

Medici Evidence Digest #4:

Migrants

Context

Medici is predicated on the strong link between social exclusion and digital exclusion, and the vicious cycle between the two categories: socially excluded people are more likely to lack the ability and mindset to engage in digital services, and services are less likely to accommodate their needs. At the same time, inability to access digital services exacerbates exclusion from key government, business, and social resources.

The link between social and digital exclusion is particularly obvious for migrants, who usually enter a new country with few local resources, less knowledge of how to access these resources, and cultural and linguistic barriers to understanding how to access help and engage in the digital economy. Studies have also shown that digital technology can play a positive role in building social capital and hence social inclusion among refugee migrant groups.² Initiatives supporting digital inclusion therefore benefit migrants' integration to society, wellbeing, and their potential to contribute to the digital economy.

Good practices for migrants

To realise the benefits of migrant digital inclusion, there has been a sustained and substantial drive by institutions and civil society across the EU to support digital inclusion for migrants. The eMigran programme in 2009 for instance found 130 initiatives focused on digital inclusion for migrants. The Medici programme itself has found 105 good practices that meet our inclusion criteria which have some focus on migrants - 32% of the total 327 cases currently in the catalogue.

Perhaps even more encouragingly, there are a substantial number of practices targeting migrants that meet our highest evidence standard, Cluster

MEDICI

Mapping Digital Inclusion

Defining Digital Inclusion

According to the European Commission, Digital Inclusion is defined as:

'ways to ensure that everybody can contribute to and benefit from the digital economy and society'.¹

The European Commission, and most EU Member States, typically shape their Digital Inclusion policy in terms of three key intervention areas:

- ▶ Connectivity: access to the internet through broadband, wi-fi and mobile.
- ▶ Usage capability: the acquisition of digital competences so people can use digital devices efficiently and effectively.
- ▶ Quality of use: the design of services so they meet all user needs, including the needs of people who are vulnerable.



Proportion of interventions addressing migrants



Proportion of Cluster C interventions which address migrants

Proportions of Medici interventions targeting migrants

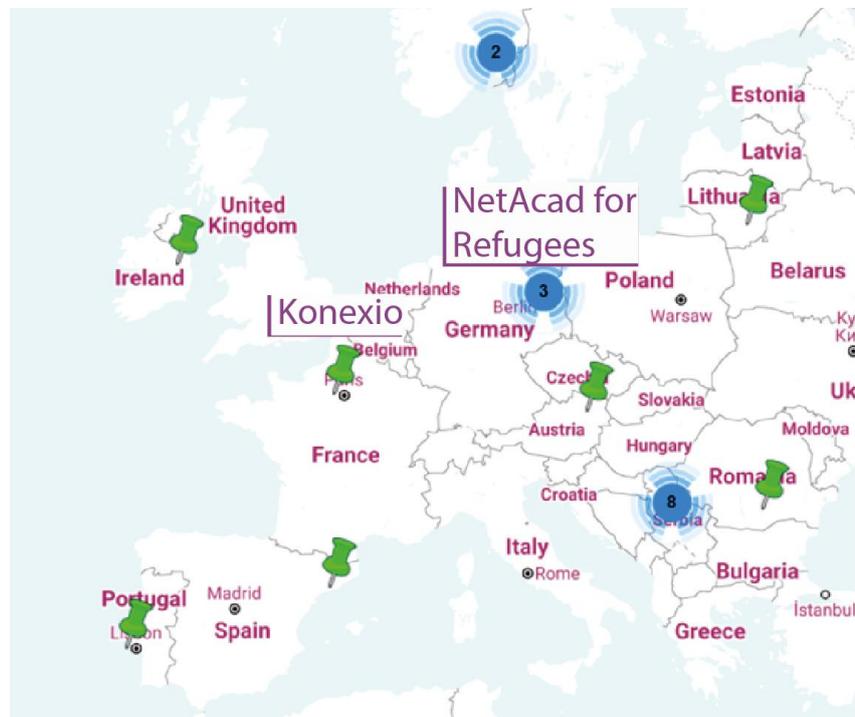
¹ Communication From The Commission To The European Parliament, The Council, The European Economic And Social Committee And The Committee Of The Regions A Digital Single Market Strategy for Europe. COM/2015/0192 final
Alam, K., & Imran, S. (2015). The digital divide and social inclusion among refugee migrants. *Information Technology & People*.

C. In fact, 11 of the 21 Cluster C practices in our Medici catalogue target migrants, more than 50%. This implies that there are many local and national level digital inclusion interventions which have strong evidence that they would work if scaled up elsewhere. Two of these are presented below.

Examples of replicable practices

Konexio

Konexio is a hybrid non-profit and social start-up that provides tech skills training to disadvantaged populations, notably refugees and migrants. Konexio's programmes empower young people through digital skills training and direct job placement. Konexio offers both a Digital Basics programme and a Code programme to users and other courses to organisations and digital assistants. Due to Konexio's network of stakeholders, students gain work experience through their courses, giving them the opportunity to apply their skills and experience in the local working environment. The mixed classes of locals and refugees also support integration: among learners, 95% feel more integrated and connected to their host society. Starting in Paris, Konexio now delivers across France and in refugee camps in Malawi, with plans for further expansion.



Map of Cluster C practices that target migrants

NetAcad for Refugees

The main goal of CISCO's NetAcad is to increase the employability of refugees through the acquisition of digital skills. The aim is to accelerate labour market integration of refugees by providing solutions to entry barriers through language, certifications and partner networks. The refugee programme is based in Germany where, during the decision on their asylum request, asylum seekers are neither allowed to work nor receive systematic skills development, which de-motivates many people. An initial skills assessment in local languages profiles learners and offers them courses that fit their abilities. The programme was successfully developed, implemented and evaluated with 100% of refugees improving their language knowledge, and acquiring digital skills such as networking, Cybersecurity, and programming. The initial project ended in December 2019, though could be replicated to refugees outside Germany due to its language functionality.

For further details, please visit and explore practices targeting migrants at digitalinclusion.eu.