



## WELCOME at a glance

Development of technologies for reception, management and integration of Third Party Nationals

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### Project website:

<http://www.welcome-h2020.eu>

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The number of refugees in the world has reached the highest level ever recorded of 25.45 million people. In 2015 and 2016 alone more than 2.5 million people applied for asylum in the EU. In 2017, 2018, and 2019 the numbers decreased significantly, but in the first months of 2020 they skyrocketed again. This means that **both the reception and integration of Third Country Nationals (TCNs) remain a leading societal challenge for many EU countries**. To address this challenge, **WELCOME** will develop immersive and intelligent services in which the agents act as dedicated personal assistants of TCNs and gather information to support the decisions of actors in the host countries.

### Objectives

WELCOME addresses the following innovation objectives:

- Co-design of technologies for TCN reception, integration and inclusion and support of authorities
- Development of service coordination and dialogue management technologies for intelligent conversational agents
- Development of multilingual language technologies
- Design of knowledge representation schemata and development of knowledge acquisition and interpretation technologies
- Realization of personalized immersive TCN-agent interaction environments
- Provision of personalized decision support for authorities

### Outcome

WELCOME will deliver a mobile device-based platform, which will facilitate the interaction of TCNs with virtual agents, and a desktop-based solution for the support of authorities.

### Use Cases

WELCOME will validate the developed platform as a whole as well as each of its technologies through three different use cases:

- TCN reception and orientation
- TCN integration
- Support of TCN's living in the host country

In all three use cases, the authorities will be provided with targeted decision support technologies.

### Impact

WELCOME will achieve significant impacts in a number of areas, including:

- Quality of the TCN reception and integration practices
- Protection of vulnerable groups in our society
- Efficiency of public administrations to manage TCN reception / integration
- Solutions for intelligent conversational personal assistants and coaches

### Partners

Universitat Pompeu Fabra



Centre for Research and Technology Hellas



Charles University



Brno University of Technology



Deutsches Forschungszentrum für Künstliche Intelligenz



Sheffield Hallam University



EVERIS



Nurogames



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