



WELCOME

Multiple Intelligent Conversation Agent Services for Reception,
Management and Integration of Third Country Nationals in the EU

Grant Agreement n. 870930

D10.1

Initial dissemination plan, communication material and project website

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Abstract: The objective of this document is to define dissemination goals and guidelines that are to be followed by all partners. In this context, D10.1 presents the initial dissemination and communication plan of the project, the creation of the project's communication material to be used as part of dissemination activities, and the setup of the project website, which will provide up-to-date information on project results.

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Executive Summary

Deliverable 10.1 has a double role. On the one hand, it presents the identity of the WELCOME project, including the project website, flyer, etc., and, on the other hand, it describes the dissemination activities foreseen by WELCOME. First, it elaborates on the basic dissemination principles, including target audiences, key messages and timing of actions. The deliverable then describes the dissemination strategies focusing on events and products. This is followed by the communication material for WELCOME, which include the project website, the communication kit (presentation, poster and flyer), and a factsheet. The dissemination plan then lists the events targeted for participation and the publication fora (scientific, social, and general public) in which the achievements of WELCOME will be presented; a particular focus is put on reaching out to users and practitioners in the domain of migrant and refugee reception, orientation and inclusion. In addition, a calendar view is provided with the most important and already scheduled events. Concluding, the deliverable lists the first participants of the User Group and describes their role in the project.

Abbreviations and Acronyms

ASR	Automatic speech recognition
BUT	Brno University of Technology (project partner)
CARITAS	Caritasverband Hamm EV (project partner)
CERTH	Centre for Research and Technology Hellas (project partner)
CUNI	Charles University (project partner)
DFKI	Deutsches Forschungszentrum für Künstliche Intelligenz GMBH (project partner)
DTASF	Departament de Treball, Afers Socials i Famílies. Generalitat (project partner)
EVERIS	Everis Spain SL (project partner)
IS	Fundació iSocial (project partner)
KEMEA	Kentro Meleton Asfaleias (project partner)
METODO	Metodo Estudios Consultores SL (project partner)
MR	Mind Refuge GUG (project partner)
NGOs	Non Governmental Organizations
NURO	Nurogames GMBH (project partner)
PR	PRAKSIS Programs of Development, Social Support and Medical Cooperation
SHU	Sheffield Hallam University (project partner)
TCNs	Third Country Nationals (TCNs)
UPF	Universitat Pompeu Fabra (project partner)

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1. INTRODUCTION

WELCOME is a 3-year H2020 European Project which aims to research and develop intelligent technologies for support of the reception and integration of Third Country Nationals (TCNs) in Europe. WELCOME will offer a personalized and psychologically and socially competent solution for both migrants and public administrations. It will develop immersive and intelligent services, in which embodied intelligent multilingual agents will act as dedicated personalized assistants of TCNs in contexts of registration, orientation, language teaching, civic education, and social and societal inclusion. The developed solution will be validated in three pilot use cases in Greece, Germany and Spain under involvement of public administrations, NGOs and TCNs.

There is a contractual obligation for research projects supported by H2020 to disseminate results for promoting knowledge sharing aiming at greater public awareness and education. At the same time, the communication of success stories and the announcement of results and exploitable developments are of direct value to the partners of the Consortium.

The dissemination of the project's results is highly dependent on the take-up of the developed technologies. Therefore, the WELCOME dissemination plan will allow not only for identifying the target audiences and determining the dissemination tools, but also for evaluating the anticipated impact and identifying the exploitation potential and sustainability of the project outcomes. This guarantees that the project will develop a mechanism capable of correcting, enhancing and revising its dissemination strategy on the fly, in an effort to efficiently deal with issues arising in case the undertaken activities do not result in the expected impact. All partners will contribute via the channels most appropriate to their business sector or research area.

To address the dissemination objective, the project has a dedicated work package (WP10), which will make the objectives and the scope of the project publicly available and coordinate and handle the dissemination of WELCOME towards different recipients. The consortium will engage in activities such as organising and participating in exhibitions, workshops and scientific conferences. It will also work on the publication and distribution of material like scientific publications, articles and brochures, press releases, newsletters and a website towards accomplishing dissemination of the project results in a wide range of audiences. An important aspect of dissemination in WELCOME is the reaching out of the user partners via their networks to NGOs and public and social institutions that deal with the TCNs worldwide. A special role will be assumed by the International Organization for Migration (IOM), which has been subcontracted by WELCOME for this task, and whose world-spanning network presents a unique chance for WELCOME to achieve a very high impact.

This document presents the dissemination and communication plan that will be followed during the lifespan of the project. It includes the available project dissemination materials, the events and venues that are of particular interest to the project from a dissemination perspective, the communities targeted by project for dissemination and liaison activities.

2. OBJECTIVES OF THE DELIVERABLE

This deliverable has four objectives:

- (a) **Raising awareness at all levels of society across Europe and beyond:** The website and appropriate communication material (presentations, posts, videos) along with social media-based dissemination will be important in achieving this objective. Popular science sites can be an additional channel for this objective too.
- (b) **Approaching and engaging TCNs, NGOs and public administrations** via professional journals, training events, trade fairs and professional blogs, and by developing individual communication links to potential interested parties among the target audiences so as to test the WELCOME outcomes in trials, communicate the WELCOME outcomes, collect direct feedback, and also explore the possibility to intensify such collaborations.
- (c) **Fostering technology uptake** by bringing the WELCOME technologies to the attention of developers, industries and SMEs. This will be done, on the one hand, via presentation of WELCOME technologies on trade fairs, in blogs/media/conferences, etc. Another important means to ensure that the WELCOME technologies are reused will be the publication of the selected parts of the implementation code in publicly accessible repositories such as GitHub.
- (d) **Diffusing the scientific and technological achievements** by publications in highly visible venues, preferably open access. Datasets and accompanying code will be made available to the research community, in accordance with the data protection and legal regulations.

In accordance with the EU differentiation between the concepts of ‘dissemination’ and ‘communication’, the communication strategy of the WELCOME project will be aimed at raising awareness at all levels of the society (cf. Objective a above), and the dissemination strategy will be aimed at the other three objectives (Objectives b, c, d), answering six specific questions: who, to whom, where, what, how and when to disseminate.

In order for people to benefit from WELCOME, the target audiences must be fully aware and able to use the new knowledge and results produced by the project. The project team will identify the different individuals, groups and organisations, and their specific interests in the project developments, particularly with respect to a possible continuation in research at the end of the project. This includes the need to inform and engage stakeholders, i.e., any group or individual who can affect, or be affected by the achievements of the research project or can influence these results. In addition, WELCOME knowledge and results will be shared and exchanged with other European projects and with the scientific community.

3. COMMUNICATION AND DISSEMINATION STRATEGIES

As we said above, the purpose of the communication strategy in WELCOME will be, on the one hand, to create awareness (Objective a) at all levels of society through the website and appropriate communication material (presentations, flyers, videos...). The objective of these communication instruments will be to publicize research activities to multiple audiences (so that they can be understood by non-specialists), and at the same time the activities will address the public policy perspective of research innovation funding and EU.

On the other hand, the dissemination strategy of WELCOME will have as its main objective the public dissemination of the results by any suitable means, including activities, events and scientific publications for the purpose of engagement, promotion and information (Objectives b, c, d).

3.1 Methods

There is a wide variety of communication and dissemination methods. Therefore, appropriate knowledge and skills are necessary in order to select the right methods to get the message across to the target audience and achieve the goals set out by the communication and dissemination strategies. Moreover, and due to the ongoing nature of an innovation project like WELCOME, the communication and dissemination strategies need to be continuously adjusted and developed. The project team will have to be aware of the changes occurring during the implementation within the project, as well as of the reaction from the public and dissemination activities taking into consideration the project objectives, the target audience, the communication and dissemination goals or the most effective channels and tools to reach target audiences.

In accordance with the purposes described above, the main communication and dissemination methods that have been identified at the beginning of the project are listed in Table 1. Any other suitable methods identified in the course of the project will be furthermore used to increment the communication and dissemination effort.

Method	Strategy	Justification
Institution newsletters	Communication Dissemination	Use of the newsletters, especially by the user partners and the Coordinator (UPF), to announce the project, give regular updates, develop a profile, and get buy-in from the targeted audience. Make sure that the target audience knows that the project is a success.
Website	Communication	Press releases should be issued to announce important achievements publicly.
Flyers/brochures/ whitepapers	Communication	Printed flyers, whitepapers and brochures can be very helpful in rising interest of people at conferences, etc. The electronic version can also be circulated via website or social media.
Edited Book volumes		Edited book volumes within the consortium or as collaboration across multiple EU projects can be used to disseminate results of the project and keep people interested.

Inter-projects meetings	Dissemination	Projects meetings are excellent opportunities for projects to learn from each other, discuss common issues, and obtain feedback on the work of every project partner.
Conference presentations	Dissemination	National and international conferences are an important opportunity to share project achievements with practitioners and academia. Suitable conferences with high impact will be selected, attracting the experts' attention.
Workshops	Dissemination	Workshops, as small interactive events, can be used to get feedback from users on a demo or from experts on a particular issue. The focus should be on discussion to further future development.
Online discussion lists	Communication Dissemination	Email lists are useful for discussing new developments, problems, and issues. They are an opportunity to be proactive and reactive, when used to share learning with the community and develop a profile for the project. We may join a number of lists in relevant areas. Email lists can also be used for announcements. During the project we may also want to contribute to electronic newsletters.
Journal and professional magazine articles	Dissemination	Opportunities to get articles about the project published should always be seized as they offer a great way to attract more community members, including articles published in professional national magazines to reach practitioners audiences.
Online reports and other documents	Dissemination	Reports and other documents provide details or intermediate results that are not integrated in the project deliverables. Intermediate report can be used to disseminate intermediate results of the project and keep people interested.
User days	Dissemination	User days target the following objectives: (i) to demonstrate the prototypes to potential users, (ii) to enhance the objectives of the project, (iii) to discover use cases that have not been considered before, (iv) to evaluate experimental techniques, (v) to look and comment the results, and (vi) to provide feedback for improvements.
Open days	Dissemination	The objectives of these events are: (i) to present WELCOME results and illustrate them by demonstrations and policy roundtables, (ii) to offer the interested parties the possibility to experiment with WELCOME's workbench, (iii) to provide a forum for networking with professionals working in related areas, (iv) to obtain more insights via policy round tables, and (v) to obtain feedback from the participants.
Seminars and webinars	Communication Dissemination	Seminars and webinars are good to promote the techniques and tools developed in the project both in the academic and the industrial community.
Link promotion	Communication Dissemination	The goal of this method is to promote WELCOME through the sites of other public institutions, academic organisations and private initiatives using their navigational tools, their user community tools, their contents, banners, ads, etc.

Public platform based dissemination	Communication Dissemination	This type of communication aims at publishing short definitions, videos and presentations of WELCOME in public world-wide accessible platforms like YouTube, Wikipedia, Joinup, etc.
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Table 1: Communication and dissemination methods

3.2 Target audiences

- (a) **General public** across Europe that relates to TCNs communities;
- (b) **Migrant, refugees and diaspora communities of TCNs** across Europe (both newcomers and people who live in the host country already for a certain time, but are not yet (fully) integrated);
- (c) **Public and Third Sectors** across Europe that are engaged in the reception and integration of TCNs;
- (d) **Migrant, refugee and diaspora associations / civil society sector organisations** that represent and group the migrants, refugees and diaspora communities of TCNs across Europe;
- (e) **Industrial Sectors** of education, game, language, and Artificial Intelligence technologies;
- (f) **Technology Providers** working on multilingual language analysis, VR/AR enhanced interaction setups, embodied agents, single and multiple agent interaction planning and management, or semantic representation and reasoning technologies;
- (g) **Research community and research institutions** interested in bringing valuable contributions to the refinement and expansion of existing interaction support technologies.

3.3 Networking

An important instrument of dissemination and communication will be the networking by the user partners of WELCOME. Table 2 displays the current list of public and private networking organizations by the user partners of WELCOME that we will use to achieve the dissemination and communication goals (in the course of the project, a further expansion of these networks will be aimed for):

Category	Organization
NATIONAL/REGIONAL AUTHORITIES	Bundesagentur für Arbeit (Germany)
	Bundesamt für Migration und Flüchtlinge (Germany)
	MKFFI des Land NRW (Germany)
	Ministry of Labor and Social Affairs – General Secretary of Family Policy & Gender Equality (Greece)

	Ministry of Labor and Social Affairs – Department of UASC (Greece)
	Ministry of Citizen Protection-Reception and Identification Service (Greece)
	Ministry of Health (Greece)
	Ministry of Migration and Asylum (Greece)
	Ministry of Citizen Protection- Minister’s Office (Greece)
	National Center for Social Solidarity (E.K.K.A)/ Ministry of Labor and Social Affairs (Greece)
	Asylum Service (Greece)
	Representative from the office of the Greek National Rapporteur on Trafficking in Human Beings (Greece)
	Servei d’Ocupació de Catalunya (Spain)
	Ministerio de Inclusión, Seguridad Social y Migraciones (Spain)
	Ministerio de Derechos Sociales y Agenda 2030 (Spain)
LOCAL AUTHORITIES	Kommunales Integrationszentrum Hamm (Germany)
	Amt für Soziale Integration der Stadt Hamm (Germany)
	Flüchtlings- und Asylamt der Stadt Hamm (Germany)
	Amt für Kinder, Jugendliche und Familien der Stadt Hamm (Germany)
	Kommunales Jobcenter Hamm (Germany)
	Municipality of Athens (Greece)
	Municipality of Barcelona (Spain)
	Associació Catalana de Municipis (Spain)
Federació de Municipis de Catalunya (Spain)	
UNIVERSITIES	SRH Hochschule Hamm (Germany)
	Katholische Hochschule Paderborn (Germany)
	HSHL Hamm (Germany)
	Aristotle University of Thessaloniki (Greece)
	Universitat de Barcelona (Spain)
	Universitat Autònoma de Barcelona (Spain)
	Universitat de Lleida (Spain)
INTERNATIONAL NGO	United Nations High Commissioner for Refugees (UNHCR)
	Red Cross
	UNICEF
	Terre des Hommes
	Doctors of the World
	Doctors Without Borders
THIRD SECTOR PLATFORMS	Safe Passage
	European Migration Network
	Multikulturelles Forum e.V. (Germany)
	Greek Council for Refugees (Greece)
	Network for Children’s Rights (Greece)
	Taula d’entitats del Tercer Sector Social de Catalunya (Spain)
	Federació d’Entitats Llatinoamericanes de Catalunya (Spain)
	Coordinadora d’Associacions Senegaleses de Catalunya (Spain)
Federació Catalana d’Entitats Pakistaneses (Spain)	
NATIONAL NGO / PRIVATE AGENCIES	Deutsches Rotes Kreuz Kreisverband Hamm (Germany)
	Diakonie Ruhr-Heimweg (Germany)

Katholischer Sozialdienst Hamm (Germany)
Andante Jugendhilfe e.V. (Germany)
AWO Kreisverband Hamm-Warendorf (Germany)
Stadtsportbund Hamm (Germany)
Pro Dialog Köln/WAIK Institut (Germany)
Sozialdienst Katholischer Frauen Dortmund (Germany)
Aitima (Greece)
ARSIS – Association for the Social Support of Youth (Greece)
Institute for Child Health (Greece)
Zeuxis (Greece)
SOS Children’s Villages Greece
ELIX Conservation Volunteers Greece
Apostoli (Greece)
Human Rights 360 (Greece)
METAdrasi (Greece)
Babel Day Centre (Greece)
Athens Lifelong Learning Institute (Greece)
Association for Regional Development and Mental Health – EPAPSY (Greece)
ELIX Conservation Volunteers Greece
Greek Transgendered Support Association (SYD)
Ombudsman for Children’s rights (Greece)
iPso (Germany)
MigrAfrica (Germany)
Kiron (Germany)
Erzbistum Koln (Germany)
Diakonie (Germany)
Deutsches Rotes Kreuz (Germany)
SOS Racisme (Spain)
Rescate (Spain)
Comissió Catalana d’Ajuda al Refugiat (Spain)
ACCEM (Spain)
Red Cross (Spain)
SICAR (Spain)
APIP-ACAM (Spain)
Bayt al-thaqafa (Spain)
Moviment per la Pau (Spain)
Coordinadora de Mentoria (Spain)
Càritas (Spain)
Filles de la Caritat (Spain)
JARC (Spain)
Fundació SER.GI (Spain)
Associació de Dones Xineses a Catalunya (Spain)
Associació Mujeres Pa’lante (Spain)

	Associació Cultural Mediterrània de l’Hospitalet (Spain)
	Llum del Nord – Associació per a la Ciutadania i la Cooperació (Spain)
	Associació Romanesa de Catalunya – ASOCROM (Spain)

Table 2: Networking organizations by the end users of WELCOME

4. DISSEMINATION MATERIAL

The project will use different materials for communication and dissemination:

- Website
- Social Media
- Press releases
- Newsletters
- Communication kit

Project partners involved in WP10 will produce all the materials in accordance with Task 10.2, in which this activity is outlined. These materials will address the target groups and will explain the benefits of the WELCOME application as a whole and the individual technologies and their potential use. The website and associated social media accounts will provide links to the outcomes of the project and will be regularly updated to feature the latest achievements and relevant news (e.g. attendance of events, informative articles, etc.). The website will also publish the project’s public deliverables. The first version of the website is already in place and is presented below.

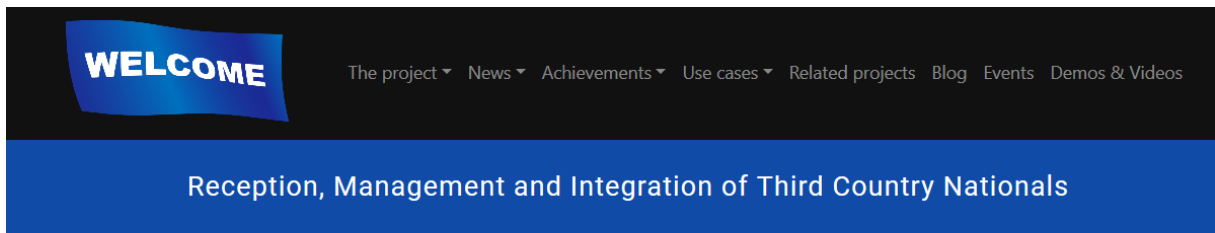
All these materials will be published in English. The basic presentation on the objectives and activities of the project will be furthermore published in the other six languages covered in the Project: German, French, Spanish, Catalan, Greek, and Arabic.

The basic presentation that will be translated into all these six working languages of the user partners of the project concerns:

- WELCOME in short (website)
- Leaflet (communication kit)
- Poster (communication kit)

4.1 Website

The website of the WELCOME project <http://www.welcome-h2020.eu> will be the central point of attraction to everyone interested in the objectives of the project and the work of the consortium towards them. The first version will be released and made public upon the submission of this deliverable; cf. Figure 1 for a snapshot of the homepage:



WELCOME is an EU funded project which aims to research and develop intelligent technologies for support of the reception and integration of migrants in Europe. WELCOME will offer a personalized and psychologically and socially competent solution for both migrants and public administrations. It will develop immersive and intelligent services, in which embodied intelligent multilingual agents will act as dedicated personalized assistants of migrants in contexts of registration, orientation, language teaching, civic education, and social and societal inclusion.

How can WELCOME help me if...

<p>I am a professional social worker</p> <p>Read more</p>	<p>I am a migrant or refuge</p> <p>Read more</p>	<p>I work for an institution</p> <p>Read more</p>
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Subscribe to our mailing list

Email Address *

First Name

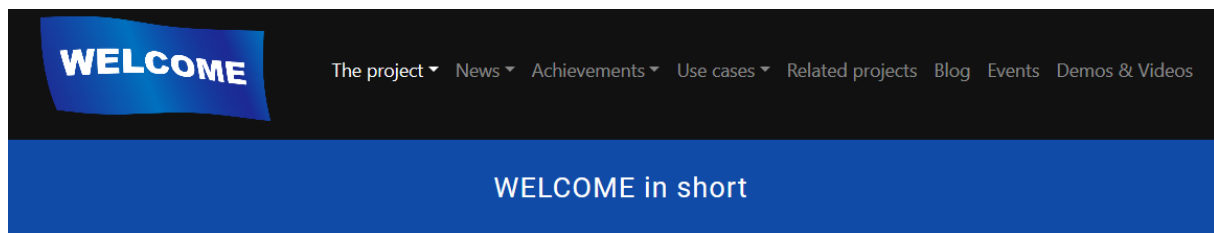
Last Name

Follow us!



Figure 1: Homepage of the website

As mentioned above, the main website will be in English, but the section “WELCOME in short” will be published in all seven languages covered by the Project. “WELCOME in short” will consist of the information (here given for convenience of the reader in English) in Figure 2.



English Deutsch Française Español Català ελληνικά اللغة العربية

The reception and integration of Third Country Nationals (TCNs) remains a fundamental societal challenge for many countries worldwide, and within Europe. This challenge is threefold: **(1)** the assistance of such a high number of people seeking admittance, as recently witnessed within Europe, requires the allocation of significant human and financial resources; **(2)** people who come to Europe do not form one homogeneous group: they have diverse educational, cultural, and social backgrounds that are all radically different from those within Europe; and **(3)** Third Country Nationals from outside of the EU are often required to deal with more complex documentation than migrants within the EU.

Tackling these issues requires a committed effort in order to ensure the provision of personalized communication, education (including language learning), cultural and social immersion. Recent advances in Information and Communication Technologies (ICT) can be instrumental for the success of this effort.

The goal of the WELCOME Project is to utilise modern technical innovations to help overcome these challenges. WELCOME aims to facilitate the reception and integration of migrants through comforting, easy to comprehend, and personalized technological solutions. Technologies in WELCOME include immersive environments and teams of intelligent conversational agents, which act as dedicated personal assistants to both migrants and decision-making authorities.

WELCOME relies on a consortium of 15 highly consolidated partners: 6 research institutions, 3 ICT companies, and 6 user partners dealing with migrant reception and integration. The WELCOME platform is envisaged as a product co-designed and co-created by the Consortium and all parties involved in the process of TCN reception and integration alike.

The prototypes and the Final Demonstrator of the WELCOME platform will be validated in three pilot use cases in Greece, Germany and Spain. These will be facilitated through the involvement of public administrations, NGOs, TCNs of the Consortium and the Stakeholder Network of the International Organization for Migration (IOM).

If you want to know more about WELCOME, download our factsheet, flyer, poster, or have a look at the different work packages of the project.

Figure 2: WELCOME in short (which will be published in the seven languages covered by the Project)

4.2 Social Media

The Social Media presence of WELCOME will be ensured through Twitter, Facebook, LinkedIn and YouTube.

The core audience will be organizations with relevant interest, stakeholders, users of the platform, media and general public. The contents of communication will be in line with our dissemination strategy and contain highlights of the research and developments, updates, and news on relevant topics.

Social Media will be widely used for dissemination, and the project will establish presence in a number of well-known social networking sites. The dissemination will take place both centralized via project accounts (cf. the figures below) and decentralized via the accounts of the individual partners of the Consortium. The decentralized dissemination will consist in (i) reposting the centralized project messages (which will ensure a coherent impression on the objectives and achievements of the project as a whole), and (ii) posting messages related, in particular, to the specific working areas of each partner.

A. TWITTER: Welcome_H2020 / @H2020Welcome



Figure 3: WELCOME’s Twitter profile

B. FACEBOOK: Welcome H2020 Project / @WelcomeH2020



Figure 4: WELCOME’s Facebook profile

C. LINKEDIN: Welcome H2020 Project

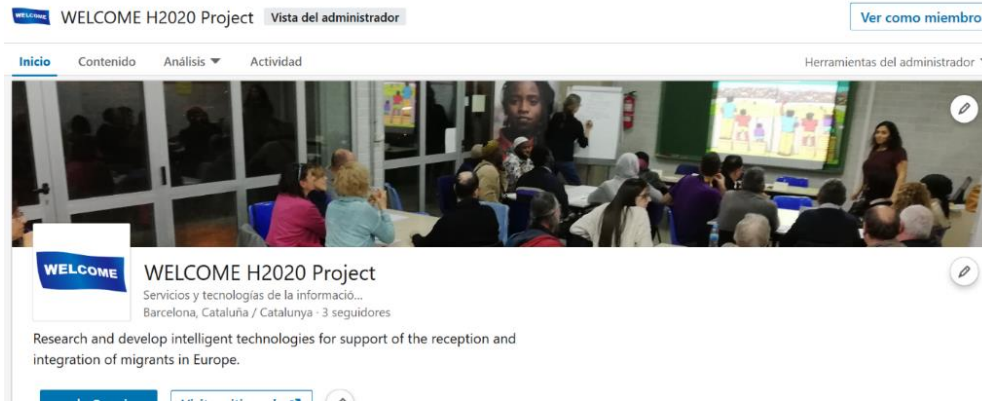


Figure 5: WELCOME’s LinkedIn profile

D. YOUTUBE

A YouTube channel of the project will be opened when the first video of the project will be available.

4.3 Press releases

Press releases will be used to regularly inform the interested public on the existence of WELCOME as well as on the progress of the project.

The first release related to the kickoff meeting of WELCOME was issued in 11.02.2020 by UPF, targeting the mass media and a variety of research and social organizations in Catalonia. This press release has been published in English and Catalan and is available on the UPF website:¹



Figure 6: Press release of the kickoff meeting by the UPF

¹ https://www.upf.edu/recercaupf/-/asset_publisher/RVNxhLpxnc9g/content/id/232295993/maximized#.XnqMwnLOE2w

This example of a first WELCOME press release, which can be used by the consortium, is also available in Appendix 9.4.

Press releases are planned by the user partners and by the Coordinator. Apart from informing about the achievements of the Project, they will be issued to draw the attention of the media and the public to the upcoming upload of demos and evaluation trials of WELCOME. Press releases will be also issued after any WELCOME significant event in order to raise awareness and underline the most significant project’s milestones.

The people responsible for monitoring the regular publication of press releases will be the Coordinator of the Project and the WP10 leader.

Table 3 outlines a list of relevant press media where the press releases will be published.

Targeted audience	Relevant press media
Public and Third sectors engaged in reception and integration of TNCs	<p>-European Website on Integration: EU platform: information and good practices with bi-weekly newsletter to European migration stakeholders</p> <p>-MHPSS Network: Resources and webinar. Possible to publish project results and propose participation in webinars</p> <p>- Butlletí de Ciutadania i Interculturalitat, Dixit Newsletter, Butlletí Taula d’entitats del Tercer Sector Social de Catalunya, Social.Cat, Xarxanet.org, Info ACCIO Social (Spain)</p> <p>-Neue Caritas, “Fluchtpunkte, Caritas in NRW, Westfälische Nachrichten, Westfälischer Anzeiger, Radio Lippewelle Hamm (Germany)</p> <p>- in.gr, lifo.gr, zougla.gr, dikaiologitika.gr, protothema.gr, pageneews.gr, iefimerida.gr, tanea.gr, newsit.gr, news247.gr, pronews.gr, newsbeast.gr, tovima.gr, typosthes.gr, newsbomb.gr, altsantiri.gr, neakriti.gr, kathimerini.gr, cretalive.gr, thebest.gr, naftemporiki.gr, hellasjournal.com, antenna.gr, newpost.gr, liberal.gr, skai.gr, cnn.gr, ert.gr, thestival.gr, enikos.gr, efsyn.gr, live24.gr, huffingtonpost.gr, capital.gr, dimokratiki.gr, zappit.gr, star.gr, athenvoice.gr, reader.gr, amna.gr, real.gr, e-radio.gr, cretapost.gr, ethnos.gr, thetoc.gr, patrasevents.gr, tvxs.gr, topontiki.gr, alphatv.gr, documentonews.gr, euro2day.gr, onmed.gr, koutipandoras.gr, inewsg.com, protagon.gr, metrosport.gr, eleftherostypos.gr, eleftherostypos.gr, insider.gr, voria.gr (Greece)</p>
Migrant and refugee communities	<p>-ECRE Newsletter: weekly bulletin of the European Council on Refugees and Exiles</p> <p>-Forced migration review: write review experience of the project drawing out lessons with wider (local, regional or global) implications</p> <p>-Butlletí de Ciutadania i Interculturalitat: valuable tool and platform for immigrants and their representatives in Catalonia (Spain)</p> <p>- Migrants IN GREECE: was created in 2003 and it is a valuable tool and platform for immigrants and their representatives, researchers, policy makers, and active citizens (Greece)</p>
Industrial sectors	<p>- Digital Social Innovation: online bulletin for the European</p>

	<p>community about digital social innovation.</p> <ul style="list-style-type: none"> - European network of innovation for inclusion: online bulletin for the European network about innovation for inclusion. - Everis Newsletter: is shared over more than 16 countries and through all business sectors, specifically the Public Sector one - European Language Resource Coordination online bulletin about the language resource coordination at European level. -European Semantic Interoperability Community (SEMIC): online bulletin about all interoperability initiatives and solutions at European level -ACCIO online bulletin of a federation of Catalan social assistance organizations. (Spain) - EureCAT online bulletin for IT sector in Catalonia. (Spain) - Barcelona Activa online bulletin for entrepreneurship organisation in Barcelona. (Spain)
<p>General public</p>	<p>Huffington Post: Media/News Company around Politics, Business, Health, Entertainment</p> <p>Epixeiro.gr: Media/News Company around Marketing and Sales, Technology, focusing on Business and Research Innovation</p> <p>Deutsche Welle: Media/News Company around Politics, Business, Health, Entertainment, Style, Travel (Germany)</p> <p>ka-business.gr/: Media/News Company around Politics, Health, Entertainment, Style, Travel, focusing on Business and Research Innovation (Greece)</p>

Table 3: Initial list of relevant press media

4.4 Newsletters

An online newsletter of the project will be published and disseminated bi-annually, to inform about the progress and success of WELCOME to the different stakeholder groups identified, and will include twice yearly newsletters sent to WELCOME contacts.

To create the list of WELCOME contacts during the first four months, each partner will contribute a list of 15 subscribers who have agreed to receive the newsletter, and later this initial list of 225 subscribers will be expanded through an open subscription section on the homepage of the website, and through messages included in social media and in the communication and dissemination materials.

4.5 Communication kit

The Communication kit will include (a) an overview presentation, (b) a poster, (c) a flyer and (d) a factsheet. It will be available and published both in an online version (PDF) on the website, and a printed version, when required for specific occasions. This will aid dissemination and communication activities to ensure a consistent message of the project

concept, objectives and results. The poster and the flyer will be distributed at project workshops and conferences, where project members will participate.

During the lifetime of the project, the presentation, the poster and flyer will be constantly updated. The first version will disseminate the objectives, the concept and vision of WELCOME. When project results, outcomes and findings become available, they will be included in a subsequent version. This material will be used to all public events (conferences, workshops, exhibitions, etc.) where WELCOME partners will participate.

The factsheet will be a short document that will describe in a concise way the project's outline, its goals, key issues, technical approach and expected achievements and impact. In addition, it will contain the organisational information such as list of participants, contact details, timelines and information on the European Commission funding.

Some details of the overview presentation, the flyer and the factsheet are available in Appendices 9.1, 9.2 and 9.3, respectively.

5. TARGETED EVENTS AND VENUES

WELCOME plans the organization / participation in three different types of events and venues to increase the awareness about the project and to promote the uptake of its outcomes: (i) Workshops, Open Days, etc. organized by the Consortium itself; (ii) Scientific channels for publication and demonstration; (iii) Events organized by the European Commission or individual Consortia that bring all Migration-06 and Migration-05 projects together.

5.1 WELCOME Workshops and Events

The WELCOME Consortium will organise a number of events during the lifetime of the project, aimed at enhancing the project objectives, receiving constructive criticism from the TCNs and the users and improving the system as well as enlarging exploitation opportunities and impacts. In accordance with the spirit of technology co-design principles adopted in WELCOME, and the objective to facilitate a first-hand experience with the WELCOME technologies by the primary target group in WELCOME, an effort will be made to reach TCNs in all of the dissemination events that will be organized by WELCOME. The following types of events are foreseen:

- **WELCOME Stakeholder Network Days:** For the members of the stakeholder network, periodic seminars will be organized to demonstrate the WELCOME prototypes to potential users, evaluate the experimental realizations of the components of the WELCOME application, inspect and comment on the results, and provide feedback for improvements on both the technologies and areas for future work.
- **WELCOME Open Door and Information Days:** The consortium will organize three Open Door Days, everyone in a different European location that guarantee to reach a high number of TCNs and interested parties. The objectives of these events will be fourfold: (i) to present WELCOME's results and illustrate them by demonstrations of the WELCOME use case pilots, (ii) to offer the TCNs, the users and potential exploiters the possibility to experiment with WELCOME's technologies in hands-on sessions, (iii) to provide a user forum for networking with professionals working in

related areas, and (iv) to obtain feedback from the TCNs and the users and potential exploiters. The demonstrations will be carried out in collaboration with the stakeholder network and will address all target groups. The feedback received during these demonstrations will be fed back to improve the technologies, workflow and procedures.

- **WELCOME Final Forum:** This final conference will mark the completion of the project and at which the technologies developed during the project will be presented. As attendees of the Final Forum both researchers working in the technological areas addressed in WELCOME and potential exploiters are envisioned.

5.2 Targeted international and national conferences, journals and events

In order to achieve the highest impact, WELCOME’s dissemination strategy targets a broad range of academic and domain-specific conferences and events. Project results are also planned to be published via articles, mainly in specialized press, scientific journals, and professional magazines. The high quality of the publications and the compliance with the IPR guidelines of the Project (as outlined in the Consortium Agreement) is ensured by the internal reviewing procedures.

WP	Targeted dissemination events
WP2	<p>Conferences: IMISCOE, Annual General Assembly of the European Council for Refugees and Exiles, UNHCR NGO Consultations, International Metropolis Conference, webinars hosted by The Mental Health & Psychosocial Support Network (MHPSS) and thematic conferences organized through German national working group of psychosocial centerscentres for refugees and victims of torture (BAFF).</p> <p>Journals: Forced Migration Review, CARFMS, New Caritas, Fluchtpunkte, Caritas in NRW.</p> <p>Events: UN, European and national events on Refugee and Migration issues.</p>
WP3	<p>Conferences: Relevant topical conferences include those on Service-Oriented Computing (ICSOC, ICSC), Human-Computer Interaction (ACM CHI), Web Services (IWSC), Semantic Web (ISWC, ESWC), Semantic Web, Challenges, Standards and Components (ICSWCSC), Semantic Technology (ICST), Autonomous Agents and Multi-Agent Systems (AAMAS), Practical Applications of Agents and Multiagent Systems (PAAMS), Agents (ICA), Mobile and Ubiquitous Systems (MobiQuitous), Artificial Intelligence (IJCAI, ECAI, AAAI, KI, AI), SIGDIAL, ACL, EACL, COLING, IJCAI, ECAI, IJCNLP</p> <p>Journals: Relevant journals include IEEE Transactions on Services Computing, ACM Transactions on Computer Human Interaction, Advances in Human-Computer Interaction, Journal of Web Semantics, Semantic Web Journal, Journal of Intelligent Information Systems, Journal of Cooperative Information Systems, Journal of User Modelling, Cognitive Science, Computational Linguistics, Transactions of the ACL, Artificial Intelligence, and User-Adapted Interaction.</p>
WP4	<p>Conferences: ISCA Odyssey: The speaker and Language recognition WS, ACL, EACL, COLING, IJCAI, ECAI, IJCNLP, Interspeech, Speech and Prosody, LREC, IEEE ICASSP, ASRU, TSD, SLTU, WMT, IEEE International Conference on Acoustics, ICASSP.</p> <p>Journals: Speech Communication, Computational Linguistics, Computer Speech & Language, IEEE/ACM Transactions on Audio, Speech and Language Processing, Natural Language Engineering Journal, Language Resources and Evaluation</p>
WP5	<p>Conferences and Workshops: ICMI, IWSDS, CHI, IUI, UIST, NAACL, IJCAI, ECAI, AAAI, ISWC, ESWC, WWW, EKAW, KR, IEEE CoMoRea, CIKM, MMM, SIGIR, ECIR, RecSys, WSDM.</p> <p>Journals: ACM Interactions, ACM Trans. on Computer Human Interaction, Advances in Human-Computer Interaction, AI, Web Semantics, Semantic Web, IR, TKDE, TODS, TOIS, IJIR.</p>
WP6	<p>Conferences: Augmented and Virtual Reality Conference, IEEEVR, IEEE International Symposium on Mixed and Augmented Reality, ACM International Conference on Virtual Reality Technology, Gamescom, CHIPLAY, SIGGRAPH, iLearn.</p>

	Journals: CALL, RECALL, IJCAI, ECAI, AAAI, VRWorld, IMISCOE Events.
WP7	Conferences: Networking and Services, Cloud Forward Conference. Journals: Journals: Software: Practice and Experience, Journal of Systems and Software, ACM Transactions on Software Engineering and Methodology, IEEE Software, Innovations in Systems and Software Engineering, Journal of Systems Architecture. Other events: fairs such as World Mobile Congress, CEBIT, etc.
WP8	All dissemination events relevant to WP2, WP7 and WP9.
WP9	Online: WELCOME website, partner websites, CORDIS Wire, social media, electronic newsletters. Promotional materials: project presentations, flyers, project logo, banner stand, videos. Other: Outreach activities

Table 4: Targeted dissemination events

Table 5 contains a first draft of a calendar of the main international and national conferences, exhibitions and events that WELCOME will organise and participate in, as well as some events already scheduled, mainly in 2020.² Other conferences targeted for the second and third year of the project will be specified once the dates will be known. The third column shows the WELCOME partners who will participate and disseminate in every activity:

Dates	Conferences, exhibitions and events	Partners
May 2020, 4-8	IEEE International Conference on Acoustics, Speech, and Signal Processing (ICASSP)	BUT
May 2020, 17-21	ISCA Odyssey: The Speaker and Language Recognition Workshop	BUT
June 2020, 2-3	European Migration Forum	MR
June 2020, 21-22	UNHCR consultations	MR
June 2020, 21	International Refugee Day	DTASF, MR, CARITAS
July 2020, 6-8	Annual Conference of the Association for Computational Linguistics (ACL)	CUNI
September 2020, 13-18	28th International Conference on Computational Linguistics	CUNI
October 2020, 21-22	Annual General Assembly of the European Council for Refugees and Exiles	MR
October 2020, 25-29	22nd ACM International Conference on Multimodal Interaction (ICMI2020)	CERTH
October 2020, 25-29	ISCA Interspeech	BUT
November 2020, 8-12	2020 Conference on Empirical Methods in Natural Language Processing	CUNI

² The conferences in 2020 see themselves heavily affected by the COVID-19 pandemic. Some of them are likely to be cancelled or postponed. However, at the time of the submission of the deliverable, no information is available yet.

December 2020, 13-16	IEEE Workshop on Spoken Language Technology (SLT)	BUT
December 2020, 18	International Migration Day	DTASF, MR, CARITAS
January 2021, 14-15	International Conference on Semantic Web, Challenges, Standards and Components (ICSWCSC 2021)	CERTH
January 2021, 18-19	International Conference on Big Data Visual Analytics (ICBDVA 2021)	CERTH
February 2021, 08-10	12th International Conference on Information Visualization Theory and Applications (IVAPP2021)	CERTH
February 2021, 18-19	International Conference on Innovative Language Teaching and Learning Methodologies (ICILTLM 2021)	CERTH
April 2021	International Conference on Semantic Technology (ICST 2021)	CERTH
May 2021, 24-25	International Conference on Semantic Technology and Text Analytics	CERTH
June 2021	VIII Congrés del Tercer Sector Social de Catalunya	IS
June 2021, 21	International Refugee Day	DTASF, MR, CARITAS
June 2021, 22	International Metropolis conference	MR
July 2021	European Social Network Conference	IS
August 30 – September 3 2021	Interspeech	BUT
December 2021, 18	International Migration Day	DTASF, MR, CARITAS
tbc	BAfF thematic events (German national working group of psychosocial centers for refugees and victims of torture)	MR
October, 2022	Annual General Assembly of the European Council for Refugees and Exiles	MR

Table 5: Calendar of conferences, exhibitions and events

5.3 Inter-Project Events

The Consortium will actively participate, for purposes of dissemination and experience and information exchange, in all events of the MIGRATION-06 project cluster. Furthermore, it will organize and participate in events to liaise with relevant MIGRATION-05 projects.

6. LIAISON AND DISSEMINATION COMMUNITIES

One important liaison and dissemination community in WELCOME is the User Group (another one is the external Advisory Board). The objective of the WELCOME User Group is to setup partnerships that are mutually beneficial.

The WELCOME User Group will be created by recruiting relevant stakeholders with an explicit interest in following the progress of the project through the dissemination activities

and explicit targeted briefing, demonstrations, etc. Existing contacts from EU funded projects, the academic and scientific community, the industry and business-related community will be used to compose a balanced User Group (cf. also Subsection 3.2). Furthermore, WELCOME partners who have proximity to users that fall into the aforementioned groups will contact them in order to present WELCOME and invite them to the User Group. The external Advisory Board of the Project will play an additional key role in the recruitment of the User Group, given their extended contact networks within their field of expertise.

After bilateral non-disclosure and confidentiality agreements between WELCOME and the members of the User Group, the latter will be invited to

- to participate in the evaluation of the project results,
- to test the project software and provide feedback,
- to establish synergies for the possible exploitation of the project results, the development of business models, partnerships, etc.,
- to participate in the technical discussions and activities (special sessions, standardisation, etc.), and
- to contribute with ideas or requirements that may fit the project objectives.

We will also organize two WELCOME-devoted events, with the involvement of the User Group to enhance the objectives of the project, to discover use-cases we did not consider, and thus to improve the results of WELCOME in terms of exploitation opportunities and impacts. The User Partners within the WELCOME Consortium will spell out the activities at these events.

The contribution of all project partners to the project communication and dissemination goals related to the User Group will be defined in accordance with the plans and specific dissemination activities per partner described in Table 2.6 of the DoA.

7. MONITORING AND EVALUATION OF DISSEMINATION GOALS

In order to monitoring and evaluate the dissemination actions, WELCOME sets specific measurable goals with respect to the aforementioned planned activities.

Appropriate indicators to assess the impact of dissemination and communication will include:

- a. **Visits/views and engagement** of website and social media using tools such as “Google Analytics”;
- b. **Downloads** of documents publicly available online, especially papers, released software and datasets;
- c. **Followers/connections**, social media outreach, a popular indicator due to their widespread adoption;
- d. **Impact factor/acceptance**, a typical indicator for scientific publications, academic citations, views in platforms like Google Scholar and ResearchGate;
- e. **Participation/attendance** in workshops and other events, where WELCOME presentations or demonstrations were given.

- f. **Offline materials** printed and distributed by the partners and at all the events they participate in.

Specifically, the following figures are set as minimum expected dissemination targets:

Tool	Target value estimate	Method
Website	100 visits per month. 25% growth traffic every year.	Google metric
Social Media	2 groups and 2 discussion forums in Twitter, LinkedIn and Facebook. At least 1 post per week across these three social media platforms, and 1 post per year across YouTube . At least 100 followers.	Social media analytics
Online materials	At least 20 downloads per month	Google metric
Offline materials	At least 2.000 flyers, 300 factsheets and 100 posters printed and distributed	List of distribution
Press releases	At least 5 press releases in total	Media clipping
Publications	At least 20 scientific papers (journals, peer-reviewed conferences and edited volumes or edited volume chapters, posters and other professional publications).	List of publications
Newsletter	Bi-annually created. At least 100 readers per newsletter.	Mailchimp analytics
Stakeholder network	At least 60 members. At least 10 from each category.	List of members
WELCOME Stakeholder Network Days	At least 100 participants in total during the lifecycle of the project	Attendance sheet
WELCOME Open Door Days	3 workshops with 30 participants in each	Attendance sheet
Final Forum	1 conference with 70 participants	Attendance sheet

Table 6: minimum expected dissemination targets

To collect the data related to the dissemination goals, in Appendix 7.3 we show the Communication and Dissemination Monitoring spreadsheet will be used.

8. SUMMARY

In this deliverable, we have summarised the dissemination principles and strategies, as well as the dissemination and communication plan, tools and material of WELCOME.

Since this document provides information regarding dissemination activities (i.e., dissemination plan of events) and dissemination material (i.e., presentation, poster and flyer), and these activities will be carried out and extended over the entire lifetime of the project, it will be updated every year. In connection to this, in T10.3 it is expected to have a detailed calendar of events in M3 updated every 6 months.

9. APPENDIX

9.1 WELCOME Overview Presentation

Project Overview

Barcelona, February 11 – 13, 2020

WELCOME

Multiple Intelligent Conversation Agent Services for
Reception, Management and Integration of Third Country
Nationals in the EU

– Innovation Action –

Leo Wanner, UPF



WELCOME

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 870930

Overall Objective

Barcelona, February 11 – 13, 2020

The overall objective of WELCOME is to facilitate the reception and integration of TCNs through comforting, easy to comprehend, personalized technology solutions.



WELCOME

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 870930

Barcelona, February 11 – 13, 2020

General Objective in more detail...

I. TCN Reception and orientation

Offer a speedy personalized attendance of refugees in order to

- detect health problems, traumata, and other critical conditions that might require immediate intervention,
- keep the stay of TCNs in reception centres as short as possible and thus initiate the asylum application procedure and integration as soon as possible.
 - (i) reception and registration to acquire relevant personal information, assess vulnerability as well as emotional and health conditions of TCNs, and deliver information on their rights and obligations as newly landed TCN
 - (ii) orientation to provide to the TCN country-specific information on the access to basic services (including medical, socio-psychological, housing, etc. services) and necessary protection measures to prevent their trafficking and exploitation
 - (iii) support in administrative procedures such as asylum application, registration in the residents' office, employment permission application,



WELCOME

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Barcelona, February 11 – 13, 2020

General Objective in more detail

II. TCN Integration

Offer, instead of common (large) group-oriented integration courses in a class room, personalized immersive environments to facilitate a person's immersion into pertinent contexts and naturally interact with the environment, guided and corrected by a personal integration coach which takes the profile and advances of the person into account.

- (i) immersive language teaching, which will target the improvement of the conversation skills and language (grammar and vocabulary) competence of a TCN in real life contexts as determined by the language courses adopted in the countries covered by WELCOME
- (ii) immersive society that form the standards of our social behaviour and provide the general guidelines for social conduct
- (iii) immersive social inclusion, which facilitates to TCNs cultural integration



WELCOME

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Barcelona, February 11 – 13, 2020

General Objective in more detail

III. TCN Living in the host country

Coach TCNs to master better the challenge of living in the host country

- (i) vocational language learning to facilitate the integration of a migrant into the labour market by vocation-oriented language training
- (ii) civic education, which will build upon social education, to cover civil rights and civil duties that come with European citizenship and to introduce TCNs into the parliamentary systems of the member states
- (iii) social inclusion, which will cover topics related to established social interaction patterns in different contexts (including, e.g., shopping, restaurant visit, public places, etc.), social and daily life routines, public holidays, etc.



WELCOME

This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 870930

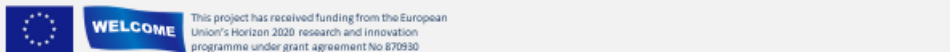
Barcelona, February 11 – 13, 2020

General Objective in more detail

IV. Authority support

Support the authorities with respect to the assessment of the situation of each individual TCN, evaluate available measures that satisfy their health and social needs during the reception and integration, suggest the suitability of specific labour market integration programs, etc.

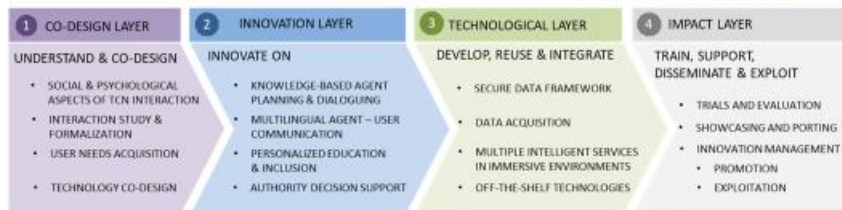
- (i) intelligent knowledge fusion algorithms for aggregating different types of knowledge (e.g., health conditions, migrant profiles and preferences, dialogue history, training programs, operational environments, etc.) to enrich decision support technologies
- (ii) decision support techniques for authorities in order to support public (municipal, educational, social, etc.) administrations
- (iii) develop a user-friendly, interactive and informative VA interface which supports authorities and policy/decision-makers in their decisions.



Barcelona, February 11 – 13, 2020

Overall concept of WELCOME

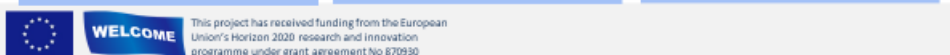
WELCOME will develop immersive and intelligent services in which the individual agents act as dedicated personal assistants of TCNs and gather information to support the decisions of actors in the host countries.



Barcelona, February 11 – 13, 2020

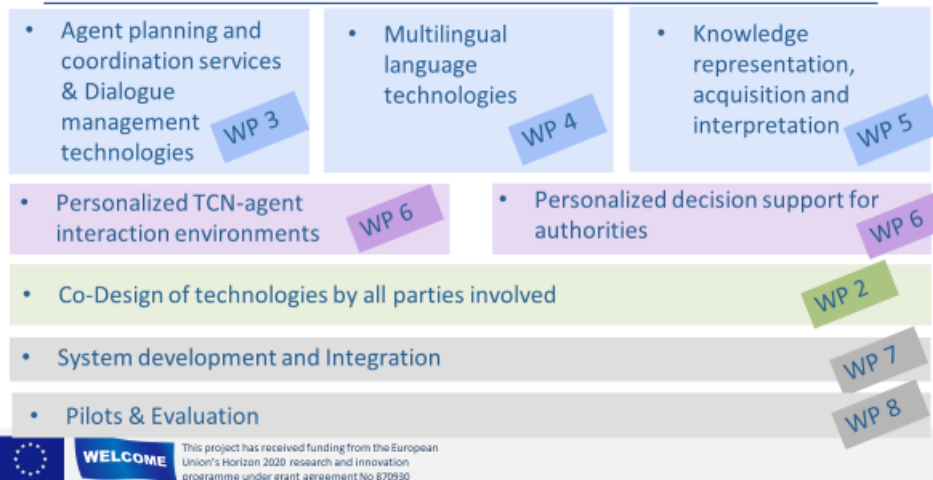
WELCOME Core Technologies

<ul style="list-style-type: none"> • Agent planning and coordination services & Dialogue management technologies 	<ul style="list-style-type: none"> • Multilingual language technologies 	<ul style="list-style-type: none"> • Knowledge representation, acquisition and interpretation
<ul style="list-style-type: none"> • Semantic agent-driven coordinated services • Multimodal dialogue management 	<ul style="list-style-type: none"> • Language identification • Multilingual language analysis • Multilingual language generation • Machine translation 	<ul style="list-style-type: none"> • Semantic representation schemata • Knowledge repository population and dynamic extension • Semantic reasoning for human – agent and agent –agent interaction



Barcelona, February 11 – 13, 2020

WELCOME System WP Structure



Barcelona, February 11 – 13, 2020

WP Overview

WP #	Work package title	Lead
WP 1	Project management and coordination	UPF
WP 2	User requirements and co-design and co-creation of interactive technologies	PR
WP 3	Service coordination and dialogue management technologies for agents	DFKI
WP 4	Multilingual spoken language technologies	CUNI
WP 5	Knowledge representation and processing technologies	CERTH
WP 6	Personalized interaction and decision support environments	SHU
WP 7	System development and Integration	EVERIS
WP 8	Pilots & Evaluation	KEMEA
WP 9	Ethics and Privacy	CARITAS
WP 10	Dissemination, Communication and Exploitation	NURO
WP 11	Ethics	UPF

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Barcelona, February 11 – 13, 2020

List of deliverables M1 – M10

D1.1	Project management and quality assurance plan	M3 (4/2020)	UPF
D9.1	Privacy, data protection, social and ethical issues preliminary guide for WELCOME design and development.	M3 (4/2020)	CARITAS
D10.1	Initial dissemination plan, communication material, and Project website	M2 (3/2020)	IS
D7.1	Roadmap towards the implementation of the WELCOME platform	M5 (6/2020)	EVERIS
D1.2	Data management and self-assessment plan v1	M6 (7/2020)	UPF
D.2.1	Basic interaction patterns between TCNs and actors in the host countries and their socio-psychological dimensions	M8 (9/2020)	PR
D10.2	Initial market analysis, industrial requirements, and business plan	M8 (9/2020)	NURO
D2.2	Basic user requirement-driven technology co-design and co-creation	M10 (11/2020)	SHU
D5.1	Initial version of the semantic knowledge structures and representation	M10 (11/2020)	CERTH
D7.2	Technical requirements and architecture	M10 (11/2020)	EVERIS
D7.3	Data and material collection, v1	M10 (11/2020)	UPF

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Milestones

Barcelona, February 11 – 13, 2020

- MS1 (M6) **Project setup and platform development roadmap**
- MS2 (M12) **Operational WELCOME Platform Setup**
- MS3 (M18) **Extending the MS2 implementation to the First Prototype**
- MS4 (M26) **Extending the First Prototype to the Second Prototype**
- MS5 (M36) **Extending the Second Prototype to the Final System**

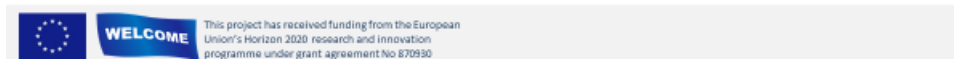


Figure 7: Overview Presentation

9.2 WELCOME Flyer

WELCOME This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 870930

Service-based design

Impact and results

Impact

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

Results

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

WELCOME Concept

Vision

The reception and integration of migrants and refugees remains a fundamental societal challenge for many European countries. Tackling this challenge requires a committed effort in order to ensure the provision of personalized communication, education (including language learning), cultural and social immersion. Recent advances in Information and Communication Technologies (ICT) can be instrumental for the success of this effort.

Overall goal

The overall objective of WELCOME is to facilitate the reception and integration of migrants and refugees through comforting, easy to comprehend, personalized technology solutions.

Contact

If you want to be informed or get involved with the progress of the project, please contact:
LeoWanner: Project Coordinator
leo.wanner@upf.edu
www.welcome-h2020.eu

Partners:

Figure 8a: Flyer

WELCOME Challenges and objectives

personalized embodied conversational agents - language teaching - social and societal inclusion - decision support
 multilingual language technologies - virtual/augmented reality - knowledge processing

The WELCOME Project

Challenges

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 migrants and refugees remain a leading societal challenge for many EU countries. This challenge is threefold:

- (1) the assistance of such a high number of people seeking admittance, as recently witnessed within Europe, requires the allocation of significant human and financial resources;
- (2) people who come to Europe do not form one homogeneous group: they have diverse educational, cultural, and social backgrounds that are all radically different from those within Europe;
- (3) Third Country Nationals from outside of the EU are often required to deal with more complex documentation than migrants within the EU.

Objectives

- Co-design of technologies for migrants and refugees 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 migrants-agent interaction environments
- Provision of personalized decision support for authorities

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 #WELCOMEpj



How can WELCOME help me if...

I am a professional social worker

To ensure that social workers are able to provide adequate services for migrants and refugees, the key is personalization in communication, training, and cultural and social processes of immersion in the host country. To achieve this personalization, WELCOME will develop a mobile device-based platform of intelligent conversational agents that will be able to interact with Third Country Nationals (TCNs), learn their background, needs and social and cultural contexts and act as personal assistants in accordance with the acquired information to ensure optimal reception, orientation and integration.



I am member of a public administration or an NGO

Members of public administrations and NGOs involved in the reception, orientation, and integration of migrants and refugees will have at their disposal the platform of intelligent conversational agents – as the social workers will, in order to carry out more efficiently the activities related to reception, orientation and integration. On the other hand, WELCOME will offer an intelligent situation-aware decision support that will help them in their daily case-to-case decision making, taking into account the needs and context of each migrant or refugee without time consuming consultation of records.

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How can WELCOME help me if...

I am a migrant or refugee

When you arrive in Europe, and also later when you are in the process of integration into the society that has welcomed you, there are many barriers and difficulties that you must overcome: the new language, the complexity of the documentation you have to deal with and the educational, cultural and social distance with your new compatriots. Interaction with social professionals and public administration who are there to help you is not always easy. Maybe they don't speak your language, they don't have the right solutions for your needs, or they just don't understand your problems.

WELCOME is a project that offers you tools that you can use very easily on a tablet or PC/laptop to overcome these difficulties and obstacles. You will discover that there will be an avatar that will act as an intermediary between you and the public administration and as your personal assistant or coach. It will speak to you in your language, ask for information that the public administration needs, answer your questions, help you with your language, social inclusion and labour courses, and so on. It will be always there to support you! And don't worry, we will always make sure that your personal data are well protected and are not misused.



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Figure 8b: Flyer

9.3 WELCOME Factsheet

WELCOME Reception, Management and Integration of Third Party Nationals



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>

Duration: 01/02/2020 – 31/01/2023

Type of Action: Innovation Action (IA)

Total cost: 4,272,870.50 €

EC Contribution: 3,995,709.35 €

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 

Método Estudios Consultores 

Mind Refuge 

Kentro Meleton Asfaleias 

Departament de Treball, Afers socials i famílies 

CARITAS Verband Hamm e.V. 

PRAKSIS 

iSocial Foundation 

The number of refugees in the world has reached the highest level ever recorded of 25.45 million people. Only in 2015 and 2016 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 rocketed again. This shows that **both the reception and integration of TCNs remain a leading societal challenge for many EU countries**. To address this challenge, **WELCOME** will develop immersive and intelligent services in which the individual 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

Figure 9: WELCOME Factsheet

9.4 First Press Release

First release related to the kickoff meeting of WELCOME issued on 11.02.2020 by UPF:

Within the framework of the European project WELCOME, endowed with over 4 million euros, a mobile application for the reception of migrants will be created.

The WELCOME project will bring together fifteen partners, six research institutions, three IT companies and six entities that focus on the integration and reception of migrants, that will be participating in this European project, from Spain, UK, Germany, Greece and the Czech Republic. The project is coordinated by the Department of Information and Communication Technologies of Universitat Pompeu Fabra (UPF).

The aim of the WELCOME project is to research and develop smart technologies to support the reception and integration of newcomers to Europe. It will offer customized psychological and social solutions that are satisfactory both for migrants and for the public authorities.

The app to be created in the project will help newcomers upon their arrival and also during their adaptation and inclusion, responding to their most common demands.

The application will be developed in contexts of registration, orientation, language teaching, civic education, and social inclusion, all of them adapted to the profile of the interlocutors and through immersive virtual and augmented reality technologies. The project results will be validated in order to demonstrate its applicability to different European contexts.

9.5 Communication and Dissemination Monitoring spreadsheet

<small>This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 870930</small>	
Communication & dissemination activities categories	#
Website	0
Social media	0
Online materials	0
Offline materials	0
Press releases	0
Scientific publications	0
Books, chapters, posters and other professional publications	0
Newsletter	0
Stakeholder network	0
WELCOME Stakeholder Network Days (organised)	0
WELCOME Stakeholder Network Days (attended)	0
WELCOME Open Door Days (organised)	0
WELCOME Open Door Days (attended)	0
Final Forum (organised)	0
Final Forum (attended)	0
Other event (attended)	0
Other event (organised)	0
Participation in activities organized jointly with other H2020 projects	0
Other	0

Figure 10a: Communication and Dissemination Monitoring general spreadsheet

<small>This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No 870930</small>				WELCOME Open door days (organised)							
Partner	Date and place	Event name	Link	Number of persons reached							
				Scientific or Social Community	Industry	NGO	Migrants Assoc.	Policy makers	Media	Investors	Other

Figure 10b: Communication and Dissemination Monitoring general spreadsheet