- Development of service coordination and dialogue management technologies for intelligent conversational agents
- Development of multilingual language technologies
- Design of knowledge representation schemata and development of knowledge acquisition and interpretation technologies
- Realization of personalized immersive migrants-agent interaction environments
- Provision of personalized decision support for authorities

How can WELCOME help me if...

I am a professional social worker

To ensure that social workers are able to provide adequate services for migrants and refugees, the key is personalization in communication, training, and cultural and social processes of immersion in the host country. To achieve this personalization, WELCOME will develop a mobile device-based platform of intelligent conversational agents that will be able to interact with Third Country Nationals (TCNs), learn their background, needs and social and cultural contexts and act as personal assistants in accordance with the acquired information to ensure optimal reception, orientation and integration.



I am member of a public administration or an NGO

Members of public administrations and NGOs involved in the reception, orientation, and integration of migrants and refugees will have at their disposal the platform of intelligent conversational agents – as the social workers will, in order to carry out more efficiently the activities related to reception, orientation and integration. On the other hand, WELCOME will offer an intelligent situation-aware decision support that will help them in their daily case-to-case decision making, taking into account the needs and context of each migrant or refugee without time consuming consultation of records.

How can WELCOME help me if...

I am a migrant or refugee

When you arrive in Europe, and also later when you are in the process of integration into the society that has welcomed you, there are many barriers and difficulties that you must overcome: the new language, the complexity of the documentation you have to deal with and the educational, cultural and social distance with your new compatriots. Interaction with social professionals and public administration who are there to help you is not always easy. Maybe they don't speak your language, they don't have the right solutions for your needs, or they just don't understand your problems.

WELCOME is a project that offers you tools that you can use very easily on a tablet or PC/laptop to overcome these difficulties and obstacles. You will discover that there will be an avatar that will act as an intermediary between you and the public administration and as your personal assistant or coach. It will speak to you in your language, ask for information that the public administration needs, answer your questions, help you with your language, social inclusion and labour courses, and so on. It will be always there to support you! And don't worry, we will always make sure that your personal data are well protected and are not misused.



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No.1, Sep 2020

WELCOME

THE FRAMEWORK PROGRAMME FOR RESEARCH AND INNOVATION

HORIZON 2020



Reception, Management and Integration of Third Party Nationals

The first Months of the project

About the project

The goal of the WELCOME Project is to draw upon innovative solutions in the field of Information and Communication Technologies in order to help public administrations and NGOs to overcome the challenges of reception and integration of migrants and refugees (commonly referred to as “Third Country Nationals”, TCNs). For this purpose, WELCOME will develop teams of intelligent conversational agents, which act as dedicated personal assistants to TCNs. Of particular importance in this context are knowledge-based visual analytics technologies, language technologies, immersive Virtual Reality environments, and intelligent agent team-based human computer interaction – paired with the findings from psycho-sociological research.

The WELCOME Consortium consists of [15 highly consolidated partners](#): 6 research institutions, 3 ICT companies, and 6 user partners dealing with migrants and refugees reception and integration. The WELCOME platform is envisaged as a product co-designed and co-created by the entire Consortium and all parties involved in the process of TCN reception and integration.

The Covid19 pandemic forces the temporary cancellation of all face-to-face activities

Since March 2020, the Covid19 pandemic has forced to cancel all planned WELCOME face-to-face working meetings and reschedule them as virtual meetings. Thus, the 1stUser Meeting scheduled for April in Hamm, Germany, the 1st Technical Meeting scheduled for June in Barcelona, Spain and the 1st Plenary Meeting scheduled for July in Prague, Czech Republic were held in the virtual mode. This switch to online meetings is in line with the decision taken by other H2020 Projects and by the European Commission, e.g., with respect to the meeting of six H2020 migration-related projects, originally scheduled to take place in Brussels on March 6 to develop common policies and strategies, was cancelled at the last minute and replaced by five online sessions between 29 March and 27 May, which had a wide participation of WELCOME members. A follow-up roundtable is planned, also online, for mid October 2020.

Kick Off meeting

The Kick Off meeting of the WELCOME project was held in Barcelona from the 11th to the 13th February 2020. For three days, the Poblenou campus of the Pompeu Fabra University (UPF) in the Catalan capital has hosted the meetings of the 15 project partners, represented by thirty researchers. At the meeting, the work plan for the following phases of the Project has been reviewed and validated in detail, and the calendar for the next meetings and milestones has been agreed upon. You can watch a short introductory video recorded at the Kick Off meeting [here](#):



www.welcome-h2020.eu/

Reception, Management and Integration of Third Party Nationals



So far, the limitation of face-to-face meetings has not led to significant delays or alterations in the technical progress of the project, although the planned face-to-face interviews and working sessions with TCNs for collection of data and recording of interactions between authorities and TCNs had to be postponed. In order to have some data to work with, our User Partners simulated the interactions in role plays, which can, obviously, be merely a temporary solution. On the other side, in the light of the currently observed increase of Covid19 infections all over Europe, it

seems unlikely that we will be able to carry out any face-to-face activities soon. This may indeed delay our progress in the upcoming months. The pandemic also affects the dissemination activities of the Project, given that some events at which the Consortium planned the presentation of WELCOME have been cancelled and those in the near future will be certainly equally cancelled or postponed.

WELCOME is picking up speed

While the work in WELCOME started from the first day of the Project, it picked up speed with the first online Consortium meetings. To be highlighted are the 1st User Meeting, during which the Use Case scenarios, the types of TCNs that we want to serve and the types of interactions that we aim to conduct have been discussed, the 1st Technical Meeting, which was instrumental for detailing the roadmap for the development of



the WELCOME personal assistants application and drafting of its architecture, and the 1st Plenary Meeting, which was used to review the state of affairs and the progress made in the ten Work Packages of the project during its first five months of operation.

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Another highlight was the series of workshops of the six H2020 Projects

- WELCOME: 15 highly consolidated partners ([see here](#))
- EASYRIGHTS: Enabling immigrants to easily know and exercise their rights
- MICADO: Migrant Integration Cockpits and Dashboards
- MIICT: ICT Enabled Services for Migration
- NADINE: digital integration system for the social support of migrants and refugees
- REBUILD: ICT-enabled integration facilitator and life rebuilding guidance

related to the development of technologies for migrant reception and integration between **March 29 and May 27.**

The workshops were organized by **REA (Research Executive Agency)** of the European Commission. The aim of the workshops was to get to know each other and plan synergies, share practices and methodologies with the primary objective to avoid duplication of work and favour collaboration and exchange.



In the near future, further project-internal and cross-project meetings are planned.

Among them, a roundtable of all six projects listed above to decide on joint policies and strategies for support of migrant reception and integration.

Universitat Pompeu Fabra, Centre for Research and Technology Hellas, Charles University Brno University of Technology, Deutsches Forschungszentrum für Künstliche Intelligenz, Sheffield Hallam University, EVERIS, Nurogames, Método, Estudios Consultores, Mind Refuge, Kentro Meleton Asfaleias, Departament de Treball, Afers socials i famílies, CARITAS Verband Hamm e.V., PRAKSIS, ISocial Foundation



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Partners:



OUR CONSORTIUM



Humanising
integration,
transforming
lives



Coordinator:
Politecnico di Milano



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easyRights

**SUSTAIN (IM)MIGRANTS
KNOW AND MORE EASILY
EXERCISE THEIR RIGHTS**



OUR VISION AND MISSION VALUES

Migrant integration is high on the global agenda with the 2030 Sustainable Development Agenda's call to "**leave no one behind**"—including migrants.

easyRights is an H2020 project using **Artificial Intelligence** to **help (im)migrants better integrate** into their host countries. We use **cutting-edge technology** to help migrants understand what services are available to them and how to access support more easily.

WE ARE WORKING TOWARDS AN INCLUSIVE FUTURE FOR ALL

EASYRIGHTS SOLUTION

We are developing an **intelligent app** that cuts through service bureaucracy to provide migrants with the information they need.

The app filters actions based on country services and laws. Then processes all relevant websites and only extracts needed information and forms.

SUPPORT SERVICES

To help facilitate effective communication between (im)migrants and administrations easyRights also provides task specific language and pronunciation training.

TESTING EASYRIGHTS

easyRights will work with (im)migrants in 4 cities to develop locally tailored solutions:

- **Birmingham, UK**
- **Larissa, Greece**
- **Malaga, Spain**
- **Palermo, Italy**

For information on the different pilots visit easyRights.eu





easyRights



Enabling immigrants to easily know and exercise their rights

SCAN ME



easyrights.info



@easyRightsEU



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easyRights will develop a co-creation eco-system in which different actors belonging to the local governance system can cooperate in increasing the quantity and quality of public (welfare) services available to Immigrants.

The specific aims are to improve the current personalization and contextualization levels, empower the prospective beneficiaries of existing services in getting better access and fruition opportunities, and to engage Quadruple Helix stakeholders in joint, purposeful co-creation efforts, facilitated by the use of hackathons.

Pilots in:

Birmingham | Larissa | Palermo | Malaga