



## Digital **integrated** system for the social support of migrants and refugees

*Facilitating the integration of migrants and refugees through ICT-enabled solutions*

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# Introduction – context

- Unprecedented **scale of migration** into Europe – largely people fleeing conflict zones
- Young adults aged **18-34 most represented age group** (53%)
- Frequently **low levels of education** among migrants/refugees (40% versus 23% for native born)
- **Ability to work** recognised as one of the key enablers for inclusion



# Introduction – problems

**Multi-faceted challenge** of integrating new arrivals means **new solutions are needed...**

**Barriers** to job-seeking migrants' labour market integration:

•Lack of language skills and professional qualifications

•Low familiarity with local job culture

Lack of in-depth **skills assessment schemes**

•Lack of **social networks**

•High **screening costs** of migrants' applications

•Regulations and **bureaucratic procedures**

# Introduction – NADINE's approach

Develop a **novel way of integrating migrants and refugees** through **ICT-enabled solutions** that will automatically **adapt to the specificities** of each individual.

Creation of an adaptable platform to:

1. Provide functionalities for **skills assessment**
2. Create tailored training programmes to adapt existing skills into those needed in new environment (**skills shifting**)
3. Provide a **digital companion** ('chat-bot') to assist users with **administrative tasks**
4. Create a '**data lake**' available to public administration bodies to **improve organisation**



# Introduction – intended impact

## NADINE Project

**Aim:** “Address the challenge of migrant integration through ICT-enabled solutions”

**Strategic** impact: deliver an innovative IT tool in line with the priorities identified in the European Agenda on Migration and SDGs (esp. SDG 4 and SDG 10)

**Societal** impact: **empower** refugees and migrants in a career path most suited to their skills and needs

**Economic** impact: contribute to the **reduction** of the direct and indirect **cost of refugees'/migrants' integration** in EU countries

### Output: Adaptable platform

- Services for migrants
- Services for host authorities
- Services for administrations

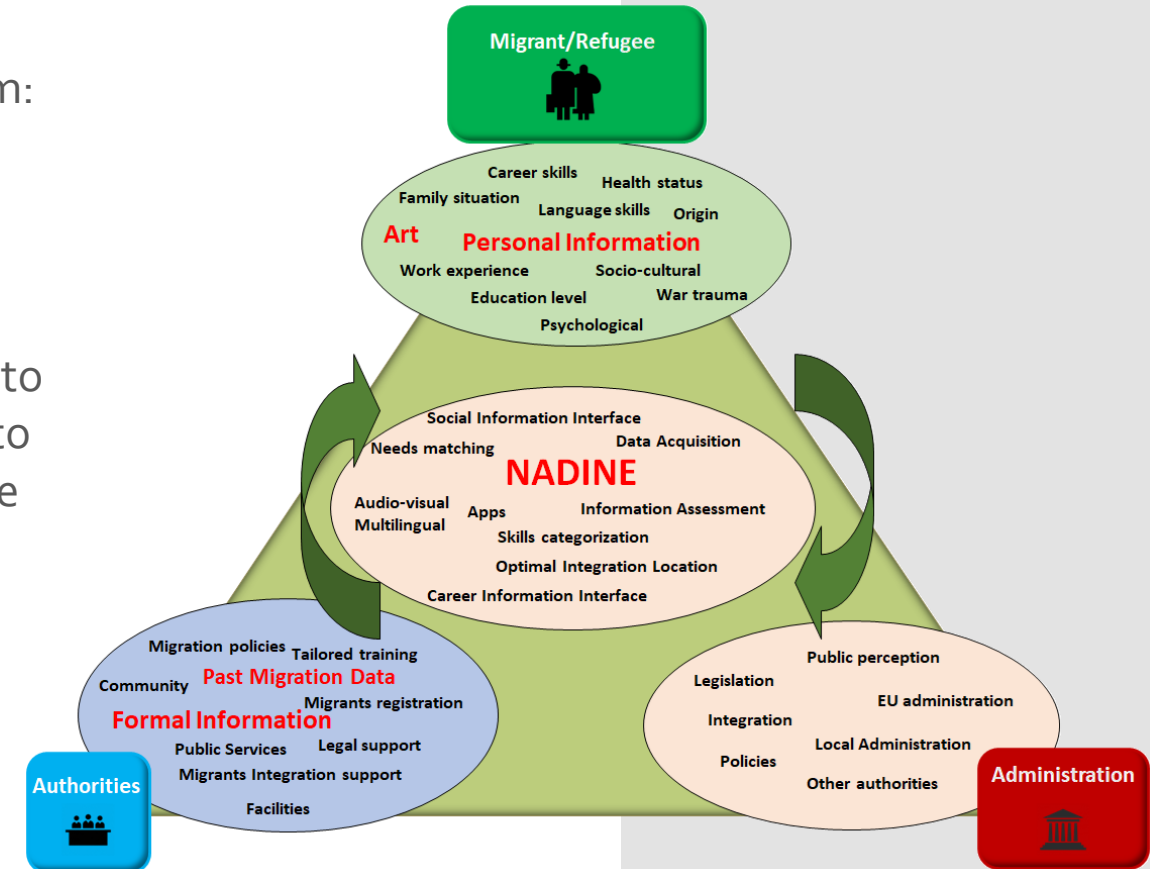




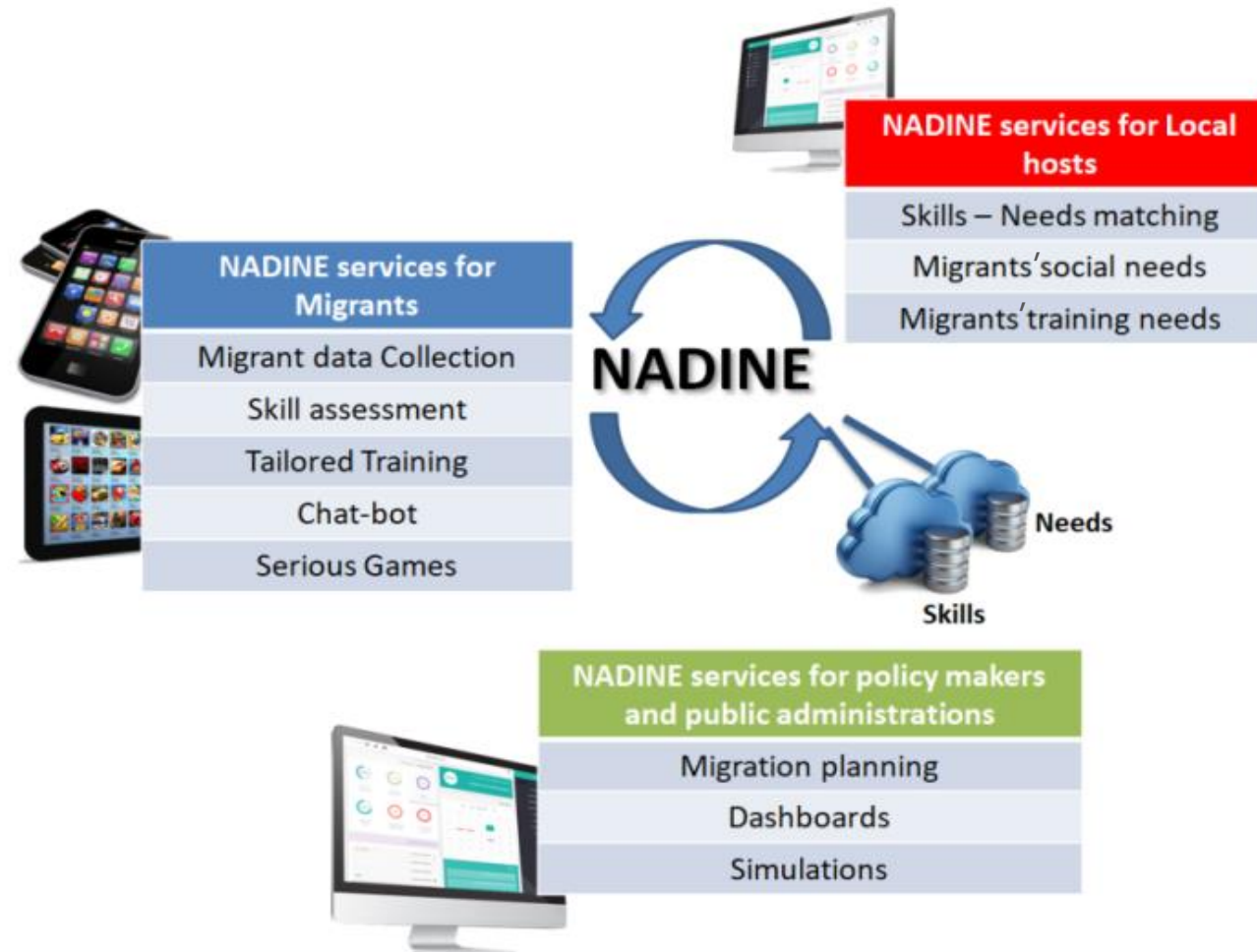
# Introduction – target groups

3-pillar target group connected by the NADINE system:

- **Migrants:** to be provided with the 'optimal integration location' within the EU
- **Host authorities:** to provide support services to allow migrants to access information related to their relocation and integration; to provide the needed infrastructure for tailored training
- **Administration:** to be assisted in forming / modifying national and European migration strategies



# NADINE services





# 1. Tools and services for migrants

Main service of NADINE = **matching service** between **migrants'/refugees' skills** and **local needs**

(matching based on work experience, skill level, authorities' needs, local/EU legislation)

## STEP 1

**Data collection** via self-assessment procedures (ex. questionnaires, interviews)

- » **Personalised e-portfolio** containing all the personal, social and labour related information for each user
- » Promotes career management skills

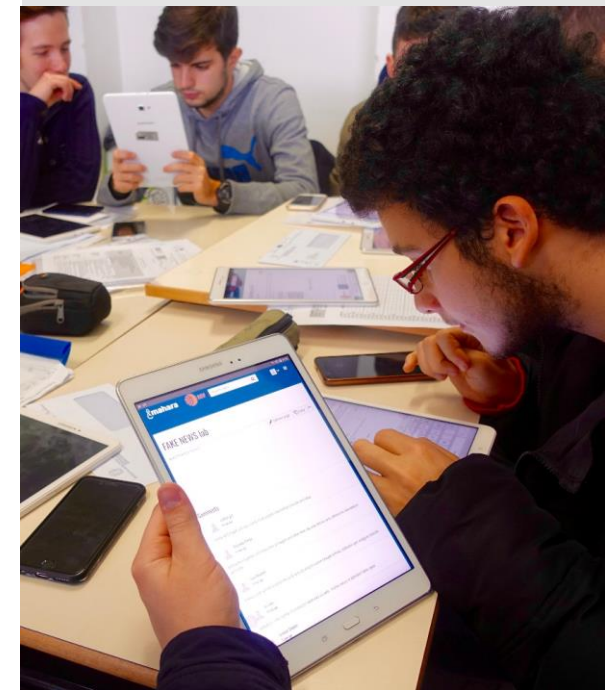
## STEP 2

NADINE will comprehensively **assess this information** by using **deep learning algorithms** to analyse 10 different skills types (both hard and soft skills)

- » Links with ESCO (European Skills/competences, qualifications and Occupations and the EU Skills Profile Tool for Third Country Nationals)

INPUT

PROCESS



# 1. Tools and services for migrants

## OUTPUT 1

### Matching service of **skills with needs**

- » Assessed skills associated with local authorities' needs to propose the **optimal integration location** for the respective migrant

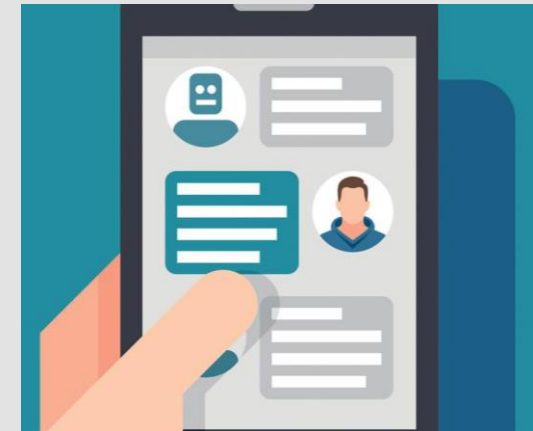
## OUTPUT 2

### Tailored training recommendations

- » NADINE will propose a training procedure for **recommended skills improvements** based on the individual's social needs and the available infrastructure / facilities ('skills shifting')

3 types of interface:

- Career information interface (ex. careers services, job profiles)
- Social information interface (ex. Healthcare, education, civic rights and responsibilities)
- Administration companion – 'chat-bot'  
Multilingual tool which will respond to FAQs related to migration policies and common procedures to be carried out



OUTPUTS



## 2. Host authorities

Role 1: **feed information** into NADINE

- About **local migration policies** and **supporting services** so that the migrant/refugee is able to access this information
- About the **local labour market needs** so that an individual's skills can be matched to these
- About **gaps in local services** – these will be used to form policy recommendations

Role 2: provide the **necessary infrastructure for delivering tailored training**

- NADINE's insight should ensure this training is as targeted as possible



# 3. Public Administrations

Ancillary service of NADINE = provide local/national/European administrations with **recommendations to migration-related legislation, policies or procedures**

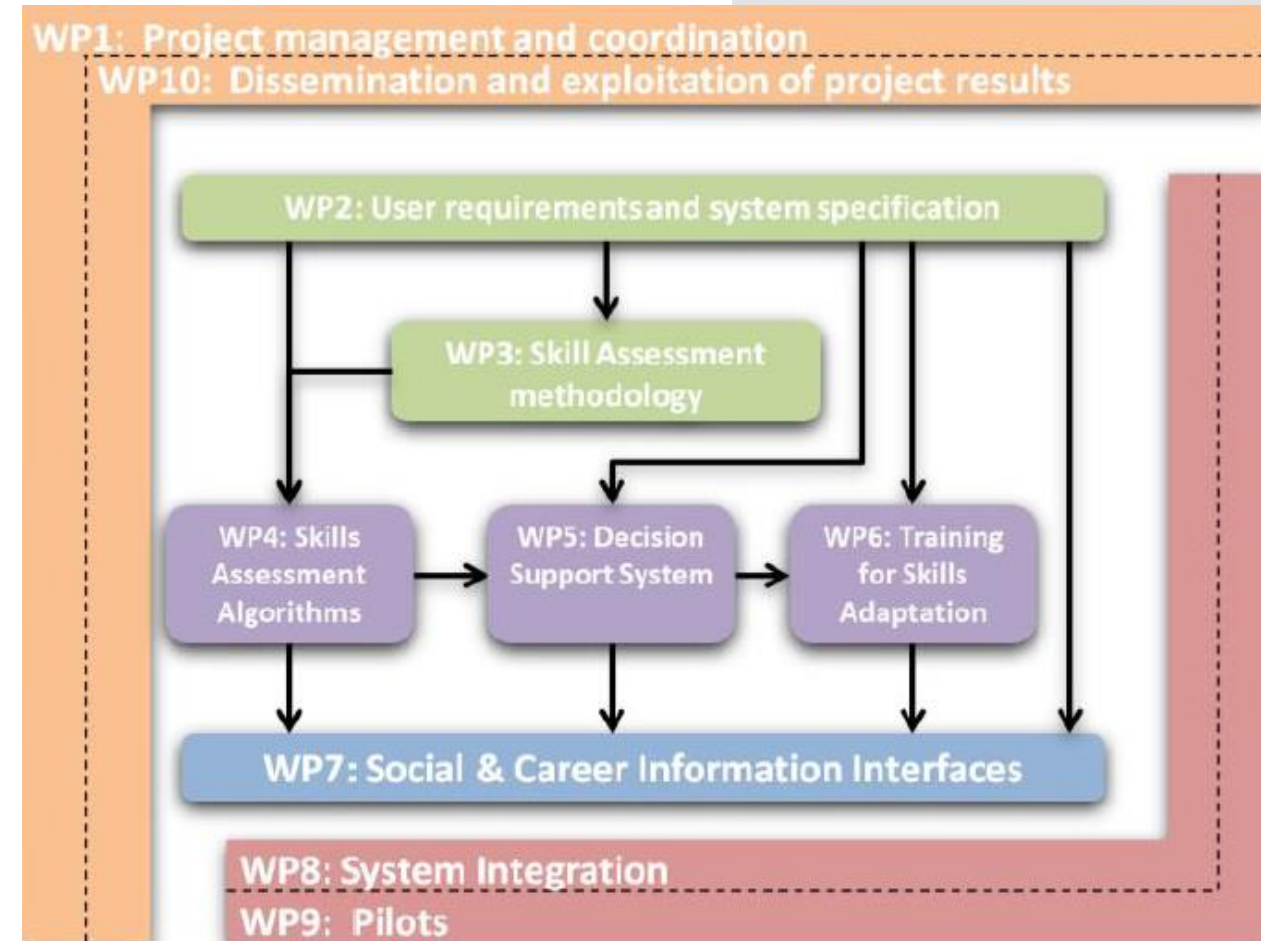
NADINE will help public administrations to better:

- **Map labour market demand**, infrastructure and services
- **Match** these **with the labour supply** of migrants and refugees
- **Address** the specific, variable **emerging needs** of migrants
- **Reform policy** based on the data from the platform

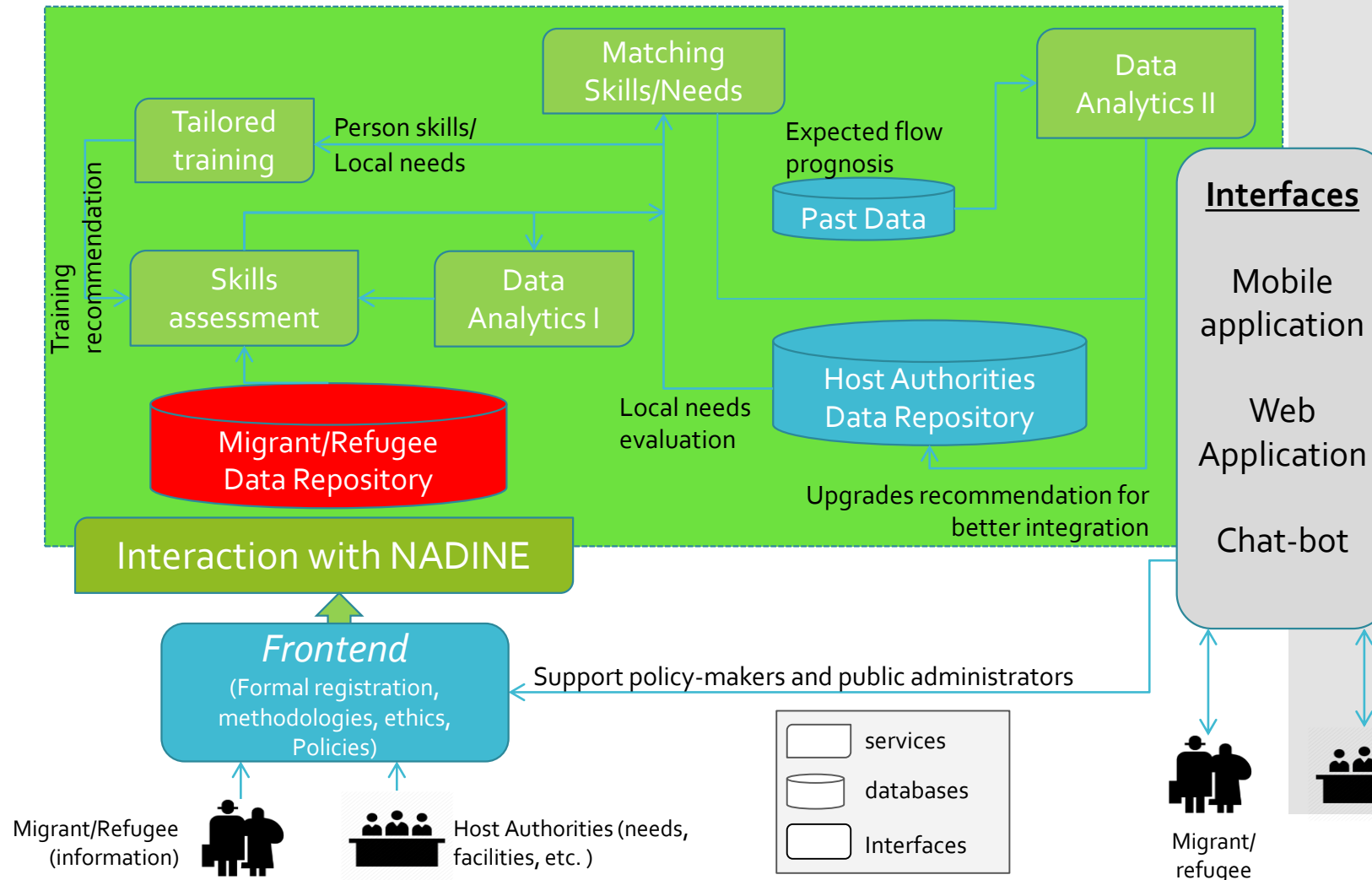


# Working methods

- **36 month** project
- 10 work packages designed to ensure accurate **integration of activities** with a **broad involvement of all partners**
- All **processing** of migrants'/refugees' **personal data** to be conducted in accordance with EU data protection law (**GDPR**)





# NADINE architecture











# Partners




## Research centres

-  CERTH, Greece (technical coordinator)
-  University of Rennes 1, France

## SMEs

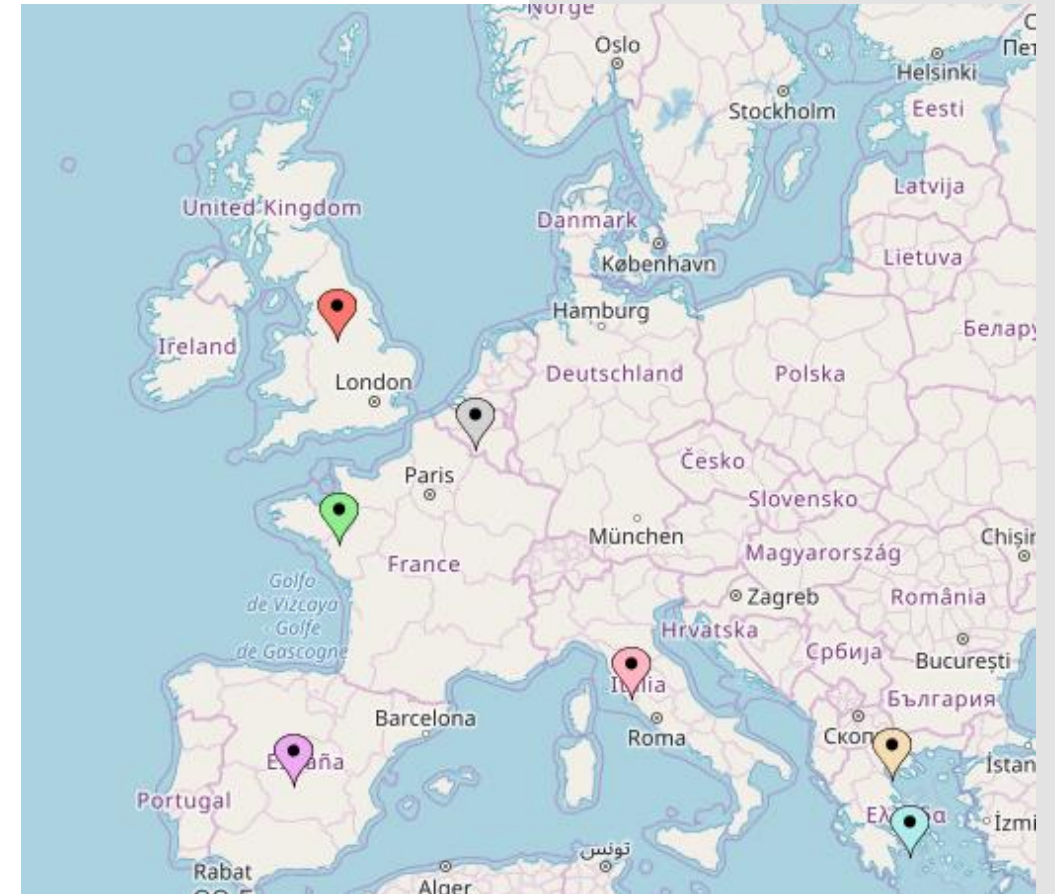
-  Script and Go, France (coordinator)
-  JCP-C, France
-  Aspire-igen, UK
-  VVA, Belgium
-  ISON, Greece
-  CSP, Italy

## NGOs

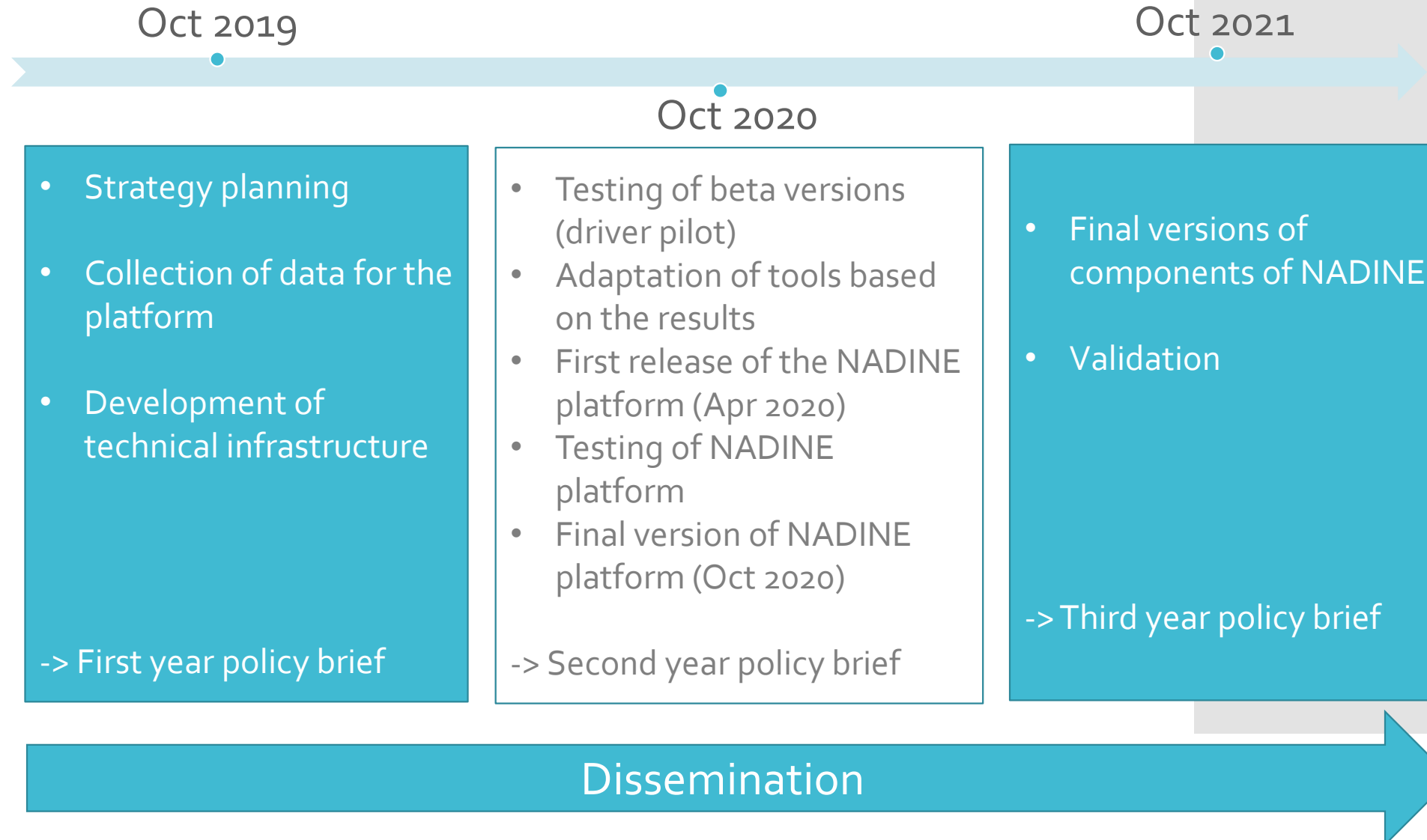
-  Cibervoluntarios, Spain
-  Caritas Hellas, Greece
-  ODYSSEA, Greece

## Industry

-  Intrasoft, Greece/Luxembourg



# Timeline



Thank you!  
Questions?