

How to use E+: YiA for/with/by refugees

Inclusion

Colleague Support Group

Roma, Italy

9-11 November 2016

www.SALTO-YOUTH.net/...InclusionColleagueSupportGroups/

SALTO-YOUTH
INCLUSION
RESOURCE CENTRE



Erasmus+

A collection of **great ideas** from your NA Inclusion Colleagues and SALTO Inclusion about:

- ☆ What are the **issues** of young refugees?
- ☆ What can Erasmus+: Youth in Action do? How to develop activities benefiting young refugees/newly arrived migrants?
- ☆ How to involve refugees in E+: Youth in Action programme
- ☆ How to do it? What are **success factors**?
- ☆ What kind of **support** NAs can offer?

The SALTO inclusion Resource Centre brought together **8 Inclusion Officers** from 6 National Agencies (FR, BE-FL, HR, FI, IT, BG) to discuss and exchange on refugees issues in different countries and on the European level, what kind of national and international activities are needed and how to make a better use of the Erasmus+ Youth in Action programme, in addressing the issues that young refugees are confronted to and their inclusion in their new host societies.



All photos used in this report are taken from the Inclusion Colleague Support Group in Rome, November 2016.

Table of Content

Where can you find which inspiration?

Programme overview.....	3
Who was there?	4
Italian NA action supporting refugees	5
Sharing national refugee’s concepts and realities.....	10
Europe and refugees.....	14
What can Erasmus+ do?	17
Italian Erasmus+ Projects.....	20
Good practices and underlying principles	22
What can NA/SALTO do?	26
Action Plans & support needed	33
Evaluation - K A T Ch	35
Where do the Inclusion Colleague Support Groups come from?.....	36

Programme overview

An overview of what happened when...

Wednesday 9 Nov 2016	Thursday 10 Nov 2016	Friday 11 Nov 2016
	<ul style="list-style-type: none"> • Expert input: Europe and refugees (concepts, legal frame, approaches,...) • Q&A • What can E+ do? (opportunities& limitations within E+ ...) 	<ul style="list-style-type: none"> • What can NA/SALTO do? (use of resources, practical approaches & projects, needs...) • Next steps: action plans and support for you (what support would you need for your reality?) • Evaluation
	Lunch	Lunch
<p><i>Arrival by 14h in Rome</i></p> <ul style="list-style-type: none"> • Get to know & intros • Italian reality • National reality: (sharing national particularities) 	<ul style="list-style-type: none"> • Italian project: local visits/reality • Sharing good practices & analyzing underlining principles (what works/doesn't) 	<i>Departure after lunch</i>
Dinner	Surprise Dinner <i>(offered by the host)</i>	

Who was there?

Meaning: who can you contact for more information?

- ☆ Marjolein Vandenbroucke (Belgium FL) Marjolein.Vandenbroucke@jint.be
- ☆ Maja Mikulec Bedekovic (Croatia) Maja.MikulecBedekovic@mobilnost.hr
- ☆ Jutta Kivimäki (Finland) jutta.kivimaki@cimo.fi
- ☆ Flavia Giovanelli (France) giovanelli@injep.fr
- ☆ Mihaela Kanarcheva (Bulgaria) mkanarcheva@hrdc.bg
- ☆ Ralitsa Yankova (Bulgaria) ryankova@hrdc.bg
- ☆ Maria Elisa Marzotti (Italy) m.marzotti@agenziagiovani.it

Organisation and Co-ordination of the Inclusion Colleague Support Group

- ☆ Mirella Olivari (Italy) m.olivari@agenziagiovani.it
- ☆ Marija Kljajic (SALTO Inclusion) marija@salto-youth.net
- ☆ Tony Geudens (SALTO Inclusion) tony@salto-youth.net

Guest speakers

- ☆ Stefania Favorito, Centro di accoglienza BAOBAB di Roma (Italy) sdarovie@yahoo.it
- ☆ Fabiana Di Carlo, Italian National Agency (Italy) f.dicarlo@agenziagiovani.it
- ☆ Arber Behari, Caritas Il Samaritano (Italy), rifugiaticaritas@gmail.com
- ☆ Zaid Ameen, Caritas Il Samaritano (Italy), rifugiaticaritas@gmail.com
- ☆ Oriana Philippe, Caritas Il Samaritano (Italy), rifugiaticaritas@gmail.com
- ☆ Laura Benetello, Progetto Zattera Blu, (Italy), segreteria@progettozatterablu.it

Italian NA action supporting refugees

The Italian National Agency shared three initiatives targeting refugees.

National level refugee project - “Meet to map”

There was a big wave of migration in Italy and Europe in 2015 and Italy is a corridor/transit country, but also a lot of migrants stay. The Italian NA wanted to see how many organisations are involved in refugee work. They collected information from the accredited EVS hosting organisations, by reading final reports and through monitoring activities. The total number of organisations working with refugees was around 50. The NA organised a meeting, which was attended by 20 organisations, most of them coordinators in EVS, as this is a perfect tool to work with refugees. Volunteers can be involved in a variety of activity types with refugees.

Objectives of the meeting

- Map and know the existing activities on this topic/with this target group.
- Know the critical aspects/challenges/possibilities of Erasmus+ Youth.
- Collect suggestions to make refugee work easier with support of E+.
- Plan future activities to increase use of E+ for refugee work.

Results of the meeting

- Organisations have presented their work, inspiration with good practices, networking.
- An overview of the needs of organisations and the needs of the refugees.

Needs of the organisations (youth workers)

- Linguistic support – how to work with people who don't speak Italian or English?
- Intercultural training - even if people are really open minded, understanding people from different countries and coming from conflict areas is difficult.
- Being able to support long-term mobility - how to help them to travel in the framework of the programme?
- Collect specific tools on the topic - there are some tools, but they are bit a “EU centric” and not focusing on needs of refugees.

How to adapt the Erasmus + programme

- Introduce local youth initiatives again. This was an easy format and doesn't require traveling (which is not possible, nor top-of-mind for recently arrived migrants).
- Use youth exchanges with refugees, as part of the national group that hosts the activities.
- Request of flexibility regarding the deadline for inclusion projects, as it was in the previous programme.
- Better use of exceptional costs, adapted to the specific situation of refugee participants.
- The NA should be part of the processes and work on the bureaucratic aspect of it, in order to support mobility.

Needs of the beneficiaries (refugees)

- They want to be involved in the local community where they are hosted (especially in small villages). Create relationships/interaction with their new context.

- Linguistic support. The biggest hurdle for newly arrived migrants is communication/understanding. Language is the key to a new society/life.
- Training and job placement. Becoming (financially) independent again.
- Better use of the time they have – especially during long waiting times while papers are processed (for instance take part in E+ project!).
- Psychological support. Many have been through dramatic journeys, have fled horrible situations or are under pressure of people back home to perform well.
- Use the local resources and create links between stakeholders on local level. Team up the different initiatives, joined-up approach.
- Voluntarism at local level (recognize their involvement).
- Cultural trainings. Get to know how the host culture works through intercultural activities. Possibility to show their own culture/feel appreciated and accepted.

Next steps in 2017

- Finalize the Italian NA national strategy on inclusion. Send it to SALTO Inclusion to be shared in the NA ID Strategy Library at www.salto-youth.net/tools/naidstrategylibrary/ (only accessible if you have NA user rights).
- Continue the activities through the KA3 refugee project (see below), implementing national activities in this frame work.

Key Action 3 project: NA call

Italian NA is coordinating a big KA3 project on behalf of 11 NAs. This was part of a specific call “Support for policy reform - Social inclusion through education, training and youth” and the project will last for 3 years’ time, starting in December 2016 and ending in December 2019.

Approach



The main purpose of the project is to develop **Youth Work** activities, **non-formal education** methodologies and new **inclusion practices**, with the aim to promote the **integration** and the **social inclusion** of refugees, asylum seekers and migrants as well as to foster **understanding, tolerance and respect** among people.

1. **Research**
2. **Valorisation of best practices**
3. **structured Dialogue**
4. **Policy Recommendation**
5. **New practices and approaches**

Aims & objectives

- Identify best practices of youth work in the field of integration of young migrants, refugees and asylum seekers.
- Design innovative models and practices of YW in the field of integration of young migrants, refugees and asylum seekers to build capacity and enhance youth workers’ skills and competences.

- Support Youth Work as an instrument for the integration of newly arrived migrants, through the use of informal and non-formal education activities.
- Policy recommendations about integration, informal and non-formal education in Europe, through a structured bottom-up process involving the main actors in the field of YW.

7 work packages



Action plan & timeline



How are different NAs, as well as the IT NA involved?

Each NA will be in charge of the national activities and reaching out to the relevant parties, but the IT NA will recruit a coordinator to manage the whole project.

SALTO Inclusion will be involved as a part of the BE FL NA and big part of the 2017 work plan will be devoted to this.

Erasmus+ online linguistic support for refugees

This tool offers refugees to learn EN, FR, DE, not only IT.

Last summer, the Italian NA joined this pilot phase and involved 5 organisations that work with refugees and asylum seekers and have granted projects. At the moment, 15 licenses were allocated to Italian refugee organisations. The European Commission's definition of 'refugee projects' in the context of the linguistic support is really broad. You can also involve minors, there are no age limits.

100000 licences for language courses are foreseen over the next 3 years. They will be allocated for the duration of an Erasmus+: YiA project. Once this project finishes, beneficiaries cannot offer access to this online linguistic support anymore.

(FR, BE FL are also involved, but FI NA not, as the Finish is not part of the offer, but CIMO is starting it for English, with a University, but it's difficult as the University doesn't have a link with refugees. FR NA is now recruiting and will train big NGOs working with the refugees and will offer the online linguistic projects through the projects these organisations are running.)

What is in it for refugees?

Refugees get their language level assessed. The structure of the course is the same for volunteers as for refugees. It contains:

- Introductory lesson to the Online Linguistic Support (guided tour)
- Online language course for a period of max. 13 months, including:
 - 6 specific MOOCs for refugees as from July 2016
 - access to Online Linguistic Support tutoring sessions and forums
- Final level assessment is not compulsory, but the achieved language level can be added to the Europass.
- Free of charge for refugees, accessible from mobile devices with an internet connection.

Guidelines for NAs

- A simple notification from the NA to the 2016 Online Linguistic Support beneficiary is sufficient.
- No need to sign an additional contract, nor to amend the grant agreement already signed.

Italy requested 1000 licences and licences for operators.

A simple process for beneficiaries

- Licences for refugees managed in OLS in the same way as for Erasmus+ participants, in a separate tab.
- Automatic allocation of the language course for all refugees with a level <B2.
- Beneficiaries report on the use of these licences in the final beneficiary report (only one question).

The online linguistic support is a good opportunity for refugees to learn the language for free. However, the assessment process takes 45min. For the reception centres it is not easy to support the newly arrived people in this process, as they have other priorities. NGOs could take up a supportive role in this.

Guidelines for the beneficiaries

- Collect refugees' e-mail addresses (no need for a proof of refugee status)
- Send a language assessment invitation (possibility to send batch invitations per language).
- Automatic language course invitation for all refugees with a level up to B1.
- Reply to one question in the final beneficiary report about the use of the Online Linguistic Support.

During the first meeting with organisations, the Italian NA explained the system and at the 2nd meeting explained the support and tools they can get, like a special space on the IT NA website created for this. The NA is spreading the word about these possibilities through the municipalities and centres that support the refugees, which are part of the municipalities in Italy. The NA is also preparing promo material which includes the contact details of the organisations that can grant the licenses for the Online Linguistic Support.

Sharing national refugee's concepts and realities

Participants were asked to share national situations, statistics etc. and to find differences and similarities across Europe?

- ☞ The UN estimates that in 2016 30% of all refugees in Europe will be minors. There are 65,300,000 refugees worldwide, including 28 million children. More than half are from 3 countries: Syria, Afghanistan and Somalia.

Belgium-FL

Based on the numbers from a conference on refugee rights in Brussels in October 2016.

- In 2015: 44760 seeking asylum, 12000 children, 3099 unaccompanied minors.
- Jan-Aug 2016: 12316 seeking asylum, 2000 unaccompanied minors. These unaccompanied minors mainly come from Iraq, Syria, Afghanistan.
- A number of migrants come to Belgium to try to reach UK.
- From the moment a person applies for asylum in Belgium, the government has to offer them **“bath, bed and bread”** (e.g. in one of the reception centres).
- Red Cross centres and Fedasil used to have big asylum centres, but since 10 years smaller hosting places are preferred (e.g. a few families sharing a house, etc). When the refugee influx started, the government had to set up new reception places, but as the need has decreased (less arrivals, people that have finalized their procedure) those reception places are being closed now.
- There is quite some intolerance and negative feelings towards refugees, but there are also grass roots initiatives who are helping newly arrived migrants/refugees in alternative ways.
- The impact of the ‘refugee crisis’ seems big, but this is magnified by social media. In comparison with migrations in the past, the current situation is not a big crisis.

Italy

The refugee situation is most visible in Italy, also because Lampedusa is one of the big arrival points.

- ☞ See IT movie: “Fuocoammare” (“Fire in the see”) - it explains the situation of the local people in Lampedusa. The moment that we recognise that we are human beings and share the same values and when you see a person drowning in the sea, you are supposed to help. Their point of view differs drastically from the people and politicians in Rome.
- 100,000 refugees were accommodated in the reception centres, only in 2016. The real number is even bigger, as only the refugees in the reception centres are registered. The government is releasing weekly data on new arrivals.
- Many refugees/migrants in the country are just transiting. Most refugees want to move on to the North (Germany, Sweden, Denmark).
- According to Dublin agreement, refugees need to register in the first EU country where they arrive and apply for protection or asylum. They then have to stay in the country of registration.
- Italians have a long history of migration and Italians are spread all around the world, but the country was not used to have people coming in. Migration here puts people in

difficult situation and this is quite new for Italy, to receive all those people and populism is on rise.

- There should be some preparation of the local community to be ready to host foreigners.
- Different reactions of the local communities: situation of abandoned village in South of Italy. Major suggested to host migrants, as local people have left, no one lives there. There is also a small village in North of Italy which refused to host as few as 12 women and children, even setting up barricades.

France

- In 2015, France accepted 31,5 % of the 80,075 asylum request from Sudan, Syria and Kosovo.
- Many people would like to go to UK, therefore FR has some special bilateral agreements with UK, especially for family reunions.
- Many of them lived in “the wild”, in “jungle” camps, run and organised by local NGOs, who set up schools, health posts, etc.
- When the “Jungle” in Calais was dismantled and people were sent in small numbers all around FR, many places were reluctant receiving them. Paris wanted to give an example and the city built a big Centre in very posh area, but the reception centre has been burnt down three times already.
- Hijabs were forbidden in some French cities in 2016.
- Nice example is that many young people from suburban areas, often seen as trouble makers are doing many charity projects and events.

Bulgaria

- Has a different situation, as it is a transit country.
- 2015: 20,400 refugees passing through who were registered.
- 10,000 refugees at this moment from Syria, Iraq and Pakistan. Coming from Turkey, often on foot, and just passing through. It's not clear how many of them will stay in Bulgaria.
- 3 camps in Sofia, 5 other camps throughout the country (most of them are in Sofia and Haskovo).
- They receive pocket money.
- The problem is that they are packed together at the same place and there are conflicts between different religious groups, e.g. Sunnites and Shiites.
- Local people are afraid, though there are few or no problems with refugees.
- The country has experience with migration in the past.

Croatia

- Relatively low number of refugees: 2004-2015 – 170 applications were granted “subsidiary protection”.
- 2016 - first 3 months: 400 applications for international protection – when borders were closed, so it was impossible to move on. Only 7 applications of unaccompanied minors.
- Generally they move on to their desired destination (North Europe, Germany,...).
- 1508 people should be relocated in HR via the European deal (not executed yet).
- 2009-16: 403 unaccompanied minors.

- Almost 85% men amongst refugees

Finland

- Finland has 5,5 million inhabitants.
- Refugees come through North (Sweden, Russia) – not directly from the conflict zone. The migrants/refugees have a long travel through Europe – and they arrive 700km North from Helsinki.
- 32,000 asylum seekers in 2015 – 10 times more than in the years before.
- Mainly: Iraq, Afghanistan, Syria,...
- Denmark and Russia have closed the border now, so it is difficult to get to Finland.
- 5,118 asylum applications in 2016 only.
- New country amongst refugees (from beginning of Autumn) = Turkey: 200 each week. And these numbers are on the rise.
- 17,796 refugees received permanent residency in 2015 .
- International relocation agreement = 350 refugees from Syria and Afghanistan were resettled in Finland.
- There are 110 refugee units, 77 units for unaccompanied minors (20,700 of them).
- 50% - 50% men-woman.
- Language course and school starts straightaway when they arrive.
- They can work after 3 months (if you help police to collect data in your file).
- One small village: “lake of snakes”, refugee centre, wanted to keep the 28 refugees and these are now integrated in the local community.

Commonalities

- The situation/outlook is generally better for “unaccompanied minor” (they get school, housing, etc.).
- The political situation is not very “refugee friendly”.
- Country of origins: Syria, Iraq, Afghanistan.
- Hate speech amongst host population is on the rise.
- Polarized perception of the issue, quite extreme views: either very positive or very negative.
- Many unstructured, spontaneous initiatives from citizens or grassroot organisations see the light to help and fill the gap that state care leaves. The question is how to give more visibility to those initiatives.

Differences

- Some are transit countries (BG, IT, HR), some final destination (FR, BE-FL, FI).
- In Finland new arrivals are entitled to work after 3 months, in other countries only after 1 year (HR).
- Numbers in some countries drop (FI, HR), whereas in Italy (Mediterranean Sea route) they go up.
- Lot of underage people in FI and IT, but less in other countries.
- 90% male in Croatia, but 50/50 in Finland.

- Go to country where they have already some network (family, friends, etc.) - right to family reunion.

Europe and refugees

- ☞ We started the day with an inspirational video, a personal story of a young refugee and his journey from Afghanistan to UK <https://vls.uclan.ac.uk/Play/12708>
- ☞ He has also published a book: “Lightless Sky”, can be bought on Amazon.



European policy and migrations: search of a system in balance

Take Europe as a light at the end of the tunnel – some aspiration to go forward.

- Guest expert, Stefania Favorito works as volunteer in many fields and has experience in Baobab centre (an independent alternative to the main refugee centres).
- There is little sensitivity to the issue of refugee emergency, it's often only seen as a problem. We need to improve the system, against a background of complex institutions, mafia, corruption, etc. We need to think differently, not in numbers (1000 here, 500 there). Immigrants are also people, **we need a human approach**, we need to create a new open concept of humanity.

Each country has different view on migration:

- There is a lot of variety in the pathways of arriving people: via the official system, illegally, via associative channels, etc.
- EU policy immigration policy wants to establish a balanced approach to deal with both regular and irregular immigration, but this remains theory.
- Each country is differently affected by the refugee flows. Most immigrants want to go North (DE, NL,...). Other countries are transit countries. There are different needs. Unlike “transit countries”, final destination countries need much stronger system of hosting, health centres, actions against violence, etc.

EU Treaty & Action plan EU COM - to save lives

Articles 79 and 80 of the treaty on the functioning of the European Union (TFEU):

“Regular immigration: the EU is competent to lay down the conditions governing entry into and legal residence in a Member State, including for the purposes of family reunification, for third-country nationals. Member States retain the right to determine admission rates for people coming from third countries to seek work”

- “The global approach to migration and mobility”, adopted by the Commission in 2011, is based on four pillars:
 - legal migration and mobility
 - irregular migration and trafficking in human beings
 - international protection and policy asylum

- the increased incidence of migration mobility on the development.
- Based on the proposal submitted by the European Commission (action plan in 10 points), 23 April 2015, Member States have committed to rapidly adopt measures to save lives and enhance the Union's action in the field of migration. On April 29, 2015, the resolution of the European Parliament was approved.
- In accordance with article 68 TFEU, in its conclusions of 26 and 27 June 2014 the European Council has defined the “Strategic guidelines for legislative and operational planning within the area of freedom, security and justice” for the period 2014-2020.

Problems

- For regular immigration: the EU is competent to lay down rules. **But there is a mismatch between national and EU laws, conflicting.** E.g. the ‘hotspots’ in Sicily do not fit the national laws. This causes delays and problems.
- Problem is that **many national laws are too old and do not reflect the current reality.** The only Italian law about immigrants, was written in 2002 (“Bossi-Fini law”), and hasn’t been improved in last 15 years. In meantime other international laws were brought in, which also do not allow Italy (or other countries) to adapt to national reality (as is the case for the “hotspot” in Sicily). Consequences of this mismatch of laws: Sudanese dictator (country in war), signed a secret agreement with the Italian government to take back immigrants, even though the situation in that country is not safe. This resulted in many displaced people in Sudan.
- The problem is that EU cannot control the origin of the flows, and cannot handle the arrivals. According to the Dublin agreement: where you register, you need to process your papers. So people try to avoid the registration. So wild refugee centres are born everywhere. And “alternative” help places pop up (out of the official system).
- There is a very fine line between preserving the European security and tension with human rights. Identification centres (hotspots) are in reality more like prisons (or worse). Procedures take months. Civil society organisations cannot enter. People are being treated like terrorists.



Baobab experience in Rome

- Baobab is a spontaneous movement in Rome. Citizens help immigrants: give time, health, food, support, etc.
- Everything is done by volunteers: social operators, churches, health, etc. Self-organised free movement. Food, medicine, etc. for thousands of people.
- Baobab is close to the train station, where the refugees arrive. So they stay around the station in very difficult conditions.
- Over the last 2 years, 40,000 refugees were helped in Baobab centre.
- Police eviction: police closed the Baobab centre and there is no other solution from municipality. People stay in tent camps. Refugees want to stay in Via Cupa with the volunteers. But immigrants are now spread over the whole city now.

- Many of them have severe health issues.

☞ More information: www.facebook.com/BaobabExperience/

Conclusions & recommendations

How to exit from this negative loop

- Create true common governance, shared between EU and member states.
- Avoid overlap and mismatch between the laws
- Cooperation needed between activists, citizens' organisations and European law makers.
- More international possibilities to have cooperation projects around the Mediterranean.
- Longer-term structural project, not only 2 or 3 year finances.
- Recognition of degrees and qualifications from their countries of origin.
- Match to jobs that need those qualifications.
- Public offices that connect offer and demand.

Different steps

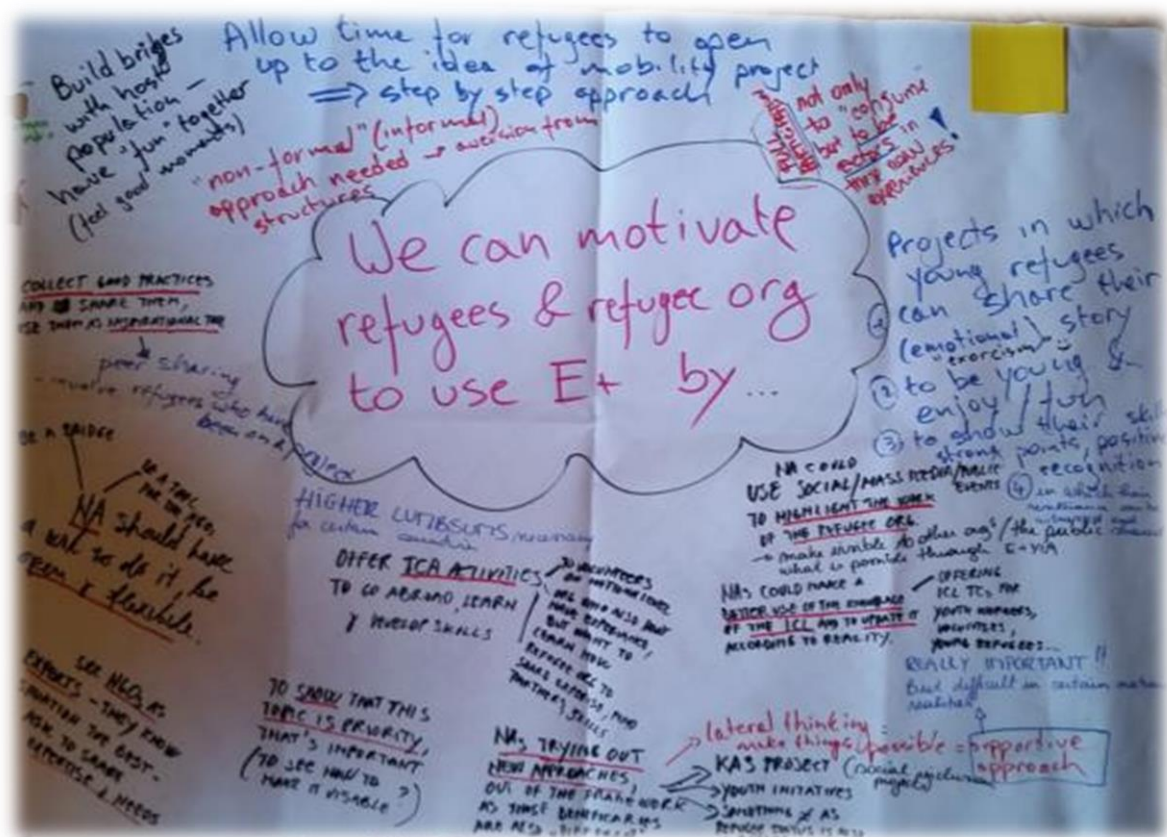
- Arrival, emergency relief, better treatment in "hot spot" = registration.
- 3 steps after legal registration (where arrival)
- Subsidiary protection: for people from war zones (but Sudan example).
- Asylum: but not enough money for the infrastructure (Sprar = only finances for 20 but need 100) = underfinanced + need to cooperate with civil society, long procedure, they get more finances from Europe. Integrating refugees: get language training, job training, their documents are made in order, etc.
- Convince them to stay, and build up a life, integration project (with hosting population). Create a future in Italy.

What can Erasmus+ do?

Participants shared their ideas on three questions through “world café” method.

We can motivate refugees & refugee org to use E+ by:

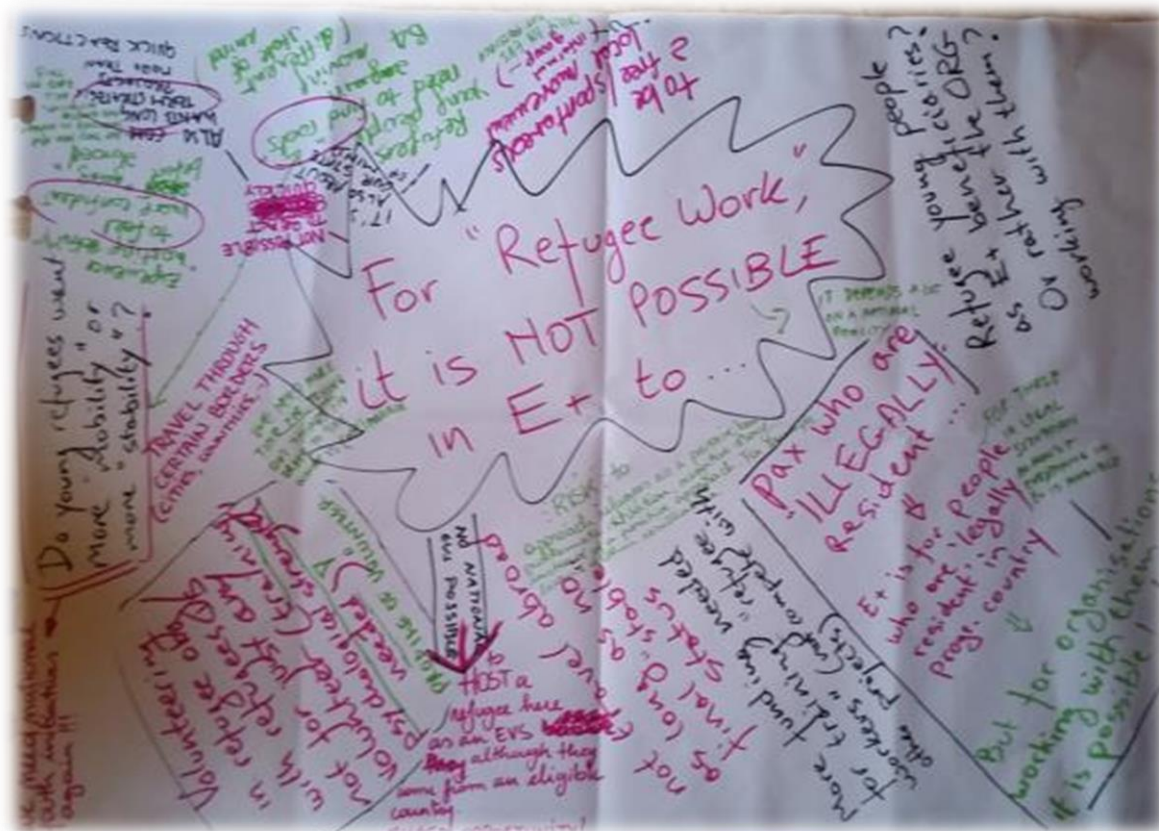
- Thinking out of the box: NAs should be trying out new approaches, out of the framework as those beneficiaries are also “different”
 - ✓ Lateral thinking, “make things possible” attitude, be creative in your supportive approach, stretch the limits
 - ✓ KA3 projects by NAs – possibility to experiment, connect to refugee organisations, create buy-in by other stakeholders.
 - ✓ Social inclusion projects – get more of them through the proportionality principle.
 - ✓ Youth initiatives or do something else on national/local level, find alternative possibilities/funding for this
 - ✓ Something different as refugee status is also a barrier
- Build bridges between host population and refugees, it’s important to have “fun” together (feel good moments).
- By using non-formal methodologies: reinforce non formal & informal approach to avoid aversion towards institutional way of doing things, procedures.



For refugee work, what is definitely not possible in Erasmus+?

- Notion of mobility and stability, before proposing mobility to a young person, this person should be already integrated, find roots again in order to feel more comfortable to go abroad.

2. E+ is more an instrument to equip organisations working with refugees, than to work with young refugees themselves.
3. Volunteering in refugee organisations is not just for any volunteer, a profile of volunteer is important, as well as having a special training and psychological support, which is not provided by the programme.



For refugee work, what is Erasmus+ particularly good for...?

1. E+ is perfect when it comes to influencing policy, having stories of refugees to pass them through structural dialog and strategic partnerships.
2. Training aspect: TCA and mobility of youth workers create a lot of possibilities for organisations working with refugees and those who want to work with refugees.
3. Through E+ we might facilitate inclusion (social, cultural..), like by usage of youth exchanges, involving participants with refugee statuses, which already gives another dimension to the project and give chance to people who otherwise would never get in touch with them to be together and look beyond stereotypes and put things in different perspective



Italian Erasmus+ Projects

Progetto Zattara Blu – EVS projects

It is an umbrella organization. Its mission is to promote active participation of the local community and youth active participation in social, educational, political and economic life. Since 2009 involved in EVS.

- Coordinates 6 different hosting organizations (social activities) in the Province of Vicenza, Italy Integrating young people – 12 volunteers per year – in social activities.
- ☞ **Reclo' project:** recycling bikes into lamps – economic support, develop competences, confidence, creativity, create bridges with local community, <https://www.facebook.com/recloarredodesign/>
- Activities: training, practical activities, create lamps, go to schools, visibility of EVS, ...
- Always looking for new partners!

Samarcanda (Reclo' project hosting organisation)

is an NGO aimed to promote social inclusion, active participation and learning opportunities of people with less opportunities, mainly for homeless, asylum applicants and refugees, women victim of violence, young unemployed people. Has different services:

- In shelter (homeless), 5 small houses for refugees – for limited period of time.
- They get psychological support.
- Training, job, coaching process to a job.
- EVS volunteers e.g. visibility, together with refugees,...

What brings refugees to the project?

- Refugee like their projects, produce something concrete, lamp will end up in house family, symbolic, new life.
- Need analysis, not for everyone, projects adapted to their needs,...
- Help them in the paperwork for the commission,...
- Do the social side of things, create bridges,...

☞ More information: <http://www.progettozatterablu.it/>

☞ <http://www.samarcandaonlus.it/>

Caritas (Sprar) – EVS & refugees – il Samaritano (Rieti)

- Fights against poverty and social inclusion.
- System for protection asylum seekers and refugees.
- Manages EVS project in Rieti = 32 international protection seekers.
- Accommodation & meals, assistance, socio economic integration.
- EVS to raise awareness = in community and young people, foster welcome environment.
- 29761 international protection seekers in 2015 spread across country, synergies with third sector.
- 171000 from January till October 2016.
- CAS temporary accommodation centre (only basic assistance) – after that they should go to SPRAR, but no space.
- EVS experience: ready to work with poverty, in contact with daily problems: legal, language, social. Supported by tutor, legal guidance, linguistic support, awareness

raising, using knowledge and creativity, understand skills and strategy to find a job, workshops, school meetings with refugees, stories of refugees, flash mob, recreational activities, ...

Story of Zaid:

- Refugee from Syria. Was sent back from Germany to Italy, as he was registered in Italy.
- Through an internship got work in pharmacy. Get degree in pharmacy again.
- Language is a big hurdle: master the language, understand, speak, interact,...
- E+ could be useful to gain competence (but practical skills, something to give more chances).
- It has to make sense for them! Find common interest. Make good connection. Spaces for true communication.
- Volunteers: can do the extra's (social workers have to do the admin). Can do all the more pleasant part, the friendship, the personal side,... Interact with nice people who accept the foreigners as they are. Bridge person between workers of centre and the migrants. Gives extra opportunities.
- Bring together groups with refugees, break down stereotypes, etc.

☞ More information: <https://svecaritas.wordpress.com/>

Cooperativa Garibaldi

Dinner out was in in a **social cooperative of parents of children with autism**. The place offers children a work place and opportunity to practice practical skills.

☞ More information: <https://garibaldi.coop/>

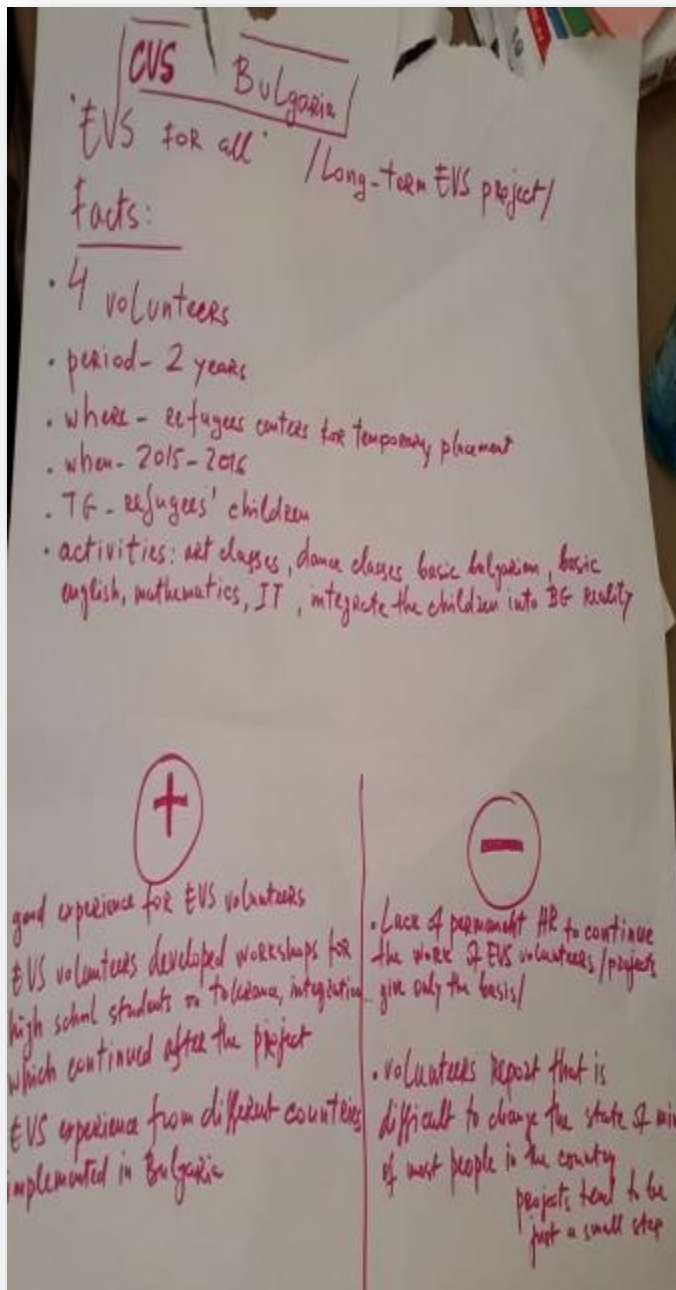


Good practices and underlying principles

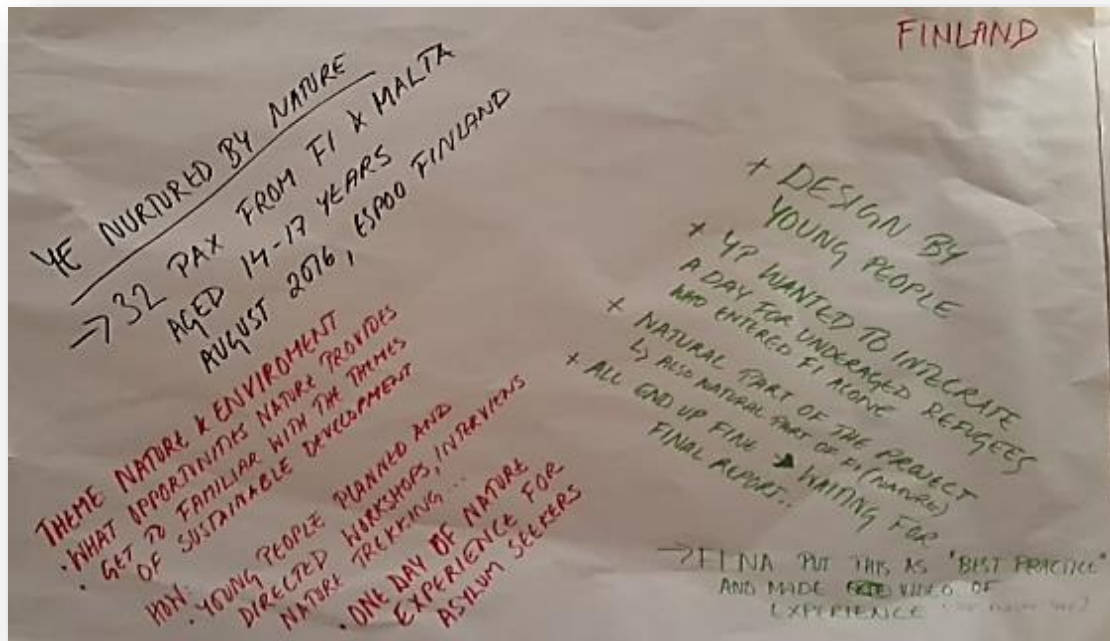
Good examples were shared and exhibition in a "gallery".

- ☞ Watch here Mina's inspiring EVS story and her personal experience as a refugee led her to an EVS placement supporting refugees in Belgium:
http://ec.europa.eu/programmes/erasmus-plus/video/evs_en

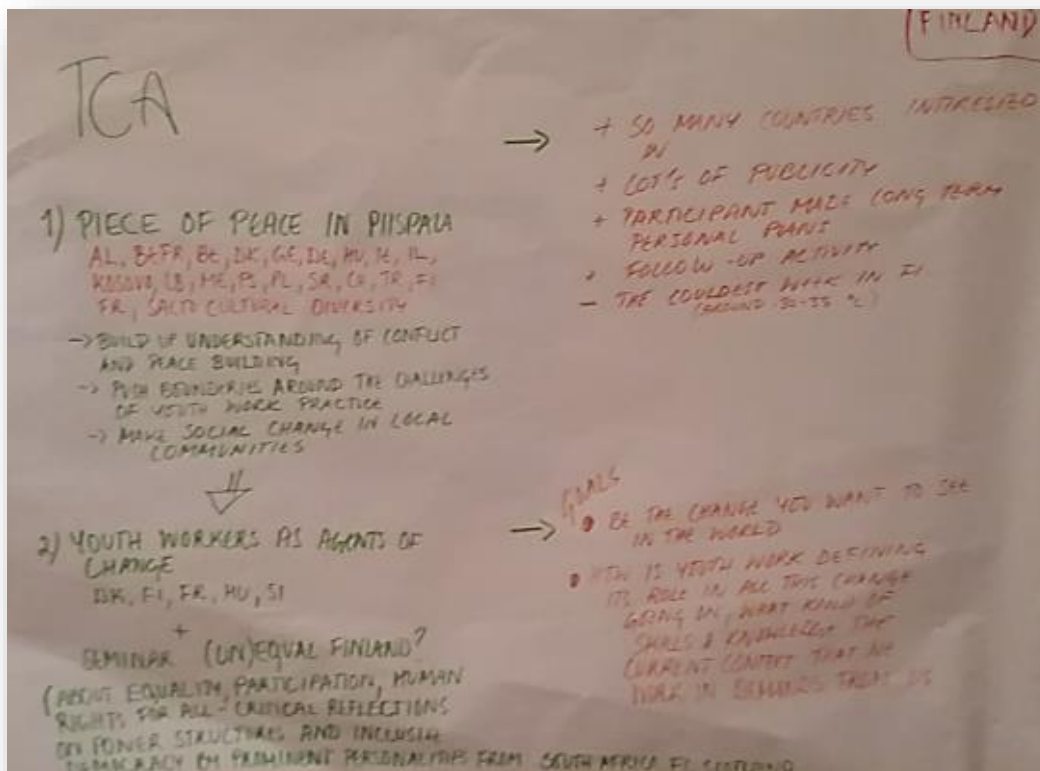
"EVS for all" – Bulgaria



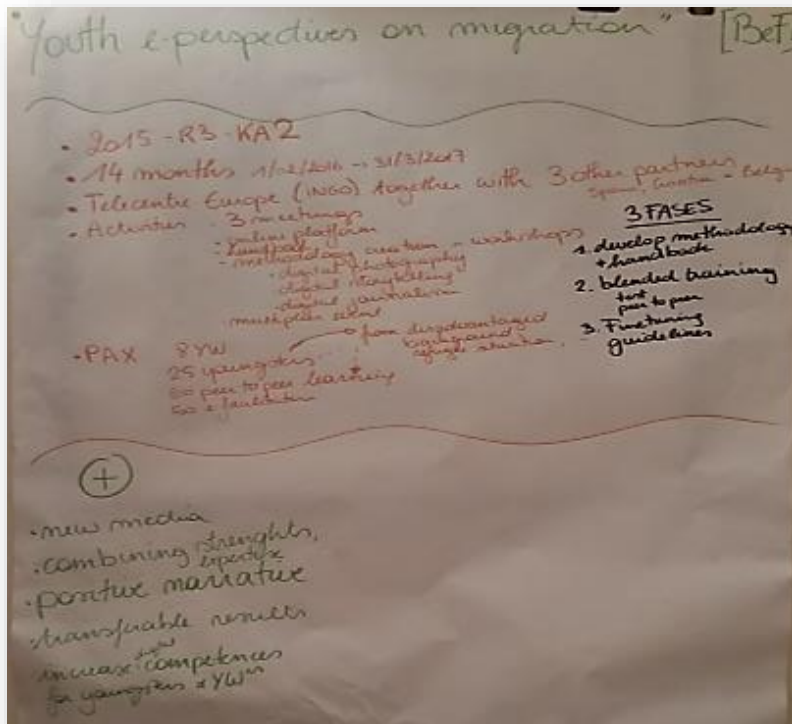
Youth exchange - Finland



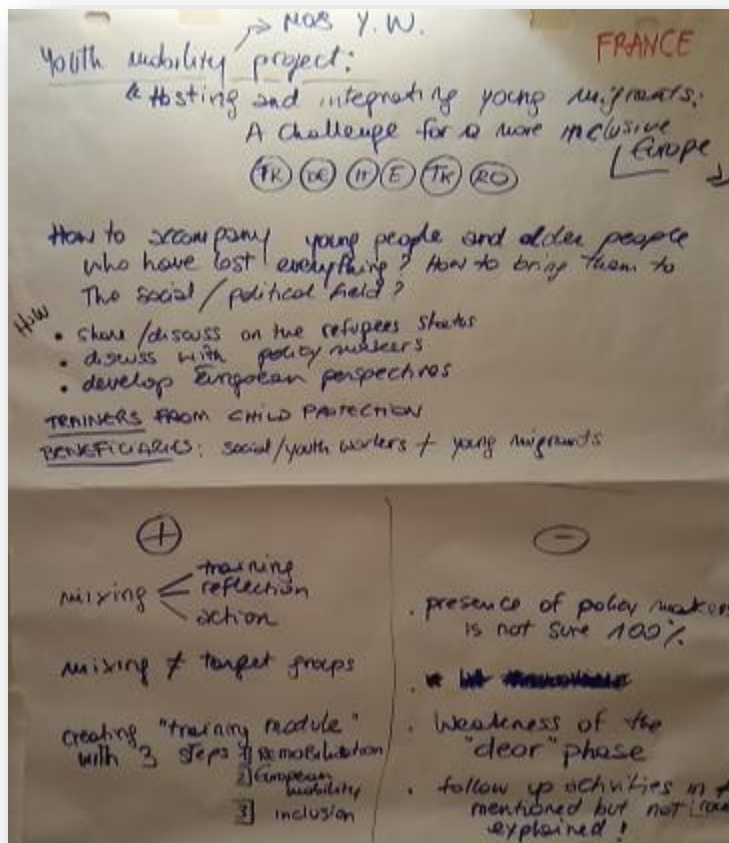
TCA - Finland



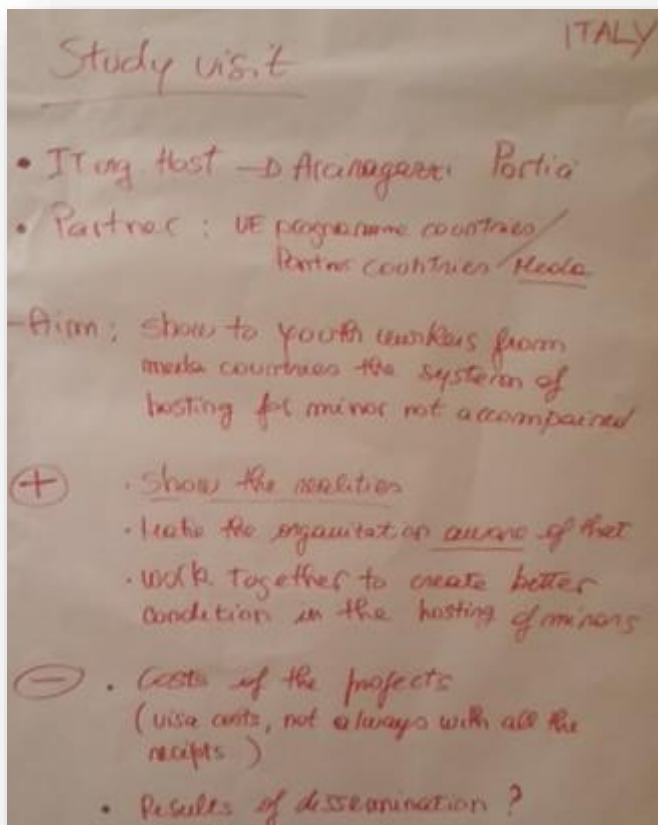
KA2 – BE FL



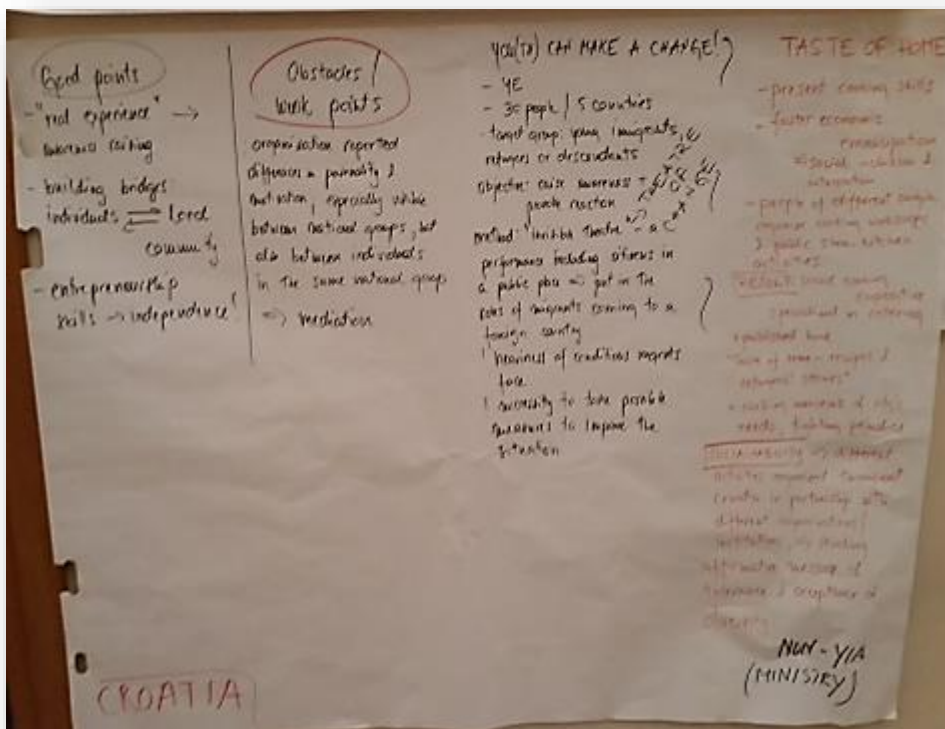
Mobility of youth workers – France



Study visit – Italy



Youth exchange & project of the Ministry - Croatia



What can NA/SALTO do?

“McGyver principle” – creative use of resources, practical approaches & projects, needs...

Are youth work methods adapted to work with refugees (is it an alien concept to them)?

How to solve this?

- Work in connection with organisations that are involved in this topic (monitoring, research...) and look for solutions together.
- Combine it (especially in beginning) with some more “formal” methods. Introduce “non-formal” gradually.
- The “debriefing phase” will show/define the learning outcomes. It should be helpful to point out learning.
- Get to know the refugees first, to have the right approach better spend some time with them first.
- It needs based approach – if football would work than play football, if making lamps works, than do that, or spend some fun time together and do youth work activities.
- Show good, inspiring examples to give them a taste of power of non-formal activities (maybe there is no need for naming it “exotically” as youth work).
- Non formal learning methods are more inclusive than formal ones. They can suit refugee needs, because they are tailored on the learning needs. We should be more positive/convicted/confident with a great potential of the NFL methods.

What if people are sceptic/hostile towards refugee community?

- Try to organise some small gatherings, where locals not necessarily need to know in advance who are the refugees (they are also just humans). To create personal contacts.
- Finland has organised national trainings on dialog skills for people working with young people (youth workers, police, teachers, librarians, people working in refugee centres...).
- Involving children in kindergartens in schools in activities on this topic in an easy way (creative workshops with refugees) also allows to involve families (it opens new opportunities also for the NAs to make NFE part of the formal, as a part of the EVS project for example).
- Use NA events to show movies about EVS refugee projects, to get to see a real picture not just what is in the news.
- It’s not an NA specific task, but as human beings we should be spreading tolerance and solidarity.

How can we deal with volatility (insecurity) of a refugee situation?

- Be flexible and ready to accept changes by informing the NA officers and by working in the teams.
- Go case by case, observe the situation as a unique one and be supportive.
- Be active on political level.
- Provide trainings.
- Maybe “more mobility” is not always the best answer (don’t kill mosquito with a hammer!).

- Acting on two levels:
 1. mainstreaming approach enhancing refugees inclusion within the existing actions and
 2. think of new flexible tools/actions/strategies to embrace "volatility"

How to approach refugees positively and not see them as a problem?

- Involve refugees in voluntary activities useful for the local community. If a small group of refugees lives in a specific part of the town create then occasions for meeting locals and to establish relations (first inform them, than act, example: voluntary activities of the refugees as protagonist).
- Provide examples to organisations how they can use E+ in this situation.
- Organisations/youth workers should start working with refugees starting from their talents, interests and abilities and build projects based on this.
- Having this as a priority on the European level helps doing activities on intercultural learning on a national level and to support organisations on this topic.
- Work on integration of both sides (the community and the refugees), start from the grassroots, small scale projects, share results among locals and include them in dissemination activities.
- Don't think only in a sense of "what can E+ do for refugees?", but think also in other direction "what can refugees do to improve E+?". Think about them as a resource, an added value. They can really help us to reach the objectives of the programme.

What can we offer if refugee youth needs stability, not mobility?

- Support provided by other mobility beneficiaries. Use exchanges and EVS to work on the integration at the local level, in local communities.
- Use E+ to reinforce the competencies of the youth workers working with refugees.
- Mobility can give (internal) stability enhancing participation, EU citizenship, mutual understanding, language skills... all those things that can make the difference to the quality of the lives of refugees living together with us.

DEOR – how to have a wider impact with YiA projects?

- Do long term projects, create a DEOR strategy.
- Monitoring projects in order to see what is needed from NA and what are really good projects for DEOR.
- Let them be known through the means we already have (platform valor, SALTO Inspirational Project database).
- Give specific money for the visibility, to create an impact in the local community. It's important to inform all of them with a right communication (not technical ones).
- Encourage linking your projects/outcomes with some bigger national/EU initiatives.
- Press (national/local) should be informed.
- Use social media.
- Dissemination of the E+ results in this field could really positively influence media and invert the flow of the negative news.

How to use E+ to give refugees tangible skills (not just fluffy social skills, but some competencies they can use for their situation)?

- Plan a project which involves different stakeholders from different sectors to cover different needs.
- Tailor made learning plans.
- Full participation, like in youth exchanges gives more than fluffy skills.
- Language skills can really help to feel more included.
- Be connected to their needs and to needs of the organisations.
- Offer projects design to fit their needs, do a needs' analysis, communicate the results (the needs) with organisations, direct the organisations to make a use of them. Help refugees to get involved in tailor-made activities giving them the skills and knowledge they can use to become independent of the system.
- Encourage cooperation with vocational sector or organise more “practical/hands on” EVS projects.
- OLS plus linguistic support
- Create cross-sectoral projects. Use EVS more as a vocational tool/practice, eg. In social enterprises and team up with employers (or vocational schools).

What if refugees cannot travel?

- Let the others travel to them! Hosting is valuable as sending.
- Do a “long distance/digital” project or transnational youth initiative (having group that can travel visiting or have a meeting online).
- Include them in activities on national level.
- E+ offers many other possibilities and they can be mobilised in other ways, than doing the mobility by themselves.
- Involve refugees in national TCA activities (linked to international events), so they get a taste of being involved in local activities with other people (create bridges). But keep it relevant to refugees.
- EVS can be used for refugee organisations, at least there is a connection with the programme, the refugees and the local community.

How to avoid that project organisers just tick the refugee box, because it gets more priority?

- Provide good training to assessors and discuss this with them.
- Provide good information to applicants, while supporting them properly during the application phase.
- Give proper instructions to evaluators, in order not to approve this approach.
- Ask COM for a possibility to “correct” the info in the online tools (e.g. assessors de/classify the project as: inclusion refugee project or not). This would also give better statistics.
- Give feedback to beneficiaries after assessment.

- The COM should rethink the application form, there are many boxes to tick, but that the end statistics are not reliable. In the meanwhile, if a project is not focused on the refugees themes, you can see this from the content.
- Pathway project: NA BE FI has a yearly focus within inclusion (e.g. 2016: people with disability, 2017: refugees) and it organises several activities on this theme/about this target group.
 - ✓ Inspiration session for interested organisations (show stories, good practices in order to inspire organisation to do E+: YiA project with refugees, Dec 2016)
 - ✓ National meeting explaining E+ possibilities within the theme (May 2017)
 - ✓ International (TCA) meeting with youth workers, organisations wanting to do (new) project , plus study visit and PBA (Oct 2017)
 - ✓ National follow up meeting(s).
 - ✓ Result: real, new, good, extra projects with refugees (in 2018).

How can we offer more flexible, tailor-made project formats (e.g. national)?

- Give specific information to them by meeting them in their places (study visit) in order to know them better and to provide them with the right suggestions/advices.
- During the info moments encourage “experimentation” & “innovation” within activities and if something good or new comes out of the project (or application), collect those and communicate with other beneficiaries to inspire them, as well as wit COM for taking it into account when planning next generation of the programme.
- Be creative with TCA money.
- Try to get “operation money” for example from Ministry of education.
- Let TCA budget be wider (you can still change it/add new things before the end of year).
- Preserve a part of the NAs budget for refugees’ projects.
- Think about some new “rules” in order to include refugees on the national level.
- COM should foresee “a refugee window” to grant specific refugee projects. This will really have a huge impact on NA activity and generate a new wave of specific projects. NA budget is already too tight to use part of them. Extra money is needed.

How to support long term processes rather than one-of projects (sustainability)?

- Motivating organisations to keep on joining.
- Encouraging a second phase of good project.
- Thinking about it since the very beginning of the project idea (it should be part of the application form)
- Create networks with local community (parish, schools, factories..). When people are informed they are also open for donations, in terms of economic or personal support.
- Training for project managers on sustainability.
- Create some money/funding for follow-up projects (e.g. “future capital”)
- Present E+ as “cherry on the cake”, that can support their work, rather than being the only source of founding/action!
- Work close with the organisations, though it costs time, but it also pays off.
- Encourage them to use E+ for building on already existing project.

- Making use of strategic EVS.
- In EVS accreditation visits & monitoring, to support the beneficiaries.
- EVS national & international mentor trainings
- Proactively inform beneficiaries of other, linked possibilities. For example: if beneficiaries has done similar youth exchange that went deep into content, inform them about KA2 possibilities for more cooperation.

How to keep volunteers motivated, even when they don't see the impact?

- Give recognition even for smaller things.
- Involve them in the whole process, not just in their "activity".
- Find time to highlight some small achievements, to appreciate & celebrate them.
- Meetings with EVS volunteers.
- Make the impact visible.
- Regular evaluation.
- Be supportive and motivating, as well as patient.
- Create "learning sessions" regularly with them to make them aware of their personal goals and monitor results with them step by step. Propose them to create an action plan for realizing a personal project, according their capabilities and interests, but also with the needs of the organization.
- National, annual events for ex-EVSers.

How to create a better visibility?

- Better explain what "DEOR" is, its importance to project promoters
- Send to (TCA) trainings.
- Give promo material after approval
- Communicate as an NA about good projects
- Some "cool" posters to be used in schools, etc.
- Systematically add some inclusion or refugee projects to your presentations, in your press releases, on your website, in publications...
- Use NA media connections to promote good refugee projects.
- NA creates specific "video" for national TV, about E+ opportunities in general, as there is lack of information for general public.

How to give refugee projects priority in competition with other projects?

- Within the NA decide for minorities for inclusion projects on the base of your national situation.
- "Emphasize" the topic on the web, during information activities for the beneficiaries...
- Use proportionality principle: train/guide assessors to give more points/attention to refugee projects.
- There should be combined action within/outside the NA:
 - ✓ Promote refugees as a priority among beneficiaries
 - ✓ Stress this issues in all NA communication

- ✓ Train the evaluators in order to prize these projects (if they are good ones)
- ✓ Promote E+ among this stakeholders
- ✓ Think about new/flexible/specific actions devoted to better suit the needs of refugees, refugee NGOs...

How to create bridges with host society of refugees instead of EU foreigners?

- Organize joint events/prepare events of intercultural exchange on topics common to all people, in cooperation with local communities, representative bodies etc.
- Organize “small” scale, more personal activities, e.g. cooking together.
- Involve local community and give them opportunities to cooperate on improving the community.
- “Buddy system” for incoming young refugees (some volunteers coaching/guiding newly arrived in their steps towards more stability).
- Tandem hosting projects/exchanges.

How to reach out to young refugees who are not in the system (org..)?

- Through organisations helping them in everyday activities.
- Work together with street work organisations, mosques, churches, instances where refugees ‘end up’ (e.g. doctors without borders, soup kitchens ...)
- Usually youth workers are the first who get in contact with “newcomers”, so organize trainings and info moments for them.
- Can we do “everything” or should we recognize our limits? Be realistic, but be aware of the “pistachio effect” (only take the easy nuts).
- NA communication officers could have a role to play (reaching out to organization working with refugees in creative ways).

How to avoid that our projects are only preaching to the converted?

- Extra points for reaching out to the wider community (mainstream population, not only project people and supporters).
- Training on DEOR.
- Give “Making waves” publication.
- Invite them as guests to some running E+ projects.
- Reach out to new beneficiaries.
- Share the good practice examples, positive outcomes, underline the real stories and the human value.
- NA Finland is organizing “inspirational lunches” for youth workers in different municipalities to promote E+, ways how others has been using it and give them credit for their work. Training on EVS and youth exchanges is also being provided to the same town.

How to connect to other funding & project opportunities (there is more than E+)?

- Solidarity corps.

- Find out who are the other players in the refugee field (like Italian NA example, who organized a round table with all actors involved, e.g. Red Cross, Caritas, citizens movements etc.)
- COM should set special round tables/groups/network with representatives of all funding opportunities in order to enhance connections, collaborations and think about new cross-funding opportunities to be promoted among these specific beneficiaries (NGOs working with refugees, refugees...)
- Check what is available on national level.
- Connect to local companies/sponsors/good-doers and offer more structural project ideas than “just” putting money in food and clothes, cofound E+ or similar project types.
- Network through local/regional info centres, youth clubs, find about funding possibilities on local/national level. Communicate the offered possibilities, inform the potential beneficiaries or invite them at the same table.

How to make sure volunteer is skilled enough or mature to work with refugees?

- In EVS there shouldn't be asked any specific skills for volunteers (EVS charter).
- Pre-departure training with good partnership with CO-HO-SO.
- Solidarity corps.
- Turn it also the other way around: are both HO and SO able to make a proper selection? To see for what they really need a volunteer? To support EVS volunteer in the right way?...
- EVS project description in the database should be clear as possible. Sometimes those are not accurate. Risk of discrepancy between project reality and volunteer's expectations.
- Are SO prepared for doing need analysis and supporting a volunteer in choosing a right project for him/herself? Often SO are not well prepared for the pre-departure training. NA has to monitor this and propose training on coaching and mentoring for SO.
- Do the homework on expectations and motivation on both sides, prepare well, ensure assistance by professionals in the HO.

What if refugee organisations doesn't have time or capacities to use E+: YiA?

- Round table or speed dating on who can help, be a partner.
- Team up: refugee organisations as hosting places and have a bigger organization doing application and paper work.
- The programme should go towards those potential beneficiaries. It's up to NAs to let them know the opportunities the E+ programme can offer in this special sector. NAs should be pro-active and promote the programme under this “new light” too. There are 1000 ways of doing it.
- Yes, you can: Refugee organisations which are beneficiaries already can give their testimony and provide a positive example of their engagement. At least to increase motivation.
- The NA can provide them with information about the possibilities of the programme, but it can't choose for them.

Action Plans & support needed

Taking quality time to reflect on refugee issues is only a first step. The real work starts after the Inclusion Colleague Support Group. So we asked participants what action they were going to take.

Marjolein Vandenbroucke (Belgium FL)

- Will brief colleagues about the meeting, and talk with other Inclusion Officer about the meeting.
- Use the NAs good practice examples for the inspiration day in December on refugee trajectory for the NGOs.
- Will read report and revised the experience and maybe draw new conclusions.
- Next year will be busy with refugee trajectory. Needs more information on other funding possibilities to offer participants of the trajectory.
- Plan further NA involvement in the NA KA3 project.

Flavia Giovanelli (France)

- Inform colleagues and discuss what NA can do.
- Map all the organisations working in the field.
- Collect 2015-6 projects done on this topic
- Get more information on legal aspect of refuge situation in France and maybe have a mini TC for the staff.
- Plan further NA involvement in the NA KA3 project.
- Get the OLS strategy going by the end of 2016.
- See how to connect with E+ VET programme.

Mirella Olivari & Maria Elisa Marzotti (Italy)

- Write and share report with the colleagues.
- Prepare kick off KA3 meeting in Brussels
- Recruit 3 people to KA3 project.
- Work further on the ID strategy and share the responsibilities with other colleagues.

Maja Mikulec Bedekovic (Croatia)

- Share with colleagues, pick their brains and see what the capacities are.
- Contact Laura to help her to find some EVS organisations from Croatia.
- Include some examples of refugee projects in a big annual E+ conference on structured dialog.
- Try to develop further inclusion strategy.
- Use Eurodesk newsletter to present some good practice projects on refugees.

Jutta Kivimäki (Finland)

- Report back to her NA
- Include example of a KA3 project into good practice list.
- Send more information to Laura, explore OLS opportunity.
- Organise inclusion afternoon coffee and think about of action plan of the NA ID strategy. Expecting to have more clear idea about partnership in the NA KA3 refugee project led by the Austrian NA.

- Would like to know more how other NAs are promoting the programme and how they are using good practice examples to show to beneficiaries how the programme can be used for different topics (e.g. refugees).

What can SALTO Inclusion do for you?

- **Report of the inclusion colleague support group** –and put online – spread to Inclusion officers.
- Collect photos and share them via dropbox.
- Next ICSG will be about how to implement the strategy, will be done in tandems, and hosted in Ireland in November 2017.
- Take part in the Partnership expert meeting on the role of youth work in integration of young refugees (9 analytic papers) and share the outcomes.
- Take part in KA3 refugee kick off meeting in Brussels. SALTO Inclusion future plans will be based on that.
- Write SALTO newsletter about what is possible;
- Send an reminder to a group about the report and ask who is doing what.

Evaluation - K A T Ch

What should we Keep, Add, Throw or Change for the next Inclusion Colleague Support Groups?

<p>Keep</p> <ul style="list-style-type: none"> • Thematic approach x2 • ICSG format • Action plan • Inviting beneficiaries • Real, good practice examples • National realities: from NA and hosting country • Link with local realities, when possible • Lots of inputs • Inspiration for daily work • Contacts with new colleagues • Proactive approach • Multilevel perspective • Practical • Friendly attitude towards newcomers 	<p>Add</p> <ul style="list-style-type: none"> • A bit more physical movement, during a break organize a walk • It would be good to have German NA present to share their experience • Visiting projects – go where refugees are • Invite concrete experience to join the whole meeting and get involved • More pax, through extra promo • NA tandem (but's been planned already)
<p>Throw Away</p> <ul style="list-style-type: none"> • Too much food • Problematic, passive approach • Follow the activities and do technicalities 	<p>Change</p> <ul style="list-style-type: none"> • To end last day with dinner, so that everybody can participate till the end • “More mobility less stability” – open air activities, study visits, dinner, coffee break/lunch out one per day. • More time for informal moments.

Where do the Inclusion Colleague Support Groups come from?

The Inclusion Colleague Support Groups (formerly called 'Intervision') are an **follow-up from the Staff Training for NA Inclusion Officers** organised by SALTO in July 2007 (www.SALTO-YOUTH.net/InclusionStaffTraining/). The NA Inclusion Officers appreciated the possibility they had to meet and discuss how to develop their inclusion work.

The Inclusion Staff Training (2007) focussed mainly on **how to develop an Inclusion Strategy (on the national/NA level)** – and led to the “Shaping Inclusion” booklet which is a manual supporting NAs to develop their national inclusion strategy. (www.SALTO-YOUTH.net/ShapingInclusion/).

The National Agencies' Inclusion Officers felt the need to have **more time to exchange experiences** about how they were approaching inclusion in different countries, and go more into the practical details. That's when the idea was born to bring together a limited number of inclusion colleagues around a specific inclusion topic or practice: e.g. how to select and reach specific target groups, how to involve stakeholders in the inclusion work, etc.

☞ More about the Inclusion Colleague Support Groups at www.SALTO-YOUTH.net/InclusionColleagueSupportGroups/

What are the Colleague Support Groups

Small groups of Inclusion Officers meet peer-to-peer and reflect and support each other regarding common problems, questions, etc. related to inclusion issues on NA level. This process is facilitated and enriched by SALTO Inclusion experience.

General objectives – what you can expect to get out of it

- ☆ The (inclusion) officer will be inspired for the steps to take in order to address the problem or question
- ☆ The (inclusion) officer has considered the usefulness of developing an inclusion strategy
- ☆ The (inclusion) officer was able to exchange experience on inclusion issues with colleagues
- ☆ The (inclusion) officer was able to use the Shaping Inclusion booklet (and other resources) as a tool to move forward/deal with inclusion issues
- ☆ The (inclusion) officer is aware of the support of SALTO Inclusion

Who - profile of participants:

- ☆ Inclusion officers of NAs – the colleagues dealing with inclusion projects and the development AND implementation of the national inclusion strategy
- ☆ NA staff with specific focus/tasks on inclusion of young people with fewer opportunities
- ☆ Officers with different levels of experience – to have fruitful interactions and mutual learning
- ☆ In the ideal case, a maximum of 8 to 10 participants per Colleague Support Group – to allow lots of interaction and in depth discussions

- ☆ The (inclusion) officer is willing to share with colleagues back home – and with other (inclusion) colleagues that were not present
- ☆ SALTO Inclusion can invite (at SALTO's expenses) some NAs or experts with relevant expertise for the topic of the Colleague Support Group

When and where?

Every Inclusion Colleague Support Group has a different composition of participants. Each Colleague Support Group concentrates on one specific inclusion theme. The participants will be asked to prepare some (home)work beforehand to make most of the 2 days together.

In 2014 there was 1 Colleague Support Group: “**Ideas for the new Inclusion & Diversity Strategy**”. In case your NA would be interested to host one in coming years, please do not hesitate to contact SALTO Inclusion RC.

The **format** looks as follows:

- ☆ day 1 - arrival day (by 16h) – introduction - welcome evening
- ☆ day 2 – full working day
- ☆ day 3 - continue working in the morning - departure after lunch

Finances & practicalities

- ☆ Participating NAs pay their own travel and subsistence costs (food and lodging costs)
- ☆ SALTO pays own travel and subsistence costs (and of any invited experts)
- ☆ The hosting NA is only asked to cover the venue (meeting room and material), and their own participation costs. They can decide to offer a dinner in town, a reception, etc.

All other costs will be carried by the participating NAs and SALTO Inclusion. The hosting NA books the accommodation, food and working place.

Follow-up & Support:

The content of each colleague support group will be documented and shared in a practical report: methods, problems, questions, answers ... Depending on the specific questions and problems discussed in the Inclusion Colleague Support Group, SALTO Inclusion will offer tailor-made support (e.g. to deliver tools, training, etc.)

- ☞ For any further questions and suggestions, feel free to contact SALTO Inclusion via inclusion@salto-youth.net

