

REPORT

CONCEPT OF PILOT ACTION

D.T3.1.1

04 2021





KEY FACTS

Project partner	<i>Work for Refugees</i>
City, Country	<i>Berlin</i>
Contact person (for pilot action)	Markus Pleyer, Afsané Bouzrina, Reem Derhalli
Name of pilot (as in application form)	
Focus of the pilot (as in application form)	<input checked="" type="checkbox"/> <u>Labour market integration</u> <input type="checkbox"/> Social integration and cohesion <input type="checkbox"/> both
Planned duration of pilot	Start date: April 2021 End date: September 2021
Short summary of the concept (max. 500 characters)	To put more focus on integrating refugee women in the labour market. This could be achieved by better understanding their needs with the aim of providing them with the appropriate consultation and offering them suitable entry opportunities into the labour market.



CONTENT

1. Description of the existing situation / Contextualization of the process (max. 2000 characters)

- What is the existing situation?
- Which problem, challenge, and observation does the pilot react to?
- Is the pilot a new project/service or implemented with an already existing project/service? If implemented: What is the added value?

The existing situation has become more challenging due to the Corona pandemic; hence, the rising need to use technology, the limited job opportunities and the limited face-to-face language courses and qualification opportunities which are deemed more efficient by our target group. All these factors contribute to make our pilot project more challenging.

We had to transform the face-to-face workshop into online modus. As expected, some problems ensued and needed to be addressed. The preparations for the coming workshops will consider addressing more aspects especially the technical ones on the side of the target group.

The project is implemented within an already existing project (work for Refugees) which helps refugees, men and women better integrate in the host societies through setting a foot in the labour market, which is a very challenging endeavor. Hence, we support our clients till they achieve this aim.

On the other hand, this Pilot aims at setting more focus on refugee women and empowering them and fostering their integration in the labour market because it is even more difficult for them than their men counterparts due to many reasons. This could be achieved by better understanding their needs with the aim of providing them with the appropriate consultation and offering them suitable entry opportunities into the labour market.

2. Definition of the target group(s) (max. 1500 characters)

- Who does the pilot want to reach (e.g. refugees, locals, as well as other stakeholders)?
- What are the special needs of the target group?
- How can a diversity of stakeholders be involved?
- How are the target group(s) reached?

The pilot reaches out to refugee women who have difficulties integrating in the labour market. This group needs a lot of support and help to achieve this goal.

We have the privilege to work under the umbrella of the (Paritätischer Wohlfahrtsverband) which is a welfare association with its headquarters in Berlin, and they support us in reaching many stakeholders. We, in turn, strive continuously to forge new cooperation partners and this is important in this field of work.



We are able to reach the target group through many paths directly or indirectly:

- *recommendations from other clients because of good experience they had with our project*
- *our good reputation*
- *online registration*
- *clients sent from cooperation partners and other organisations*

3. Description of the pilot (max. 2000 characters)

- Which kind of pilot action was chosen?
 - How is the agency of refugees respected?
 - How refugees are concretely involved and made protagonists? How is the access to resources and the voice of refugees enabled?
-
- The pilot was chosen as a service within an existing Project (Work for Refugees). The idea is to benefit from the services the host project offers to set more focus on women and to offer them intensive orientation (IAM method has been developed for this aim) and more focused support to facilitate their integration in the labour market.
 - The agencies that help refugees are very well respected and highly evaluated especially the ones that are funded; hence, their services are free of charge and voluntary (no costs and no vouchers required). Their services are indispensable and are highly needed by refugees.
 - The refugees are per se involved being the target group. Their voices and opinions are very important and are continuously listened to in the form of feedback (casually in everyday conversations and formally through written feedback forms). Through feedback their needs and expectations are considered and reflected upon, which helps estimate to what extent the services succeed to cater to their needs efficiently and appropriately. This, in turn, helps to enhance the performance and the services offered.
 - The women participants are planned to be approximately **(40 – 60)** refugee women
 - The number of Workshops (trainings) scheduled from March till October are **6**: four of them are planned for women only- and two for both men and women.
 - The number of women who are expected to take part in each workshop is **(5 – 10)**
 -



4. Goals of the pilot (max. 1500 characters)

- What are the goals of the pilot?

The **main goal** of the project is: “more integration of refugee women in the labour market”.

To achieve this goal, however, a number of measures and activities are being developed and implemented. The first step is offering orientation, motivation for the target group. The next steps are offering actual support. Of course, there is no size fits all in this approach. Therefore, group as well as individual measures are tailored, continuously developed, tried, tested, and reflected upon and developed.

5. Measures and activities (max. 2000 characters)

- What measures are taken to achieve the goals?
- What are success indicators, key figures, milestones? How can the results of the pilot be measured?
- Which sequence of steps are to be taken?

The measures and activities taken that are expected to lead to achieving the main goal:

A. offering **group orientation** to the target group

Workshops:

- A gradual matching method (IAM) has been developed, starting from a personal view into the labour market to overcome the barriers faced by refugee women in comparison to opportunities native women have.
- In the guidance phase, techniques of gamification (Ice breaking) and emotional psychology (motivation) are then used to bring about more focused attention in the input phase.
- In the third and final phase, the candidates are **motivated** to reflect on and become aware of their resources and competencies in order to develop conscious and informed choices upon the entry into the labour market.



B. Individual consultations- help to motivate, inform the target group and help them set achievable and reasonable goals and sustainable short-term and long-term plans.

C. Assisting and supporting women in the actual **application processes-** assist them with the CVs, cover letters and online applications for: jobs, internships, qualification opportunities or vocational training. More efforts are exerted to look for opportunities that are more suitable for women.

Success indicators: (The numbers will be provided in the final report)

- The number of workshops that are carried out
- The number of consultations offered to women
- The number of opportunities women have access to through this service (jobs, qualification opportunities, vocational training, Internship, or voluntary work)

6. Timeline

- Include a schedule of the pilot (including milestones)

- Description of **IAM** method for orientation and goal planning (a series of interactive group-orientation workshops)- **May 2020**
- Pretest of the method in workshops with the clients - **June to September 2020**
- Concept development based on orientation impact - **currently until February 2021**
- Implementation of a virtual consulting office for contactless training- **February to April 2021**
- Productive phase/evaluation- **April to September 2021**

7. Definition of responsible actors (max. 1500 characters)

- Which actors are responsible for the pilot?
- Who will implement the pilot?
- Are there cooperation partners?

Markus Pleyer: project coordinator

Afsané Bouzrina: project employee

Reem Derhalli: project employee

Cooperation partners: WiA Büro Spandau, WiA Büro Lichtenberg, BENN Mitte,
Mittelhof e.V.



8. Possible problems or difficulties (max. 1500 characters)

- Which problems or difficulties are possible when implementing the pilot?
- How does COVID-19 affect the pilot? Is a Plan B necessary?

We have already faced some difficulties regarding this pilot mainly through the Corona pandemic. The first step we had to do is to convert the face-to-face format into an online Workshop, trying still to endorse and keep the interactive and creative aspect of the workshop. Still in the first application some problems arose. Thus, we needed to reflect to find suitable solutions to encounter them in the next workshop. The main measure that we have to take is to focus on a homogeneous target group for each workshop which means more time for preparation needed to accommodate the Workshop accordingly:

- Technology: The group of women had very limited access to computers and Mobile phones. They had to share mobile phones – solution: We need to ensure each participant had access to technology with good internet connection.
- Language/translation: We had two languages with two simultaneous translations at the same time: Arabic and Persian which created a sort of chaos and the translation needed double the time- Solution: one native language will be planned for the target group.
- Timing: The pace in the online version of the workshop seems to run slower because of extended clarifications needed to clarify the steps online - Solution: We need to skip some steps especially the rather time-consuming ones and accelerate others.
- Literacy: most of the women were illiterate or with little education they did not need all the scope of information we presented as well as the activities that required a certain amount of writing and reading and basic technological skills- Solution: the content needs to be tailored for the practical needs of the target group. We may need to ask the participants to send us their CVs beforehand.



9. Sustainability (max. 1500 characters)

- What is the sustainability of the pilot?
- How can the pilot or the methods be used after the end of the pilot or the project?

The concept of the project is in itself flexible, sustainable, and transferrable. It has become an essential part of our work and it is really needed by the target group and is expected to yield positive results.

The IAM method is also applicable as instruction and orientation method and can well be used in general orientation as well as in workshops in other themes within our work.

It will definitely be used furthermore after this pilot and will be applied for women, for men, younger people who are looking for vocational training, older people, and other groups as needed and can be modified accordingly.

10. Transferability (max. 1500 characters)

- How can the results or the experiences of the pilot be transferred to policymakers, general public like citizens, experts, etc.?

The data, the statistics and the concrete results will be presented to the stakeholders in the final report. They will, on the light of these results, decide if they need to endorse and apply the pilot project as is or in different forms, or for different target groups who are in need of guidance and support.

11. Short film (video) (max. 1500 characters)

- Which steps are planned to create the short film of the pilot?

Currently, due to the Corona pandemic situation, it would be even more difficult to create a film especially with women who usually avoid being filmed. We will try to film parts of the online workshops, but if the participants do not agree, a compilation of photos, slides and Audios will be assembled and made into a film.