

Transnational Innovation Program on Homecare and Community-based Services

Bosnia and Herzegovina; Romania

This initiative is part of the Transnational Innovation Program within the Caring Communities project.

Caring Connections

A digital platform that brings older adults, caregivers, volunteers and service providers into one connected network, making elderly care easier to coordinate, easier to access and more personal.

What it is and who it serves

Caring Connections is a digital platform designed to improve the coordination, accessibility and quality of elderly care services across communities in Bosnia and Herzegovina and Romania. It responds to a set of interconnected challenges familiar to both countries: high levels of loneliness among older adults, fragmented care services and limited access to coordinated support.

The platform links older people, family caregivers, volunteers and service providers in a single digital environment, enabling more efficient coordination of care and more personalized support. By combining practical coordination tools with a community-based approach, Caring Connections aims to strengthen social ties, improve how services reach the people who need them and support genuinely user-centered models of care.

Organization details

Caring Connections is developed as a cross-border initiative between partners in Bosnia and Herzegovina and Romania, combining experience in social services, community work and digital solutions for elderly care. The bi-national setup is a deliberate strength of the project because it allows the platform to be designed from the start with different national contexts, user needs and regulatory environments in mind, supporting easier replication across the wider region.

Development stage

The initiative is currently in the development phase and has not yet entered implementation. Substantial progress has been made in shaping a clear, evidence-based model for a coordinated digital care platform.

Results achieved so far:

- Systemic challenges identified and analysed, including high levels of loneliness among older adults, fragmentation of services and limited accessibility of care
- Structured solution concept developed, outlining a platform that connects stakeholders, coordinates services and delivers personalized support
- Implementation roadmap defined, including plans for platform development, pilot testing in selected communities, user onboarding and the integration of training modules and funding mechanisms

Future plans

The next milestone for Caring Connections is the launch of a pilot digital platform, with initial testing planned in selected communities across the two partner countries. This phase will focus on validating the platform's core functionality, onboarding the first users and refining services based on real feedback from older adults, caregivers and providers.

In parallel, the initiative will build strategic partnerships with NGOs, public institutions and local communities, while securing the technical expertise and funding needed to support further development and scaling. Attention will be paid to data protection, regulatory compliance and user-friendly design, all of which will be essential for building trust among older users and the people who care for them.

In the longer term, Caring Connections aims to expand across regions, broaden its platform features and establish itself as a sustainable, cross-border solution for coordinated elderly care. The Transnational Innovation Program provides a natural framework for this growth, enabling continued exchange with partner initiatives and supporting replication in other national contexts.

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