*A stream of cooperation.*

A WORD FROM THE D-CARE LABS TEAM

We are nearing the end of yet another year of learning, hard work, experience sharing and practice, so we are happy to be able to share another insight into our work within the D-Care Labs project. With more things learned and more activities done - you can already notice that the length of our newsletter is slowly growing :)

2021 was another year marked by the pandemic, but it was also marked by great engagement of our regional labs and all sorts of activities in the field of social innovation and home care and we are happy to share at least some of them with you in this newsletter.

As we are near the end of the year 2021 and the holidays season is already upon us - we wish you an enjoyable holiday season & all the best in the year 2022 and we hope you will have a good and informative read of our newsletter (and do not hesitate to distribute the newsletter further)!

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A SHORT RECAP OF D-CARE LABS ACTIVITIES

The work packages of the D-Care Labs have been busy with work also in this period and here is just a short recap of activities.

Innovations do not emerge in a vacuum. The development of sustainable new solutions relies on environmental conditions. Therefore, the question is how to lead innovation initiatives to transformative change in order to achieve social impact. In this context, the Transnational Lab workshops of the WP T2 put an emphasis on approaches to system innovation and transformative change. Through a mixture of presentation and discussion panels, the partners concluded: Changing the system is less about maximizing the scope of the new solution but a necessary perspective to reflect the environment of innovation initiatives and to acknowledge its complexity. The method toolbox to promote social innovation, created by the University of Heidelberg, takes up this approach and provides a practical guide for the development of sustainable, impact-oriented social business models.

D-Care Lab project and its partners are all on a very good track of reaching identified potential investors and stakeholders from the social investment ecosystem.



With activities of WP T3 in progress, we are currently learning more on how to empower ourselves in reaching for more financial sustainability of our structures and also products of the Labs. The workshop in Zagreb was the first offline opportunity to learn and exchange more on the topic of investment and social entrepreneurship. The workshops of the two-day event in Zagreb focused on social investment competence building, social and impact investing, impact communication and pitching.

With partners having established innovation labs, the activities in the WP Regional Lab kicked into high gear this year. In addition to WP coordination, Mozaik Foundation offered support to lab newcomers that included virtual collaboration, one-on-one sessions and practical experience sharing and held 4 virtual Regional Labs sessions focusing on Startup Studio concept & lessons learned (with Dženani Šarić, Mozaik Foundation), Startup Studio Personas (with Adela Ramić, Mozaik Foundation), regional lab indicators and potential lab partners (with Selma Mameledžija, Mozaik Foundation) and a session on the sustainability of regional labs from Mozaik's experience, impact management matrix and managing for social impact with Vesna Bajšanski Agić, Mozaik Foundation Executive Director.



UPDATES FROM OUR REGIONAL LABS!

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



You can read about them in the previous **newsletter - here.**

An update from the D-Care Lab BW!



The **16 German Innovation Teams** got a lot done during this last period of D-Care Labs! After the project had opened successfully in April, also the second workshop was very productive. Supported by the experts from Diakonie Baden and Grünhof e.V. each innovation team further defined their **specific solution** using the information they gathered in various interviews with their target group. Working online with digital tools worked well, despite the growing curiosity of everyone to get to know each other in person.



Finally, in June, circumstances allowed an offline **meeting in Freiburg** on the creative and innovative premises of Grünhof e.V., for our third workshop concerning prototyping. All teams were supported by an individual mentor from the Grünhof-Network in order to create a simplified test model for their aspired innovation. After defining elements and stakeholders necessary to implement their idea, they created a user flow to test, if their idea was complete, comprehensible and reproducible. By giving each other feedback, the teams got to revise their prototypes further.



In November, for workshop number four on Financing and Social Business Model, we had to go back to our home-office streams. Experts from various funding areas gave inputs on the diverse instruments for finance and funding options.

Looking forward to our fifth workshop in February of 2022, we're excited to come up with fresh and efficient marketing strategies to get the innovative ideas out into the public.



Photos: ©Grünhof e.V, photo 2: Nils Theurer

UPDATES FROM OUR REGIONAL LABS!

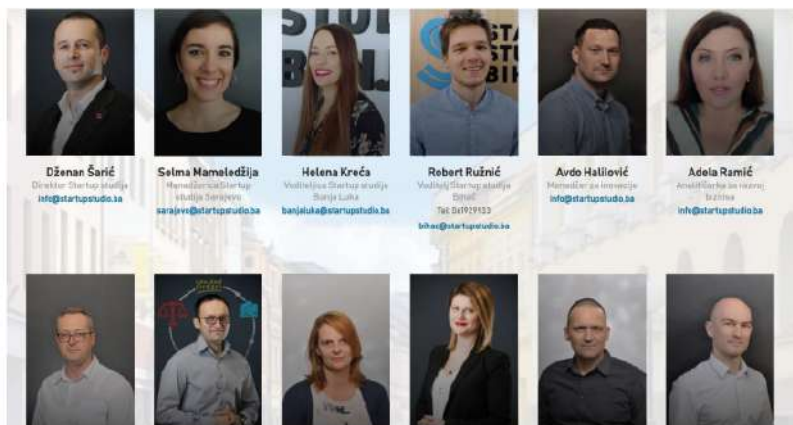
Hello from Startup Studio, Bosnia and Herzegovina!



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

In the previous period, we worked with selected **6 social innovation teams** on the development of their business model. They received continuous **one-on-one mentoring support** throughout the process.

Our mentors supported them all in developing business canvases, that could facilitate their access to potential investors and partners.



Lab team members available for consultation for each social innovation team

Through the Startup studio, they got **support in process of prototyping their service** in the market and prepared them for potential investment in their business model.

Throughout this whole process, we continued promoting social innovation in home care and organised **two social innovation nights** - events where we gathered innovators and professionals from different sectors.

That was the time to share an experience on social innovation in home care but also initiate a forum for further development of this field.

The feedback from participants was that they love the idea of regular gathering and discussing ways of innovating in home care in Bosnia.



Let us share **one more great news**, Startup studio In cooperation with the University of Sarajevo School of Science and Technology (SSST) organised the **Smart Health Challenge** as part of the fifth Mediterranean Forum. This challenge was opened to students and students from all Mediterranean countries, regardless of interests or skills. The task of the participants in the challenge was to come up with innovative and smart solutions for a particular aspect of the health care system, which could be improved or improved, or a health problem globally.

We selected four great ideas that are in the domain of home care and now the game goes on, prototyping is in front of us, stay tuned...

UPDATES FROM OUR REGIONAL LABS!

Hello from Dedication Lab!

Dedication Social Innovation Lab started its activity in May 2021 with 5 teams working on different topics related to innovation in the field of home care. The lab cycle is tailored to participants' needs working closely with a mentor. The innovation ideas vary from a sensorial museum with an experiential apartment for education and raising awareness and empathy towards visually impaired people to the development of ITC competencies for seniors, integrated home care services, or a complex psychological support service centre. Ideas are still adjusting and teams are still dynamic so, besides the ideas mentioned, other ideas being discussed are online sport/ kinetic therapy sessions for seniors or community laundromat social enterprise.

The lab is implemented in a **hybrid format** with online and offline sessions and we adjust our program in order to accommodate participants' needs and the national/ local regulation regarding Covid-19. Lab program also **includes a series of online webinars and training on social entrepreneurship**.



The webinars are facilitated by an expert in social services on 8 different innovative topics: cognitive intelligence (IQ) and emotional intelligence (EQ) in professional social service relationships, evaluation in social services interventions, involving vulnerable people in the design of social services, ecological social work and the community services, the latest technologies used in home care services or residential centres, successful social economy business model, helping a beneficiary to become a resource for themselves and the people around them and how can we increase trust in social services and motivate people to invest in social services? For these online events more than 200 professionals in social services and home care from all over the country registered which form now a community where they have the opportunity to discuss social innovation.

The 10 days training course on social entrepreneurship was organized in November for 20 persons, participants in our lab or other professionals with the aim to develop new skills and to further develop innovative ideas.

The development of a (social) business mindset in our participants it is an important activity in our lab. We are working towards connecting the innovation teams with the local entrepreneur community. The partnership with Pro Business Association is an important milestone in our project and gives us access to business mentorship, networking events and potential support from entities interested in supporting social innovation.

The **lab also works as a connector between different stakeholders**. In August 2021, in order to promote social innovation in our community, we organized a networking event with several local active NGOs. In November, at the online meeting organized in partnership with Brasov County Council for the local authorities, we presented the practical example of Diakonia Sfantu Gheorge of how public-private partnership can be implemented for providing home care services. Diakonia has partnerships with 22 municipalities from Covasna county supporting 60% of the home care services that the organization provides in 64 localities.

UPDATES FROM OUR REGIONAL LABS!

D-Care Lab Serbia says hi!



The D-Care Lab Serbia was established in June 2021 as a place for creating new ideas that will bring positive change to a life of children with disabilities. The aim of the Lab's work is to **support social intrapreneurs in developing innovative social programs for children** facing these kinds of difficulties.



In the Lab first training module, **20 participants** (social intrapreneurs, social service providers, CSOs representatives) took part. At the workshops, participants had the opportunity to learn about design thinking as an approach for finding solutions to the challenges children and young people with disabilities and their families in Serbia are faced with.



The implementation of this approach should **enhance** not only **the quality of life of children and their families** but also of their respective communities.

During the workshops, the emphasis was placed on the application of the principles of social entrepreneurship to organizations for children and parents, and on the design of services that will improve children's quality of life (who face numerous and complex problems).

Participants were encouraged to exchange ideas about design thinking and its methodology. Group work was accompanied by special guests from Clarivate who elaborated on how companies tackle the issue of 'generating different ideas.' During workshops, participants also had an opportunity to learn about how to present an idea to stakeholders, in this case, the corporate sector, and to try first hand in front of a jury made up of colleagues from Clarivate Serbia.

In October 2021, Sasa Stefanovic, director of The Network of Organization for Children of Serbia – MODS **participated in the social dialogue as a forum for the exchange of ideas and views** was organized by the Ministry for Human and Minority Rights and Social Dialogue, in cooperation with the Ministry of Labour, Employment, Veterans and Social Affairs. "The concept of social entrepreneurship and examples of good practice in the Republic of Serbia" was the topic of social dialogue. On this occasion, Sasa Stefanovic, as an example of good practice, spoke about the **establishment of #DCareLab – Social Innovation Laboratory as a place for ideas that should bring good for children.**



UPDATES FROM OUR REGIONAL LABS!

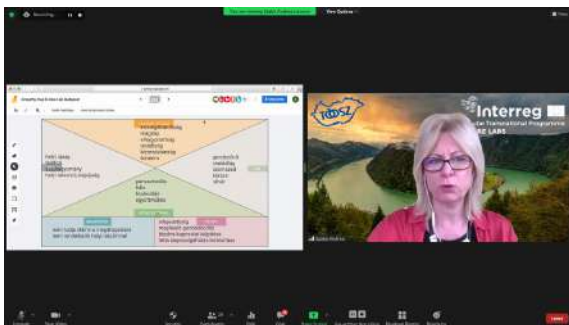
Hello from D-Care Lab Budapest!



Let us give us an update from our Budapest Lab. The Covid-19 pandemic has impacted our lab as well. The virus situation forced us to organize most of our workshops online. We had our first workshop on the 21st of May, where our 3 mentors introduced the methods used in the Lab (design thinking, lean start-up, etc) and how to identify and research the target groups.



The second workshop took place on the 16th of June, where the focus was put on how to create personas, empathy and ecosystem maps. We need to emphasize how proud we are of **our innovation teams** because they **adapted well to the online environment**. Fortunately, the virus situation allowed us to hold our 3. workshop in person at the end of September that we were delighted about. At that workshop, teams had their first encounter with the Business Model Canvas. Drafting a business plan appears especially challenging to municipal teams as their service provision approach is not market/business-oriented, so this requires an actual paradigm shift from the participating teams.



The last workshop in 2021 was moved to the online space again and teams had a chance to present their detailed business models and they got guidance from our mentors.

Our mentors are truly doing a great job reaching out to teams and having one to one mentoring sessions. Due to a request from innovation teams, mentors included in the last workshop a session about marketing.

Besides holding the workshops in the online space, we had to face other challenges in our Lab. Many of our municipal innovation teams struggle with the idea of creating a service for the market. **Developing social innovation entails thinking outside the box** not constrained by the bureaucratic framework municipal workers were socialized in.

Despite all these difficulties, we are hoping that some truly innovative products will come out of our Lab. Just to pick one: One of the participants in the Hungarian Lab is in the process of **developing a system that connects patients and doctors via a web interface** (also via video call), **educates patients and informs them about what to do considering their symptoms until they contact the doctor**. This system also helps to advise patients on the right patient journey. In addition, they would support the implementation of tests that can be carried out at home using currently available and newly developed tools.

The target groups are patients or their caregivers who have difficulty leaving their homes but can use the internet, or patients who would like to keep physical encounters to a minimum because of the potential risk of infection.

UPDATES FROM OUR REGIONAL LABS!

Hello from D-Care LAB - Croatia!



In Croatia, a regional lab named **Center for Social Innovation (Centar Socijalnih Inovacija)** was launched by ACT Group in autumn 2021.



The Centre gathered multiple stakeholder groups, experts and selected participants, i.e. **organisations and social enterprises working with the elderly, blind or partially sighted people, as well as children, unemployed people, people at risk of homelessness and people with intellectual disabilities.**

In the Centre, we are working with our participants in both group sessions and individual personalized sessions. We have found this to be the most effective way to support our participants in not only the development of their innovative ideas but also in the development of their confidence and social innovation knowledge.

Moreover, in our team, ready to support the participants, we have experts on topics of social entrepreneurship, social innovation, social investment, social impact measurement, finances, digital development, communications, etc.

We are looking forward to having a regional event in the form of a social gathering of all of our participants, which will include an exchange of ideas, passions and inspiration, just before the end of the year!

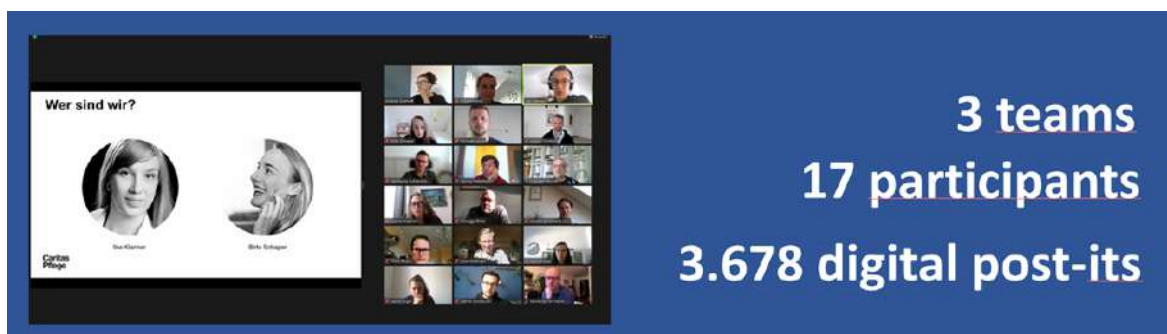
UPDATES FROM OUR REGIONAL LABS!

Hello from D-Care LAB - VIENNA!



In the D Care Lab Vienna (started in April 2021), we worked together with 16 experts from various fields. Participants from the field, those affected, scientists, companies and start-ups developed prototype digital support services for people living at home along with the three key areas of mental health, loneliness and time management.

In a user-centred iterative process, around **103 ideas emerged**, from which we then **developed 3 prototypical solutions** for the respective challenges. Two very experienced external facilitators accompanied us through this design thinking process.



In the summer, a panel of experts from Caritas Vienna decided on a solution for further product development.

Kuckuck - is a digital meeting place for people - with Kuckuck you have the opportunity to meet new people in a simple and uncomplicated way. The focus is on doing things together. This ranges from a simple playful exchange to a joint quiz or a digital game that we play together. Kuckuck is **currently in the USER test phase**.

At certain times, we meet with interested people and develop the tool further together. We also work together with a digitalization agency.



Kuckuck can be used to cover different needs:

- It can be an **interface for online/offline meetings**.
- It **supports the digital skills of our target groups** (a coaching or buddy system is being considered).
- It **matches people with similar interests** without an algorithm, simply by doing things together.

Kuckuck primarily addresses older people, but can also be used as a cross-generational offer.

UPDATES FROM OUR REGIONAL LABS!

Hello from FSSB!



Федерация на
СОЦИАЛНИТЕ СОРУЖЕНИЯ
в България

One of the most valuable achievements of the FSSB laboratory during the second half of 2021 was the **creation of a shared online environment** and conditions for networking between the participants beyond the Lab modules.

To inspire the participants for the new and the unknown, to experience the lived lab spirit with teamwork, co-creation of solutions, to form intra-organizational teams, and to follow up on different ideas was our main focus. Nevertheless, we are not losing sight of the final and yet open-ended results and their innovative potential. We already saw the development of valuable ideas, which are ripe for prototyping and testing such as actual "Social" media, Cooperative among small family restaurants "Meal with a cause", Job design for social facilitators, and many more.

There was also a **vivid networking with organizations outside the Lab** such as the Sofia municipality with its initiative Innovative Sofia, the Bulgarian Red cross, Bulgarian Venture Capital Association, Karoll – Knowledge Foundation, and startup ecosystem supporters like BESCO – the Bulgarian Startup Association, Reach4Change, America for Bulgaria Foundation as well as academic institutions - The University of Ruse, The Sofia University St. Kliment Ohridski, the Bulgarian Academy of Sciences, social entrepreneurs and freelancers.

The applicants' selection was an open one – potential participants were invited to send their motivating applications. In mid of July, we did kick the Lab off with all applicants being invited. The Lab was introduced digitally via Zoom, using Miro boards, Typeform, and Mentimeter online tools.

Three modules took place this year, starting end of September. Right now, the Lab is in the middle of the design thinking process with the "empathize - define - ideate" phases behind.



The lab curriculum consists of three forms of virtual interactions within each module - seminars (three hours in the evenings), all-day workshops (where the participants are divided into two groups according to their preferences week-days or days-off), and additional "Lean-tea meetings" (scheduled and on-demand). A digital Lab hub on Miro uses the Danube map as a metaphor for the innovation journey (with Interreg palette colors for each design-thinking phase). It leads to all resources, archives, scheduled events, and access to open collaboration boards, where the participants could interact and reflect outside the online events.

Additionally, the Lab crew held a two-day in-person workshop in Varna with the three of our teams - the so-called Black sea teams (FSSB members and partners from the sea coast region). It mirrored the first three phases of the design-thinking cycle in a design-sprint modus. Thus, we continue building the innovative capacity of the participants, grounded on the creation of synergy effects and mutual support.

UPDATES FROM OUR REGIONAL LABS!

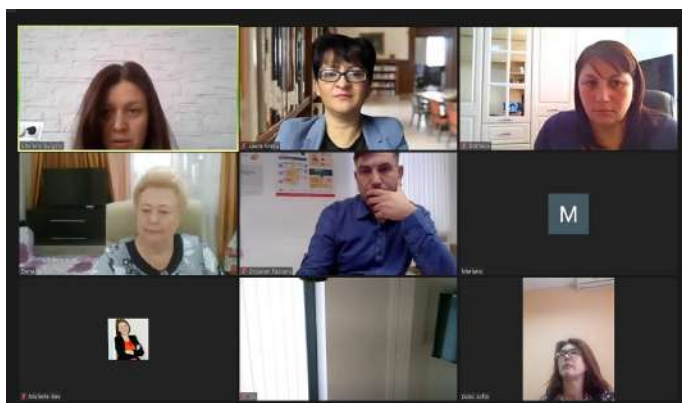
Hello from Agapedia Moldova!

In the second half of the Year, Agapedia Foundation Moldova launched the Social Innovation Lab. The Lab program consists of **4 hands-on workshops and individual coaching sessions** with each individual team (distance learning).

On July 15th and 16th, the first 2 workshops were organized for the **18 Lab Participants**, which covered the Design Thinking methodology. Participants started to **"think outside the box"** and defined the core problems they are trying to solve within the Lab and identified new solutions to the problems. During the workshops, the participants started to work on the prototype of the innovative home-based care services.

On October 18th, 19th and 20th were organized the individual coaching sessions with each individual team, during which the participants received feedback from mentors on improved and developed prototypes from the 2 days of the workshop.

The third workshop session, delivered on November 24th served as a follow up to adjust and improve the findings during the individual work and prepared the technical requirements for a real product.



On November 30th the **Regional Public event** was **organised**. The event was focused on the promotion of the Regional Lab (the aim, activities and results envisaged to be achieved) and the presentation of the Comparative Analysis of Home-based care, done by the experts within the project. 34 participants attended the event.

MEMORANDUM OF COOPERATION SIGNED

At the end of October, D-Care Labs partners the Network of Organizations for Children of Serbia - MODS and Mozaik Foundation (Bosnia and Herzegovina) signed a Memorandum of Cooperation guided by a common goal to help young people and young entrepreneurs.

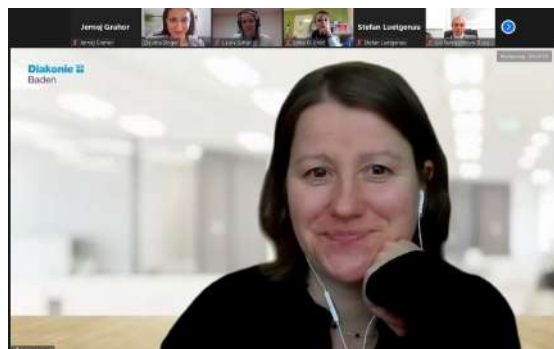


The memorandum sets the framework for launching joint initiatives and projects, actions in the field of social entrepreneurship and social innovations of home care, as well as promoting the activities of the D-care Lab regional laboratory on the LONAC platform.

This is among the first steps in furthering transnational cooperation in the field of social innovations in home care in the region that our project is striving towards.



D-CARE LABS AT THE 8TH DANUBE PARTICIPATION DAY



Digitalisation and digital solutions can enrich the lives of us all and pave the way towards a more sustainable, innovative and prosperous future. To truly ensure such a future for all, it is time that discussions on participatory decision-making & digitalisation were the main themes of this year's Danube Participation Day – an annual platform for stakeholders in the Danube Region.

This year's event has offered the opportunity to discuss the potentials and challenges of digitalisation for health and home care and social services with Katja Vonhoff from Diakonie Baden, lead partner of the D-Care Labs, taking part in panel III of the opening day of the 8th Danube Participation Day entitled 'Accessibility & Digital Skills'. The panel focused on the improvement of access to social services and care through digitalisation and put the spotlight on the importance of media & digital literacy for sustainable democracies and capacity-building for participation.

Ms Vonhoff presented several initiatives focused on the use of digital tools that have been developing in our regional labs. When focusing on necessary changes that need to be implemented in the Danube region to support digitalisation further, Ms Vonhoff pointed out the need for developing low-threshold access and enabling the learning of (digital) tools.

We are at the conclusion of our short newsletter and the consortium of the D-Care Labs project wants to thank you for following along with our activities!

We hope for even fruitful cooperation in the year to come and are always happy to hear from you – be it suggestions for improvement, more information, ideas, or even a simple Hello!

For more about our day-to-day activities, we invite you to follow our social media accounts.

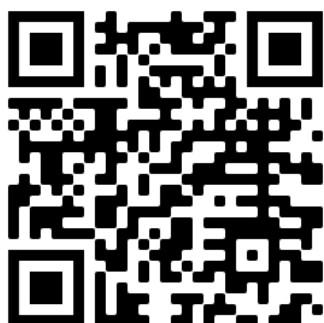


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