The Digital Integration Platform

Helping municipalities to integrate migrants and refugees
From pilot project to nationwide solution.

• Jointly developed in 2015 by the integration association "Tür an Tür," the Technical University of Munich, and the Social Department of the City of Augsburg.

• Integreat helps …
  … people to find their way in a new environment
  … integration officers to do their work quickly and efficiently.
  … municipalities to carry out digital integration work cost-effectively.

• Integreat connects integration actors on the ground and is used by ~90 municipalities across Germany.
Integreat decreases information poverty.

**Situation**

- Almost all migrants and refugees have access to a smartphone.
- Integration-related topics are very dynamic – as is the content.
- A stable internet connection is not always guaranteed.

**Solution**

- Integreat makes local information, offers, tips, contacts and addresses easily accessible.
- Authorities and advisory services can focus on 1-on-1 consultations as important resources are freed up.
Open data for information transparency.

• **Local integration information** provided by experts on-site

• **Collaboration and shared usage** of content and translations

• **Multilingual content digitally available** and easy-to-find via search engines

• **Interfaces to additional relevant services** (e.g. job platforms)

• **Open Source and Open Data** ensure sustainability and transparency
Facilitating local integration processes.

• Municipal integration officers are supported by the Integreat team in their responsibility to provide information transparency on a local level.

• A shared communication space between integration actors, volunteers, migrants and the municipality is created.

• Knowledge transfer between all municipal partners is encouraged and enabled by annual regional and nationwide events.

• While events such as the Covid-19 pandemic or the war in Ukraine spark awareness of information necessity creating lasting cooperations is key.
Looking ahead.

• **Improved understanding of migrants needs** through randomized controlled trial

• **Reducing translation costs** by offering improved automatic translations

• **Strengthening links to municipal websites** by enabling integration of Integreat

• **Easing information search** within Integreat by piloting a chatbot

• **Scaling the impact beyond Germany** through international cooperations
CONTACT

Tür an Tür – Digitalfabrik gGmbH
- Integreat -

@ info@integreat-app.de
WWW www.integreat-app.de
twitter.com/integreatapp
Facebook facebook.com/integreatapp
GitHub github.com/digitalfabrik