



D-Care Labs: Summary of Pilots of Regional Labs

D-Care Labs project

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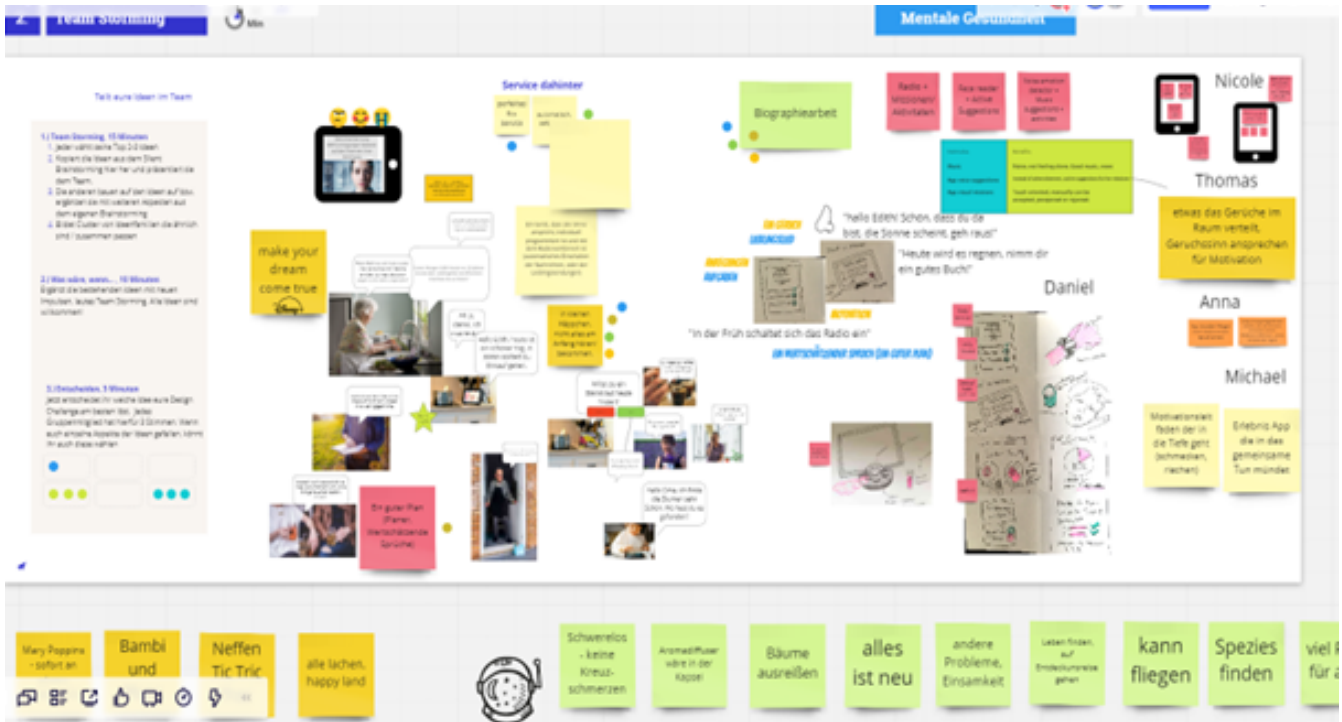
D-Care Labs in the Danube region



Germany	Serbia	Austria
Bosnia	Hungary	Romania
Moldova	Croatia	Bulgaria

D-Care Lab Austria

"Following the design thinking process, we go on along the canvas business model for Kuckuck and to lay a foundation for piloting and further testing of the product."
 D-Care Labs Austria team



In a user-centred iterative process of the social innovation D-Care Lab in Austria, around 103 ideas emerged, from which three prototypical solutions for the respective challenges were developed. Two external facilitators accompanied the regional team through the design thinking process. At the end of the process, D-Care lab Austria went further into testing and product development with one solution (Kuckuck).

The starting point of their design thinking process was a survey of the central needs in the care sector of Caritas Vienna. They were able to focus on three topics: loneliness, mental health and time management of carers.

Three solutions were developed: Kuckuck, Sinnday, Carinote. Caritas Vienna decided to go further with one of the solutions (Kuckuck) into the product development phase.

D-Care Lab Bosnia and Herzegovina

"Lessons that Mozaik Foundation learned during the implementation of the D-Care Labs project are almost immediately incorporated back into our strategy, and innovation is encouraged across the entire organization. We created an online and offline ecosystem of partners ready to participate in and fund social innovation in the area of homecare in Bosnia and Herzegovina." D-Care Labs Bosnia team



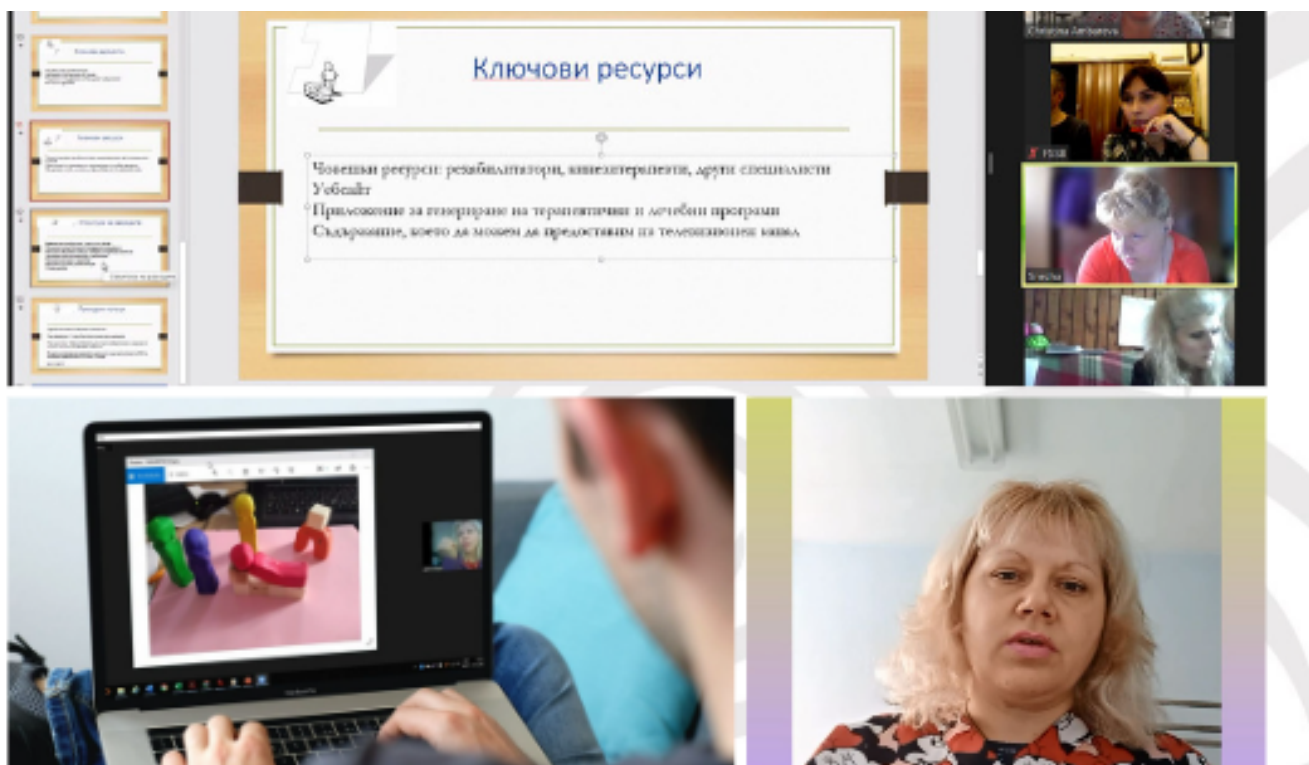
The D-Care Lab in Bosnia and Herzegovina is run by Mozaik Foundation and is set in digital and physical forms. Physical spaces exist within three start-up studios in Banja Luka, Sarajevo and Bihac and are supported by three city mayors who decided to support innovation and entrepreneurial scene in their cities. The digital form of the Lab is the online community lonac, www.lonac.pro, which is constructed as a co-creation community for professional development and opportunities for social innovations and the creation of social businesses.

Within the D-Care Labs project, six social innovation teams were supported in developing their social innovation business models. 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. Through Startup studio, they got support in the process of prototyping their service in the market and prepared them for potential investment in their business model.

Throughout this whole process, lab staff continued promoting social innovation in homecare and organised two social innovation night events where we gathered innovators and professionals from different sectors. That was the time to share an experience on social innovation in homecare and initiate a forum for further development of this field. The feedback from participants was that they love the idea of regular gatherings and discussing ways of innovating in homecare in Bosnia. Mozaik team presented the D-Care Labs project and immediate outcomes of the Bosnia lab at several international conferences, including the Ministerial Ageing Conference organized in Rome, Italy, in June 2022.

D-Care Lab Bulgaria

"We still have a long way in social innovation homecare field, but our results and interest of the community make us hopeful." D-Care Labs Bulgaria team



The D-Care Lab in Bulgaria (LabSI) is one of the newcomer labs within the project. The Federation of Social NGOs in Bulgaria (FSSB) is, in essence, a network rather than an 'umbrella' of its member organizations and was established for members' benefit, it seemed important for the LabSI to focus on a target group of the social professionals (intrapreneurs). In addition to the vocational training centre, which promotes and improves the competence of people from the helping professions, in the face of the Laboratory, we have acquired a new structure to operate in the area of ideas and solutions to social challenges, especially those concerning fieldwork and affecting helping persons on the one hand, and the design of the homecare on the other.

The pilot cycle on innovation in homecare took place online for the most part, and following the Design Thinking cycle, consisted of six modules - each consisting of two to three structured and as many more lean sessions as optional, where one of the modules was an iterative one, and another was extended with an additional optional qualifying training. The cycle ended with seven innovative ideas/solutions at different stages of development, and 16 participants qualified in entrepreneurship, validated through formative assessment during the Design thinking cycle and the Business-modeling process, a Competence survey.

D-Care Lab Croatia

"The project enabled us to establish a specialised social innovation program for developing homecare and community-based services." D-Care Labs Croatia team



The Center for Social Innovation - CSI in Croatia is a support program for social service providers and social enterprises. CSI also offers mentoring services for the development of innovative services as well as support for innovators in the realization of ideas through the incubation program. CSI was created by ACT Group as a part of the D-Care Labs network in 9 countries of the Danube region.

The D-Care Labs / CSI participants are individuals and organisations motivated by organizational and personal development and a better understanding of the field of social innovation. Social service providers who wanted to contribute to the development of the ecosystem of innovation worked on improving their homecare services for the benefit of children, disabled persons, elderly and infirm but also long-term unemployed people, blind and visually impaired.

During the D-Care Labs homecare project, eight teams worked on the development of innovative services; five of the designed innovations passed the prototype phase while four projects are already on the market with their new services.

D-Care Lab Baden-Württemberg, Germany

"The challenges in the German care sector are enormous. Therefore, we must mobilize all stakeholders in society to enable care-dependent persons a dignified life today and in the future. The D-Care Lab BW innovation program offers a professional support for a variety of actors to develop new solutions in homecare and community-based services." D-Care Labs Germany team



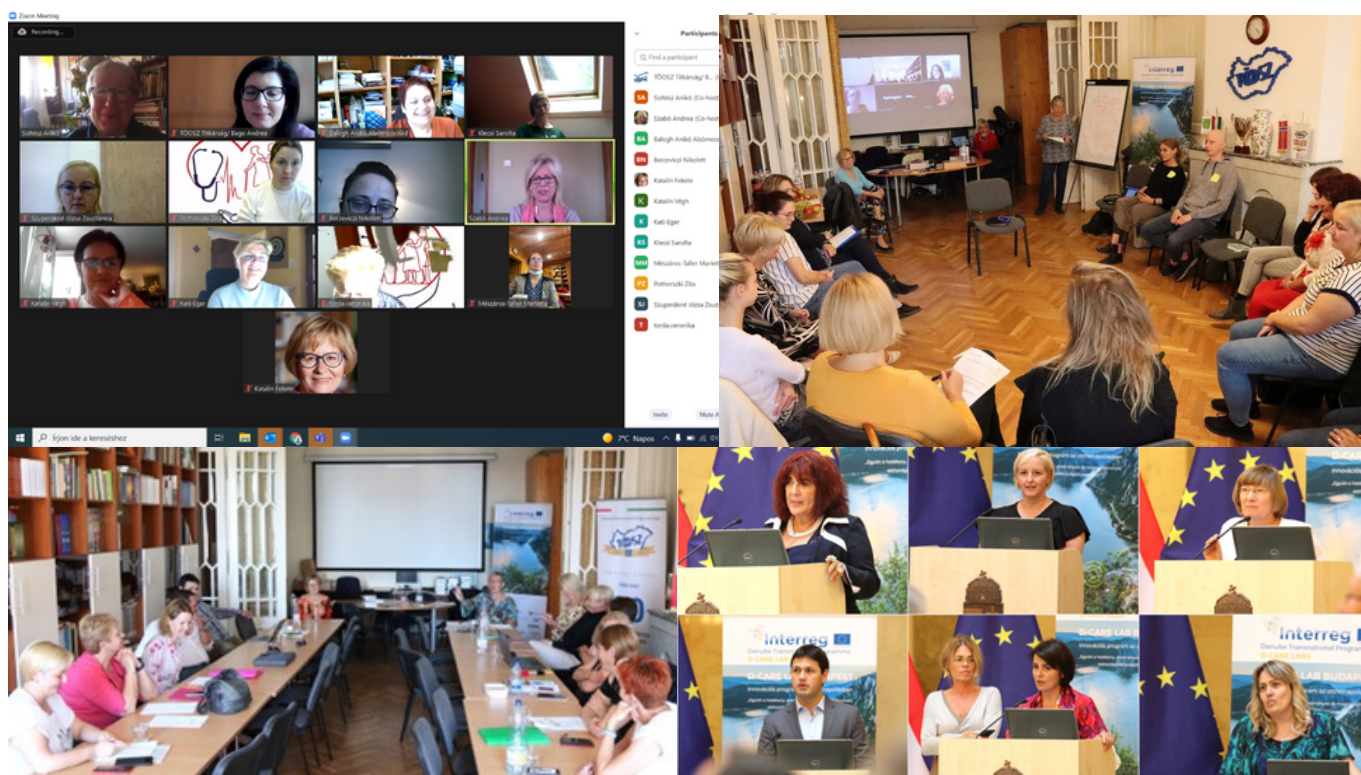
The D-Care Lab BW innovation program was jointly conceptualized and implemented by Grünhof e.V., Diakonie-Baden-Württemberg and its regional partners (Ministry of Social Affairs, Health and Integration BW, care insurance AOK BW, the BW umbrella associations of counties, cities and municipalities as well as of free welfare organizations BW).

In the pilot phase, 16 mixed innovation teams from 43 organizations (e.g. homecare service providers, volunteering initiatives, counties, local authorities, enterprises) developed 16 new innovative homecare solutions from April 2021 to May 2022. The teams were accompanied in the different phases of the social innovation processes: Problem exploration, ideation, developing and testing a prototype, elaboration of a social business model, marketing and impact. Between the six workshops, the teams received further individual support.

The D-Care Lab BW published the call for the 2nd lab cycle in autumn 2022. It is further financed by a Baden-Württemberg funding program. The D-Care Lab team managed to successfully extend the regional partnership and networks. The lab proofed its impact and unique partnership.

D-Care Lab Hungary

"The photos below describe best our work in the Hungarian Lab. Due to the Covid-19 pandemic, we organized most of our workshops online on the Zoom platform. As most of our participants are social service providers and belong to generation X, the use of video conference tools was met with some difficulties. As the pictures show, it was quite a challenge to make a screenshot where everybody looked into the camera. However, the pandemic trained us so well that we even realised hybrid events!" D-Care Labs Hungary team



The D-Care Lab Budapest provides social intrapreneurs know-how, methods and a support network on social innovation and entrepreneurship for developing new innovative and sustainable homecare solutions. The innovation teams which participated in our first lab cycle were accompanied and supported step by step on their concept development journey. Divided into modules, we worked together from problem identification, through prototype development, elaborating social business models. Collaborative thinking involves UNDERSTANDING of the user needs, DEFINING the problem, THINKING about possible solutions, selecting the best idea and creating the PROTOTYPE, testing it, making the necessary FINDINGS based on it, and finally producing the FINAL PRODUCT/SOLUTION. We ensure the development of key skills for a successful communication strategy, support business and service development, and provide a support network across Hungary. We shared best-practices from across Europe. 14 innovation teams started the first cycle of D-Care Lab Budapest, 6 of them completed the whole process. However almost all of them are still in connection with our LAB and work further on their innovation idea. The second LAB cycle starts in February 2023 with 5 innovation teams. TÖOSZ operates D-Care Lab Budapest from own resources after project end.

D-Care Lab Moldova

"Promoting social innovation in the area of homecare and giving an opportunity to innovate in Moldova is already a big step forward" D-Care lab Moldova team



The D-Care Lab Moldova is run by the Agapedia Foundation Moldova. During the project implementation, they organized four social innovation laboratories to enable social service providers to design and implement better and more innovative care services at home.

The Lab program consisted of four hands-on workshops and individual coaching sessions with every team individually. Within the workshops, the participants defined the core problems in the field of homecare. The workshops aimed to identify new solutions to the problems and to start the work on the prototype of the innovative home-based care services

D-Care Lab Romania

"The lab is a good opportunity to start the conversation about social innovation in homecare in Romania. Although the topic of social innovation is challenging, we managed to create a community of 300 experts in social services open to innovation. We planted small seeds that need nurturing and, most of all, a lot of CARE. Our team is grateful that the first steps in social innovation were guided by an international consortium formed by dedicated experts. We still have a long way, but our results make us hopeful." D-Care Labs Romania team



D-Care Lab in Romania, the so-called Dedication Social Innovation Lab, is the first innovation structure in the field of homecare in Romania. The Federation of Social NGOs in Transylvania launched this lab in May 2021 and a number of 32 persons registered. After several meetings, 6 teams were formed by 15 persons, social intrapreneurs, experts in homecare and social assistance. In the last stage of design thinking, 5 teams decided to finalize the program.

The Dedication Lab organized eight online workshops facilitated by an expert in social assistance, and these online events were attended by more than 250 participants from all over Romania.

In addition, a training course in social enterprises was organized in cooperation with Fundația "Alături de Voi" 20 participants attended this online training event.

All these activities created the opportunity for a professional community formed by more than 300 experts in social assistance from Romania.

D-Care Lab Serbia

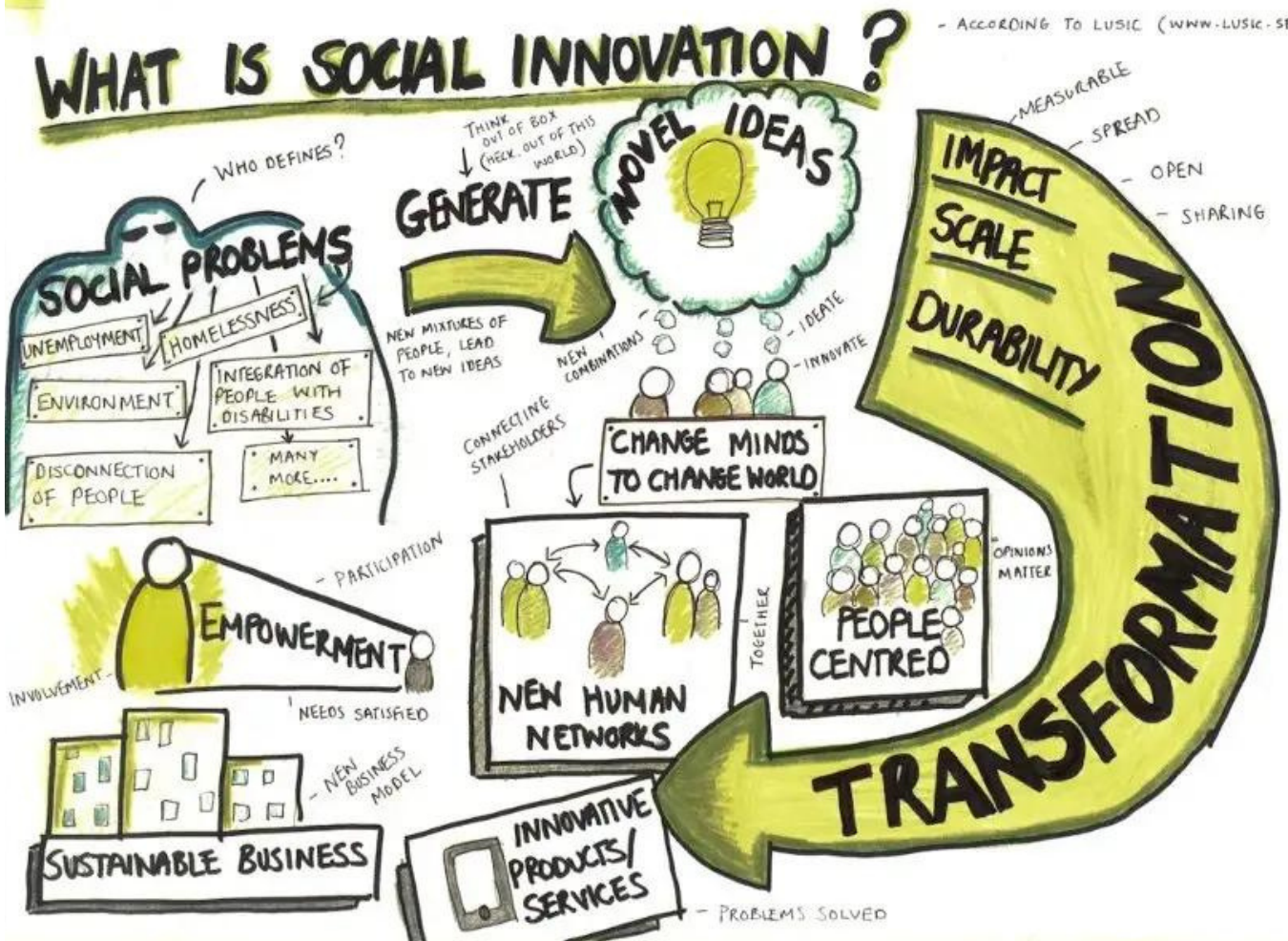


Due to the need for innovative solutions to improve children's lives in Serbia, within the "D-Care Labs" project, MODS organization developed the MODS D-Care Lab Serbia, so-called Social Laboratory - Incubator for services for children and families. As part of the lab, they offer a support program for associations and providers of social protection services from Serbia in developing new products and services that will support the lives of children with developmental difficulties in the family.

The lab provides space for thinking and discussion, developing new ideas and their further implementation. The pilot program consisted of a series of workshops covering topics: entrepreneurship, design thinking methodology, resources for developing innovative ideas, business models, go-to-market strategy, product promotion and distribution, and finance and involving different stakeholders acting equally.

Ten innovation teams received support in the first cycle for developing a prototype product or service by applying an innovative design thinking method. In the second cycle, five innovation teams, from an innovative idea to a service prototype, received support for developing a business model, connecting with investors for social innovation, presenting products at a special event and raising funds with continuous mentoring support.

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We promise to continue innovating, so stay tuned!