

# D23 – Local Research Report - Italy

WP2: Research & Needs Analysis



## **Harnessing the Potential of Migrant Women as Integration Experts [INTEGR8]**

### **Work Package 2: Research & Needs Analysis *D23 – Local Research Report for Italy***

Prepared by Formazione CO&SO Network

**Project Title:** Harnessing the Potential of Migrant Women as  
Integration Experts [INTEGR8]

**Project Number:** HOME/2015/AMIF/AG/INTE/9101

## FINDINGS OF THE LITERATURE REVIEW

### 1. Country: ITALY

#### 2. Overview of the national context

In Italy, the debate on integration started in the mid-nineties, following the development of the migratory process. It is only with the issuing of the Law 40/98, called Turco-Napolitano that a general integration policy is outlined. The Law 40/98 defined three objectives: counteracting illegal migration and the criminal exploitation of the migratory flows; implementing of precise policies concerning legal entries, which must be programmed and regulated; setting up realistic integration paths entries for new immigrants and foreigner residents in Italy.

(<http://www.camera.it/parlam/leggi/98040l.htm>).

In 2001, a new Law, called Bossi-Fini, amends the Law 40, introducing repressive measures, and cuts drastically the budget for integration. The Bossi-Fini Law 189/2002 bases its regulation of migration on the redefinition of residence permits through the introduction of a residence contract, which establishes a close link between employment and residence permit, restrictive clauses for the long term permit of residence, restrictive right to family reunification and a more repressive policy towards undocumented migrants through the indiscriminate use of compulsory repatriation (<http://www.parlamento.it/parlam/leggi/02189l.htm>).

#### Statistical Data by National Institute for Statistics

The non-EU foreigners holding a residence permit in Italy on 1st January 2016 were 3,931,133. The most relevant citizenships were: Morocco (510,450), Albania (482,959), China (333,986), Ukraine (240,141) and India (169,394). The share of long-term permits was continuing to grow. In 2015 they were 2,248,747 and in 2016 they were 2,338,435, representing the largest part of the regular presence (59.5%). The new inflows of non-EU foreigners are continuing to decline. The decrease in the new permits has affected more women (-4.8%) than men (-3%). In the period the new permits issued for work decreased strongly both in absolute terms (-35,312) and relative terms (-62%), in 2014 they represented 23%, while in 2015 represent only 9% of the new permits issued. Instead the permits for asylum and other humanitarian reasons continued to grow both in absolute terms (+19,398) and relative terms: in 2015 represented 28.2% of new inflows, while in the 2014 they were 19.3% and in 2013 were 7.5%. From 2011 to 2015 the acquisitions of citizenship of non-EU citizens increased rapidly: in 2011 they were 50 thousand, in 2015 they were almost 159 thousand. 42% of acquisitions of citizenship in 2015 involved people who had previously the nationality of Morocco (32,448) and Albania (35,134). From 2014 to 2015 the acquisitions of citizenship for marriage reasons were decreasing: in 2014 they were 14% of total acquisitions of citizenship while in 2015 they represented 9%. This decrease has affected mostly women (from 25% to 16%). (Istat, [Non-EU citizens: presence, new inflows and acquisition of citizenship; Reference period Years 2015-2016; date of publication 29 September 2016](#))

**3. Indicate the range of integration programmes/projects/initiatives aimed at migrant women available** (e.g. language/ citizenship/other training and courses; workshops, events and trips; civic, social and recreational opportunities; support including volunteer support, APL and recognition of previous qualifications. Please note whether these are open to all migrant women or whether specific criteria apply, e.g. for third country national or refugee women only etc.

Italian Law 40/1998 (ART.40) states some measures to facilitate the migrants integration process and it lists all activities that Italian Public Institutions, in collaboration with private associations/organizations working in the field of migrants, have to develop in order to support migrants living in Italy.

“The State, regions, provinces and municipalities, also in collaboration with the associations of foreigners and with the authorities or public and private entities of the countries of origin, facilitate:

- a) the activities undertaken in favor of foreigners legally residing in Italy, also in order to organize training courses about the language and culture of origin;
- b) the disclosure of any relevant information useful for the positive integration of foreigners into Italian society, in particular concerning their rights and duties, the various integration opportunities and personal and community

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growth offered by the government and by the associations as well as for the possibility of a positive reintegration in the country of origin;

c) the implementation of agreements with associations regularly registered in order to involve foreigners, with a residence card or a residence permit valid for not less than two years, in quality of intercultural mediators in order to facilitate relations between the different administrations and foreigners belonging to different ethnic, national, linguistic and religious groups;

d) the organization of training courses to prevent discriminatory, xenophobic or racist conducts for operators of public and private bodies who have regular contact with foreigners .

A migrants integration support is also represented by the Migrants Integration Portal (Live and work in Italy): it is a project co-financed by the European Fund for Integration that was born under the coordination of the General Directorate of Immigration and the Ministry of Labour Integration and Social Policies. The Migrants Integration Portal is a collaborative effort between the ministry of Labour and Social Affairs, Ministry of Interior and Ministry of Education, University and Research. The portal has a section to help migrants in the search for the local and national services.

Housing: organizations that offer assistance in finding accommodation, information relating to personal development and growth initiatives and financial support, together with a number of useful links.

Employment: useful information about employment and vocational training opportunities.

Language: National education system and private associations providing different options to foreign citizens living in Italy to attend free courses to learn the Italian language. The Permanent Territorial Centers for Education and Training in Adult Age (CTP) are public institutions, in which state teachers operate, also supported by experts and external collaborators, to provide cultural, educational and training activities to adults. The Italian language courses of the CTP also include civic education information concerning citizens' rights and duties.

Intercultural mediation: organizations providing useful information on the intercultural mediation services that are active in Italy.

Minors: The presence of foreign minors in Italy is a constant and continuously growing phenomenon. Among the foreign minors present in Italy, a significant component is represented by unaccompanied foreign minors. All foreign minors in Italy, irrespective of their entry procedures within the national territory, are protected by the rights enshrined in the New York Convention on the Rights of the Child signed in 1989. Organizations provide in particular the following services: Psycho-Educational Support; Socialization Activities; School support; Cultural exchange initiatives.

Health care: in order to favour integration and promote a correct access to services by foreign citizens, two key problems must be faced: language and culture represent a hindrance, considering that the approach to the human body and to diseases is different in every country, and is often extremely different from ours. In each section there is a database with contact details of several Italian organizations providing support and information for migrants about: education and training; intercultural mediation services; start up support; services for minors; health care; etc.

<http://www.integrazionemigranti.gov.it>

**4. Successes/issues (including those identified through awards, publications, external evaluation reports or events etc. ) relating to:**

a. the planning and delivery of integration measures aimed at migrant women in general and those specifically aimed at supporting and facilitating social and civic participation

The female component of the immigration represents in Italy more than half the foreign resident population. The migrant woman plays the role of mediator between her family and the outside world, starting from school and from offices and public services. However, there are still not in Italy specific policies in response to the progressive feminization of migration and the studies/surveys on gender migration are still few.

**(Co-authors , 2015 "DONNA E STRANIERA" about the condition of the foreign women in Italy. Roma).**

b. engagement and social/civic participation of migrant women on integration measures

[See a.]

c. funding of integration measures aimed at migrant women

In addition to the European Programme AMIF there are other forms of financing at national , regional and local level. Generally the State is responsible on input flows, conditions of legal stay, contrasts to irregularities and expulsion while Regions have full competence in social integration policies. To implement these policies the Regions often externalize some services involving Institutions/Association working in the field of integration of migrants.

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Here below the Italian financing authorities involve in funding projects and initiatives addressed to migrants:

MINISTERO DELL'INTERNO (AUTHORITY RESPONSIBLE FOR FAMI FUND)

<http://www.interno.gov.it/it/temi/immigrazione-e-asilo>

MINISTERO DEL LAVORO E DELLE POLITICHE SOCIALI (AUTHORITY DELEGATE FOR FAMI FUND)

<http://www.lavoro.gov.it/temi-e-priorita/immigrazione/Pagine/default.aspx>

REGIONS

They manage all aspects of social integration of foreigners, such as social services, education and housing .

<http://www.rivistaaic.it/ultimi-atti-del-conflitto-tra-stato-e-regioni-tra-immigrazione-e-integrazione-degli-stranieri.html>

<http://www.avvisopubblico.it/home/immigrazione/gli-interventi-delle-regioni-in-materia-di-immigrazione-analisi-di-dettaglio/>

### **5. Any identified gaps/unmet needs in relation to supporting the integration of migrant women**

#### **Language**

Many publications and studies consider the knowledge of the language one of the most relevant problem concerning the female integration/ socialization process. To solve this problem it should be useful to support women providing a widespread presence of Information desks offering services that can help migrants facing the integration problem .

#### **Labour Market**

Moreover several problems are connected to the Labour Market. To face the obstacles to enter to the labour market the necessary services to achieve full occupation- employability of immigrant women should be: Quick process for the recognition of diplomas and qualifications; Skills assessment; Job orientation promoting sometimes the female entrepreneurship too. This supporting services can reach the following results: Increase the reflection of each participant on itself, on its technical and transversal skills acquired in their own personal experience, training and professional in order to achieve an effective positioning and / or repositioning the world of work (match demand - job);

Acquire cognitive awareness, emotional and social in order to address or rather make choices appropriate to their personal and professional path.

#### **Socialization**

Difficulties to weave important relationships with Italian citizens.

[http://www.generefemminile.it/pdf/Relazione\\_Donna-e-straniera.pdf](http://www.generefemminile.it/pdf/Relazione_Donna-e-straniera.pdf)

<http://www.solcosrl.it/in-evidenza/item/4-donne-immigrate>

### **6. Identified skills, topics and/or learning outcomes with relevance and/or transferability to Integr8 (identify areas of relevance as appropriate e.g. engagement, the Migrant Integration Expert curriculum content, the Train the Trainer curriculum content, the toolkit, dissemination, sustainability etc.**

About content of the Expert curriculum

- 1.Foreign individual reception
- 2.Relationship between migrants/supporting services
3. Recognizing skills and Validation of competencies
4. Gender perspective

### **7. Summary of data used with links/references to relevant websites/reports etc.**

- Campani, G., 2007 “Migration and integration in Italy: A complex and moving landscape”, Firenze, Università degli Studi di Firenze.
- Istat, Non-EU citizens: presence, new inflows and acquisition of citizenship; Reference period Years 2015-2016; date of publication 29 September 2016
- Co-authors , 2015 "DONNA E STRANIERA" about the condition of the foreign women in Italy. Roma
- Barbagli M., 2007 “1° Rapporto sugli immigrati in Italia”, Roma, Ministero dell’interno
- Coordinamento e Supporto attività connesse al Fenomeno Migratorio , 2008 “Un fenomeno complesso: il lavoro femminile immigrato”, Roma, INPS
- OECD (2014), Jobs for Immigrants (Vol. 4): Labour Market Integration in Italy, OECD Publishing.

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- Lea Battistoni - Samia Oursana 2012, 1° Rapporto sull’associazionismo delle donne immigrate in Italia, Venezia, Fondazione Nilde Iotti
- International conference, 2013 “Integration: Knowing, Measuring, Evaluating”, Roma, Istat
- Italian Parliament: <http://www.camera.it>
- Italian Government: <http://www.integrazionemigranti.gov.it>
- Italian Minister of Foreign affairs: <http://www.interno.gov.it/it/temi/immigrazione-e-asilo>
- Italian Ministry of Labour, and Social Affairs: <http://www.lavoro.gov.it/temi-e-priorita/immigrazione/>

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Annex 1b: **National integration measures\*** for migrant women– examples of best practice  
 (\* e.g. programmes, initiatives, projects, resources, training etc.) (1 page per measure x 3 measures)

<p><b>Title of migrant integration measure</b>  <b>“I’M ACTIVE+ – I AM AN ACTIVE MEMBER OF MULTINATIONAL SOCIETY”</b>  <b>Erasmus+</b></p>
<p><b>Lead organisation details</b> (names, contact details, website etc.)                  Cooperativa ORSO                  ariano@cooperativaorso.it  <a href="mailto:tarantino@cooperativaorso.it">tarantino@cooperativaorso.it</a>                  Via Bobbio, 21/A - 10141 Torino                  Via Spalato, 63/D - 10141 Torino                  Tel. 011 38 53 400 - Fax 011 38 27 054  <a href="http://www.cooperativaorso.it/">http://www.cooperativaorso.it/</a></p>
<p><b>Short description of the best practice</b>                  The project wants to raise employability of women in Europe in the age between 20-64, especially among those with fewer opportunities by improving the level of their key competencies and skills and thus making them more compatible to the needs of the labour market and society in general. The project will enable disadvantaged groups to take part in lifelong learning programmes career guidance and counselling. There are different target groups addressed in project activities:</p> <ul style="list-style-type: none"> <li>• women legal immigrants third country nationals as one of most vulnerable groups in EU area</li> <li>• the professional staff from partner organizations (trainers) with the aim to upgrade their pedagogical and management skills</li> <li>• key stakeholders (employers, institutions with the direct connection to main target group) for developing the effective connections between education and the labour market.</li> </ul> <p>And so the main objective of the project is:</p> <ul style="list-style-type: none"> <li>• to promote the social integration of women who are legal immigrant third country nationals, with special intention to integrate them into the labour market. The project also wants to develop the intercultural dialogue between the mentioned target group and other EU citizens.</li> </ul> <p>All this can be achieved by:</p> <ul style="list-style-type: none"> <li>• developing and upgrading the model of good practice of Slovenian with the process of identification and validation of non-formal and informal learning</li> <li>• some other innovative elements.</li> </ul> <p>To achieve these aims 2 connected intellectual outputs will be prepared:                  (1) Methodology and guidelines for implementation of train the trainers programme                  (2) Curriculum and recommendations of the programme for promoting social integration and development of intercultural dialogue with women third country nationals (stressing their integration into labour market).                  To develop those intellectual outputs several activities will be implemented:</p> <ul style="list-style-type: none"> <li>• 1 short-term staff training programme (15 future trainers)</li> <li>• pilot implementations of the new programme for immigrant women implemented in all project partners countries (5 implementations with inclusion of at least 75 women third country nationals; at least 20 employers who will offer them the work training/ rehabilitation; 5 cultural mediators will participate in all programme implementations;</li> <li>• 5 final multiplier events.</li> </ul>
<p><b>What can we learn from this best practice that is relevant or transferable to INTEGR8?</b></p> <ul style="list-style-type: none"> <li>- Developing and upgrading the model of good practice of Slovenian with the process of identification and validation of non-formal and informal learning</li> <li>- Methodology and guidelines for train the trainer course and Curriculum -Programme for social integration of women -third country nationals</li> </ul>
<p><b>Are there any resources/learning materials which could be used as part of the INTEGR8 Toolkit for Migrant Integration Experts?</b> <i>If yes, please list these resources and comment on the license of the resource, i.e. are the copyrighted or open source resources? Please also provide a link to the resources.</i></p>
<p><b>Links/references to relevant websites/reports etc.</b> <i>Please include relevant web links</i></p>

<https://www.facebook.com/Imactiveplus/about/>

**Title of migrant integration measure**

**SCUOLA DI ALFABETIZZAZIONE IMMIGRANTI (IMMIGRANT LITERACY SCHOOL)**

**Lead organisation details (names, contact details, website etc.)**

*Fondazione Migrantes Diocesana*

Via Luigi Corsi 35

Savona

Tel. 019/804460

[migrantes.savona@virgilio.it](mailto:migrantes.savona@virgilio.it)

<https://www.facebook.com/migrantes.savona/about/>

**Short description of the best practice**

**Description of the activities:**

1. Literacy courses: are held twice a week (4 hours total) and each user attend language in a class group formed by a maximum of 7 persons. The low number of participants enables individualized teaching and the empathic relationship in a group dynamics. The contents, always proposed as response to daily and real situations, aim to offer an overview of the culture and of the "traditional" uses of our country, to suggest deepening reasons and study of the new territorial identity that is experienced. A full immersion which should facilitate learning our language.

2. Course of creativity: courses are taught on various manual activities in 6 lessons 2 hours each and various levels. The goal is to strengthen the creative spirit through the composition of small decorative items (Decoupage, jewellery, clothes, decorative items, flower paper creation and other materials).

3. Cooking course in order to provide the knowledge to prepare dishes digestible, light and typically Italian, and make a comparison with the power supply of other countries. On the other hand, the kitchen is an activity that absorbs 90% of the use of immigrant women, which is why another of the objectives is to promote the integration into the world of Women's work in the field of assistance to persons not self-sufficient, as for example the elderly, sick and children. It is proposed the use and preparation, as well as the conservation of ingredients which, sometimes, are unknown outside our borders.

4. Course of the pack: the purpose of this course is to provide the Fundamentals for the packaging of small articles, and to achieve repairs (aprons, skirts, etc.).

5. Meetings holidays and trips: the common goal of all these activities is to reach a satisfactory aggregation level through dialogue and in the spirit of collaboration.

**Objectives:**

1. To contribute to a conscious and responsible coexistence through the acquisition of a linguistic and relational competences.

2. To mitigate the many needs and initial sufferings transforming them into positive experiences.

3. To Strengthen the individual creative resources in a community context.

4. To develop shared projects in order to unite and encourage interaction with an approach through dialogue.

5. To improve the cultural exchange.

**What can we learn from this best practice that is relevant or transferable to INTEGR8?**

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**Are there any resources/learning materials which could be used as part of the INTEGR8 Toolkit for Migrant Integration Experts? If yes, please list these resources and comment on the license of the resource, i.e. are the copyrighted or open source resources? Please also provide a link to the resources.**

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**Links/references to relevant websites/reports etc. Please include relevant web links**

<https://www.facebook.com/migrantes.savona/about/>

## FINDINGS FROM THE INTERVIEWS WITH MIGRANT WOMEN

This part of the research represents the summarised findings of the data collected by administering questionnaires to Migrant Women. 8 migrant women have been interviewed: 4 by telephone and 4 during a focus group.

### A. BACKGROUND INFORMATION

The respondents Zsofia Jobbagy; Susan Mueller; Kristi Bauer ; Fatbardhe Banushaj ; Varga Jozsefne; Nadia Tahsina Siddique; Elena Ivan; Samanta Dibrani .

Countries of origin: Albania; Bangladesh; Hungary; Germany; Romania; Serbia; United States.

We have taken into consideration also women coming from economical developed countries (Germany; United States) in order to understand if the integration barriers or problems are the same or different.

The most part of the respondents have a good level of Italian Language because they live in Italy from 5 to 10 years. About education/training the most part of the women are low qualified excepted women coming from Germany, United States and Hungary. They are 20 – 55 years old. 4 of them are attending an housekeeping training course organized by FCN.

About their future plans the main goals they want to achieve are finding a Job and/or creating Family.

### B. INTEGRATION

#### 1. What does integration mean to you?

- To be part of the local society ;
- To have friends;
- To have a job;
- To attend school to learn the language and the culture of the host country;
- To be accepted by the other native friends.

*Additional information: for most of them to find a job means a “permanent and regular Job”. They often have irregular employment that’s to say an employment relationship in which the employer makes use of work of workers without granting them any social security coverage, warranty, and provided protection by law, and without paying the taxes required by law.*

#### 2. Can you give some everyday life examples of when you do feel integrated/part of life in this country/area/community?

- At work place;
- When I meet my friends;
- When I go shopping to markets;
- When I go to the coffee shops.
- When I meet native people helping me when I don’t understand the language.

*Additional information: for the most part of the respondents the work place is one of the most useful way to integrate themselves. When they are at work they have the opportunity to know native people and to improve the language. For not working migrant women there is the risk to stay at home and meet only people from the same nationality. This condition represents also an obstacle in learning Italian language.*

#### 3. Can you give some everyday life examples of when you do not feel integrated/part of life in this country/area/community?

- During the Week-end because I can’t stay in my family home with parents;
- When people talks about specific cultural/political topics I don’t feel mine;
- When people assume I don’t speak Italian;
- When people make inappropriate comments thinking that I don’t understand.

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Additional information: the answers refer to knowledge of the language, cultural differences and stereotypes or prejudices.

#### **4. What do you think are the main issues, problems or barriers to integration here?**

- Language;
- Education;
- Making friends;
- Looking for a job;
- Cultural barriers.

Additional information: *for the interviewed women language and cultural barriers are the main issues. All the other barriers (making friends, looking for a job), excepted education, are directly linked to the knowledge of the language and to the understanding of the cultural differences.*

#### **5. What would help you to feel more integrated in this country?**

- To have deeper personal relationships here (a family etc.)
- To Meet people from the hosting country
- To speak Italian in order to understand also the cultural aspects of the hosting country

Additional information: *once again the language is the most important aspect in the integration process and the interviewed demonstrated interest in Italian language courses.*

#### **6. What do you think would help migrant women to feel more integrated in this country?**

- To be more in contact with local people and not only with their own communities / with other migrants
- To meet local women and men in a safe and comfortable setting where they can talk and get to know each other
- To have a family (native husband)
- To have native friends
- Not to live in an area full of other migrants or people coming from the same country of origin

Additional information: *to have more opportunity to know and meet local people and to be open to the hosting community.*

### **C. NEEDS ANALYSIS**

#### **a. Rating of the training needs**

This part of the survey aims to develop a Migrant Integration Curriculum for migrant women. The migrant women have to answer to the questions relating their training needs. For each question they have to give a rate from 1(low level) to 5 (strong level).

The results of the survey about the need analysis can be useful to understand what skills migrant women need. Focusing on the percentage of each response, we can list the main skills migrant women need to improve:

<b>Skill area</b>	<b>Average</b>
Facilitation skills	1,8
Personnel Effectiveness/Self-confidence	2,8
Presentation skills	2,4
Public Speaking in your native language	2,0
Public Speaking in your host country language	2,8
Intercultural Awareness and appreciation	2,3
Working with people from different cultures	2,4
Organisation Skills	2,5
Communication skills	2,9
IT skills – Accessing information Online	1,0
E-learning – Learning through an online platform/video lectures	1,9
Online networking – Online messaging, using skype, etc.	1,0
Managing Challenging People	4,8

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Resolving Conflict in a professional manner	4,8
Resolving conflicts with people from different cultures	4,8

From these average data we can detect that all women need to improve skills in IT sector: the two indicators, IT skills and E-learning, rates 1.6. It means that all interviewed women have no knowledge on Information Technology and that they can understand the importance of these tools to improve communication and to increase the opportunities to find a job.

In order of importance we can list the following skills to be improved and to be included in the Curriculum:

1	IT skills – Accessing information Online
2	Online networking – Online messaging, using skype, etc.
3	Facilitation skills
4	E-learning – Learning through an online platform/video lectures

**b. Common European Framework of Reference for Languages (CEFR)**

The migrant women were asked to list the spoken languages and to evaluate the level using the Common European framework of Reference for Languages.

In order to help some of the women that were not familiar with the CEFR the researcher support them in choose the right level.

- Romanian: Romanian native speaker + Italian C2
- Serbian: Serbian native speaker + Italian (B2)
- Hungarian 1: Hungarian native speaker + Italian (C1)
- Hungarian 2: Hungarian native speaker + Italian (A1)
- American: English native speaker + Italian (C2)
- German: German native speaker + Italian (A1)
- Bangladesh: Bengali native speaker + Italian (C1)
- Albanian: Albanian native speaker + Italian (B1)

**c. Have you ever tried sharing skills, experiences and expertise with others, in an organized matter (i.e. internal trainings)? Please discuss.**

Two of the interviewed women have already shared experiences and expertise, specifically: Training addressed to NEET on how to look for a job in Europe (abroad) and how to write a CV and Teaching English. The most part of the interviewed women demonstrated their will in sharing expertise and experiences with others.

**d. How confident would you be sharing skills with other migrant women in your community?**

About the confidence of the respondents women to share skills with other migrant women of their community, all the respondents have demonstrated the will to help the other women of their community. One of them declared to be able to share her skills.

**e. How confident would you be sharing skills with other migrant women from other migrant communities/nationalities/ ethnicities?**

Regarding the confidence of the respondents women to share skills with women from other migrant community, almost all respondents demonstrated to be not so confident. One of them declared that to share skills with women coming from another community is more difficult because of language barriers. So once again the language barriers seem to be one of the main obstacle to the integration problem although sometimes different communities speak the same or similar language.

**f. If you were to take on this role as an advisor to other migrant women, can you list 3 supports that we could offer you that would help you to feel confident in this role?**

A training on how to deal with people who have difficult life story / trauma, as well as legal framework to deal with administrative/registration/residency permit issues etc.; It would be good, at the beginning, to be supported by a facilitator / expert / psychologist who work already with the target

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group: A help-desk / supervisor would be useful that I can contact when I don't know how to solve a problem; available local people to talk to; walking tours of the city/area where the migrant women are living; a number/person that these women can call if they need help/advice/support; .; go with an advisor, listen to him and see how he manages this situation; many exercises in real life (with a person in charge, who can help me when I have questions).

### **g. Considering the type of training the INTEGR8 project team is proposing, can you please list 3 strengths/qualities/skills/expertise you can share with other migrant women?**

Teaching the Italian language; Explaining how social, healthcare, administrative and other public services work in Italy; advising them on how and where to look for a job and how to prepare for a job interview; supporting in CV and cover letter preparation; giving advises about possible leisure / free time activities they can do in Florence.

**D. INTEGR8:** *Explain that as part of the INTEGR8 project we are going to be training migrant women to support other migrant women in their communities.*

### **a. What support do you think migrant women in this area/ community/ estate need?**

Language training; supporting with administrative / registration / residency permit / healthcare issues; supporting in finding a job; suggesting more occasions to make contacts with local people; information about the use of other ways to communicate with other migrants (with another mother language) – for example a little crash course in English, if they cannot speak English. Lots of supervised exercises

### **b. Are there any specific cultural practices in relation your own culture or the host country's culture that are important for women and women's participation?**

The most part of the respondents doesn't know if there are specific cultural practices in relation their own culture. 4 interviewed women consider the culture quite similar.

### **c. Thinking back to your skills, would you be happy to use your skills to support migrant women?**

All the respondents would be very happy to use their skills to support migrant women.

### **d. Would you be interested in doing some training to support migrant women in your area/ community/ estate?**

Almost all of the respondents are not sure to be interested in doing some training to support migrant women. They answered “maybe”.

### **e. e. If yes, what would you like this training to include?**

The interviewed women suggested the following topics: Italian language; Legal framework (administrative, registration and residency permit issues); intercultural communication; workshops, group discussions and a walk around the area they live in to get to know the area and feel safe.

### **f. f. What support would you be interested in offering to migrant women after the training?**

The respondents suggested the following supports for migrant women after the training: Improving their Italian language skills; support in applying for a job (preparing a CV, preparing for a job interview, where to look for a job, etc.); Organising and proposing them free time activities (cultural visits, events to socialise with locals, etc.); Accompanying them to work placement.

### **g. g. What format of training delivery would you prefer? (please tick one)**

The format training delivery that women preferred are above all the traditional “face to face”, followed by case studies, learner/tutor manual, videos and online forum.

No interest for Online – video lectures, e-learning platform, online resource toolkit and Blended – online lectures supplemented by face-to-face workshops.

### **h. What type of additional training supports would you like? (please tick all that apply)**

The preferred type of additional training supports by women are: case studies, learner/tutor manual; videos and Online forum for networking with peers. No interest for Online platform with resources; Podcasts.

### **i. How much time are you willing to spend on a weekly basis for this training?**

All the respondents preferred to spend for training course between 1 and 3 hours weakly.

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**j. What limiting factors have you faced so far in previous education or training?**

In order of importance the women listed the following limiting factors in previous education/training: time and cost and for women with children childcare.

At the same level of importance all the other factors.

**k. What’s your availability?**

Almost all the respondents prefer the option of the afternoon except one of them who chooses the option of the Saturday morning.

**l. What support would you need in order to participate in the planned INTEGR8 training?**

Just one of the respondent asks for an organized schedule for the next 2 weeks. The other women don’t know what supports they could need.

**m. Are there any specific cultural or traditional practices that support women coming together, supporting each other, etc. Could you describe it and what opportunities exist here?**

One of the respondent gave an interesting suggestion to support women coming together: organise the training in the evening, after work in an informal, familiar-type manner, for example through cooking or eating together. So people are more motivated to come and share their traditions, experience, cultural backgrounds, personal stories. The other women have no particular ideas or suggestions that can be used to support women coming together.

**n. Do you have any other support needs?**

-

## FINDINGS FROM THE INTERVIEWS WITH MIGRANT AGENCIES AND EDUCATORS

The Consortium CO&SO is composed by several cooperatives working in the field of Migrants Social Inclusion in Tuscany Region. Among them the Cooperative Il Cenacolo is one of the most important institution in Florence managing services addressed to migrants. It also manages services funded by the Municipality of Florence. For this reason a lot of respondents to the questionnaire are people working (as staff or as professional freelance) in the services organized and managed by Il Cenacolo. The interviews were: face to face and on the telephone.

### 1. Experience of working with migrant women

#### a. What elements of your work are specifically targeted at supporting migrants/migrant women?

- Individual courses aimed at reaching language, work and housing autonomy.
- Re-integration in the labour market for the long term unemployed women.
- Information about Italian and European legislation on immigration in order to make them aware of their rights and duties
- Information about the services we can enjoy in the territory.

Additional information:

Most of the interviewed migrant workers do not apply measures specifically targeted at women. Generally the activities are tailored to the individual on the basis of he/she skills, education, competences and life experience without a different approach man/woman.

Also the Assessment activity doesn't provide measures specifically targeted at supporting migrant women.

#### b. Highlight elements of your work specifically targeted at supporting integration/facilitating contact between migrant women and host communities.

- Involvement in local activities addressed to women through contacts with associations working in the same area;
- Facilitating access to services with targeted meetings;
- Providing educational activities aimed to the implementation of mutual help relationships among women inside and outside the migrant reception center;
- Supporting their path to autonomy and integration through assistance for the administrative practices relating to their legal status and accompaniment in visiting the different public offices

Additional information:

Generally in the services developed and managed by the Consorzio CO&SO's cooperatives working in the migrant integration field there are not specific services/facilities/activities targeted for women. The main group of women are represented by Intercultural Mediators and for their role they are able to promote a good level of integration between migrant women and the host community.

#### c. What do you think are the main issues / barriers to integration in this area/ community/ estate and are there any issues/barriers which specifically affect women?

Low education level; No professional qualifications; Difficulties in accessing to the labor market; Residence; work-life conciliation services.

Additional information:

According to the interviewed educators the main barriers to integration are represented by:

- the missing sleeps for female workers, a sort of second welcome/hospitality. Many of them perform work as caregiver and have troubles to get a regular contract including residence. Residence is fundamental to benefit of services for citizens.
- the low levels of education in home country and lack of job qualifications affect the integration process of migrants and in particular, for women, there are more difficulties connected to the influence of the culture of origin.

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- childcare: even though there are nursery schools they face problems concerning the “work-life conciliation”;
- sometimes inadequacy of the operators of the public offices. They often haven’t knowledge about the immigration law and often create difficulties even when the law does not provide for.

### **d. What do you think could help to bring migrant and host communities together?**

The respondents think that to help bringing migrant and host communities together the following activities could be essential:

- Giving migrants the opportunity to have access to public services aimed at Italian citizens without any limitation would facilitate this relationship by putting everyone on equal footing.
- Increasing the opportunity of contact and meetings where migrants and people of the hosting communities could share their opinions and know much more about customs and traditions;
- Involving and empowering migrants associations for better organize socialization initiatives.
- Organizing, in the field of education meetings from the primary to the secondary schools inviting parents (Italians and foreign);
- Providing Training courses, basic level too, for several kind of jobs addressed to migrants and Italians, involving also the Enterprises associations which can promote the courses and the qualified people to their associates/members;
- Promoting in the field of citizenship events to promote integration between Italians and migrants;
- Maintaining a continuous dialogue between migrant and workers at the presence of cultural mediators through frequent interviews and group initiatives involving workers and migrants.

### **e. What specific support do you think migrant women in this area/ community/ estate need?**

#### **Does your organisation provide these support?**

Only some organizations give specific support addressed to women.

Generally the support consists in supporting actions within the family to bring out the needs of woman taking into account the woman, the mother and the wife. This support can consist also in a social/family welfare or social benefits to support women in maintaining households or childcare arrangements in order to give them the opportunity to attend language courses and/or to invest time in job research.

### **f. Are you able to provide support with childcare?**

In Italy there are few examples regarding the services aimed to facilitate the “work-life conciliation”. For this reason the training courses addressed to women with sons are usually organized in the morning when the children are at school.

In the PACI Center (Center for refugees and asylum seekers) the educators facilitate and guarantee the possibility to go to school to all the children living in the Paci Center from nursery school until the completion of compulsory education. The Center provides to refund the costs. There is a social worker dealing with us to guarantee that kind of assistance.

In another center there is a self-managed playroom and the educators pay a continuous attention to children present in the structure. Women are supported for the inclusion of their children in Municipal social and educational services.

## 2. Training needs analysis of Migrant Support Workers

- a. **Which skills do you think are the most important to your organisation for delivering services to migrant women? (i.e. communication, intercultural awareness, negotiation, facilitation, conflict management?)**

The interviews mentioned that all educators should attend training courses to improve their competences about: Knowledge of the cultural differences in order to adopt a specific approach depending on countries of origins of the women; Building self-confidence; Intercultural awareness; Communication; Conflict management.

Moreover the educators think that the Associations/agencies/public institutions working with migrants must be very linked to the territory and to the services that already exist for women and for their families. They must facilitate the knowledge of the local area and facilitate access to services (Eg. Access to gynaecological clinic, Access to social secretariat).

- b. **Are there any training or support needs that your organisation has identified that would build your capacity to support the integration of migrant women?**

They respondents think that it could be useful a support in cultural mediation and a family support in order to enable migrant women to attend training courses: the woman participates if children are "settled" (day care centres for children, schools, babysitting services, educational, home, etc).

About training needs they mentioned specific training aimed to increase the intercultural awareness and communication skills, as well as to provide conflict management tools For some of the interviewees it could be interesting to promote meetings with psychologists and anthropologists in order to learn more about the conditions of women in the country of origin.

- c. **Do employees in your organisation have experience of delivering training to migrants? If yes, what type of training have they delivered in the past?**

In the Consortium CO&SO's organisation all training courses are planned by the cooperatives and delivering by Formazione CO&SO Network, the cooperative which has experiences and competences in managing training courses addressed to migrants. Some cooperatives have a group of trainer specialised in the vocational language courses. In many organizations the training is outsourced. Periodically cooperatives organize coordination meeting involving the staff working with migrants during which the most experienced staff provides guidance on how to manage the relationship with migrants.

- d. **Do employees in your organisation have any formal or informal training qualifications? If yes, please mention them here.**

Mainly social educators have qualification in pedagogy or social sciences.

The educators working in the migrant integration service have above all formal training qualifications and they work as Schools facilitators; Intercultural mediators; Access to the Labour Market Facilitators; Teachers; Psychologists; Professional educators; Anthropologists; Counsellor; Lawyer.

- e. **Results of rating the level of competencies of the employees**

This part of the survey aims to rate the level of competence of employees in the organizations involved in the research. The educators/migrant support workers have to answer to the questions relating their competences. For each question they have to give a rate from 1(low level) to 5 (strong level).

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Skills	Average of the rating
Communication Skills	4,1
Facilitation Skills	3,5
managing group dynamics	3,6
Presentation Skills and Public Speaking	4,1
Intercultural Competence( Awareness and Appreciation)	3,5
Conflict Resolution	3,0
IT Skills	2,8
E-tutoring – being able to access learning materials online and to facilitate training in a fully online/blended environment	4,0
Organisation Skills	4,3
Managing Challenging People	4,1
Assertiveness	4,1

All the migrant support workers give a rate to all competences listed above. The self-evaluation regards 8 migrant support workers.

**f. If you were to complete the INTEGR8 Train the Trainer programme, what topics do you think should be included in the curriculum; so that you would be confident in supporting migrant women completing the Migrant Integration Expert curriculum**

Knowledge of the local context: services mapping and public access to them;

Need analysis: analyse the previous experiences and valorise the acquired competences of the migrants in order to plan a social and professional integration.

Foreign languages: Language barrier may lead to loss of confidence, depression, and withdrawal.

Lack of Italian knowledge is the main barrier to employment for many migrants

Communication;

Different Culture norms: cultural barriers are a burden for migrants looking for a job.

Knowledge of Labour Market Information

Job Search Skills: the exercise and process of job search in other countries are not easy. Many migrant job seekers do not know how to prepare a Cv or a cover letter. They do not know how to market themselves as well as sell their skills and experience in the labor market. Immigrant job seekers normally cannot compete with mainstream applicants in a job interview.

**g. Under the assumption that you or another employee from your organisation would like to participate in the INTEGR8 Train the Trainer Programme, please answer the following questions:**

The most part of the respondents preferred the face to face training methodology. Few people are interested in methodologies connected to the IT technologies , perhaps due to a low level of IT skills. About the type of training supports the educators are interested in testing all additional supports with a preference for the cases studies. The interviewees are willing to spend on a weekly basis between 1 and 3 hours. Only one respondent preferred to attend training between 3 and 5 hours. About the time to attend training sessions the respondents preferred the morning and the evening.

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**Annex 3b: Log for Recording Interviews with Migrant Support Agencies/ Educators**

	<b>Organisation Interviewed</b>	<b>Name of Interviewee(s)</b>	<b>Job Title of Interviewee(s)</b>	<b>Website of Organisation</b>	<b>Date &amp; Location of Interview</b>
1.	Centro Polifunzionale P.A.C.I.	Melissa Marchi	Vicedirettrice Centro Polifunzionale P.a.c.i	<a href="http://politichesocioabitativo.comune.fi.it/stranieri/index.html">http://politichesocioabitativo.comune.fi.it/stranieri/index.html</a>	06/02/2017
2.	Cooperativa Il Cenacolo	Elisa Baldini	Educator working with women	<a href="http://www.coopcenacolo.it">www.coopcenacolo.it</a>	22/02/2017
3.	Cooperativa Il Girasole	Gabriella Lelli	Educator	<a href="http://www.coopilgirasole.it">www.coopilgirasole.it</a>	09/03/2017
4.	Cooperativa Il Cenacolo	Claudia Cultraro	Expert in planning projects addressed to migrants	<a href="http://www.coopcenacolo.it">www.coopcenacolo.it</a>	16/02/2017
5.	Madonnina del Grappa	Rossella Landriscina	Trainer	<a href="http://www.madonninadelgrappa.org">www.madonninadelgrappa.org</a>	15/03/2017
6.	ACLI Toscana	Silvia Cherubini	Trainer	<a href="http://www.aclitoscana.it">www.aclitoscana.it</a>	15/03/2017
7	Municipality of Florence	Paola Travaglini	Labour market orientation; Support in the elaboration of CV; vocational guidance.	<a href="http://www.comune.fi.it">www.comune.fi.it</a>	15/03/2017
8	Mestieri	Marco Antonucci	Educator, Trainer	<a href="http://www.consorzioromero.org">www.consorzioromero.org</a>	14/03/2017

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**INNOVATIVE SOCIAL AND CIVIC INCLUSION METHODOLOGIES**

<p><b>Title of migrant integration measure</b></p> <p>Centro di orientamento formazione ed integrazione sociale per donne immigrate (EN: assessment, training and social integration for migrant women) Sportello donna</p>
<p><b>Lead organisation details</b> (names, contact details, website etc.,)</p> <p>Cooperativa Servizi &amp; Formazione Viale Dei Normanni 131 88100 Catanzaro Tel. 0961/752260 – 333/7364735</p>
<p>Short description of the best practice (include any key features as appropriate, e.g. aims, objectives, design features, curricula design and/or content, training, how implemented, resources such as toolkits, websites etc.)</p> <p><b>Aim of the project</b></p> <p>The project aims to provide orientation services, training and social integration addressed to immigrant women. Sportello donna is an open space that wants to offer migrant women an opportunity to meet and to know the public and private services that the city offers, with a view facilitating the difficult relationship with another culture.</p> <p><b>Description of the activities</b></p> <ul style="list-style-type: none"> <li>- General information about social care, home, health care, education, socio-cultural orientation and family reunification;</li> <li>- Advice on legal problems - renewal of residence permits, family reunification, possibility of obtaining permission for work or convert it to work, etc .;</li> <li>- Information on job opportunities for those who urgently need to find a job or who wants to improve working conditions;</li> <li>- Information on training opportunities - from basic Italian courses and advanced professional training to improve the employment status;</li> <li>- Support for job search - implementation or review of curriculum vitae, coaching, job interview, job search mode;</li> <li>- Information on associations in order to meet other immigrant and Italian women;</li> <li>- Psychological counseling to process the emotional issues arising from the experience of migration (Loneliness, alienation, frustration, desire to communicate and express themselves, etc.);</li> <li>- Recreational and educational activities for the school children of non-Community women who turn to the Centre to facilitate the social integration of children and integrate them culturally;</li> <li>- Certified translations of documents, possibility to send fax, email, or make telephone calls to make appointments with other services or with potential employers.</li> </ul>
<p><b>What can we learn from this best practice that is relevant or transferable to INTEGR8?</b></p> <p>-</p>
<p><b>Are there any resources/learning materials which could be used as part of the INTEGR8 Toolkit for Migrant Integration Experts?</b> <i>If yes, please list these resources and comment on the license of the resource, i.e. are the copyrighted or open source resources? Please also provide a link to the resources.</i></p> <p>-</p>
<p><b>Links/references to relevant websites/reports etc.</b> <i>Please include relevant web links</i></p> <p><a href="http://www.serviziformazione.it/index.php?pag=orientamento">http://www.serviziformazione.it/index.php?pag=orientamento</a></p>

<p><b>Title of migrant integration measure</b></p> <p>Programma INTEGRA</p>
<p><b>Lead organisation details</b> (names, contact details, website etc.,)</p> <p>PROGRAMMA INTEGRA S.C.S. Registered offices: Via Assisi, 78 - 00181 Rome</p>

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Short description of the best practice (include any key features as appropriate, e.g. aims, objectives, design features, curricula design and/or content, training, how implemented, resources such as toolkits, websites etc.)

Programma integra carries out projects aimed at promoting social inclusion of migrants and refugees; encouraging cooperation, knowledge and innovation among social professionals; involving the Community in the challenge of integration; supporting institutions to implement measures of social inclusion addressing migrants and refugees.

Our projects consist of:

- Vocational training courses, inclusion in the labor market of migrants and refugees, including foreign unaccompanied minors;
- Intercultural mediation;
- Social mediation service in the field of housing;
- Refresher and training courses for social professionals;
- Information and awareness raising activities on intercultural dialogue, anti-discrimination and rights of citizenship;
- Research, exchange of best practices and creation of strategic partnerships on migration issues.

Programma integra cooperates with public institutions, Third Sector organizations, Italian and European universities and research centers, companies.

### **What can we learn from this best practice that is relevant or transferable to INTEGR8?**

Promoting cooperation, knowledge and innovation among social professionals.

Programma integra offers to social professionals refresher and training courses, provides information services through a web platform, organizes seminars and workshops and carries out activities of research and exchange of best practices.

**Are there any resources/learning materials which could be used as part of the INTEGR8 Toolkit for Migrant Integration Experts?** *If yes, please list these resources and comment on the license of the resource, i.e. are the copyrighted or open source resources? Please also provide a link to the resources.*

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**Links/references to relevant websites/reports etc.** *Please include relevant web links*

[http://www.programmaintegra.it/eng/?page\\_id=17](http://www.programmaintegra.it/eng/?page_id=17)

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