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

Session “Let’s Go Digital”, 9 June 2022
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.
Person-centered digital tools

First mobile solutions

Making it easy is very difficult: UX and UI

To innovate is to take risks

More horizontal relationship

Critical size, partnership

To ensure access and equity

Evaluate, have evidence

Hybridisation with other sectors

Managing risks: cybersecurity, privacy, ethics

To take advantage of opportunities

Change management

To listen to users and social workers from the beginning
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
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
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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