



## MICADO: MIGRANT INTEGRATION COCKPITS AND DASHBOARDS

[Atlas Integratie & Inburgering Antwerpen](#) is an autonomous agency and a non-profit organisation responsible for implementing the Flemish integration policy on behalf of and for the City of Antwerp. Atlas offers several types of services for newcomers and Antwerp's public and non-profit organisations.

In 2018, under the leadership of HafenCity University Hamburg, Atlas participated in the H2020 call 'Addressing the challenge of migrant integration through ICT-enabled solutions'. The proposal '[MICADO - Migrant Integration Cockpits and Dashboards](#)' was approved by the European Commission and the project started in January 2019 and runs until June 2022.

MICADO aims to support the integration of migrants in the most optimal way. A multidisciplinary and international partnership of 15 organisations is working on the design of an efficient tool and digital services for local authorities, government agencies, civil society organisations, volunteers and migrants. At the local level, Atlas works with the Centre for Migration and Intercultural Studies ([CeMIS](#)), the [Social Services](#) and the ICT services agency of the City of Antwerp ([Digipolis](#)).

Since 2015 Atlas has been experimenting with the use of digital tools to improve its services for newcomers and to help migrants to develop their e-skills. For example, Atlas has developed the App 'Welkom in Antwerpen' and has a 'Digilabo' where newcomers get assistance with questions such as how to create an e-mail account, e-banking, etc. Moreover, the City of Antwerp and Flanders have clearly stated in their policies for the coming years their strong commitment with digitalisation. Therefore working on a project such as MICADO is for Atlas a logical choice.

For more information you can check out this [factsheet](#) or visit the [website](#) of the project.





**Programme** European Commission | H2020-SC6-MIGRATION-2018

**Duration** 42 months (January 2019 – June 2022)

**Project funding** 4,255,640 €

**Website** [www.micadoproject.eu](http://www.micadoproject.eu)

- Partners**
1. **Coordinator:** Hafencity Universität Hamburg (Hcu), Hamburg, Germany.
  2. Freie Und Hansestadt Hamburg (Fhh), Hamburg, Germany.
  3. Hamburgisches Weltwirtschaftsinstitut Gemeinnützige Gmbh (Hwwi), Hamburg, Germany.
  4. Universiteit Antwerpen (UAntwerpen), Antwerpen, Belgium.
  5. Openbaar Centrum Voor Maatschappelijk Welzijn Van Antwerpen (OCMW Antwerpen), Antwerpen, Belgium.
  6. Atlas Integratie & Inburgering Antwerpen (Atlas Antwerpen), Antwerpen, Belgium.
  7. Digipolis (Digipolis), Antwerpen, Belgium.
  8. Alma Mater Studiorum - Università Di Bologna (Unibo), Bologna, Italy.
  9. Azienda Pubblica Di Servizi Alla Persona Città Di Bologna (Asp Bologna), Bologna, Italy.
  10. Consorzio Per Il Sistema Informativo (Csi Piemonte) (Csi Piemonte), Torino, Italy.
  11. Colegio Profesional De Polítólogos Y Sociólogos De La Comunidad De Madrid (Cps), Madrid, Spain.
  12. Consejería De Políticas Sociales Y Familia Comunidad De Madrid (Dgssis-Cm), Madrid, Spain.
  13. Universidad Rey Juan Carlos (Urcj), Madrid, Spain.
  14. Technische Universität Wien (Tu Wien), Wien, Austria.
  15. Synyo Gmbh (Synyo), Wien, Austria.



## Project overview

In "MICADO: Migrant Integration Cockpits and Dashboards", experts from public administration, migration research, and IT create an EU-wide applicable business intelligence solution in support of migrant and refugee integration, and pilot it in Antwerp, Bologna, Hamburg, and Madrid.

The added value of the project arises from a) the collection of new, personalized data provided voluntarily via "migrant cockpits", b) from the derivation of new knowledge through targeted data fusion and analysis and c) the continuous availability of this data to users, e.g. personalized migrant data for integration authorities.

The user interfaces are designed as demand-oriented "cockpits" and "dashboards", in other words as customized information interfaces that provide information and services relevant to the respective user in a clear and user-friendly way.

The solution leverages existing and new data to design attractive digital services for three user groups:

- 1) public authorities for labour, health, education and housing,
- 2) engaged civic society, and
- 3) migrants and refugees.

Added value is generated by

- a) delivery of customized information and services via user-centric interfaces (dashboards, cockpits);
- b) gathering of data consensually provided by migrants and helpers in their cockpits;
- c) creation of strategic operational knowledge through data analysis and visualisation; and
- d) direct communication and data exchange between involved stakeholders and institutions.

Key technical innovations are chatbot language interfaces and automatic translation services for the migrants' cockpit, which facilitate access to integration services. Besides the technical solution, MICADO creates in local co-design sessions a universal service package, e.g. location and activity mapping, personal profiling, or matchmaking for mentors, jobs, education, etc. The workplan ensures extensive demand analysis and co-creation with user groups in the pilot locations. This identifies common challenges for the concept convergence phase, which produces the requirements for technical design and development. A resulting "universal" MICADO solution has monitored pilot implementations in the four cities, results of which are fed back into final iterations of technical development of the project partners. In the final project phase, co-development activities with local communities and institutions ensure uptake and local adaptation of the basic MICADO solution, and initiate context-specific modifications.

