MICADO
Impact & Sustainability

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MICADO Solution
Platform launch January 2021

MVP component: Migrant Situation Monitor
In a Nutshell Application Scenarios

- Migrant account management
  - View and manage accounts
- CSO account management
  - View and manage accounts
- Step-by-step guides
  - View and edit step-by-step processes
- Useful information
  - View and edit information and services for migrants
- Courses & events
  - View and edit courses and events
- MICADO usage analytics
  - Overview of the usage of the app
- Glossary
  - View and edit glossary entries
- Settings
  - View and manage settings

Housing  Education  Healthcare  Employment
In a Nutshell Target Groups

- Migrant account management
  View and manage accounts

- CSO account management
  View and manage accounts

- Step-by-step guides
  View and edit step-by-step processes

- Useful information
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In a Nutshell Target Applications

Public Administrations
Local authorities in charge of migrants reception

Local communities
Local CSO’s, businesses and other actors

Migrants
Mainly asylum seekers and refugees

Migrant account management
View and manage accounts

CSO account management
View and manage accounts

Step-by-step guides
View and edit step-by-step processes

Useful information
View and edit information and services for migrants

Courses & events
View and edit courses and events

MICADO usage analytics
Overview of the usage of the app

Glossary
View and edit glossary entries

Settings
View and manage settings
MICADO Minimal Viable Product (MVP)
Universal Solution / Generic Services
MICADO Sustainability by Project Design
Co-creation, Convergence, and Uptake

- **Goal:** Ensure long-term sustainability and development of MICADO solution beyond project run-time

- **Project structure** targeting embedding of MICADO within institutions, communities, routines and (data) environments

- **Uptake Workpackages:** Dedicated WP 5 “Local Pilots” and WP 6 “Local Solutions, Development & Exchange”
MICADO Sustainability by Project Design
Multiple Local Solutions

• Ensuring applicability and future evolution in the different geographical / cultural contexts by way of multiple local solutions (“MICADA”) responding to local end-users and specific conditions

• Most relevant knowledge generated during pilotation in four cities (WP 5), needs to be included in final technical development stage and in Uptake and Sustainability Plans and Strategies
Key deliverable for WP 6 “Local Solutions, Development & Exchange”: processes, events, activities, guidelines

1. **General Uptake and Sustainability Plan**: General demands → General measures (location-agnostic)

2. **Local Uptake Strategies**: Location-specific demands → Location-specific measures
Local Uptake

Local communities

Dedicated Outlet
MICADO Local Uptake Model

Antwerp
MICADO Local Uptake Model

Hamburg

Migration Monitoring Report
Social Ministry

Hamburg Welcome Center?
Social Ministry

City Department for Digitalization
Senate Chancellery
# MICADO Adaptation to local contexts

## Local specification of services

<table>
<thead>
<tr>
<th>Housing Bologna</th>
<th>Search apartment to rent</th>
<th>To Candidate for a social house</th>
<th>procedures for emergency housing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Main actors</strong></td>
<td>Migrants</td>
<td>Migrants</td>
<td>Migrants</td>
</tr>
<tr>
<td></td>
<td>Rent app agencies</td>
<td>ACER (Social housing institution in Bologna region)</td>
<td>Social services ASP (Housing transition)</td>
</tr>
<tr>
<td><strong>Goal as perceived by participants</strong></td>
<td>Find the best housing solution available</td>
<td>Get access to the social housing paying a cheap rent</td>
<td>Find a temporary solution to the shortest possible time that can mitigate the housing emergency</td>
</tr>
<tr>
<td><strong>Level of organisation</strong></td>
<td>Municipality level</td>
<td>Metropolitan level</td>
<td>Metropolitan Level (metropolitan city of Bologna)</td>
</tr>
<tr>
<td><strong>Stakeholders Involved</strong></td>
<td>Migrant social network</td>
<td>ASP</td>
<td>Social workers</td>
</tr>
<tr>
<td></td>
<td>Local community Association/third sector</td>
<td>Social workers Association (Ex: SUSA)</td>
<td>Social workers</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Health (Migrant Perspective)</th>
<th>Getting an appointment</th>
<th>Main Actors</th>
<th>Migrant patient Doctor’s practices</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Goal as perceived by participants</strong></td>
<td>Getting an appointment as quick as possible when in an emergency (like tooth ache)</td>
<td>Receiving the needed health care service</td>
<td>Receiving advice on how to treat a condition</td>
</tr>
<tr>
<td><strong>Level of organisation</strong></td>
<td>individual/doctor’s offices level</td>
<td>individual/patient level</td>
<td>Individual migrant patient Special institutions on district level</td>
</tr>
<tr>
<td><strong>Stakeholders Involved</strong></td>
<td>Doctor’s offices</td>
<td>Hospital’s emergency rooms</td>
<td>Marienkrankenhaus Poliklinik &amp; Mediklinik Night Pharmacies</td>
</tr>
<tr>
<td></td>
<td>Marienkrankenhaus IPSS E care Poliklinik &amp; Mediklinik Consumer Assistance office (Verbraucherschutz) Doctors doing primary checkup of patients in the accommodations Hausseit Help, Women Health Team</td>
<td>Marienkrankenhaus Poliklinik &amp; Mediklinik Night Pharmacies</td>
<td></td>
</tr>
</tbody>
</table>
### MICADO Adaptation to local contexts

**Local Pilot Testing**

<table>
<thead>
<tr>
<th>Target group</th>
<th>Subgroup/personas</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Migrants</strong>*</td>
<td>Refugees and asylum seekers</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Female migrants</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Migrants living for longer than 10 years in the immigrant country</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>EU migrants &amp; other categories of migrants</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>12</strong></td>
</tr>
<tr>
<td><strong>Public Authorities</strong></td>
<td>Directors and middle management (coordinators, team leaders, etc.)</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>1st line social workers/advisors</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>8</strong></td>
</tr>
<tr>
<td><strong>NGOs / Local communities</strong></td>
<td>NGOs and any other organisation working for and with migrants</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Civil society organisations / Volunteers</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td><strong>Total</strong></td>
<td><strong>8</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Overall total</strong></td>
<td><strong>28</strong></td>
</tr>
</tbody>
</table>

***For having a representative sample, each city has to have at least 4 migrants with a low level of formal schooling, and/or basic digital skills (within the total number of participants =12), and ideally 1 participant per language available in the tool.***

**For having a representative sample it will be important to have participants from organisations of the 4 main topics of MICADO: housing, health, work and education.**
MICADO Location-specific Sustainability Measure
Local context demands

- **Adaptation and extension** of general UASP for local and sustainable implementation

- **Local uptake profiles** with key specifics, individuality, differences of involved cities / places

- **Mapping stakeholders** and their specific roles in each local group

**UPTAKE PROFILE HAMBURG**

City-state with the cross-connecting Senate Chancellery as a coordinating unit (partner within MICADO consortium). Multiple Experiences from previous research-driven IT-projects (DIPAS, COSI a.o.) that were embedded in municipal ecosystem.

**USE:** State authority for Social Affairs (BASFI), Local District Authorities for Social Affairs

**HOSTING:** Dataport Central IT service provider for North German federal states, costly

**DEVELOPMENT** HCU (university) and LGV (state authority)
MICADO Location-specific Sustainability Measure
Local context activities

- **Portfolio** of place-specific approaches and unique solution (good practices, learning cases)

- **Mutual adaptation** special uptake formats for adapting the system to local end-users and vice versa

- **Local Caretaking**: Actively using the interests and capacities of MICADO consortium partners

**UPTAKE MEASURE HAMBURG**

**MICADO inside HCU academic curriculum**

HafenCity University (HCU) will embed creative software development and experimental application of MICADO within its academic teaching e.g. as regular component within the curriculum of Digital City Science lab (MICADO coordinator), or as interdisciplinary block seminar (hackathons).
MICADO Brief Guideline
How to create a Local Uptake Strategy?

• **Contextualised roadmap** from current status quo to MICADO’s sustainability goals. Derived from general UASP and local-specific demands / measures

• **From sketch to strategic document**: from definition of overall direction to concrete measures and events
MICADO General Sustainability
Three Levels

1. **Sustainable Use**: using the solution in daily professional practice, defining new use cases

2. **Sustainable Hosting**: operating and managing the technical deployment, maintenance, caretaking

3. **Sustainable Development**: new use cases, features, functionalities; adaptation to new demands, managing GitHub repository (request, questions, tasks)

• **Key question**: are these roles are distributed across different institutions, or in one hand?
MICADO General Sustainability Ensuring Impact

- **@ Sustainable Use:** **Market Place:** Community platform (repository, website, forum) for contacting, publication, and exchange

- **@ Sustainable Use:** **LESCs** Usage of existing Local Expert and Stakeholder Committees

- **@ Sustainable Development:** **Central caretaker group:** A core team for long-term open source development

- **@ Sustainable Development:** **Dev Community Event** promote to open source software development community (e.g. Translateathon)
MICADO General Sustainability Measure
Sample event: Translateathon

**Purpose:** Generation of translated text for the MICADO app via the format of a playful and gamified workshop. Can be carried out outline, multiple times, potentially a recurring event also within school classes (language education, social work). **Activity:** Participants can participate in two roles, either as 1) as translator, or as 2) validator. To the “translators” English text (taken from the MICADO app) are given to be translated into their own language. To the “validators”, translated text from the translators are given for semantic and grammatical check. Participants, after a while, can swap the roles. To spur the translateathon, gamification elements are used e.g. artificial timelimits, translator competitions, increasing difficulty of text etc.

- **Duration:** 3...5 hours
- **Location:** Online
- **Organiser:** Authorities, universities, school
- **Participants:** Native speaking migrants or migrant supporters
- **Preparation:** Text bodies, Online / game room, Credits and incentives
MICADO Local Uptake Strategies
Local Uptake Strategy Sketch: Hamburg

**PURPOSE** The uptake activities ensure that MICADO is known and well-received by administrators and tech developers in relevant local Hamburg authorities, as well as in the creative SW scene, in order to motivate them to further use and develop MICADO after the H2020 project has finished.

**STRATEGY ROADMAP** Administrators and tech developers from migration-related authorities Hamburg authorities, as well as from the creative SW scene resp. CSO, will receive targeted communication about MICADO in the end of 2021, and be invited to co-creative uptake workshops beginning of 2022. Over the course of 2 months, 3 targeted workshops will be carried out at HCU Hamburg with approx. 30 participants. Workshop 1 adresses administrators and technical developers from the local Hamburg tech scene and invited to facilitated hackathons. The uptake process is accompanied by a press & media campaign in local media, and a thorough documentation of activities and results. The MICADO solutions, the software code and results will be documented in an open repository.


**FORMATS & TOOLS** In accordance to the different partners / stakeholder groups, 2 different workshops formats will be carried out: 1) Hackathon (two local event over 2 days), 2) Business Case Competition (1 online event over 2 weeks). The press and media campaign consists of press releases, press conference, and social media posts. A Github documentation will be created with a Hamburg branch and curated by [person] until [date].

**SCHEDULE** Press announcement [date], Hackathon 1 - invite [date], Hackathon 1 – event [date], Hackathon 2 - invite [date], Hackathon 2 – event [date], Business Case Competition - invite [date], Business Case Competition - event [date], Press conference [date].

**RESOURCES** Cost for workshops [room rent, catering, tech licenses], communication, personnel. The costs will be covered by resources from [MICADO, authorities, sponsors, else].

**CONTACTS** From the local MICADO team, [persons] will organize and supervise the uptake activities. Contact persons from the participating partners are [persons].
MICADO Uptake Planning Manual
6 Chapters for Impact and sustainability

1. Why & what?
2. Outcomes & Results
3. Uptake Strategies
4. Formats
5. Tools
6. Contact & Support
EU Uptake MICADO Market & Community

solutions.micadoproject.eu

Digital solutions for migrants, local governments, and NGOs.

The interconnected online tools bring together migrants, local authorities, and NGOs to facilitate easy access to relevant information and services.

Contact us  Github
Work in progress.