

**GET OUT OF THE LOOP**

ERASMUS PLUS - STRATEGIC PARTNERSHIPS

PROJECT N° 2018-1-IT02-KA204-048278

# VADEMECUM OF GOOD PRACTICES



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# PROJECT DESCRIPTION

Working inside the social context and having the aim of making better the life experiences of the users that are looking for help means that those things like the behavioral basic practices have to be known in order to make the actions that operators undertake in the planning and implementation phases of the interventions more linear, coherent and accountable. The appeal to the so-called "best practices" in the contexts where individuals and organizations operate in hostile and competitive environments has a decidedly profound value (Scott, 1998), but structuring them in an organic, simple and effective way is actually complex; given the limits of their absolute infallibility, in fact, it is better to fix the aim, to be more realistic and not excessively ambitious, and therefore speak of "good practices". But why are "good practices" so important? Simply because where the immediate and effective action is an absolute

priority (as in the contexts of intervention in and for society), theory has the fundamental role of informing action (Bretschneider, 2004), giving it a solid structure and providing it a launch pad to make it well focused and infallible. Therefore, keep in mind that scientific researches in the psychological and sociological fields are, in this regard, a valid tool that helps to look for and select the theoretical foundations which are useful for giving life to the criteria that can define a "good practice". A final consideration should be given to the fluidity of "good practices": these strictly depend on the social context in which users and operators take part and, particularly within the European Union, we know very well how the situations in the various territories are very different from each other. In conclusion, one can simply ascertain that open minds and feet on the ground will undoubtedly be our ace up our sleeve!

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**HAVING SAID THAT, FOLLOWING THE NUMEROUS REFLECTIONS AND STUDIES CARRIED OUT IN RECENT DECADES IN THE CONTEXT OF "GOOD PRACTICES", HERE WE CAN LIST WHAT CAN BE CONSIDERED THE CRITERIA THAT UNDERLIE THOSE:**



**OBJECTIVE AND EFFECTIVENESS ORIENTATION:** a "good practice" must necessarily have a strong cause-effect relationship based on the principle that following a planned action corresponds to an expected reaction;

**REPLICABILITY AND ADAPTABILITY:** it can be defined a "good practice" if the act is replicable in the different situations in which is tried to achieve similar objectives;

**FLEXIBILITY AND INNOVATION:** research is constantly updated and "good practices" must be up to date with the theoretical foundations on which they are based;

**RESPECT FOR THE OTHER:** a "good practice" addresses the specific needs of men and women and is able to motivate greater involvement in participation in social inclusion. A "good practice" reflects the foundations of the universal principles of human rights laws;

**EMPOWERMENT:** "good practice" aims at personal growth, aimed at avoiding a possible relapse of the person in situations of marginality and chronic poverty. To do this, a "good practice" must therefore lead the person to overcome the moment of difficulty and understand the importance of updating and training even after the support intervention;

**COHORT WORK:** a "good practice" increases collaboration between professionals, institutions and citizens, including beneficiaries. A "good practice" also aims to promote a significant participation of disadvantaged people, who must actively intervene in decisions and actions.





# OUR SCOPE OF WORK

As it follows, an example can be shown where we can highlight the application of some of these criteria: In order to be able to legitimately ascertain that an intervention is good and effective, it can be defined as mandatory having to adopt the "good practice" of monitoring: this means that it is important to compare the data of the situation before the intervention is implemented with the situation post-intervention to assess whether a (possibly positive) change has actually occurred ( criterion 1 ). Also, the ongoing monitoring is a useful practice: this type of evaluation has the purpose of seeing the results obtained during

the administration of the intervention and thus changing the method of approach, if these are not positive or not exactly the expected ones , so that better results can be obtained this clearly requires operators to have a good ability to adapt to these situations and not to stick to their own convictions that what is planned previously is always the right path to follow ( criterion 3 ). Ultimately, it is highly recommended that professionals from other categories ( e. g. lawyers, doctors, social workers) give their opinion during the monitoring phase, as they are experts in the sector and therefore able to help us adjust the shot and hit the target ( criterion 6 ).



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**TITLE - LINK****PUNTO FAMIGLIA**

[HTTPS://WWW.ACLIFIRENZE.IT/PUNTO-FAMIGLIA-3.HTM](https://www.aclifirenze.it/punto-famiglia-3.htm)

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**TARGET**

ADULTS, THE ELDERLY, WOMEN, FAMILIES, YOUNG PEOPLE, IMMIGRANTS AND FOREIGNERS

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**OBJECTIVE**

PROVIDING ASSISTANCE ON MANY FIELDS TO THOSE WHO ARE SOCIALLY MARGINALIZED, IN A CONTEXT WHERE SOCIAL INTEGRATION IS VERY COMPLEX AND THE BUREAUCRATIC SYSTEM MAKES THIS INTEGRATION DIFFICULT. ASSISTANCE IS AIMED AT A MORE EFFECTIVE SOCIAL AND WORK INTEGRATION.

## LOCATION

FLORENCE, ITALY

## CONTEXT

POVERTY, UNEMPLOYMENT, SITUATIONS OF SOCIAL ABANDONMENT, ECONOMIC DIFFICULTIES, DIFFICULTIES IN PERCEIVING WELFARE BENEFITS AND HOMELESS INDIVIDUALS

## METHODOLOGY/ MECHANISMS TO INVOLVE EXCLUDED PEOPLE

PUNTO FAMIGLIA IS A PROJECT THAT AIMS AT SOCIAL INCLUSION BY MAKING USERS KNOW WHAT THEIR RIGHTS AND POSSIBILITIES ARE WITHIN THE TERRITORY IN ORDER TO BE ABLE TO ENTER SOCIETY. THE MODALITIES OF ASSISTANCE ARE BASED ON THE PRINCIPLES OF EQUITY AND SOLIDARITY. THE OFFERED SERVICES ARE:

PSYCHOLOGICAL, ECONOMIC AND LEGAL SUPPORT  
FOOD PACKAGE, CLOTHES, MEDICINES  
TAX ADVICES

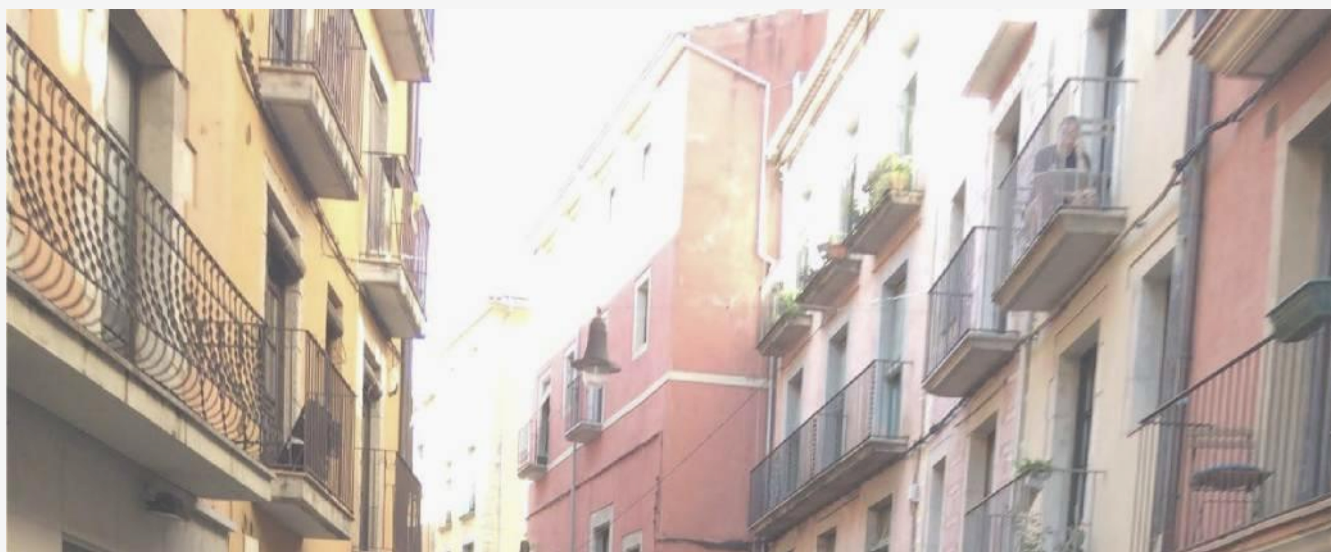
HELPING TO FILL IN FORMS "COLLABORANDO"  
("COOPERATING")

INITIAL INTERVIEW

CV COMPILATION

SEARCH FOR TRAINING COURSES

ONLINE SEARCH FOR JOB VACANCIES





**Recupero eccedenze  
beni utilizzabili solidalmente**

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**TITLE - LINK**

**REBUS**

[HTTPS://WWW.ACLIVERONA.IT/UFFICIO-PROGETTI/REBUS/](https://www.acliverona.it/ufficio-progetti/rebus/)

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**TARGET**

ADULTS, SENIORS, WOMEN, FAMILIES, YOUTH, IMMIGRANTS AND FOREIGNERS

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**OBJECTIVE**

WITH THE INVOLVEMENT OF INSTITUTIONS, ASSOCIATIONS, PROFIT ENTERPRISES AND FOLLOWING HYGIENIC-SANITARY PROCEDURES DEFINED IN COLLABORATION WITH THE SIAN - ULSS9 (EX ULSS20) OF VERONA, THE PROJECT AIMS AS FOLLOWS:

- CREATE NETWORKS AND SYNERGIES BETWEEN THE THREE MACRO-SECTORS (PROFIT WORLD, INSTITUTIONS AND THE THIRD SECTOR) IN A LOGIC OF CO-RESPONSIBILITY AND CIRCULAR SUBSIDIARITY IN THE TERRITORIES;
- ENCOURAGE THE DISSEMINATION OF A SOLIDARITY MODEL OF INTEGRATED WASTE MANAGEMENT TO REDUCE AND PREVENT THE PRODUCTION OF WASTE AT THE SOURCE;
- PROMOTE THE DISSEMINATION OF GOOD PRACTICES OF RECOVERY AND RE-USE OF GOODS (IN PARTICULAR FOOD) WITH HIGH INTRINSIC VALUE TO BE ASSIGNED TO SUBJECTS IN CONDITIONS OF HARDSHIP AND MARGINALITY;
- STIMULATE CITIZENSHIP TO BE ACTIVE, RESPONSIBLE AND SHARED.



**LOCATION** VERONA, ITALY

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**CONTEXT** HARDSHIP AND MARGINALITY

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**PARTNERS-STAKEHOLDERS** AMONG THE COMPANIES THAT HAVE JOINED THE DONATION NETWORK:  
VERONAMERCATO SPA / IPER "LE CORTI VENETE" / PRIMOMATTINO BARATELLA / IPER "IL LEONE" / AGECON VERONA / FEDERFARMA VERONA ED ANCONA / APOFRUIT SOC.COOP. AGRICOLA / EUR.O.P. FRUIT SOC. COOP. / SODEXOS.P.A. / EURORISTORAZIONE

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**DATE:** WORKING SINCE 2008

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**METHODOLOGY/  
MECHANISMS TO INVOLVE  
EXCLUDED PEOPLE**

RECOVERY OF UNSOLD OR UNUSED GOODS (FOOD, PHARMACEUTICAL PRODUCTS, CLOTHING, BOOKS, ETC.) THAT STILL HAVE HIGH POWER OF USE BUT NO LONGER COMMERCIAL VALUE, AND THROUGH DONATION, ARE DESTINED FOR ASSISTANCE AND CHARITY ORGANISATIONS.

THE AREAS OF INTERVENTION OF THE RECOVERY ACTIVITIES ARE THE FOLLOWING:

ORGANISED COLLECTIVE CATERING (SCHOOL, COMPANY, HOSPITAL...)

FRUIT AND VEGETABLE MARKET

BIG ORGANISED DISTRIBUTION

FRUIT AND VEGETABLE HYBRIDISTS

SURPLUS ORGANISATIONS

AGRICULTURAL PRODUCERS

BAKERIES

MUNICIPAL PHARMACIES MANAGED BY AGECON AND PRIVATE

DONATIONS FROM COMPANIES IN THE FOOD SECTOR



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**TITLE - LINK****ÖIF ÖSTERREICHISCHER INTEGRATIONS FONDS**

[HTTPS://WWW.INTEGRATIONSFONDS.AT/EN/HOME](https://www.integrationsfonds.at/en/home)

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**TARGET**

IMMIGRANTS THROUGHOUT AUSTRIA SUPPORT WITH INTEGRATION ISSUES THROUGH INTEGRATION CENTERS IN SEVERAL STATE CAPITALS AS WELL AS MOBILE COUNSELLING PROGRAMS IN TOWNS.

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**OBJECTIVE**

ÖIF SITE [WWW.SPRACHPORTAL.AT](http://WWW.SPRACHPORTAL.AT) MAKES IT POSSIBLE TO LEARN GERMAN AROUND THE CLOCK FOR FREE WITH EXERCISES AND VIDEO ON TOPICS RELEVANT TO DAILY LIFE AS WELL AS INTERACTIVE PODCASTS.

- ÖIF OFFERS CLASSES IN GERMAN FOR SPECIFIC PURPOSES AND JOB-SPECIFIC GERMAN. THE OFFER FOCUSES ON THE NEEDS OF IMMIGRANTS IN ORDER TO FOSTER THEIR SUCCESS IN EDUCATION AND AT WORK.

- ONLINE GUIDE TO HAVE PROFESSIONAL QUALIFICATIONS RECOGNIZED: IN ORDER TO HELP IMMIGRANTS TAKE ADVANTAGE OF THEIR CREDENTIALS ACQUIRED ABROAD, THE ÖIF PROVIDES INSTRUCTIONS ON THE RECOGNITION PROCESS FOR OVER 1.800 PROFESSIONS

- GERMAN TEST: THE 2011 INTEGRATION AGREEMENT IN AUSTRIA PROMOTES THE LINGUISTIC INTEGRATION OF IMMIGRANTS WHO WANT TO SETTLE PERMANENTLY IN AUSTRIA

## LOCATION

AUSTRIA, IN SEVERAL STATE CAPITALS AS WELL AS  
MOBILE COUNSELLING PROGRAMS IN TOWNS

## CONTEXT

SUPPORT OF INTEGRATION OF IMMIGRANTS FROM ALL  
OVER THE WORLD

## PARTNERS- STAKEHOLDERS

THE AUSTRIAN INTEGRATION FUND WAS FOUNDED IN  
1960 BY THE UN HIGH COMMISSIONER FOR REFUGEES  
(UNHCR) AND THE FEDERAL MINISTRY OF THE INTERIOR  
(BM.I) UNDER THE NAME OF THE UNITED NATIONS  
REFUGEE FUND. SINCE 2002 HE HAS BEEN GRADUALLY  
RESPONSIBLE FOR THE INTEGRATION OF MIGRANTS AND IS  
NOW CALLED THE AUSTRIAN INTEGRATION FUND.

## DATE:

ONGOING SINCE 1960, BUT SPECIFIED SINCE 2002

## METHODOLOGY/ MECHANISMS TO INVOLVE EXCLUDED PEOPLE

- SUPPORT OF LEARNING GERMAN LANGUAGE
- GERMAN TEST
- SUPPORT TO HAVE PROFESSIONAL QUALIFICATIONS  
RECOGNIZED




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<b>TITLE - LINK</b>	<b>THE GREAT FLEET OF UNITED FORCES ASSOCIATION</b>
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[HTTP://WIELKAFLOTA.COM/](http://wielkafloata.com/)

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<b>TARGET</b>	<p>ACTIVITIES FOR CHILDREN AGED 3-6</p> <p>OUT-OF-SCHOOL CARE FOR CHILDREN AGED 0-16 YEARS</p> <p>COOPERATION WITH SOCIAL WELFARE CENTERS AND OTHER ORGANIZATIONS (MUNICIPAL FAMILY ASSISTANCE CENTER, CARITAS, ANIMAL SHELTERS)</p> <p>PEOPLE WILLING TO ENGAGE IN VOLUNTARY WORK AT CAMP</p>
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<b>OBJECTIVE</b>	<p>INCREASING THE COMPETENCES AND MOTIVATION OF 20 PEOPLE (VOLUNTEERS) TO IMPLEMENT SOCIAL ACTIVITIES IN THEIR VOLUNTARY FORMULA BY PARTICIPATING IN TRAINING AND INTERNSHIPS DURING THE CAMP, AND INCREASING THEIR MOTIVATION TO SEE AND TAKE ACTION IN PERSONAL SOCIAL FUNCTIONING, AS WELL AS SHAPING PATRIOTIC ATTITUDES OF 70 PEOPLE (CHILDREN AND YOUTH FROM ZABRZE) BY CELEBRATING 100TH ANNIVERSARY OF POLAND REGAINING INDEPENDENCE BY ORGANIZING A CAMP UNDER THE SLOGAN: "SCOUTING + INDEPENDENCE."</p>
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<b>LOCATION</b>	PROVINCIAL/MUNICIPAL
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<b>PARTNERS-STAKEHOLDERS</b>	<p>MUNICIPAL FAMILY ASSISTANCE CENTER IN ZABRZE, MUNICIPAL SOCIAL WELFARE CENTER IN ZABRZE, CRISIS SUPPORT CENTER FOR CHILDREN AND YOUTH IN ZABRZE, MINISTRY OF CREATIVITY ASSOCIATION, MOUNTAINEERING GROUP "SKALNIAK" ZABRZE</p>
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## CONTEXT

ZABRZE, WITH NEARLY 180 THOUSAND RESIDENTS, IS AFFECTED BY SERIOUS SOCIAL PROBLEMS, CAUSED BY ECONOMIC AND SOCIAL CHANGES - RELATED TO THE EMPLOYMENT REDUCTION IN MINES AND THE EMERGENCE OF SO-CALLED STRUCTURAL UNEMPLOYMENT, WITH THE LAST MINE BEING CLOSED IN 2017. THOSE PROBLEMS INCLUDE HIGHER THAN USUAL - UNEMPLOYMENT POVERTY, DOMESTIC VIOLENCE, ADDICTIONS, CARING AND EDUCATIONAL HELPLESSNESS. THESE SOCIALLY NEGATIVE PHENOMENA ARE "INHERITED". CHILDREN LEARN BAD MODELS FROM FAMILY HOMES, AND WHEN ENTERING ADULTHOOD THEY ALSO BECOME CLIENTS OF SOCIAL ASSISTANCE. MOST OF THEM DO NOT KNOW ANOTHER WORLD EXCEPT THEIR STREET, OFTEN LEARNING NEGATIVE SOCIAL BEHAVIOR THERE AND DUE TO LACK OF CARE HAVE TO GROW UP QUICKLY. CONSEQUENTLY, THESE CHILDREN ARE DISADVANTAGED IN THE RELATIONSHIP TOWARDS THEIR PEERS FROM PROPERLY FUNCTIONING HOMES, WHICH CONDEMNS THEM TO SOCIAL EXCLUSION AND PREMATURE LEAVING THE EDUCATION SYSTEM. THE SOCIAL CAPITAL AMONG THE INHABITANTS OF ZABRZE IS VERY LOW. THE LACK OF SOCIAL TRUST AND ACTIVITY DIRECTLY TRANSLATES INTO PARTICIPATION IN VOLUNTEERING OR THE WILLINGNESS TO COOPERATE WITH LOCAL GOVERNMENT INSTITUTIONS OR PUBLIC BENEFIT ORGANIZATIONS. SOCIOLOGICAL RESEARCH SHOWS A POSITIVE IMPACT OF ENGAGING IN THE ACTIVITIES OF PUBLIC BENEFIT ORGANIZATIONS ON SHAPING CORRECT SOCIAL ATTITUDES IN YOUNG PEOPLE. THEREFORE, THERE IS A NEED FOR EDUCATION AND ATTRACTIVE PROMOTION IN THIS AREA.

## METHODOLOGY/ MECHANISMS TO INVOLVE EXCLUDED PEOPLE

PROJECT VOLUNTEERS, WHO TOOK PART IN THE TRAINING, WERE DIRECTLY INVOLVED IN THE IMPLEMENTATION OF TASKS IN THE PROJECT. THE INTERNSHIP PROGRAM FOR VOLUNTEERS INCLUDED THE IMPLEMENTATION OF ALL CARE AND EDUCATIONAL TASKS IDENTICAL WITH THE RESPONSIBILITIES OF GUARDIANS/INSTRUCTORS. THIS APPROACH PROVIDED THE OPPORTUNITY TO SEE VOLUNTEER'S WORK IN PRACTICE, AND PROVIDED ORGANIZATIONAL SUPPORT FOR THE INSTRUCTORS/TUTORS. THEY ACTIVELY PARTICIPATED IN THE IMPLEMENTATION OF PREPARATORY AND ORGANIZATIONAL TASKS AS WELL. THE PREPARATORY ACTIVITIES WERE ALSO AIMED AT BUILDING POSITIVE RELATIONS WITHIN THE GROUP AND PREPARING FOR COOPERATION WITHIN THE GROUP. MOREOVER, THE VOLUNTEERS JOINED ALL CAMP ACTIVITIES, BOTH DEVELOPING THE PSYCHO-MOTOR SKILLS OF THE PARTICIPANTS AND INTRODUCING THEM TO THE PATRIOTIC ATTITUDES OF SCOUTS. THE CAMP WAS ORGANIZED USING THE SCOUTING METHOD, SO CHILDREN AND ADOLESCENTS WERE BOUND BY THE RULES. AS AT THE SCOUT CAMP, THERE WERE TASKS RELATED TO KEEPING ORDER AND ORDER, TASKS SUPPORTING THE ORGANIZATION OF INDIVIDUAL WORKSHOPS, TASKS RELATED TO DUTY DURING MEALS AND MATTERS RELATED TO PLANNING CLASSES FOR EACH SUBSEQUENT DAY. CHILDREN WERE INVOLVED IN THE IMPLEMENTATION OF INDIVIDUAL ACTIVITIES ON THE BASIS OF PARTNERSHIP, BUT MODERATED BY ADULTS, WHO OFTEN IMPOSED THE RULES FOR THE IMPLEMENTATION OF TASKS, TO ENSURE THE SAFETY AND INVOLVEMENT OF ALL PARTICIPANTS, IMPLEMENTATION OF THE ASSUMED EDUCATIONAL GOALS, IN LINE WITH THE POSSIBILITIES AND AGE OF CHILDREN



## TITLE - LINK

## WELFARE LAB

[HTTPS://WELFARELAB.ACLI.IT/](https://welfarelab.acli.it/)

## TARGET

ADULTS, SENIORS, WOMEN, FAMILIES, YOUTH, IMMIGRANTS AND FOREIGNERS.

## OBJECTIVE

STRUCTURE AN INTERVENTION PLAN FOR:- ASSERT THEIR RIGHTS, THANKS TO THE GUIDANCE SERVICE OFFERED BY THE SOCIAL SECRETARIAT OFFICES, IN THE ACLI STRUCTURES AND OTHER SUBJECTS PRESENT IN THE TERRITORY;- RECEIVE MATERIAL HELP, THROUGH PROJECTS FOR THE REUSE, RECOVERY AND DISTRIBUTION OF SURPLUSES OF BASIC NECESSITIES, SUCH AS EXCHANGE MARKETS;- FREE ACCESS TO SERVICES AND INITIATIVES IN THE EDUCATIONAL, TRAINING, SPORTS, RECREATIONAL AND TOURISM SECTORS, TO ALLEVIATE ECONOMIC AND PSYCHOLOGICAL PROBLEMS.- ACTIVATE INNOVATIVE FORMS OF WELFARE THROUGH A REAL SUPPORT NETWORK THAT INTEGRATES PUBLIC BODIES, THE THIRD SECTOR AND COMPANIES

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**LOCATION**                      THROUGHOUT ITALY

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**CONTEXT**                      SITUATIONS OF TEMPORARY POVERTY, WORK PROBLEMS,  
PSYCHOLOGICAL DISTRESS

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**PARTNERS-  
STAKEHOLDERS**                      ACLI, CTA, USACLI AND NEXT

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**KEYWORDS**                      POVERTY, WORK, PSYCHOLOGICAL DISTRESS

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**DATE:**                      2019 - ONGOING

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**METHODOLOGY/  
MECHANISMS TO INVOLVE  
EXCLUDED PEOPLE**

THROUGH LISTENING AND COLLECTING PERSONAL INFORMATION, A REACTIVATION PLAN IS STRUCTURED FOR THE INDIVIDUAL OR HIS FAMILY. SUPPORT IS PROVIDED THROUGH A SERIES OF SERVICES ON THE LIST, TO WHICH THE PERSON IS MATCHED.





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**TITLE - LINK****REFUGAME**

[HTTPS://WWW.WHKT.DE/REFUTOOLS/RESULTS/BOARD-GAME/](https://www.whkt.de/refutools/results/board-game/)

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**TARGET**

MIGRANTS, REFUGEES, SOCIAL WORKERS, STUDENTS AND OTHERS

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**OBJECTIVE**

DEVELOPMENT OF THE INTERCULTURAL AWARENESS AND UNDERSTANDING; INTERCULTURAL LEARNING  
BETTER INTERCULTURAL UNDERSTANDING BETWEEN PERSPECTIVES OF THE HOST COUNTRY AND OF THE REFUGEES IS THE GOAL OF THIS INTELLECTUAL PRODUCTION. THIS TOOL IS DESIGNED TO GIVE REFUGEES A CHANCE IN A PLAYFUL WAY TO GET ESSENTIAL INFORMATION. THE FOLLOWING TOPICS ARE INCLUDED (FROM THE VIEWPOINT OF THE HOST COUNTRY):

- CLASSICAL BEHAVIORAL RULES
- COMMUNICATION
- EDUCATION AND WORK
- EVERYDAY LIFE
- FREE TIME ACTIVITIES
- TRADITIONS AND CUSTOMS



## LOCATION

AUSTRIA

## CONTEXT

MAKERS OF THE REFUGAME WANT TO CONTRIBUTE TO THE REDUCTION OF EXISTING ONES SOCIO-SOCIAL BARRIERS THAT MAKE IT DIFFICULT FOR REFUGEES SO FAR AND ULTIMATELY FACILITATE THEIR INTEGRATION IN TO THE WELFARE SOCIAL STRUCTURES AND TO FACILITATE ACCESS TO WORK.

## PARTNERS-STAKEHOLDERS

VONDICONSULTING, CNETGROUP, BILDUNGSZENTREN DES BAUGEWERBES E.V., WESTDEUTSCHER HANDWERKSKAMMERTAG

## KEYWORDS

INTERCULTURAL BOARDGAME  
TRAINING FOR REFUGEES AND MIGRANTS

## DATE:

2018 - ONGOING

## METHODOLOGY/ MECHANISMS TO INVOLVE EXCLUDED PEOPLE

BY ANSWERING QUESTIONS ON A WIDE RANGE OF SUBJECTS RANGING FROM TRADITIONS TO CULTURAL SPECIFICS THE PLAYERS EXPAND THEIR KNOWLEDGE AND UNDERSTANDING ABOUT THE HOST COUNTRIES.

**GAME PHILOSOPHY:** EVERYONE IS A WINNER.

**OPEN END IDEA:** USE THE IDEA AND ADD YOUR OWN QUESTIONS.

**FLEXIBILITY OF THE GAME:** ALLOWS ANY ADULT GROUP TO PLAY-ADJUSTMENT OF QUESTIONS IS REQUIRED TO SUIT ANY AGE GROUP.

**PLAYING TIME:** OPEN END GAME, AS LONG AS THERE IS DESIRE TO LEARN AND HAVE FUN AT SAME TIME. FITS PERFECT IN ANY TIMEFRAME E.G. FROM 10 MIN TO 1 H.

**TRANSLATABLE INTO ANY LANGUAGE:** FLEXIBLE AND ADAPTABLE



## **TITLE - LINK**

### **TUTORI VOLONTARI DI MINORI STRANIERI NON ACCOMPAGNATI MSNA VOLUNTARY GUARDIANS OF UNACCOMPANIED FOREIGN MINORS**

NATIONAL [WWW.GARANTEINFANZIA.ORG](http://WWW.GARANTEINFANZIA.ORG)  
LOCAL [WWW.TUTORIVOLONTARITOSCANA.IT](http://WWW.TUTORIVOLONTARITOSCANA.IT)

## **OBJECTIVE**

SOCIAL INTEGRATION AND LEGAL PROTECTION FOR UNACCOMPANIED MINORS THROUGH A VOLUNTARY TUTORS. THANKS TO THE ITALIAN LAW OF 2017 THAT RECOGNIZES THE RIGHT OF UNACCOMPANIED MINORS TO HAVE NOT ONLY A LEGAL TUTOR FOR A BUREAUCRATIC QUESTION, BUT ALSO A GUARDIAN TO SUPPORT ITS SOCIAL INTEGRATION, THE TUTOR/GUARDIAN IS ASSIGNED BY THE COURT TO THE MINOR MIGRANT. THERE ARE ABOUT 8000 UNACCOMPANIED MINORS IN ITALY AND THERE ARE MORE THAN 3000 GUARDIANS. THE GUARDIANS WORK TO MAKE THE LIFE OF YOUNG MIGRANTS EASIER AND MORE INCLUSIVE, INTERFACING WITH RECEPTION CENTERS, THE COURT, SOCIAL SERVICES OF THE MUNICIPALITIES, SCHOOLS, HEALTH SYSTEM AND RECREATIONAL AND SPORTS ASSOCIATIONS IN ORDER TO FACILITATE THE AUTONOMY OF MINORS. GUARDIANS SUPPORT MINORS UP TO 21 YEARS OF AGE, IN ALL PHASES OF THEIR EARLY ADULT LIFE.

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**TARGET** UNACCOMPANIED FOREIGN MINORS. FOREIGN TEENAGERS WHO ARRIVE IN ITALY FROM ASIA, AFRICA, EASTERN EUROPE, WITHOUT PARENTS AND WITHOUT PAPERS

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**LOCATION** FLORENCE, ITALY

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**CONTEXT** MIGRANTS EMERGENCY / MINOR MIGRANTS / SOCIAL INCLUSION

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**PARTNERS-STAKEHOLDERS** TRIBUNALE DEI MINORI, TUTORI VOLONTARI, WELCOME CENTERS, ASSOCIATIONS, COOPERATIVES, SCHOOLS, NGOs, SOCIAL SERVICES

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**KEYWORDS** MINORS, MIGRANTS WELCOMING, SOCIAL INCLUSION

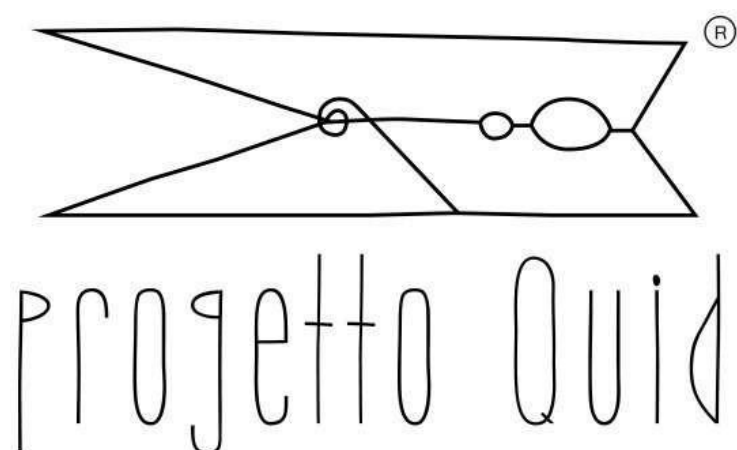
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**DATE:** 2017 - IN PROGRESS

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## **METHODOLOGY/ MECHANISMS TO INVOLVE EXCLUDED PEOPLE**

FULL IMMERSION OF THE MINOR IN LOCAL LIFE THROUGH STUDY, TRAINING, WORK AND FRIENDSHIPS FACILITATED BY THE FIGURE OF THE VOLUNTEER GUARDIAN. PARTICIPATORY PROCESS OF THE MINOR ORIENTED TO HIS AUTONOMY WITH EDUCATORS, TEACHERS AND SOCIAL SERVICES. THE INNOVATION OF THE PROCESS IS THE ACTIVE PARTICIPATION OF CIVIL SOCIETY IN THE INCLUSION OF MINORS WITHIN THE COMMUNITY



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**TITLE - LINK****PROGETTO QUID**

[WWW.QUIDORG.IT](http://WWW.QUIDORG.IT)

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**TARGET**

VULNERABLE WOMEN (MIGRANTS, DISABLES, UNEMPLOYED WOMEN)

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**OBJECTIVE**

JOB PLACEMENT WITHIN A SOCIAL COMPANY FOR SOCIAL INCLUSION



**LOCATION** ITALY

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## **CONTEXT**

QUID PROJECT WAS BORN WITH THE PURPOSE OF ENABLING DISADVANTAGED CATEGORIES OF FEMALE WORKERS, WHO WOULD OTHERWISE BE EXCLUDED, TO ENTER THE WORLD OF WORK. THE SOCIAL ENTERPRISE OF CLOTHING AIMS TO IMPLEMENT AN EMPOWERMENT MODEL FOR INCLUSIVE GROWTH TO CULTIVATE THE TALENT OF THOSE WHO OVERCOME PERSONAL VULNERABILITIES AND FRAGILITY. THE COMPANY HAS 42 WORKERS, MAINLY WOMEN AND 70% VULNERABLE WOMEN. THE CHOICE OF WORK MATERIALS IS DUE TO SUSTAINABILITY AND THE RECOVERY OF SURPLUS TISSUES FROM ITALIAN BRANDS WITHIN AN ETHICAL VIEW TO RECYCLING AND ATTENTION TO THE ENVIRONMENT

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**PARTNERS-STAKEHOLDERS** FONDAZIONE SAN ZENO (PRIVATE FOUNDATION)

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**KEYWORDS** SOCIAL ENTERPRISE, SOCIAL INCLUSION, EMPOWERMENT, SUSTAINABILITY

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**DATE:** 2013 - ONGOING

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## **METHODOLOGY/ MECHANISMS TO INVOLVE EXCLUDED PEOPLE**

INCLUSION OF VULNERABLE WOMEN THROUGH VOCATIONAL TRAINING AND WORK. THE INNOVATION IS FIRST OF ALL THE PARTICIPATORY WORKING METHOD WITH THE WORKERS AND THE FLEXIBILITY OF THE PRODUCTION, I.E. DURING THE PANDEMIC TIME, A NEW PRODUCTION OF THE MASKS HAS BEEN STARTED, AND THEN, THE CREATION OF A SUSTAINABLE BUSINESS MODEL



<b>TITLE - LINK</b>	<b>CUMA - CENTER OF TRAINING SERVICES AND VOCATIONAL ACTIVATION FOR YOUTH IN CHORZÓW</b>  <a href="http://WWW.CUMA.CHORZOW.EU/">WWW.CUMA.CHORZOW.EU /</a> <a href="https://WWW.FACEBOOK.COM/CUMA.CHORZOW">HTTPS://WWW.FACEBOOK.COM/CUMA.CHORZOW</a>
<b>TARGET</b>	MAIN GROUP: YOUNG (16-25 YEARS OLD), INSUFFICIENTLY CARED FOR, HAVING DIFFICULTIES AT SCHOOL, PROBLEMS WITH FUNCTIONING IN SOCIETY, NOT NECESSARILY FROM UPBRINGING FAMILIES, BUT NOT ALWAYS ABLE TO COUNT ON SUPPORT AND HELP FROM THEIR RELATIVES. OTHERS: LOCAL COMMUNITY, MAINLY SENIORS FROM CHORZÓW
<b>OBJECTIVE</b>	AT THE CUMA, YOUNG PEOPLE NOT ONLY RECEIVE EDUCATIONAL AND ADVISORY SUPPORT, BUT ALSO DEVELOP THEIR INTERESTS AND BECOME PROFESSIONALLY AND SOCIALLY ACTIVE. YOUTH IN THE CUMA ARE "LOOKED AFTER" BY A GROUP OF MENTORS. THE STAFF PROVIDED THEIR SERVICES FREE OF CHARGE IN RETURN FOR THE FINANCING OF POSTGRADUATE STUDIES IN THE FIELD COINCIDING WITH REVITALIZATION BY THE CITY. AS PART OF CUMA, THERE IS ALSO CUMA CAFE CIVIC CAFE - IT IS WHERE EVERYONE INTERESTED IN BROADLY UNDERSTOOD SOCIAL DEVELOPMENT AND INTEGRATION CAN MEET - CUMA CAFE IS BEING USED BY NON-GOVERNMENTAL ORGANIZATIONS, INFORMAL GROUPS AND ALL ACTIVITIES OF THE LOCAL COMMUNITY. IT IS A SPACE FOR EVERYONE. THE CUMA OPERATES IN PREMISES BELONGING TO THE COMMUNE'S RESOURCES, THE SPACE OF WHICH WAS DESIGNED AND LARGELY MADE BY YOUNG PEOPLE.
<b>LOCATION</b>	MUNICIPAL - THE CITY OF CHORZÓW, ESPECIALLY MARKET SQUARE AND ITS SURROUNDINGS

## **PARTNERS-STAKEHOLDERS**

THE CITY HALL, YOUTH, SENIORS, RESIDENTS, ENTREPRENEURS, NGOS, INFORMAL GROUPS

## **CONTEXT**

CUMA DOES NOT HAVE THE STATUS OF A NON-GOVERNMENTAL ORGANIZATION UNDER THE APPLICABLE REGULATIONS. THE IDEA OF CUMA WAS CREATED BY THE CITY OF CHORZÓW, AND THEN IMPLEMENTED AND DEVELOPED UNDER ITS DIRECTION BY NON-GOVERNMENTAL ORGANIZATIONS. THE CITY PROVIDED PREMISES AND FUNDS FOR RUNNING CUMA. IN 2016-2019, THE CITY RECEIVED FINANCIAL SUPPORT FROM THE EU FUNDS (INCLUDING FOR THE RENOVATION OF THE PREMISES AND SUBSTANTIVE ACTIVITIES). FROM APRIL 2021 THE CUMA IS FUNDED BY THE CIVIC BUDGET OF THE CITY OF CHORZÓW.

## **METHODOLOGY/ MECHANISMS TO INVOLVE EXCLUDED PEOPLE**

**DIAGNOSIS OF THE YOUTH:** WHAT IS THE YOUTH FROM CHORZÓW, WHAT DO THEY EXPECT, WHAT IS THEIR POTENTIAL AND WHAT ARE THEIR DEFICITS? HOW DO YOUNG PEOPLE EVALUATE THE IDEA OF CREATING CUMA? HOW WILL CUMA AFFECT YOUNG PEOPLE?

**RESIDENT SURVEY:** WHAT IS THEIR OPINION ABOUT YOUNG PEOPLE FROM CHORZÓW, WHAT ARE THE STRENGTHS AND WEAKNESSES OF YOUNG PEOPLE, HOW DO THEY SEE THEIR ROLE AS ADULTS IN CREATING CUMA?

**2-DAY WORKSHOP MEETINGS** FOR SUPPORTING NGOS AND ENTREPRENEURS

**ADAPTATION OF THE PREMISES** FOR THE NEEDS OF THE CUMA

STAGE I: CONSULTATIONS IN THE FORM OF A 2-DAY MEETING OF YOUNG PEOPLE

STAGE II: RENOVATION AND CONSTRUCTION WORK

**OUTDOOR EVENTS** INCL. NEIGHBORHOOD PICNICS DEDICATED TO YOUTH FROM CHORZÓW, UNDER THE SLOGAN "A PROFESSION THAT HAS BECOME A PASSION, A PASSION THAT HAS TURNED INTO A PROFESSION".

**NETWORKING** - A SERIES OF MEETINGS WITH NGOS

**VARIETY OF EVENTS**, SUCH AS: REVIVING THE MARKET, WE WAKE UP REDEN, THE TALENT MARKET IN CHORZÓW

**PROFESSIONAL ACTIVATION AND INCREASING THE COMPETENCES OF THE CUMA'S YOUTH ON THE LABOR MARKET BY ORGANIZING VOCATIONAL COURSES**

STAGE I: PARTICIPANT DIAGNOSIS IN TERMS OF PROFESSIONAL PREDISPOSITIONS, QUALIFICATIONS AND EXPECTATIONS IN RELATION TO THE FUTURE PROFESSION

STAGE II: STUDY VISITS TO ENTREPRENEURS FROM CHORZÓW

STAGE III: VOCATIONAL COURSE WITH 80 HOURS OF PRACTICAL VOCATIONAL TRAINING, TRAINING FOR SELECTED YOUNG PEOPLE

**ACTIVITIES INTEGRATING CUMA PARTICIPANTS** (INCLUDING SCRAPBOOKING, DRUMMING WORKSHOPS, CONCERTS, KARAOKE, RECITALS, BOARD GAMES, BIRTHDAY AT THE CUMA, ALL ACTIVITIES INVENTED BY YOUNG PEOPLE)

**INTEGRATING ACTIVITIES AND CREATING A PLATFORM FOR UNDERSTANDING BETWEEN YOUTH AND SENIOR COMMUNITY** (VISITING THE NURSING HOME IN CHORZÓW, JOINT GAMES AND FUN WITH THE SENIORS, TEAM-BUILDING TRIPS, COOKING TOGETHER, COMPUTER CLASSES FOR SENIORS, ETC.).



CAN XAPES  
*espai gastronòmic*

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**TITLE - LINK**

**CAN XAPES – AD'INICIATIVES SOCIALES**

[HTTPS://WWW.FUNDACIOSERGI.ORG](https://www.fundaciosergi.org)

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**TARGET**

YOUNG PEOPLE AT RISK OF SOCIAL EXCLUSION  
(16-29 YEARS OLD)

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**OBJECTIVE**

THE PROJECT WORKS TO IMPROVE BASIC SKILLS AND EMPLOYMENT OF YOUNG PEOPLE TO FACILITATE THEIR TRANSITION TO THE LABOR MARKET OR RETURN TO FORMAL EDUCATION.



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**LOCATION**

CORNELLÀ DE TERRI, CATALONIA, SPAIN

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**CONTEXT**

LOW LEVEL OF EDUCATION ATTAINMENTS, YOUNG PEOPLE UNDER THE TUTELAGE OF THE ADMINISTRATION

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**PARTNERS-STAKEHOLDERS**

HIGH SCHOOLS, LOCAL SOCIAL SERVICES, YOUTH AREAS, COMPANIES, RESTAURANTS AND CAFES

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**KEYWORDS**

TRAINING, SOCIOLABORAL INSERTION, SOCIO-EDUCATIONAL SUPPORT, PREVENTION OF SOCIAL EXCLUSION

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**DATE:**

2013 - ONGOING

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**METHODOLOGY/  
MECHANISMS TO INVOLVE  
EXCLUDED PEOPLE**

IT WORKS WITH INDIVIDUALIZED ITINERARIES UNDER THE PRINCIPLE OF EDUCATIONAL EQUITY; SYMBOLIC GAME TO LEARN THROUGH EXPERIMENTATION AND PRACTICE IN REAL ENVIRONMENT; NETWORKING FOR INTEGRAL INTERVENTION (FAMILIES, PROFESSIONALS, YOUNG PEOPLE). TRAINING IN DIFFERENT MODULES: FOOD HANDLING, COOKING, WAITER, BASIC SKILLS, ETC.





## TITLE - LINK

### ASSOCIATION OF BIELSKO ENTREPRENEURSHIP CENTER- SOCIAL ECONOMY SUPPORT CENTER

[WWW.OWES.BCP.ORG.PL](http://WWW.OWES.BCP.ORG.PL) / [WWW.BCP.ORG.PL](http://WWW.BCP.ORG.PL) / [WWW.TEATRGRODZKI.PL/EN/](http://WWW.TEATRGRODZKI.PL/EN/)

## TARGET

- SOCIAL ECONOMY ACTORS: SOCIAL ENTERPRISES: FOUNDATIONS, ASSOCIATIONS, SOCIAL COOPERATIVES, NON-PROFIT COMPANIES, INDIVIDUALS: PEOPLE AT RISK OF EXCLUSION AND SOCIAL EXCLUSION:
- LONG-TERM UNEMPLOYED, YOUTH WITH LOW LEVEL OF EDUCATION, PEOPLE WITH DISABILITIES, PEOPLE LEAVING YOUTH EDUCATION CENTRES AND YOUTH SOCIO THERAPEUTIC CENTRES
- LOCAL GOVERNMENT, DISTRICT LABOUR OFFICE, MUNICIPAL SOCIAL WELFARE CENTRE

## OBJECTIVE

1. TACKLING SOCIAL AND OCCUPATIONAL EXCLUSION AND SHOW BENEFITS WITH WORKING IN SOCIAL ENTERPRISES,
2. EDUCATE YOUTH PEOPLE HOW TO LOOKING FOR A JOB AND MAKE A JOB FOR THEMSELVES,
3. MAKE A COMMITTED PARTNERSHIP BETWEEN AN NGO AND LOCAL AUTHORITY AND COOPERATION IN THE SOCIAL AND PROFESSIONAL ACTIVATION OF PEOPLE AT RISK OF SOCIAL EXCLUSION, INCLUDING YOUNG PEOPLE.

## PARTNERS- STAKEHOLDERS

DISTRICT LABOUR OFFICE, MUNICIPAL SOCIAL WELFARE CENTRE

## LOCATION

BIELSKO AREA - SOUTHERN SUBREGION 3 DISTRICTS (BIELSKI, CIESZYŃSKI AND ŻYWIECKI), 37 MUNICIPALITIES AND 1 CITY ON THE RIGHTS OF THE DISTRICT (BIELSKO-BIALA).

**KEYWORDS** EMPOWERMENT, SOCIAL INCLUSION, YOUTH, EDUCATION, STANDARD TRAINING

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**CONTEXT** OWES WITH OUR PARTNERS, THE DISTRICT LABOUR OFFICE AND THE CITY'S SOCIAL WELFARE CENTRE, USING THE IDEA OF EMPOWERMENT, WE DECIDED TO INCLUDE TRAINING IN SOCIAL ECONOMY IN THE STANDARD TRAINING FOR THE UNEMPLOYED. WE WANTED TO SHOW BENEFITS WITH WORKING IN SOCIAL ENTERPRISES AND ENCOURAGE THEM TO LOOK FOR A JOB ACCORDING TO THEIR PASSIONS IN.

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## **METHODOLOGY/ MECHANISMS TO INVOLVE EXCLUDED PEOPLE**

1. THE FIRST STAGE OF EDUCATION WAS TO PROVIDE EMPLOYEES OF THE DISTRICT LABOUR OFFICE WITH INFORMATION ON MAPPING THE NEEDS OF THE UNEMPLOYED, BUILDING ON THE RESOURCES OF AN INDIVIDUAL SUPPORT PROGRAM, THE OPPORTUNITIES OFFERED BY THE SOCIAL ECONOMY IN THIS REGARD.

PURPOSE OF THE ACTION: WE WANTED TO MAKE SURE THAT PEOPLE WORKING WITH THE UNEMPLOYED COULD DIAGNOSE THEIR NEEDS IN TERMS OF COMPETENCE, INTERESTS, PASSION. AT THE HEART OF THIS ACTION BASED ON IDEA THAT A PERSON WORKING ACCORDING TO HIS PASSIONS HAS A CHANCE TO DEVELOP AND TAKE UP LONG-TERM WORK.

2. THE SECOND STAGE WAS THE EDUCATION OF THE UNEMPLOYED IN THE PROCEDURE FOR SETTING UP NGOS, THE LEGAL FORMS OF NGOS, AND THEY WERE SHOWN GOOD EXAMPLES OF SOCIAL ENTERPRISES.

THE UNEMPLOYED WERE DIVIDED INTO TWO GROUPS:

- YOUNG PEOPLE UP TO 25 YEARS OF AGE,
- PEOPLE OVER 50 YEARS OF AGE.

THE KEY TO DIVIDING THEM INTO TWO GROUPS WAS THE NEEDS OF THE TWO GROUPS. A FEATURE THAT CONNECTS THE TWO GROUPS WAS TO WORK ON RESOURCES AND INSPIRE A RETURN TO PASSION AND INTEREST. THROUGH PARTNERSHIP AND ENGAGEMENT, WE HAVE BEEN ABLE TO INITIATE AN EFFECTIVE JOB SEARCH WITH PARTNERS IN SOCIAL ENTERPRISES, WHERE AS OWES WE HELP TO CREATE, BASED ON THE INTERESTS OF THE UNEMPLOYED, IN ORDER TO ACHIEVE THEIR FINANCIAL INDEPENDENCE. WE SHOWN SOCIAL COMPANIES AS GOOD PRACTICES AND PLACE FOR WORK.

3. THE THIRD STAGE OF EDUCATION WAS THE PROVISION OF SUPPLEMENTARY KNOWLEDGE FROM STAGE TWO IN THE FIELD OF WORK ORGANISATION IN A PARTICULAR SOCIAL ENTERPRISE IN WHICH THE PERSON DECLARED WORK.

THE KEY TO EDUCATING PEOPLE IN BOTH GROUPS WAS TO SHOW HOW THEY CAN LOOK FOR WORK ACCORDING TO THEIR OWN INTERESTS, NOT ONLY IN LARGE FACTORIES, BUT ALSO IN SMALLER COMPANIES THAT DO NOT APPLY THE CRITERIA FOR THE SELECTION OF WORKERS AS IN THE CASE OF CORPORATIONS, WHERE AGE IS THE MAIN BARRIER TO EMPLOYMENT OF YOUNG PEOPLE WITH NO EXPERIENCE, OR OLDER PEOPLE WHO, DESPITE THEIR EXPERIENCE, ARE DISCRIMINATED AGAINST ON THE BASIS OF AGE.

# Il disabile e l'immigrato. Mai più soli

*Claudio e Chedli vivono insieme e si aiutano a vicenda. «È nata un'amicizia vera»*

UNA STORIA di amicizia tosta e pura. Di quelle che squarciano le diffidenze con la potenza della sintonia. Lui, Claudio, fiorentino, è disabile intellettivo e ha 56 anni. L'altro, Chedli, è tunisino, ha un anno in meno ed è disoccupato. Claudio non è autosufficiente e così, tempo fa, ha scelto di ospitare in casa, al Campo di Marte, Chedli che ha messo a disposizione i pochi spiccioli di cui dispone per pagare qualche bolletta e un po' di spesa. Da un anno vivono insieme. E sono diventati come fratelli. Due solitudini che si

**IL RUOLO DELL'AUSER**  
La convivenza fra i due resa possibile del progetto «Abitare Solidale»



Chedli, tunisino senza un lavoro vive da un anno da Claudio, disabile fiorentino e lo aiuta in tutto

te: «Se non ci fosse Claudio, rischierei di stare in mezzo a una strada, sto cercando lavoro ma alla mia età sono pochi a darti una possibilità di assunzione». Claudio invece lavora come addetto alle pulizie in una casa di cura dove è stato assunto come categoria protetta.

**SIA CLAUDIO** che Chedli, data la loro condizione di marginalità, sono seguiti dai servizi sociali. I due sono diventati talmente legati l'uno all'altro che sono andati in vacanza insieme, una settimana a Rimini. «Da urlo, ci siamo divertiti tantissimo» dicono i due. «E' proprio vero che l'unione fa la forza - aggiungono - Insieme non siamo più soli, possiamo chiacchierare, ridere, scherzare e vivere dignitosamente». La storia di Claudio e Chedli ci dimostra come aprire la propria casa a un'altra persona significhi enal-



## TITLE - LINK

## ABITARE SOLIDALE

[HTTP://WWW.ABITARESOLIDALEAUSER.IT/](http://www.abitaresolidaleauser.it/)

## TARGET

ADULTS, SENIORS, WOMEN, FAMILIES, YOUTH, IMMIGRANTS AND FOREIGNERS

## OBJECTIVE

TO INTEGRATE TRADITIONAL PUBLIC SERVICES AND TOP ROMOTE FORMS OF ACTIVE CITIZENSHIP THAT MAKE THESU BJECTS TRADITIONALLY CONSIDERED WEAK PROTAGONISTS OF A GENERATIVE WELFARE DERIVEDF ROM THE COMMITMENT OF THE COMMUNITIES.

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**LOCATION**

FLORENCE, ITALY

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**CONTEXT**

POVERTY AND HOUSING DISTRESS:  
• TEMPORARY ECONOMIC DIFFICULTY • IN NEED OF HELP TO  
REBUILD THEIR LIFE PLAN • AVAILABLE TO OFFER HELP AND  
SUPPORT TO THE HOST IN RETURN OF THE GRATUITOUSNESS  
OF THE ACCOMMODATION.

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**PARTNERS-  
STAKEHOLDERS**

MORE THAN 40 MUNICIPAL ADMINISTRATIONS FROM PISA,  
PISTOIA, AREZZO AND FIRENZE COMMUNITIES  
VARIOUS CONSORTIA AND NGOS, SUCH AS ARTEMISIA  
FONDAZIONE IL CUORE

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**KEYWORDS**

GENERATIVITY, SOLIDARITY, CO-HOUSING

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**DATE:**

2009 - IN PROGRESS

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**METHODOLOGY/  
MECHANISMS TO INVOLVE  
EXCLUDED PEOPLE**

ABITARE SOLIDALE AIMS TO TRANSFORM THE "HOUSING PROBLEM"  
INTO AN OPPORTUNITY FOR A MORE COHESIVE COMMUNITY AND A  
NEW MODEL OF ASSISTANCE, THROUGH COHABITATIONS BASED ON  
THE PRINCIPLES OF MUTUAL AID AND SOLIDARITY.

AND THIS THROUGH A SIMPLE BUT EFFECTIVE FORMULA:

- TO MEET THE NEEDS OF THE MANY PEOPLE WHO LIVE IN  
OVERSIZED HOMES FOR THEIR LIFE NEEDS AND MANAGEMENT  
POSSIBILITIES, WITH THE NEEDS OF THOSE WHO, DUE TO THE  
CRISIS, ARE AT RISK OF POVERTY, SOCIAL MARGINALITY, AND  
ARE UNABLE TO ACCESS TO THE RIGHT TO HOUSING;

- REPLACE TRADITIONAL AGREEMENTS OF AN ECONOMIC  
NATURE, WITH FORMS OF COHABITATION BASED ON THE VALUES  
AND PRACTICE OF SOLIDARITY AND MUTUALITY.



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**TITLE - LINK****DINNER CLUB**

[HTTP://WWW.DINNERCLUB-INNSBRUCK.AT/HOME/](http://www.dinnerclub-innsbruck.at/home/)

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**TARGET**

GET TOGETHER COMFORTABLY, INDULGE IN CULINARY DELIGHTS AND DO GOOD AT THE SAME TIME? EXPAND THE HORIZON THROUGH PROJECT PRESENTATIONS, EXPERIENCES OF ASYLUM SEEKERS, SYSTEM CRITICS AND IDEALISTS?

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**OBJECTIVE**

VISIT THE DINNER CLUB FROM OCTOBER TO THE END OF JUNE IN THE EVENING ON ALMOST ALL WEDNESDAYS AND FRIDAYS.

ENJOY CULINARY DIVERSITY: THE MOST AUTHENTIC AND TASTIEST MENUS - PUT TOGETHER INDEPENDENTLY AND PREPARED, EACH TIME BY OTHER PEOPLE. MEET ASYLUM SEEKERS AND VOLUNTEERS.

COOK FREQUENTLY PROJECT PARTICIPANTS: FOLLOW THEIR PRESENTATIONS ON GRIEVANCES, VISIONS, CHALLENGES AND ACHIEVEMENTS. DISCUSS WITH EACH OTHER!

DECIDE FOR YOURSELF AND FAIR HOW MUCH YOU GIVE FOR THE FOOD WANT. THE PEOPLE WHO COOK, DETERMINE ABOUT THE DONATIONS. THE 100% VOLUNTEER DINNER CLUB TEAM (RED APRONS) ORGANIZES, INVITES, COVERS, SERVES AND WASHES.



## LOCATION

AGUMPPSTRASSE 67 (PFARRSAAL SCHUTZENGEKIRCHE)  
INNSBRUCK, AUSTRIA

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## CONTEXT

WHAT IS THE DINNER CLUB?

"AT DINNER, THE PEOPLE COME ALONG" - IN THIS SENSE, THE DINNER CLUB IS A PLACE OF INTERCULTURAL AND INTERRELIGIOUS ENCOUNTER, A PLACE OF SOLIDARITY, TO EAT TOGETHER, CHAT AND DISCUSS, OR EVEN SIT FREE FROM CONSUMERISM, STAND IN THE CENTER. THE VARIED PROGRAM OF EVENTS, INCLUDING ART EXHIBITIONS, DANCE EVENINGS AND LIVE MUSIC COMPLETES THE EVENING.

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## PARTNERS- STAKEHOLDERS

CARITAS INNSBRUCK  
CITY GOVERNMENT OF INNSBRUCK  
STATE GOVERNMENT OF TYROL  
CLUBS THAT COOK TOGETHER FOR ABOUT 100 GUESTS ON WEDNESDAYS OR FRIDAYS

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## DATE:

IN PROGRESS - EVERY WEDNESDAY AND FRIDAY AT 19:00

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## METHODOLOGY/ MECHANISMS TO INVOLVE EXCLUDED PEOPLE

CHARITY DINNER WITH AND  
FOR REFUGEES AND MIGRANTS





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**TITLE - LINK****POLISPORTIVA SIECI**[HTTP://WWW.POLISPORTIVASIECI.IT/](http://www.polisportivasieci.it/)

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**TARGET**

CHILDREN, YOUNG PEOPLE, ADULTS, FAMILIES

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**OBJECTIVE**

INVOLVE CHILDREN, YOUNG PEOPLE AND ADULTS IN SPORTS ACTIVITIES. THE MODEL FORESEES THEIR INTERACTION OF DISABLED AND NON-DISABLED PLAYERS ON AN EQUAL AND FULL CONTACT BASIS, PROMOTING HEALTH, EQUITY, EQUAL MEMBERSHIP AND SOCIAL COHESION, CHALLENGING SEGREGATION AND STEREOTYPES ABOUT DISABILITY IN THIS SENSE, THE FOUNDED VALUES OF RUGBY SUCH AS TEAMWORK, INTEGRITY, RESPECT, SOLIDARITY AND PASSION ARE ALIGNED WITH THE VISION OF A FULLY INCLUSIVE SOCIETY. MULTICULTURALISM, SOCIAL INCLUSION, SENSE OF BELONGING, HOMOGENEOUS OPPORTUNITIES AND EQUALITY ARE ALL DISTINCTIVE FEATURES OF THE PROJECT WE ARE CARRYING OUT.

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**LOCATION** POTNASSIEVE, ITALY

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**CONTEXT** SPORT AND DISABILITY

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**PARTNERS-STAKEHOLDERS** CROCE AZZURRA PONTASSIEVE AND ASSOCIAZIONE UNOPERTUTT

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**KEYWORDS** SPORT, DISABILITY, RUGBY

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**DATE:** 2010 - IN PROGRESS

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**METHODOLOGY/  
MECHANISMS TO INVOLVE  
EXCLUDED PEOPLE**

THE INCLUSIVE METHOD USED IN THE SCHOOL IS ADOPTED IN THE FIELD. CHILDREN AND YOUNG PEOPLE ARE ACCOMPANIED BY PROFESSIONAL OPERATORS. DISABILITIES HAVE BEEN INCLUDED WITHIN THE TEAM GROUPS, CARRYING OUT THE ACTIVITIES WITHOUT DIFFERENCES OR DISTINCT PATHS, WITHOUT ADDITIONAL COSTS FOR FAMILIES. RUGBY, DUE TO ITS INTRINSIC CHARACTERISTICS, IS PARTICULARLY SUITABLE FOR PROMOTING THE ACQUISITION OF PERSONAL AUTONOMY OF CHILDREN AND YOUNG PEOPLE, STRENGTHENING INTERPERSONAL AND SOCIAL SKILLS.



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# Caritas &Du

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## **TITLE - LINK**      **LERNCAFÉS – FREE LEARNING SUPPORT**

[HTTPS://WWW.CARITAS-AUSTRIA.AT/INTERNATIONAL-PROJECTS/LERNCAFES/? GA=2.214176535.1077387806.1619181101-217752072.1619181101](https://www.caritas-austria.at/international-projects/lerncafes/?GA=2.214176535.1077387806.1619181101-217752072.1619181101)

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**TARGET**      IN LERNCAFÉS (LEARNING CAFÉ) CHILDREN AND YOUNG PEOPLE AGED FROM 6 TO 15 YEARS ARE PROVIDED WITH LEARNING SUPPORT, FROM HELP WITH DOING THEIR HOMEWORK TO PREPARATION FOR TEST AND EXAMS. ALL THAT, FREE OF CHARGE.

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**OBJECTIVE**      THE SO-CALLED “LERNCAFÉS”, AN AFTERNOON EDUCATIONAL SUPPORT PROJECT, ARE A HIGHLY SUCCESSFUL SERVICE THAT HAS BEEN ESTABLISHED BY CARITAS ALL OVER AUSTRIA DURING THE PAST YEARS. ON VARIOUS LOCATIONS, CHILDREN FROM REFUGEE, ASYLUM SEEKING OR MIGRANT FAMILIES, AS WELL AS FROM HOST COMMUNITIES HAVE ACCESS TO FREE STUDY SUPPORT, IN ORDER TO ENHANCE THEIR LANGUAGE SKILLS, SUCCEED IN SCHOOL AND TO PARTICIPATE IN AFTERNOON ACTIVITIES.

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**LOCATION**      OFFERED BY CARITAS IN ALL MAJOR CITIES IN AUSTRIA (BY THE SUPPORT OF LOCAL STAKEHOLDERS)

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**DATE:**      2007 - IN PROGRESS

## CONTEXT

APART FROM SUPPORTING CHILDREN IN DOING THEIR DAILY EDUCATION, THE MAIN AIM OF THE VOLUNTEERS IS TO TEACH CHILDREN HOW TO ENJOY LEARNING AND STRENGTHEN THEIR GERMAN LANGUAGE KNOWLEDGE. ADDITIONALLY, THE JOINT PREPARATION OF HEALTHY SNACKS AND THEREGULAR CONTACT WITH PARENTS ARE ADDITIONAL IMPORTANT ELEMENTS OF THE "LERNCAFÉS" DAILY WORK. THE FIRST CARITAS "LERNCAFÉ" HAS OPENED IN GRAZ. MEANWHILE, THE EDUCATIONAL OFFER IS AVAILABLE THROUGHOUT AUSTRIA AND IS REPEATEDLY CITED NATIONALLY AND INTERNATIONALLY AS AN EXAMPLE OF BEST PRACTICE, THE "LERNCAFÉ" PROJECT IS SUPPORTED BY THE FEDERAL MINISTRY FOR EUROPE, INTEGRATION AND THE EXTERIOR (BMEIA) AS WELL AS THE PRIVATE SECTOR.

## PARTNERS- STAKEHOLDERS

CATHOLIC CHURCH, REFUGEE NGO'S, PUBLIC SCHOOLS

## METHODOLOGY/ MECHANISMS TO INVOLVE EXCLUDED PEOPLE

### FREE TUTORING

NOT ALL CHILDREN CAN MANAGE TO MEET SCHOOL REQUIREMENTS ON THEIR OWN WITHOUT HELP. FURTHERMORE, MANY PARENTS ARE UNABLE TO GIVE SUPPORT TO THEIR CHILDREN. THE REASONS FOR THAT ARE WIDELY SPREAD: LACK OF MONEY FOR PRIVATE TUTORING, LOW EDUCATIONAL LEVEL OF THE PARENTS THEMSELVES, A LACK OF GERMAN LANGUAGE SKILLS AND/OR INSUFFICIENTLY MODEST LIVING CONDITIONS ARE ONLY SOME REASONS THAT MAKE IT NEARLY IMPOSSIBLE FOR PUPILS TO ACHIEVE THE DESIRED LEARNING SUCCESS IN SCHOOLS. CARITAS HAS THEREFORE CREATED A FREE LEARNING AND AFTER NOON CARE SERVICE CALLED "LERNCAFÉS". THE RESULTS ARE GREAT PRIDE AND SUCCESS: IN THE LAST YEAR OF SCHOOL 96% OF THE PARTICIPANTS COMPLETED THEIR RESPECTIVE SCHOOL LEVEL, MEANING THEY CAN CONTINUE THEIR JOURNEY TO THE NEXT LEVEL. TAKING INTO ACCOUNT THAT AROUND 95% OF THE PROJECT PARTICIPANTS HAVE A MIGRATION BACKGROUND, THE "LERNCAFÉS" ALSO FUNCTION AS BEST PRACTICE EXAMPLES OF AN INTEGRATION PROJECT THAT IS ACCEPTED BY THE EUROPEAN COMMISSION. IN LEARNING, PLAYING AND GROWING UP TOGETHER WITH CHILDREN FROM ALL DIFFERENT COUNTRIES, RELIGIOUS BELIEFS AND BACKGROUNDS, THE CHILDREN INTERNALIZE TO BE OPEN MINDED AND RESPECTFUL TOWARDS EACH OTHER AND OTHER HUMAN BEINGS, WHICH IS AN ADDITIONAL POSSIBLE OUTCOME OF THE PROGRAMME.



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**TITLE - LINK****STUDY WORKSHOP WITH FAMILIES – FUNDACIÓ SERGI**

[HTTPS://WWW.FUNDACIOSERGI.ORG](https://www.fundaciosergi.org)

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**TARGET**

FAMILIES AT RISK OF SOCIAL EXCLUSION (MOST OF THEM IMMIGRANTS AND FOREIGNERS), CHILDREN (0-12 YEARS OLD), TEACHERS AND OTHER SCHOOL PROFESSIONALS

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**OBJECTIVE**

THE PROJECT AIMS TO WORK WITH THE OVERALL EDUCATIONAL COMMUNITY, TO IMPROVE THE SOCIO-EDUCATIONAL INCLUSION AND EDUCATION ATTAINMENTS OF CHILDREN, PROMOTING FAMILY INVOLVEMENT IN THE SCHOOLS

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**LOCATION** GIRONA AND SALT, CATALONIA, SPAIN

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**CONTEXT** LOW LEVEL OF EDUCATION ATTAINMENTS, POOR LEVEL OF KNOWLEDGE OF CATALAN LANGUAGE AND LOW SOCIOECONOMIC LEVEL OF FAMILIES; LITTLE INVOLVEMENT OF FAMILIES ALONG THE CHILDREN'S EDUCATIONAL ITINERARY

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**PARTNERS-STAKEHOLDERS** SCHOOLS, PUBLIC LIBRARIES, LOCAL SOCIAL SERVICES, YOUTH AND EDUCATION AREAS OF SALT CITY COUNCIL, NON-PROFIT ORGANIZATIONS ACTIVE IN THE SOCIAL AREA

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**KEYWORDS** SOCIO-EDUCATIONAL SUPPORT, PREVENTION OF SOCIAL EXCLUSION, EDUCATIONAL EXCELLENCE

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**DATE:** 2012 - ONGOING

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## **METHODOLOGY/ MECHANISMS TO INVOLVE EXCLUDED PEOPLE**

THE PROJECT STEMS FROM THE NEED TO PREVENT AND MANAGE CONFLICTS AND INTERMEDIATE WITH MIGRANT FAMILIES TO FACILITATE SOCIO-EDUCATIONAL INCLUSION. IT'S A SPACE FOR TRAINING AND SUPPORT FOR PARENTS WHO BECOME CAPABLE TO DIRECTLY HELP THEIR CHILDREN IN THEIR SCHOOL ITINERARY. IT CONSISTS OF FOCUSING ON EDUCATIONAL TASKS, REINFORCING THE BOND BETWEEN PARENTS AND KIDS AND FACILITATING A SPACE FOR MUTUAL LEARNING BETWEEN FAMILIES AND SCHOOL. THE INTERVENTION IS BASED ON THE FOLLOWING ACTIONS: SUPPORT TO EDUCATIONAL ATTAINMENT, CONTACT BETWEEN FAMILIES AND TEACHERS, CONFERENCES ABOUT EDUCATION, INDIVIDUALIZED SUPPORT TO FAMILIES, FAMILY PLAY AREAS, FAMILY TIPS, CATALAN LANGUAGE CLASSES, ETC.





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**TITLE - LINK****UBUNTU**

[WWW.FACEBOOK.COM/UBUNTUFIRENZE](http://WWW.FACEBOOK.COM/UBUNTUFIRENZE)

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**TARGET**

MIGRANTS WITHOUT ACCOMMODATION FOR BUREAUCRATIC REASONS

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**OBJECTIVE**

RECEPTION, HOUSING, SOCIAL AND CULTURAL INCLUSION OF OR ASYLUM SEEKERS, WHO, DESPITE A REGULAR RESIDENCE PERMIT, ARE OUTSIDE THE LEGAL CIRCUITS AND ARE AT RISK OF ILLEGALITY

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**LOCATION**

FLORENCE, ITALY

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**CONTEXT**

WELCOMING MIGRANTS IN ITALY / ITALIAN LAW ON IMMIGRATION

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**PARTNERS-STAKEHOLDERS**

DIACONIA VALDESE, COMUNITÀ DELLE PIAGGE, RETE ANTIRAZZISTA, BASTA MORTI NEL MEDITERRANEO, LOCALFAMILIES

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**KEYWORDS**

POVERTY, SOCIAL INCLUSION, HOUSING PROBLEMS, MIGRANTS WELCOMING

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**DATE:**

2016 - IN PROGRESS

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**METHODOLOGY/  
MECHANISMS TO INVOLVE  
EXCLUDED PEOPLE**

INCLUSION PATHS OF SMALL GROUPS OF MIGRANTS WITHIN APARTMENTS AND FAMILIES. THANKS TO THE SUPPORT OF ASSOCIATIONS, FAMILIES AND INDIVIDUALS, MIGRANTS FOLLOW LANGUAGE COURSES, WORK ORIENTATION AND LEGAL TRAINING, TO AVOID FALLING INTO POVERTY AND IN ILLEGAL CIRCUITS. THEY SHARE THE APARTMENTS MADE AVAILABLE BY ASSOCIATIONS OR THEY LIVE WITH LOCAL FAMILIES. INNOVATION OF THE UBUNTU PROJECT IS THE COOPERATION OF THE LOCAL STAKEHOLDERS AS ASSOCIATIONS, FAMILIES, INDIVIDUALS, LOWERS, IN ORDER TO KEEP THE MIGRANTS WITHIN LEGAL CIRCUITS AND NOT ON THE ROAD.



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# Caritas &Du

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## **TITLE - LINK**      **LERNCAFÉS – FREE LEARNING SUPPORT**

[HTTPS://WWW.CARITAS-AUSTRIA.AT/INTERNATIONAL-PROJECTS/LERNCAFES/? GA=2.214176535.1077387806.1619181101-217752072.1619181101](https://www.caritas-austria.at/international-projects/lerncafes/?GA=2.214176535.1077387806.1619181101-217752072.1619181101)

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## **TARGET**

IN LERNCAFÉS (LEARNING CAFÉ) CHILDREN AND YOUNG PEOPLE AGED FROM 6 TO 15 YEARS ARE PROVIDED WITH LEARNING SUPPORT, FROM HELP WITH DOING THEIR HOMEWORK TO PREPARATION FOR TEST AND EXAMS. ALL THAT, FREE OF CHARGE.

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## **OBJECTIVE**

THE SO-CALLED “LERNCAFÉS”, AN AFTERNOON EDUCATIONAL SUPPORT PROJECT, ARE A HIGHLY SUCCESSFUL SERVICE THAT HAS BEEN ESTABLISHED BY CARITAS ALL OVER AUSTRIA DURING THE PAST YEARS. ON VARIOUS LOCATIONS, CHILDREN FROM REFUGEE, ASYLUM SEEKING OR MIGRANT FAMILIES, AS WELL AS FROM HOST COMMUNITIES HAVE ACCESS TO FREE STUDY SUPPORT, IN ORDER TO ENHANCE THEIR LANGUAGE SKILLS, SUCCEED IN SCHOOL AND TO PARTICIPATE IN AFTERNOON ACTIVITIES.

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## **LOCATION**

OFFERED BY CARITAS IN ALL MAJOR CITIES IN AUSTRIA (BY THE SUPPORT OF LOCAL STAKEHOLDERS)

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## **DATE:**

2007 - IN PROGRESS

## CONTEXT

APART FROM SUPPORTING CHILDREN IN DOING THEIR DAILY EDUCATION, THE MAIN AIM OF THE VOLUNTEERS IS TO TEACH CHILDREN HOW TO ENJOY LEARNING AND STRENGTHEN THEIR GERMAN LANGUAGE KNOWLEDGE. ADDITIONALLY, THE JOINT PREPARATION OF HEALTHY SNACKS AND THEIR REGULAR CONTACT WITH PARENTS ARE ADDITIONAL IMPORTANT ELEMENTS OF THE "LERNCAFÉS" DAILY WORK. THE FIRST CARITAS "LERNCAFÉ" HAS OPENED IN GRAZ. MEANWHILE, THE EDUCATIONAL OFFER IS AVAILABLE THROUGHOUT AUSTRIA AND IS REPEATEDLY CITED NATIONALLY AND INTERNATIONALLY AS AN EXAMPLE OF BEST PRACTICE. THE "LERNCAFÉ" PROJECT IS SUPPORTED BY THE FEDERAL MINISTRY FOR EUROPE, INTEGRATION AND THE EXTERIOR (BMEIA) AS WELL AS THE PRIVATE SECTOR.

## PARTNERS- STAKEHOLDERS

CATHOLIC CHURCH, REFUGEE NGO'S, PUBLIC SCHOOLS

## METHODOLOGY/ MECHANISMS TO INVOLVE EXCLUDED PEOPLE

### FREE TUTORING

NOT ALL CHILDREN CAN MANAGE TO MEET SCHOOL REQUIREMENTS ON THEIR OWN WITHOUT HELP. FURTHERMORE, MANY PARENTS ARE UNABLE TO GIVE SUPPORT TO THEIR CHILDREN. THE REASONS FOR THAT ARE WIDELY SPREAD: LACK OF MONEY FOR PRIVATE TUTORING, LOW EDUCATIONAL LEVEL OF THE PARENTS THEMSELVES, A LACK OF GERMAN LANGUAGE SKILLS AND/OR INSUFFICIENTLY MODEST LIVING CONDITIONS ARE ONLY SOME REASONS THAT MAKE IT NEARLY IMPOSSIBLE FOR PUPILS TO ACHIEVE THE DESIRED LEARNING SUCCESS IN SCHOOLS. CARITAS HAS THEREFORE CREATED A FREE LEARNING AND AFTERNOON CARE SERVICE CALLED "LERNCAFÉS". THE RESULTS ARE GREAT PRIDE AND SUCCESS: IN THE LAST YEAR OF SCHOOL 96% OF THE PARTICIPANTS COMPLETED THEIR RESPECTIVE SCHOOL LEVEL, MEANING THEY CAN CONTINUE THEIR JOURNEY TO THE NEXT LEVEL. TAKING INTO ACCOUNT THAT AROUND 95% OF THE PROJECT PARTICIPANTS HAVE A MIGRATION BACKGROUND, THE "LERNCAFÉS" ALSO FUNCTION AS BEST PRACTICE EXAMPLES OF AN INTEGRATION PROJECT THAT IS ACCEPTED BY THE EUROPEAN COMMISSION. IN LEARNING, PLAYING AND GROWING UP TOGETHER WITH CHILDREN FROM ALL DIFFERENT COUNTRIES, RELIGIOUS BELIEFS AND BACKGROUNDS, THE CHILDREN INTERNALIZE TO BE OPEN MINDED AND RESPECTFUL TOWARDS EACH OTHER AND OTHER HUMAN BEINGS, WHICH IS AN ADDITIONAL POSSIBLE OUTCOME OF THE PROGRAMME.

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# LEARNING AND ADAPTING

LLUÍS MARROYO & ÈLIA LLINÀS- FUNDACIO CAMPUS ARNAU D'ESCALA



"THE PANDEMIC HAS FORCES US TO ADAPT TO NEW WAYS OF ORGANISING. WE HAVE CONVERTED ALL OUR ACTIVITIES' FORM INTO VIRTUAL ONLINE MEETINGS"

"Participating in the GOLproject has been a great opportunity for us to learn about initiatives to combat social exclusion.

It has been very useful for us to get to know entities and organisations from different parts of Europe to learn new ways of working."



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# WORKING IN BETWEEN DIFFERENT REALITIES

JOANNA RIPPEL - FUNDACJA RZECZ SPOŁECZNA



Partnerships with other organisations alike helped us a great deal and gave us inspirations that are crucial in our work. To be able to serve our communities, we need to adapt quickly, be flexible and be able to take a critical look at our achievements, and for that, international knowledge exchange is enormously useful. Especially in the era of normalising online and remote work, connecting over the borders is as easy as big is the time difference. In our opinion, it is very vital to use the opportunities we have.

Being an NGO that's involved in international projects as well as work on the ground, we can see that COVID crisis made all the other disparities much more visible and tangible. It's possible

to see clearly who doesn't have the privilege of working safely from home, being healthy and safe relatives, of not being reliable only on the public healthcare system, having the time, money and opportunities to invest in oneself, instead of just focusing on survival.

Having internet access, and devices through which someone can connect is also not as common as one may think. The digital divide exists and keeps the unprivileged away from knowledge, that could be very helpful for them when it comes to "getting out of the loop".

There are some good practices that respond to this disparity. We can get to them thanks to the internet :) and use them in our work, to be able to help them!

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# RECOVERY CAN TAKE UP TO THREE YEARS

THOMAS VONDRAK - VONDICONULTING, AUSTRIA



The model simulation predicts a reduction of Austrian GDP by 4% in 2020, almost five percentage points below the projected benchmark scenario without the shutdown measures. This is a yearly average effect, which is reached after an initial interannual GDP contraction of almost seven percentage points below the benchmark scenario that can be attributed to immediate post-crisis dynamics, and that is later reduced due to a partial recovery before the end of 2020. After the 2020 shock and until 2022, the economy will recover. However, by the end of 2022,

the level of GDP is still likely to be lower than it would have been without the COVID-19 crisis. With a significant fraction of firms resorting to short-time work ("Kurzarbeit") instead of laying off their workforce, the unemployment rate is predicted to rise to more than 10.5% in 2020 if the restrictions remain in place until mid-May. Simulations indicate that by the end of 2020, additional financing is required to implement measures to support firms and people would increase public debt by more than four percentage points to almost 7.5% of GDP from the current level of 70.4%.

source:

[https://www.wu.ac.at/fileadmin/wu/h/press/Forschung/Bilder/PB26\\_Recovery\\_of\\_Austrian\\_economy\\_following\\_COVID-19\\_200420\\_FINAL.pdf](https://www.wu.ac.at/fileadmin/wu/h/press/Forschung/Bilder/PB26_Recovery_of_Austrian_economy_following_COVID-19_200420_FINAL.pdf)



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# IT IS NECESSARY TO ENHANCE THE NETWORKS

The pandemic has faced us with a challenge that has concerned our own ability - as social workers - to adapt to new ways. The total lockdown and closure of many services have accelerated the process of spreading digital systems, amplifying the difficulties of disadvantaged people. We found ourselves living daily in a world made up of platforms and video conferences but to support our users remotely - in search of basic help such as food - the simplest thing was to use the telephone! In fact, many do not have an internet connection or they had the only PC in the house engaged for their children in Distance learning. We have noticed the lack of awareness

of the potential of the smartphone - which many have but do not know how to use. It was difficult and at times very frustrating but it helped us to understand where to orient our design and to concretely understand the importance of a collaborative network!

The pandemic has shown us that we are all vulnerable, precarious and inter-dependent, and for that reasons we must help each other and do our work with passion! GOL project taught us that it is possible to work in a network, and indeed, it is necessary to enhance the networks, both local and European, in order to face the problems, emergencies and living normality better.

**CHRISTINA DEMARTIS - GLOCAL FACTORY , ITALY**

„GOL PROJECT WAS AN IMPORTANT OPPORTUNITY TO LEARN ABOUT OPERATIONAL STRATEGIES TO FIGHT SOCIAL EXCLUSION, TO BE BROUGHT BACK INTO OUR TERRITORIAL CONTEXT IT IS ALSO LIKE A MAGNIFYING GLASS THAT HAS ALLOWED US TO CLOSELY OBSERVE SEVERAL EUROPEAN EXPERIENCES TO COMBAT SOCIAL EXCLUSION”

**MARIA CHIARA CANTINI &  
NICOLETTA DONADIO**

**- ACLI FIRENZE, ITALY**





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**WE WOULD LIKE TO THANK  
FOLLOWING PERSONS FOR  
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THE LOOP" PROJECT  
HAPPEN**

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