



A stream of cooperation.

A SHORT RECAP OF D-CARE LABS ACTIVITIES

Summer is here and with it the end of the first two periods of implementation of the D-Care Labs project. Despite the challenging circumstances, the project partners have successfully begun the work in all four thematic work packages - WP T1 Transnational Lab Strategy to Promote Innovation Structures in the Field of Home Care, WP T2 Transnational Lab of the Lab, WP T3 Social Investment, and WP T4 Regional Lab.

The D-Care Labs consortium has been meeting weekly and biweekly to ensure the continuous flow of information and knowledge of activities, with separate groups and thematic work package leaders having individual meetings to discuss and clarify the related tasks and responsibilities, and division. As a result, we can report that the flow of information is fast and work progresses smoothly.

The work of the first thematic work package - WP T1 Transnational Lab Strategy to Promote Innovation Structures in the Field of Home Care began in July 2020 with the preparation of the country reports of all partner countries.

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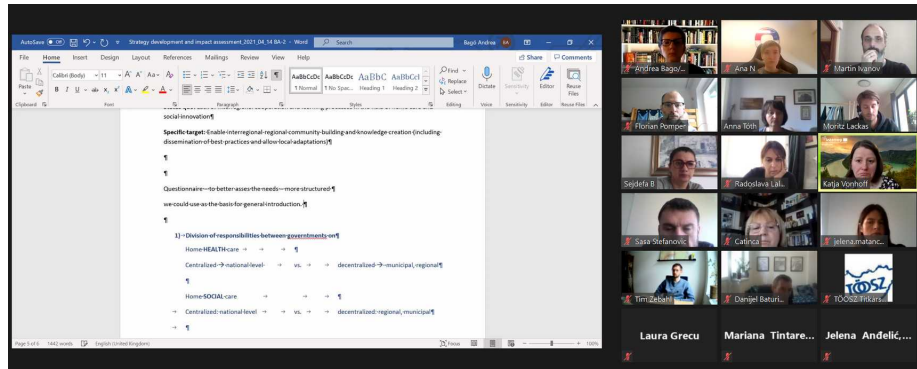
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A SHORT RECAP OF D-CARE LABS ACTIVITIES

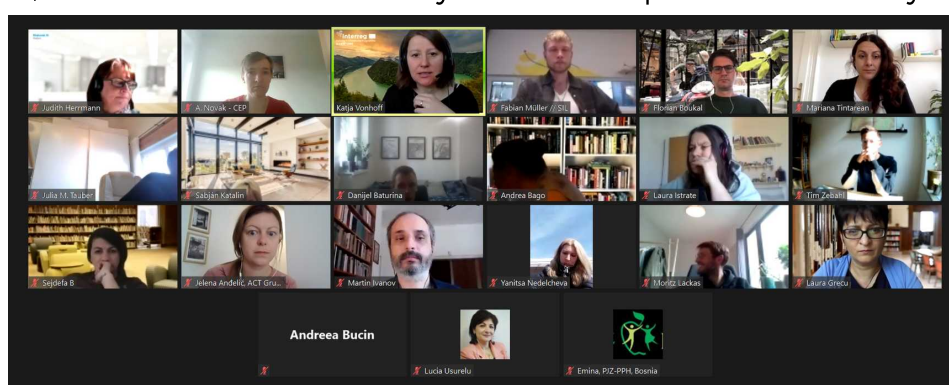
Country reports - analysing the current status of home care; legal, institutional, policy and financial frameworks; the needs of beneficiaries and the support for social innovation in each partner country - were based on a preliminary questionnaire (prepared by WP T1 leader TÖÖSZ) and were filled out by each country. Based on the prepared country reports, the core group of WP T1 is currently working on a draft of a transnational strategy for the promotion of home care (D.T1.2.1.).



Second work package - WP T2 Transnational Lab of the Lab begun with activities in July 2020, providing development and incubation support for 9 regional D-Care Labs. The WP T2 leader – Universität Heidelberg as a facilitator and knowledge provider – has been holding a series of workshops that facilitate the incubation of the regional labs, which include methods for assessing regional needs and problems, lab business model development, identifying necessary lab resources and infrastructure, teaching social innovation methods and impact measurement tools. The workshops and additional meetings provide the exchange of knowledge, sharing of best practices and failures. Peer-to-peer groups provide complementary expertise in the area of social innovation and home care.

The third work package - WP T3 Social Investment, began with activities in November 2020, with activities currently in progress. The mapping of social investment stakeholders will result in a prepared map of social investment stakeholders (D.T3.1.1.) in the partner countries, prepared by WP T3 leader ACT Grupa. The objective of the WP T3 activities is the establishment of ecosystems of social investment to support home care service and product innovation as well as the sustainability of the (inter-)regional D-Care Lab structures. The activities will be supported by drawing on the synergies with the Finance4SocialChange project.

The fourth work package WP T4 - Regional Labs began with activities in January 2021 led by the package lead Fondacija Mozaik. Activities begun with the partners sending out calls for application. A selection of the best home care innovation social entrepreneurs/intrapreneurs (teams) followed, and most labs are currently in the initial phase of the lab cycle.



THE SOCIAL INNOVATION LABS SAY HI!

Our project aims to establish specialized interregional D-Care Lab innovation structures to enable social service providers, product developers and social start-ups to design and implement better and innovative home care services and products for older persons, people with disabilities and children with special needs.

The D-Care Labs in **9 countries** (Germany, Austria, Hungary, Croatia*, Bosnia and Herzegovina, Serbia, Romania, Bulgaria and Moldova) will create places and platforms that enable the creation of new services and products by multiple actors.



Let us see what they have to say.
We start our discovery journey up 'north' in Germany!

D-Care Lab BW says hi!



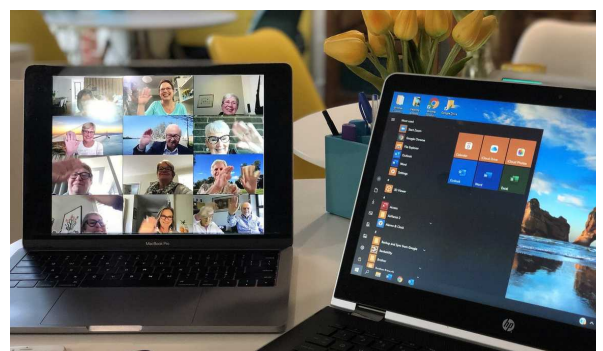
The D-Care Lab Baden-Württemberg started successfully as joint innovation program of **Grünhof e.V., Diakonie Baden** and its regional partners from Baden-Württemberg (Ministry of Social Affairs and Integration, associations of counties, cities and municipalities, Care insurance AOK and the Liga of welfare organisations). 17 innovation teams met online on April 29 for the kick-off. Together, they took the first step of the Design Thinking process, which will accompany the Lab participants on their way to conceptualize and implement their innovations in the field of home care. They were all very happy about and inspired by the first D-Care Lab session.



Our **40 participants** are organized into **17 innovation teams**. With the call for applications, we have made it a requirement to apply as a team from two or three organisations from different sectors. Therefore, each team consists of service providers and potential funding partners such as care insurance, social investor, local authority or county. Civil society initiatives can be part of teams, too. Because we believe that **sustainable solutions** can only be created across sectors and disciplines to achieve a common goal.

Until we meet again, we provide counsel and support for the teams, who are currently working on their problem exploration by leading interviews with members of their target group.

In the next workshop in mid-June work will continue on the refinement of our problem definitions in order to adopt one specific point of view that will allow us to creatively work towards possible solutions.



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*We'll be sharing news of Croatian lab in the following newsletter.

THE SOCIAL INNOVATION LABS SAY HI!

Up next is the Austrian D-Care Lab!

Hello from D-Care LAB - VIENNA!

**Caritas
&Du**

The D-Care LAB Vienna has already started in April 2021 and takes place **digitally** on a corona conditional basis. We decided on an **intrapreneurship lab** in order to be able to incorporate as much expertise as possible from our own organization, i.e. care.

For this purpose, there was an internal e-call, i.e. employees from the care sector had the opportunity to apply for participation in the LAB. The aim of the Lab is to **develop digital support for people living at home**. After an intensive preparation period, we now have the first part of the workshop series. The first workshop starts with the needs of people in need of care who live at home. Then it continues with the development of ideas. At the end of the first LAB phase, feedback is sought from external experts to further develop the ideas.

The digital collaboration has been very good so far. It takes a lot of discipline and a lot of energy and inspiration to be able to work well together in this digital setting. Digital boards and video calls support us in thinking together digitally. The lab is accompanied by two very experienced moderators who guide us through the whole process.

17 participants from different backgrounds are taking part in the lab. They include experts from the fields of care, district work, people with disabilities, science, technology, telecommunications providers, start-ups and developers. Most of them are thinking and working together for the first time.

Together we work in **three groups** using starting points on the topics of loneliness, mental health and time management of caregivers. We first develop personas and mood boards to come to a prototypical daily routine of our persona. Based on the pain points identified here, the next step was to cluster needs and challenges. These needs and challenges were prioritized and a "How might we, ..." question was developed. How might we support our personas in their challenges in the best possible way?

From here, we will work on the first approaches to solutions in the next workshop in Mai. Until the summer we will **develop three prototypical solutions** and then decide which solution we will continue with. From summer onwards, we will start with this solution in the development process. The entire LAB process will last until the end of 2021 and also includes the development of a business model for the prototype solution.

We are very much looking forward to the next steps towards digital support for people in need of care who live at home.

THE SOCIAL INNOVATION LABS SAY HI!

Next up is ... Hungary!

Hello from D-Care Lab Budapest!



The Hungarian D-Care Lab operated by the National Association of Local Governments is located in the capital city of Hungary – Budapest. That is the reason why we have decided to name it D-Care Lab Budapest. The Association has its office in Budapest where a couple of years ago a Municipal Information and Coordination Center was established and this will serve as the physical space of the Lab once the virus situation permits offline gatherings. Besides this, Budapest has the best infrastructure in the country and all our ASPs i.e. ministries are based in the capital.

The call for the Hungarian Lab was published at the beginning of February and the final deadline got postponed to the end of March to increase the chance of reaching local governments and stakeholders as well as actors from the private sector. We created several marketing materials to enhance the dissemination of the call as well as to better explain what this Lab is all about. We encountered some confusion on the part of potential applicants concerning what they can expect if they join the Lab, but we managed to shoot a video with our future mentors that helped to communicate the main messages of the D-Care Lab project more efficiently. We organized a Zoom conference in the middle of April to give our experts/mentors a chance to learn more about the ideas applicants would bring into our social innovation Lab and also provide the applicants with the possibility of asking questions about the process. The main purpose of the meeting was to support the mentors in selecting the final participants of the first D-Care Lab Budapest. Following the Zoom conference, **14 innovation teams** were picked to participate in the Budapest Lab.

Since TÖOSZ, the Hungarian partner is an association of local governments, most participants namely **11** represent **municipalities** and only **3 teams** have backgrounds **in the private or civil sector**.

Among those 11 teams with municipal backgrounds some represent a populous district in Budapest or middle-sized Hungarian cities, while others represent small villages or micro-regions. We are very proud that through all the participating municipalities the Lab has the possibility to reach 250,000 people at least.

Most teams **focus on innovation affecting the lives of old people**, so the main beneficiaries will be old people in need of help. The **future prototypes will address the needs of old people who would like to receive care in their own homes**. Most solutions would try to develop an integrated approach to home care to bridge the distance between sectors.

The first workshop took place on May 21st and we are beyond excited to start to work with our innovations teams!

THE SOCIAL INNOVATION LABS SAY HI!

Now we take a leap to the lab in Bosnia and Herzegovina!

Hello from Startup Studio, Bosnia and Herzegovina!



Startup studio is a **digital incubator** with three physical spaces across the country located in Sarajevo, Banja Luka and Bihać.

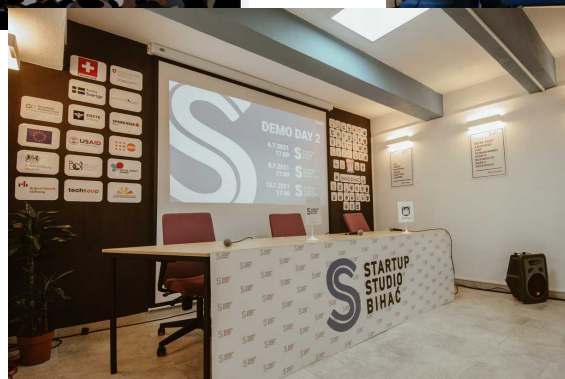
Our mission is to **support young social entrepreneurs** (age 18-35) in Bosnia and Herzegovina by offering capital, mentorship and building a sound ecosystem of support for their success. From 15th of February to 10th of March we launched the public call for business ideas in the field of homecare for elderly persons.

We received **14 applications** and **selected 6** of them for further development of their business model. They received strong mentoring support through the process and now we are examining which of them would be optimal candidates for financial support.

Our **main focus** is directed in at least one or in all three following segments:

- (1) to support them to develop sound business canvases that could facilitate their access to potential investors and partners;
- (2) to support them in process of prototyping their service in the market;
- (3) to invest in their business model and provide mentoring for their further development.

We hope that this approach will encourage and empower young people in our country to innovate in the field of homecare.



THE SOCIAL INNOVATION LABS SAY HI!

A leap and we are already in Serbia!

Hello from Serbia D-Care Lab, Belgrade!



Serbia's 'D-Care Lab' will be established in Belgrade as a social innovation lab, and it will serve as **a platform created to address social challenges**.

The **focus** of the Lab's work will be on the **development and implementation of programs** for social intrapreneurs who will receive the **support to develop innovative social services for children with disabilities**.

Our target groups are social intrapreneurs, social service providers, individuals from civil society organizations who are motivated to design and implement better and innovative home care services and products for children with special needs.

We plan to support **ten organizations – service social** providers through Social Lab and to organize two training modules (cycles) for the participants. The first training module is designed as an introductory training module for ten organizations with **20 social intrapreneurs – 2 participants per organization**. The second, advanced training module will be organized for five organizations and their ten social intrapreneurs that have successfully completed the first introductory training module.

The first group of 5 organizations will have an introductory training module (6 workshops) from May 2021 to July 2021. The second group of 5 organizations will have the introductory training module (6 workshops) from August 2021 to October 2021. The advanced training module (6 workshops) will be organized from January 2022 to June 2022.

MODS will publish calls for application for the Social lab program. The **target groups are social entrepreneurs and intrapreneurs**. The innovation (teams) with the best ideas will be selected for participation in the lab program. Participating organizations and social intrapreneurs come from public and private social service providers, social intrapreneurs/entrepreneurs, product developers, and social start-ups who are motivated to design and implement better and innovative home care services products for children with special needs.

For the Social Lab work to be successful, it is necessary to improve the normative framework and strengthen the capacities of associates in the social protection system. Furthermore, it is crucial to shift the focus of the social protection system from restrictive measures to family support by developing the continuum of services for families with numerous and complex needs, from preventive to very intensive services. Consequently, the D-Care Lab will **aim to develop innovative solutions and social services for home care for children** and include social service providers who need support for developing sustainable work models and programs that will be directed to support the family.

THE SOCIAL INNOVATION LABS SAY HI!

We say hello to Romania!

Hello from Dedication Lab Brasov, Romania!



"Dedication Social Innovation Lab is **the first innovation lab focused on home care**, in Romania. Located in Brasov, Romania,

Dedication Lab will be officially launched on 21 of May 2021 by a small ceremony with guests from local authorities, mayor, vice-mayor, NGO, social investors, lab participants. In the evening we will organize an online event, a webinar with a topic related to social investment.

Dedication Lab has **25 selected participants** interested in social innovation in home care from NGOs, public authorities, companies, and private persons interested in developing social services.

The main focus of Dedication Lab is the programme related to **innovation in home care**. We will use design thinking as a facilitation technique and our participants will be supported by our experts who will provide consultancy and mentorship in social assistance, home care, social investment, funding, project management, communication and marketing.

The lab cycle will last around 9 months and we expect at least **5 new innovative ideas developed in the field of home care** which will be pitched for funding in a social investment event.

Dedication - Social Innovation Lab is designed to become **a hub for social topics** where different organizations, social investors, public authorities, and citizens can meet in different events in order to work together for the community".



THE SOCIAL INNOVATION LABS SAY HI!

We make a jump to Bulgaria and their social innovation lab!

Hello from LabSI - Social Innovation Lab - Bulgaria, Sofia!



Федерация на
СОЦИАЛНИТЕ СДРУЖЕНИЯ
в България

“The Social Innovation Lab – Bulgaria is a **digital** one **starting in September 2021**. Therefore in the spring of 2021 (Project period 2) the FSSB and ASA as project partners worked towards “translating” the lab concept for being applied in a fully digital environment without losing the spirit of **inspiration, creativity** and **collaboration**.

The **Call for participants has been launched in April** and the deadline for submitting applications is the 31st of May.

The selection criteria has been elaborated in a way so that LabSI is aiming at **12-16 participants** who are coming from either the social services’ field or from the business sector, or are willing to set a start-up.

The aim is to also involve staff members from the local authorities responsible for the development of the home care services, as well as representatives of the State Agency of Social Assistance and State Agency for Quality of Social Services. Priority in the selection is given to **multi-sectorial teams**.

A kick-off event is planned on 14 July to get together with the participants’ group, to set the tone and the expectations for the actual work which will start in September 2021 according to the Workshops Cycle, as follows:

- (1) Identification of the specific needs in the field of home care. Research - gathering information about the needs for new products and services. Empathizing with the user group. Sept 27-28
- (2) Analysis and understanding the main reasons for the identified needs. Defining the Point of view. Start the process of generating ideas for new solutions. Oct 27-28
- (3) Clustering the ideas. Focus on a limited number of possible solutions. Start of work on creating prototypes. Dec 1-2
- (4) Development of a business model for the prototype solutions. Testing the prototypes. Jan 26-27
- (5) Improvement and modification of the prototypes. March 14-15
- (6) Presentation of the ready business models to partners and social investors and preparation for market realization. May 30-31

We aim at **addressing the most pressing needs of the clients of home care services in Bulgaria**, namely: safety and mobility, basic home treatment and rehabilitation, support in the activities of daily living (ADL), access to information, social inclusion and empowerment.

We hope that the participants of the Lab will be able to develop their ideas in the above areas to the level of good business models that could be presented, noticed and supported by potential investors.

THE SOCIAL INNOVATION LABS SAY HI!

And last but not least, the path least leads us to Moldova!

Hello from AGAPEDIA Foundation Moldova, located in Chisinau, Republic of Moldova!



The Social Innovation Lab – Moldova is starting in **July 2021**.

The team is in the process of selecting the participants, preparing the space, where the Social Innovation Lab will be located. The first workshop will be held in July.

The Social Innovation Lab will put **focus** on **providing space and support for the creation of innovative solutions to complex social problems in the field of home care** and will involve actors from different fields. The process will be based on experiential learning, prototyping and testing new solutions with different users and expert groups.

In the Social Innovation Lab, the innovators will **focus** on:

- Doing research to define a problem in the field of home care
- Applying an empathy map to create a user persona
- Generating solutions based on user's needs
- Creating prototypes
- Testing solutions on a real target audience (old persons, who are using home-based care services).

Around **12-15 participants** will take part in the activities, which are going to be provided within the Social Innovation Lab.

We are expecting to involve persons involved in the field of home care (home care providers, social workers, medical workers), representatives of public authorities in the social field, representatives of the university and research environment (students, lecturers, professors, etc. and anyone who wants to get involved in improving home care services).

The main result of the Social Innovation Lab is to **provide at least 3 solutions to home-based care services**, which will be handed to the Ministry of Health, Labour and Social Protection.



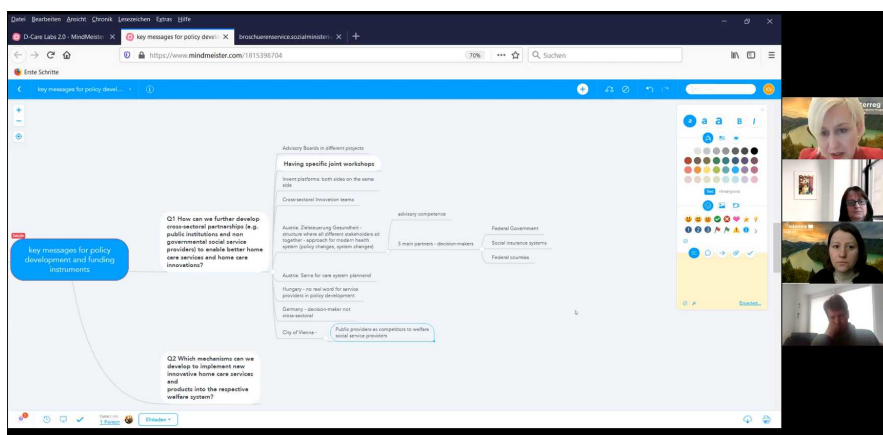
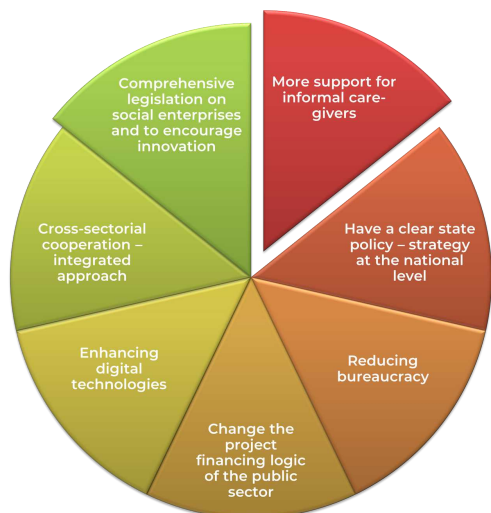
FROM THE D-CARE LABS SCOM MEETING

On 11th March 2021, the D-Care Labs project held the 2nd Digital Steering and Monitoring Meeting, involving the legal representatives of the D-Care Labs partners and representatives of the ASPs.

The purpose of the meeting was to provide insights into the D-Care Labs project, the current status of activities, the discussion of current results, possible policy impacts of project activities, and future developments.

With the welcoming speech from the lead partner Diakonie Baden - Mr André Peters, Executive Director of Diakonie Baden, the active discussion begun with the presentation of results from the country reports, by WP T1 lead Katalin Sabján and Andrea Bagó (TÖÖSZ),

The discussion relayed that, based on the country reports, partner countries in general face similar problems, while some appear to be unique to some countries. Some ideas for the facilitation of innovation in home care and social entrepreneurship were presented (see pie chart).



The discussion following focused on the funding instruments and key messages for policy development. Prof. Dr Andreas Schröer (Uni Heidelberg), Jelena Andelić (ACT Grupa) and Sejdefa Bašić (Fondacija Mozaik) presented the current activities of the work packages Transnational Lab, Social Investment and Regional Lab.

To conclude, Ms Ulrike Truderung from the Joint Service for EU funding policy and projects of the Protestant Church Germany and Diakonie Germany provided relevant information about the new EU multiannual financial framework EU 2021 – 2027.

ON SOCIAL INVESTMENT MAPPING

D-Care Labs as a **transnational structure** aims to **create the ecosystems of social investment** and to **improve the access of lab providers and innovators to financial resources and business partners** in order to **ensure the sustainability of home care innovation structures, services and products.**



ACT Grupa from Croatia works on building the ecosystem including the capacities of Labs to make a step into the world of social investment and ensure financial sustainability and development of Lab products and operations.

During the last 6 months, mapping of social investment ecosystem stakeholders was performed by regional lab providers and partners in 10 countries (Austria, Bosnia and Herzegovina, Bulgaria, Croatia, Germany, Hungary, Moldova, Romania, Serbia, Slovenia).

Mapping exercise was focused on **social investors, investment funds, donors, financial institutions supporting social aims**, as well as different **capacity supporters** in each project country.

The mapping exercise also took into consideration potential opportunities for networking and presentation of Labs in for of events and media partners.

Transnational (and regional) D-Care Lab structure will actively collaborate with the following social investors and stakeholders:



**Social investors/donors/business:
198**



**Capacity supporters:
121**



**Meetings and events:
50**



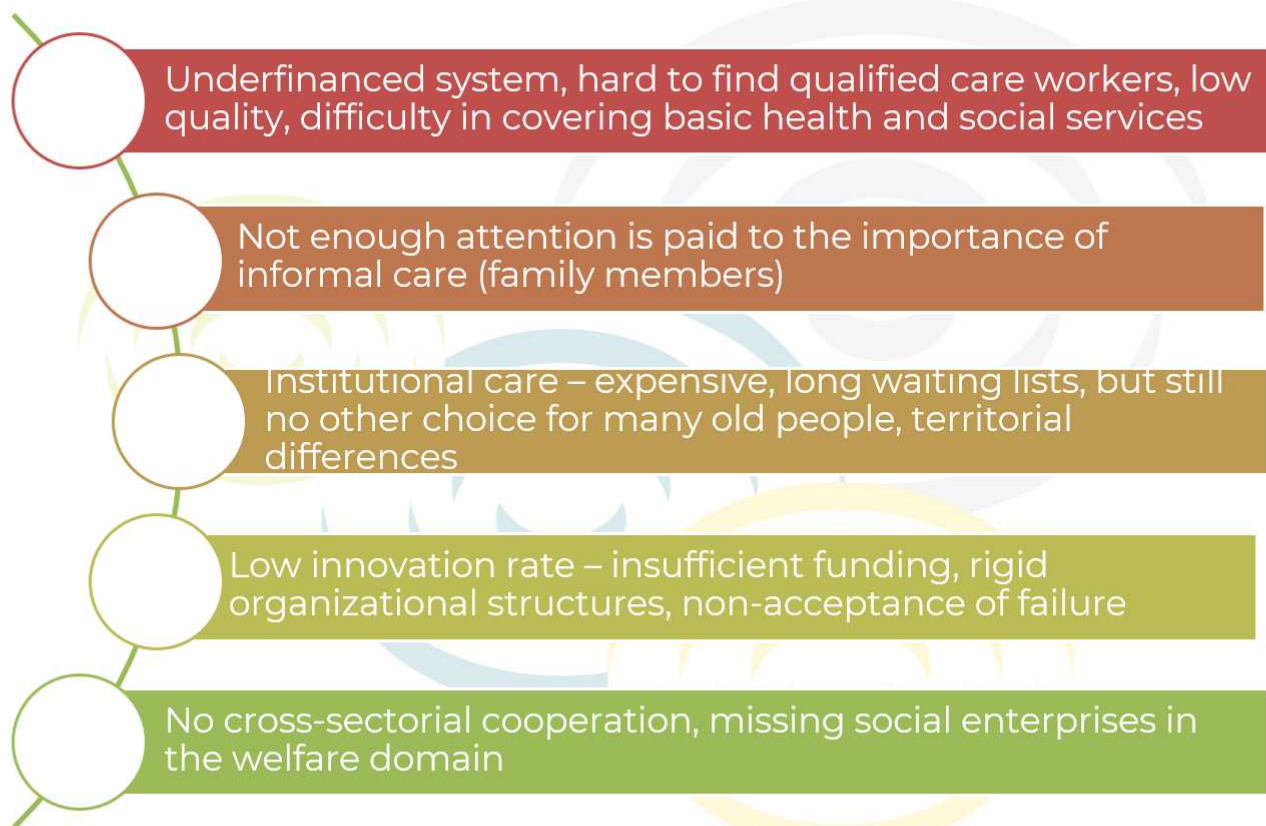
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SHORT FACTS FROM THE COUNTRY REPORTS

The preparation of the country reports prepared by all D-Care Labs partners countries focused on the analysis of the current status of home care; with the description of the legal, institutional, policy and financial frameworks.

The reports also focused on the needs of beneficiaries in each of the countries, with the support the country/municipality provides for home care. The country reports include a short chapter on the support for social innovation in each partner country.

The follow-up meetings and the analysis of the country reports have uncovered that the common issues facing home care include:

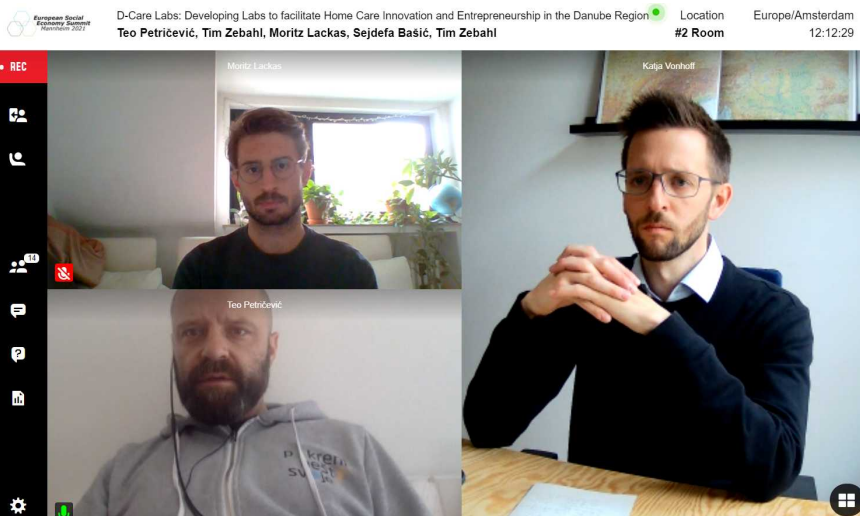


The core group within the work package WP T1 Transnational Strategy, preparing the draft of the Transnational Strategy, prepared it based on the compared results of the country reports.

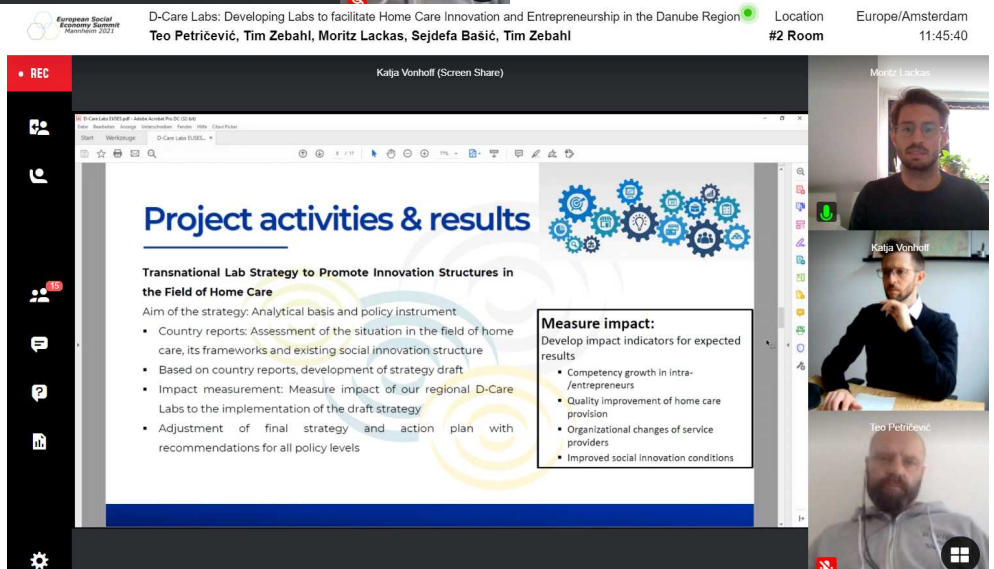
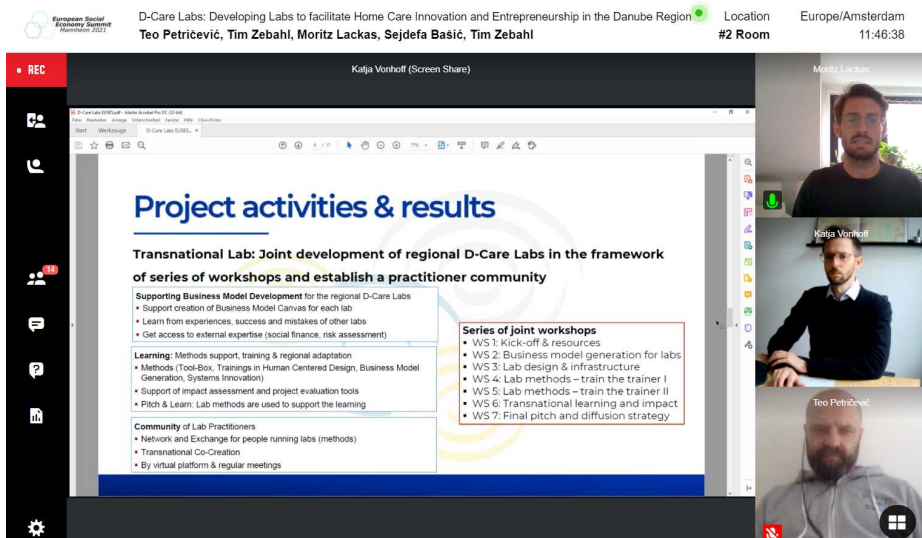
The document includes an assessment of the common needs of beneficiaries, challenges and potentials of social innovation structures. The resources and competences of the different countries have been identified within the process of analysis and lab providing partners have been identified. The document will enable better transnational cooperation, mutual support and synergies in the field of home care innovation in the Danube region.

D-CARE LABS AT EUSES 2021

On 26th May, the D-Care Labs project was presented at the European Social Economy Summit this year by Tim Zebahl & Moritz Lackas from University Heidelberg and Mr Teo Petričević from ACT Grupa, who presented the project, its aims and future prospects.



The 'European Social Economy Summit' (#EUSES) is a jointly organized digital conference by the European Commission and the City of Mannheim aimed at strengthening the social economy in Europe and harness its contribution to economic development, social inclusion as well as green and digital transitions.





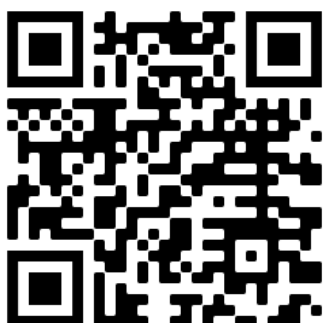
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