



EASI - EMPLOYMENT AND SOCIAL INNOVATION PROGRAMME

CRIS – COOPERATE, REACH OUT, INTEGRATE SERVICES

INNOVATIVE HIGHLIGHTS

Utilisation of the so-called systemic counselling technique, which will link counselling and job services

SCALE AND TYPE OF SOCIAL INNOVATION

- Incremental and Process Innovation

CALL NAME

Establishing and testing integrated interventions aimed at supporting people in (the most) vulnerable situations

COUNTRY

Germany

POLICY AREAS

Combat long-term unemployment
Fight against poverty and social exclusion
Promotion of a high level of quality and sustainable employment
Guarantee adequate and decent social protection
Combat discrimination

TARGET GROUPS

National, regional and local authorities
Employment services

COORDINATOR

Stadtverwaltung Offenbach

CO- BENEFICIARIES

Clovek v Ohrozeni, NO
Artemisszio Alapitvány
Bischitz Johanna Integralt Human Szolgálató Központ
Centrum Spoločenských a psychologických vied Slovenskej akadémie Vied
Ústredie práce, sociálnych vecí a rodiny

EU CONTRIBUTION

€ 1,080,331 (80% of the total costs)

TOTAL COSTS

€ 1,350,414 (estimation)

DURATION

January 2022 - June 2024

SUMMARY OF THE ACTION

In Germany, Hungary, and Slovakia (the pilot countries), the “Cooperate, Reach Out, Integrate Services (CRIS)” project develops tools and practices to strengthen integrated service delivery for vulnerable groups in order to support their inclusion in the labour market and society, drawing on best practices developed in Germany and Slovenia.

The target groups are long-term unemployed or inactive people of working age who face multiple problems (poor skills, health problems, poor housing conditions, employer discrimination based on ethnic origin): recent immigrants from Bulgaria or Romania in Germany, recipients of housing assistance in Hungary, and marginalized Roma communities in Slovakia. At least 450 people will be involved in the project. These target groups frequently require many services, which must be coordinated to be effective. These target populations currently have limited access to enabling services due to the present institutional architecture.

CRIS will address the aforementioned issues by (1) strengthening referral mechanisms and introducing new outreach activities; (2) strengthening or developing the capacities of a public agency to enable them to act as case managers; and (3) filling service gaps through public agency capacity building and/or the development of an effective model of subcontracting NGO services.

Keywords: integrated service delivery; long-term unemployment; institutional architecture

Long-term unemployed or working-age inactive people in all three pilot countries (Hungary, Germany, and Slovakia) face a variety of issues, including labour market discrimination based on ethnic origin, low skill levels, health issues, poor housing conditions, weak social networks, and employer discrimination. Because of the complexity of the issues that these groups experience, a mix of social services is frequently necessary, which must be coordinated in order to be effective. Long-term jobless marginalised immigrant and/or ethnic populations residing in other regions of the pilot nations are the target groups in the selected locations.

“Offenbach has the highest proportion of immigrants in all of Germany. Over 40% of the city’s population are non-citizens and nearly 65% have a migration background.”

OBJECTIVES

01

- Increase the uptake of social benefits through awareness-raising;

02

- Provide effective referral and cooperation mechanisms and ensuring the delivery of effective services and support;

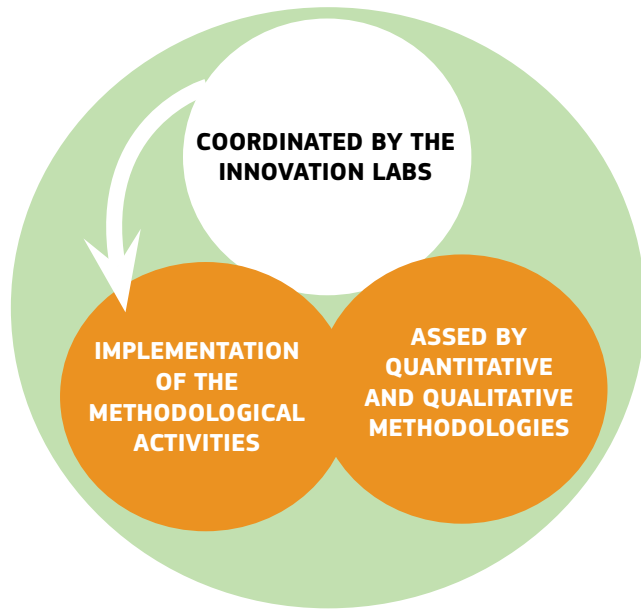
03

- Establishing and/or enhance cooperations between responsible organisations and contributing to their capacity-building.

CONTEXT AND NEEDS

METHODOLOGY

- 1 CONDUCT OUTREACH ACTIVITIES TO IMPROVE THE EXISTING REFERRAL MECHANISMS
- 2 CAPACITY-BUILDING OF RESPONSIBLE ORGANISATIONS
- 3 DEVELOPING A MODEL OF SUBCONTRACTING NGO SERVICES



The project promotes a complex methodological approach of “systemic counselling”, which consists of three parts:

- (1) conducting outreach activities to improve the existing referral mechanisms;
- (2) capacity-building of responsible organisations;
- (3) developing a model of subcontracting NGO services. The implementation of these methodological activities is coordinated by the so-called Innovation Labs.

RESULTS

The project has only begun in 2022, and the majority of its consequences are yet unknown. The project implementers plan to use both quantitative and qualitative methodologies to track and assess the initiative’s impact. The quantitative impact assessment would be subcontracted to an independent organisation, while the qualitative evaluation would be undertaken in collaboration between an independent organisation and project partners. Interviews with project implementers and a study of project documentation will form the basis of the qualitative evaluation. The Innovation Labs will oversee the creation of key project deliverables such as precise guidelines and instructions on referral and collaboration methods, as well as a model for subcontracting NGO services.

“The job centre mainly provides employment services, but delivering these services only was not enough to reach this target group (immigrants) and to help them progress in terms of labour market integration.”

“We need to develop a more in-depth method, improve staff skills, and optimise the organisational setting (i.e.: building networks between different actors such as educational institutions, immigrant communities, civil society organisations, etc.).”

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The project's innovative content is made up of two parts. The project's first unique feature is that it used the so-called systemic counselling technique, which will link counselling and job services. The approach was originally designed for psychotherapy, but it has lately been used in social counselling. The project team also plans to include the target groups in the development of the services they will get (i.e. employ the so-called co-production approach). The project team also hopes to reflect on and impart the UK regional experience of building "family centres" to the project partner nations, particularly Slovakia and Hungary.

TRANSFERABILITY AND UPSCALING

As of February 2022, the project is still in its early stages of execution, with just a basic sustainability strategy devised. The long-term viability of new cooperative approaches is largely dependent on the project's capacity to demonstrate their efficacy and create an attitude shift in the target nations' institutional cultures. The project team are cautiously optimistic due to the high degree of participation of local politicians in the project execution process. They specifically seek to persuade Slovak and Hungarian towns to spend more on NGOs' specialized services that enable disadvantaged people to participate in the social and labour markets. Finally, the project team will make a major portion of the long-term project outputs (such as implementation protocols and tools) publicly available so that other stakeholders can use them in the future.



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PROJECT CANVA



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