

DETECTING THE TECHNOLOGICAL INNOVATION NEEDS OF THE SOCIAL PROFIT SECTOR

Country Scenario

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1. COUNTRY Context Belgium

1.1 The work field

Partners to work together with to reach the social profit organizations and poll for project proposals and to follow up on successful project.

Government institutions

- FOD Economie, KMO, Middenstand en Energie: <http://economie.fgov.be/nl/>
- POD Maatschappelijke Integratie, Armoedebestrijding, Sociale Economie en Grootstedenbeleid: <http://www.mi-is.be/be-nl/start>
- Flemish Office of the Minister for Welfare, Health and Family
- Flemish Office of the Minister for Education
- Flemish Office of the Minister of Energy, Housing, Cities and Social Economy
- Flemish Office of the Minister of Innovation, Public Investment, Media and Fight Against Poverty
- Vereniging voor Vlaamse Steden en Gemeenten: www.vvsg.be
- Lokaal Sociaal Beleid: <http://www4wvg.vlaanderen.be/wvg/lokaalsociaalbeleid>
- <http://justitie.belgium.be>
- <http://welzijnjustitie.be/>
- <http://justitiehuisantwerpen>
- Vlaamse Maatschappij voor Sociaal Wonen: <http://www.vmsw.be/>
- Woonwinkels: <http://www.vob-vzw.be/Woonwinkels/tabid/117/Default.aspx>
- Directie generaal personen met een handicap (federaal): <http://www.handicap.fgov.be/nl>
- VAPH: Vlaams agentschap voor personen met een handicap - <http://www.vaph.be/vlafo/view/nl>
- Vlaams Agentschap Zorg en Gezondheid: http://www.zorg-en-gezondheid.be/v2_home.aspx?id=22794
- Vlaams Subsidieagentschap voor Werk en Sociale Economie: <http://www.socialeconomie.be/vlaamssubsidieagentschap>
- Steunpunten (beleidsrelevant onderzoek): <http://www2.vlaanderen.be/weten/steunpunten/>
- Gelijke kansen: <http://www.gelijkekansen.be/>
- VDAB: <http://www.vdab.be/>
- Geestelijke gezondheidszorg: <http://www.psy107.be>
- www.jeugdhulp.be
- www.jongerenwelzijn.be/integrale-jeugdhulp

Umbrella organisations social profit sector

- Verbond Sociale Ondernemingen: <http://www.vso.be/>
- Zorgnet Vlaanderen: <http://www.zorgnetvlaanderen.be/Pages/watiszorgnet.aspx>
- VERSO – Vereniging voor Social Profit Ondernemingen: <http://www.verso-net.be/>

Social profit sector

Health:

- Landsbond der christelijke mutualiteiten (CM)
- Nationaal verbond socialistische mutualiteiten (De Voorzorg – Bond Moyson)
- Landsbond van de neutrale ziekenfondsen
- Landsbond van liberale mutualiteiten
- Landsbond van de onafhankelijke ziekenfondsen
- Hulpkas voor ziekte- en invaliditeitsverzekering (HKZIV)

- de Kas der geneeskundige verzorging van de Nationale Maatschappij der Belgische Spoorwegen Holding (NMBS)
- SEL Kempen: <http://www.selkempen.be/>
- Algemene ziekenhuizen

Revalidation:

- Het Raster
- Antwerps Revalidatiecentrum
- De Vrije Vlinder
- De Dennen
- Revalidatiecentrum Noorderkempen
- Revalidatiecentrum Niet-Aangeboren Hersenletfels
- Dienst Logopedie KMSL
- Pulderbos-Revalidatiecentrum voor Kinderen en Jongeren

Disabilities:

- DVC 't Zwart Goor: <http://www.zwartgoor.be>
- Vzw Stijn: <http://www.stijn.be>
- MPI Oosterlo: <http://www.mpi-oosterlo.be/>
- Gielsbos: <http://www.het-gielsbos.be>
- Monnikenheide: <http://www.monnikenheide.be/>

Homeless people:

- Part of CAW: http://www.hasselt.be/nl/social_institutes/86/caw-sonar-afdeling-thuislozenwerking-hasselt.html
- Leger des Heils: <http://www.legerdesheils.be/>

Special Youth Care:

- Ondersteuningscentrum Jeugdzorg (OCJ) - OCJ Turnhout, OCJ Hasselt

Youth Welfare:

- Uit de Marge: <http://www.uitdemarge.be/>
- Arktos: <http://www.arktos.be/>
- Groep Intro: <http://www.groepintro.be/>
- Habbekrats: <http://www.habbekrats.be>

Poverty

- Voedselbanken (food centers) : <http://www.voedselbanken.be/>

Welfare

- CAW: <http://www.caw.be/>

Mental care

- <http://www.similes.be>
- PZ Stuivenberg Antwerpen
- PZ Broeders Alexianen Boechout
- PZ Bethaniënhuis Zoersel
- PZ Sint-Amedeus Mortsel
- PZ Sint-Norbertus
- OPZ Geel

Public Centres for Social Welfare

- OCMW: http://www.belgium.be/nl/familie/sociale_steun/ocmw/

Employment:

- VDAB – Competentiecentra (Herentals, Antwerpen, Turnhout, Hasselt, ...)
- VDAB – Werkwinkels (Turnhout, Geel, ...)

Sheltered Workplaces

- Bewel
- Entiris
- Arcotec
- Mariasteen
- Amival
- ACG Groenzorg
- Arop (Wommelgem)
- 't Veer
- IMSIR Beschutte werkplaats
- BW Asse
- Werminval
- Wase Werkplaats (Temse)
- WAAK BW vzw

Social Workplaces

- De Kringwinkels
- Levanto
- Wotepa-ateliers
- Ergasia
- De Sprong
- Boskat
- Weerwerk (Antwerpen)
- Fietspunt Herentals

Family Care

- **Familiehulp:** <http://www.familiehulp.be/home/>

Child & Family

- www.kindengezin.be
- www.huizenvanhetkind.be

Child Services

- Vertrouwenscentrum Kindermishandeling (VK)

Educational Institutions

- CLB – Centra voor Leerlingenbegeleiding

Housing

- Nieuw Dak (Genk)
- De ARK (Turnhout)
- Geelse Huisvesting
- Zonnige Kempen
- SVK Zuiderkempen
- SVK Midden-Limburg

Residential and Care Centres

- ZUSTERHOF CAMPUS ONZE LIEVE VROUW
- ZUSTERHOF CAMPUS HADSCHOT
- HOME LAARVELD

- HUIS PERREKES
- RUSTHUIS WEDBOS

Ethical-cultural minorities:

- Fedasil o.a. open opvangcentrum Arendonk
- Kruispunt Migratie-Integratie

Contact with social profit sector from within the University (KU Leuven or other)

- Mobilab: <http://www.mobilab.be/>
- Licalab: <http://www.licalab.be/>
- K-point (ICT and inclusion): <http://www.k-point.be/>
- Apart: <http://www.apart.nu/>
- Vonk3: <http://www.vonk3.be/>
- Cebud: <http://www.cebud.be/>
- Code: <http://www.code.thomasmore.be/code>
- Flanders' Synergy: <http://www.flanderssynergy.be/>
- Multiplus: <http://www.multiplus.be/index.php>
- Lucas (dementia): http://www.kuleuven.be/lucas/_pages/overlucas.html
- Centrum voor zorgtechnologie:
<https://www.uantwerpen.be/nl/overuantwerpen/organisatiestructuur/centra-en-instituten/centrum-voor-zorgtechnologie/>
- Expertisecentrum zorgtechnologie: <http://cretecs.khbo.be/>
- Expertisecentrum zorg en technologie: <http://www.katho.be/page.aspx?smid=786>
- Universal Design Woonlabo: http://www.woonlabo.be/ud_woonlabo

Advocacy organizations for vulnerable target groups

- Vlaamse Vereniging Autisme vzw: <http://www.participate-autisme.be/nl/index.cfm>
- Vlaams patiëntenplatform: <http://vlaamspatientenplatform.be/>
- Parantee: <http://www.parantee.be/parantee/index.asp>
- Vlaams Netwerk tegen Armoede: <http://www.vlaams-netwerk-armoede.be/>
- Vlaams HuurdersPlatform vzw:
- Astma en allergiekoepel: <http://astma-en-allergiekoepel.be/>
- Blindenzorg Licht en Liefde: <http://www.blindenzorglichtenliefde.be/>
- Brailleliga vzw: <http://www.braille.be/>
- GRIP: <http://www.gripvzw.be/>
- Persephone vzw: <http://www.persephonevzw.org/>
- Fevlado: <http://www.fevlado.be/>
- OKRA: <http://www.okra.be/>
- Vlaams minderhedenforum: <http://www.minderhedenforum.be/overhetforum.htm>
- Federatie onafhankelijke senioren: <http://www.fedos.be/>
- Federatie wereldvrouwen: <http://www.federatiewereldvrouwen.be/>
- ALS Liga: <http://www.alsliga.be/>
- Uilenspiegel: <http://www.uilenspiegel.net/>

Consultancy organisations - vulnerable target groups

- In-ham: centrum voor zorginnovatie: <http://www.in-ham.be/index.cfm?n01=default>
- Expertisecentrum Onafhankelijk Leven: <http://www.independentliving.be/>

Organization of the subsector

Specialized institutions active on a specific theme (e.g. autism, equal rights, traffic...)

- Modem: <http://modem.kinsbergenvzw.be/>
- Kenniscentrum hulpmiddelen: <http://www.hulpmiddeleninfo.be/>
- Infopunt toegankelijk reizen: <http://www.toegankelijkreizen.be/>
- Demos (participatie van kansengroepen aan cultuur): <http://www.demos.be/home/over-demos/>
- Comalso (Belgisch centrum voor ondersteunende en alternatieve communicatie): <http://comalso.be/?lang=n/>
- CARA - Centrum voor rijgeschiktheid en voertuigaanpassing
- Autisme Centraal: <http://www.autismecentraal.com/public/index.asp>
- TOLBO (referentiekader en good practices toegankelijkheid): <http://www.vzwtolbo.be/>
- Enter VZW

Business and profit organizations active/working for the social profit sector

- VOKA Health Community
- SPK
- Leuven Inc.
- Sociale Innovatiefabriek
- IENET

Other institutions specialized in technology for social profit sector (RVO-Society does)

- RVO-Society: <http://www.rvo-society.be/>

1.2. Towards a local scenario

Choice of the sector/themes/issues

- Inclusive design
- Assistive technologies
- Wellbeing and welfare
- Accessibility
- Vulnerability
- Socio-technical system design
- Sustainability of technology in social profit
- Background information on, trends and systems in the social profit sector
- Small scaled health technology

We focus on a user-centered design approach. The location of the user does not matter. All characteristics of the user that ask for community service are included (age, health, poverty etc.)

What kind of projects we want?

- 1) Profit and non-profit within the region and internationally.
- 2) The themes are described above.
- 3) We aim for interdisciplinary, open innovation types of projects for Masters of Engineering Technology, Masters of Engineering Science, Masters of Engineering Science: Architects, BioScience Engineers and Business Engineers
- 4) We aim for a whole life cycle approach in our projects, system engineering

5) *Or is the learning outcome for the students the only important issue? (in this case, think about how you can motivate social profit organizations to participate?)*

Our choices for vulnerable groups are:

Topic/Target group	Elderly	Intellectually Disabled	Physically Disabled	Sensory Disabled	Youth at Risk	People in poverty	People with a different migration background	Other (eg. addiction problems, detainees, families, long-term ill people)
Living								
Working								
Accessibility (websites, buildings, services, vehicles)								
Communication (oral, by telephone)								
Education: Reading, Studying, Maths,...								
Entertainment/leisure time								
Mobility (moving from place A to B)								
Seeing and/or hearing								
Activities of daily living (eating, drinking, personal hygiene, ...)								
Other								

Subsector/Topic	Adaptations of the workplace	Human resources & Training	Client administration	General management	Architecture and design of buildings	Physical and mental wellbeing of staff	Communication & Cooperation	Team building & Leisure	Other
Sheltered Workplaces									
Special Youth Care									
Centers for General Welfare									
Services to Persons with Disabilities									
Family Care									
Youth Welfare									
Child & Family									
Child Services									
Public Centres for Social Welfare									
Educational Institutions and Housing									
Rehabilitation Centres									
Community Development									
Socio-cultural Sector									
Social Workplaces									
Employment									
Home Care Services									
Residential and Care Centres									
Hospitals									
Other									

We will approach the social profit sector by:

- *Via RVO-Society*
- *Via collaboration with research groups at both Thomas More and KU Leuven*
- *Via collaboration with communication partners that are linked to businesses*

Partnerships with representative organizations in the social profit sector

- Verso

2. Action plan:

2.1. How to reach out to the social profit sector

2.1.1. Low threshold for entering project proposals

- *Formulate a call for project proposals and spread via e-mail and network contacts*

2.1.2. Communication channels

- *Face to face,*
- *on network moments,*
- *meetings intern en extern the TM and KU Leuven,*
- *via a call via e-mail*
- *social media,*
- *website,*

2.2. How to reach out to the business sector

2.2.1. Entering project proposals or setting up collaborations

Via existing (network) contacts internships, projects of bacheloproofs -

- *Describe what can be done to ensure outcome for the business partner ('going beyond the aim of 'merely' educating students').*

2.2.2. Communication channels

Describe the communication channels you use to get collaborations/projects and the communication channels during the partnership:

Sector communication channels

Identify partners in the sector that are willing to publish your call for projects in their publications, on their websites/facebook, identify together with your partners in the sector events where you can present your call for proposals. They will probably be also interested in publishing results...

The projects own communication channels

Describe your communication channels and how you will use them to engage the social profit sector. Examples of Cera Award (small film, mailing, ...) can be found in the train the trainer

2.3. Timing and frequency of the call for proposals

How often and when will you call for projects.

Suggestion align this to the timing of student work.

2.4. Criteria for accepting project proposals

Example – call for project ideas:

The pool of project ideas from the university has a number of project proposals from foreign organisations. Maybe you also want to submit a project idea related to technology and the social profit sector that our students might undertake?

You can submit your proposal via this link:

https://thomasmore.eu.qualtrics.com/SE/?SID=SV_3rSr66IXftfXRMF

A word of explanation:

In the curriculum project work gives the opportunity to undertake a challenge for the public and in the context students choose for themselves (out of the variety of audiences and organisations in the social profit sector). The context and options are visualised by two frames. The project work is divided into two parts in the curriculum. Part 1 are warming up exercises. In part 2 of the project work students choose a 'real life' project proposal submitted via the Cera Award or another organisation. These proposals are presented during the kick off days (3th and 4th of October). They can be consulted as well in a database of project proposals. The engineers can choose to undertake a project individually or in team (maximally 3 team members).

After the kick off days students have 3 weeks time to make their choice.

Students are expected to deliver an end result according to the descriptions in the project proposal.

These may be:

- A model or prototype
- The refinement of existing technology
- Changes or services to lower the thresholds for the use of existing technology
- The design of systems or infrastructure (accessibility and system design within a social profit organisations)
- ...

Project ideas will be evaluated according to the criteria for a 'good project proposal' in the curriculum. These are:

1. It fits within the context of Community Service Engineering (abbreviation CSE): technology that either [directly benefits a "vulnerable group"](#) (FRAME 1) in the socialprofitsector or [technology strengthening a social profit organisation as an entity](#) (FRAME 2).
2. The proposal allows frequent interaction with representatives of a social profit organization and/or end users for technology since in the curriculum interaction with various stakeholders while developing the technical end result of key importance. The engineers work independently or in group towards their technical end results. They are appointed a mentor with a relevant technical background.

You will find more information on our webpage:

<http://iiw.kuleuven.be/english/postgraduate/CSE/project-results>

Best regards,

Inge Vervoort

2.5 Evaluation of project proposals

3. Value chain approach - things to consider

How will you handle a project once the student has finished his/her work. Remember that social profit organizations in general do not have the resources to continue the project and bring it to the next stage...

Cf. Speech Bert Mulder was very inspirational on this regard: [Presentation of key note speaker Prof. Bert Mulder \(ICT&Health\)](#)