

# GLOBAL EVALUATION METHODOLOGY: EEC final feedback report

Project Name: **“MOAI LABS: Collective Intelligence and Health Technology Laboratories to fight against the social isolation and loneliness of the elderly”**

Acronym: **MOAI LABS**

Programme: **INTERREG V B SUDOE**

Code: **SOE4/P1/E1078**

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## EXECUTIVE SUMMARY

The present document describes the final report within the External Experts Committee (EEC), which considered the results of the three feedback reports, as well as the final online meeting.

## CHANGES CONTROL

<b>Version</b>	<b>Date</b>	<b>Description</b>
DRAFT v1	25/01/2023	Initial version for review by all partners

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## 1. INTRODUCTION

The Global Evaluation Methodology of the **MOAI LABS** Project provided information about the methods that would be used to track the progress of MOAI's activities, and to ensure its continuous improvement. It has been decided that the project's evaluation would be performed by an External Experts Committee (EEC), who has been identified by all the partners. This Committee comprises nine external experts (2 from Portugal, 1 from France and 6 from Spain), who combine expertise in gerontology, community intervention, technology, and/or projects' evaluation. The experts were suggested by the partners (1 expert per partner); one of the partners suggested two experts, who have worked in a coordinated manner. For more information about the EEC, please consult the deliverable "*ET3.2.1 Structure, responsibilities and procedures for project assessment*".

UAVR designed an evaluation methodology for MOAI LABS project considering the guidelines suggested by the Organisation for Economic Co-operation and Development (OECD) and by the European Commission (EU). This methodology has been discussed within the EEC through an online meeting held in the beginning of May 2021. With all the experts' inputs, a final evaluation form was created: the "feedback report". The feedback reports were filled by each expert and, then, all their inputs were compiled into a final document for the period under evaluation. Along with these feedback reports, a set of online meetings were held to share experiences and monitor the progress of MOAI's activities, as well as to clarify questions that the external experts could have.

## 2. EEC FEEDBACK REPORTS AND VIDEOCONFERENCES

To perform their tasks/roles, the EEC produced **3 feedback reports**, delivered at:

- November 2021.
- May 2022.
- November 2022.

The evaluation form uses the RAG (Red, Amber, Green) system. RAG is used when project managers are asked to indicate how well a project is doing using the series traffic lights. For


example, regarding the progression of an activity or the accomplishment of an objective, experts may use a *red* traffic light, which indicates problems; *amber*, indicating that everything is okay; or *green*, indicating that things are going very well. The report has 7 sections (see Figure 1); external experts had to fill it with information as regards to:

- **The execution of the operational objectives, activities, and deliverables**, for the evaluation period, as defined in the workplan (section A). If the activity was completed on time or is delayed up to 15 days, a green traffic light was displayed; if the activity was delayed between 16 to 30 days, the amber traffic light was displayed; activities with more than 30 days of delay were attributed the red traffic light. The expert inserted the “forecast/actual date” of the activity and the traffic light would automatically appear. In addition, the experts could also opt to use the “zebra crossing”, by responding “Yes” to the question “Caution call?” - which can be interpreted as a “stop and reflect” message for the partners. The “caution call” represents the need to consider contextual elements and/or contingencies that require the partners to pay closer attention to what is happening. Thus, the “zebra crossing” was used whenever the experts found that a particular activity had threats that could compromise its accomplishment, requiring the need to “slow down” and to reflect about strategies to address it (details will be provided in the “comments” section).
- **Other measures**, namely: the fulfilment of the work plan (potential deviations and their impact), the correspondence between the progress of the project considering what has been defined in the application form (e.g., objectives, deliverables and results), and overall results (section B);
- **Difficulties encountered**, its impact on the project (high, medium or low) and management actions (section C);
- **Recommendations on the evaluation period** (section D);
- **Recommendations for future work** (section E);
- **A global appreciation**, with some questions to guide it, considering relevant criteria indicators, such as: effectiveness, efficiency, relevance, coherence, impact, and added value (section F); in this section, the RAG system was defined as follows: 0-9 displayed a red traffic light (e.g., delays against critical milestones more than 2 months; problems with quality that lead to significantly more work at additional cost; dissatisfaction or resistance from partners, participants and/or stakeholders and benefits not achieved);

- 10-15 displayed an amber light (e.g., problems with quality but not causing a delay; lack of resources which can be resolved by the partner/s); and 16 or more displayed a green traffic light (e.g., project on plan; quality at expected levels; no resource problems; partners, participants and stakeholders satisfied with the activities' progress); and
- **Contacts** made to collect data, for example, with the partners, the co-creation sessions' participants, and/or stakeholders (section G).

Figure 1. Sections of the “feedback report”

Project Title	MOAI LABS					Report Date
						Evaluation Report No.
(A) Operational objectives, activities and deliverables	Status	Planned Date (target date)	Forecast / Actual Date <small>Actual date if complete or forecast date if on-going</small>	Traffic Light	Caution call? (Yes or No)	Comments
<b>G1</b>						
E.1.1.1. Composition and governance - Transnational laboratory MOAI LABS (2ml)		31/12/20		●		
E.1.1.2. Community engagement and co-creation model (2ml)		31/03/21		●		
E.1.1.3. Competences cartography and Specialization Plan (2ml)		31/05/21		●		
E.1.2.2. Scientific review (GSS)		30/04/21		●		
E.1.3.1. Engagement Plan (2ml)		31/01/22		●		
E.1.3.2. Data analysis of co-creation sessions (2ml)		31/01/22		●		
E.1.5.1. Definition of each challenge and ambition at a transnational level (TriBioMed)		31/05/21		●		
<b>G2</b>						
E.2.1.1. MOAI Challenges needs identification map (LEITAT)		31/07/21		●		
<b>GTT1</b>						
AT1.4. Execution reports (each beneficiary)		31/08/21		●		
AT1.4. Execution reports (INTRAS)		01/10/21		●		
AT1.5. Designation of the First Level Controller (INTRAS)		30/11/20		●		
AT1.5. Periodic costs declarations (each beneficiary)		31/08/21		●		
AT1.5. Periodic costs declarations (INTRAS)		01/10/21		●		
<b>GTT2</b>						
ET2.5.1. Communication Plan and accounts in social networks (update) (FUNGE)		30/09/21		●		
ET2.6.1. Communication Report (update) (FUNGE)		30/09/21		●		
<b>GTT3</b>						
ET3.2.2. Evaluation Plan (new version) (UAVR)		31/05/21		●		
ET3.3.2. Risks and Contingencies Matrix (update) (INTRAS)		30/09/21		●		
<b>B) Other measures</b>						
	Comments					RAG (please insert a number between 0-20)
<b>Fulfillment of the Work Plan</b> please include potential deviations and their impact on the project						●
<b>Correlation between the progress of the project with what is defined in the Application Form objectives, results, deliverables ...)</b>						●
<b>Overall results</b> Here you can also identify the translation of the objectives into various levels of intended effects; examples: media coverage; scientific publications; oral communications in national and international conferences; advanced knowledge (MSc and PhD thesis).						●
<b>C) Difficulties/constraints encountered</b>						
	Status	Impact	Management Actions			
1.	New	High				
2.						
3.						

(D) Recommendations on evaluation period	
(E) Recommendations on future work	
<b>(F) Global appreciation</b> Please include main conclusions; you may focus on evaluation criteria such as effectiveness, efficiency, relevance, coherence, impact, added value and sustainability, by answering the following questions: - Is the project achieving its objectives? (effectiveness) - How well are resources being used? (efficiency) - To what extent have the (original) objectives of the project (still) correspond to the needs within the Interreg Sudoe? Is the project doing the right things? (relevance) - To what extent is the interventions/actions that have been developed coherent internally? (coherence) - What difference is the project making? (impact) - What has been the additional value resulting from this project? (added value) - Will the benefits last? (sustainability)	RAG (overall)  
<b>(G) Contacts with partners, stakeholders and/or participants</b> (please indicate the contacts you have made and other methods used to collect data)	
Expert:	
Signature:	

The compilation of all the external experts' evaluations can be consulted in the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> feedback reports.

The EEC also attended to **5 videoconferences or online meetings** (see, for instance, figure 2) throughout the project, held in:

- 4<sup>th</sup> May 2021.
- 11<sup>th</sup> October 2021.
- 22<sup>th</sup> April 2022.
- 13<sup>th</sup> October 2022.
- 23<sup>th</sup> January 2023 (final meeting; detailed information about its purpose and results is explained below).

These online meetings served the purpose to discuss the progress of MOAI's activities, their perspectives about the main challenges and ways to address them, as well as to clarify questions about the activities and deliverables within all the work packages. Minutes have been created for all the videoconferences or online meetings, and all of them were validated by the EEC and shared with the MWG.

**Figure 2.** EEC first online meeting held at 4<sup>th</sup> May 2021



### 3. FROM THE 1<sup>ST</sup> TO THE 3<sup>RD</sup> EEC FEEDBACK REPORT

#### 3.1. 1<sup>ST</sup> FEEDBACK REPORT

In the first feedback report, the EEC significantly valued the presence of the MOAI LABS project in social networks, as well as the project's coordination.

Experts emphasized that the integration in the project of the needs (experts by experience), the supply (early demand groups), the demand (potential buyers), and the environment (community), make MOAI LABS a unique project that add all the parts of the problem, from the diagnosis to the market solutions.

The main limitation pointed out was related with the scientific review on loneliness; besides the delay in this activity, the EEC suggested to update the references and use more evidence-based sources. The EEC considered that the risk matrix (ET3.3.2. Risks and Contingencies Matrix) was very complete, with an indication of the risks, an assessment of their probability and impact, and an approach to mitigation measures. It was emphasized, however, to continue to try to prevent more delayed tasks.

The EEC stressed the importance of engaging students in these activities (particularly in supporting the production of scientific outputs). The EEC also considered that the MOAI LABS team should consider that there are many older adults who don't have skills on technological solutions, and that part of them do not have the electronic devices to benefit from the technological solutions. This was addressed by the MWG, who started to reflect and discuss strategies for the solution to be inclusive.

In the EEC's perspective, the MOAI LABS project seemed to be achieving its objectives and using the methodologies planned, according to the objectives designed since the beginning. As suggested by one expert, to apply evaluation criteria thoughtfully (OECD, 2021) there are "*four potential elements for analysis: relevance to beneficiary and stakeholder needs, relevance to context, relevance of quality and design, and relevance over time*". All the dimensions seemed to be included and are relevant. The dimension of the project, the transnationality present on the partnership, and the different types of stakeholders involved foster the potential of MOAI LABS, "*ultimate significance and potentially transformative effects of the intervention.*"

As external experts highlighted, the deviations from the initial plan were acceptable and did not having a negative impact on the project. Thanks to the efforts of all partners, much of the accumulated delay (which blocked the progress of the project) was recovered in the following months. Therefore, all the measures/indicators were rated with a green traffic light (mean values), suggesting that the project was progressing well (see figure 3). As pointed by the external experts in the 1<sup>st</sup> feedback report:

*"(...) the project was proceeding as expected, with a positive impact on the topic under study and applied to the population involved. This project has ensured apparent proximity to older adults and isolated people, ensuring the development and implementation of adequate strategies to mitigate the risk of isolation."*

*"In one year, the project has progressed considerably despite the difficulty of working with several teams in different countries and different languages. It seems that all the objectives set were achieved despite these obstacles. The added value of these projects lies in the multi-cultural nature and in a*

*methodology which considers scientific research and the expression of older adults.”*

**Figure 3.** Global Evaluation Methodology: 1<sup>st</sup> EEC feedback report

Measures	External Expert																			
	E1		E2/E3		E4		E5		E6		E7		E8		E9		Mean			
	value	RAG	value	RAG	value	RAG	value	RAG	value	RAG	value	RAG	value	RAG	value	RAG	value	RAG		
Fulfillment of the work plan	17	●	18	●	15	●	10	●	16	●	20	●	16	●	16	●	16	●	16	●
Correlation between the progress of the activities and what was defined in the AF	17	●	20	●	15	●	17	●	16	●	20	●	17	●	16	●	17.13	●	17.13	●
Overall results	18	●	18	●	11	●	18	●	18	●	20	●	18	●	18	●	17.4	●	17.4	●
Global appreciation	18	●	16	●	16	●	15	●	16	●	16	●	16	●	16	●	16.13	●	16.13	●

● 0 - 9   ● 10 - 15   ● 16 - 20

### 3.2. 2<sup>ND</sup> FEEDBACK REPORT

In the second feedback report, the EEC emphasized that the activities expected to be performed during this period (under evaluation) have been successfully accomplished. The results of the co-creation sessions and the presence of the project in social networks were highlighted. In fact, it was shared that the co-creation sessions with the experts by experience group were generating a great impact in QIDA-Sabadell (Barcelona) professionals and older adults.

The EEC also acknowledged the beginning of the Acceleration Programme with Actif Age (the awarded company of the MOAI Open Call launched by TBM) and stressed that this company seems to be an excellent partner for the design of the prototypes (part of the Human Resources have significant experience). The main limitation was the delay in the co-creation sessions for the gamified tool and its development. As justified by the partners, achieving such Technology Readiness Level (TOL) and proficiency required time; the direct consequence was a delay in the initial planning, but with the benefit that it would be possible to explore a tool that provides a higher TOL, ready to be tested by any older adult who is technology supportive and is willing to collaborate.

The EEC also presented several suggestions: the need for more dissemination activities, such as in-person events and participation in scientific meetings (to publicize the project and the results obtained); to share on the MOAI LABS' website the scientific outputs carried out within the MWG (e.g., papers, posters at international conferences, oral communications). Once again, their main perspective was that attention should be paid to developing technological solutions considering that dealing with physical or cognitive impairments in old age represents two of the most important and hardest-to-address issues.

All the measures/indicators were rated with a green traffic light (mean values), suggesting that the project was progressing in a positive way despite the delays identified (see figure 4). In fact, the partners' efforts to overcome the delays were very appreciated by the EEC. The fulfillment of the work plan, as well as the global appreciation of the project, was rated higher when compared with the results of the first report. As pointed by the external experts in the 2<sup>nd</sup> feedback report:

*“After all the co-creation sessions, a feedback report is being written with the aim of collect information about the initiatives of participation, difficulties found, and other comments that could affect outcomes. The methodology used to work on these co-creation sessions was based on design thinking and use care methodology. (...) The relevance of the project is being reported, the objectives are being achieved.”*

*“The Communication Plan has been updated, the project is being disseminated on the social networks, on the website and through the newsletters. All the partners have been working on the dissemination of the project. An infographic deliverable, which corresponds to a summary of images, was spread on social networks and among other platforms, to let people know what MOAI LABS competences are.”*

**Figure 4.** Global Evaluation Methodology: 2<sup>nd</sup> EEC feedback report

Measures	External Expert														Mean			
	E1		E2/E3		E4		E5		E6		E7		E8		E9		value	RAG
	value	RAG	value	RAG	value	RAG	value	RAG	value	RAG	value	RAG	value	RAG	value	RAG		
Fulfillment of the work plan	17	●	20	●	NA	NA	10	●	18	●	18	●	NA	NA	18	●	16.83	●
Correlation between the progress of the activities and what was defined in the AF	17	●	20	●	NA	NA	20	●	18	●	16	●	NA	NA	17	●	18	●
Overall results	16	●	18	●	NA	NA	15	●	18	●	18	●	NA	NA	17	●	17	●
Global appreciation	16	●	16	●	NA	NA	16	●	16	●	18	●	NA	NA	16	●	16.33	●

● 0 - 9   ● 10 - 15   ● 16 - 20

### 3.3. 3<sup>RD</sup> FEEDBACK REPORT

In the third report, the EEC highlighted the work done with the experts by experience and the local awareness campaigns promoted by MOAI's partners. The EEC considered that these campaigns will improve the communication, the engagement between the different stakeholders and practitioners of different contexts; and, furthermore, it could be considered a key-point to promote the sustainability of MOAI LABS project.

The projects' coordination, as well as the collaboration between the partners, were also stressed. Experts emphasized the monthly updated communication plan and the new initiatives that have been included on the website. The creation of a private section on the website that allows to watch the sessions of the acceleration programme was considered "very interesting" and, thus, it was very appreciated. Regarding the satisfaction survey, some experts stressed that the results were "even better" than the last ones, which was a good indicator of an improvement in perceived satisfaction.

The main topics to be addressed were related with the need for more dissemination activities, especially scientific outputs. In their perspective, it would be key to increase communication and demonstrate the outcomes of the project and its methodology, as well as the impact that in older people, health, and social care organizations and, therefore, "influence the design of new recommendations to policies, on the national and international levels".

The EEC also focused on: the importance to identify (and engage) similar projects and initiatives to join forces to raise more people, institutions, business companies, and social media; the need to encourage Master and PhD students to work on the results of the project (e.g., Master thesis about MOAI's impact); to consider the different levels of digital literacy of the beneficiaries of the technological solution and their access to the devices; and to discuss projects' continuity (sustainability). Partners were warned to reflect on these issues.

All the measures/indicators were rated with a green traffic light (mean values), suggesting that the objectives/goals were achieved (see figure 5). In line with the previous report, there was a significant increase in the mean attributed by the EEC to the fulfillment of the work plan: from 16.83 (2<sup>nd</sup> report) to 17.7. The overall results must also be underlined: from a mean of 17 (2<sup>nd</sup> report) to 17.8. As pointed by the external experts in the 3<sup>rd</sup> feedback report:

*“At this point we positively value the impact that the project is having; there is an important presence in social networks of general diffusion and in others of a more professional nature, where there is evidence of a clear and positive reception by the users to whom the project is intended. (...) In this sense, the project is becoming a very important benchmark for the scientific community that is awaiting the results obtained. It is remarkable not only the dissemination work, which is very important, but also the way in which it has had an impact, and in such a short time, on the different levels of users, the population, and the scientific community.”*

*“The partners involved in the project work in a coordinated and coherent way, agreeing on the necessary measures to move forward. Updated, transparent and continuous dissemination of the results is being given through different means such as the project website, different profiles on social networks (twitter, LinkedIn, Facebook, YouTube channel...) the communication plan to inform about the project and its objective is very positive. The use of simple infographics and project newsletters are also of great value to clarify the*

*work done and reach more people and networks. The incorporation into the web page of the GOOD PRACTICES section and the technology-oriented section is highly appropriate. Provisions scheduled for local, regional and national actions are promising.”*

*“Only congratulations for the excellent direction and management of the project, as well as for the involvement and dedication of the partner entities”.*

**Figure 5.** Global Evaluation Methodology: 3<sup>rd</sup> EEC feedback report

Measures	External Expert														Mean			
	E1		E2/E3		E4		E5		E6		E7		E8		E9		value	RAG
	value	RAG	value	RAG	value	RAG	value	RAG	value	RAG	value	RAG	value	RAG				
Fulfillment of the work plan	17	●	20	●	NA	NA	20	●	11	●	20	●	NA	NA	18	●	17.7	●
Correlation between the progress of the activities and what was defined in the AF	17	●	14	●	NA	NA	20	●	16	●	14	●	NA	NA	17	●	16.3	●
Overall results	18	●	18	●	NA	NA	18	●	17	●	18	●	NA	NA	18	●	17.8	●
Global appreciation	18	●	16	●	NA	NA	16	●	16	●	16	●	NA	NA	18	●	16.7	●










● 0 - 9    ● 10 - 15    ● 16 - 20

### 3.4. COMPARISON BETWEEN FEEDBACK REPORTS

In general, the EEC evaluations were very positive since the beginning. Table 1 provides information about the mean values attributed to the criteria indicators in the three feedback reports.

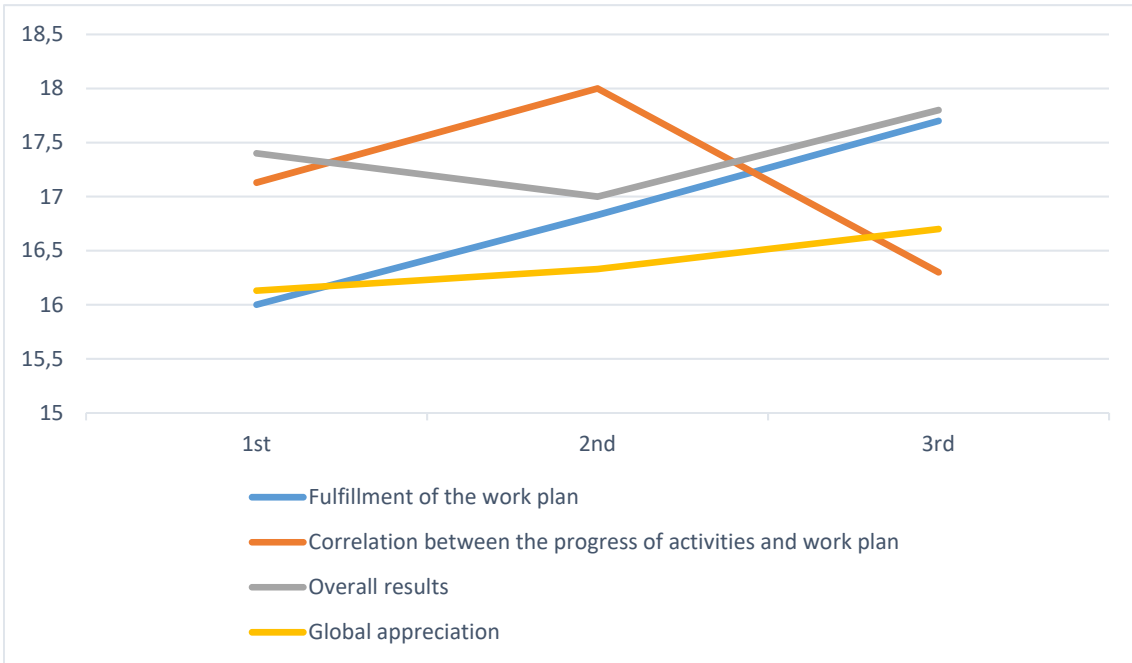
**Table 1.** From the 1<sup>st</sup> to the 2<sup>nd</sup> feedback report: mean values

Report / Mean Value	1st	2nd	3rd
Fulfillment of the work plan	16.0	16.83	17.7

<b>Correlation between the progress of the activities and what was defined in the AF</b>	17.13 	18 	16.3 
<b>Overall results</b>	17.4 	17 	17.8 
<b>Global appreciation</b>	16.13 	16.33 	16.7 

In the first report, the EEC rated the overall results with 17.4 values (green traffic light); all the other indicators were rated with green traffic lights; the lowest value was 16 (fulfillment of the work plan). In the second report, the highlight goes to the correlation between the progress of activities and what was defined in the application form (18 values, green traffic light), suggesting a higher performance and results from all the partners, apart from the delays identified in some activities; this also suggested MOAI LABS' consistency. The lowest value was attributed to the global appreciation (mean of 16.33 values, green traffic light). In the third report, the overall results were rated with 17.8 (mean value, ranging from 17 to 18) and fulfillment of the work plan was rated with 17.7 (mean value). In fact, as it can be seen in graphic 1, the score of the fulfillment of the work plan increased from the first to the last feedback report (from 16 to 17.7 – mean values; green traffic lights). The same happened with the global appreciation (from 16.13 to 16.7). The overall results was also better rated in the last feedback report (from 17.4 in the first report to 17.8 in the last one).

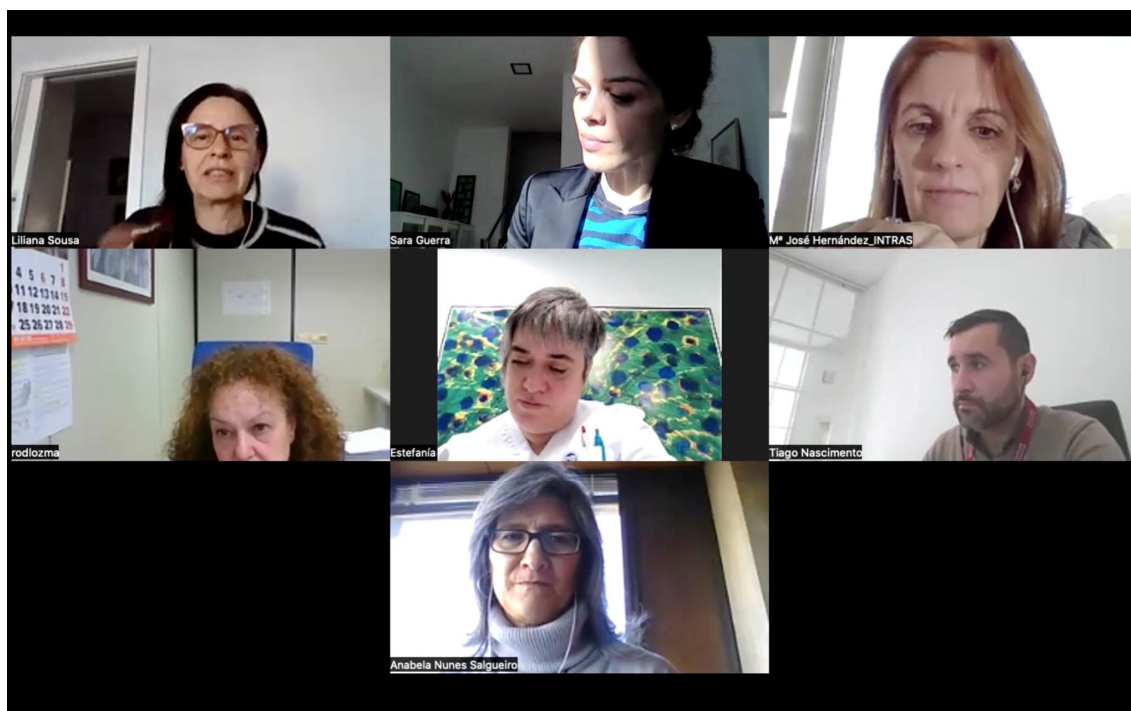
**Graphic 1.** From the 1<sup>st</sup> to the 3<sup>rd</sup> feedback report (mean values)



#### 4. FINAL ONLINE MEETING: MAIN RESULTS

A final online meeting with the EEC was held in 23<sup>th</sup> January 2023 (see figure 3). The main aim of this meeting was to provide a general overview of MOAI LABS activities' progress, and to focus on the main challenges, lessons learned and recommendations for future projects in this field.

**Figure 3.** EEC Final Online Meeting held at 23<sup>th</sup> January 2023



The main **lessons learned and recommendations** discussed were as follows:

- More attention to the ethical questions in the beginning of the project; this is a key aspect for scientific outputs.
- Participants' inclusion criteria: a more rigorous recruitment process is key; people should have digital skills or, at least, the willingness/motivation to learn to use it. MOAI LABS team should had considered that there are many older adults who don't have skills on technological solutions and that part of them neither have the electronic devices to benefit from the technological solutions. In order to be inclusive, strategies should be developed to guarantee that the final product fits different older adults' profiles, specifically considering those with less digital skills/literacy (e.g., the digital solution should be compatible with TV devices).
- In line with the previous topic, it was emphasized the importance of considering the challenges and implications of using technologies in rural areas (importance of territorial differences and its implications); and to adapt digital solutions so that they can be inclusive for people with dependence and/or chronic conditions, as well as caregivers of older adults and/or people with dependence.

- It would be important to provide the participants the access to AHOA, from ACTIF AGE; for instance, they were part of it and want to continue to use it, but most of them don't have tablets/smartphones. Further projects must take this potential limitation into consideration and, for instance, provide a tablet to the participants (it could be a gift/reward for their inputs/collaboration).
- It would be important to involve other older adults in the operationalization of the project, beyond the experts by experience groups (for instance, in the prototype phase of the digital solution).
- Endorse strategies to promote the cohesion of the group – that worked also as an intervention (participants felt they were heard, and they even created bonds with each other); but the sessions didn't occur with the frequency that they would like to. The question on how to keep them motivated was largely discussed and considered to be an important topic to pay particular attention.
- Scientific deliverables, such as systematic reviews, should be done by a team/partner with experience in the research process.
- Importance of engaging students (e.g., Master students) in the activities that were developed (particularly in supporting the production of scientific outputs).
- Pay more attention to face-to-face events, to publicize the project and to involve community resources (more in-person dissemination activities).
- The importance of ensuring continuity of support (or some form of intervention) to the participants. The project ends and the participants look forward / are interested in continuing to collaborate and stay in touch with the team. In this sense, and especially with groups with these characteristics/profiles, it would be important to involve from the early beginning (i.e., recruitment phase) some associations/entities that can ensure this continuity of support. This would be particularly relevant in the dynamics of co-creation sessions, even as a way of creating empathy/rapport with the participants and, subsequently, ensuring the sustainability of the project and its actions. There should be a group that can intervene in the community and that use the tools/outputs of these projects. If this is not possible, efforts should be made to refer participants in co-creation groups to other associations/projects/services – so that they can remain engaged in the community and continue active, in contact with other people. Municipalities and entities that work with older people must be involved from an early stage.

- Project's research groups should continue to monitor future experiences (e.g., perceiving the impact of AHOA on future users, usability issues, etc.). That is: the “experiment” can continue, and the results can be monitored (through a longitudinal lens) and that this can be translated into new scientific outputs.
- Digital solutions do not need to be restricted to applications (apps) as there are other types like social robots, which interact with people in a different way and can have a different impact; additionally, these may not require the use of a tablet or smartphone, and even be more interactive. Older people may have difficulty using solutions that involve “touch” due to sensitivity and fine motor skills.

## 5. FINAL REMARKS

MOAI LABS consortium analyzed in detail all the recommendations of the EEC throughout the project – specifically those that may seem to have a high cost-benefit ratio and a significant impact on the improvement of the MOAI LABS project. Their inputs were relevant to the progress of activities, which followed a collaborative approach.

The EEC emphasized that MOAI LABS is bringing awareness about loneliness to society and congratulated all the work developed by the MOAI Working Group. Important and relevant suggestions were retrieved for future projects on this topic and for the work with older adults with social vulnerabilities.

It is relevant to stress that the EEC showed willingness to continue to collaborate and even to support in MOAI LABS sustainability/continuity, through their organizations/entities.