**PROJECT IDEA FORM  
Central Baltic Programme 2014-2020**

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| **PROJECT DESCRIPTION** | |
| **Name of the project** | Service in SIGN Language (SISL- “Sissel”) |
| **Brief description of the challenge or opportunity the project aims to address** | On the 18th of October 2011 Örebro municipality decided to develop its own customer service to be a “One stop shop” for all citizens and entrepreneurs and also to be able to receive visitors.  In the follow up report of the action plan for the Municipality of Örebro as an European capital for Sign language, it emerges a need for extended service.  During the year the “One stop shop” (named Service center) has been open, major gaps in knowledge and expertise in Sign language and Sign language culture has been identified. The need for direct communication in the Swedish Sign language has to be improved. Also the need and expectation of information from Sign language users has increased when they are in contact with the municipality.  In order to meet the needs of Sign language users (citizens and entrepreneurs) the idea arose to gather functions into one service with staff using Sign language.  In this way we will simplify connections for Sign language users and make the process more effective when the Sign language citizens can get help with their case in their language. |

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| **Estimated budget (€)** | BudgetCosts  * Staff * Administration * Travel and subsistence * Expertise  Financing The EU funding is 75% for Sweden and Finland and 85% for Estonia and Latvia. |
| **PROGRAMME COMPLIANCE** | |
| **Which one of the four programme priorities does the project idea support?** | The project is applying for support under the priority 4- Skilled and socially inclusive region |
| **Which one of the specific objectives under the chosen priority does the project idea support (consider also the contribution to the related result indicator)?** | Specific Objective 4.1- More people benefiting from stronger Central Baltic communities |

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| **PARTNERSHIP** | |
| **Lead partner organization** | Örebro municipality- Sweden |
| **Other planned partner organizations** | not defined yet |
| **CONTACT INFORMATION** | |
| **Name of the contact person** | Carinne Lancereau |
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| **Date of filling in the form** | Application before the 23th of October 2015 |