

# OUTPUT FACT SHEET

## Pilot actions (including investment, if applicable)

Version 2

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| Project index number and acronym            | CE1223  |
| Lead partner                                | Fondazione Politecnico di Milano  |
| Output number and title                     | O.T3.1 Pilot Application (PA) and demonstration of applicability of innovative technologies to WISEs sector                             |
| Investment number and title (if applicable) | N/A   |
| Responsible partner (PP name and number)    | PP.4_Slovensko združenje za duševno zdravje (ŠENT)  |
| Project website                             | <a href="https://www.interreg-central.eu/Content.Node/INNO-WISEs.html">https://www.interreg-central.eu/Content.Node/INNO-WISEs.html</a> |
| Delivery date                               | April 2020  |

Summary description of the pilot action (including investment, if applicable) explaining its experimental nature and demonstration character

Pilot Action (PA) were attempts to familiarise WISEs with the basic benefits of the INNO-WISEs project, as well as troubleshoot the methods for digital transformation of WISEs as evaluated earlier in the project. The path to digitalisation for most WISEs is a financially difficult proposition, so they welcomed pilot actions and other costless methods of improving. Pilot actions also proved to be necessary due to very specific requirements that WISEs have – namely that they are low-tech businesses and involve very specific target groups that have trouble adapting to workplace changes. Integration of digital solutions in such businesses involves a large amount of coaching and education, not only technological solutions.

The Pilot Actions allowed us to spend a large amount of time with individual WISEs, recognise their specific requirements and provide appropriate coaching and assistance alongside with tangible technological improvements. Establishing contacts with WISEs on a mutually beneficial basis will also allow us to seek their assistance in the future.

The pilot actions were most successful where they had the tacit approval and support of senior staff, and least successful where only production-level staff was involved. 7 WISEs were successfully involved in the pilot action in Slovenia. These WISEs were further involved in the project through:

- presentation and comparison meetings with other Wises (Maribor 4 and 5 October 2018)
- training activities (28 and 29 November in Zagreb).
- Testing the platform
- Testing the MOOC
- Creating promotional material for the project

Some issues were encountered through pilot actions and were later addressed in educational actions. These included lack of hardware infrastructure, lack of sufficiently educated management and a significant language barrier. Slovenia's WISEs are often run by social workers and not individuals who have a background in profit or non-profit management, so the first two were expected issues. The third issue, the language barrier, was much more significant than anticipated. Most of our questionnaires were done with WISEs from the capital, Ljubljana, where language skills are significantly higher than what is expected in most rural areas. This was addressed through specific translated materials and the use of online translating tools.

Pilot actions were most successful in WISEs that dealt with education, tourism and other “soft” tasks. They were less successful when dealing with WISEs that focus on outside, manual labour. Technological solutions that would benefit them are mostly high cost mechanical pieces of equipment.

All in all, Slovenian partners collected:

- n. 23 questionnaires
- n. 13 WISEs employees participating in the meetings (presence list has been collected).

**NUTS region(s) concerned by the pilot action (relevant NUTS level)**

NUT 1: SI  
NUT 2: SI02, Zahodna Slovenija - SI01, Vzhodna Slovenija  
NUT 3: SI023, Goriška - SI021, Osrednjeslovenska

#### Investment costs (EUR), if applicable

N/A

#### Expected impact and benefits of the pilot action for the concerned territory and target groups and leverage of additional funds (if applicable)

The pilot actions that we undertook in this project are expected to be beneficial for local employment centers and WISEs in Slovenia. The online platform has been taught to 8 separate WISEs and is currently being used. Most of the contacted WISEs work in the area of psychosocial rehabilitation for people with mental health problems. This target group is very heterogeneous, making it difficult for them to be directly targeted by any digital solution. There were, however, significant changes in how work was being directed. That is, WISE management staff benefitted from an online directory of apps very much, as well as from the marketing workshops that were organized in Slovenia. As the enterprises involved in the INNO-WISEs project were also able to promote themselves more freely, there was a net increase in their business.

A good outcome of the project was the strengthening of ties with Italian partners, as the INNO-WISEs project directly contributed to the successful implementation of some cross-border practices in the city of Nova Gorica. Further funding will be available because of these ties through the EZTS project.

#### Sustainability of the pilot action results and transferability to other territories and stakeholders.

The technical platform is sustainable, as long as it keeps being updated. Several WISEs in Slovenia are currently using it, as well as the MOOC. Slovenian partners will continue to advertise these two results as long as they are a viable resource. Several training materials have been designed, as well as promotional materials that will be further used by ŠENT and its network.

Slovenian partners have also established good relations with several international partners and their network, which will allow the results of this project to be disseminated through the CE area.

#### Lessons learned and added value of transnational cooperation of the pilot action implementation (including investment, if applicable)

The transnational aspect of the project was necessary to the implementation of the INNO-WISEs project, simply because digital resources are not national in nature. WISE's have a need to draw from as wide a range of resources as possible, and partners from other countries certainly provided that. National projects are not only smaller in scope, but also make it impossible to exchange good practices that are absent on the national level. The WISE system is present in the CE area, but it is applied differently across borders. Slovenian WISEs had the benefit of seeing how Italian Cooperatives with large amounts of funding function, how a larger market functions, what benefits there are to gain from an online presence and many other benefits.

#### Contribution to/ compliance with:

- relevant regulatory requirements
- sustainable development - environmental effects. In case of risk of negative effects, mitigation measures introduced
- horizontal principles such as equal opportunities and non-discrimination

- The Pilot Action did not provide for reference regulations, except for the privacy regulations for the publication of contents and for accessibility to training (MOOC) and to the platform.
- Environmental issues were not touched.
- The principles of equal opportunities and non-discrimination are the entrepreneurial object of the WISEs which have among the entrepreneurial objectives the job placement of fragile people and are guided by the principles of non-discrimination and equality.

#### References to relevant deliverables (e.g. pilot action report, studies), investment factsheet and web-links

If applicable, additional documentation, pictures or images to be provided as annex

Deliverable D.T3.1.1 Methodological Guidelines for Pilot Actions (essential for a rational planning of all the steps and timing of pilot action)

Deliverable D.T3.2.2 Technological Platform <https://wisebusiness.eu/>

Deliverable D.T3.2.3 Reports from Pilot Actions implementation (important for a general overview on strategies used by different PPs and on the target reached.)

Deliverable D.T3.2.5 Technological Platform User manual (essential for PPs for upload contents and tools)

Deliverable D.T3.2.6 Pilot Action overall Report on Mutual Learning

Deliverable D.T3.3.3 Partners' Protocol on a long-term strategy to improve WISEs technological and management competences