migrant integration cockpits & dashboards

2nd Joint Migration Policy Workshop -Towards sustainability and adoption
21-22 October 2021

The MICADO approach to Service Design and Social Integration

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MICADO Service Design & Integration
Challenges and Aims

Challenges

- Complex: 3 target groups (PA, CSO, migrants), 4 application areas (housing, labour, health, education), 4 EU cities
- Access to, and productive involvement of diverse target and stakeholder groups

Aims

- Comprehensive collection, analysis and streamlining of highly diverse requirements from local stakeholder groups
- Creation of a unified solution / services that address key local demands and use cases

MICADO Service Design & Integration
Measures & methods

- Contingent organisation structure incl. Local Expert and Stakeholder Committees (LESCs)

- Agile co-creative process (design thinking) extended to IT service and platform development

- Parallel pilot application in 4 cities (2021) and feedback for responsive technical improvement of platform
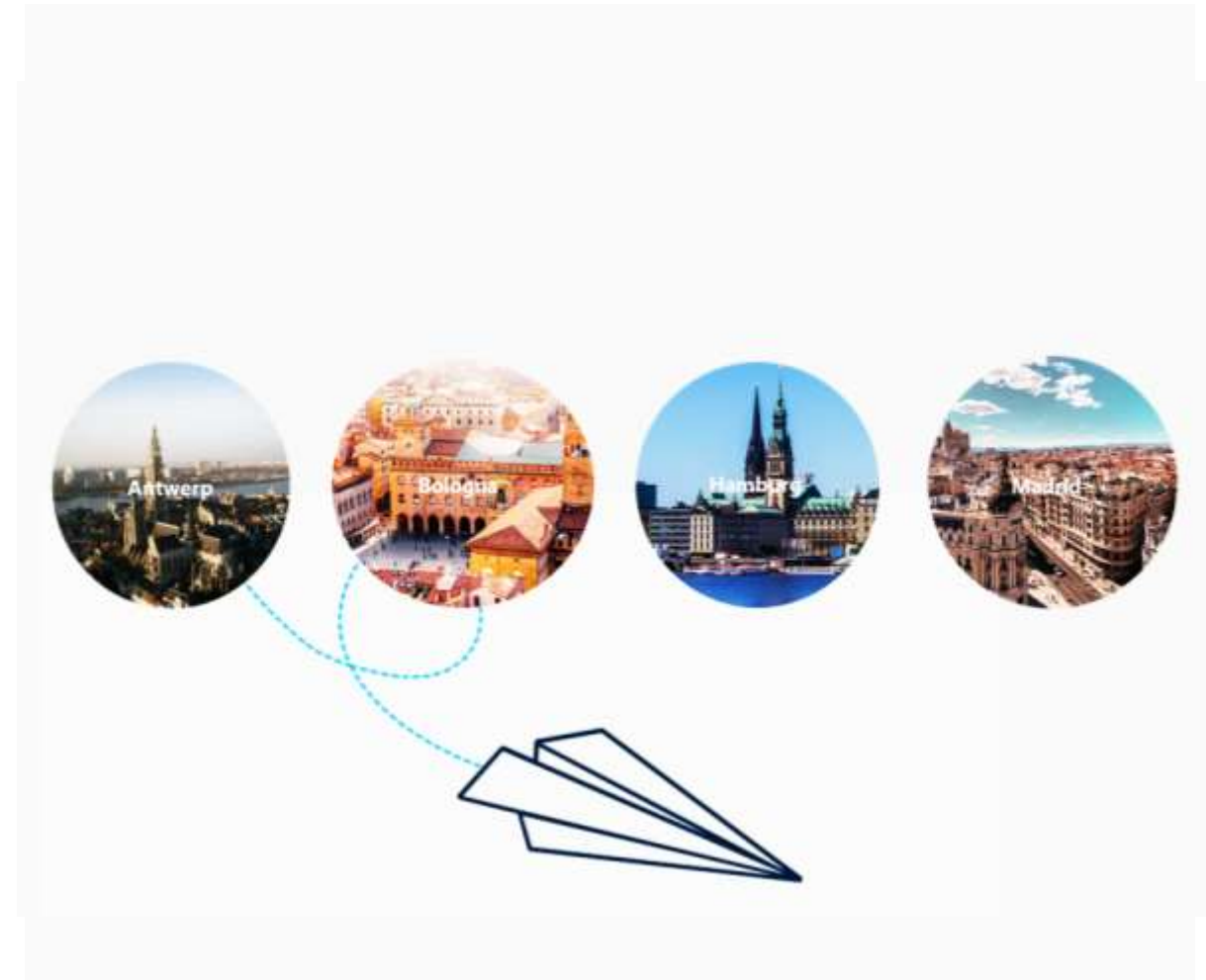
MICADO Methodological Innovation
A New Co-creation and Convergence Process

Pagoda

Double Diamond

MICADO Pagoda Methodology
Co-creative Divergence, and Convergence into MVP

**Co-creation of demands and requirements**

- Parallel collection of demands and requirements via LESCs
- Formulation of Use Cases, User Stories
- Comprehensive Logbook for development

Conceptual convergence (universal solution)

- In depth assessment of Use Cases and User Stories
- Targeting requirement analysis to 1 universal solution
- Definition of Minimal Viable Product

Differentiation into local solutions

- creation of multiple MICADA in response to specific conditions
- embedding the solution into local organisational settings
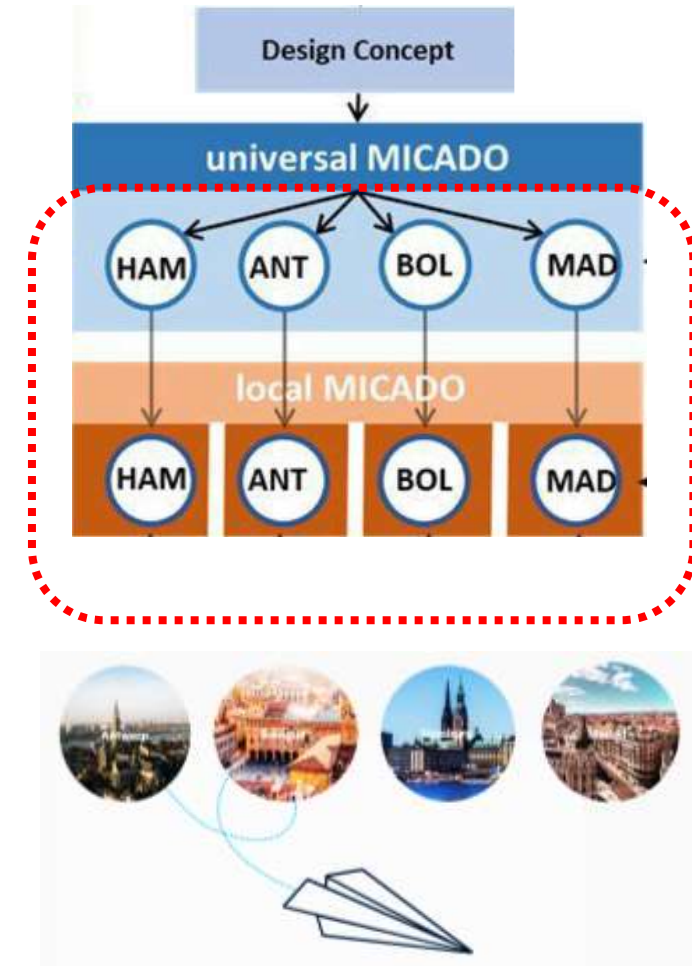
MICADO Assessment of requirements
Priorising Use Cases / User Stories

1	2
Critical Good Data Availability	**Critical** Medium Data Availability
2	**3**
Relevant Good Data Availability	**Nice to have** Medium Data Availability

Priority	Description
0 irrelevant (for development)	These user stories refer to needs of MICADO's target groups, which are however described in a very general way (for example learning a language or finding a flat) and focus more on structural issues the app cannot (or only indirectly tackle). These user stories were broken down into more concrete user requirements and added with a new categorisation to the table.
1 debate	These user stories can be applied to technical features and are feasible from a technological perspective; however, they might require major changes in the application's structure or technological background. It needs to be discussed whether such adaptions should be done in order to address the specific user story.
2 possible	These user stories are achievable and doable, while not being part of the MVP (Minimum Viable Product). Therefore they can also be potentially dismissed.
3 necessary (MVP)	These user stories refer to the basic functions of the MVP, meaning that they need to be realised in order to create a working application. These stories have the highest priority and need to be addressed by the development team adequately.

Use Cases by Criticality / Data Availability   **User Stories** by possibility / necessity for technical MVP development

MICADO Assessment of requirements
Cross-city Perspective

Demands of:

Public Authorities

Requirement	Type	Priority	Cities
Develop a digital databank of all organizations, projects or available data regarding integration. An overview of all existing resources, counselling offers, locations and information, and likewise more general networking of all available actors	Transversal / PA	1 critical	Antwerp, Hamburg, Bologna
Provide a web-based version of the app, as members of public authorities are not provided with smartphones	Transversal / PA	1 critical	Hamburg
Map the existing resources for migrants/projects by geographical location and by themes (e.g. language courses [education], vocational training [employment], legal counselling [legal]) to identify which are the predominant intervention areas and which areas seem to receive less attention from public authorities	Transversal / PA	1 critical	Madrid

MICADO Requirements Assessment
Logbook for Development

MICADO Minimal Viable Product (MVP)
Universal Solution / Generic Services
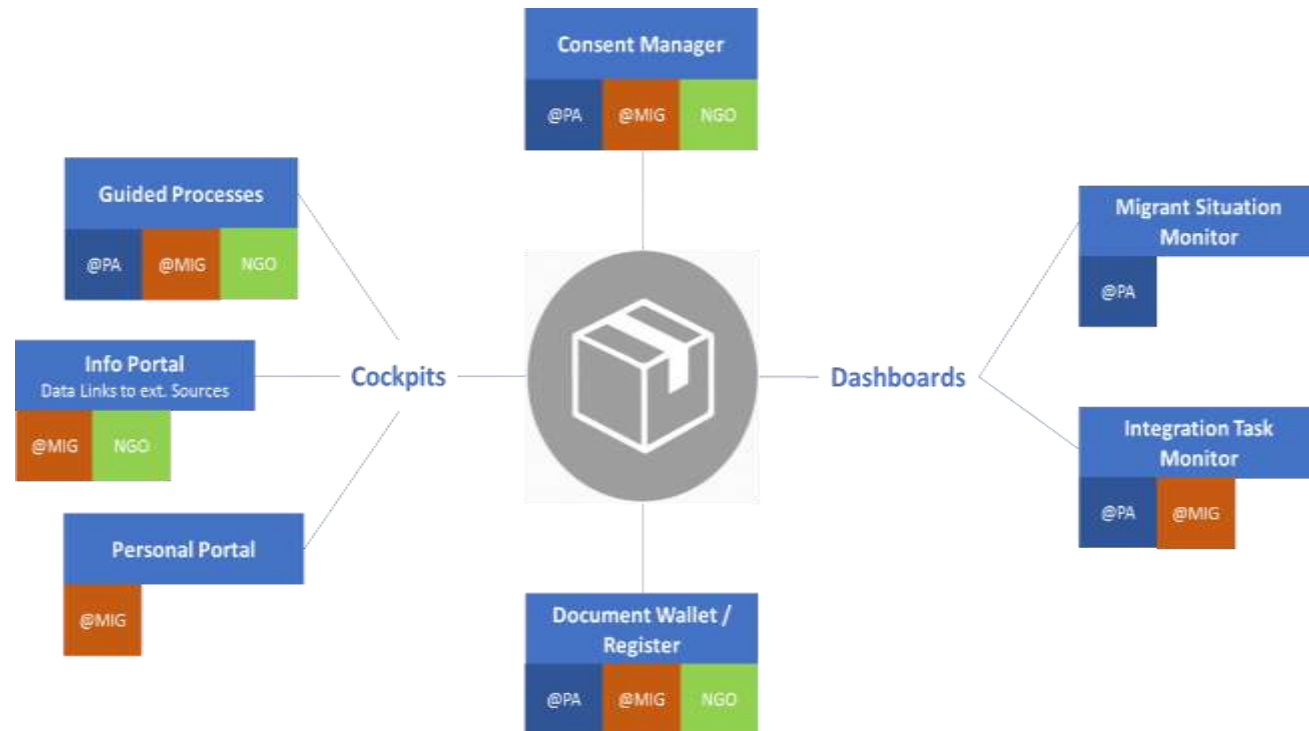
MICADO Universal Solution
Platform launch January 2021
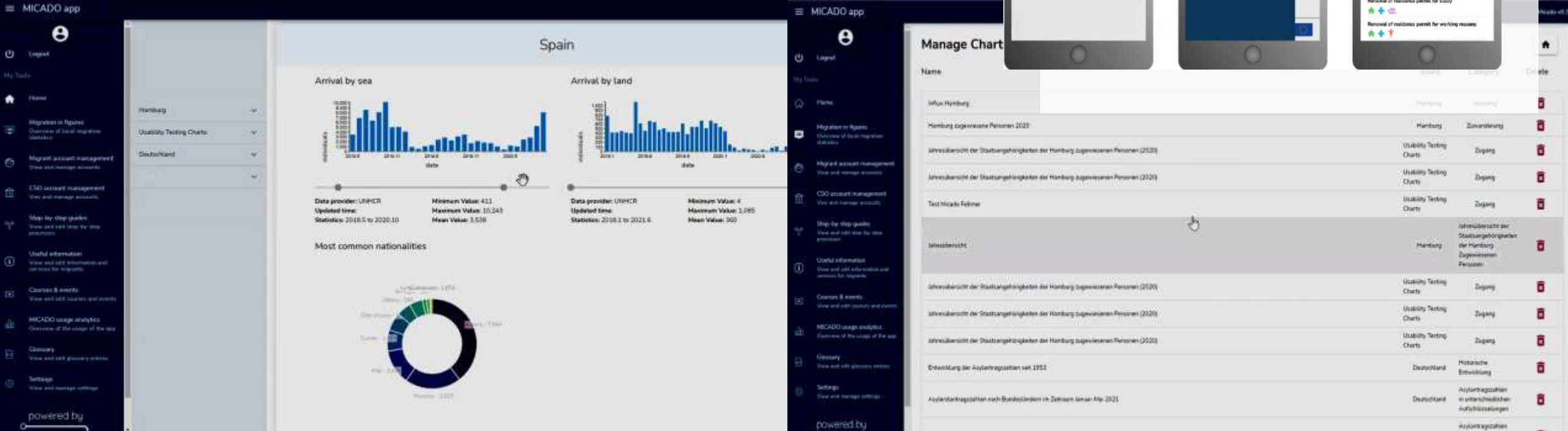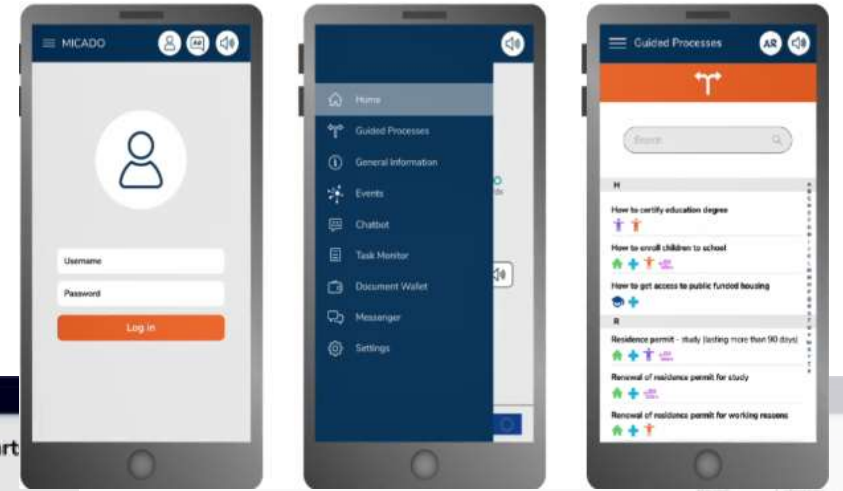
MVP component: Migrant Situation Monitor

MICADO Adaptation to local contexts
Local specification of services

Guided Processes — @PA | @MIG | NGO

Housing Bologna	Search appartment to rent	To Candidate for a social house	procedures for emergency housing
Main actors	Migrants Rent app agencies Online platform	Migrants ACER (Social housing institution in Bologna region)	Migrants Social services ASP (Housing transition)
Goal as perceived by participants	Find the best housing solution available	Get access to the social housing paying a cheap rent	find a temporary solution in the shortest possible time that can mitigate the housing emergency
Level of organisation	Municipality level Digital level	Metropolitan level housing institution level	Metropolitan Level (metropolitan city of Bologna) Municipality level
Stakeholders involved	Migrant social network Local community Association/third sector	ASP Social workers Association (Ex: Sunia)	Social workers

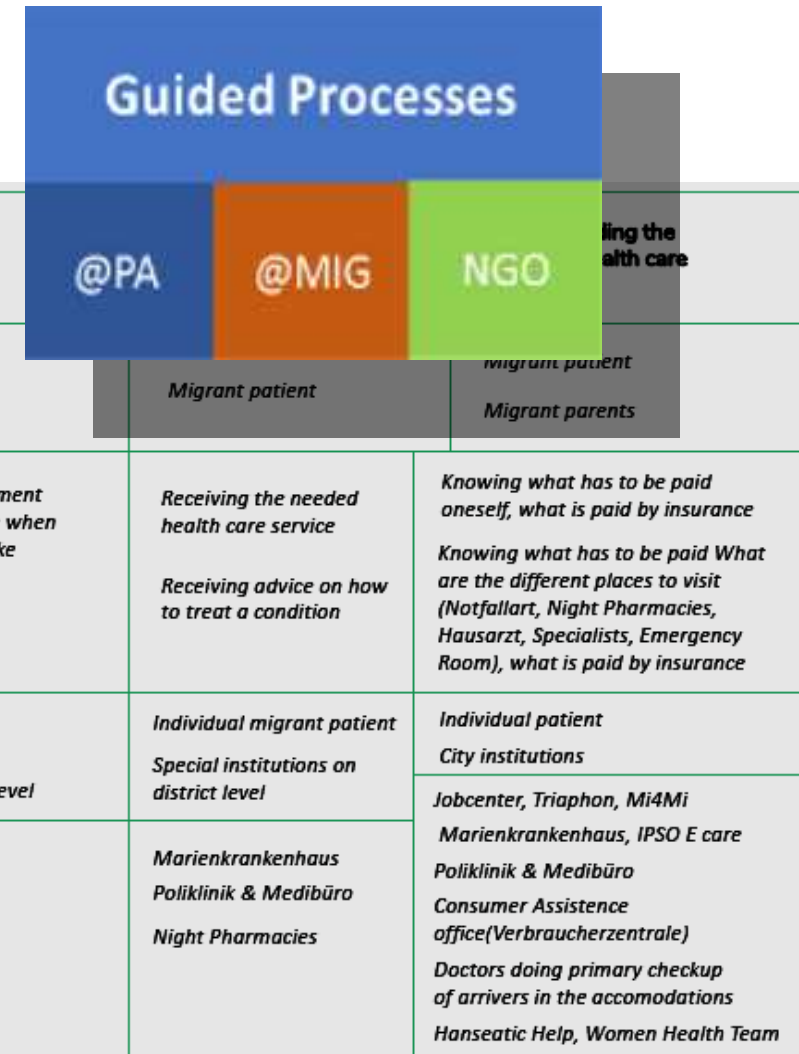| Health (Migrant Perspective) H	getting an appointment		...ling the ...alth care
Main Actors	Migrant patient Doctor's practices	Migrant patient	Migrant patient Migrant parents
Goal as perceived by participants	Getting an appointment as quick as possible when in an emergency (like tooth ache)	Receiving the needed health care service Receiving advice on how to treat a condition	Knowing what has to be paid oneself, what is paid by insurance Knowing what has to be paid What are the different places to visit (Notfallart, Night Pharmacies, Hausarzt, Specialists, Emergency Room), what is paid by insurance
Level of organisation	Individual/doctor's offices level Individual/patient level	Individual migrant patient Special institutions on district level	Individual patient City institutions
Stakeholders involved	Doctor's offices Hospital's emergency rooms Pharmacies	Marienkrankenhaus Poliklinik & Medibüro Night Pharmacies	Jobcenter, Triaphon, Mi4Mi Marienkrankenhaus, IPSO E care Poliklinik & Medibüro Consumer Assistence office(Verbraucherzentrale) Doctors doing primary checkup of arrivers in the accomodations Hanseatic Help, Women Health Team

MICADO Adaptation to local contexts
Local-specific personas

User Personas

Bologna

Men asylum seekers (sometimes also Dubliners)		
Asylum seeker	Limited knowledge and usage	Bologna

Women asylum seekers (sometimes also Dubliners)		
Asylum seeker	Limited knowledge and usage	Bologna

Women/Men asylum seekers outside of the reception centers (sometimes "Dubliners")		
Asylum seeker or Irregular migrant	Limited knowledge and usage	Bologna

ⓘ Legal migrant status with lo... knowledge of the language, professional level. They nor...

⚠
- Access to a limited range of job
- Housing problem, in particular after family reunification
- Uncertainty about future due to the resident permit procedure

Italian (even if the law declared the contrary)

ⓘ Normally women who arrived in Bologna through the family reunification procedure. No knowledge of the language, low educational level, no professional skills.

⚠
- Social isolation and fear
- Highly illiterate
- No knowledge of the country of arrival
- Work at home

ⓘ Young men and women arrived in Bologna when they were child or born in Bologna from a migrant family

⚠
- Subject to migration laws even if they born in Italy or they arrived very young.
- risk of being repatriated to a country of origin never seen before
- embedded between two cultures, that of origin and that of Italy, forced to act in the name of tradition or repudiated by families

Guided Processes

@PA   @MIG   NGO

MICADO Adaptation to local contexts
Local Users Sampling for Pilot Testing

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

*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 Service Design & Social Integration
Lessons Learned

Benefits

- Inclusion of all stakeholder groups´ requirements
- concept integration towards targeted services
- Parallel development / testing across partnership / pilot cities
- Transparency and rationality of process

Feasibility and applicability

- Co-creation & convergence process replicable (handbook, papers)
- MVP gives focus, but excludes / postpone many use cases
- Feedback / -forward needed between migration researcher / tech developers
- Differentiation into / uptake of local-specific solutions yet unclear
- Qualified language translation is a challenge, needs strong efforts

2ND JOINT MIGRATION POLICY WORKSHOP - TOWARDS SUSTAINABILITY AND ADOPTION

21-22 October 2021
9:00 to 12:00 CET

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