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D2.2 COMPREHENSIVE MAPPING AND ANALYSIS OF THE RELEVANT STAKEHOLDERS



WORK PACKAGE 2: RESEARCH ANALYSIS ON THE TRANSITION TO EARLY ADULTHOOD
OF UNACCOMPANIED MINORS



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DISCLAIMER

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The *CIVILHOOD – Enhancing unaccompanied minors transition to early adulthood through civic education and labour market integration* project is led by ARSIS (Greece) in partnership with CECL (Greece), CESIE (Italy), EPEKA (Slovenia), CODECA (Cyprus), SUDWIND (Austria) and KINDERFREUNDE (Austria). All the members of the consortium were part of the implementation of the research in their relevant contexts.

ARSIS (Association for the Social Support of Youth) is a non-governmental organization, specializing in the social support of youth that are in difficulty or danger and in the advocacy of their rights, was established in 1992 and since then it organises and participates in networks, cooperates with public services and non-governmental organisations and formulates proposals in the field of social policy for children and young people. The vision of ARSIS is a society with equal opportunities for all young people and respect for their rights, as stated in Greek and international legislation, especially the UN International Convention on the Rights of the Child.

CECL is one of the most active Greek not-for-profit research institutes. CECL is active in constitutional institutions and good governance, European integration and policy, fundamental rights and social policy. The specific objectives of the CECL are to provide institutional know-how and capacity-building to public bodies in Greece, developing countries and member-states of the European Union, to undertake theoretical and applied research in the fields of Greek, European and comparative public law and public policies; and to promote public awareness on developments in the European area.

CESIE is a non-profit, non-governmental organisation based in Palermo (Italy) and established in 2001. CESIE is committed to promote the cultural, social, educational and economic development at local, national, European and international levels. Through its Migration Unit, CESIE supports the social inclusion of migrants, asylum seekers, refugees of all ages (children, youngsters, adults) through holistic activities and trainings.

EPEKA is an association and social enterprise established in 2008 in Slovenia and is part of the wider international EPEKA Network. The organisation focuses on non-formal education, social inclusion, arts, ecology and other social issues. Since its inception the members of EPEKA have worked closely with the Roma community and other target groups which fall into the category of NEET.

CODECA is a non-profit organisation established and operating in Cyprus since 2016. The organisation aims, through the provision of specialised services, to reduce social inequalities, develop conditions for equal opportunities, and assist the integration of vulnerable and socially excluded groups into society. One of its main operations is the provision of management and services at the migrant



reception centres in the Republic of Cyprus, as well the provision of semi-independent living spaces as well psycho-social and training support to Unaccompanied Asylum-Seeking Children.

SÜDWIND is an independent Austrian human rights organisation. For more than 40 years, Südwind has been advocating for social justice, fair working conditions and a sustainable global development. Through educational work, public relations and campaigning, Südwind addresses global interrelationships and their social impacts. With public campaigns, awareness raising and through educational work, Südwind is committed to a more equal world and a good life for all. Südwind has been a long-term member of the Austrian Platform for development and humanitarian aid as well as the Austrian Alliance for Climate Justice.

KINDERFREUNDE (Childrenfriends) is a non-governmental organization based in Vienna (Austria) that promotes the rights of children who live in Austria, founded in 1908 as a worker's association in order to improve the lives of their children. Nowadays, Kinderfreunde is not only a strong lobby for children and their rights recognition but also is involved in many projects in Austria, for the development of children's wellbeing. Activities such as children's rights and child protection programmes, political and social lobbying for Kinderfreunde kindergartens, educational work with refugees directly in refugee centres, play afternoons, local groups all over Austria and vacation activities for Families are a large part of the work of the organisation.

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1. INTRODUCTION

Mapping active organizations and analysing relevant stakeholders involved in labour market integration for unaccompanied minors can support both the understanding of the current needs and also the possibility to learn from other experiences implemented in the various contexts. The main objectives behind this chapter are:

- Analyse and assess the identified services in order to comprehend in depth the offered services in the national and local contexts of Austria, Cyprus, Greece, Italy and Slovenia.
- Examine the possible bias from the researchers' viewpoint, by giving voice to the stakeholders doing field work within the agencies that offer the services. The goal is to confirm or contradict stereotypes that have been created from previous knowledge and activities.
- Ensure future participation of relevant stakeholders in the training activities of the CIVILHOOD project.

1.1 METHODOLOGY

The methodology that was used during this research was the implementation of study visits to relevant stakeholders, accompanying them with focus group or one-to-one discussions. In each country, the referral organization chose to act depending on their needs, following one of the options stated below for the implementation of the activity:

- Organizing four focus group discussions and four study visits separately (In total eight actions).
- Organizing four focus group discussions and four study visits/ one-to-one discussions together (In total four actions).

All participating organizations carried out four focus group or one-to-one discussions and four study visits to map their services and gather the information listed in the tables. Partners from each country evaluated the significance of the services for the project and provided an overview of each visit and discussion that was conducted. Moreover, the service relevance for the labour market integration was assessed priorly to the decision of contacting the relevant stakeholder.

Focus groups and one-to-one discussions were used as the data collection method. The discussions were based on a specific guide that consisted of 17 open-ended questions and was divided into four parts: context analysis, service analysis, work dimension and independent housing. All discussions were recorded and then analysed, while validity and reliability were adopted and applied to address any criticisms.

The study visits and the focus groups were conducted in between October 2022 and January 2023, differently in each national context. The identification of participants took into account data regarding their gender, profession and involvement in the study, handling or managing discrimination issues in the field. Information on the topic was provided in advance and relevant consent forms were also required. Email invitations included a briefing note that outlined the purpose of the focus groups; explained how issues of confidentiality would be dealt with; made clear that participation was voluntary; described what will be done with outputs, suggestions for action etc; and offered a contact point for further information.

Determining the sample size is one of the most important reasons for successful qualitative research. According to Iosifidis (2008) and Patton (2002) there are no numerical limitations in terms of sample



size in qualitative research. It is even noted that the sample does not need to be quantitatively large in order to highlight the subjective and distinct characteristics (Mantzoukas, 2007) and to save costs and time (Mason, 2009).

Therefore, considering that in the case of NGOs the selection of a small sample size would be representative and at the same time sufficient to draw adequate conclusions regarding the integration programs implemented, the four study visits and discussions that took place offered a substantial amount of information related to their services and learnings from their previous experiences.



2. COUNTRY-BASED ANALYSIS

2.1 AUSTRIAN STAKEHOLDERS

The Austrian organization, Südwind, selected a methodology approach for gathering information on service mapping that **foresaw the combination of four focus groups and study visits together**.

The sample of interviewees consisted of 10 individuals, including 4 males and 6 females, ranging in age from 30 to 59 and representing Austrian and Syrian nationalities.

The sample was diverse and included stakeholders from various backgrounds, such as those working in public services, NGOs, social workers, volunteers, and self-organized groups. This diversity allowed for gathering information from multiple perspectives, which improved the quality of the results and provided valuable insights.

All the exchanges were held in the premises of the organisation interviewed allowing to combine the field visits with comprehensive discussions. The persons that were involved had a good overview on the organisation activities, programme and structural process. Exception is to be made at the organisation where a beneficiary and a volunteer were involved in the discussion. Whereas that setting required the necessity to use an interpreter it allowed to include the voice of the beneficiaries of the services of that organisation.

No major difficulty was experienced. Some of the people participating in the discussion were also engaged in other activities and initiatives of the organizations involved, presenting them as well. Diversity in terms of origins, educational level, functions, and size of the organisations involved was taken into consideration when planning the discussion.

Below there can be found the analysis of the four services found in Austria.

1. INTEGRATIONSHAUS	
Website	https://www.integrationshaus.at/en/
Address/City/Region	Engerthstraße 163, 1020 Wien
The service goes under	<ul style="list-style-type: none"> – Work dimension – House dimension – Social dimension – Other: Education, Health
How many years is the service active?	Since 1994
Objectives of the service	Integrationshaus is a centre of excellence for the reception, integration and training of refugees, asylum seekers and migrants. Integrationshaus projects are officially endorsed by the Vienna Social Fund (FSW), which provides wide ranging social services on behalf of the City of Vienna. In the autumn of 2021, the Refugee Assistance Program of the FSW examined the adherence of the Integrationshaus to the agency's quality guidelines. In this audit the Integrationshaus met every criterium of the guidelines with a score of 100%.



	<p>The more than 100 permanent employees work together to helping refugees find future prospects in Austria and Europe.</p>
<p>Service provision for UAM or young migrants</p>	<p><u>Assisted housing:</u> The residential home has space for over 100 people and specialises in the accommodation and care of people with increased care needs.</p> <p><u>Residential shared flats:</u> There are two shared flats for ten unaccompanied minor refugees each. They are called caravans and are staffed around the clock by trained personnel.</p> <p><u>Counselling services:</u> The psychosocial counselling centre at Nordbahnhof for people in basic care offers advice and help and in 2020 assisted around 1,000 people in numerous languages. Attached to this is an independent legal advice service, which is financed exclusively by donations. Another counselling area is the m.o.v.e. on project. It is part of the "youth coaching" within the framework of the Vienna Training Guarantee, which has existed since 2012 and is financed by funds from the European Social Fund and the Social Ministry Service.</p> <p><u>Educational offers / Social Pedagogy:</u> The association also has a variety of educational offers for youth, young adults and women in need of care as well as within the framework of youth coaching.</p> <p>It offers three residential communities for unaccompanied minor refugees as well as other children and young people who, for a variety of reasons, cannot live together with their families. In all, living accommodations and care are offered for 26 children and young people between the ages of three and eighteen. Pursuant to an Austrian law mandating "complete care" for children under the age of 18, care is provided at the behest of the Vienna Child and Youth Welfare Office and the Vienna Social</p>
<p>In which way the service supports concretely the path towards autonomy for UAM and young migrants?</p>	<ul style="list-style-type: none"> - Specialised counselling: work and training; - Language courses, education and training institution; - Qualifications, skills and competences; - Preparation of application documents; - Job search; - Specialised counselling: Housing; - Housing search; - Applying for a flat; - Preparation of a budget; - Viewing flats and concluding tenancy agreements; - Specialised counselling: Adolescents and young adults; - Independent living; - Planning a day structure; - Youth-specific concerns; - Legal issues; - Search for a therapy place.
<p>Other important information</p>	<p>Counselling is offered in the following languages: Arabic, Bosnian/Croatian/Serbian, Chinese, German, English, Farsi, French, Hebrew, Italian, Kinyarwanda, Kirundi, Kurdish, Romanian, Russian, Spanish, Swahili,</p>



Turkish. Language mediators are provided if needed as well for other languages.

★ Service review

The Integrationhaus counsellors provide support for a wide range of needs, including basic necessities, housing, education, health, and navigating legal and social issues. Special attention is given to single parents, those who have experienced trauma and both accompanied and unaccompanied minors. The ultimate goal of Integrationhaus is to help refugees find a better future in Austria. A great majority manage to do so. However, the organisation has discovered that mainly those with financial stability can truly create independent and autonomous paths for their lives.

There are two main challenges that Integrationhaus faces. Firstly, the organization struggles to meet the needs of unaccompanied minors who have experienced trauma. Secondly, the organisation must navigate the complicated policies and legal framework in Austria, making it difficult to give asylum seekers full access to the labour market after six months and simplifying their legal situation. To tackle these challenges, Integrationhaus works with other organisations to coordinate and present collective political demands, strengthening their ability to influence the integration process for refugees.

II. ASYLKOORDINATION ÖSTERREICH	
Website	https://www.asyl.at/
Address/City/Region	Burggasse 81/7, A -1070, Wien
The service goes under	<ul style="list-style-type: none"> • Social dimension • Other: Coordination
How many years is the service active?	Since 1991.
Objectives of the service	<p>“Asylkoordination”, Asylum Coordination Austria is a non-profit organization offering their services. As an NGO focused on coordinating, providing information and documentation in the area of asylum, this organisation has established relationships with a big network of stakeholders in the sector. Asylkoordination also conduct projects that support UAM. As a non-government organisation and connections that</p> <p>The focus on the unaccompanied minors of asylkoordination österreich is connected content-related networking for UAM care centres, research, media work, writing statements on draft legislation and lobbying for an improvement of the child rights situation of child refugees in Austria.</p>
Service provision for UAM or young migrants	Though the focus of this organisation is the networking, coordination, information intervention they sometimes conduct projects directly with UAM where the intervention is more direct:



	<p><u>NIPE</u>: In every province there is at least one psychotherapy centre specialised in the treatment of refugees. NIPE is an Austria-wide network comprising eleven of these centres.</p> <p><u>Reset</u>: Within the framework of the project, new psychotherapeutic and psychologically accompanied services for refugees and other immigrants are provided in all federal states by the project consortium NIPE plus.</p> <p><u>Connecting People</u>: Is a sponsorship project for unaccompanied minor refugees initiated by asylkoordination österreich in 2001.</p>
<p>In which way the service supports concretely the path towards autonomy for UAM and young migrants?</p>	<p><i>“Democratic processes in a state require informed civil society. “The organisation therefore activates people and motivates citizens to take an active part in (public) discussions about UAMs. Through advocacy work, legislations can be improved for the benefit of UAMs.</i></p>

★ Service review

Asylkoordination organized a successful campaign in 2022 in the framework of their work dimension, networking and intervention. Their campaign stated the following: *“In order to continue to stand up for the rights of refugee UAMs, more than 40 Austrian organisations have joined forces: The aim is to end the unequal treatment of refugee UAMs and to achieve real equality with other children who have to grow up without parents. It is, therefore, important to show that no unjustified distinction should be made between children. Because: a child is a child, no matter where they come from! It is demanded that refugee UAMs receive the same protection and help according to their individual needs as all other children who cannot live with their parents. No matter where they come from. No matter what language they speak: Children are to be helped. That is our duty as adults. Children are under special protection. Especially now, when thousands of children are forced to flee Ukraine, it is important that these refugee UAMs receive child-friendly reception (including custody arrangements), care and education.”.*

The organisation needs to work on staying independent due to a lack of contributions from private donors. Apart from that, Asylkoordination Österreich is a well-functioning organisation; it is a relatively small organisation, which allows them to be flexible and focused. Moreover, by collecting information on UAM on one spot and coordinating common actions with other stakeholders of the civil society, the association makes sure that resources (time and finances) are not wasted as other stakeholders on the field make use of the research findings that Asylkoordination makes available.

III. SCHWARZE FRAUEN COMMUNITY (SFC)	
Website	https://www.schwarzefrauencommunity.at/
Address/City/Region	Neu-Fünfhaus, 1150 Wien
The service goes under	<ul style="list-style-type: none"> • Work dimension • Social dimension



<p>How many years is the service active?</p>	<p>Since 2003</p>
<p>Objectives of the service</p>	<p>The Black Women Community is a non-profit organization offering community work to Black children and women in Vienna. Their working field covers – social work, educational work, cultural programmes or special women programmes. The field of operation is interculturality, transcultural knowledge, antidiscrimination and cultural awareness.</p> <p>The association wants to create a sense of home and identity for children, a place where they can find strength and deal with the special burdens, they face every day and the discrimination they might experience. They are supported in building a social network for coming in contact with other black children with whom they can discover common grounds and support each other. The main objectives of the service are to:</p> <ul style="list-style-type: none"> - Create a safe space for black people in a different majority society. - Enhance self-confidence and self-determination. - Have a hub function for people in general, who have an interest in the black community.
<p>Service provision for UAM or young migrants</p>	<ul style="list-style-type: none"> - Supporting the integration process through the creation of direct interpersonal relations in a safe environment; - Giving visibility to good-practices and sharing stories of success & role-models; - Showing multiple “faces” of “being black” and sharing with the majority society; - Providing workshops to learn more about African cultures; - Offering discussion groups and private-counselling including special counselling to overcome traumatic experiences; - Providing special programs and activities for girls and for boys (safe space!); - Organizing cultural activities (e.g., theatre projects; “talking-dolls”-evening for storytelling; “writing down what we are moved by”-literature project to overcome personal experiences); - Implementing health-care workshops (hands-on); - Organizing exhibitions and other awareness raising events.
<p>In which way the service supports concretely the path towards autonomy for UAM and young migrants?</p>	<p>The activities of the association aim to empower Black youth and children in Vienna.</p> <p>It offers UAM the opportunity to process their experiences and expand their scope of action through:</p> <ul style="list-style-type: none"> - Social and therapeutic work; - Support in dealing with racism, sexism and other forms of discrimination is part of all activities. - Birth, foster and adoptive parents of black children find connection and an environment that empowers their children. - Taking up and promoting interests, competences and issues, Black people in difficult life situations are brought out of their isolation and can find a common ground.



	- Regular discussion groups take place in a positive and constructive atmosphere, as well as empowerment through art, movement, counselling and encounters.
Other important information	It is the only association in the field that tackles and treats the aspect of discrimination and racism as issues faced by UAMs.

★ Service review

The organisations close connection with their groups of beneficiaries is their strongest asset, while their lack of stable funding remains their biggest challenge. During 2022, their group of beneficiaries has expanded beyond black women to include girls and boys, recognising the close link between women's wellbeing and the wellbeing of their children.

SFC views themselves as a complementary organization to the existing support for migrants, specifically catering to the unique challenges faced by black women and their families in Austria. These challenges include sexism, racism, xenophobia, exclusion and more. SFC's approach is to combat these issues and act as an alternative to feelings of isolation and disconnection. SFC focuses on a positive outlook, highlighting the strengths of their beneficiaries' cultural background and history, contributing to improved self-image, language proficiency, and access to the job market.

IV. STADT WIEN - INTEGRATION UND DIVERSITÄT	
Website	https://start.wien.gv.at/
Address/City/Region	Friedrich-Schmidt-Platz 3, 1080, Wien
The service goes under	<ul style="list-style-type: none"> • Work dimension • House dimension • Social dimension
How many years is the service active?	Since 2008
Objectives of the service	The Municipal Authority of Vienna, represented by MA17 - Integration and Diversity, plays a crucial role in the functioning of the reception system since is a central space that all third-country individuals pass through upon arriving in Vienna, involving counselling services, information and knowledge sharing, participation in trainings etc. Coaching and supporting from day one in which people are found in Vienna through Information-Modules in many different languages for refugees. For new Viennese citizens, the City of Vienna offers the free accompanying programme called StartWien.
Service provision for UAM or young migrants	<ul style="list-style-type: none"> - Providing the Vienna education booklet for non-EU citizens. - Giving consultation and coaching for the beneficiaries' next steps, organizing individual counselling sessions. - Organizing thematic information events through info modules. - Providing support with a quick orientation in Vienna. - Providing additional information modules



	<ul style="list-style-type: none"> - Giving recommendations and updates for counselling centres about finding a job, a suitable German Integration Course and getting qualifications of migrants recognized.
<p>In which way the service supports concretely the path towards autonomy for UAM and young migrants?</p>	<p>It provides a friendly environment for the basic needs of migrants:</p> <ul style="list-style-type: none"> - Choosing a school and supporting the registration process; - Providing access to the leisure and health care systems; - Support for the research of accommodation and related to employment contracts; - Support with the “Integration agreement”, a certificate requested for all people arriving in Austria above the age of fifteen. - Personalized support in finding a suitable German course; - Information-Module to topics such as immigration law, labour market, education, health, housing, living together.
<p>Other important information</p>	<p>The StartWien offers are available in more than 20 languages.</p>

★ Service review

The City of Vienna’s Start Coaching service is well-supported by the administration and is a reliable partner for the long-term. Südwind has had positive experiences working with the city’s Diversity and Inclusion department in the past, as they play a key role in shaping regional policies.

UAM and other asylum seekers face numerous challenges that are often unknown to the general public. When they struggle, for example, with finding employment, the reasons can be diverse but are not always taken into account by job market services. For example, during the lockdown, the organisation adapted their services by offering online versions of their information modules to maintain communication. However, they believe that the most effective activities occur outside of the classroom setting and regret that such activities are rare. One can question if the activities in a classroom setting should be the exception instead of the paradigm around which activities are organized.



2.2 CYPRIOT STAKEHOLDERS

The organization from Cyprus, CODECA chose to use a methodology that included **four study visits and interviews/one-to-one discussions** during which they gathered information on various stakeholders.

The sample of interviewees consisted of 6 individuals, including 2 males and 4 females, with ages ranging from 30 to 40 and all being of Cypriot nationality.

The sample was diverse and included stakeholders from a variety of backgrounds, such as those working in representatives from local and international NGOs. This diversity provided different perspectives, enhancing the quality of the results and providing authentic information.

Below there can be found the analysis of the four services found in Cyprus.

1. UNHCR	
Website	https://help.unhcr.org/cyprus/about-unhcr-in-cyprus/
Address/City/Region	Polyviou Dimitrakopoulou, Egkomi, Nicosia
The service goes under	<ul style="list-style-type: none"> • Work Dimension • Other: Provision of information
How many years is the service active?	Since 2001
Objectives of the service	<p>The Cyprus branch of UNHCR’s aim is to preserve the rights and welfare of applicants of international protection. It does this by offering applicants and beneficiaries of international protection legal advice, training, and other support to the authorities.</p> <p>Additionally, UNHCR Cyprus collaborates with various NGOs provides support to applicants of international protection assisting them to meet their needs. Also, UNHCR Cyprus collaborates with NGOs offering activities whose purpose is to educate applicants on matters that an applicant might require to know. These activities would educate applicants on a variety of topics including housing, finding work or the legal rights an applicant is entitled to.</p> <p>This service provides a holistic view of the wide spectrum of information an applicant might need to access, informing them where they could ask for assistance or what their rights and obligations are. This service aims to provide information regarding any issues an applicant might be interested in knowing which would assist them to become included in the society of Cyprus.</p> <p>Additionally, they have a website that makes accessible all this information and is translated in 3 languages, while there are also informative leaflets regarding Cyprus that are available in 12 languages opting for a major accessibility.</p>
Service provision for UAM or young migrants	The UNHCR website does not explicitly offer a service to applicants of international protection, but it does offer accurate information regarding the procedures a UAM needs to follow, to be able to apply for asylum, to



	<p>apply for the Dublin Process and what steps to take to get access to the labour market more easily once they reach the age of 18. Additionally, they offer information regarding the organisations which are available to assist UAMs and in what way. For example, some organisations offer classes to either learn the English or the Greek language, or trainings on how to create a CV. Through the UNHCR website a UAM can access to information as regards to what each NGO can do to assist them.</p>
<p>In which way the service supports concretely the path towards autonomy for UAM and young migrants?</p>	<p>Regarding job research it provides them with information on how to easily find opportunities through the Local Labour Offices. Additionally, it lists various NGOs or services that provide training that a UAM could utilise positively while transitioning towards adulthood.</p> <p>Moreover, it provides information of the procedures in the Republic of Cyprus which are necessary for them to follow, since if they are not followed it can limit a UAM' ability to work or integrate in Cyprus.</p>

★ Service review

The organisations strength is that all the information an applicant needs is centralised and easily accessible. However, the website only has 3 language options: Arabic, English, and French. While it is more equipped than other services' websites, it is still not enough for the diverse language backgrounds of international protection applicants, who may struggle to access to valuable information. Due to the changing reasons for UAMs arrival in Cyprus, from reuniting with families to seeking work, there is a great impact on integration process, job search, and language learning to which the local context has to adapt. Moreover, the lack of housing facilities for UAMs, has led to overcrowding of first reception facilities which offer less support for their autonomy. Finally, there are difficulties in the inclusion process in the local community due to a preference of beneficiaries for learning English over Greek.

II HelpRefugeesWork	
Website	https://www.helprefugeeswork.org/
Address/City/Region	Stasandrou 9, 1060, Nicosia
The service goes under	<ul style="list-style-type: none"> • Work Dimension
How many years is the service active?	Since 2017
Objectives of the service	<p>HelpRefugeesWork was established through the organisations of United Nations High Commissioner for Refugees (UNHCR) Country Office in Cyprus, in collaboration with Cyprus Refugee Council (CyRC). This platform was designed to ensure that beneficiaries of international protection can find work with humane conditions and with proper benefits.</p> <p>This platform is mainly addressed to beneficiaries of international protection, meaning that the applicant of international protection has applied for asylum and has been legally given asylum by the country of Cyprus. Since the platform requests the Alien Registration number as appropriate to allow anyone to register to find work.</p>



	<p>Additionally, employees also register using this platform to offer position for work. This is done to allow beneficiaries of international protection to connect with employees more easily and to ensure that the work found is legally and will provide the beneficiaries with the proper benefits.</p> <p>Finally, it allows refugees, to access training materials from institutions running vocational education and training (VET) programmes, and individuals and organizations committed to promoting social participation, inclusion, and diversity</p>
<p>Service provision for UAM or young migrants</p>	<p>The website offers training materials and webinars regarding work acquiring related skills, such as CV writing, interview training and many more. Furthermore, the platform organises classes that assist interested participants to learn Greek to a degree where they can integrate more easily, as well as find work more easily.</p> <p>The platform often organises events where employers and interested beneficiaries of international protection may interact and be informed regarding job opportunities in Cyprus. This enables beneficiaries of international protection to connect with employers thus expanding their chance of finding work.</p> <p>During the SV the participants stated that through the platform over 900 beneficiaries of international protection have applied for work and more than 250 have found work through the platform, while a large number have used it to access its training materials. It is important to note that through this website, beneficiaries of international protection able to find work with humane working conditions. An example would be that employees pay to Social Services a monthly amount which late on become a person’s pension.</p> <p>In Cyprus when a UAM arrives they request the Dublin process is began so that they may be reunited with their families. Alongside the Dublin procedure they are advised to apply for asylum. Until they turn 18 the government is not allowed to examine their application. However, once they turn 18, the examination of their application begins and if they are given asylum, they can utilise the platform to find work.</p>
<p>In which way the service supports concretely the path towards autonomy for UAM and young migrants?</p>	<p>However even before the platform can be utilised to find work, it can provide training materials for UAMs to take advantage of to better prepare themselves to enter the labour. Prior to that, they can only have access to some of the features the website provides (i.e., the training material, seminars, training videos).</p>

★ Service review

The organisation is a unique service that supports international protection beneficiaries in their job search and offers resources to help asylum seekers integrate into Cyprus society through various training materials

The creation of a network of employers, stakeholders, and ministries in Cyprus proved to be a significant challenge for the platform. However, through the efforts of the United Nations High Commissioner for Refugees (UNHCR) Country Office in Cyprus in collaboration with the Cyprus



Refugee Council (CyRC), they were able to overcome this difficulty by establishing an extensive network connecting all relevant parties.

The platform for connecting refugees and employers in Cyprus has several key benefits that make it an effective solution for enhancing the employment prospects of refugees. One of its major strengths is its wider reach, which enables refugees to have access to a larger pool of employment opportunities. Additionally, the platform provides accessible information for both refugees and employers in Cyprus who are interested in hiring refugees. Another strength of the platform is its ability to host events that bring employers and refugees together, providing them with an opportunity to meet and discuss potential job opportunities. Furthermore, the platform offers information on the legal rights of refugees in the workplace, which is crucial for ensuring that they are treated fairly and equitably in the workplace.

In addition, the platform provides refugees with access to vocational and language training programs, which enhance their skills and abilities, making them more attractive to potential employers. Finally, the platform offers training to employers who are interested in hiring refugees, which focuses on presenting the benefits of hiring refugees and tools in order to support them in the workplace.

Despite its many strengths, the platform also has some weaknesses that need to be addressed. One of its key challenges is its inability to generate interest from employers who are not willing to hire refugees. Additionally, the platform is limited to only beneficiaries of international protection, which restricts its reach and impact. Finally, beneficiaries of international protection are restricted by law to specific sectors, which limits their options in the Cypriot labor market and hinders their integration into society.

Overall, the platform has been successful in connecting refugees with potential employers and providing necessary resources for refugees to succeed in the workforce, but it is limited by factors outside of its control.

III HOMES FOR HOPE	
Website	https://uncrcpc.org.cy/en/
Address/City/Region	Polyviou Dimitrakopoulou, Egkomi, Nicosia
The service goes under	<ul style="list-style-type: none"> House dimension
How many years is the service active?	Since 2019
Objectives of the service	<p>“Hope For Children” CRC Policy Centre undertook the establishment and operation of private children’s shelters for the accommodation and support of unaccompanied children in cooperation with the Social Welfare Services (SWS). The shelters are co-funded by the SWS and the European Funds Unit of the Ministry of Interior.</p> <p>The shelters were built with the goal of giving unaccompanied minors more than just a place to stay. Instead, they were created to offer the children multidisciplinary, all-encompassing services that would cover all facets of their daily life and meet all of their requirements, with an emphasis on providing psychosocial assistance and legal advice to unaccompanied</p>



	<p>children. Minors are eligible for this program until they reach the age of 18, as soon as they do so they are required to vacate the shelters.</p> <p>The shelter in Nicosia is co-funded by the Asylum, Migration and Integration Fund (90%) and the Republic of Cyprus (10%).</p>
<p>Service provision for UAM or young migrants</p>	<p>The shelters can accommodate up to 75 children who are legally the Director of Social Welfare Services' legal voluntary guardians.</p> <p>Specific objectives of the service include:</p> <ul style="list-style-type: none"> - Effective child safety and protection; - Specialized legal services; - Constant counselling and psychosocial support; - Developing strategies for long-lasting family reunification, assessment, and tracking down solutions; - Assistance with the phase of adjustment from adolescent to adulthood; - A coordinated and thorough review of each child's background using an individualized method.
<p>In which way the service supports concretely the path towards autonomy for UAM and young migrants?</p>	<p>The services offered are multidisciplinary and holistic. The three major pillars that support the shelters' operational structure are divided into groups according to the services they offer:</p> <p><u>Services for rehabilitation</u></p> <ul style="list-style-type: none"> - Gathering social history and personal care information - Helping with the age assessment process - Legal and social counselling services - Psychological counselling, support, and therapy (were deemed necessary). <p><u>Legal and social counselling services</u></p> <ul style="list-style-type: none"> - Supporting access to the public education system; Facilitating access to education; - Access to private schools; - Psychological support; - Language classes (Greek, English, etc.); - Educational Activities (art, drama, dance, etc.); - Educational Seminars (sex-education, human rights, anger management, hygiene, etc.); <p><u>Services for lasting solutions</u></p> <ul style="list-style-type: none"> - Investigating the possibility of placement in foster care; - Family tracing and assessment; - Legal and social counselling services; - Possibility of family reunification with relatives in other EU member states (Dublin regulation). <p>Assistance with the processes of inclusion into the local community throughout the transition to adulthood; psychological support or specialized treatment.</p>



Hope for Children's shelters support young Unaccompanied Asylum Minors (UAMs) by offering a variety of programs aimed at equipping them with as much knowledge and skills as possible during their stay. This enables the UAMs to better transition out of the shelters and integrate into the labor market and host nation. However, these facilities have limited capacity for housing unaccompanied minors, which means many UAMs are unable to access the aid and services offered by Hope for Children.

IV. SEMI-INDEPENDENT LIVING PROGRAMME	
Website	https://www.uncrcpc.org/project/semi-independent-living-programme/
Address/City/Region	Lemesou Avenue 75, Strovolos 2121, Nicosia
The service goes under	<ul style="list-style-type: none"> House dimension
How many years is the service active?	Since 2019
Objectives of the service	<p>For unaccompanied minors, "Hope for Children" CRC Policy Centre manages semi-independent living arrangements. This program helps kids develop the knowledge and experience necessary to successfully transition from childhood to independence and maturity, in addition to addressing their immediate fundamental needs.</p> <p>The shelters were built with the goal of housing unaccompanied minors and meeting their basic needs, including food, clothes, and healthcare. Unaccompanied children from the age of 16 and above who wish to participate in the particular program may do so maximum until they reach 21 years of age.</p>
Service provision for UAM or young migrants	<p>The shelters were built with the goal of housing unaccompanied minors and meeting their basic needs, including food, clothes, and healthcare. Access to education, recreation, and specialized services including social, legal, and psychological support should all be made available. They implement programs to integrate and socially include the group of beneficiaries.</p> <p>Up until the date of the discussion (2022), Hope for Children continues to run the Semi-Independent Living Program to help unaccompanied minors who they consider need further assistance to successfully transition to Cyprus's society.</p>
In which way the service supports concretely the path towards autonomy for UAM and young migrants?	<p>The shelters were established with the goal of giving UAMs who have reached maturity additional support. With the help of this service, UAMs who reach the age of 18 remain supported by the organization until they are able to support themselves.</p>

★ Service review

The Semi-Independent Living Programme's shelters provide crucial support to young Unaccompanied Asylum Minors (UAMs) through a comprehensive range of services designed to equip them with the necessary knowledge and experience during their stay. As a result, UAMs are better equipped to transition out of the shelters and integrate into the labor market and host society. Unfortunately, these facilities have limited capacity, which means many UAMs are unable to access the extensive



resources and support that they could have received if they were able to stay in the Semi-Independent Living Programme's shelters.



2.3 GREEK STAKEHOLDERS

The methodology approach chosen in Greece by the two organizations participating in the project, ARSIS and CECL when implementing the research activities was based on the implementation of **four study visits and four focus groups separately**. The information gathered was produced and analysed by both organizations.

The empirical research gave a clearer idea of the issues at hand. In this context, the team conducted four study visits in stakeholders' workplace and four focus groups with professionals involved in the integration of unaccompanied minors into the labour market, in order to receive direct information on the job market issues

The interviewee's sample comprised a total of 21 stakeholders, 5 males and 16 females aged 30-60 years old.

Sampling decision relate to the selection of non-governmental organizations (NGOs) and their professionals as well as the sample size. Due to the heterogeneity of the NGOs the judgment sampling was followed, based on the judgment of the researcher, so as to draw valid and reliable conclusions. As such, it was considered appropriate for this qualitative research to include some of the largest and most recognized non-profit organizations that provide housing and education supporting the integration of unaccompanied minors into the labour market.

In addition, emphasis was put on the selection of NGOs that employ a large number of professionals directly involved in supporting unaccompanied minors (e.g., social workers, teachers, labour consultants) and planning integration projects for unaccompanied minors.

Below there can be found the analysis of the four services found in Greece.

I. APOSTOLI	
Website	https://mkoapostoli.com/
Address/City/Region	Heras 8 & Despos Sehou, 11743, Athens,
The service goes under	<ul style="list-style-type: none"> • House dimension • Social dimension • Other: Education
How many years is the service active?	Since 2010
Objectives of the service	Apostoli was founded in 2010 by the Holy Archdiocese of Athens in the form of a non-profit civil organisation with humanitarian, developmental and educational activities with both nationally and internationally. The objective of "Apostoli" NGO extends beyond the dynamic activity in the field of social care, health, and culture, to activities in the fields of environment and new technologies, both in Greece and abroad.
Service provision for UAM or young migrants	<p>Responding to the objectives of the European Refugee Fund, Apostoli contributes into providing services for unaccompanied minors by establishing and operating an Accommodation Facility in Agios Dimitrios for 20 people.</p> <p>The Accommodation Facility for Unaccompanied Minors "Estia" offers reception and accommodation services for 20 asylum seekers/ refugees. Furthermore, the Facility aims at providing psychological support and advice</p>



<p>on their social integration, creative engagement, primary medical care, Greek language and computer courses. Unaccompanied minors participate in a wide range of sports, cultural and environmental activities held through the cooperation of “Apostoli” and Holy Archbishopric of Athens with the local community. Additionally, the Accommodation Facility, apart from accommodation services, provides psychological support and advice on the social integration of the hosted people, Greek language and computer courses.</p> <p>Furthermore, the unaccompanied minors are engaged in a wide range of sports, cultural and environmental activities, which are ensured via the cooperation of Apostoli and Archbishopric of Athens with bodies of the local society. An electronic database is also in operation, facilitating the follow-up procedure of the individual cases of refugees so as to have measurable results in terms of their integration.</p> <p>Also, Apostoli gives the immigrants living in Athens, irrespective of origin and religion, the opportunity to be acquainted with the Greek language and get familiar with the Greek customs to have thus easier access to the labor market and to improve their lives. The Greek language, history and civilization is a channel for the social integration of the immigrants living in Greece. The program “Greek Language – Greek Civilization” is designed by special educators and is divided in beginners’ and advanced courses for the state exams of the Greek Language Certification and is supported by the initiative “Defteri Patrida” (Second Homeland).</p>	<p>Offering reception and accommodation services, psychological support and advice on their social integration, creative engagement, primary medical care, Greek language and computer courses, sports, cultural and environmental activities to 20 unaccompanied children, aged 6-18.</p>
<p>In which way the service supports concretely the path towards autonomy for UAM and young migrants?</p>	<p>Offering reception and accommodation services, psychological support and advice on their social integration, creative engagement, primary medical care, Greek language and computer courses, sports, cultural and environmental activities to 20 unaccompanied children, aged 6-18.</p>

★ Service overview

The services provided to minors generally met their needs for autonomy, but the participants identified a gap in training for technical skills development that would help minors succeed in education. They also highlighted the need for better follow-up to ensure minors have access to customized education programs and support in their housing situation. The absence of a guardianship network was noted as a concern, as it used to provide valuable assistance with best interest assessments and accessing resources such as asylum, healthcare, education, and mental health support.

II. ELIX	
Website	https://www.elix.org.gr/
Address/City/Region	Veranzerou 15, 10677, Athens
The service goes under	<ul style="list-style-type: none"> ● Social dimension ● Other: Education



How many years is the service active?	Since 1987
Objectives of the service	ELIX is a Civil, Non-Profit Company, founded following the initiative of Ms. Eleni Gazi, current Chairwoman of the Board, to promote volunteerism in Greece and since then implements actions in areas such as environmental protection, the preservation of cultural heritage, the promotion of culture and social cohesion.
Service provision for UAM or young migrants	<p>ELIX has been providing non-formal education activities to refugee children aged 3-17. More specifically, the non-formal education programme, titled “All Children in Education”, is implemented by ELIX in Attica and Peloponnese regions since September 2021 with support and funding from UNICEF. It is the continuation of the successful “Learning for Integration Project: Quality Learning and Non-Formal Education for Refugees and Migrant Children in Greece”, which was implemented from March 2019 to August 2021 in Greece, supported by UNICEF, IOM and DG HOME and benefited refugee and migrant children, aged 3-17, and their parents.</p> <p>The purpose of the ACE Project is to ensure that all children, refugees and immigrants of school age including unaccompanied minors, will have access to the official Greek education system, that they will be smoothly integrated into the school community and that school dropouts will be eliminated, or reduced to a minimum. The ACE Project focuses on children, refugees and immigrants between the ages of 3 and 17 and includes Greek and English language courses, mathematics and natural sciences, remedial teaching and psychosocial activities.</p> <p>In order to ensure that children are best prepared for and supported in Greek school, the programme offers Greek, English and Science/Mathematics lessons, psychosocial support activities, as well as homework support.</p> <p>ELIX in numbers:</p> <ul style="list-style-type: none"> - 3 Homework and Creative Activities Centres; - 1 Education Coordinator; - 15 Educators; - 2 Social Workers; - 1 Psychologist; - 8 Interpreters <p>The programme is implemented in ELIX Education Centre in Patision 20-22 Str, Elefsina and Korinthos Refugee Camps and in the wider Peloponnese geographic region. +</p>
In which way the service supports concretely the path towards autonomy for UAM and young migrants?	Offering Greek and English language courses, Science and Mathematics lessons, psychosocial support activities and homework support to refugee children, aged 3-17, of which there are many unaccompanied minors.

★ Service overview



The organisation aims to support refugees by offering a range of services, focusing on strengthening the reception and temporary accommodation facilities for newly arrived members of the group of beneficiaries. It provides comprehensive and targeted reception, accommodation, and support services, giving priority to unaccompanied minors. Additionally, the organisations offer supplementary services, such as occupational therapy and skill development, to aid in the creative engagement and socialisation of refugees.

To support the wellbeing of refugees, the organisation also prioritises strengthening social and psychological care facilities and provides psychological support services through personal sessions, psychodrama groups, and other targeted actions. The organisation's social integration services aim to develop personal and social skills, assist with practical issues, and manage difficulties related to integration. The organisation also follows up on the progress of its beneficiaries and facilitates unaccompanied minors' access to education, including the Greek school system.

III. IRC	
Website	International Rescue Committee Hellas The IRC in the EU
Address/City/Region	Zalokosta 4, 10671, Athens
The service goes under	<ul style="list-style-type: none"> • Work dimension • House dimension • Social dimension
How many years is the service active?	Since 2015
Objectives of the service	<p>IRC operates in Greece since 2015, offering employment services, psychosocial support, mental health services, child protection, women empowerment and protection, advocacy etc. IRC is directly committed to support UAMs in their transition into adulthood through the development of life skills, including employability support, combined with counselling and career guidance.</p> <p>The employment related programmes started in 2017 and they are implemented either by IRC or in close cooperation with other partners</p> <ul style="list-style-type: none"> - Supporting people who would like to start their own business. Offering individual counselling and training on entrepreneurship. - Career counselling to people who would like to get a job in Greece or who would like to set a short- or long-term personal employment plan, or employment related training. - Supporting people who seek for employment or re-integration to the labour market. - Counselling on reintegration to the education (formal and non-formal) systems. Identifying the existing gaps between their previous education and their current or future employment plans. - General empowerment of the targeted population aiming to overcome existing barriers (Linguistic, social etc).
Service provision for UAM or young migrants	As IRC runs Child protection programs, they generally work with teenagers.



	The employment services address also the needs of young people who are soon to reach the age of adulthood and are interested in the possibility to start their own business or finding a job opportunity.
In which way the service supports concretely the path towards autonomy for UAM and young migrants?	<p>UNICEF and other organisations (IRC included) run programs with fields visits in various businesses and workspaces, where UAM have met people in the working environment, have interviewed them and got a clearer picture about how different working sectors function.</p> <p>There have also been visits in museums, cultural centres, shops etc. These experiences are valuable for the UAMs and stimulate them when thinking about future educational and career paths. They also help them to connect to the hosting community and this is a very important aspect of understanding and subsequently feeling more included.</p>
Other important information	IRC has a stable cooperation with DEREE (DEREE - The American College of Greece) where UAMs are informed about the scholarships that the Institution offers and how they could have access to them.

★ Service overview

The International Rescue Committee (IRC) Hellas started operating in Greece in 2015, in response to the unprecedented number of people arriving in the country.

Since the beginning, IRC has provided support and protection services to people living in camps and urban settings. Directly, or in collaboration with partners, they have provided shelter, emergency supplies, safe transportation, access to water, sanitation and hygiene facilities, vital, reliable, and up-to-date information, protection for people with vulnerabilities, mental health and psychosocial support, as well as employability services to refugees, asylum-seekers and other vulnerable individuals in Greece.

They gained experience since then and they cooperate into a strong network. The network works to a certain extent and the common mission is to help people whose lives and livelihoods are shattered by conflict and disaster, to survive, recover and gain control of their future.

Since August 2019, IRC Hellas has been implementing a child protection program in Athens, which aims at supporting unaccompanied children -16 years old and above- to become self-reliant and transition smoothly into adulthood, in line with the best interests of each child.

IV. ADAMA Job Centre	
Website	https://adamajobcenter.crs.org/
Address/City/Region	Athens
The service goes under	<ul style="list-style-type: none"> • Work dimension • Social dimension
How many years is the service active?	The operation of the Adama integration centre was launched in December 2021.
Objectives of the service	The Adama Centre provides in person and remote employability and social services support to asylum seekers and refugees in Greece. The



	<p>ADAMA Job Centre aims to improve the accessibility of refugees to the Greek labour market and, on the other hand, to make it easier for employers to reach a new potential workforce through which they could meet their employment needs and create a more inclusive working environment.</p> <p>Their platform has been designed to offer a user-friendly online tool enabling employers to identify suitable candidates for their open positions and jobseekers to search and apply for those vacancies.</p>
Service provision for UAM or young migrants	They mainly work with families (single parents) of refugees or migrants but in general they work with many young people.
In which way the service supports concretely the path towards autonomy for UAM and young migrants?	<p>The preparation for entering the labour market is related both with the preparation of their cv, or for an interview but also with things that they need to learn, such as Greek language lessons, (The ADAMA centre refer to other organisations).</p> <p>Services like vocational training that we are not offering in our centre, we try to offer through cooperation with other NGOs.</p>
Other important information	<p>There is a need to explain to refugees the general European framework and then present the Greek specificities. In general, what information is needed depends a lot on the countries of origin of the people and their social experiences, adapting the approach each time. It is important that while speaking with people from various cultural backgrounds, that one analyses also the legal framework related to them and then adapts programs and sessions to these needs.</p> <p>Social skills are very important for job integration. Each person is a carrier of certain cultural and behavioural codes.</p> <p>So, during the sessions in ADAMA, not only they try to explain the Greek reality but also the employment reality of the country. They also discuss with the various cultural communities in order to understand better their cultural codes and avoid possible misunderstandings.</p>

★ Service overview

The platform adamajobcenter.crs.org is expected to function as a user-friendly online tool that will allow employers to identify suitable candidates for job vacancies and for those interested to search and apply for these vacancies.

The platform also includes a section with available training seminars or workshops, with the aim of gathering this kind of information and encouraging private sector companies and other institutions to offer tailored training opportunities to refugees, which will equip them with more skills when entering the Greek labour market. The platform provides training and job-related glossaries to gain basic job-related language skills.

The process being followed in their employment services is based on the next steps: First, the beneficiary registers in the centre, either directly, through referrals, or by calling a help line, and then an available officer speaking their language takes on. Initially, they do a profile assessment and then



prepare the CV. If they already have one, they just spend some time revising it. After this step, the job searching process starts.

The employment officers start searching job announcements, to find one fitting for their profile. Once the matching takes place, they start the preparation sessions: interview preparation and from time to time they meet with the beneficiaries in order to do the job searching together. Sometimes this process is problematic when people lack IT skills and do not understand what they see on the screen and do not speak either Greek or English. In such cases, the employment officers work alone.



2.4 ITALIAN STAKEHOLDERS

The methodology approach chosen by the Italian organization, CESIE, to gather the necessary information regarding the services mapping was based on the combination of **four study visits and interview/focus group discussions**.

Interviews and one-to-one discussions were performed instead of focus groups due to the holiday season at the time of the research process. The interviews with the relevant stakeholders were one-to-one in two study visits, and in the other two cases, they were conducted with two service representatives per study visit.

The interviewee's sample comprised a total of 6 individuals, 4 males and 2 females aged 30-70 years old.

The sample represents a diverse range of stakeholders i.e., stakeholders working within public services and representatives of NGOs which allowed to gather information from different perspectives, contributing to the quality of the results and obtaining a holistic point of view. CESIE decided to implement discussions with actors of the local networks in Sicily which are rather new and with whom there was no possibility of exchange in the past, in order to acquire new information and build new long-lasting relationships.

Below there can be found the analysis of the four services found in Italy.

I. Polo Sociale Integrato Palermo	
Website	https://www.facebook.com/PoloSocialePa
Address/City/Region	via Monfenera 134, Palermo
The service goes under	– Work dimension
How many years is the service active?	Since 2021
Objectives of the service	Polo Sociale Integrato is a relative new service available for UAMs and young migrants in the city of Palermo. The service falls under other actions of a more complex project financed by the Asylum, Migration and Integration Fund (FAMI) of the Ministry of the Interior, co-financed by the European Union, named “SUPREME”. The goal of the service is to provide information and resources to individuals who are searching for employment. The service includes workshops, training sessions, or one-on-one meetings with a career counsellor or job coach with the help of an interpreter. The goal of job orientation is to help individuals understand the current labour market, identify their strengths and skills, and develop a job search strategy that will increase their chances of finding employment. The service provides information on CV writing, interview preparation, job search resources, and networking strategies. The objective is to empower job seekers to make informed decisions and increase their chances of finding a job that matches their skills and goals.
Service provision for UAM or young migrants	The service is designated primarily for UAM or young migrants.



In which way the service supports concretely the path towards autonomy for UAM and young migrants?	The service provides job orientation which is an important step in the career journey of young migrants and can help them navigate the challenges of finding employment in Italy. The service also tries to match the job demands of the young migrants and the opportunities on the market,
Other important information	The service offers translation and interpretation services for UAM and young migrants that are not very articulate in Italian. Language skills are very important in the Italian job market because most of the jobs need at least some basic knowledge of the language.

★ Service review

The “Polo Sociale Integrato” is supported by Regione Sicilia, the regional authority that is responsible for the job market policies and opportunities for the young people that are excluded by the market. The cooperative that is implementing the service, “Asante”, has a very long experience in the reception system and manages also reception centres.

The service is relatively new and its employees are full of enthusiasm. The focus on the matching of UAM and young migrants demands with the local job market is quite new and it allows more secured encounters with employers and businesses for the UAM.

The main weakness is the precarious nature of the service: since Polo Sociale Integrato is linked with the “SUPREME” project it is not possible to foresee how long the service will be available for after the end of the project. This underlines the difficulties that emerge from the lack of long-term planning and service management from the institutions due to lack of funding and prioritisation of making access to employment sustainable for people coming from vulnerable groups.

II. A.P.S. Tutori e tutori volontari di minori stranieri non accompagnati Palermo	
Website	https://www.tutorivolontaripa-ag-tp.it/
Address/City/Region	apstutricietutorim.s.n.a.palermo@gmail.com
The service goes under	<ul style="list-style-type: none"> • Work dimension • House dimension • Social dimension
How many years is the service active?	Since 2017
Objectives of the service	<p>“A.P.S. Tutori e tutori volontari di minori stranieri non accompagnati Palermo” is an association founded with the idea of providing training, support and advocacy for legal voluntary guardians in the city of Palermo. Legal voluntary guardians for UAM often lack the experience and the knowledge to understand and support the needs of the minors they are supposed to guide and protect.</p> <p>The legal guardianship of minors is a very important aspect of the national law regarding UAMs. The establishment of the position, dating back to 2017,</p>



	<p>was meant to help the UAMs that have just arrived in Italy to face the challenges of integration and protection.</p> <p>The main goal of the legal guardians of this service are to provide care, protection, and support, and to help the UAM reach their full potential. The guardians have the responsibility to protect and care for the minor, and to ensure that their basic needs are met. This task is met by providing a stable and structured environment for the minor and preparing the UAM for adulthood, including helping them to develop life skills and independence.</p> <p>The guardians may also provide opportunities for education, recreation, and socialization for the UAM.</p>
<p>Service provision for UAM or young migrants</p>	<p>The association was created by a group of active citizens who had embarked their experiences as voluntary guardians for UAMs. The main function and provision for UAMs is to reinforce the network among voluntary guardians and create peer-support processes through which UAMs paths towards autonomy have a greater success and sustainability.</p> <p>The service is meant directly for UAM. Some voluntary guardians extend their mentoring also after the coming of age of the minor.</p>
<p>In which way the service supports concretely the path towards autonomy for UAM and young migrants?</p>	<p>The main tool the association uses is reinforcing the network of voluntary guardians while advocating for policy changes at the local and regional level. The role those voluntary guardians have for the lives of UAMs is significant considering that they can represent a link with adulthood and life in their new country. The legal voluntary guardians of this association have a very important experience with UAMs and young migrants, they understand their challenges and problems, and they are able to tackle the obstacles the UAM may encounter especially related to the legal aspects.</p>
<p>Other important information</p>	<p>The constant changes in immigration law in Italy and the lack of an organic policy framework that supports voluntary guardians in their day-to-day activities has made it quite difficult to create sustainable and substantial paths for UAMs.</p>

★ Service review

“A.P.S. Tutrici e tutori volontari di minori stranieri non accompagnati Palermo” is a voluntary association and this might constitute a good value for its independence but also a weakness for its lack of funds. The members are all very experienced local voluntary guardians and their idea was to provide services directly to other voluntary guardians and therefore to UAM too. This association is the leading one in the Sicilian context and it is important to note that it faced various problems especially from the beginning of the covid-19 emergency situation.

The association has the goal to cover key issues for UAM as housing, employment, health and to support them on other social issues. Their main problem is surely funding, since the role of legal guardian, even though official, is not provided with any financial support from the state. UAMs and other asylum seekers face numerous challenges that are often unknown to the general public, hence



the need for a different approach by the voluntary guardians. The members of the association have a critical view of the reception system and have different points of view that might be of interest for lawmakers and social projects.

III. Sportello Busy Marsala	
Website	https://progettobusy.it
Address/City/Region	via Omero 5, Marsala (TP)
The service goes under	<ul style="list-style-type: none"> • Work dimension • House dimension • Social dimension
How many years is the service active?	Since 2022
Objectives of the service	<p>Marsala, the city where the Sportello Busy functions, has a very broad history regarding UAMs. The number of UAMs in the city is very large and in the past the social services of the city were not always able to meet the needs of this new population. The opening of the services provided UAMs and their voluntary guardians with new services and support.</p> <p>The service was created through the BUSY project, aiming at developing in the Sicilian territory the public administration's competences concerning the reception, orientation and social integration of migrants.</p> <p>The project, coordinated by the ASP of Trapani, falls under the Asylum, Migration and Integration Fund (FAMI) of the Ministry of the Interior, co-financed by the European Union. Apart from the office of Marsa, there were also offices in the cities of Palermo, Corleone, Pantelleria and Siracusa. The service consists in a drop-in centre that offers legal advice, housing and orientation support, job careers orientation and also support for school enrolments and health services.</p>
Service provision for UAM or young migrants	<p>The service is entrusted to very expert professionals, active since many years in the field of UAMs and migrants' reception. Even though not particularly funded to meet the economic needs of its beneficiaries, the Sportello Busy offers counselling and facilitation to UAM and their voluntary guardians.</p> <p>The service was imagined for UAMs and their legal voluntary guardians and decided to extend its services to other groups of beneficiaries as well due to the lack of similar provisions.</p>
In which way the service supports concretely the path towards autonomy for UAM and young migrants?	<p>"Sportello Busy" is a rather new service offered by the municipality of Marsala to help UAMs, young migrants and their voluntary guardians to better integrate in the new context of this small town which has a very large number of UAMs. The beneficiaries of the service are UAM in the reception system but also young migrants that have left the reception services and are looking for new opportunities in the area of the city. As a central organization that all third-country nationals pass through upon arriving in Marsala, it offers a holistic approach to the support and the mentoring of UAM and</p>



young migrants in fields such as housing, schooling, job orientation, health access etc.

★ Service review

“Sportello Busy” in Marsala was created in 2022, as part of a larger local project developed also in the Sicilian centres of Palermo, Pantelleria, Corleone and Siracusa. The first goal of this project was to provide UAM and young migrants with holistic support, training also their legal voluntary guardians and offering a different approach to the public services, available in Italy to a general public that often has different needs from third-country nationals.

The service in Marsala, which is quite different from the other BUSY drop-in centres, is very well integrated in the municipality services and offers legal and psychological support, always with the help of an interpreter. The three professionals employed by the service are expert in the field of supporting UAMs: they have a deep understanding of the situation of the beneficiaries, and they are also very able to navigate the hardship of the bureaucracy, often a big obstacle to the integration of UAMs.

IV. Moltivolti Social Cooperative	
Website	https://moltivolti.org/
Address/City/Region	Via G.M. Puglia, 21 – Palermo
The service goes under	<ul style="list-style-type: none"> • Work dimension • House dimension • Social dimension
How many years is the service active?	Since 2014
Objectives of the service	<p>Moltivolti was founded on 24 April 2014 by a group of 14 people from 8 different countries - Senegal, Zambia, Afghanistan, Bangladesh, France, Spain, Gambia and Italy - who from that date animate a project designed and structured to offer dignity, citizenship and value starting from diversity.</p> <p>The restaurant/coworking space since 2021 has been joined by 3 other spaces that, with a different but complementary offer, promote the same universe of values: the Altrove café-bar, the Barconi ice-cream parlour and the Sopra guesthouse. At the same time Moltivolti through its activities as a social enterprise activated different projects that foresaw among other things:</p> <ul style="list-style-type: none"> – Labour inclusion of people with a vulnerable background through internships and activities directly involving them in the enterprises’ process. – Enhancing and valorising the informal network in order to trigger social infrastructural processes in the Ballarò district and to foster the socio-economic revitalisation of the city of Palermo.



	<ul style="list-style-type: none"> – Offering an accompanying service will to associations of immigrants and those who want to open an association. – Stimulating the acquisition of autonomy of young people with a migration background through a multidimensional intervention that meets their needs and supports them in all the relevant dimensions of inclusion in the host society
<p>Service provision for UAM or young migrants</p>	<p>The services offered by the social enterprise are related to the acquisition of autonomy for the UAMs and young migrants through the projects that they have been running. Specifically, they have created a social housing program that is directed to people exiting the reception system and are in need of support mechanisms, while offering them educative and labour inclusion opportunities.</p>
<p>In which way the service supports concretely the path towards autonomy for UAM and young migrants?</p>	<p>The social enterprise, being a subject that can directly offer labour opportunities to UAMs and young migrants, among the other project-based services that are available tries to cover structural gaps present in the region of Sicily and the city of Palermo. Through their different activities they try to bring a holistic approach into accessing to work integration, focusing also on the educative processes that are necessary for that to be achieved.</p>

★ Service review

Moltivolti as a social enterprise highly depends on funding from external resources in order to be able to offer a set of services and activities in the local context of Palermo. That being said, lack of consistency in funding, highly influences the possibility for such services to be active and sustainable through time. While the efforts that are being given by the members of the social enterprise are targeting the development and offer of a holistic approach in the actualization of such initiatives it is not always possible to guarantee e continuity in their actions.



2.5 SLOVENIAN STAKEHOLDERS

The methodology approach chosen by the Slovenian organization EPEKA to gather the necessary information regarding the services mapping was based on the combination of **four study visits and interviews/one-to-one discussions**.

Interviews and one-to-one discussions were performed instead of focus groups due to the holiday season at the time of the research process. The interviews with the relevant stakeholders were one-to-one in two study visits, and in the other two cases, they were conducted with two service representatives per study visit.

The interviewee's sample comprised a total of 6 individuals, 2 males and 4 females aged 40-50 years old.

The sample represents a diverse range of stakeholders (i.e., stakeholders working within public services, representatives of NGOs, self-organized groups, etc.) which allowed to gather information from different perspectives, contributing to the quality of the results and obtaining a holistic point of view.

Below there can be found the analysis of the four services found in Slovenia.

I. SGLŠ POSTOJNA	
Website	https://sgls.si
Address/City/Region	Tržaška 36, 6230 Postojna
The service goes under	<ul style="list-style-type: none"> • Work dimension • House dimension • Social dimension
How many years is the service active?	Since 2016
Objectives of the service	It is currently the only service that offers holistic support to groups of UAM in Slovenia. UAMs live within the SGLŠ dormitory, where they are receiving complete support (accommodation, food, psychosocial services, additional support related to education and working opportunities, integrational and leisure activities, etc.). Within the project, UAMs collaborate with the experts available to provide additional support and guidance in all key areas of life.
Service provision for UAM or young migrants	Psychosocial care, taking care of different aspects that might be forgotten when the doctors examine UAMs prior to their admission to the dormitory. They offer a wide range of leisure activities, integration on all levels as well as communication with them. For those already having refugee status, they also provide opportunities for international mobilities they can attend to improve their social skills and participation.
In which way the service supports concretely the path towards autonomy for UAM and young migrants?	They support the beneficiaries to achieve autonomy in various ways; e.g., UAMs help with the planning and preparation of meals, UAMs learn how to look for student jobs independently, and they are taught how to write requests for an exit permit. etc. The service has an excellent approach to ingraining UAM responsibility and independence, which are obviously very needed competencies, for the moment that they reach the age of 18 and



	will not be considered minors anymore, having less access to support mechanisms.
Other important information	During the discussion it became evident that the people interviewed have a broad knowledge of how to deal with UAMs, how to offer them support, and how to set boundaries simultaneously. It's very obvious that they work towards ways of empowering UAMs with skills and competencies that are going to benefit them once they come of age and will be considered from a legal point of view, independent. Another important aspect is that due to their direct experience in working with UAMs, they have great knowledge of how the support mechanisms work will keeping a critical mindset towards the system, the national and European policies, and the UAMs themselves.

★ Service review

This service is basically the only one that offers holistic support to the largest number of UAMs residing in Slovenia, equipped by experienced staff members. One of the strong points of this service work is the fact that they are constantly in contact with UAMs, which means that they know them well, identify their needs and respond to them within the framework of their activities and their work.

It is also important to note that the staff working with UAM understands the importance of working in the best interests of the child and demonstrates a good knowledge of the system as well as criticism towards it. Another positive aspect is that they work in a way that guides UAMs towards autonomy and responsible behaviour, as well as accepting the consequences of their actions.

On the other side, a large part of the UAMs considers Slovenia a transition country, which makes the organization's work more difficult when it comes to providing UAMs with long-term support, not knowing whether or not a minor will stay when they arrive. The people participating in the discussion cited the lack of interpreters as a weakness.

II. AMBASADA ROG	
Website	https://ambasada-rog.si
Address/City/Region	Aljaževa 28, 1000 Ljubljana
The service goes under	<ul style="list-style-type: none"> • Work dimension • House dimension • Social dimension
How many years is the service active?	Since 2016
Objectives of the service	Rog Embassy is an organization of refugees, workers and activists from all over the world. Together they struggle against all forms of exploitation: from police violence on the borders to systemic racism in government offices and workplaces. For this purpose, they opened a community centre where they can hang out, cook, organise, and help each other in different ways. In all this, they strive to be as financially independent as possible, as they believe their goals should be formed in the community itself and they



	<p>do not wish to be dictated by state sponsors. Their primary focus is not supporting UAMs, but throughout their work they often collaborate and offer support to young migrants.</p>
<p>Service provision for UAM or young migrants</p>	<p>Their organization has been active over the period of last 7 years; they are not primarily service-oriented, instead, they use it as a means of getting in contact with people and building trust relationships. Mostly they deal with aspects that other groups or organization do not: they work with undocumented people and those who have had their asylum request denied, people who are detained at the expulsion centres or previously detained and now released; i.e., the people that have been rejected by the asylum system and do not have any support network left.</p> <p>Their work includes the drafting of official complaints for the conditions in which migrants live, looking for apartments, paying the rent, and other fundamental aspects for the survival of those in need. For documented migrants, they work towards improving work conditions either by creating pressure towards employers through existing unions or by supporting individuals to search for new jobs. Arguably the most important service they offer is a social space, where people can come for food, and coffee and socialization.</p> <p>Unlike public services, which were underequipped to manage a big number of requests from immigrants, this organization benefits from new people who want to stay for a longer period of time. In terms of logistics, it is actually helpful for them because it makes it easier to organize.</p>
<p>In which way the service supports concretely the path towards autonomy for UAM and young migrants?</p>	<p>As mentioned above, the organization does not focus on providing service or working with specific groups of beneficiaries, but among the groups they interact with there are also UAMs and young migrants. They do a lot of advocacy activities and they have an inclusive approach which characterizes their identity.</p>
<p>Other important information</p>	<p>The idea behind this organization was to start from the involvement of Slovenian nationals in order structure the implementation of activities, while transferring the knowledge to migrants and starting a movement, which would foster and enhance the knowledge. In the way that the processes work, the people of various backgrounds that become involved understand and participate in the actions while exercising various competences and becoming more proficient in the language.</p> <p>They try to include the migrants in several different activities they implement and support especially the people who have been with them in the long term realize that they are also holding knowledge to be transferred to others.</p>

★ Service review

This organization offers services of a different nature of action from the standard ones, actually, the members of the organization are very critical towards the system in which they operate and act independently, which on the one hand - especially from a financial point of view - limits in some way the extension of the scope, but on the other hand, it allows them to remain autonomous by working outside the system and to incorporate activism and advocacy into their work.



Because of the nature of their organization, they do not have a set of activities to implement or offer, instead, they mostly try to build social bonds and directly respond to the needs they see, which is an approach that can always be implemented and can positively affect the beneficiaries and their current needs. The work of the Rog Embassy is considered an excellent example of good practice in intercultural cooperation and integration, having a positive impact on the migrants who work within it and offering them equal opportunities outside of the theoretical approach.

Conversely, they are limited with financial resources as they are not receiving funds from the state or participating in EU-funded projects.

III. SLOVENSKA FILANTROPIJA	
Website	https://www.filantropija.org
Address/City/Region	Cesta Dolomitskega odreda 11, 1000 Ljubljana
The service goes under	<ul style="list-style-type: none"> • Work dimension • House dimension • Social dimension
How many years is the service active?	Since 1992
Objectives of the service	<p>Slovenska filantropija is a leading organization in the field of migration in Slovenia, which naturally made them gain a lot of experience and identify and put in use many good practices. The organization has been dealing with migration since its conception; it has expanded its mission during the war in the Balkans in the 90ies, during the so-called refugee crisis, and lately, in response to the arrival of refugees from Ukraine, etc.</p> <p>They provide a wide variety of services: advising, giving information, advocacy, orientational programs for people with refugee status, operating a day centre, assisting with educational processes and looking for volunteers to teach Slovenian. All these programs have long-term activities as they are a part of the public social security programs.</p>
Service provision for UAM or young migrants	They are not specifically focused on working with UAMs, but they include migrant children and young migrants within their activities: assistance with learning, collaboration with schools, organization of leisure activities, activities organized within the day centre, etc. They have prepared the “Handbook for legal representatives of unaccompanied and separated children applying for international protection in the Republic of Slovenia”, which gathers so much relevant information for the legal representatives, as well as gives the reader an in-depth knowledge about UAMs, migration, policies, etc.
In which way the service supports concretely the path towards autonomy for UAM and young migrants?	As mentioned above, they currently do not work with UAM, although they previously did, given that UAMs are now mostly placed in Postojna. However, they do work with young migrants; they offer orientational programs (programs for newly arrived migrants), offer individual support and group activities, implement various activities within their daily centres as well as link migrants with volunteers (e.g., for learning assistance).



Other important information	Slovenska filantropija is definitely a leading organization in the field of migration in Slovenia, as well as the e.g., field of volunteering. They have many years of experience working in the field of migration - they were established in 1992 and have worked on this topic ever since-, they run Pro-Bono health services and have offices in various areas of Slovenia.
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★ Service review

The organization has a long track record of responding quickly and appropriately to societal challenges; in particular to migration challenges. Their vision is to address key social issues and to support migrants in various key areas of life: help them in finding housing, and employment, support in getting to know the local environment, health, and social systems, etc. As with the vast majority of organizations, the problem is certainly funding; i.e., dependence on publicly available funds and tenders, on which the number of staff and the implementation of programs depend.

IV. KRIZNI CENTER ZA MLADE CELJE	
Website	https://www.csd-slovenije.si/csd-celje/krizni-center-za-mlade-celje/
Address/City/Region	Ipavčeva ulica 8, 3000 Celje
The service goes under	<ul style="list-style-type: none"> • House dimension • Social dimension
How many years is the service active?	Since 1998
Objectives of the service	<p>The aim of the centre is to help children and adolescents up to the age of 18 who, due to personal hardship or coming from conflicting environments, are received and supported in this center, either because of unbearable conditions at home (maltreatment, abuse, alcohol, etc.), because of resistance to parents for various reasons, parental rejection, problems at school, personal and emotional disabilities, difficulties in processing towards independence, etc.</p> <p>Children and adolescents have access to appropriate information on the options available to them to deal with their distressful situations, as well as the possibility and the right to decide independently on any of the solutions offered. Their work is guided by the Convention on the Rights of the Child, and children are given the opportunity to make choices according to their maturity and abilities. Crisis Centre mainly provides accommodation for the necessary period until the asylum status decision of UAM is resolved.</p>
Service provision for UAM or young migrants	<p>Crisis Centre, founded in 1998, offers specialist first social assistance and psychosocial care to 6 to 12 years old children. Changes in migration flows had an influence on the number of services offered, however, due to the relatively small number of cases in Slovenia, quality was not impacted.</p> <p>They work mostly with UAMs between the ages 6 to 12 years. For such minors, there are no special provisions in Slovenia. They cannot be in the asylum centres, nor in the Centre for foreigners in Postojna. By the International Protection Act, they have to be accommodated elsewhere. According to the Social Work Centre, they can be relocated to the facilities</p>



	functioned by the organization. At the moment of the research (2022) they were hosting one UAM, while they have hosted three of them coming from Afghanistan in the past. It should be noted that the number of UAMs who choose to stay in Slovenia is relatively low, therefore they are considered experienced stakeholders.
In which way the service supports concretely the path towards autonomy for UAM and young migrants?	Their work involves the initial treatment, accommodation and an assistance plan. Their services are designed to facilitate autonomy. Minors respect the house rules, they determine their own personal goals and pursue their performance in the school system. After school, the daily action plan is created and tasks are agreed upon, such as homework and cleaning dishes or washing clothes. The emotional condition of individuals is regularly discussed, and minors are clearly informed of the expectations. The process is aimed to fulfil the agreements that were made initially together with the Social Work Centre.
Other important information	The service is not primarily meant for UAM but due to the situation, they include young UAM (6-12 years old) into their facilities. The centre is a part of a Centre for social work.

★ Service review

The organization is focused on helping UAM reach autonomy, which is a very positive aspect. Moreover, the fact that UAMs are staying at the centre with other children from different backgrounds, makes their inclusion easier, while giving them the opportunity to learn more about Slovenian culture, language, etc. Their main goal is to empower people to be able to use the newly learned skills on their own.

As the representative of the centre said *“The biggest problem is an undefined and unclear system. It is unclear which competent services are involved and how. For example, it is unclear which institution should provide medical care or financial benefits. Moreover, if there is suspicion about human trafficking, the jurisdiction is different”*, which also influences their work and opportunities.



3. CONCLUSIONS

The gathered data during the performance of the study visits, one-to-one discussions and/or focus groups brought valuable information regarding the five nationals' context in regards to the work, social and house dimensions for the paths towards autonomy of UAMs.

The key findings from the twenty study visits in Austria, Cyprus, Greece, Italy and Slovenia reveal that there are a lot of organisations offering a range of services to UAMs and other groups of beneficiaries that support directly or indirectly their access to the labour market. It is undeniable that work integration is significantly connected to services related to the work dimension but the research showcases that contemplator actions surrounding social and house dimensions can play an important role for its success.