

**Digital tools  
that offer remote support  
to highly vulnerable people  
to address their social inclusion**

Session “Let’s Go Digital”, 9 June 2022

# WHY?

It's time to move from the computerization of management systems to the **digitalization of social services delivery**

It's **a necessity**  
-> to adapt social services to what **digitalised citizens** expect

It's **an opportunity**  
-> to improve the **services quality:**

**Smart services:**  
Personalisation,  
Proactivity,  
Prediction,  
Prevention,  
Participation



**To empower people using services:** self-management, creating community bonds, independent living, reducing response time, accessibility, simplification, ...

**Digital inclusion** is part of social inclusion

# How

**Person-centered**  
digital tools

**First mobile**  
solutions

To **listen to users**  
**and social workers**  
from the beginning

Making it easy is very  
difficult: **UX and UI**

To take advantage  
of **opportunities**

More **horizontal**  
relationship

**Change** management

To innovate is  
**to take risks**

Critical size,  
**partnership**

Managing **risks:**  
cybersecurity,  
privacy, ethics

**Hybridisation**  
with other  
sectors

To ensure  
**access and**  
**equity**

Evaluate, have  
**evidence**



# 1st example



## Remote support system for adolescents and youngsters with emancipation and inclusion needs

- **Recipients:** Adolescents in guardianship in process of transition to adulthood after 18
- **Tools:** App and Webapp for young people+ App and Webapp for the social workers who support them
- **Functionalities:**
  - Map of services and resources
  - General or personalised notifications
  - Channel information about their needs
  - Chat with their social workers -not associated with phone numbers
  - Agenda and contacts shared with their social workers
  - Secure storage of documentation in the cloud
- **Current situation:** in the process of being implemented for 1,800 young people in Catalonia
- **Consortia:** iSocial, 4 NGOs, 1 tech company, the University of Barcelona
- **Funding:** Catalan Government, La Caixa Foundation

## 2<sup>nd</sup> example

WELCOME



### Intelligent technology to support the reception and integration of migrants and refugees

- **Recipients:** Migrants and refugees from Mediterranean and Middle Eastern countries
- **Tools:** App for migrants or refugees + management system for governments and NGOs
- **Functionalities:**
  - Intelligent voice assistant in several languages including Moroccan and Levantine Arabic on the needs of first reception, integration and life in the host community
  - Easy games to learn about the host country
  - Immersive reality tools to deal with new situations
  - Support platform for governments and NGOs for decision-making and management of reception policies
- **Current situation:** pilots in progress in Spain, Germany and Greece
- **Consortia:** iSocial, Pompeu Fabra University, Catalan Government, NTT Data, and other 11 partners from Germany, Greece, UK and Czech Rep.
- **Funding:** EU Horizon 2020

## 3rd Tool



### Digital safe in the cloud for people in a situation of homelessness

- **Recipients:** People in a situation of homelessness
- **Tools:** App and Webapp for the homeless + App and Webapp for the social workers who support them
- **Functionalities:**
  - Secure storage of documentation in the cloud
  - Share documents and carry out procedures
  - Chat with their social workers -not associated with phone numbers
  - Geolocated alarm button for critical situations
  - Map of services and resources
  - Notification system from local social services and NGOs
- **Current situation:** in development, following a participatory co-design process and a UX-UI prototype made by a specialist company
- **Consortia:** iSocial, 4 NGOs, 4 City Councils
- **Funding:** two private foundations, Catalan Government



Thank you!

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