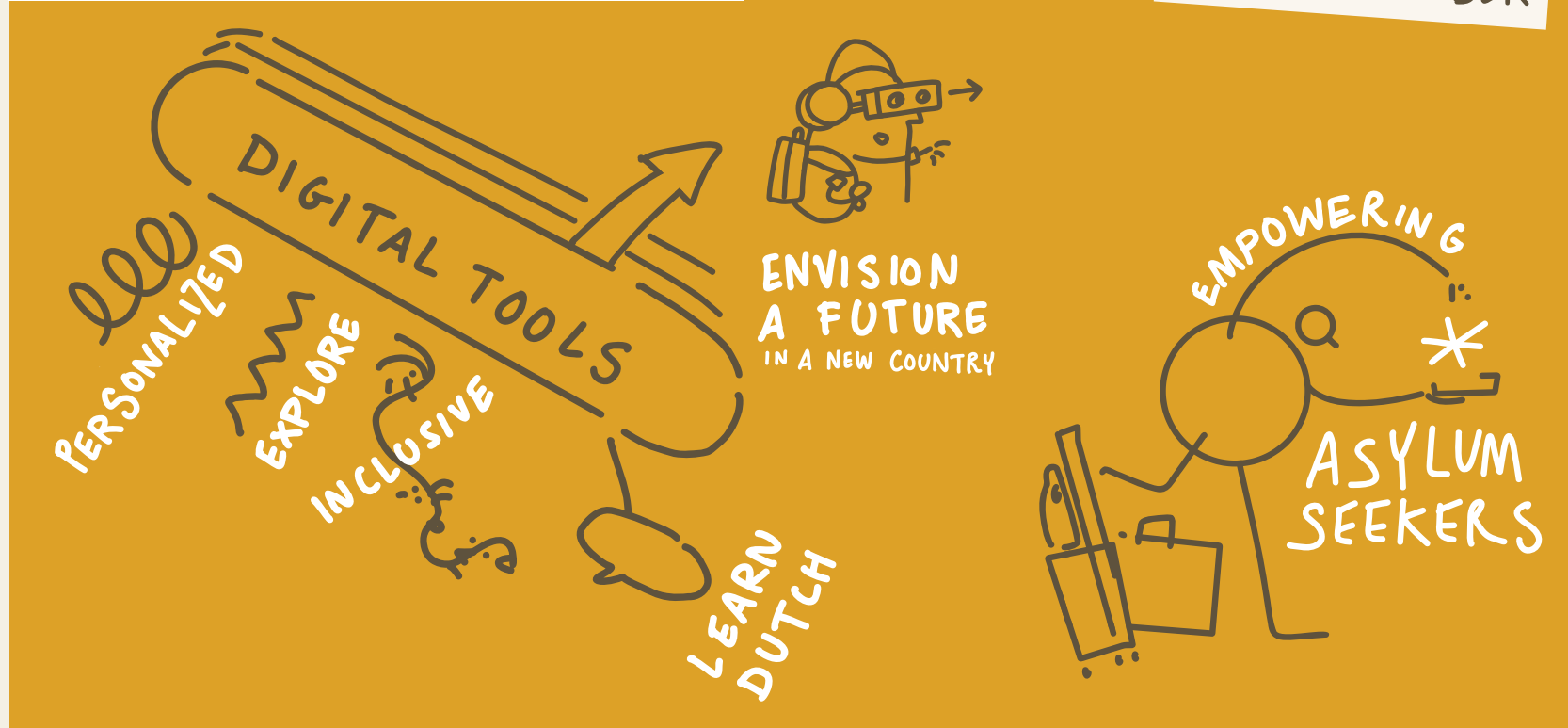


Welcome!



Why more Self-Reliance?

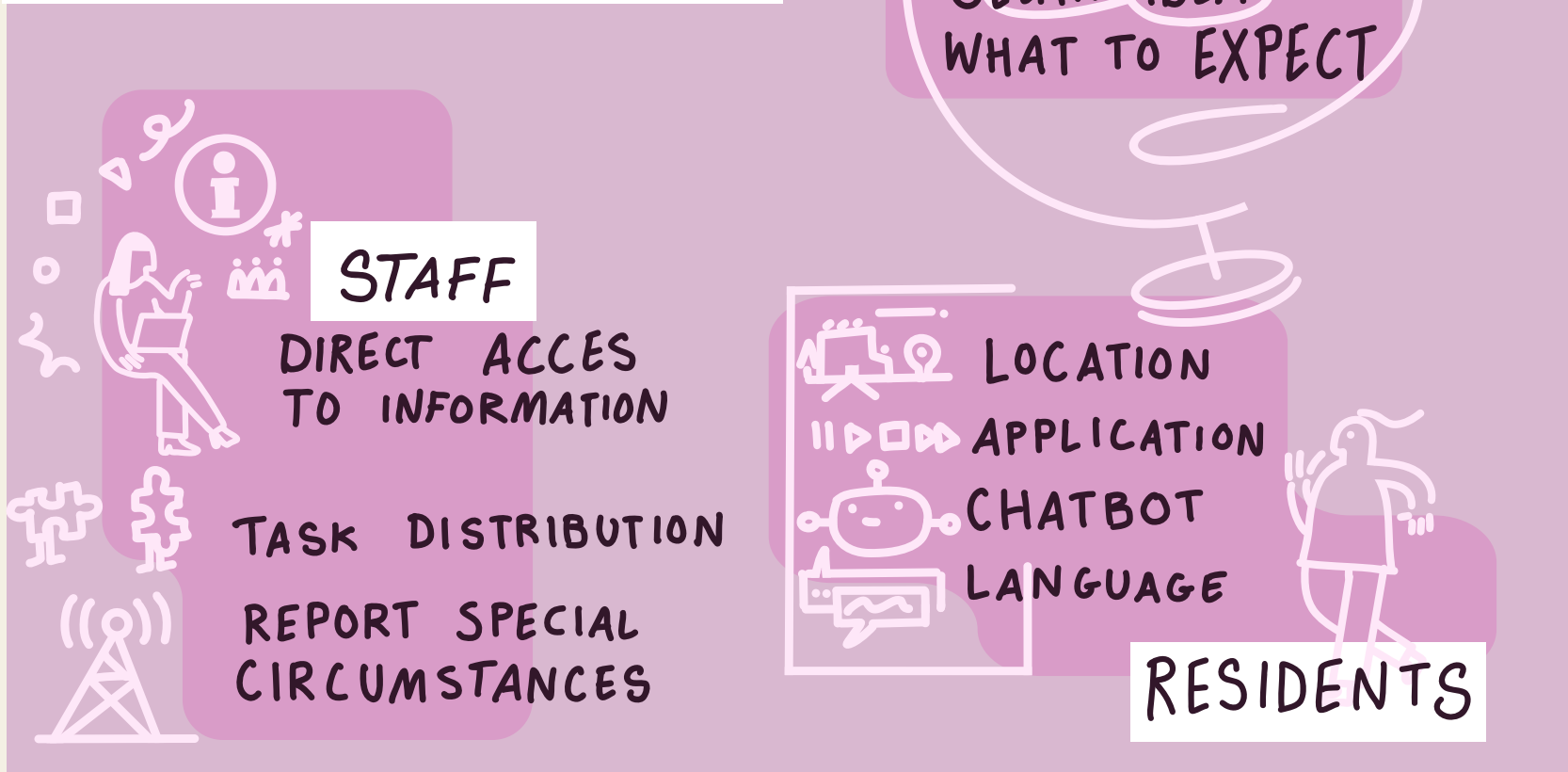


Current Affairs in Digitalization

European Union Agency for Asylum



Digital Vision of COA



COA International Exchange Event

Self-Reliance trough Digitalization in Asylum Reception



COA

Central Agency for the Reception of Asylum Seekers

ikp-asylum.nl

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BREAKOUT

How can we use the Experience of Professionals and Newcomers to develop Digital Tools for community and self-reliance

SERVICE DESIGN METHODOLOGY

EMPATHIZE

DEFINE

IDEATE

TEST

SCALE

HARD FOR BEUROCRATS

... HOW CAN WE...

BRAINSTORMING

STORYTELLING
AS A TOOL TO EMPATHIZE

ASK SMARTER QUESTIONS

STAY WITH THE PROBLEM LONGER

SPECIFIC FOR YOUR

CIRCUMSTANCES
LOCATION
ORGANIZATION

GET RESIDENTS INVOLVED IN DECISION-MAKING

CONNECT TO FAMILY

GET ASYLUM SEEKERS TO VOLUNTEER

SURVEYS APP

PHONE BOOTH

FIXERS

NO TOOLS

BEHAVIOUR CHANGE COA-WORKERS

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LOCATION VISIT

Budel Asylum Seekers Centre Digital processes and solutions



FREE WIFI
EVERYWHERE

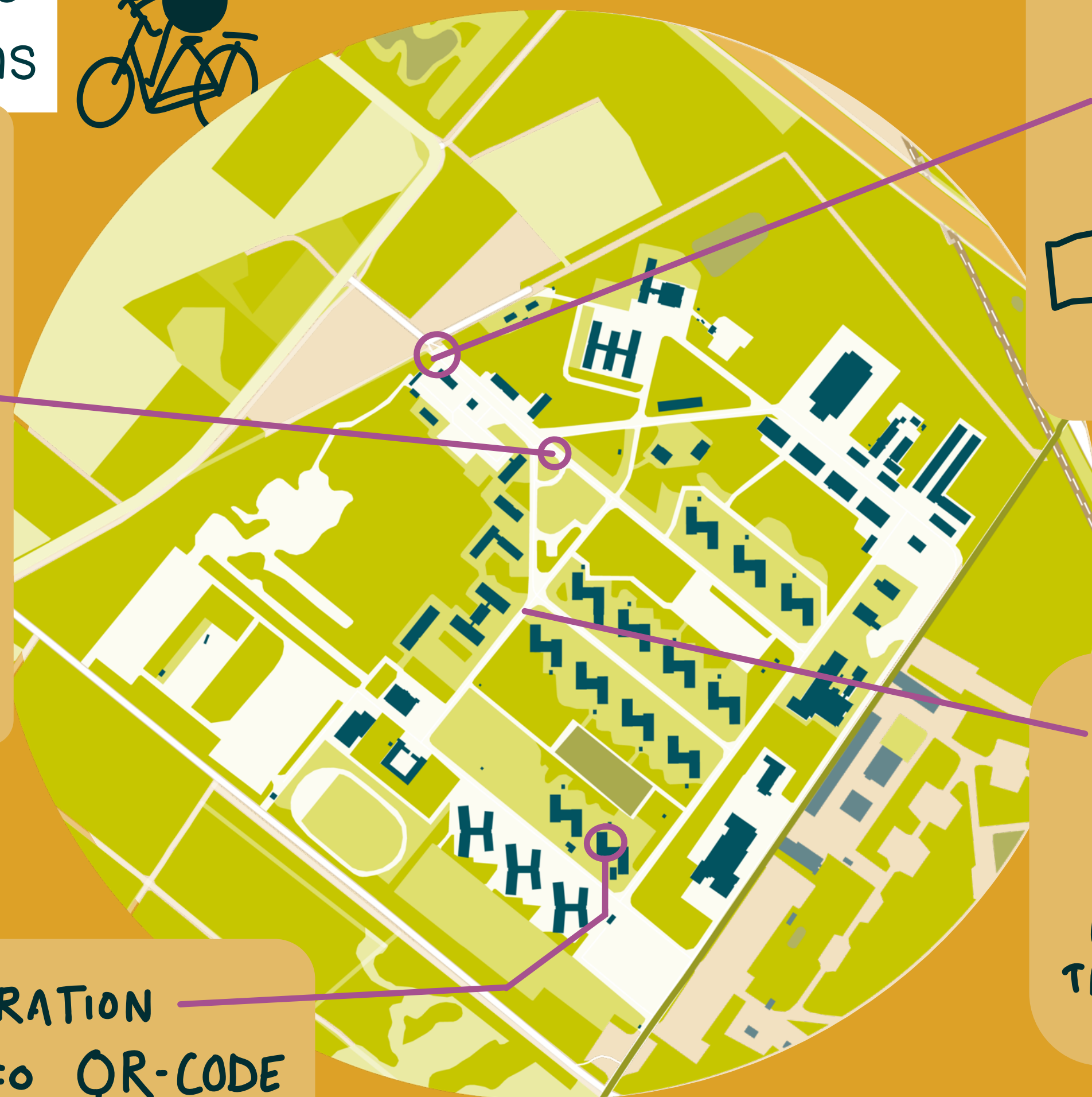
NOT-SAFE?

NOTIFY THROUGH
SIGNAL - WHATSAPP



ID + REGISTRATION

MEDICAL INFO QR-CODE
PARTNER ORGANIZATION



SMART
GATE



CAR PLATE

EVERYTHING
IS REGISTERED



V-NUMBER



GOOGLE
TRANSLATE

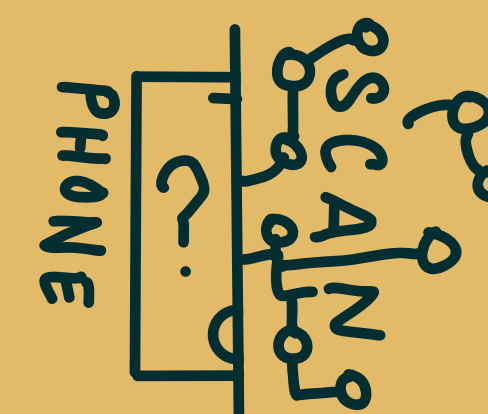


VIDEO



LEAFLETS

ONGOING DEBATE:



SAFETY | PRIVACY

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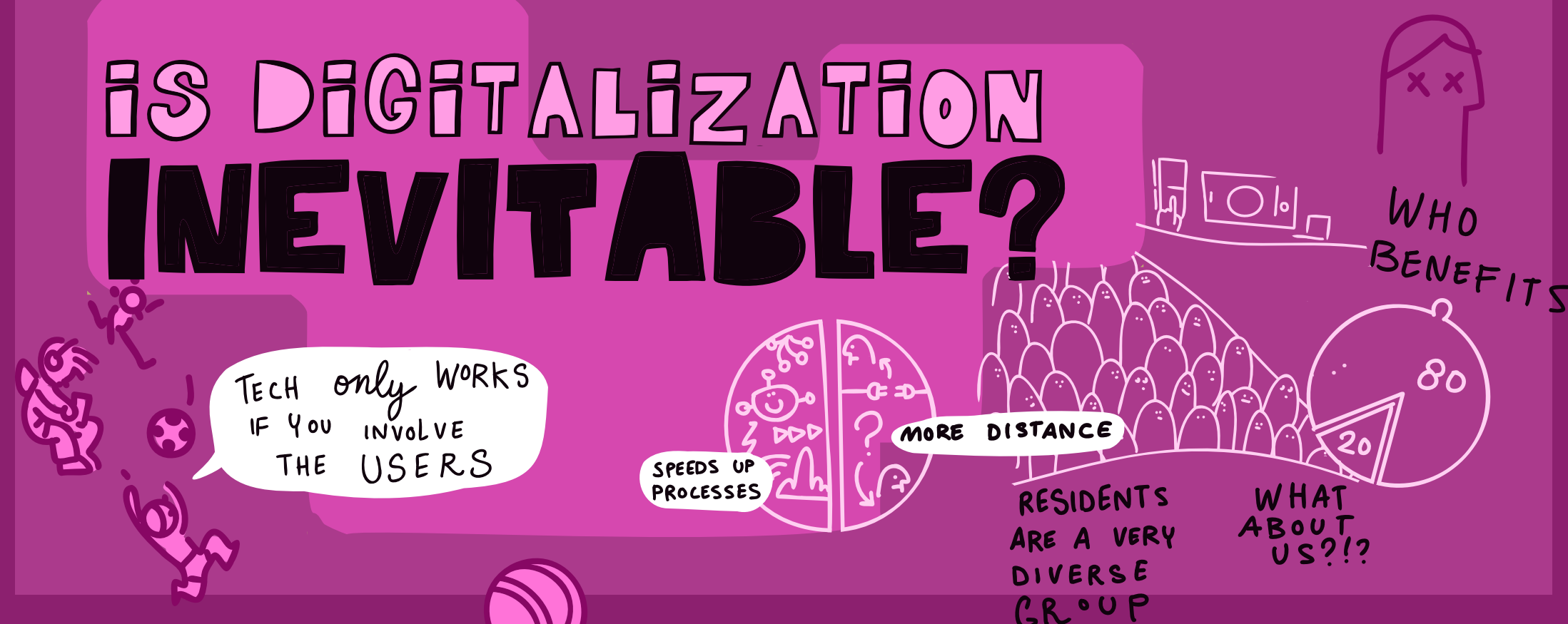
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PANEL DISCUSSION

Ethical aspects and risks of Digitization and the use of AI

IS DIGITALIZATION INEVITABLE?



ARE WE BECOMING
DATA-ANALYSTS
INSTEAD OF
SOCIAL WORKERS?

NEEDS TO
BE TAILORED
TO USERS NEEDS

LESS
RACIST

FRIENDLIER

AI

HELPS PRESENT
INFORMATION
IN YOUR WAY

TRANSLATE

VISUALIZE

START HERE:
THE NEEDS
OF PEOPLE

INCLUSION

MORE VISUAL
COMMUNICATION!

ICONS

PROCESSES

ASYLUM RECEPTION

CONSIDER
SECURITY
SURVEILLANCE
+ SPYWARE

ATTENTION
DON'T JUST
COPY-PASTE
OTHER APPLICATIONS

WHO'S IN
CONTROL?

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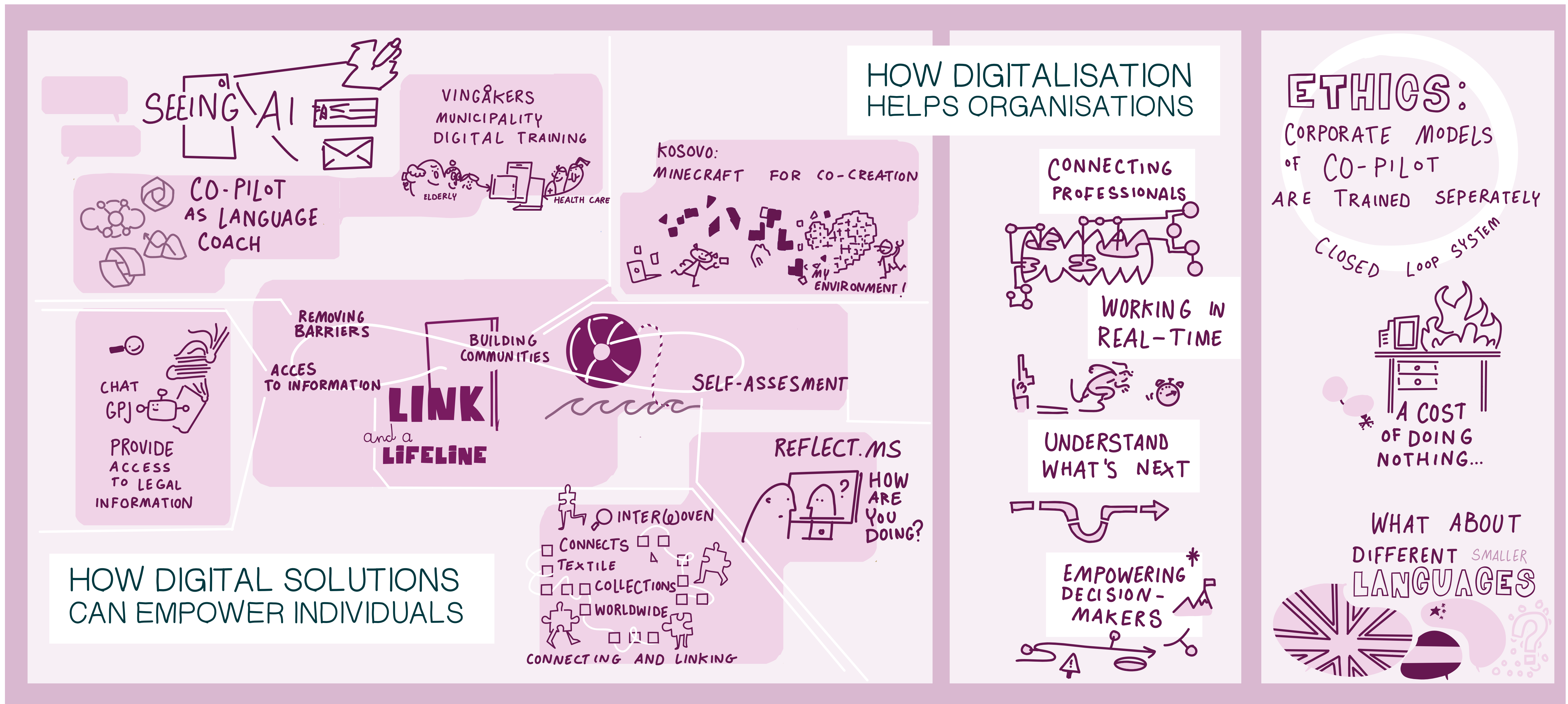


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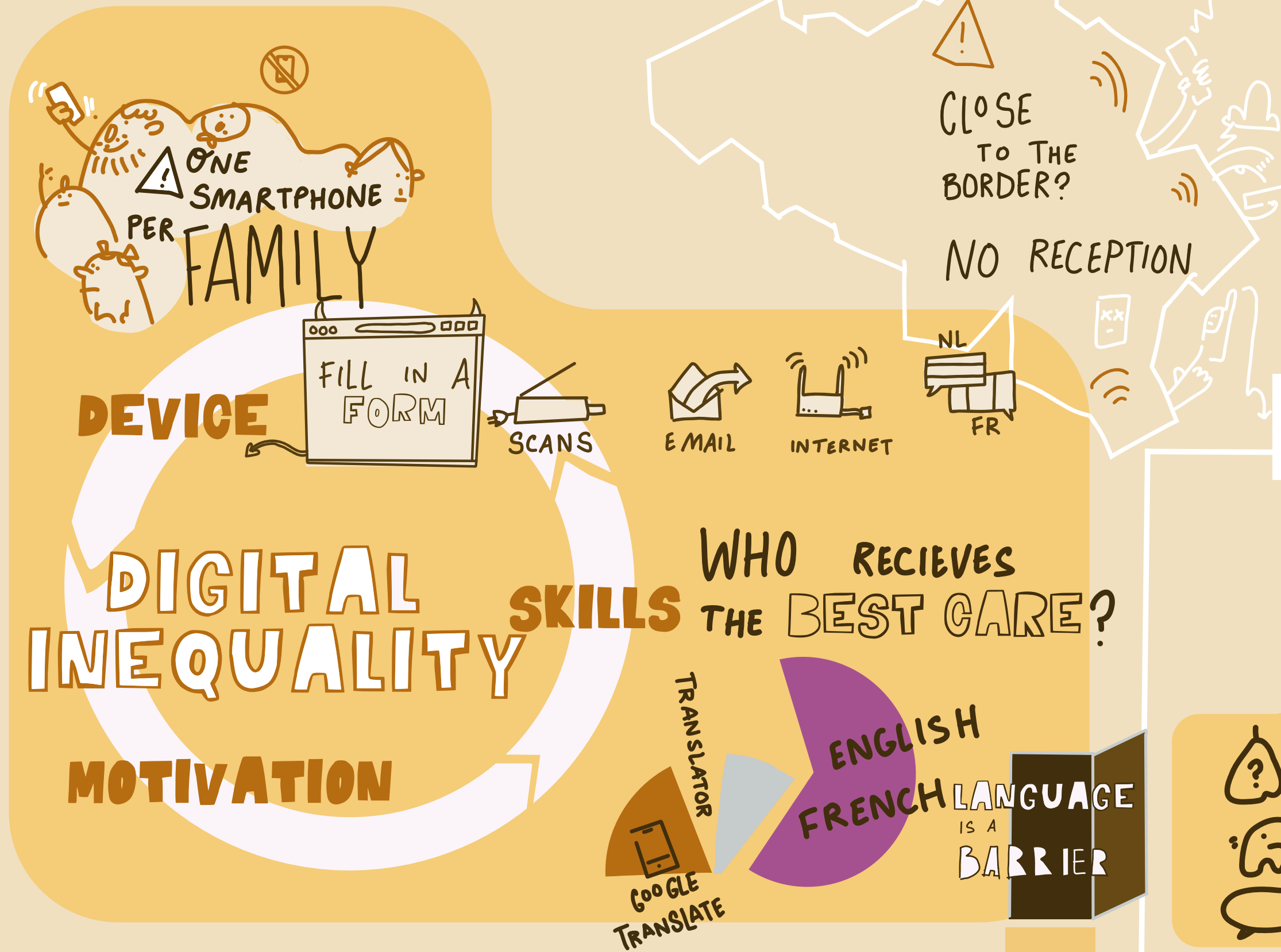
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How to prevent exclusion of digitally less skilled



MULTILINGUAL WEBSITE

FOR ASYLUM- SEEKERS

- 14 LANGUAGES
- 8 TOPICS
- PICTOGRAMS
- USER TESTED

VIDEO INTERPRETING

MISMATCHES
STRESSFUL
ONTOLOGY

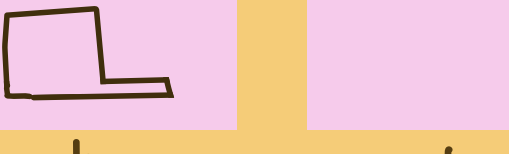
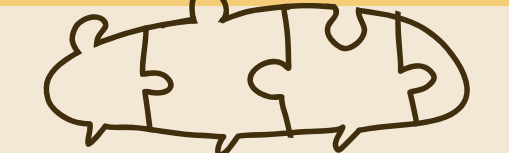
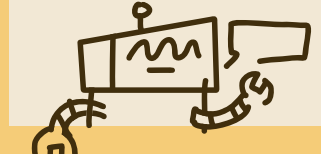
TRANSLATORS

EU WEBSPI

REPOSITORY
TRAINING PLATFORM
BOOKING SYSTEM

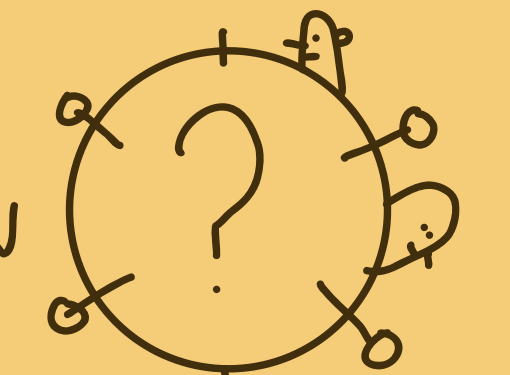
FOR STAFF

DECISION MODEL



ABUSE OF LINGUISTICS

LANGUAGE
DETECTION
CELIA



COUNTRY
OF
ORIGIN?

