



PRACTICE ABSTRACT
Digital technology

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INTEGREAT - AN APP TO HELP NEW IMMIGRANTS

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Integreat is a smartphone app that provides important local information from public administrations of a municipality to newly arrived immigrants. The platform was originally developed in the context of the “migration crisis” in 2015 for German public administrations, but in recent years Integreat has been making its way to other European countries. With the app, local public authorities and administration can provide information in multiple languages to break down language barriers. Thus, Integreat helps to ease communication between the local public administration and newcomers from various cultural and language backgrounds. Furthermore, Integreat is designed independent of the migration context and offers support to overseas professionals, as well as to refugees and asylum seekers.

Integration can be a complex process associated with various challenges. The obvious ones are language and cultural barriers. Apart from that, Integreat also offers practical services such as information on registration issues outside the public administration’s opening hours. Hence, Integreat is highly adaptable to local needs.

Another reason why this app was created is to help to address the shortage of skilled workers in some companies. Integreat provides a platform to search for new staff, but also for interested workers to find a job. New immigrants can get easier access to the labour market through the information related to “Work and apprenticeship training”. A further benefit of the app is providing addresses or opening hours, which may change frequently. Instead of re-issuing brochures following such changes, information can be updated easily in the app.

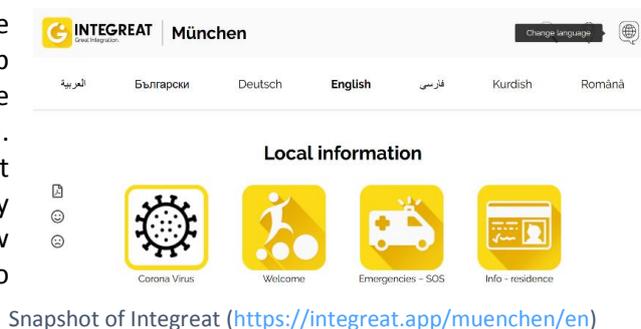
The mobile guide is offline and in an open source that works on cell phones and PCs. Integreat was developed (and is still maintained) by a non-profit organisation called “Tür an Tür – Digital factory gGmbH” in cooperation with researchers from the Technical University of Munich (TU München).

<p>Application scenario</p> <p>Information and orientation provision by local public administration for citizens of a community, especially newcomers</p>
<p>Digital technologies</p> <p>Digital computer/smartphone app that works online and offline</p>
<p>Socio-economic impact</p> <ul style="list-style-type: none"> ▪ Economic: labour market improved, equal opportunities ▪ Social: access to information; individuals’ well-being, digital integration, cohesion, improved governance
<p>More info: https://integreat-app.de/en/ (English), https://integreat-app.de/idee-wirkung/ (German)</p>



Purpose of the tool

The Integreat app was developed to provide all the necessary information in multiple languages to help in the orientation of immigrants who experience the challenge of integration and lack of information. Thus, integration becomes easier and people do not get lost in their new society. Also, there is typically no internet available when people move into a new flat, while asylum seekers' hostels might have no Wi-Fi. Therefore, the app was developed to work offline.



Since 2018, the development of the app has been extended to other European countries facing similar migration issues.

Description of the tool

Integreat is an open-source multilingual smartphone app that also works offline. Basically, the local public administration provides information for new immigrants, like addresses, opening hours or available language courses. The information can be grouped and represented by symbols. Usually, all information is provided in multiple languages. The choice of the information and languages provided depends on the local public administration. New information can be added quickly, for example, updates about the local COVID-19 situation.

The information provided differs for every community, meaning it must be downloaded separately for each individual city.

For example, the information can be grouped into categories such as:

- 1) COVID-19; 2) Welcome-First Steps; 3) Emergencies - SOS; 4) Info - residence; 5) German language; 6) Education and training; 7) Work, apprenticeship training; 8) Health; 9) Children, adolescents, family; 10) Offers for women and girls; 11) Culture, leisure, sport.

The app can be downloaded free of charge for Android, Apple and Windows devices..

Areas of socio-economic impacts

Social	Cohesion and easy information access for new migrants to help them integrate into society. In terms of governance, it helps the local public administration to provide necessary information to citizens.
Economic	Helps companies find professional staff from other countries, equal opportunities.