SNAC Digital Youth Work, Work Package 4 "New practices for online youth work"
Template for the national report

1. Responsible National Agency and contact person:
   Latvian National Agency (Jaunatnes starptautisko programmu aģentūra), Kristina Klimovica kristina.klimovica@jaunatne.gov.lv

2. Name of the expert:
   Sintija Lase, Aiva Staņēviča

3. Contact details of the expert (email address and phone number):
   sintija.lase@gmail.com, +37122088990
   aiva.stanevica@rigatechgirls.com, +37125271702

4. Which steps did you undertake in this process?
   ☐ **desk review**
   ☐ **survey (simplified)**
   ☐ **interviews**
   ☐ focus groups if the case
   ☐ consultation/expert group
   ☐ other (in case you used a different approach, please describe it):

5. In case you have carried out interviews, focus groups, or any other form of meeting, please describe the profile of the participants in detail (by ticking the according boxes and using the comment field below):
   - Qualification/role:

☐ **Youth worker**
☐ Project manager
☐ **Coordinator**
☐ Teacher
☐ Researcher
☐ **Decision maker (youth affairs specialist)**
☐ Designer
☐ Programmer
☐ Other (in case of other roles, please describe it):
Comment:

● **Profile of the organisation/institution they work in (e.g., social inclusion; health; leisure time activities):**
We surveyed and interviewed youth workers and youth affairs specialists both from municipality youth centres and non-governmental organisations (mainly youth NGOs) from different regions in Latvia. There were organisations working with youth and representing such spheres like youth policy, nature and rural life, education, public participation and leisure.
For this report, we have interviewed 10 organisations both non-profit youth organisations and municipality youth centres from different regions in Latvia. To select the organisations for the interviews, we did desk research and also spread a simplified survey focusing on potential best practices, and got answers from 29 organisations.

6. **Please share your overall key findings from the mapping and the survey (please provide a general description of your research results, summarise your findings):**

   1. **About the services, platforms or tools you identified and analysed**

      ▪ **What is the demand for online services, platforms, tools in the youth work field?**

         1. Like in many fields, also in the youth work field Covid-19 accelerated the digitization process. While nationwide lockdowns were implemented, the only way the youth workers could work was digitally. That limited some of the activities, but in many cases also reached even new young people. In some cases, this digitalization widened the geographical barriers and widened the target groups youth centres and organisations were working before, meanwhile in other cases it put extra pressure on young people for whom a physical safe space was needed before.
         2. When the lockdowns ended, the hybrid working model was preferred – meetings happening online and in-person at the same time or in mixed order. After pandemic (restrictions) ended and also summer with good weather came, in many

organisations digital services became less popular, focusing on residential events and giving a break for young people knowing that the autumn may bring these conditions back.

3. Collaboration tools (such as Google Docs/Sheet/Slides or Microsoft Office 365) and social media (Instagram, Tiktok, Facebook) were popular before the pandemic. Online meeting tools (such as Zoom or Google Meet) started to be used when the lockdowns started.

4. Different regions of the county have different demands for usage of online services. The provinces that use less technology in their everyday life have also a smaller demand for digital services. Cities with high technology usage (usually those cities have an IT company or the school puts a bigger emphasis on technology usage) have a higher demand for digital youth work.

5. While being in the lockdown, the digital tools were used to maintain human connections with others. Many organisations started to put a big emphasis on it and many different group activities were made.

- **How is this demand covered?**

  1. Some organisations are better covering the needed demand than others. Biggest success stories are the ones where active young people are involved in decision making and creating the content themselves for social media – the involvement strategy itself is a good youth work approach, and the result also reaches wider youth audiences since it is a peer-to-peer approach in choosing topics and creating the content the way they talk about them.

  2. There is enough infrastructure to take part in digital youth work – most of the young people have smart devices and internet connection available which was also provided by schools for the ones who cannot afford them themselves. However, it is also true that young people with less opportunities do not always have conditions at home that they can easily take part in without disturbing them. Some of them are also anxious to speak in front of cameras or using digital tools in general.

  3. One of the biggest challenges is the digital skill level of the youth workers themselves – many needed to teach themselves the best way to use different online services before they could show them to others and motivate them.

  4. Digital youth work consumes a lot of time for youth workers who are already. Sometimes they need to prioritise what is more important (digital youth work or residential), as they already have a high workload. Some organisations mention that it would be even needed to have a separate person doing only digital youth work while others work residentially for not losing the quality in both services.

  5. Another factor is financing the needed digital resources (both computers, cameras, but also monthly fees for using some of the tools at their full capacity). Government/municipality and EU projects are helping to cover that part for some of the NGOs.

- **Are the relevant areas in the youth sector addressed (including health, social security benefits, rights of young people, consumer rights, legal advice, …)?**

1. Different youth organisations work with different questions, that's why it is possible to find in any of these areas a youth organisation that works with those questions.
2. Most of the non-profit organisations and youth centres we involved in the research are providing general youth work services, therefore it is hard to say specifically how all these youth sectors are addressed, but in general, most of these organisations are providing leisure time activities, educational activities, space for youth initiatives and emotional support for young people.

2. **About the target groups addressed by the services, platforms or tools in general**

The target groups could be divided into two – the members (also employers) of the youth centres and organisations and the youth that the organisation is working with. Young people involved are mostly 13 – 19 years old, but in several organisations also older (18 – 25).

3. **About the relevance of these services, platforms or tools for youth work or other sectors, such as education, health etc.**

Most of the digital tools and platforms are not specifically targeted for youth work – they use the ones that are publicly available and then are adapted for their need and activity design. In general, we conclude that there are quite many different ready-to-use platforms available, but the lack of funding does not allow them to use these tools fully (limited functions in free or cheaper versions). And, another conclusion is, that very often less is more – the platforms that are already familiar to people are the ones that work because people are already there, feel safe and comfortable to use them, so there is no need to develop anything new from scratch. Rather there should be a clear plan and purpose on how to use these platforms for certain purposes, and also there is a need to develop skills of youth workers to use them fully.

4. **About the relevance of these services, platforms or tools for the individuals/ target groups that were addressed**

Those platforms are adapted for the specific user needs (different activities).

5. **About aspects that are not solved yet in digital youth work**

1. The digital skill and knowledge or the youth workers themselves. There needs to be a mechanism to help youth workers easier and faster to learn the needed tools.
2. How to get the attention of the youth in the digital world – platforms that are popular amongst adolescence changes often and the youth workers need to be sure that they are available on the right platform. For example, many young people are leaving Facebook and are using Instagram or Tiktok. Also, even among young people, there are different preferences of platforms. That means, if there is information that needs to get to the youth, it needs to be posted on many different platforms which makes extra work for youth workers who are not always familiar with all of these platforms.
3. The availability of the Internet and smart devices. Not all young people have a stable and strong (unlimited) internet connection to

participate in online events, and some of them need to share their smart devices that may also not be up to date. There needs to be improved mechanisms that help young people with less opportunities to be included in an organisation when something happens digitally.

6. **About the shortcomings and opportunities brought by the identified services, tools or platforms**
   → **What key conclusions and recommendations do you draw from these findings?**
   1. We can divide the **development of digital youth work in 3 stages: before pandemic, during pandemic and after-pandemic.** Each of these stages have a bit different circumstances when before and after digital youth work has been as an extra, but during pandemic in many places the only. Pandemic itself has boosted the development of digital youth work rapidly by force since in many places then it has been the only youth work form available for young people because of restrictions of residential meetings. After the pandemic we see the role and possibilities of digital youth work quite differently as before it.
   2. **Pandemic was a massive transformation period for digital youth work:** it made youth workers learn new tools and approaches, pay more attention to their own and youth mental health, build closer relationships with youth, to learn to prioritise and focus the resources where they are really needed, and even to reach new audiences. Digital youth work has also given a deeper inside view into young people's homes and families, learning more about their actual life situations. Some youth workers even focussed more on engaging the families where during the pandemic young people spent more time as usual.
   3. Transformation into **digital youth work has helped to reach new audiences across geographical borders**. Geography is not anymore the main criteria defining the audience of organisations, but rather the interests, content and the language in what activities are provided. In regions, more young people from remote villages were involved, but in activities that have been held in English or Russian (mostly provided by ESC volunteers), there have been participants even from other countries.
   4. **Digital youth work does not have to be always innovative, but rather simple and youth-needs focused**. Being aware of the needs of young people, keeping in touch with them, providing the relevant content and searching for simple tools to meet these needs is often all that is needed.
   5. **Introducing new tools is often challenging,** but if it is solution-oriented, if the purpose and functions are clearly defined, if the core-team is motivated and if the process is well-designed and introduced, and there is a support system for users, this new tool may become an essential part of daily routine and make the daily work easier and better organised.
   6. **Digital youth work may be periodical:** more active in autumn and winter, also during pandemic restrictions, but less active in summer when there is good weather and lower restrictions, allowing young people to take a "digital detox" as young people also get very tired from constant active participation in online activities.
   7. **Digital youth work is unavoidable.** If an organisation does not do digital youth work at all, they may not exist at some point. It proved its worth for organisations who had started digital youth work long before the pandemic – their work did not stop,

but continued and even got wider, while for other (also bigger) organisations it took longer to react and adjust to new conditions.

8. Also, **digital youth work is not only remote youth work**. It is also using and integrating digital tools in residential activities.

9. There are many **different digital tools and services available that can be adapted to any field** (health, education, leisure time e.c.), but most of them are not for free (at least not the full version with tools), therefore there is a need for some specific grants, programs or municipality budget to make them accessible fully. Several digital platforms provide free access for non-profit use, and some offered free full-service trials during pandemic, but it is not a long-term solution, and youth work providers are often dependent on such offers without knowing how long they can actually use their services.

10. The most popular platforms used in digital youth work in Latvia are **Instagram (posts, stories (videos)) and WhatsApp chats, TikTok,** while Facebook is now left for the older generation (adults, parents).

11. **Digital tools help to reach young people easier and wider as young people are very present in the digital world, but not always it is easy to engage them.** There is quite a preparation work and skills required to provide quality engaging digital activities for young people that keeps their attention and involvement and keeps the whole digital practice organised.

12. There is a **need for practical digital youth work guidelines including digital etiquette** as for all organisations it has been a huge self-though transformation into digital youth work, learning by doing, experimenting and learning from their success and failures. This research report may serve as a basis for this purpose.

13. When choosing digital services and tools to use, it is important to look **through the eyes of the young person** – if they find it boring or don't see its usefulness, they won't use it. Biggest success stories are the ones where **active young people are involved in decision making and creating the content themselves** for social media – the involvement strategy itself is a good youth work approach, and the result also reaches wider youth audiences since it is a peer-to-peer approach in choosing topics and creating the content the way they talk about them.

14. **Digital youth work is challenging working with young people from certain risk groups** (especially with low motivation to study and with computer addictions) as the aim is to take them away from computers and engage in other activities. It may work at the beginning phase when building the relationship with them, or later when the contact is already established, but for them residential meetings are essential as well as involvement in other residential and physical activities.

15. **Mixed format (partly online – partly in person, residentially) youth work is the best form to go right now after pandemic.** Mixed format works perfectly when carefully evaluated when and what to do residentially and when and what – digitally. After the first pandemic wave and full-time digital youth work people had quite a resistance towards digital youth work, but now again they appreciate the possibility to join meetings and events from home. However, keeping the focus during digital activities is still a challenge.

16. **There are very short trend cycles in digital life** – what was cool and interesting last year, is not. The same tools and methods may not work forever, youth workers need to develop their services going with the time and following trends.

17. **Data safety (GDPR) is one more challenge in digital youth work.** Not all youth workers are fully aware of the rules and especially do not know how to apply them practically, that also limits some activities or puts themselves or young people at risk.
18. **The biggest challenges in digital youth work are digital competences of youth workers, time consumption and also limited technical equipment.** Digital youth work may create a higher risk of youth workers' burn out as it is easier to take this work home with you" as your access to digital tools are often with you, and it also consumes more time to provide quality content. Meanwhile other organisations mention that transformation into digital youth work has been a good way to learn to organise their time and prioritise.
19. Some organisations mention that to provide quality, continuous digital youth work, follow the trends, get youth engaged, react to their needs and feedback, **digital youth worker may be a full time job (specialisation)** to provide digital youth work. It may not work if you do it periodically and combine it with other offline duties.

7. Detailed findings – Please differentiate between the two main areas of this work package:
   (1) Information and Counselling
   (2) Training and Learning activities

(1) Information and Counselling

	Name/Title of the service, platform, tool	Categorisation of the information / counselling service/platform/tool*	Short description	Challenges, detailed findings or questions to discuss in the peer learning activity	Promoter, developer	Target group (users)	Available in (language)	Link to the service, platform or tool (or to more information)
1	GoogleDrive* (shared Word documents, Excel, Forms, Calendar, Jamboard)	General. Youth activities and exchanges. Platform to share work documents and co-work remotely online.	One of the most common basic tools for daily operative remote coworking between youth workers' and youth leaders' teams.	Resistance when you start using it. Organising folders and documents in order that it is logical and easy for everyone to use. To engage everyone in the process. It works well if everyone is using it.	Google; Bambuss, YouPlus, Club House, Mazpulki etc.	Youth, youth workers	Any language	GoogleDrive*
1a	*Shared GoogleWord, GoogleExcel documents	General. Youth activities and exchanges. Co-writing project proposals and consulting the group during the process.	Young people are co-writing their own initiative projects, and youth workers can consult remotely.	Not everyone has the internet and computer at home, and even if they do, not all have undisturbed time to participate online.	Google; Bambuss, YouPlus, Club House, Mazpulki etc.	Youth	English / Latvian	*GoogleWord, GoogleExcel

1b	*Google Forms	General. Youth activities and exchanges	Surveys to collect opinions, data collection for projects and applications for events.	It is hard to motivate young people to fulfil an application form or survey as it usually looks quite formal, long and "boring", also rarely is there a good ability to develop meaningful questions and answers to collect useful data that you can use afterwards.		Youth	English / Latvian	*Google Forms
1c	*Google Calendar	General. Youth activities and exchanges	Co-planning events and booking facilities.	Some people forget to mark their activities in the calendar so they face lack of resources.	NGO You Plus	Youth	English / Latvian	*Google Calendar
1d	*Jamboard	General. Youth activities and exchanges	Additional tool for brainstorming, collecting ideas, questions and sharing during Zoom meetings.	Most simple tools are often the best and they can be used in various ways. Jamboard offers the opportunity to write anonymously.	NGO You Plus, NGO Young Folks	Youth	English / Latvian/ Russian	*Jamboard
2	WhatsApp group chats	Youth activities and exchanges. Information about opportunities for young people, general group communication and socialisation, present in almost every youth	One of the most common basic tools for daily operative communication with youth workers' teams and with young people.	How many WhatsApp chats are too many? How to develop and keep following the guidelines/rules in the group and not end up spamming in these chats so people lose interest?	WhatsApp, different youth centres	Youth	Any language	WhatsApp

		work practice on different topics.						
3	Zoom meetings for planning activities.	Youth activities and exchanges. Regular Zoom meetings: consulting and supporting Youth Council in organising activities, open talk evenings, mental support groups etc. Managing daily work with the Youth Council, supporting young people in organising their own activities, giving space to communicate in general and about specific topics.	Regular ZOOM video meetings to keep ongoing communication, motivate and consult the Youth Council for their activities, keep collaboration with international partners for international projects' implementation. During pandemic this was the way how Annual youth activity plan was adapted to new online reality and activities were implemented transformed.	Forced digitalization of the Annual Youth Plan activities' – how to not lose the essence of these events but fit into the new rules and reality.	Zoom; Jurmala Youth Initiative centre	Youth Council, active young people	English / Latvian	Zoom
3a	Zoom support group calls	Youth activities and exchanges. Emotional support groups.	During the pandemic, youth NGOs and youth centres organised support group video calls just to share how people feel and therefore support each other (before organising any activities). NGO Young Folks youth also have played Mafia-game online in Zoom to socialise. One more Zoom informal activity has been virtual home-excursions that	Support before engaging and active participation.	Jurmala Youth Initiative centre, NGO Young Folks, Gulbene's county youth centre Bāze	Youth	Latvian, Russian	Zoom

			have also given to youth workers more information about home conditions of their youngsters. Digital group activity where people were cooking together while being at their own home, but online.					
3b	Zoom group activities (thematic lessons)	Youth activities and exchanges.	Hybrid (partly online, partly residential) lesson cycle about sexual education. Sensitive topics were covered. People could join and ask questions anonymously. It was possible to involve international experts. The initiative of the mother of a youngster with dyslexia – sharing personal experience by mother and this young person and inviting an expert to explain it better. Thematic interest clubs with peer-to-peer approach (youngster-to-youngsters). Themes: sports, arts, Japanese, media literacy, mental health etc.	Possibility to stay anonymous and ask questions in chat is essential, especially speaking about sensitive topics.	NGO Young Folks	Youth	Russian, Latvian, English	Zoom
3c	Zoom – digital media camp with present elements	Youth activities and exchanges.	Digital media camp with streaming lessons online and self-made radio during the breaks. All participants were also physically visited during		NGO Avantis	Youth	Latvian	Zoom

			the camp by the organisation's specially marked car all around Latvia when they got some present materials from organisers, and these meetings with participants in different places were also video-streamed to others providing a very present feeling for all participants.					
6	Digital strategy and Information (challenge) campaign development and implemen- tation in Facebook, Instagram	Youth activities and exchanges. Engaging young people in social media strategy development and content creation – this itself is an effective youth work method to promote active participation and provides youth-relevant content and engages more young people.	The digital strategy for Youth Studio Bambuss was developed a long time before pandemic started, and active young people were involved. Therefore, when the pandemic started and everyone got confused and went silent, Youth Studio Bambuss did not get confused and immediately started to be even more active. It started with tips and challenges in Instagram and Facebook stories for young people about what to do during the pandemic (music, sports, films etc.) After young people took over the creation of the content themselves. The implementation of digital strategy became the main youth activity during the pandemic for the group who	Don't try to educate them directly. First you need to warm up the audience with silly and funny stuff to gain trust and connection before you post your "serious stuff" because many young people are not interested or ready for your educational activities before they meet their basic need for entertainment, connection, trust, belonging and only then they decide you are cool enough to offer them anything, and they will trust it is useful for them. When you trust young people to access your	Youth Studio Bambuss, Jurmala Youth Initiative centre	Youth	English / Latvian	Facebook, Instagram

			was interested in social media. The result was more followers and more young people informed, entertained and engaged in online and residential youth activities (which is also the ultimate goal of their digital strategy).	official social media accounts by themselves, this responsibility and opportunity activates them and leads them to very creative ideas and youth-relevant content.				
7	Interactive challenge campaigns in Instagram	Youth activities and exchanges. Engaging and supporting young people through social media and with gamification elements.	Jurmala Youth Initiative centre organised the campaign "One day in the life of a youngster": during pandemic young people implemented their own initiative – every day one youngster was filming and posting in Instagram Stories how he/she is spending his/her day. Others could ask questions in comments, share with friends etc. In this way, the Instagram account of NGO/youth centre became very alive, gained more followers and trust from even more young people. Young people from Jurmala Youth Initiative centre liked the idea so much that later they also invited local politicians to participate in this challenge: politicians invited them to paint, go for a walk, and collect	These activities showed the human face of organisations and "political titles" and gave emotional support reminding you are not alone in all this (pandemic).	Youth Studio Bambuss, Jurmala Youth Initiative centre, NGO Young Folks, Kandava Multifunctional Youth and Initiative Centre Nagla, NGO Latvijas Mazpulki	Youth	Latvian	Instagram: #DeputatsIzaicinaJaunieti #PaliecMājāsUzlādējies #PaliecMājās @yfsport_lv

			garbage. #DeputatsIzaicinaJaunieti Also NGO Young Folks gave access to their Instagram account to their active young people who shared their life during the pandemic and meanwhile introduced them to their young leaders. Kandava Multifunctional Youth and Initiative Centre Nagla prepared a calendar with every-day activities what to do at home during pandemic. Other organisations also made 30-days Musical challenge (inviting people to post one song per day in Instagram Stories), 15-days Photo-challenge, sports challenges etc.					
7a	Instagram Live	Youth activities and exchanges	Inspirational conversations with famous/inspiring people on Instagram Live that changed youth perspective from daily routine and worries to other topics – career, motivation etc.		Gulbene's county youth centre Bāze	Youth	Latvian	Instagram
8	Instagram and local surroundings	Youth activities and exchanges. Engaging young people through social media and	Birthday Presents' challenge of Youth Studio Bambuss: they invited several partner NGOs from Riga to prepare and hide small presents for young people in different locations in		Youth Studio Bambuss, Gulbene's s county youth	Youth, NGOs	Latvian	Instagram

		gamification elements.	Riga. Every day they published a short video with hints where these presents could be founds – young people followed and went out searching for these presents. Christmas Treasure Hunt for young people with less opportunities. Campaign "Let's talk!" was promoted on Instagram where young people were invited to choose one youth worker and go out together for a walk and talk. Some issues were solved through the chat.		centre Bāze			
9	Combination of Instagram Stories + Spotify playlist + Facebook group chat	Youth activities and exchanges. Engaging young people through social media and sport activity.	NGO Young Folks organised sport activity challenge @yfsport_lv – they filmed 7 sport trainings in 14 days which was led by one organisation's member, and also created a Spotify playlist for the training and Facebook group chat "Young Folks Runners" for support during these physical activities. Young people share print screens and photos of how they run, discuss their motivation and share their training plans.	Simple, familiar tools used in a meaningful combination can make a strong impact providing an effective support system.	NGO Young Folks	Youth	Russian	Instagram @yfsport_lv

| 10 | Instagram Live and/or Facebook Live | Youth activities and exchanges | Instagram Live and/or Facebook Live informative sessions about project grants for young people and youth NGOs (later videos are saved and published in Facebook, Instagram and/or Youtube for the ones who missed life-streamed sessions. Also, NGO Young Folks organised regular (every 2nd week) tematic life-streams with 2 facilitators who discussed certain topics for ~1,5h (books, movies, creativity etc.) | How to motivate young people to apply for the grants in the first place, not only instruct them to fill in the application forms and fight the bureaucracy? | Jurmala Youth Initiative centre, Agency for International Programs for Youth, NGO Young Folks | Youth, Youth NGOs | Latvian | Instagram |
| 11 | Zelos Teams Application | General health matters, Social security benefits | During the pandemic there was an active volunteering movement "Stay Home!" that provided practical support for people in quarantine (for shopping, dog-walking, delivering medicine and similar services). Young people took an active part in this. The movement was promoted in social media, but coordinated locally (often by local youth workers or youth affairs' specialists) using the application Zelos Teams. | Zelos Teams Application or similar is a very practical tool to use for promoting and coordinating volunteering work also on a daily basis and on national level. | Jurmala Youth Initiative centre | Everyone | Any | Zelos Teams Application #PaliecMājās (#StayHome) |

3	ClickApp	Youth activities and exchanges. Managing daily work in the organisation, involving young people in all aspects and processes.	Managing daily work in the organisation, providing transparency of organisational processes and actively involving young people in all processes (projects, events, calendar, information campaigns, check-lists with tasks etc.).	Lack of digital tools may make daily work very messy that dis-motivates the team. On the other hand, new unknown tools are hard to introduce, there is always a resistance. Solution: understanding the need of specific functions, and testing different tools until you finally find the one that fulfils all your team's needs and is comfortable for everyone to use.	ClickApp, NGO "You Plus"	Youth, youth workers	Any language (English)	ClickApp
4	Trello	Youth activities and exchanges, General health matters	NGO Youth Folks uses this tool for co-creating and planning social media content. Possibility to co-create texts and visual materials before they are published in social media. NGO You Plus uses Trello for mentoring and consulting young people with mental health issues and addictions: using board and cards, check-lists, tasks. Young people create their check-lists for each week, plan their daily routine and follow their plans.	In youth organisations youth work is done by young people themselves, engaging young people in all aspects of activities.	NGO Young Folks, NGO You Plus	Youth, young leaders	Russian, Latvian,	trello.lv

| 11 | Webpage/blog | Youth activities and exchanges | Youth-created and youth-led digital magazine VOICE. | What about European level youth-led blogs and magazines? | NGO Young Folks | Youth | Russian, Latvian, Ukrainian | https://voicemedia.lv/ Tilde |

* According to the categories used in the survey based on the categorisation by the ERYICA network[1]*
- *"Generalist" youth information and counselling centres*
- *Specialised:*
  - *Careers guidance*
  - *Studies and scholarships*
  - *Jobs and training*
  - *General health matters*
  - *Relationships and sexuality*
    - *Social security benefits*
    - *Rights of young people*
    - *Consumer rights*
    - *Legal advice*
    - *European opportunities for young people*
    - *Youth activities and exchanges*
    - *Other:*
      - *…*

(2) Training and Learning activities

Name/Title of the service, platform, tool	Contribution to one of the European Youth Goals? Which	Short description	Challenges, detailed findings or questions to discuss in the peer learning activity	Promoter, developer	Target group (users)	Available in (language)	Link to the service, platform or tool (or more information)

_____

[1] Source of the categorisation: https://www.eryica.org/what-is-youth-information

	one? Just indicate the number!**						
Whatsapp (inside an event called "Online in the woods")	10	Used to coordinate the event participants. People were divided into smaller groups, each group got their own whatsapp chat where they communicated and sent pictures. Then there was another big whatsapp group for all event participants where different challenges were sent and each group needed to do them.	There was no other platform that could provide all the needed functions, that's why the organisation got creative and used Whatsapp. From the organisators side there were many chats to follow and be sure that everything is safe	NGO "Latvijas Mazpulki"	Everyone	more than 60 different languages	https://www.whatsapp.com/
Jira	4, 6	Is used for submitting project applications inside the organisation. In the future there is a plan to use it also for project coordination	Jira has many different functions and there is a learning curve. It is also a paid serviss, but NGOs can get a discount	NGO "Latvijas Mazpulki"	Everyone	more than 20 languages	https://www.atlassian.com/software/jira
cilpo.lv	10	This platform counts the walked distance and after x metres gives the participant a challenge they need to do. The platform allows also to track the walked path and send in the challenge compilation picture	It is a bit pricey and each user need to have a different device to be part of the activity	NGO "Latvijas Mazpulki"	Everyone	Latvian, English	https://cilpo.lv/lv/

dabasdati.lv	4		While going hiking, the youth collect data of what they saw/heard in nature and put inside a public database so other can use it	It is a good tool to teach the youth about how to record their observations so that others can use it	NGO "Latvijas Mazpulki"	Everyone	Latvian, English, Russian, Lithuanian	dabasdati.lv
Zoom for democracy	9		Using zoom, the organisation can also include underage members in discussions and decision-making	Because of Covid-19 and the push of digitalisation the organisation saw that also the young people are interested in taking part in the decision making. Before it was not possible to get all the youth in one place, now digitally it is easy to do and more safe	NGO "Latvijas Mazpulki"	Everyone in the organisation	Chinese (Simplified and Traditional), English, French, German, Indonesian, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Turkish, Vietnamese	https://zoom.us/
Zoom for democracy II	9		The organisation's youth used zoom, to make a public discussion about their hometown sports field. There were politicians, residents of the town and the young people who initialised the call.	Because of the pandemic, it was not possible to meet in person. The young people were also the ones who led the negotiations about the possibility of restoring the sports field. That was a good	NGO "Piekrastes konvents"	Everyone	Chinese (Simplified and Traditional), English, French, German, Indonesian, Italian, Japanese,	https://zoom.us/

						Korean, Polish, Portuguese, Russian, Spanish, Turkish, Vietnamese	
Zoom workshop "Without stress"	5		Zoom workshop "Without stress" (as part of project in program PumPurs) in collaboration with a school. Before the digital workshop in Zoom, all participants received a physical package full of materials they will need for the workshop: there was canva, colours, chocolate. After they joined the digital workshop.	Many people have anxiety from the fact they are filmed.	Youth Studio Bambuss	Youth	Latvian	Zoom
Canva	8		A platform for making visual materials. It is used both as part of everyday organisation work and part of different lectures about social media. Good tool to design for publication materials.	Canva is an easy and free tool to learn and use. That's why many organisations decided to use it.	Cesis Municipality Youth House, NGO YOU Pluse	everyone	more than 100 languages	https://www.canva.com/
Discord	11		For text and voice communication inside the organisation. It is easy to make different channels and have the possibility to structure the talks in different themes. Having everything in one place safes time and the learning curve isn't very big	The biggest problem is to motivate the youth to use it. Clubs House could make their members use it regularly, Piekrastes konverts sadly had not such good results. For them their youth	NGO "Piekrastes konvents", NGO "Club House"	Everyone inside the organisation	30 languages	https://discord.com/

			are using it more for gaming together and leisure, less for working together				
Kahoot	6, 9	Used for organising quizzes. There were events, where the adolescents themself made a quiz show for their municipality and hosted it. Kahoot! was used during the meeting with local politicians. The quiz was about the city with the opportunity to win hoodies to involve young people.	First time it works well, the second time is also good, but you cannot use this tool many times over and over again, because then it becomes boring for participants. You need to come up with something new and surprising.	NGO ”Piekrastes konvents”, NGO "You Plus"	Everyone	English, Spanish, French, Brazilian Portuguese, German, Italian, Japanese, Dutch, Turkish, Polish, Norwegian, Traditional Chinese, Simplified Chinese, Arabic	https://kahoot. com/
Actionbound	8	A platform for mapping out a hiking track. It is possible to put in checkpoints and input there information or a challenge that needs to be done. Gulbene's county youth centre Bāze organized a distanced orientation activity – they created a game with educational information about the city Gulbene. It was a great tool to invite people to enjoy city surroundings, learn something	Quite a serious and time-consuming preparation process.	Cesis Municipality Youth House, Gulbene's county youth centre Bāze	Everyone	English, German	https://en.actio nbound.com/

		new, do something together but not to meet physically. Also, before the municipal elections we organised that each political party records a video for youth, and the ActionBound application helped to orient them in the city in small teams, and to watch these videos in certain geographical locations. It was still pandemic when we could not meet in person, but this was a way to meet these candidates.					
Grammarly	8	An app that points out grammatical errors and helps to fix them.	NGOs can get it for free. It helps non-native English speakers to write better and more professional emails.	NGO "Club House"	Everyone	English	https://www.grammarly.com/
TikTok	4, 7, 8	In Cesis Municipality Youth House it is used for media education. They implement a local European Solidarity Corps project through this platform where young people are learning to create digital content. There were 14 lessons and practical tasks. The adolescents go through lectures about a specific theme, then practically recreate it and publish it in TikTok. In Youth Studio Bambuss the initiative for TikTok account came from youngsters. TikTok has also worked well for unemployed young	TikTok is a very popular platform especially among the youth. Using a familiar platform for educating about different themes helps the young people to understand it better	Cesis Municipality Youth House, Youth Studio Bambuss.	Youth	more than 75 languages	tiktok.com

		people to gain their first working experience (in a project in collaboration with an unemployment agency).					
Volunteer coordination platform	11, 4	A homepage where members of the organisation can register and input their voluntary work hours (the platform made it much easier to coordinate and count work hours for EU project reports)	Easy to use and good feedback - both from the members and the people who run the organisation.	NGO "Club House"	Everyone who works inside the organisation	Latvian	https://biedrie m.klubsmaja.lv/
Mentimeter	9	Platform for interactive presentations. The audience themselves can participate in the app by asking or answering questions though a digital device	It makes presentations much more interesting, but takes a bit more time to make them than just using powerpoint and there are limited possibilities how a slide visually can look like	Cesis Municipality Youth House, NGO "Latvijas Mazpulki", NGO "Club House"	Everyone	English, Portuguese, Spanish	https://www.m entimeter.com/
failiem.lv	11	A platform for sharing files and making video calls in one place.	The organisation later changed the video call platform to zoom, because this one was less intuitive	NGO "Latvijas Mazpulki"	Everyone	Latvian, English, Spanish, German Russian, Finnish	failiem.lv
Badge Wallet	8	Digital Badges is an online tool to guide and self-check the learning process – this can be a complimentary self-guided learning tool in different learning activities, especially in long-term ones. To	It takes quite an effort from a facilitator to prepare this activity to offer it to young learners. And mostly it works well with	NGO You Plus	Active young people	English, Latvian	https://www.ba dgewallet.eu/en /

		gain any badge, one needs to do a certain task. The tasks can be created and adapted to any topic or event, but mostly they are about learning outcomes to reflect on. Everyone also can choose which badges they want and when to gain them. At the end, you can generate a certificate stating which badges the participant has gained, it can also be a good material for feedback and training's report.	active, motivated young people, while youngsters with less motivation are not too eager to use them.			
Padlet	Any	Online platform to collect resources in a visually organised way and comment	Limited number of pages for free.	NGO You Plus, JSPA	Youth	Any	padlet.com
Google Form and other Google tools	8, 9	Breakout room online version with specific educational topic, dedicated to the 11 November celebration in Latvia. The activity was implemented using Google tools for the online "breakout room" and Google Forms for collecting answers.	It takes quite an effort from a facilitator to prepare for this activity.	Gulbene's county youth centre Bāze	Young people and their families	Latvian	N/A

*** Please see https://youth-goals.eu/ for further information. These are the 11 European Youth Goals:*

1. *Connecting EU with Youth*
2. *Equality of All Genders*
3. *Inclusive Societies*
4. *Information & Constructive Dialogue*
5. *Mental Health & Wellbeing*
6. *Moving Rural Youth Forward*
7. *Quality Employment for All*

8. *Quality Learning*
9. *Space and Participation for All*
10. *Sustainable Green Europe*
11. *Youth Organisations & European Programmes*

8. **What were the main challenges in carrying out the mapping & the limitations of the mapping exercise (research)?**
(Beyond the workload and timing issue!)
1. Organisations do not explicitly check if their youth is with special needs or not. That could mean one of two things – because of digitalisation the border between young people and young people with special needs is erased or that the organisation doesn't attract young people with special needs. Mostly, the organisations do not divide or sometimes are not even aware of the background of young people using their services. However, in several cases they have mentioned that they have managed to involve more young people from remote areas (geographical obstacles), as well as observed challenging living conditions in their households.
2. There are many different tools available. Organisations do not always remember all of them and there is a possibility that some interesting tools and platforms are missing.
3. Since there was a limited number of the organisations we interviewed, there is a small possibility that the conclusions do not represent statistically well the whole digital youth work experience in Latvia.

9. **What recommendations for European / International Digital Youth Work can be drawn from the research you conducted?**
   1) Concerning information & counselling: Digital services, platforms or tools
      - *for young people in general*
        1) There is a need to provide a platform for different organisations to collaborate and tell their experiences with different digital platforms, services and tools. Often the tools one organisation uses can be useful for another one. Tools that are already available for everyone, can be used in new ways, that's why the sharing of experiences is so crucial.
        2) The digitalisation skill of the youth workers and youth altogether is very different. It is crucial to continue teaching both groups how to use technology to their advantage.
        3) There is a need for digital youth work guidelines with practical tools and suggestions on how to use them, and this report could serve as a base for such a document.

      - *for young people with special needs.*
        1) People with special needs are often overlooked. There is a need to educate youth workers about this topic and how to include them more.

2) When designing youth work activities for people with special needs, it is important to evaluate different special needs individually and then to adapt accordingly. For now, it seems that the only target group who gains from digital youth work is young people with geographical obstacles, but for other groups with special needs there is space for development.

2) <u>Concerning training & learning activities: Digital services, platforms or tools</u>
- ***for young people in general***
  1) There is a need to provide a platform for different organisations to collaborate and tell their experiences with different digital platforms, services and tools. Often the tools one organisation uses can be useful for another one. Tools that are already available for everyone, can be used in new ways, that's why the sharing of experiences is so crucial.
  2) The digitalisation skill of the youth workers and youth altogether is very different. It is crucial to continue teaching both groups how to use technology to their advantage.

- ***for young people with special needs.***
  1) People with special needs are often overlooked. There is a need to educate youth workers about this topic and how to include them more.
  2) When designing youth work activities for people with special needs, it is important to evaluate different special needs individually and then to adapt accordingly. For now, it seems that the only target group who gains from digital youth work is young people with geographical obstacles, but for other groups with special needs there is space for development.

Point 9 aims at building on present findings by gathering suggestions of what could be focussed on in future at European level. These recommendations can be formulated by the expert / researcher or with the support of the youth work community of practice.

10. Are there any other inputs and reflections you would like to share with us?

1. Digital Youth Work can be divided into three parts - before the Covid-19 pandemic, while in the pandemic and after the pandemic.
2. While the lockdowns were implemented, the adolescence felt overwhelmed and tired of technology and all the digital work. Because of that part of the youth did not participate in the events or things the youth workers made for them
3. Not always there is a need for something innovative in digital work with the youth - sometimes it is enough just to use all the tools that are already in use.
4. Digital youth work is inevitable. We need to help the youth workers to get the needed skills to make this as easy as possible
5. Digital youth work has no geographical borders – people from different countries can participate in different consultations, events and seminars. Such a mix of different opinions and worldviews is something that before was not that easy to achieve. The only limitation here is the language.

6. The youth wants to be heard. Giving them the power to work with the digital tools and services by themself helps them to grow and better understand everything that's happening.