

PARTNER SEARCH FORM

Digital Europe Programme



☒ I offer my expertise to participate as a Partner in a DEP Project

☐ I am planning to coordinate a project and I am looking for Project Partners

TOPICS OF INTEREST

- TOPIC ID:
 - DIGITAL-2025-AI-SUPPLY-08 -Apply AI: GenAI for the public administrations
 - Type: DIGITAL-GP DIGITAL Grants for Procurement
- TOPIC Deadline: 2/09/2025
- Deadline for the expressions of interest: 15/07/2025

PARTNER INFORMATION

- Description of the Legal Entity

- Higher Education ☐
- Research Institution ☐
- Public Administration ☐
- Industry /SME ☐
- NGO ☐
- Other: ☐

Please specify: Local Authority – Kortrijk – Flanders – Belgium

- **Description and expertise of the team:**

The city of Kortrijk (local authority) has a dedicated 'Digital Transformation (DT) team': a multidisciplinary unit with strong expertise in digital innovation, data-driven operations, information security, and IT project management. A key strength of the team lies in its structured, project-based approach, which ensures effective implementation and cross-departmental collaboration.

In the field of artificial intelligence, the team plays a central role in:

- embedding AI within the organization's broader digital strategy;
- guiding staff and departments in experimenting with generative AI tools and setting up autonomous agents;

- creating safe experimentation environments where employees can explore, test, and apply AI tools in their daily work;
- implementing AI solutions that improve efficiency, service delivery, and internal workflows;
- ensuring compliance with ethical, legal, and technical standards, including alignment with the EU AI Act;
- promoting AI literacy and fostering a culture of continuous learning and responsible innovation.

The DT team acts as a catalyst for sustainable digital transformation, combining strategic vision with hands-on implementation. Its experience in managing complex, cross-functional projects makes it a reliable partner for piloting and scaling AI initiatives within the public sector.

▪ **Potential role in the project**

- | | |
|-----------------------|--------------------------|
| ▪ Technology provider | <input type="checkbox"/> |
| ▪ Data provider | <input type="checkbox"/> |
| ▪ Research | <input type="checkbox"/> |
| ▪ Training | <input type="checkbox"/> |
| ▪ Dissemination | <input type="checkbox"/> |
| ▪ Other: | <input type="checkbox"/> |

Please specify: We want to test newly developed GEN-AI-applications

We aim to develop an AI agent that supports social workers during and after conversations with clients. In the initial phase, the agent will automatically transcribe conversations, generate summaries, and extract to-do items. In a subsequent phase, the agent will also be able to provide advice on potential rights or support options based on the content of the conversation.

This application addresses several concrete needs within Community-Based Social Work (WSW):

- **Efficiency and time savings:** Social workers currently spend a significant amount of time on reporting and administrative follow-up. Automating these tasks frees up time for more qualitative guidance.
- **Rights detection and reducing non-take-up:** Many citizens do not access their social rights due to lack of awareness or complexity. The AI agent can identify relevant rights or support options based on the conversation and existing data—even those the social worker may not have considered.
- **Improving the quality of support:** By recognizing patterns in behaviour and help requests, the AI agent can assist social workers in setting guidance goals and suggesting relevant next steps.
- **Accessibility and inclusion:** In later phases, the agent can also be deployed in multiple languages and via mobile applications, increasing accessibility for diverse target groups.

This innovation aligns with our broader ambition to deploy AI in public services in an ethically responsible way—respecting privacy and transparency, and reinforcing the human dimension in social work.

▪ **Other areas of interest for collaboration:**

1. AI Literacy and Learning Pathways

A structural ambition is to increase AI literacy among staff, in line with the obligations of the EU AI Act. This includes:

- Basic knowledge of AI concepts and applications.
- Critical engagement with AI outputs.
- Ethical reflection and explainability.
- Formal and informal learning pathways

Collaboration opportunity: development of training modules, learning platforms, or intergovernmental learning networks.

2. Generative AI for Government Communication

The potential of GenAI for:

- Improving citizen-facing communication.
- Supporting policy development through data analysis.
- Automating routine tasks.
- Bridging language barriers

Collaboration opportunity: joint development of GenAI applications for communication, translation, or policy advice.

3. AI Ethics and Governance

There is explicit attention to:

- Transparency, explainability, and accountability.
- Assessment of AI risks (safety, bias, robustness).
- The need for human oversight in high-risk systems

Collaboration opportunity: establishing ethical review frameworks or AI governance models in partnership with academic institutions or other governments.

4. AI-Ready Organizational Development



Organizational development:

- Time and space for employees to experiment with AI.
- Integration of AI into work processes.

Collaboration opportunity: joint trajectories around change management, tooling, and implementation support.

▪ Already experience in EU funded projects as a:

- Coordinator: ☒ YES ☐ NO
- Partner: ☒ YES ☐ NO

▪ Project experience and track record:

The City of Kortrijk demonstrates a strong track record in the development, coordination, and submission of complex subsidy projects at the local, regional, and European levels. It actively engages in strategic collaborations with other European municipalities and has extensive experience in participating in international partnerships.

Moreover, the city plays a pivotal role in shaping project proposals across a wide range of funding programmes, including EFRO, Interreg, ESF, CERV, and Erasmus+.

Its expertise covers the entire project development cycle.

CONTACT DETAILS

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