

# D.T1.1.4

## STUDY TRIP REPORT

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**Activity A.T1.1.**

**Date**  
**01.11.**  
**2019**

Name of Partner: Burgenland District

Contact Person: Sonia Moreno (Moreno.Sonia@blk.de)



### **Study trip report**

Study trip has been organized within a framework of the project titled “*Exploring social innovation approaches for the social and economic integration of non-EU nationals ARRIVAL REGIONS*”.

- **This form is designed to capture the social innovation approaches for the social and economic integration of non-EU nationals.**
- **The responses from this survey will be collected, analysed and used to prepare the pilot action concepts.**
- **In order to improve the readability of the questionnaire, please delete options that don't apply to the visited initiative.**

Practice summary	
1. Title of the good practice	<b>PROJECT "RED DE CENTROS DE EMPLEO ITACA" ("EMPLOYMENT CENTERS NETWORK ITACA")</b>
2. Geographical Coverage <i>(underline the right answer)</i>	<ul style="list-style-type: none"> <li>• European</li> <li>• <u>national</u></li> <li>• regional</li> <li>• local</li> </ul>
3. Location of the practice (city, country)	Seville, Spain
4. Main institution involved	CEPAIM Foundation Seville
5. Visitagenda <i>(people met, institution visited)</i>	<ul style="list-style-type: none"> <li>• People met: <ul style="list-style-type: none"> <li>-Juan Manuel Núñez (coordinator of the CEPAIM Foundation in Andalusia)</li> <li>-Teresa Sanz (coordinator of the project "Red de Centros de Empleo Ítaca)</li> <li>-David Moreno (migrant from Colombia and once participant of the project, who helped with the translation Spanish-English)</li> <li>-Abdessamad El Qadim (migrant from Morocco and participant of the project)</li> <li>-Giorgia Formoso (worker of the Department of Humanitarian Assistance)</li> <li>-Lamin Conteh (migrant from Gambia, who helped with the translation Spanish-English in the welcoming house)</li> </ul> </li> <li>• Institutions visited: <ul style="list-style-type: none"> <li>-CEPAIM Foundation in Seville</li> <li>-A welcoming house in Seville</li> </ul> </li> </ul>
6. Dates of study trip	24.09.2019
7. Thematicarea <i>(Intercultural dialogue, Social innovation, Migrants' Economy)</i>	Social innovation Migrants' economy

**Arrival Regions**

8. Type of practice visited	<ul style="list-style-type: none"> <li>• introducing or improving integration programs for immigrants upon arrival (orientation courses, providing basic information on the way of life, values and norms of the society or various forms of training)</li> <li>• offering or improving language courses to immigrants upon arrival</li> <li>• providing measures for job finding (training, job matching, guidance, recognition of qualifications, etc.)</li> <li>• ensuring that immigrants have the same rights in practice as nationality citizens in access to education, healthcare and social protection</li> </ul>
9. Participants (PPs + stakeholders)	PPs: LP (2 participants), PP3 (3 participants), PP4 (2 participants), PP8 (3 participants), PP12 (1 participant) Stakeholders: Job Center Burgenland District (1 participant)
10. Reporting Person	Sonia Moreno (PP12)
<b>Practice description</b>	
<p>11. Introduction (include any relevant pictures)  <i>background information, aim/purpose of the study trip, objectives</i></p> <p>The project "Red de Centros de Empleo Ítaca" is hosted by the CEPAIM Foundation. The foundation was founded 25 years ago, in order to attend the migrants who were increasingly arriving in Spain. Until the 1990s, very few people sought asylum in Spain. At this time, the main institutions which were working with migrants joined and created the CEPAIM Foundation at a national level, which was one of the very first institutions working with migrants and refugees. The idea behind was that every CEPAIM institution in each area of Spain contributed with current integration problems and new ideas and strategies to solve them, and CEPAIM would put them all on the table at a national level.</p>	

The very first idea was to welcome and accommodate migrants right after their arrival in Spain. In this regard, the foundation took care of migrants in their first days, helping them with matters like Spanish language, paperwork and leisure activities.



*Pic. 1. The main entrance to the CEPAIM Foundation in Seville.*

Nowadays, the CEPAIM Foundation offers several projects in eight areas: reception and international protection, interculturality and community development, rural development, employment and training, equality and non-discrimination, development cooperation and co-development, intervention with young people and families and housing. CEPAIM Seville also offers projects in all these matters, with the exception of international cooperation and rural development.

In addition to Seville, the project "Red de Centros" is currently carried out in the following centers of the CEPAIM Foundation as well: Almeria, Roquetas de Mar, Cartaya, Ciudad Real, Murcia, Cartagena, Banyoles, Madrid, Valencia, Barcelona and Teruel. In Seville, "Red de Centros" is a team of 6 workers. This project is an annual one. This means, that the institution has to apply for an extension of the project every year, once they have submitted the results of the current year.

This project was created in order to support non-EU migrants with their processes of socio-labor integration through integrated itineraries of labor insertion, as they realized that this group faces additional difficulties compared with the rest of the Spanish population. These difficulties make them particularly vulnerable to obtaining employment in their host country.

The project "Red de Centros de Empleo Ítaca" works with people with employment and/or residence permits. The majority of participants are from Morocco and Nigeria. The professional profile of the migrant is usually low or medium qualification. Some of them have university degrees,

but its homologation in Spain is very difficult. For this reason, most of them choose low-skilled jobs, because the process is easier than the homologation process of their degrees.

## 12. Implementation of the study trip

The following issues were discussed during the study trip:

Juan Manuel and Teresa welcomed us at CEPAIM Seville. In the conference room, Juan Manuel, coordinator of CEPAIM Andalusia, talked about the background of the CEPAIM Foundation and the situation of migrants in Andalusia. David, a migrant from Colombia and once participant of the project, helped with the translation from Spanish into English.



*Pic. 2. Presentation of the CEPAIM Foundation with Juan Manuel and David.*

After that, Teresa, coordinator of the project "Red de Centros" explained the project and its functioning.

At the reception, migrants explain their situation and their needs. After an interview with the migrants, the workers at CEPAIM Seville decide which project they can take part in, in order to welcome them and make a diagnosis of their level of employability. If they are able to participate in the program "Red de Centros", a personalized schedule of integration will be created.

Therefore, the project "Red de Centros" offers migrants following services:



- Social and labor orientation, information and advice.
- Pre-training and workshops to improve general aspects for employability.
- Spanish classes: the Spanish teachers belongs to a team of volunteers for this matter. However, all of them are teachers or philologists.
- Basic occupational training.
- Collaboration with companies and promotion of job offers.
- Entering the labor market and monitoring and maintaining employment
- Other accompanying measures.



*Pic. 3. Presentation of the project "Red de Centros de Empleo Ítaca" with Teresa.*

Afterwards we could talk with Abdessamad, a migrant from Morocco and currently participating in the project. He talked about his experiences in Spain and how he found his current job. Although most people helped him to integrate into society and were patient with his lack of Spanish knowledge, he also experienced few situations of discrimination with the local police. In general, however, he is very happy to live with his family in Seville and to have CEPAIM to support them.



*Pic. 4. A group picture with the team of Arrival Regions and some workers of the project at CEPAIM Seville.*

After we were finished, Teresa and Juan Manuel spontaneously offered us to visit a welcoming house near to the institution. There we could talk with both the social worker there, Georgia, and several male young migrants who were living there. There is capacity for 12 persons, the rent is monthly paid by CEPAIM with federal support. In this regard, they officially have the opportunity to live there for a period of 3 months. After this time, they can apply for another 3 months and again for another 3, if they suffer some health issues. After a maximum of 9 months, they have to leave the housing and look for another one for themselves, or to move in another city through another project.





*Pic. 5. Visit to the welcoming house in Seville.*

### 13. Evidence of success (results achieved)

Of the 1.243 migrants who took part of the project "Red de Centros de Empleo Ítaca" in the whole country in 2018, 411 of them found a job. At the institution in Seville, there were 100 participants in the program, of whom a 93,54% improved their quality of life through trainings, job coaching, Spanish classes...). 61 of those 100 participants got qualification degrees, while 32 of the 100 participants in 2018 found a job in the following sectors: hotel and restaurant industry, food industry, industry, retailing and distribution industry, administration, domestic service and agriculture.

However, due to the current data protection, workers of the CEPAIM Foundation don't have access to the work contracts or academic degrees of the participants. Therefore, the institution don't always have evidences as an indicator of success.

#### 14. Difficulties encountered

One of the most important tasks at the CEPAIM Foundation in Seville is to properly welcome the migrants who arrive at the institution seeking for counseling and help at the reception. In this regard, the first problem the workers at CEPAIM Seville had to face was the fact that, for lack of resources, they couldn't afford to hire someone new for this matter. Therefore, workers at CEPAIM decided to organize shifts to take turns at the reception, so that they can save this stuff costs, but letting even less time to dedicate to their own projects.

The CEPAIM Foundation in Seville also faces other difficulties regarding the migrants, as described below:

- lack of knowledge of the labor market in Spain
- lack of knowledge of job search tools
- lack of knowledge of selection processes
- lack of work experience or with long periods of inexperience
- lack of knowledge of labor legislation and business culture in Spain
- lack of training and academic education or inadequate training and academic education
- difficulty in accrediting training from their countries of origin (homologation and validation)
- problems with motivation, attitudes, weakening of self-esteem
- situations of discrimination
- cultural differences with the local population
- insufficient support networks and contact networks in the labor market and lack of knowledge on how to reach them
- insufficient computer knowledge
- economic situation
- lack of resources
- family burdens

There are also a lack of opportunities for those migrants who want to start and run an own business, as there is any specific project for this matter and also most of the migrants cannot afford the very expensive fees a self-employer has to face in Spain.

The Spanish teacher talks also about occasional problems with the participants of the project. Some of them think that women are inferior to men. Other ones want to defend their religious beliefs through violence, and there are also some homophobic participants.

Also there are not official Spanish courses for migrants at any official school. Most of these classes are taught by volunteers with a proper education, but they only have few hours in a week for this matter.

#### 15. Which structural funds support this good practice?

The project is funded by ESF funds and federal budget. The CEPAIM Foundation also collaborates with the United Nations in order to create statistics, issue reports and to design action lines regarding migration matters. For this collaboration, the Foundation don't receive any funds.

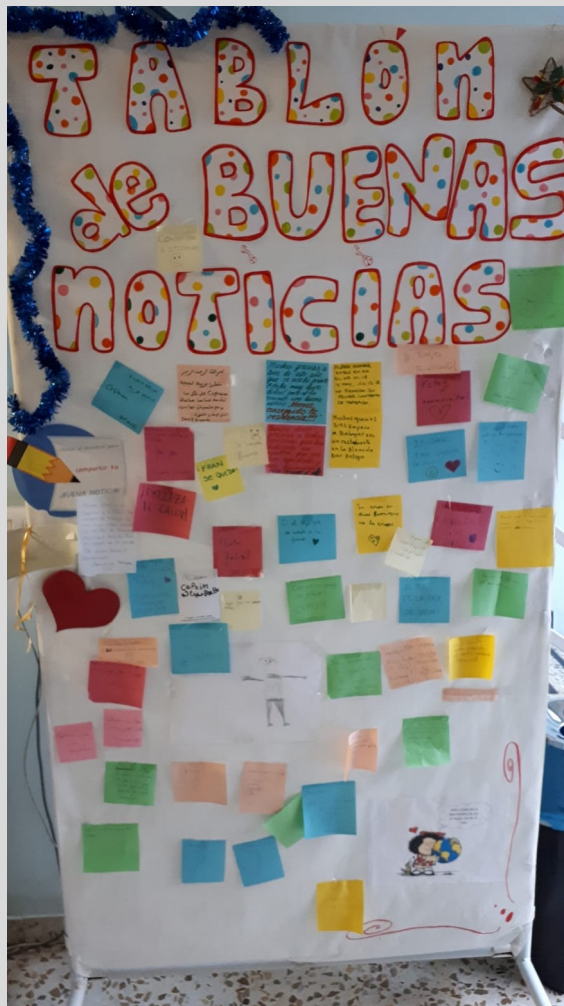
16. Is there any cost to participate in engaging with this good practice?  
If yes, what are additional costs incurred by project participants?

Participants don't have any costs, as the whole project is financially covered by ESF funds and federal budget.

17. What is new and/or innovative about this good practice?

Although there are several similar projects throughout Europe, the legal and financial context is a determinant factor in this one. For all reasons described above, both workers of the project and migrants have to work racing the time in order to properly help them to integrate into the society. Besides, the financial situation in Spain is not the most optimal one for this matter. Taking a look at the backgrounds was the most interesting part to realize that even with a lot of legal and economic burdens, the efforts of both parts workers and migrants have a chance of succeeding.

The project "Red de Centros" also works to encouraging the motivation of participants, often affected by their legal and personal situation. Therefore, they have a "good news board" at the entrance of the institution, so that everyone can write her/his own positive messages.



*Pic. 6. The "good news board" at the entrance of CEPAIM Seville.*



18. How has this good practice boosted immigrants' integration?

The project "Red de Centros" works and support migrants not only in order to find a job, but also in all facets of their daily life, so that migrants feel themselves as a part of the local society. However and despite the efforts of both sides, the legal and economic circumstances in Spain put them under pressure, as the migrants don't receive the same financial support as in other European countries. For example, migrants who are living in a welcoming house receive clothes at a price of EUR 90,00, a SIM-Card for their mobile phones, foods and a monthly allowance to the amount of EUR 51,00. This fact force them to learn the Spanish language very fast, in order to be able to find a job in a very short period of time, avoiding to have to move to another city once they already might have a social circle in Seville, starting this way a new independent life.

19. What lessons did you learn? What are your overall conclusion?

Although the main aim of the project is to find a job for the participants, they always counsel them in several matters considering and focusing on their personal and individual situation. If they realize, for example, the children aren't able to integrate in the school because of the language or because of discrimination, CEPAIM tries to solve these problems first, contacting other departments and institutions. They are aware, a fulfilled integration can only be successful if the personal and/or legal issues are solved as well.

Besides, the project "Red de Centros" works not only within this project but also with other programs and institutions. Within the last years, they have built up a wide reaching network of projects, persons, institutions, programs. For this reason, they are able to contact e.g. other CEPAIM institutions and send a migrant there if they don't see any opportunity for her/him in Seville. In this regard, in our next visit to La Cerollera within the framework of the project "New Paths", we talked with a migrant who once was participant of "Red de Centros" in Seville before moving there. He told us, at this time his family didn't have any opportunities to find a job and a housing there, so CEPAIM arranged everything to transfer them to the other project.

For all reasons described above, migrants are highly motivated and also thankful. CEPAIM means to them not only a project but also a "big Spanish family that is always there if you need them", as David, the translator, said.

20. Outreach and dissemination

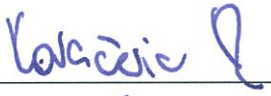

*Newsletter, useful websites, mailing group, local government*





- List of the attached document(s):  
List of attendance
- Link to Website:  
<http://cepaim.org/que-hacemos-convivencia-social/formacion-y-empleo/red-centros-de-empleo-itaca/>
- Contact information of the good practice:
  - Teresa Sanz - coordinator of the project "Red de Centros de Empleo Itaca" in Seville  
Adress: Fundación CEPAIM, C/ Aragón 5, 41006 Seville  
E-Mail: teresasanz@cepaim.org  
Phone numbers: (0034) 687 103 621 / (0034) 670 467 121
  - Juan Manuel Núñez - coordinator of the CEPAIM Foundation in Andalusia  
E-Mail: juanmanuel@cepaim.org

D.T1.1.4 – STUDY TRIP REPORT: CEPAIM SEVILLA

SEVILLE(SPAIN), 24.09.2019

List of Study Trip Participants

Organization	Last Name	First Name	Signature
LP - Leibniz Institute for Regional Geography	Svynarets	Serhii	
PP3 - City of Osijek	Stojanović	Gordana	
PP3 - City of Osijek	Kovačević	Romana	
PP3 - City of Osijek	Kristič	Romano	
PP4 - Information Legal Center	Kovačević	Nataša	
PP4 - Information Legal Center	Radman	Anica	

PP8 - Center Rotunda	Mevlja	Bojan	
PP8 - Center Rotunda	Goja	Denis	
PP8 - Center Rotunda	Derin	Tanja	
PP12 - Burgenland District	Moreno	Sonia	
Jobcenter Burgenlandkreis	Berngruber	Maria	