



Empowering integration services in your pocket

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Interreg



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VINCE



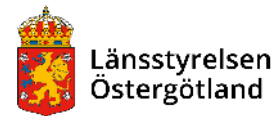
Content

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- Background and idea behind the project VINCE
- Development, implementation and working methods of the project
- Key results and observations
- Conclusions and recommendations for further development of the application



Project is a joint cooperation of:

- Turku UAS, Finland
- City of Turku, Finland
- Sateenkaari Koto, Finland
- Refugee Health Center, Sweden
- County Administrative Board of Östergötland, Sweden



Project is funded by Central Baltic Programme

Duration: 01.04.2023 – 31.3.2026

Programme objective: P07 – Improved public services and solutions for the citizens

Budget: 2,1 mil. euros

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Background and idea behind the project



Better access to services

- COVID19-era showed the vulnerability behind f2f public services, especially for those who live in the rural areas.
- Need for a better access to services.
- "Having, loving, being" (Allardt 1976)
- A well functioning everyday life is an essential part of settleing in to a new country.



Co-creation

- Hearing the voice and and seeing needs of the migrant is the heart of project VINCE.
- The project partners have provided a multi-level starting point for co-creation based on their own expertise and perspective in relation to the target group.
- The end users have been consulted at all stages of the project.



Strengthening digitalisation

- Nationally, digitalisation in providing integration services is in its early stages.
- "Technology should be used to unite, and not divide, people."
- The digital transformation should contribute to a fair and inclusive society and economy in the EU." (Digital Strategy Europe 2021-30)
- Reactions towards digitalisation of integration services has raised controversial emotions, based on fear to of losing all f2f service encounters.



Development, implementation and working methods



Service Design as the 3-stage process during project timeline 1.4.23-30.3.26



“From Understanding to Exploring”

Stage I: Understand

Stage II: Explore

Stage III: Implement

Methods used

- Benchmarking
- Surveys, interviews and workshops for end users and professionals
- Service blueprint
- User personas
- Testings of UI/UX features of the application



Iterative development

- Large amount of tests and test users, approx. 500 users.
- Over 50 languages have been tested.
- Virtual room tests are partly on-going + joint testing SE & FI coming.



Key results and observations



Key results

"The outcome is much more, than we could imagine when we started the project"

- Member of VINCE project team

Outcome of the project is a mobile application.



Key features of the application

1. AskAI

2. Translator

**3. Virtual
environments**

Observations 1/2

- Overall feedback from end users has been positive.
- The importance of language learning. Good results from translator testings.
- Emphasize in trust and datasecurity issues.
- Significant leap in the development of AI during project timeline.



Observations 2/2

- Effects of political changes in societies during project time.
- The value of voluntary work and NGO's has increased.
- Service map is fragmented, how to ask the right questions?
- FMC-model health communicators as guides between service system and immigrants has many benefits.



Conclusions and recommendations for further development of the application



Conclusions and recommendations for further development of the application

- Need for digitalisation of services has increased.
- Interaction and AI should be noted in further development.
- Supporting every day life locally and individually.
- Trust and data security issues highlighted. Especially when using ID-identification.

Conclusions and recommendations for further development of the application

- The prototype offers great value of options for further development both national and international purposes.
- Strong knowledge and innovative spirit in consortium. Added value of experiences during the project implementation.
- Technical Readiness Level 6.
- Development ideas vulnerable groups, illiterates, elderly people, recruitment and employment issues, language courses eg.

Thank you!



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