

**FAB Project**  
**4<sup>th</sup> study visit / peer review**  
**Berlin, 6<sup>th</sup> – 8<sup>th</sup> November 2018**

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**Tuesday, 6<sup>th</sup> November 2018**

## **Study Visit 1:**

### **Senate Department, Berlin's Integration policy**

#### **Introduction of Berlin's integration policy (structure and approaches)**

##### **Speakers:**

Welcome note:

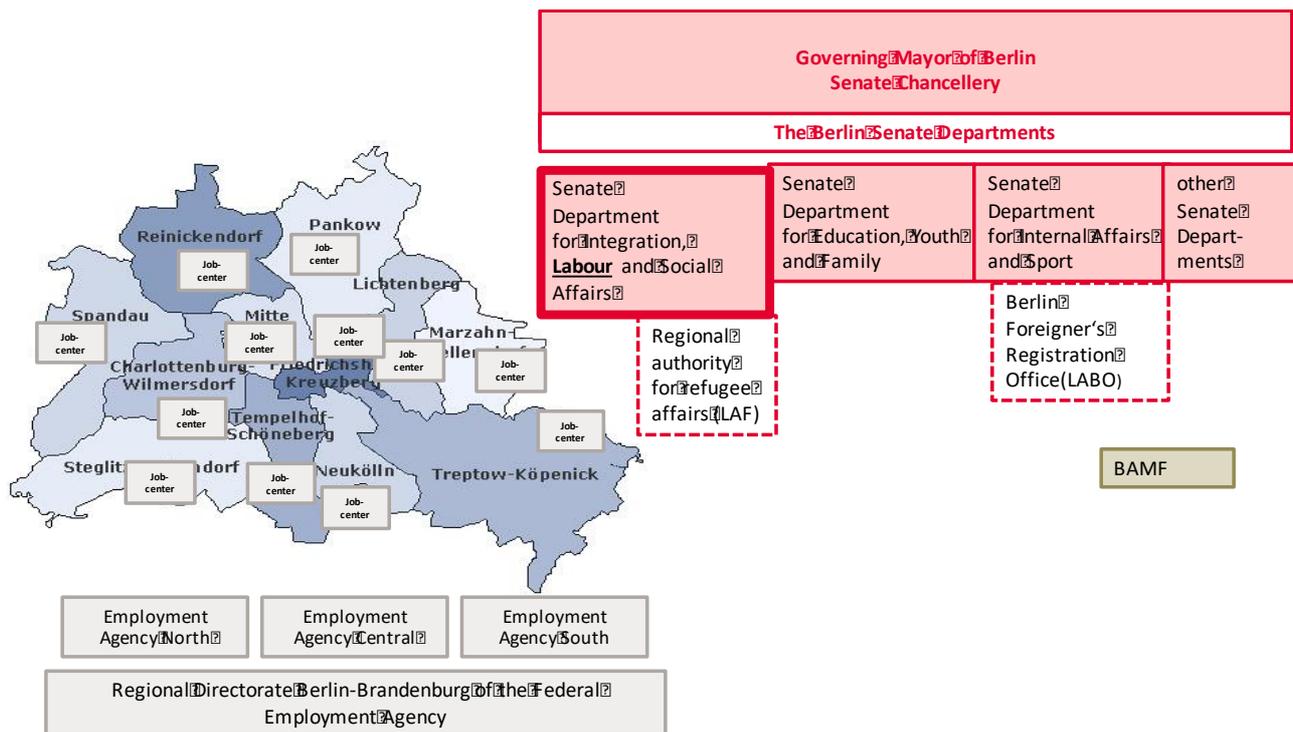
- State Secretary Alexander Fischer  
Senate Department for Integration, Labour and Social Issues  
Dept. II - Labour Market Policy and VET
  
- Dr. Barbara Philippi, Head of Unit
- Elvin Aydinoglu
- Julia Melzer

The meeting was opened by the State Secretary Alexander Fischer, who welcomes the project and sets the cooperation framework of Berlin in terms of integration of migrants and refugees. He also underlines the value and importance of European cooperation, on this topic and in general, and the support of the Senate in this sense.

The speakers from the Senate Dept. explain the context of Germany and Berlin in general. With 3.7 million inhabitants, Berlin is a young city (40% under 35) and rapidly growing (40.000 more residents per year). It is governed by a coalition between SPD, Die Linke and the Green party, while on the National level the coalition is between CDU and SPD. Since 2015, around 80.000 refugees came to Berlin, out of which 64% are male. 85,5% don't hold an education certificate – at least valid to work in Germany, most of them are between 25-35 (34%) and 35-45 years (20%). 38.000 of them are unemployed. So, main challenges Berlin is facing in terms of Labour Market or VET Integration are:

- Language;
- Multiple problems, like housing conditions, health issues, psychic trauma, etc. This leads often to early termination of education/VET courses and consequently to limited access to employment opportunities.
- The recognition of degrees is a very important issue, as without German qualification it is nearly impossible to access the labor market. The Dual system, the traditional apprentice model in Germany (ca. half time school, half time employment and learning in a company), is not very well known amongst refugees or they often do not realize the high value of the degree, i.e. being a skilled worker.
- Finally, women are a hard to reach target group, often facing multidimensional problems, like being involved in family care, lower access to educational systems and employment in home countries, etc.

#### **Competences and Responsibilities regarding labour market integration of refugees**



A Federal strategy exists as well as there are responsible offices for the integration of refugees on the Federal, on the State and district level. On the Federal level, the Federal Office for Migration and Refugees is responsible for the integration and language courses; the Federal Employment Agency for general counselling, job placements and for special programs targeting refugees, while POINT is an agency responsible for labour market integration of refugee women (alone and with children), a project funded by the Federal ministry for Family Affairs, Seniors, Women and Youth.

On the Berlin State level, the Senate has its own comprehensive policy, aimed at strengthening the integration and participation of refugees. This policy was renewed after the election in 2016. The new strategy identifies 9 fields of action – corresponding to all the topics relevant for daily life. For each topic an expert group was set and met under the direction of the corresponding Senate Dept.

The strategy was developed in a participatory way, involving a number of actors/organisations, i.e. migrant organisations, NGOs, chambers of commerce and of crafts, trade unions and social partners. Participation of refugees themselves was promoted. One of the expert working groups is specifically dealing with refugees' participation.

4 working groups were held between October 2017 and February 2018 – with up to 100 participants each - under the coordination of the Department for labour affairs and VET:

1. Interconnection of projects in Berlin – in order to make more efficient and effective the different projects, set up synergetic relation and referral systems among them and avoid duplication among different projects;
2. Integration of female refugees into the labour market;
3. Labour market integration, in the light of competence assessment;
4. Effective public relations (outreach) of labour market instruments towards refugees, with the objective to further develop projects that had been initially developed by the Senate.

The overall concept, initially drafted by the Senate and developed within the working groups will be presented by the Senate in the upcoming weeks. The overall aim of this work is to provide refugees with ongoing support structures responding to their needs. It is based on three basic principles:

- Systematic support structure, through coordination and synergetic work among services, providers, actors;
- Target-group oriented communication and marketing of measures and services;
- Development of minimum standards for quality assurance of counselling and support services

The Senate presents some selected projects targeting refugees, out of which some have been selected as study visits of the following days:

- In the field of recognition of qualifications, Network integration through Qualification (IQ) – Regional network IQ and “Härtefallfonds”;
- Within the Integration and inclusion work:
  - Neighbourhood Mums/ District Mothers (included in the Study visits)
  - Integration facilitators (included in the Study visits)
  - Welcome Center Berlin – the central welcome structure for all new Berliners (not only refugees), where first level support (legal and counselling) is offered to everybody who is new in Berlin;
  - “Decent work for everyone” (BEMA), within which refugees are provided with training on labour and employment laws, in order to avoid exploitation and clandestine employment. Since 2017, language courses on employment regulations have been integrated
  - ARRIVO, introduction to local economy, a employer oriented project. This is a comprehensive project, offering career guidance and training in 10 sectors/ branches (sub-projects), offering trainings, internships and consulting (one branch of it and one sub-project is the ARRIVO Soziales project, included in the Study visit). It also has a service office supporting Berlin companies in the labour market integration of refugees;
  - (2) Welcome-to-work offices, including mobile education counsellors, Mobile Job Counsellors, Mobile Job Coaches and Integration facilitators (all included in the Study visits). The objective of these integrated projects is the early work with refugees, even in their accommodation, starting from the 1<sup>st</sup> arrival day.

**Wednesday, 7th November 2018**

## **Study Visit 2:**

### **Jobcenter Friedrichshain-Kreuzberg – Study Visit and Peer Review**

#### **Speakers:**

- Stephan Felisiak, Head of the Jobcentre Friedrichshain-Kreuzberg
- André Benedix, Teamleader (in charge of refugees in the Jobcentre)

#### **Contextual information (Description of the Jobcentre and its activities for refugees)**

The Jobcenter Friedrichshain-Kreuzberg is one of 12 Jobcentres in Berlin (in each district one) and one of roughly 420 nationwide. The so-called Jobcentres - as the Jobcentre Friedrichshain-Kreuzberg - are responsible for the unemployment benefits II and basic benefit payments, respectively. Since 2005, more than 400 Jobcentres have been established in the counties and cities of Germany. The majority of the Job Centres are organised as “joint ventures” of municipalities and the Federal Employment Agency, however about one quarter of these facilities are operated by the municipalities alone.

The Jobcentres had been established in 2005 as a result of the “Modern reforms of the Labour Market” under Chancellor Schröder. These labour market reforms reached a high point in 2005 with the merging of social assistance and unemployment benefits. This consolidation affected people between 15 and 65 who were classified as employable. Up to this point, social assistance was exclusively a service of the municipalities; unemployment benefits up to 2004 were ‘connecting’ benefits for unemployed people whose entitlement to benefits from the unemployment insurance had been exhausted. This comprehensive reform entailed, among other things, the differentiation of two systems of granting benefits. On the one hand, the system of the Social Security Code III (SGB III) financed by the unemployment insurance, which is aimed at unemployed people who are entitled to unemployment benefits I and are supported and consulted by local employment agencies of the Federal Employment Agency; on the other hand, the benefits according to Social Security Code II (SGB II) financed by taxes, for those in need whose income is constantly insufficient to cover their own cost of living or that of their family (or “joint household”). When benefits are paid, they receive the so-called basic benefit payment or unemployment benefits II. The majority of the unemployed find themselves in this tax-financed system, especially the long-term unemployed, although a large number of these recipients of basic benefits are not even unemployed; for example, students and children as well as employees, who despite having work still have insufficient income for themselves or their families and therefore draw supplementary benefits also fall into this category.

All Jobcentres are also working intensively with the FAB – Target Group, the refugees. They provide counselling and guidance and offer a lot of instruments (see PowerPoint).

## Selected Questions and Answers (Q&A session)

Q1:

What offers are mandatory, which are optional?

A1:

Integration course is mandatory, all other offers are optional. Every action worked out and documented in the so-called "Eingliederungsvereinbarung" (integration agreement). This instrument is also mandatory. If you do not follow and if you do not show up you can get less money.

Q2:

What are the costs of active labour market integration measures?

A2:

For the participants, the clients, it is without costs (0 EUR). Up to 10.000 – 20.000 EUR per refugee are spent by the state.

Q3:

How are you dealing with refugees unable to work (at the moment)?

A3:

Adults who are registered at Jobcentre must be able to work at least 3h a day (according to Social Code II). If they are not able to work, they are registered at the Social welfare system getting advice and benefits from there.

Q4:

What are the success rates for a) migrants b) refugees c) Germans with migration background?

A4:

There is no difference between migrants and refugees.

Q5:

Are there differences of Jobcentres in different districts in Berlin?

A5:

Only special single courses are adapted to the respective Jobcentre. Generally there is no difference, the same service is guaranteed across entire Germany.

Q6:

What kind of jobs are offered to refugees and how are they accepted?

A6:

If you have any kind of qualification and you are willing to work there is a broad variety of different low-skilled, middle-skilled and high-skilled jobs available. Moreover, a wide range of VET and qualification measures is offered.

Q7:

What about accommodation and housing when refugees leave the refugee shelters?

A7:

In 2015 and 2016 we had huge refugee shelters here in Berlin, for instance the hangar at the former airport Berlin-Tempelhof. Most of the big shelters have been downsized or closed since then. Refugees are living more and more in their own apartments.

Q8:

How are the co-workers in the Jobcentres connected with other institutions, what communication tools are used?

A8:

We have contact, if needed, to all other Jobcentres in Germany (420), for instance, if a refugee or more general a registered person is moving to another place, let`s say Munich. We are also closely connected to the Federal Employment Agencies and to the Land Berlin and with other regional organisations. For our co-workers regular trainings are offered. For new staff it takes about 6-8 months to be familiar with the job, the regulations and processes (“to get know the institution”).

## **Conclusions and feedback (Plus – Delta)**

### **Plus – what is good**

- Jobcentre has lot of opportunities to offer jobs
- Good structure and clear coordination of the nation-wide Jobcentres
- Human and financial resources are good
- Broad variety of programs and instruments
- Employer service is very important
- The App “Ankommen” is a very good tool, but limited to only 5 languages
- Integration of refugees from DAY 1 of arrival

### **Delta – what could be improved**

- APP should be translated in more than 5 languages (for instance Spanish is missing). Not clear, if it is used and how many people may use of it.
- Measurement of success rates in different target groups could be improved
- Effectiveness should be shown by clear indicators
- 2<sup>nd</sup> generation migrants: how do they deal with equal rights? Is there done enough?

### **Feed-back from Jobcentre:**

- We have a lot of indicators/ defined goals and a very elaborated and huge system of measurement, for each measure, for the counselling results, for the courses, for placement results and so on.
- Our goal is that we do not want to see the client again once he found a job or a VET.
- Equal opportunities: this is high prioritized in our Jobcentre, we have – amongst other – a special person for equal opportunities (“Gleichstellungsbeauftragte”)
- Government has learned a lot from the 60ties and 70ties when the migrant workers have been treated as temporary guests (“Gastarbeiter”).

### Study Visit 3:

## Jugendberufsagentur (Youth Career Agency - YCC) Friedrichshain-Kreuzberg – Study Visit and Peer Review

<u>Speaker:</u>
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Camilla Richter
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### **Contextual Information**

The general objective of the Jugendberufsagentur Berlin is to enable all young adults under 25 in Berlin to obtain a vocational qualification. The motto of the Agency is “nobody shall be left behind”. It is a one-stop government office, where different services and measures are coordinated from a single entry point, of easy access.

Target groups: young people under 25 years old who are about to finish school and enter the job market, and who are registered in Berlin. This transitional phase ends once the young people successfully obtain a vocational qualification. The target group also includes registered refugees who are under 25 years old, even those who (still) have no permanent registered address in Berlin.

The focus of the services is on access and inclusion rather than on qualification.

Young people are given comprehensive advice in the offices or elsewhere, if necessary. Individual goals and prospects are developed jointly with the young adults.

They are offered realistic qualification programs.

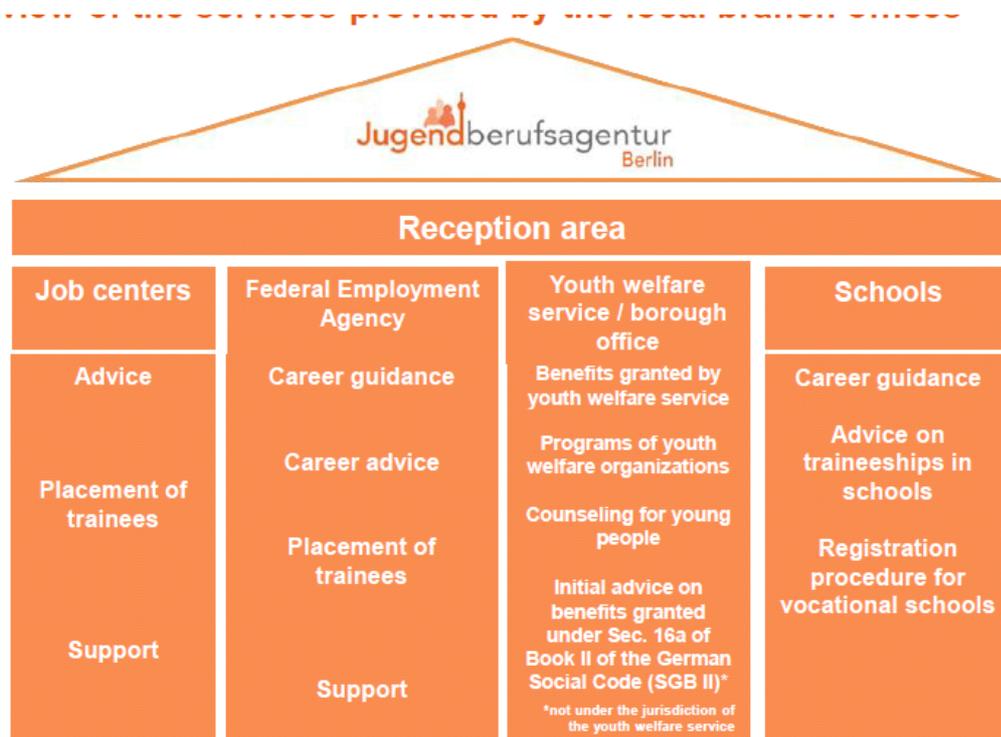
The qualification programs are combined with coordinated support measures. All available instruments are used to support the young adults until they obtain a vocational qualification or, in some cases, find long-term employment.

**Organisation:** the Jugendberufsagentur is composed through a partnership at the Federal, State and District levels. It exists a State-level agreement on collaboration in the JBA Berlin and 12 local collaboration agreements, for each district. The cooperation in detail is between the Federal Employment Agency, job centers, borough administrations, and the relevant Senate Departments for Labour, for Education, and for Youth.

**Functioning and standards:** a State-level manual on minimum standards has been developed, then detailed into the operational structure of JBA Berlin through 12 local operational guidelines.

The basic concept is not to build a new agency, but to agree upon an interagency protocol, allowing all actors to operate under the same roof, through a one-stop front office for young people.

The Jugendberufsagentur takes the specific situation in each borough into account – creating links between youth welfare services and social integration services, so granting equal standards but local answers to needs wherever possible.



The functioning principles of the centre are:

- Transparency, through shared standards and procedures
- Sharing information across actors and stakeholders, starting from schools – staff are present in schools in multi-disciplinary teams
- Detailed processes and measures
- One-stop-government and single entry point for young people

### Questions and Answers (Q&A session)

Q1:

How many people come to the Youth Career Centre?

A1:

Overall, there are in Berlin 30.000 school leavers, plus those who didn't manage to get into vocational trainings the years before. The YCC can't answer to all of them but they are the reference population.

Q2:

How is the outreach carried out, considering the different target groups approached and their diverse needs – i.e. NEET, women, persons living in difficult/deprived neighbourhoods; early school leavers?

A2:

Every student is contacted during the school years. The YCC consultants are part of the multi-disciplinary teams that are present in schools (the members are the schools, for orientation and counselling, and they get to know the students then, meeting them 1 or 2 times. At this point data on students is collected. The schools have the right to contact a student until one year after quitting/finishing the school, not more. In addition, only the

school has the right to contact each pupil after school for 1 year. For this, during the school meetings, they try to gather the consent of each youngster to be later contacted by the Agency staff themselves.

Concrete examples of outreach and sensitization actions are informal meetings, i.e. evenings with parents during school years; contacting and informing other institutions who could have contact to young people about the YCC and its services – for instance, Youth Centres, social workers). Often, after school the Job Centers have information because of the allowances – people have to register to get social benefits – so this is another way of finding/contacting potentially interested young people.

Q3:

How “neutral” is the building where the YCC is hosted?

A3:

In Friedrichshain - Kreuzberg this is not a problem, as it is a separate building from the Jobcentres. But in other cases the YCC is located within the Jobcentre and it often happens that young people have had bad experiences with the Jobcentre, and/or they don't trust the public services.

Q4:

Are the young people able to express properly their needs? Specifically, concerning the official “key words” included in the qualifications' catalogue?

A4:

Not always, normally they have problems in expressing themselves and their real needs. However, the staff is very experienced in this context and able to support the young people. Furthermore, the YCC is open Monday to Friday, 38,5 hours per week, and people can step in without an appointment. There is a strong referral system in the YCC so that if one specific competence is needed it can be provided by the YCC.

Q5:

How is the social network of youngsters included in the YCC?

A5:

Normally the YCC is open to everybody, including families' members and others, but the young people don't normally want them in – they wouldn't feel free to speak to counsellors. In the outreach activities, families, Youth centres and others are included so to have more possibilities to go in contact with those who need it.

## **Conclusions and feedback (Plus – Delta)**

### **Plus – what is good**

- Organisation and coordination  
Several services within one umbrella: there is political agreement on the YCC, wide range of public partners is included, quality standards are agreed and serve as reference for the quality to provide to young clients, adjusting of services is allowed and encouraged, when needed.
- There are links to all other services (referral system)

- The contact starts early (in schools), it is long-lasting (even several years with the same counsellors at school), multi-disciplinary teams present in schools
- First contact is easy, without requiring appointments or other efforts
- The service is open for refugees/asylum seekers

#### **Delta – what could be improved**

- Finding the persons and detecting the needs after one year from leaving school
- Buildings are not always suitable and “friendly” towards young people (most of times same building as those of the Jobcentres)
- Lack of a common IT-system within the YCC, that hinders or makes more difficult some collaboration

#### **Study Visit 4:**

#### **Projects for refugees offered by the Project Company GeSBiT – MoBiJob, MoBiBe, Arrivo Soziales**

##### **Speakers:**

MobiBe: Dr. Ibrahim Alsayed, Lydia Hinz  
 Mobi Jobs: Nora Kempmann, Richard Kurherr  
 Arrivo Soziales: Christine Döbler

GesBiT Gesellschaft für Bildung und Teilhabe mbH is a company, founded in 2015, aimed at improving active participation, inclusion and education of citizens.

The object of GesBiT mbH is the development, consultation and implementation of innovative and socially oriented projects in the areas of labour market and employment, lifelong learning and the promotion of democracy and integration at federal, state and local level.

Despite its recent foundation, it is a spin off of gsub, so it counts on a long lasting experience on inclusion and integration in the labour market. They are the founders and current managers of the LernLaden and Job Points, a concept combining education and integration in the labour market since 2003, in Neukolln, and today present with other one-stop shops all over the Berlin territory.

The area where GesBiT is located is Neukolln, with a population of 280.000 residents and traditionally a poor area, with high rates of unemployment but also of diversity.

#### **Study Visit 4, Mobile Jobberatung für geflüchtete Menschen - MoBiJob**

##### **Contextual Information (Description of the project)**

Mobile Job Advice for Refugees – MobiJOB started in 2016, with the first "welcome-in-work office" in the former Tempelhof Airport – used as shelter at the times. This was developed as a new counseling service, targeting refugees and asylum seekers, based on the “JOB POINT” concept.

Compared to the classic consulting in the three shops, the mobile job consultants are on the road in the entire Berlin area. Through outreach work in the habitats of the refugees, they try to create a trusting atmosphere in direct contact in order to provide information about the German education and employment market from the first day of arrival.

Today, 8 “Mobile counsellors” are present in the Berlin area, consulting the refugees in various locations – including shelters and refugees’ accommodation. When it started, MobiJobs was mainly focussing on cultural and language improvement, while today it is more focussing on the counselling capacities of staff, to help beneficiaries to find their sustainable and decent integration in the labour market.

The mobile consultants advise in German, English and Arabic.

## **Main features**

### **Principles:**

- individual and personal support aimed at empowerment of persons;
- anonymous, unbureaucratic and out-reach counselling. This means it is a low-threshold access service;

### **Aims:**

- assessment of competencies
- support in the transition from education to employment
- removal of placement obstacles in a joint effort
- sustainable integration into the regular job market

### **Strengths**

- embedded into a dynamic infrastructure
- outreach approach
- qualified staff with a focus on the job market
- local and regional networks
- diverse and numerous corporate contacts

The main offer of the mobile job counselling is based on the JobPoints and consists of:

- Advice on vocational orientation and access to the regular labour market
- professional guidance, including individualised search for labour market integration
- Advice and support throughout the application process
- group sessions and seminars
- use of the services of the JOB POINT
- establishing contacts with employers in Berlin
- Referral advice, support and networking on further support offers, i.e. for recognition of qualification processes in Germany.

MoBiJob number in 2018 (September):

- 1.324 consultations with 750 clients, around 80 per month (595 men and 155 women) – NB women integration is lower than in education, as they generally arrive later than men and because they generally have the family burden on their shoulders

- Integration into a job or vocational training of 133 clients (17,7 %). This rate seems lower than in other projects, but they focus on decent and sustainable work, not on any kind of employment

## Study Visit 5, Mobile Bildungsberatung - MoBiBe

### Contextual Information (Description of the project)

The LernLaden offer free, independent advice on education in Berlin since 2003. MoBiBE – Educational counselling for refugees is a specific service available through the LernLaden Neukölln since 2015. The aims of the service are:

1. To support the refugees' in their integration into the workforce, and participation in the society, and to make employment and education services accessible to them
2. To establish and assess existing qualifications or skills, show to refugees the different paths towards education and work, and to find suitable opportunities for them

The need of this service is because the education system in Germany is quite complex. Also, access to many professions is regulated by qualifications. Without an official National education certificate it is impossible to access many jobs.

MoBiBe offers its services through individual and group sessions and services. The steps followed are:

- Establishment and assessment of qualifications, skills and experiences with the help of a standard assessment form
- A neutral assessment of career aims and prospects, based on each individual career biography
- Identification of connection points and transmission of information about suitable educational, vocational training or job in Berlin.
- Explanation of the transition to education, vocational training and professions including language learning support services.
- Referral to other services where needed
- Establishment and maintenance of contacts to a network of partner organizations

**Some strengths, success factors and results** of MoBiBe are the easy access for people from Iran, Afghanistan and Arab countries, through native speaker consultants, as well as the easy access for target groups, and the extensive network contacts. The staff is highly qualified to provide a high standard service. Recently, an "Education Café" was set up, with regular meetings on education and careers. Also, an online consultation service in cooperation with Wefugees.de was kicked off.

Worth to mention, MoBiBe is targeting women with specific strategies: 6 out of the 11 MoBiBe centres are dedicated to women. In fact, in the first half of 2018, they had a women participation rate of 25,3%, high in comparison to the other projects.

Overall, in this period, 727 consultations were held, from 26 countries.

## **Study Visit 6, Arrivo Soziales – Study Visit and Peer Review**

### **Contextual Information (Description of the measure)**

ARRIVO Berlin is a comprehensive set of projects and measures in Berlin aimed at facilitating the integration in work of newcomers (see also page 3, Introduction to Berlin Integration Policy). All of the measures are funded by the Senate, free of charge for users, and cover orientation and counselling, plus different economic sectors' specific actions:

#### **General orientation:**

- PRACTICE WORKSHOPS – helping people discover their talents

#### **Consulting and support:**

- JOB COACHING
- PATHS TO JOB QUALIFICATIONS: advice for those with work experience

#### **Sector-specific projects:**

- CONSTRUCTION
- HEALTH
- HOSPITALITY
- RINGPRAKTIKUM (commercial and technical professions)
- SANITARY, HEATING and AIR-CONDITIONING TECHNOLOGY
- SOCIAL

For **companies** that want to train refugees:

- SERVICE OFFICE FOR BUSINESSES: good business links – for training and employing refugees

Arrivo Soziales is the project dedicated to the professions in the social and healthcare services. The first pilot phase ran from October 2016 to March 2018 and it planned a series of actions, from advice, to VET courses, to placement in different professions of the sectors. The goal was to place 30 refugees in VET. In the end the goal was achieved but several problems were highlighted in this first phase – which learnings have been used to design the new project's phase. There were high dropout rates from VET courses, with an average active participation of 54% of participants. 36% of dropouts went out of the nursing courses. Also, only 1/3 of the time was dedicated to counselling, making impossible a very close contact to each participant. The main problems identified were:

- Language problems for several participants;
- 50% of participants were not able to pass the first three months of the VET, most of them started a new course after;
- Some women in the age of 23-28 tend to cancel the VET and programme due to family responsibilities

- One of the main reasons identified for failure was that participants didn't really realize how hard can be the social sector until they try – especially in professions like nursing and elderly-care.

On the other hand, the sector is interesting, and companies are directly interested in offering a variety of chances. Refugees are a highly motivated target group.

Considering all of this, the programme was totally revised. New, the course started in September 2018 are structured around less professions, i.e. Elderly care / Geriatric Nurses, Social Assistants, Educators. The steps of the programs are:



So, the counselling is intensified and follow participants from the beginning to the end. Tutoring is provided also during internships and the practical trial has a great importance – used as a test to understand where persons are really motivated. Another new central element is the offer of preparatory German courses to support participants.

Also, some requirements have been introduced to enter the Arrivo Soziales:

- Adult Refugees 18 years +
- interested in working with and for people
- knowledge of German equivalent to or higher than B1
- school education (Middle School or higher)
- willing to participate regularly in the courses

retention rates seem to be improved already; current clients include almost half of women, both in counselling and in training measures. the network aspect is also very cared of, including schools and big companies of the sector.

### **Selected Questions and Answers (Q&A session)**

Q1:

Considering the number of projects existing in Berlin – even within ARRIVO – how people get from one programme to the other? Is it a one-stop approach? Are Job Centers sending people to the programme?

A1:

For this programme, the “outreach” was our main question at the beginning. In reality, reaching out was really easy – refugees were in shelters, and it was sufficient to go there,

but they were not forcedly the right people for our offer. We coped with these problems through:

- Improve our network capacity – good partners are a key factor;
- Ask more requirements to the staff / organisations that were referring people to us;
- Work on increasing internal staff's awareness.

The JobCenters don't send people here, it is totally voluntary. Sometimes they can advise people to see how our programme and offer are.

Q2:

How is the network managed? Who decides/how information is shared, how does coordination work?

A2:

Referral is widely used in our network – we don't give advice on any topic. To have up-to-date information and work together with other projects are crucial factors of success.

Q3:

Why does ARRIVO Soziales exist? Was there a labour market shortage and was that the reason?

A4:

The whole programme ARRIVO was firstly focusing on companies. So, first of all we looked and searched in the local labour market of Berlin.

Q4:

How was the programme designed? What did you look at? And how was it amended?

A4:

The programme was designed considering our experiences and the indications of the Senate. When we realised that something was not working, namely the high rates of dropouts, we discussed with the Senate (management authority) on how to change and improve the design of the project. We also talked to other projects and learnt as much as possible from them.

Q5:

Did you ever consider "failures" as "successes", i.e. when people found another path more suitable to them (career repositioning)?

A5:

Only partly. We are very aware that we have to select the right persons for these kind of profiles.

Q6:

Concerning failures/ dropouts: was there maybe a lack of information at the beginning? Couldn't you improve this part of the programme, making more concrete for people the kind of jobs and qualifications you were offering?

A6:

We improved the information part, but for these kind of jobs, until when you don't try you don't really know if you are able or not to undertake this path; so we introduced these 1-2 days trials.

Q7:

You are funded by the Senate, are you still independent?

A7:

No, apparently not, because we are totally financed by the Senate and partly by the Jobcentre Neukölln. Our legal basis is a grant agreement with the Senate. We are a publicly subsidized project. However, we are always in close contact with the Senate and decide together the best strategies and actions. This is normal for a pilot project and we talk about every detail. Currently we are funded until 2020, then we will see if this calls will be republished, and eventually in which form – learnings could come from our implementation as well.

Q8:

How long is the duration of VET qualifications?

A8:

VET varies, in the traditional German VET-system, from 3 to 3 and ½ year. It is a dual system – half in school, half in the companies, and there is an official certificate at the end.

Q9:

What does the “support” to beneficiaries consist of?

A9:

Regular meetings (once a week or once a month, according to needs); supported employment (tutoring and advice all along), follow up communication.

Q10:

What are the main difficulties and challenges with refugees without papers?

A10:

Without “papers” and permissions to work, we can't really do anything.

Q11:

Are participants subsidized during their VET?

A11:

Internships are paid, while our courses aren't – though most of VET offers are paid.

Q12:

Is the ARRIVO SOZIALES a large part of ARRIVO?

A12:

No, this is the smallest project. Much bigger are sectors like construction and hospitality.

## Conclusions and feedback

### Plus – What is good

- Adaptable and reviewed programme design, based on results
- Scan of Labour market needs before choosing the sectors
- 2-years duration: opportunity to improve the design after learning from a first pilot experience
- awareness and practice about the need to have informed and aware staff, and to work closely with other projects
- Close relations with the funder gives opportunity of sustainability, and to influence policies
- Flexible programme – according to needs
- Large network and contacts
- Good relations with employers, meaning opportunities for participants
- Language skills among the staff
- Successful in reaching out women

### **Delta – what can be improved**

- 2-years: quite a short time-frame to see results
- the influence of politics in funding can be a risk
- Only 3-months support after the starting of VET
- Improve the initial information phase, so to increase awareness among motivated people
- recommendation1: use Key Performance Indicators (KPI) to decide whether it is worth to include this offer into the systematic services
- recommendation2: diversify the sources of income and funding – ie foundations, crowdfunding

**Thursday, 8th November 2018**

### **Study Visit 7:**

#### **Neighbourhood Mothers - Stadtteilmütter – Study Visit and Peer Review**

#### **Speakers:**

Myriam Tan - Bezirksamt Neukölln (Local Authority Neukölln)  
 Maria Macher, Diakoniewerk Simeon (Project provider)  
 Two Neighbourhood Mothers

### **Contextual information (Description of the project)**

Neukölln is one of the 12 districts (boroughs) in Berlin. 90.000 of 330.00 inhabitants are dependant on public benefits, that means that they are poor or threatened by poverty. Moreover, 14% of all students leave school without any certificate. Nearly the half of all residents in North-Neukölln has a migration background. This and many other figures

reflect the social situation in the district and the necessity for an education and migrant family oriented project like the Neighbourhood Mothers (in the following NM).

Since 2004 unemployed mothers of migrant background have been trained in 10 topics of bringing up and educating children in order to support other families (in their native language) in their local area. Every family that is visited receives materials about topics that provide many different suggestions about boosting early childhood development as well as concrete offers and support for families in the borough. Neighbourhood mothers assist, for instance, for looking for a child care place and the registration process, accompany families to advice centres and provide information about health care and free recreational opportunities. Neighbourhood mothers are available at childcare centres, primary schools, family centres and youth and health support facilities to offer support at parents meetings, in parent groups and at parent information sessions.

Neighbourhood mothers work in local teams are continually supported by a coordinator. They receive ongoing training about many socially relevant topics. They are employed on a temporary contract for 30h per week and their salaries are paid by publicly subsidised measures of the Jobcenter and by the Land Berlin, Department for Integration, Labour and Social Affairs.

#### The project aims are:

- Increasing the educational opportunities for children
- Information about the education system (childcare and schools)
- Promoting communication and interaction between parents and their children
- Referral to specific support and recreational offers for families in the local area (“Kiez”) and borough
- Supporting communication between teaching staff and parents
- Providing training and boosting employment opportunities for unemployed women of migrant background
- Strengthening participation in society

(more details see Powerpoints of the meeting)

#### **Selected Questions and Answers (Q & A session)**

Q1:

Security and Safety aspect: we wonder how Neighbourhood mothers must feel, visiting families alone in their homes? Are they able to do that after six months training?

A1:

Usually the Neighbourhood Mums (in the following: NM) visit families they already know or which have been recommended. If they go to a totally strange family for the first time, they do not go on their one, but in a couple; or they do not meet in the apartment, but outside, in a café, a playground or another public place, like a library. A first meeting can also take place in the premises of the project where all NM have offices and an assembling room. The NM prefer to meet the mothers and not the fathers. (The whole project is based on a mother-mother-peer relation).

Q2:

Do you have an office? Do the NM have a “home-base”, a meeting point?

A2:

Premises are provided by the District Authority, i.e. rooms for materials, meeting room, counselling room; also rooms for the coordinator of the project, secretary etc. We have 60 – 80 NM in five groups, there is an ongoing coming and going.

Q3:

What is the future perspective for the NM? Is the job as NH a goal in itself or do the women go further to other occupations?

A3:

If you like the job, it is possible to work a long time in this position. One NM responds that she was busy in several jobs, but then she came back to the job as NM. The other NM, who was present, had different job experiences too. Generally, the situation for the NM is very heterogeneous, very different, depending, for instance, on educational achievements/certificates (Academic or low-skilled). The NM receive a coaching by special job coaches in order to find out individually further job perspectives. Many women come back after having chosen other jobs.

Q4:

What is the content, when you work with families?

A4:

Depends on the needs of the mothers. Sometimes they accompany a mother to the doctor, for instance to a gynecologist. Or the topic could be how the children find a child care institution or a creche, which is quite difficult; the NH adapts to the individual situation of the mother, she advises or the family; she prepares herself for the visit, by knowing the structure of the family: how old are the children? What could be interesting for the respective family?

Q5:

Since 2004, 500 mothers have been trained as NM, what are they doing now/ afterwards this job? Can they use their qualification?

A5:

They have another job or they are still working in Jobcentre measures, employment and / or training. The Jobcentre measures are limited to 1 – 3 years.

Q6:

Do you monitor the NM activities during and after?

A6:

“Older” in the sense of experienced NM accompany/ guide “beginners” and introduce them into all the different aspects of this special work.

Q7:

Why is it a criteria to be a mother?

A7:

We follow the peer approach, mother advises mother. They have to be authentic, reliable and credible. Mothers are able to understand other mothers. Once we hired women, that were no mothers. This did not work. Another aspect is that we want to reach the hard-to-reach who do not go to the administrations. NM have no qualification as social workers and they do not need it. They encounter each other on the same level.

Q8:

How do you avoid perpetuating ethnic segregation?

A8:

the idea is to open up very conservative families, who live in a parallel world, outside the community. We aim at bringing them back into the community. NM interact with them and get new insights, new accesses.

## Conclusions and feedback (Plus and Delta)

### Plus – What is good

- to reach the unreachable
- communicating with the clients on an equal level (peer-to-peer logic), like a friend, giving advice
- project includes Jobcoaching for the NM
- realistic attitude, small steps, looking what is feasible
- sustainable – long-lasting period of the project (since 2004)
- support from other institutions (Land Berlin, Jobcentre), good networking
- leaving in the same area, speaking same language
- in other regions or countries this kind of work is done voluntarily, without payment; strong point, that the work is paid by a salary with social insurance.
- very solid qualification of the NM over six months and beyond

### Delta – what can be improved

- Risk for project: Long-term financial agreement: 14 years project life time is great, but what will happen in the future? will it be prolonged?
- Risk for NM themselves: what opportunities do the NM have, when the project for them is terminated? (comment: currently at least 11 NM are financed regularly by the public administration, this are not limited jobs)
- the project may support stereotypes in terms of gender issues and role models

## Study Visit 8:

### Integrations facilitators – Integrationslotsen

Speaker:

Jan Rauchfuß, SPX Consult GmbH

#### Contextual Information (Description of the instrument)

The Integration Facilitators as an instrument or project of the Land Berlin, was launched in 2013, upon initiative of the Senate Department for Labour, Integration and Women. The Senate Department set out the Regional Framework Programme for Integration Facilitators.

The programme follows a low-threshold, preventative approach to social participation for people with migration backgrounds in all 12 districts of Berlin.

Integration Facilitators support people with migration background living in Berlin by offering assistance either at a drop-in centre or through outreach work, and they provide simple consultation services.

#### **What Integration facilitators are:**

Integration Facilitators support people with migration backgrounds living in Berlin by offering assistance either at a drop-in centre or through outreach work, and they provide simple consultation services.

So, they are low-threshold access services, on all matters that can affect daily life of a person with migrant background.

They accompany people to public administrative offices, authorities and doctors and convey them to specialist consultation centres.

Up to today, 211 persons have been trained.

The Regional Framework Programme includes a comprehensive support and qualification offering for the Integration Facilitators:

- ✓ The work of the Integration Facilitators is founded on a basic qualification of at least 100 hours. This is continually supplemented through additional qualifications – voluntary, in sectors like legal advice, support to addicted persons, etc.
- ✓ All Integration Facilitators have the opportunity to participate in coaching and supervision sessions.
- ✓ There are regular networking events for the project managers and the Integration Facilitators of all projects. In addition, networking between the Regional Framework Programme and other similar initiatives in Berlin is promoted.

This programme currently foresees the introduction of around 70 Integration Facilitators as well as qualification and supervision mechanisms and a region-wide coordination structure for the Integration Facilitators.

One limitation is that IF don't have the capacity to answer to all questions that can arise – for instance, in a medical appointment, if a surgery is needed, it is important that an expert translator is present and not only the facilitator. So, an important part of the work and training of IF is about their awareness and role.

(Notice: more information of the project and the difference between the Neighbourhood Mothers on the one hand and the Integration Facilitators on the other hand, see Powerpoint of the event).

END OF MINUTES

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