

**Interreg  
Europe**



European Union | European Regional Development Fund

*Sharing solutions for  
better regional policies*



# HoCare

## Interreg Europe

**Delivery of Innovative solutions for Home Care by  
strengthening quadruple-helix cooperation in  
regional innovation chains**

## **PROJECT IMPLEMENTATION GUIDE**

Elaborated by the Nicosia Development Agency (ANEL)



**MAY 2016**



## INDEX

TITLE	PAGE
Project Abstract	2
Project duration	2
Project Total Budget	2
Project Partners	2
A. WORK PACKAGE 1 - PROJECT MANAGEMENT	3
A.1 - General Principles	3
A.1.1 - Interreg Europe Programme Management	3
A.1.2 - The Lead Partner principle	3
A.1.3 - Project Implementation	3
A.2 - HoCare Project Management	5
A.2.1 - HoCare Project Management Structure	5
A.2.2 - Activities and Outputs Foreseen per Semester - Project Management	6
B. WORK PACKAGE 2 - COMMUNICATION AND DISSEMINATION	9
B.1 - General Principles	9
B.1.1 - Interreg Europe Programme Communication and Dissemination Objective	9
B.1.2 - Communication Strategy	9
B.2 - HoCare Communication and Dissemination	10
B.2.1 - HoCare Project Dissemination Structure	10
B.2.2 - HoCare Project Dissemination Strategy (according to the approved AF)	10
B.2.3 - Activities and Outputs Foreseen per Semester - Communication and Dissemination	11
C. WORK PACKAGE 3 - EXCHANGE OF EXPERIENCE	15
C.1 - General Principles	15
C.1.1 - Interreg Europe Programme Rationale	15
C.1.2 - Exchange of experience: the cornerstone of an interregional cooperation project	15
C.1.3 - Interreg Europe projects structure	16
C.2 - HoCare Exchange of Experience	17
C.2.1 - HoCare Project Exchange of Experience Structure	17
C.2.2 - HoCare Project Exchange of Experience Methodology	18
C.2.3 - Policy Instruments to be examined through HoCare Project	21
C.2.4 - Activities and Outputs Foreseen per Semester - Exchange of Experience	22
D. HoCare PROJECT EXPECTED RESULTS	27
D.1 - HoCare Project Expected Results	27
D.2 - HoCare Project Results Indicators	28
E. REFERENCE DOCUMENTS	29
E.1 - Legal Framework	29
E.2 - HoCare Project Reference Documents	29

## Project Abstract

“Aging of the population is challenge for all EU regions. But it means in the same time also an opportunity for Growth and Jobs as there is created great potential to deliver innovative solution for Home Care. Common challenge in all HoCare regions is unlocked potential to delivery innovation it this field. 8 partners coming from different EU regions decided to join forces and form HoCare project to address these challenges. Objective of HoCare project is thus to boost delivery of Home Care innovative solutions in regional innovation chains by strengthening of cooperation of actors in regional innovation system using Quadruple-helix approach and the aim is to do it by improvement of relevant Structural Funds thanks to the international policy learning. These improvements are planned to be at strategical level (by governance improvement) as well as practical ones (by support of high quality projects). As result HoCare promises to improve management structures (governance) of 7 above mentioned Funds. These improvements at strategical levels will be complemented at practical policy level by generation of 10 practical projects funded from tackled Funds. Project aims to positively influence efficiency, impact, level of project qualities etc. of Structural Funds in amount of: 190 000 000 EUR. These results will be achieved mainly thanks to SMART outputs delivered and thanks to 4dimensional international policy learning process. Initial content for it will be created by partners during Regional analysis, further investigated during 3 International Thematic Workshops. It will formulate 30 transferable Good practices and enable formulation of high-level outputs: 3x HoCare Policy Thematic reports and 3 HoCare Policy Transfer Reports. Collected knowledge will enable project to contribute to EU external policy learning by organizing 2 international and 8 National High-Level Policy Learning events. 800 participants will increase their professional capacities thanks to these events”.

## Project duration

Phase 1 Duration: 24 Months

Start date: 01/04/2016

End date: 31/03/2018

Phase 2 Duration: 24 Months









Start date: 01/04/2018

End date: 31/03/2020

## Project Total Budget

€ 1.247.673,00

## Project Partners

1	Nicosia Development Agency (ANEL)	 CY
2	Development Centre of the Heart of Slovenia	 SI
3	Business Agency Association	 BG
4	National Institute for Research and Development in Informatics	 RO
5	Lithuanian Innovation Centre	 LT
6	National Healthcare Service Center	 HU
7	IDERAM Business Development Institute of the Autonomous Region of Madeira	 PT
8	DEX Innovation Centre	 CZ



## **A. WORK PACKAGE 1 - PROJECT MANAGEMENT**

**Partner Responsible: LP - Nicosia Development Agency (ANEL)**

### **A.1 - General Principles**

#### **A.1.1 - Interreg Europe Programme Management**

- Monitoring committee
- Audit authority (assisted by a group of auditors)
- Certifying authority
- Managing authority
- Joint secretariat
- National points of contact

#### **A.1.2 - The Lead Partner principle**

Among the partners who carry out the project, one is appointed to act as the lead partner and thus holds the formal link between the project and the joint secretariat/managing authority (in accordance with Article 13 of the ETC Regulation (EU) No 1299/2013). The lead partner takes on the responsibility for management, communication, implementation and co-ordination of activities among the involved partners.

The lead partner assumes the overall responsibility for the project towards the managing authority. Through the project partnership agreement, project partners are held responsible and liable for their part of the project implementation towards the lead partner. This implies that in case of irregularities committed by a partner and leading to a financial correction, the lead partner is liable towards the managing authority for the related funds, based on the subsidy contract, and the project partner towards the lead partner based on the partnership agreement.

#### **A.1.3 - Project Implementation**

Subsidy contract:

It determines the rights and responsibilities of the lead partner and the managing authority, the scope of activities to be carried out, the terms of funding, requirements for reporting and financial control, etc.

Project partnership agreement:

It allows the lead partner to extend the arrangements of the subsidy contract to the level of each partner. The lead partner assumes the overall responsibility for the project towards the managing authority. Through the project partnership agreement, project partners are held responsible and liable for their part of the project implementation towards the lead partner.

Reporting:

In order to follow the project implementation and as a basis for the transfer of the ERDF to the project, a progress report (and related annexes) has to be submitted periodically to the programme. It is also a main source of information to demonstrate the programme's achievements and usefulness. Projects should consider the progress report as a means to share the stories about the project's results and successes with the joint secretariat. For reporting purposes, an online form system has been set up (OLF). Each lead partner has access to this system through a confidential code sent by the joint





secretariat. Progress reports are submitted to the programme through the online system. A summary, duly signed by the lead partner, must also be submitted to the programme.

#### Reporting Periods:

In principle, the progress report covers a period of six months. For phase 1, a progress report (and related annexes) needs to be submitted to the programme every six months. For phase 2, the progress reports (and related annexes) need to be submitted on an annual basis.

#### Reporting procedures:

- a) Each partner sends a report to the lead partner before the deadline agreed with the lead partner and ensures that its part of the reported activities and expenditure has been independently verified by a controller in compliance with the country specific requirements for first level control. The report must be accompanied by
  - the independent first level control certificate
  - the independent first level control report (incl. control checklist) and
  - the list of expenditure
- b) The lead partner compiles the joint progress report for the whole partnership.
- c) The lead partner confirms that the information provided by the partners has been verified and confirmed by an independent body in compliance with the respective country specific control requirements.
- d) For the audit trail, the lead partner retains possession of the inputs used for the progress report received from the partners.
- e) The lead partner submits the progress report to the joint secretariat. The joint secretariat checks the report and if necessary sends clarification requests to the lead partner. Once all points have been clarified, the progress report is approved.
- f) The certifying authority executes the payment to the lead partner.
- g) The lead partner transfers the funds to the partners after receipt of the payment, without delay.

#### Project closure:

- all the project activities must have been completed (incl. all activities related to the administrative closure of the project, such as first level control)
- all payments must have been made, meaning debited from the bank account
- the last progress report and the final report have to be submitted to the joint secretariat
- any expenditure (including costs linked to project closure) incurred, invoiced or paid after the official project end date is ineligible.
- According to the Common Provisions Regulation (EU) No 1303/2013 Article 140, each partner institution is required to archive documents related to the project's implementation for a minimum period that is determined by the joint secretariat.

## A.2 - HoCare Project Management

### A.2.1 - HoCare Project Management Structure

- Steering Committee
- Lead Partner
- Partners
- Project Secretariat
- First Level Controllers
- Expert Groups

#### Steering Committee (SC):

It is the body responsible for policy making. It is constituted by one representative from each partner. The Steering Committee will be formed during the kick-off meeting. SC approves key project outputs, project changes, shifts, spending and key conclusions and key tasks during the project. Each SC meeting has own agenda and minutes approved by all PPs. Decision making is based upon simple majority voting. Each partner has one vote. In case of equality of votes the deciding vote is the Lead Partner's vote.

#### Lead Partner (LP):

Please see section A.1.2

In addition, the Lead Partner appoints the Project Manager and the Financial Manager who hold responsible for the overall performance of the project's consortium regarding the project's implementation.

#### Project Partners (PP):

Each Project Partner (including the LP) is responsible for the implementation of the designated, in the HoCare approved Application Form, activities on local/regional/national level, in relation to the budget allocated to each activity and the respective time-plan. Each partner appoints a Project Manager and a Financial Manager on partner's level.

#### Project Secretariat (PS):

The HoCare Project Secretariat is constituted by the Lead Partner's Project Manager, the Lead Partner's Financial Manager, the Communication Manager appointed by Partner 2 and the Project Coordinator of WP3 appointed by Partner 8. The Project Secretariat is the body responsible for day to day management and coordination. Support, instructions and guidelines will be provided in general to the partnership and to each partner upon request. Project Management and Communication between partners and the PS will be facilitated through electronic tools upon approval by the Steering Committee.

#### First Level Controllers (FLC):

Before submission to the joint secretariat, each progress report has to be verified and confirmed by an independent controller compliant with the first level control system set up by each Member State and Norway (in accordance with Article 125 of Regulation (EU) No 1303/2013 and Article 23 of Regulation (EU) No 1299/2013). The first level controllers' task is to verify that the expenditure reported by the partners in each progress report fulfils the respective conditions, provisions and regulations included in the Interreg Europe Programme's Manual

#### Expert Groups (EG):

For supporting the organization of Thematic Workshops and delivery of Policy Thematic studies, 3 Expert Groups will be formed. These groups will be reporting to Project Secretariat, will include internal or external experts of partners (each PP appoints 1 expert in at least 2 groups). Each EG will be coordinated by 1 member of Project Secretariat. The EGs will merge to Expert Panel coordinated by HoCare Project Manager in order to support the efficient drafting of Action plans.

### **A.2.2 - Activities and Outputs Foreseen per Semester - Project Management**

#### PHASE 1 - SEMESTER 1 (From April 2016 until September 2016)

##### Activities:

- April-May: ANEL signs Subsidy Contract and will draft Partnership Agreement
- May: Partnership Agreement is commented by all PPs then it's, eventually finalized by ANEL, all PPs sign Partnership agreement
- May: Steering committee is formed. Each PP has 1 representative and 1 vote at Steering committee meetings
- April-May: LP appoints internal Project Manager and Financial Manager. They form together with Communication Manager HoCare Project Secretariat (PS)
- April-May: All PPs setup internally project implementation team. Each of them has 1 person responsible for project management and 1 for financial management of HoCare at their – partners' level
- May: Cloud management platforms are setup for Virtual meetings (i.e. GoToMeeting), for Project Management and document sharing (i.e. TeamWork + Google Drive) and all PPs are educated by HoCare PS
- May: HoCare PS will provide partners with Management Handbook
- May: DEX-IC supported by ANEL will organize Kick-off meeting in Czech republic
- May-September: 5 monthly Virtual meetings are organized and managed by HoCare PS (each of them with agenda and minutes)
- Sep: 1st Steering Committee and Project meeting organized by PP3 in Varna (BUL) to monitor project achievements and expenditures

##### Outputs:

- Subsidy Contract and Partnership agreement signed
- HoCare Project Secretariat (PS) and Steering Committee (SC) are set up, all management tools and procedures are setup
- Management Handbook circulated among all PPs
- Kick-off meeting
- 1st Steering Committee & Project meeting organized
- 6 virtual meeting organized (documented by Agendas and Minutes)

#### PHASE 1 - SEMESTER 2 (From October 2016 until March 2017)

##### Activities:

- October-November: Each PP prepares individual Progress report, send to their FLC and get the Certificate of Expenditures from FLC for 1st period
- December-February: HoCare PS collects data from all PPs and prepare 1st Progress report at project level. It will be send to Interreg Europe JS, clarified through multiple clarification rounds and approved by JS



- March: 1st payment is foreseen to be received by LP and distributed to PPs
- October-March: 6 monthly Virtual meetings are organized and managed by HoCare PS (each of them with agenda and minutes)
- March: 2nd Steering Committee and Project meeting organized by PP6 in Budapest (HUN) to monitor project achievements and expenditures
- October-March: HoCare PS solves all technical ad hoc issues related to day to day management and prepare eventually background documents for Steering Committee if any decision at strategic level is needed

**Outputs:**

- 8 Progress reports at partner level are Certified, 1st HoCare project progress report is approved by JS
- 2<sup>nd</sup> Steering Committee & Project meeting organized
- 6 virtual meeting organized (and documented by Agendas and Minutes)

**PHASE 1 - SEMESTER 3 (From April 2017 until September 2017)**

**Activities:**

- April-May: Each PP prepares individual Progress reports, send to their FLC and get the Certificate of Expenditures from FLC for 2nd period
- June-August: HoCare PS collect data from all PPs and prepare 2nd Progress report at project level. It will be send to Interreg Europe JS, clarified through multiple clarification rounds and approved by JS
- September: 2nd payment is foreseen to be received by LP and distributed to PPs
- April-September: 6 monthly Virtual meetings are organized and managed by HoCare PS (each of them with agenda and minutes)
- September: 3rd Steering Committee and Project meeting organized by PP2 in Ljubljana (SLO) to monitor project achievements and expenditures
- April-September: HoCare PS solves all technical ad hoc issues related to day2day management and prepare eventually background documents for Steering Committee if any decision at strategic level is needed

**Outputs:**

- 8 Progress reports at partner level are Certified, 2nd HoCare project progress report is approved by JS
- 3rd Steering Committee & Project meeting organized
- 6 virtual meeting organized (and documented by Agendas and Minutes)

**PHASE 1 - SEMESTER 4 (From October 2017 until March 2018)**

**Activities:**

- October-November: Each PP prepares individual Progress reports, send to their FLC and get the Certificate of Expenditures from FLC for 3rd period
- November-February: HoCare PS collect data from all PPs and prepare 3rd Progress report at project level. It will be send to Interreg Europe JS, clarified through multiple clarification rounds and approved by JS
- March: 3rd payment is received by LP and distributed to PPs
- October-March: 6 monthly Virtual meetings are organized and managed by HoCare PS ( each of them with agenda and minutes)
- March: 4th Steering Committee and Project meeting organized by PP5 in Vilnius (LIU) to monitor project achievements and expenditures



- October-March: HoCare PS solves all technical ad hoc issues related to day to day management and prepare eventually background documents for Steering Committee if any decision at strategic level is needed

**Outputs:**

- 8 Progress reports at partner level are Certified, 3rd HoCare project progress report is approved by JS
- 4th Steering Committee & Project meeting organized
- 6 virtual meeting organized (and documented by Agendas and Minutes)

PHASE 2 - SEMESTER 5 (From April 2018 until September 2018)

**Activities:**

- The lead partner prepares the progress report for the joint secretariat.

**Outputs:**

- 1 progress report

PHASE 2 - SEMESTER 6 (From October 2018 until March 2019)

**Activities:**

**Outputs:**

PHASE 2 - SEMESTER 7 (From April 2019 until September 2019)

**Activities:**

- The lead partner prepares the progress report for the joint secretariat.

**Outputs:**

- 1 annual progress report

PHASE 2 - SEMESTER 8 (From October 2019 until March 2020)

**Activities:**

- Each partner summarizes the level of achievement of its action plan. The lead partner compiles the information and prepares the final report for the joint secretariat.

**Outputs:**

- 1 annual progress report
- 1 final project report



## **B. WORK PACKAGE 2 - COMMUNICATION AND DISSEMINATION**

**Partner Responsible: PP2 - Development Centre of the Heart of Slovenia**

### **B.1 - General Principles**

#### **B.1.1 - Interreg Europe Programme Communication and Dissemination Objective**

The specific role of communication in ensuring the success of EU funded projects has come to the fore over the past decade. In the context of interregional cooperation, there have been several reasons for this:

- The increased interest from the European institutions (in particular the European Commission) to demonstrate to the wider public how European funds in general are being spent.
- The need for public authorities to demonstrate (even further) the added-value of allocating resources to cooperation, in a general context of reduced public spending.
- The results-oriented approach of the interregional cooperation programme, in particular to demonstrate the less tangible (but not less effective) policy results.
- As a result project partners are required to dedicate sufficient time and resources to project communication, at all stages of the project development. 'Communications' must be understood as a strategic project tool, which contributes to achieving the project's objectives.

#### **B.1.2 - Communication Strategy**

The project communication strategy needs to cover at least the following main sections: Objectives, target groups, messages, activities, time plan, budget, evaluation.

Communication needs to be goal-driven. We communicate to achieve or change something; therefore it is important to define communication objectives properly in advance. It is important to make a difference between the project objectives and communication objectives, but the former determine the latter. The communication objectives describe how communications can help deliver the project aims. Communication objectives for policy-learning projects can be often linked to:  
a) raising awareness, b) changing behaviour or mind-set, c) disseminating knowledge.

At the same time, it is not sufficient for a project to define its objectives as “to raise awareness” or “to communicate our activities and results”. Communications objectives need to be SMART, which stands for clearly defined, detailed, achievable and measurable:

S – Specific

M – Measurable

A – Appropriate

R – Realistic

T - Timed

Indicative activities to be included in a Communication Strategy:

Logo and acronym, project website, institutional website, poster, events, publications.

Indicative tools to be used for communication activities:

Website, social media and other communication tools, media relations, public relations, promotional material, gifts and giveaways.

## B.2 - HoCare Communication and Dissemination

### B.2.1 - HoCare Project Dissemination Structure

- Project Communication Manager (PP2)
- Partners Communication Managers
- Project Secretariat

#### Project Communication Manager:

The Project Communication Manager will be appointed by the partner responsible for WP2, Development Centre of the Heart of Slovenia (PP2). The Project Communication Manager will be a member of the Project Secretariat and will be responsible for the project's communication and dissemination activities' coordination, as well as the creation of the required communication tools that will be provided to all partners. The Project Communication Manager will also be responsible for the elaboration of the Project's Communication Strategy Plan and the smooth implementation of its provisions.

#### Partners Communication Manager:

Each Project Partner will appoint a Communication Manager who will be responsible for the communication and dissemination activities to be implemented on local/regional/national level. The Partners Communication Managers will regularly cooperate with the Project Communication Manager in order to ensure the proper implementation of the activities allocated to their organization through the Project's Communication Strategy Plan.

#### Project Secretariat:

The HoCare Project Secretariat is constituted by the Lead Partner's Project Manager, the Lead Partner's Financial Manager the Communication Manager appointed by Partner 2 and the Project Coordinator of WP3 appointed by Partner 8. The Project Secretariat is the body responsible for day to day management and coordination. Support, instructions and guidelines will be provided in general to the partnership and to each partner upon request. Project Management and Communication between partners and the PS will be facilitated through electronic tools upon approval by the Steering Committee.

### B.2.2 - HoCare Project Dissemination Strategy (according to the approved AF)

HoCare project's objective is to boost delivery of Home Care innovative solutions in regional innovation chains by strengthening of cooperation of actors in regional innovation system using Quadruple-helix approach and the aim is to do it by improvement of relevant policy instruments (Structural Funds) thanks to the international policy learning. These improvements are planned to be at strategical level as well as practical one – by generating of high quality projects in the frameworks of tackled SFs. Communication is important tool to support policy learning and to support generation of quality project through improving the communication in quadruple helixes as well as to disseminate of gained knowledge to other actors across EU.

To address these challenges 3 basic communication objectives are defined:

- a) Raising awareness about using of Quadruple Helix approach for delivery of innovative Home Care solutions.
- b) Changing of mindset to boost public driven innovation
- c) Disseminating knowledge





A detailed Communication strategy will be formulated by PP2. All partners will play an important role in the implementation of the objectives of Communication strategy – especially at regional or national level, while the role of PP2 will be to coordinate these activities and to provide international communication tools. Role of LP will be to disseminate project knowledge at thematic events organized outside of HoCare project and to disseminate the knowledge during the Interreg platform activities.

### **B.2.3 - Activities and Outputs Foreseen per Semester - Communication and Dissemination**

#### PHASE 1 - SEMESTER 1 (From April 2016 until September 2016)

##### Activities:

- April-May: PP2 will propose Communication Strategy, all PPs will comment, PP2 will finalize based on comments final Communication Strategy
- April-September: PP2 will take over responsibility for creation of social media presence at international level. Will be used: Twitter - no new account, just hashtag #HoCare will be introduced. LinkedIn: Special group created to storing content, which will be shared then by all partners to their networks (through individual accounts or Institution pages).
- May-June: Each PP will establish dedicated subsection to inform about the project on web sites of their institution.
- June-September: To boost regional awareness each PP will manage to publish 1 article introducing HoCare project in regional/local/national media.
- May-July: Each PP will create regional/national contact list for dissemination purposes, PP2 will create it at international level (i.e. associations, EC representatives etc.).
- August-September: 1st electronic newsletter will be developed by PP2, while all PPs will contribute and they will disseminate final version to their contact lists to raise awareness about the project.
- July-September: PP2 manages regular updates of dedicate project subsite at Interreg Europe website. Each PP will regularly update subsection at websites of their institution
- April-September: LP will be responsible for cooperation with policy learning platform

##### Outputs:

- 1 HoCare Communication strategy developed
- 8 project subsections at websites of project partners
- 8 articles published
- 8 dissemination contact lists created
- 1<sup>st</sup> electronic newsletter produced, circulated to 8\*100 addresses
- 1000 new visitors to project web page

#### PHASE 1 - SEMESTER 2 (From October 2016 until March 2017)

##### Activities:

- October-March: Partner 2 manages regular updates of dedicated project subsite at Interreg Europe website
- October-March: All partners continue in sharing content via social media platform
- October-March: Lead partner closes Cooperation agreements with 2 similar projects funded by Interreg Europe to share experiences
- February-March: Partner 2 will produce two 5 minutes long videos from Thematic workshops showing best policy instruments to boost policy learning





- January-March: 2 international Press conferences as part of Thematic workshops will be organized with aim to create awareness across specific public actors relevant to quadruple helix for home care innovative solutions about HoCare project and foreseen improvements of SFs
- March: 2nd electronic newsletter will be developed by Partner 2, while all PPs will contribute and they will disseminate final version to their contact lists to share most valuable outcomes of Regional Analysis
- October-March: Presentations of project at international events based on Programme recommendations or based on thematic match
- January-March: Organization of 1 Virtual meeting with each of 2 similar projects to share experiences between projects
- October-March: LP will be responsible for cooperation with policy learning platform

#### Outputs:

- 2 HoCare Thematic videos - each 5 min long based on Thematic workshop, in English + 8 subtitles produced
- 2<sup>nd</sup> electronic newsletter produced and circulated to 8\*100 emails
- 2 International Press Conferences organized resulting in 3 media presences from each Press Conference
- 1 presentations of HoCare at international events
- 500 new visitors to project web page

#### PHASE 1 - SEMESTER 3 (From April 2017 until September 2017)

##### Activities:

- April-September: PP2 manages regular updates of dedicated project subsite at Interreg Europe website
- April-September: All partners continues in sharing content via social media platforms
- April-Aug: PP2 will produce one 5 minutes long video from last Thematic Workshop. Purpose of created videos is to raise awareness about HoCare project utilizing modern communication tools. All videos will be shared through social media channels (inc. YouTube), all web sites regarding HoCare project and will be used during Policy learning events later on.
- April-August: 1 International Press conferences as part of 3rd Thematic workshop will be organized
- September: 3<sup>rd</sup> electronic newsletter will be developed by Partner 2 presenting HoCare Policy Thematic Study and HoCare Policy transfer report, while all PPs will contribute and they will disseminate final version to their contact lists to share knowledge gained through Thematic Workshops.
- April-September: Presentations of project at international events based on Programme recommendations
- April-September: Organization of 1 Virtual meeting with each of 2 similar projects to share experiences between project
- April-September: Presentations of HoCare projects at 1 project event for each of 2 similar project HoCare cooperates with.
- April-September: LP will be responsible for cooperation with policy learning platform

**Outputs:**

- 1 HoCare Thematic videos –5 min long, in English + 8 subtitles produced
- 3<sup>rd</sup> electronic newsletter produced and circulated to 8\*100 emails
- 1 International Press Conferences organized resulting in 3 media presence
- 1 presentations of HoCare at international events
- 600 new visitors to project web page

**PHASE 1 - SEMESTER 4 (From October 2017 until March 2018)**

**Activities:**

- October-December: All PPs will organize 1 National HoCare Policy learning event aimed to tackle all communication objectives at national level, including raising awareness and changing mindset of relevant stakeholders outside the partnership. Additional objective is to disseminate knowledge to other relevant policy actors beyond their core stakeholder groups at national level by sharing HoCare Policy Thematic Study and HoCare Policy transfer report and to share all the relevant experiences from interregional HoCare events. This event is also a part of initiation of Action plan's preparation process thus all valuable inputs will be noted.
- October-March: PP2 manages regular updates of dedicated project subsite at Interreg Europe website
- October-March: All partners continues in sharing content via social media platform
- October-November: 8 national Press conferences as part of National Policy learning events organized by each PP
- March: 4th electronic newsletter will be developed by PP2 containing the results of first phase of the HoCare project, while all PPs will contribute and they will disseminate final version to their contact lists to share knowledge related to impact of developed Action plans.
- October-March: Presentations of project at international events based on Programme recommendations
- October-March: Organization of 1 Virtual meeting with each of 2 similar projects to share experiences between project
- October-March: LP will be responsible for cooperation with policy learning platform

**Outputs:**

- 8 National HoCare Policy Learning events organized – 40 participants each
- 4<sup>th</sup> electronic newsletter produced and circulated to 8\*100 emails
- 8 National Press Conferences organized resulting in 3 media presence from each Press Conference
- 2 presentations of HoCare at international events
- 800 new visitors to project web page

**PHASE 2 - SEMESTER 5 (From April 2018 until September 2018)**

**Activities:**

- The partners ensure regular updates of the project website with information on the action plan implementation.

**Outputs:**

- Website updates

PHASE 2 - SEMESTER 6 (From October 2018 until March 2019)

Activities:

- The partners ensure regular updates of the project website with information on the action plan implementation.

Outputs:

- Website updates

PHASE 2 - SEMESTER 7 (From April 2019 until September 2019)

Activities:

- The partners organise a final dissemination event gathering executives and policy makers from the regions and from other relevant institutions. The aim is to promote the project achievements and to disseminate the results of the action plan implementation to a large audience. The project website is updated accordingly.

Outputs:

- 1 high-level political dissemination event
- Website updates

PHASE 2 - SEMESTER 8 (From October 2019 until March 2020)

Activities:

- The partners ensure regular updates of the project website with information on the action plan implementation.

Outputs:

- Website updates

## C. WORK PACKAGE 3 - EXCHANGE OF EXPERIENCE

Partner Responsible: PP8 - DEX Innovation Centre

### C.1 - General Principles

#### C.1.1 - Interreg Europe Programme Rationale

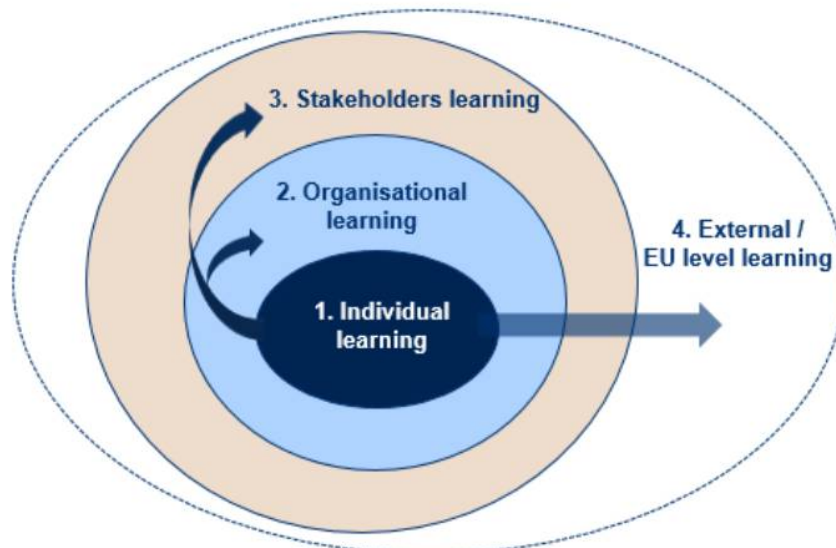
An interregional cooperation project is a project in which partners from different countries work together on a shared regional policy issue by exchanging their experiences and practices in order to integrate the lessons learnt from this cooperation into their policies.

The objective of an interregional cooperation project is to improve the performance of the regional policy instruments of the participating regions, in particular the Investment for Growth and Jobs goal programmes, and, where relevant, their European Territorial Cooperation (ETC) programmes.

#### C.1.2 - Exchange of experience: the cornerstone of an interregional cooperation project

The exchange of experience among partners is an interregional learning process. It is the main catalyst for generating the expected policy change in the participating regions. The learning process is based on the identification, analysis and exchange of knowledge and practices in the field of policy tackled by the project. Interregional cooperation projects need to analyze the experiences and/or practices exchanged within the projects and disseminate the most interesting findings.

Levels of learning:



- Level 1: Individual learning refers to the staff members of the partner organizations who have increased their capacity by being directly involved in all the activities of the interregional cooperation project.
- Level 2: Organizational learning deals with organizational or institutional learning. Such learning occurs when the new knowledge does not remain at the level of individuals alone, but is also shared within the organizations these individuals are working for.





- Level 3: Stakeholder learning refers to the stakeholders in the regions involved in the policy-making process and policy implementation.
- Level 4: External learning refers to learning beyond the regions. It is important that the lessons learnt at project level are also exploited at programme level in order to be of benefit for other public authorities in Europe. The policy learning platforms should play an important role in this regard in light of the projects' contributions.

### **C.1.3 - Interreg Europe projects structure**

An Interreg Europe project is applied in two Phases:

- Phase 1 - 'interregional learning' is dedicated to the exchange of experience among project partners and preparing the implementation of the lessons learnt from the cooperation. In order to optimise the chance that the findings from interregional policy learning are transformed into actions, an action plan must be prepared at the end of Phase 1 for each policy instrument indicated in the application form'.
- Phase 2 - monitoring the implementation of the action plan. In order to better assess the results of interregional cooperation, phase 2 is dedicated to monitoring the implementation of the action plans. Each partner is responsible for monitoring the progress of the implementation of their action plan and to report to the lead partner.

#### Action Plan:

Produced by each region, the action plan is a document providing details on how the lessons learnt from the cooperation will be implemented in order to improve the policy instrument that is addressed within their region. It specifies the nature of the actions to be implemented, their timeframe, the players involved, the costs (if any) and funding sources (if any).

## C.2 - HoCare Exchange of Experience

### C.2.1 - HoCare Project Exchange of Experience Structure

- Project Coordinator of WP3
- Partner Coordinator of WP3
- Project Secretariat
- Expert Groups (EG)
- Local stakeholders

#### Project Coordinator of WP3:

The Project Coordinator of WP3 will be appointed by the partner responsible for WP3, DEX Innovation Centre (PP8). The Project Coordinator of WP3 will be a member of the Project Secretariat and will be responsible for the overall management of the activities included in WP3, as well as the elaboration of the methodology and creation of the required tools that will be provided to all partners for the appropriate implementation of the activities foreseen in the AF.

#### Partner Coordinator of WP3:

Each Project Partner will appoint a Coordinator of WP3 who will be responsible for the exchange of experience activities to be implemented on local/regional/national level. The Partners Coordinators of WP3 will regularly cooperate with the Project Coordinator of WP3 in order to ensure the proper implementation of the activities allocated to their organization according to the provisions of the exchange of experience information included in the approved Application Form.

#### Project Secretariat:

The HoCare Project Secretariat is constituted by the Lead Partner's Project Manager, the Lead Partner's Financial Manager, the Communication Manager appointed by Partner 2 and the Project Coordinator of WP3 appointed by Partner 8. The Project Secretariat is the body responsible for day to day management and coordination. Support, instructions and guidelines will be provided in general to the partnership and to each partner upon request. Project Management and Communication between partners and the PS will be facilitated through electronic tools upon approval by the Steering Committee.

#### Expert Groups (EG):

For supporting the organization of Thematic Workshops and delivery of Policy Thematic studies, 3 Expert Groups will be formed. These groups will be reporting to Project Secretariat, will include internal or external experts of partners (each PP appoints 1 expert in at least 2 groups). Each EG will be coordinated by 1 member of Project Secretariat. The EGs will merge to Expert Panel coordinated by HoCare Project Manager in order to support the efficient drafting of Action plans.

#### Local Stakeholders:

To increase the chance of achieving policy change, project partners should therefore actively involve relevant stakeholders from their region in the activities of the project. This group has therefore an intra-regional focus and is constituted by players from each region. Some of these stakeholders may be those who implement measures of the action plan later on. 1 Multi-Stakeholder group will be formed in each region. Members of the Local Stakeholders Group would be formal and informal providers of health care, industrial actors or Business sup. Actors related to Home care industry, research actors, public actors (senior public servants & policy decision makers in field of R&I, health care, social care at regional and national level, Senior Managers from Health Insurances and Regulators).

## C.2.2 - HoCare Project Exchange of Experience Methodology

### POLICY OWNER BILATERAL MEETINGS

The core and most frequent learning channel will be between policy instrument owner and the partner. The policy owner will be as well engaged to stakeholder meetings described below, but most of the learning and exchange of experience processes will be applied through standard bilateral meetings organized by partners. These are not described as such in the application, as they belong to the standard cooperation framework processes.

### STAKEHOLDER MEETINGS

The corner stone of Quadruple Helix approach is the facilitation of communication and cooperation across actors representing each helix. This approach is reflected in HoCare project through the formation of 1 Multi-Stakeholder group in each region constituted by 20 institutional members, while it is obligatory for all PPs to involve to Multi-stakeholder groups representatives from all “helixes”. That means:

1. Formal and informal providers of health care;
2. Industrial actors or Business support actors related to Home care industry
3. Research actors
4. Public actors (senior public servants & policy decision makers in field of R&I, health care, social care at regional and national level, Senior Managers from Health Insurances and Regulators).

### INTERNAL REPORTING MEETINGS

Internal reporting meetings are partner institutions’ organizational learning processes to upscale learned experience on individual level from stakeholder meetings to an institutional level. The form of such meetings is open, so that partners are able to select the most appropriate method given the partner size, expertise and working processes. The main aim of these meetings is to upscale learning from individual to institutional level within partner organizations.

### Step 1: Regional Analysis of Structural Funds and other relevant policy frameworks in all HoCare regions.

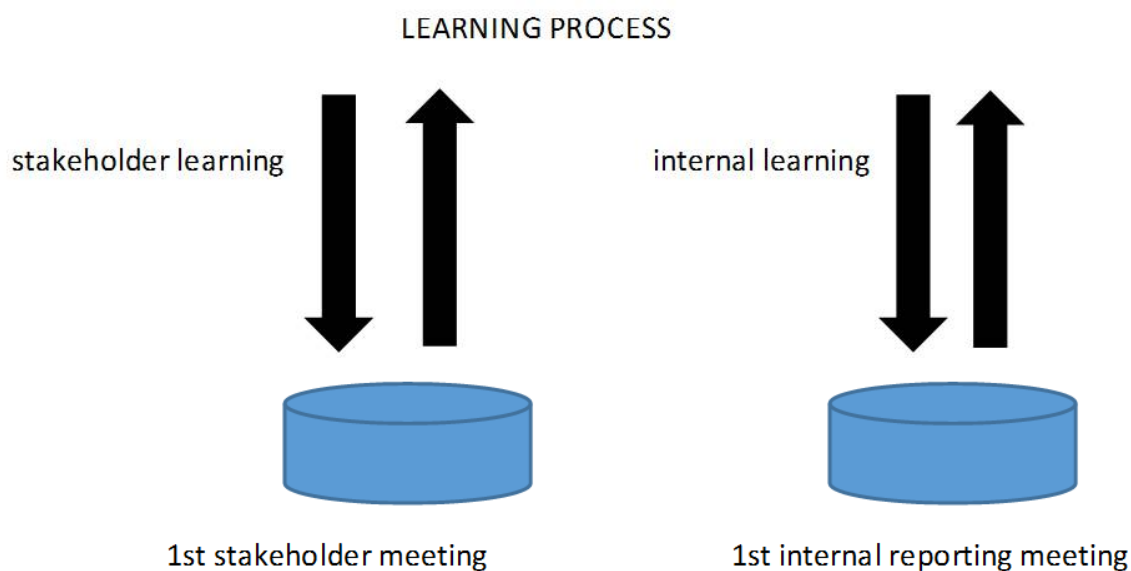
Findings will be analyzed at the 1<sup>st</sup> (local) Multi-Stakeholder meeting (local stakeholder group meeting) and the 1<sup>st</sup> internal meeting (meeting between the staff of each partner organization). There will be 3 Templates defined for this exercise to assure homogenous approach. They will be used for collection of following types of Good Practices (GPs):

- 1) Transferable projects related to HoCare objectives generated through Structural funds
- 2) Management of SFs
- 3) Strategic focus of SFs.

Finalized analyses will enable project to start intensive interregional learning process.

8x HoCare Regional Analysis			
1. Overall situation R&I in Home Care			
2. Quadruple-helix cooperation			
3. Good practices			
	Addressing unmet needs	Public driven innovation	Solution quicker on market
Projects:			
Management of SF funds:			
Strategic focus of SF funds:			





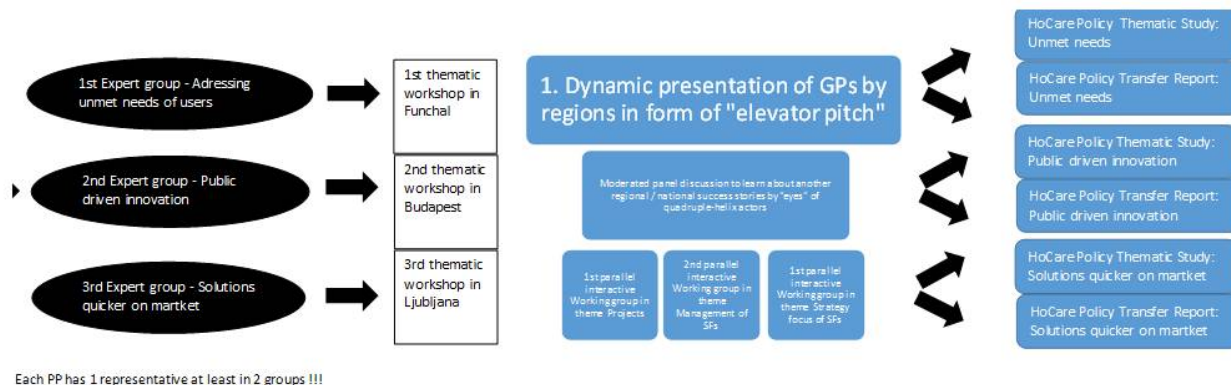
Step 2: Interregional thematic workshops and joint thematic studies developed by interregional Expert groups.

3 international thematic workshops will be organized each covering one thematic sub-objective of the HoCare project. The thematic workshops will be organized according to a joint methodology and will consist of a dynamic presentation of GPs, a moderated panel with invited speakers representing Quadruple helix in Home Care innovation chains and, in parallel, the organization of 3 small interactive working groups. The objective of working groups is to further develop proposed good practices and strengthen the exchange of knowledge between PPs for further development of the Action Plan. Core outputs of the 3 thematic workshops will be HoCare Joint Thematic studies and HoCare Policy transfer reports. Joint Thematic Studies will include identified GPs, their analysis and other knowledge collected during thematic workshops, which are ideal for transfer to other regions in EU. They will be used during external EU level learning process (during 2 High level policy events and during National policy events). The Policy Transfer Report (PTR) will summarize Expert panel comments and working group results to HoCare Regional Analysis. It will also further develop matching between identified GPs and addressed SFs by all PPs. The (PTR) will be used for internal and stakeholder learning (2<sup>nd</sup> meetings).

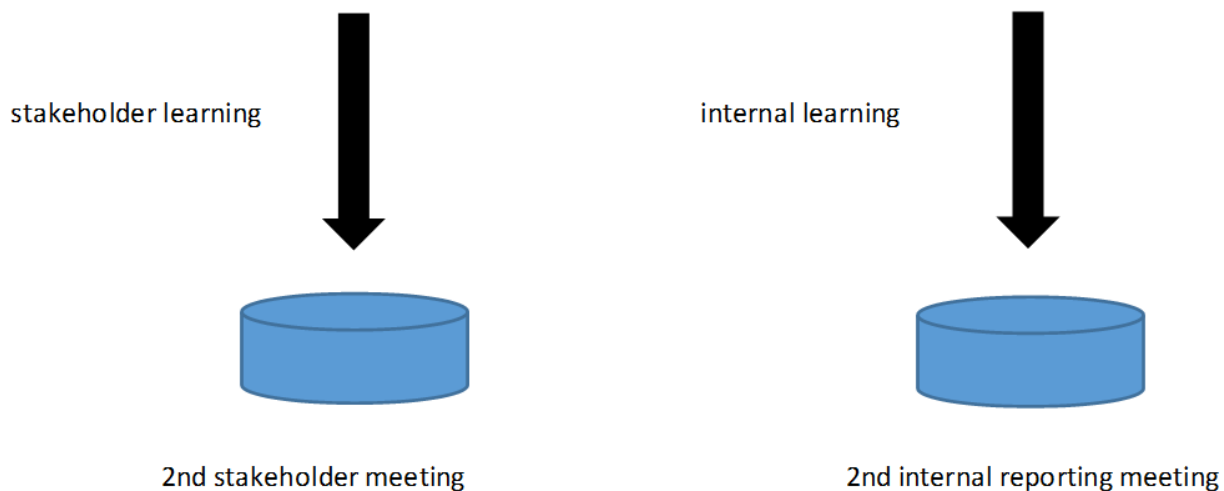
To ensure highest quality of exchange of experience, Expert groups will be formed constituted by partners' internal and external experts for each Thematic topic. Each Partner will have experts in at least 2 groups. The Expert groups will actively participate in Thematic workshops and will elaborate HoCare Policy Thematic Studies and HoCare Policy transfer reports.



As mentioned above, all PPs will organize national policy learning events in each PP country to share HoCare Policy Thematic Studies and Policy Transfer Reports with other public actors, beyond their core stakeholder groups.



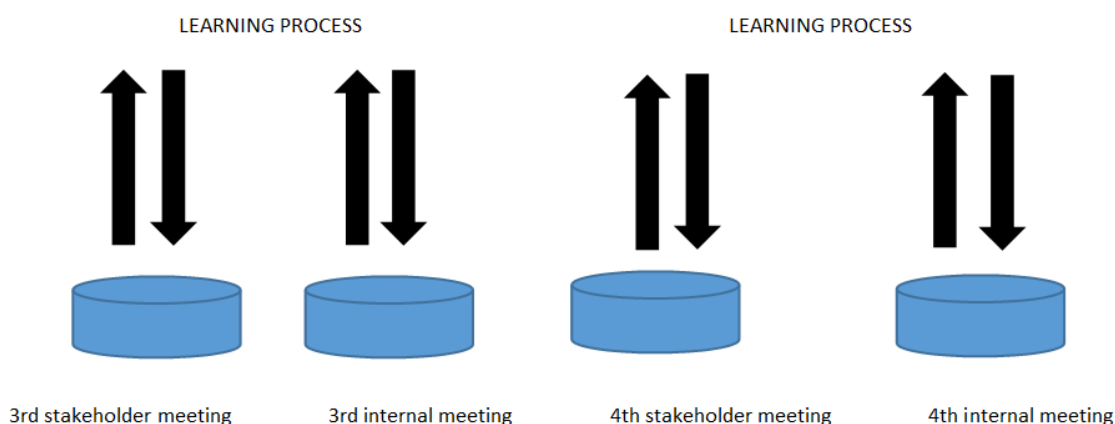
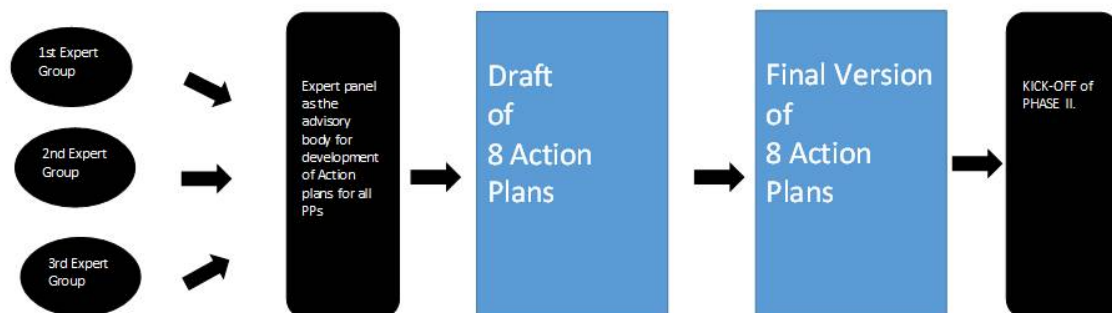
### LEARNING PROCESS



### Step 3: Expert Panel and Action Plans

An Expert Panel will emerge from the merging of the 3 Thematic Expert groups. The formation of the Expert Panel will actually initiate the process for drafting and elaborating the Action plans. The Expert Panel will serve as the advisory body for the development of the Action Plans by all PPs. PPs will draft the Action Plans in mutual cooperation with other PPs with relevant knowledge. All PPs will organize a 3<sup>rd</sup> internal meeting to present their draft Action Plan and collect comments from colleagues in their organization and organize the 3<sup>rd</sup> (local) Multi-Stakeholder meeting to collect the comments and suggestions from the stakeholders and to further boost learning process. The draft Action Plans will also be shared with Expert panel, which will provide its feedback. Based on the collected feedback, all PPs

will finalize their Action plans. First phase of the project will be finalized through the 4<sup>th</sup> (local) Multi-Stakeholder meeting and the 4<sup>th</sup> internal meeting for presenting and disseminating the final Action Plan by all PPs.



#### Step 4: Implementation Phase

The learning process will continue by mutual exchange of experiences during the monitoring phase (Phase 2) which will be concluded through a high-level political dissemination event. The 2<sup>nd</sup> phase will be dedicated to monitoring of Action plans' implementation and will be closed by the delivery of Final report.

#### C.2.3 - Policy Instruments to be examined through HoCare Project

Policy Instrument 1:

“Operational Programme Enterprise and Innovations for Competitiveness”

PP8 DEX Innovation Centre

Policy Instrument 2:

“Operational Programme for the Implementation of the EU Cohesion Policy in the Period 2014-2020”

PP2 Development Centre of the Heart of Slovenia

**Policy Instrument 3:**

“Operational Programme Competitiveness and Sustainable Development 2014-2020”  
LP Nicosia Development Agency (ANEL)

**Policy Instrument 4:**

“Operational Programme Innovation and Competitiveness 2014-2020 (OPIC)”  
PP3 Business Agency Association

**Policy Instrument 5:**

“Competitiveness Operational Programme (COP) 2014-2020”  
PP4 National Institute for Research and Development in Informatics

**Policy Instrument 6:**

“Lithuanian Operational Programme for the European Union Funds’ Investments in 2014-2020”  
PP5 Lithuanian Innovation Centre

**Policy Instrument 7:**

“Economic Development and Innovation Operational Programme”  
PP6 National Healthcare Service Center

**Policy Instrument 8:**

“Operation programme Madeira 2014-2020, Operational Programme for Madeira and their policy measures for economic, social and territorial development, integrated in the Portuguese program PORTUGAL 2020 in line with the smart, sustainable and inclusive growth of the Europe 2020 strategy for growth and employment.”  
PP7 IDERAM Business Development Institute of the Autonomous Region of Madeira

### **C.2.4 - Activities and Outputs Foreseen per Semester - Exchange of Experience**

#### **PHASE 1 - SEMESTER 1 (From April 2016 until September 2016)**

**Activities:**

- April-May: DEX-IC will define Templates for HoCare regional analysis. Analysis will present: 1) overall regional situation related to Home Care R&I (Transferable projects related to HoCare objectives generated through Structural funds), 2) Quadruple Helix cooperation in R&I (Management of SFs) and 3) collection of proposed GPs in all 3 approaches on how to improve tackled policy instruments (Strategic focus of SFs). These templates will be drafted based on experiences with GP identification and transfer gained through Innovation4Welfare implementation. Templates for GP identification will be designed for easy understanding and eventual transfer of identified GPs. As integral part DEX-IC will also draft Guidelines for other PPs about the use of the proposed Templates.
- June: DEX-IC will organize a Virtual meeting, approximately ½ day long. The objective will be to present proposed Templates and Guidelines and to teach Partners how to use both tools. All partners will also share before or during Virtual meeting their comments or proposals, which will be discussed among the whole partnership. Concluded improvements will be finally incorporated by DEX-IC to the tools, thus final HoCare Templates for Regional Analysis and final HoCare Guidelines will be produced.





- May-July: All PPs will establish the HoCare Regional Multi-Stakeholder Groups. Each group will have at least 20 different institutions (1 to 2 representatives per each), while it is obligatory, that representatives of whole Quadruple Helix ecosystem will be represented in each Group. Thus there will be represented: the owner(s) of tackled policy instrument (if different from PP), representatives of Research sector, Formal providers of health care (hospitals, social services providers, senior houses), Informal providers of health care (associations, NGOs), the industry (SMEs, LMEs from regions), senior representatives of Health or Social care Regulators, and Health Insurance Companies and mainly representatives (senior policy officers or policy decision makers) of other relevant policy actors.
- July-September: All PPs will initiate the collection of data for their HoCare Regional Analysis and fill in the respective Templates. This activity will be finalized in following Semester.

#### Outputs:

- 3 templates for HoCare regional analysis (1<sup>st</sup> for Management and Strategy Focus of Structural funds, 2<sup>nd</sup> for Structure and strategy focus of other policy instruments and 3<sup>rd</sup> for projects generated through above tackled policy instruments)
- Establishment of 8 HoCare Regional Multi-Stakeholders groups

#### PHASE 1 - SEMESTER 2 (From October 2016 until March 2017)

##### Activities:

- October-November: All PPs finalize the 1<sup>st</sup> draft of HoCare Regional Analysis; hence they will also identify Good practices for all 3 approaches for policy instruments improvement. In HoCare project there is no purely teaching and purely learning region. Each region has different excellence and needs, therefore each region will identify a different number of GPs (possibly all GPs might be related to one approach and/or each approach may be represented by 1 or more). Each region will also express interest in transferring different GPs which should be often transformed (according to local situation) therefore knowledge transfer will work on mutual cooperation basis between PPs.
- October-November: Partners PP2, PP6 & DEX IC will draft a proposal for the Thematic Workshop methodologies. The proposal is presented to other partners, discussed and finalized. The proposed structure will definitely include the following elements: 1) Dynamic presentation of GPs by region in form of “elevator pitch”, 2) Moderated panel including representatives of Quadruple helix who will present their own success stories in tackled field and will address presented GPs and 3) Organization of 3 parallel small interactive Working Groups based on addressed approach towards policy instrument improvement. The objective of these interactive WGs would be: better understanding of proposed good practices, further elaboration of them plus strengthening final matches for the development of Action Plan.
- November: All PPs organize their 1<sup>st</sup> Internal reporting meeting (within their organization) followed by the 1<sup>st</sup> Stakeholder meeting to present the project and the Thematic workshop methodologies. During the 1<sup>st</sup> Stakeholder meeting, the findings from Regional Analysis will be presented and additional input will be added; GP, knowledge and information provided by stakeholders will be noted. The aim is to boost stakeholder learning process, to raise awareness about the HoCare project and effectively utilize experiences and knowledge of the multi-stakeholder group.
- December: All PPs finalize their HoCare Regional Analysis based on feedback from 1<sup>st</sup> meetings and share them with all other partners.

- December: PPs will form Expert groups consisting from internal and external experts formed for each Thematic topic to boost multi-dimensional policy learning and secure high quality of this activity. Each PP will have expert(s) in 2 groups at least. Expert groups will be responsible for professional content of thematic workshops and following results.
- January: 1<sup>st</sup> Thematic workshop (Topic: Generation of innovation by addressing unmet needs identified by formal and informal providers of health care) organized by PP7 in Funchal (POR)
- March: 2<sup>nd</sup> Thematic workshop (Topic: Generation of innovation thanks to public driven innovation approach) facilitated by PP6 in Budapest (HUN)

#### Outputs:

- 8 HoCare Regional Analysis finalized and published
- 8 Internal reporting meetings organized & 8 Stakeholders meetings organized
- 1 Thematic workshops methodology developed
- 3 Thematic Expert groups formed for each workshop theme
- 2 interregional Thematic workshops organized with 30 Participants each

#### PHASE 1 - SEMESTER 3 (From April 2017 until September 2017)

##### Activities:

- April: 3<sup>rd</sup> Thematic workshop (Topic: Bringing innovative Home Care solutions more quickly to the market) organized by PP2 in Ljubljana (SLO). At each thematic workshop, 3 representatives from each Regional Stakeholders' Group will participate. Preference will be given to representatives of Managing Authorities of tackled Structural funds and to other actors with highest influence on improvement of these funds.
- April-July: Each Expert Group will elaborate a HoCare Policy Thematic Study based on the Thematic workshop for each theme. HoCare Policy Thematic Study will include identified GPs and knowledge ideal for transfer to other regions and it will be used as a main output for dissemination of knowledge towards stakeholders outside the partnership. Expert groups will select altogether 30 Good practices to be shared with stakeholders from those identified in Regional Analysis.
- April-July: Each Expert Group will elaborate a HoCare Policy transfer report based on the Thematic workshops for each theme. HoCare Policy transfer report will summarize the Expert panel comments and Work Group results to HoCare regional analysis. It will also include a roadmap of matches between identified policy instruments' GPs and addressed by all PPs which should help PPs during Action Plans preparation.
- July: HoCare Policy Thematic Studies and Policy transfer reports are the main output documents and will be shared across the whole partnership and reviewed by all PPs, commented and Expert Groups will incorporate valuable inputs. Final reports will be approved by Steering Committee (virtual meeting) as a high-level project output. Based on these documents each partner will be able to select interesting GPs transferable to their region and additional learning process and knowledge exchange will continue within mutual cooperation of partners (PP with the GP and PPs interested to transfer GP).
- August-September: All PPs organize the 2<sup>nd</sup> Internal reporting meeting followed by the 2<sup>nd</sup> Stakeholder meeting. Apart from sharing knowledge and experience through international events (as part of organizational and stakeholder learning process), the objective of the second meeting will be to initiate the process of Action plan preparation and to get input for the Action plan from Multi-stakeholder groups.



**Outputs:**

- 1 interregional Thematic workshops organized with 30 participants
- 3 HoCare Policy Thematic Studies
- 3 HoCare Policy Transfer Reports
- 8 Internal reporting meetings and 8 Stakeholders meetings

**PHASE 1 - SEMESTER 4 (From October 2017 until March 2018)**

**Activities:**

- October: Merging of 3 Thematic Expert groups to 1 Expert panel as the advisory body for development of Action Plans for All partners.
- October-January: All PPs are drafting their Action Plans in mutual cooperation. There are bi-weekly Virtual meetings between all PPs and Expert panel, while there is a parallel intensive bilateral communication between learning and teaching partners for each policy instrument. Each partner may play a role of teaching and learning partner at the same time since all partners have different expertise and needs. GPs or other transferable knowledge should be adapted according to regional prerequisites (eg. Legislative framework) and Expert panel will provide PPs with expertise and support.
- January: All PPs will finalize Action Plan draft and send it to Expert panel for evaluation and feedback.
- January: All PPs will organize the 3<sup>rd</sup> Internal reporting meeting followed by the 3<sup>rd</sup> Stakeholder meeting in order to present the draft and get comments and proposal for improvements from colleagues in their organization and from multi-stakeholder groups.
- January-February: All PPs will finalize their Action Plan based on gained feedback and proposed improvements (Virtual meeting scheme with Expert panel still continues on bi-weekly basis) and the Action Plans are submitted to Steering Committee for approval as high-level outputs of the project.
- March: All PPs will organize the 4<sup>th</sup> Internal meeting followed by the 4<sup>th</sup> Stakeholder meeting to present their final Action Plan and initiate the implementation process.

**Outputs:**

- 1 Expert panel established
- 8 Action Plans developed
- 2x8 Internal meetings and 2x8 Stakeholder meetings organized

**PHASE 2 - SEMESTER 5 (From April 2018 until September 2018)**

**Activities:**

- Each region starts the implementation of its action plan. The relevant stakeholders for the implementation are mobilized.

**Outputs:**

**PHASE 2 - SEMESTER 6 (From October 2018 until March 2019)**

**Activities:**

- Each partner monitors the action plan implementation by contacting the stakeholders and beneficiaries of the different actions.





- All partners meet to learn from each other by exchanging on the success and difficulties met in the implementation of their action plan.

Outputs:

- 1 project meeting

#### PHASE 2 - SEMESTER 7 (From April 2019 until September 2019)

Activities:

- Each partner continues monitoring the action plan implementation and is in regular contact with the stakeholders and beneficiaries of the different actions.

Outputs:

#### PHASE 2 - SEMESTER 8 (From October 2019 until March 2020)

Activities:

- Each partner finalizes the monitoring of the action plan implementation.
- Each partner discusses the results of this implementation with the relevant regional stakeholders and beneficiaries.
- All partners meet to exchange and draw conclusions on the two years of action plan implementation.

Outputs:

- 1 project meeting



## D. HoCare PROJECT EXPECTED RESULTS

### D.1 - HoCare Project Expected Results

The overall objective of the HoCare project is to boost generation of innovative Home Care solutions in regional innovation chains by strengthening the cooperation of actors in regional innovation ecosystems using the Quadruple-Helix approach. The aim is to do this by improvement of 8 Regional / National Structural Funds available in 8 HoCare regions to support research and innovation in the field of Home Care. As a result, HoCare aims to improve management structures (governance) of 7 above mentioned Funds. These improvements at strategic level will be complemented at practical policy level by generation of 10 practical projects funded from tackled Funds and inspired by policy learning and good practice exchange inside HoCare partnership.

The above mentioned improvements will target primary 3 sub-objectives of HoCare project:

- 1) Generation of innovation through addressing unmet needs of customers
- 2) Generation of innovation through public driven innovation by boosting adaption of innovative solutions
- 3) Bring innovative Home Care solutions quicker to the market.

The reason is that data collected in preparation phase shows those 3 sub-objectives as most promising in terms of improving common issues identified by partners at regional levels (unlocked potential in Home Care innovation and research) and regional policy levels (lack of high quality projects, instruments' efficiency, impact and wider usage of available instruments). HoCare project aims to positively influence efficiency, impact, level of project qualities etc. of Structural Funds summing up to the amount of €225.000.000 in total.

The above mentioned results will be achieved mainly thanks to SMART outputs delivered thanks to 4dimensional international policy learning process. Initial content for it will be created by partners during Regional analysis, further investigated, analysed and developed during 3 International Thematic Workshops. It will formulate 30 transferable Good practices and enable the formulation of high-level outputs: 3x HoCare Policy Thematic reports and 3x HoCare Policy Transfer Reports. Valuable content with high potential to be used outside HoCare regions will enable the project to contribute in EU external policy learning by organizing 2 international high-level policy learning events and 8 National Learning events. Awareness of roughly 500 participants will be increased thanks to these dissemination events. Policy learning at different levels will involve 326 persons from stakeholders and colleagues inside PPs through the participation at 4 Internal and 4 Multi-stakeholder meetings in each region.

Last but not least 8 Action plans will formulate a roadmap for the Structural Funds improvement. To further disseminate knowledge and create awareness 52 appearances in media are planned. They will together with other dissemination and communication activities (newsletters, social media) attract almost 5.000 visitors to learn about HoCare project success.

## D.2 - HoCare Project Results Indicators

Result indicators	Target
No. of Growth & Jobs or ETC programmes addressed by the project where measures inspired by the project will be implemented. 100% of policy instruments addressed with structural funds link	8
No. of other policy instruments addressed by the project where measures inspired by the project will be implemented	0
Estimated amount of Structural Funds (from Growth & Jobs and/ or ETC) influenced by the project (in EUR)	22500000
Estimated amount of other funds influenced (in EUR)	0

Policies	Self-defined performance indicators	Target
Policy 1	Increase of collaboration of enterprises (especially SMEs) starting cooperation with research involved in the project (percentage)	15
Policy 2	Increase of share of innovation active enterprises by HoCare project (SF target is to change from 46.5 % to 55 % till 2023). Project will raise the target value by ( in hundredth of percent)	25
Policy 3	Increase of enterprises involved in the process of generating innovative home care solutions (percentage)	5
Policy 4	Increase of Number of enterprises cooperating with research institutions in the field of innovative home care services thanks to HoCare project (percentage)	2
Policy 5	Project contribution to SF target to improve by 5% number of enterprises cooperating with research units ( in hundredth of percent)	30
Policy 6	Project contribution to SF target to improve by 5% number of enterprises cooperating with research (in hundredth of percent)	25
Policy 7	Increase of research to business collaborations and innovation networks supported by EDIOP are implemented in the fields of innovative Home Care social and health solutions (percentage)	10
Policy 8	SF target to achieve employability growth rate of 5% raised by project by additional ( in hundredth of percent)	10

Output indicators	Target
No. of policy learning events organized	69
No. of good practices identified	27
No. of people with increased professional capacity due to their participation in interregional cooperation activities	326
No. of action plans developed	8
No. of appearances in media (e.g. press)	58
No. of new visitors to project website since last reporting period	980



## E. REFERENCE DOCUMENTS

### E.1 - Legal Framework

- Regulation (EU) No 1303/2013 of the European Parliament and of the Council of 17 December 2013 laying down common provisions on the European Regional Development Fund, the European Social Fund, the Cohesion Fund, the European Agricultural Fund for Rural Development and the European Maritime and Fisheries Fund and laying down general provisions on the European Regional Development Fund, the European Social Fund, the Cohesion Fund and the European Maritime and Fisheries Fund and repealing Council Regulation (EC) No 1083/2006, and any amendment.
- Regulation (EU) No 1301/2013 of the European Parliament and of the Council of 17 December 2013 on the European Regional Development Fund and on specific provisions concerning the Investment for growth and jobs goal and repealing Regulation (EC) No 1080/2006, and any amendment;
- Regulation (EU) No 1299/2013 of the European Parliament and of the Council of 17 December 2013 on specific provisions for the support from the European Regional Development Fund to the European territorial cooperation goal, and any amendment;
- Regulation (EU) No 1299/2013 of the European Parliament and of the Council of 17 December 2013 on specific provisions for the support from the European Regional Development Fund to the European territorial cooperation goal, and any amendment;
- Commission Delegated Regulation (EU) No 481/2014 of 4 March 2014 supplementing Regulation (EU) No 1299/2013 of the European Parliament and of the Council with regard to specific rules on eligibility of expenditure for cooperation programmes, and any amendment;
- All other applicable EU legislation, including the legislation laying down provisions on public procurement, on competition, on state aid, on sustainable development and on the promotion of equality between men and women and non-discrimination;
- The European Territorial Cooperation programme Interreg Europe, approved by the European Commission on 11/06/2015 C(2015) 4053;
- The “Agreement to the Cooperation Programme and confirmation of national co-financing” signed by the EU Member States and the Kingdom of Norway ;
- The Programme-specific rules and guidance laid down in the programme manual;
- National rules applicable to the lead partner and its project partners, in the absence of Regulations or fund-specific rules or programme rules.

***In case of amendment to any of the above documents, the latest version shall apply***

### E.2 - HoCare Project Reference Documents

- Interreg Europe cooperation programme
- Interreg Europe Strategic environmental assessment
- Interreg Europe - First call for proposals -Terms of reference
- Interreg Europe Programme manual
- Interreg Europe iOLF Guide
- Interreg Europe Graphic Identity Guidelines
- Interreg Europe Communication strategy
- PGI01388, HoCare Approved Application Form  
(control number b265ce60fe4c5384e622b09eb829b8df)
- PGI01388, HoCare Final Approval Notification Letter
- PGI01388, HoCare Subsidy Contract
- PGI01388, HoCare Partnership Agreement