

**Good practice presented by the Social Services Management consisting of the call for applications for subsidies, aimed at private non-profit organisations, for the development of integrated and personalised pathways for the social and labour market integration of people in a situation, or at risk, of social exclusion, personalised through the aid granted to Fundación Red Íncola in Valladolid**

The call for applications through which this project obtained a grant is aimed at financing the implementation of integrated and personalised pathways for social and labour market integration for people in a situation, or at risk, of social exclusion. It prioritises recipients of the Minimum Guaranteed Income financial benefit and its purpose is to improve their employability by developing their personal and vocational skills and motivation. Each pathway has a minimum length of 5 months and a total of 200 hours, comprising the following stages:

1. Information, guidance and advice.
2. Training in personal skills that are necessary for making oneself available and seeking job and professional opportunities.
3. Support and monitoring of integration.

Fundación Red Íncola is a private non-profit organisation, made up of a network of organisations, which responds to the needs of people in vulnerable situations, especially the migrant population, promoting and defending their rights so that they can enjoy a dignified life. The foundation works in coordination with platforms and networks, and is committed to joint collaboration to innovate processes and create cooperation synergies.

The main action to be performed through this project is the development of an integrated and personalised integration pathway aimed at 14 beneficiaries of the economic benefit of the Minimum Guaranteed Income financial benefit who have a low level of training and employability.

The aim of this project is to increase the possibilities of labour market integration, and job maintenance and improvement, for people who are at risk, or in a situation, of social exclusion. It provides them with training in professional skills in Social and Health Home Care, teaching the contents and modules for this vocational certificate. Specifically, depending on their interests, career objectives and development during the training stage, units from the Hygiene and Home Care and non-vocational professional practices module (120 hours) were offered.

The support and monitoring stage of the integration pathway was carried out in coordination with prospecting and an employment exchange with Fundación Red Íncola's own resources from the "Emplea" programme.

Fourteen socially-disadvantaged unemployed people were supported by the project carried out by Fundación Red Íncola from October to March 2020. The fundamental impact was to improve their employability, strengthen their personal and social skills, and aid their social and labour market integration.

The process of continuous assessment of the project's actions has aided the measurement of the project's impact. This reflects a high level of satisfaction in achieving the objectives set.

The ESF's contribution to this call for applications for grants was €1,093,750.00. The ESF's contribution to the organisation was €8,750.00.

Fourteen Minimum Guaranteed Income recipients took part, including 3 men and 11 women, all of them Minimum Guaranteed Income beneficiaries. Three were of Spanish origin and the rest of migrant origin.

## JUSTIFICATION OF THE CRITERIA FOR CONSIDERING IT GOOD PRACTICE

### 1. The action has been appropriately disseminated to beneficiaries, potential beneficiaries and the general public.

Regulatory requirements have been met in the dissemination of the operation through publications in the Official Gazette of Castilla y León (BOCYL), in the electronic office [tramitacastillayleon](http://tramitacastillayleon.es), and on the social services management website.

<http://www.gobierno.jcyl.es/consejerías/programas-cofinanciados-fondo-social.htm>

Programas cofinanciados por el Fondo Social Europeo

GOBIERNO PRESIDENTE VICEPRESIDENTE CONSEJERÍAS

Gobierno > Consejerías > Consejería de Familia e Igualdad de Oportunidades > Gerencia de Servicios Sociales > Programas cofinanciados por el Fondo Social Europeo

## PROGRAMAS COFINANCIADOS POR EL FONDO SOCIAL EUROPEO

CONTACTAR IMPRIMIR ESCUCHAR

### EMPLEO, INCLUSIÓN SOCIAL Y LUCHA CONTRA LA DISCRIMINACIÓN

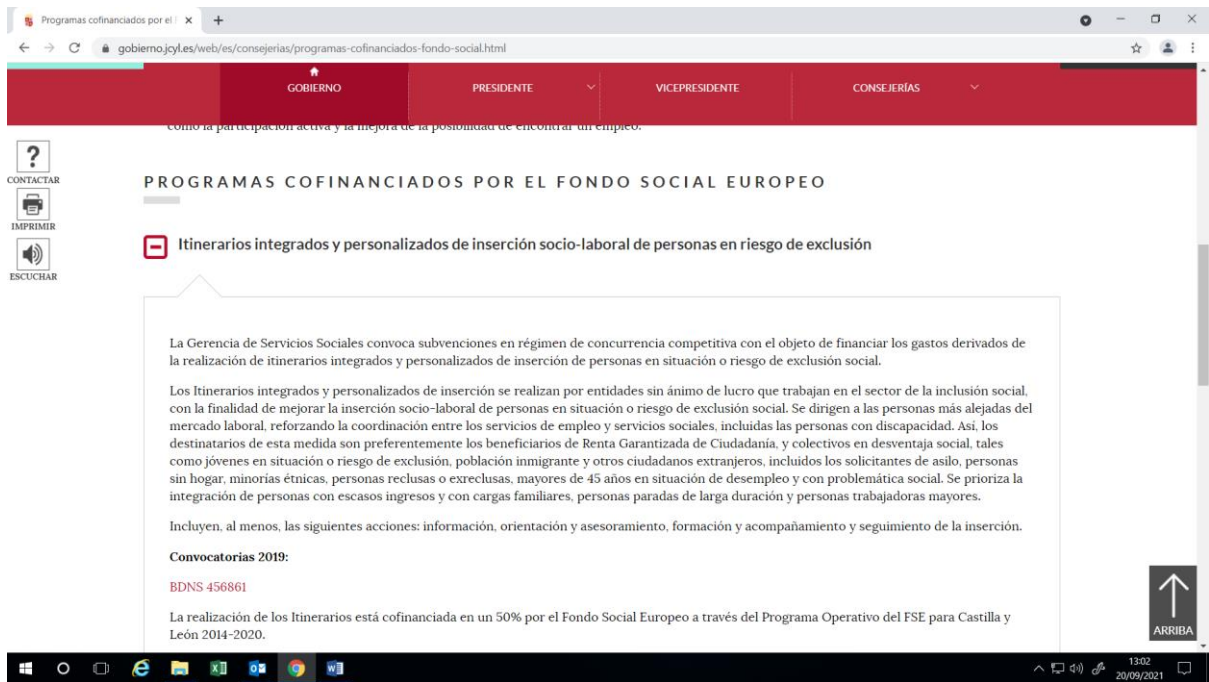
Europa impulsa nuestro crecimiento FONDO SOCIAL EUROPEO UNIÓN EUROPEA

La Gerencia de Servicios Sociales participa en la gestión del Programa Operativo del Fondo Social Europeo para Castilla y León 2014-2020, a través del que se financian determinadas actuaciones para la mejora de la empleabilidad y el mantenimiento del empleo de los colectivos más desfavorecidos de la sociedad, y para la lucha contra todas las formas de discriminación.

En este marco la Gerencia de Servicios Sociales impulsa programas con los siguientes objetivos:

- La igualdad entre hombres y mujeres, en especial de las personas pertenecientes a colectivos más vulnerables, en todos los ámbitos, incluidos el acceso al empleo, la progresión en la carrera profesional, la conciliación de la vida laboral y la vida privada, y la promoción de igual remuneración por igual trabajo.
- La inclusión activa de las personas con discapacidad y las personas en situación o riesgo de exclusión, promoviendo la igualdad de oportunidades, así como la participación activa y la mejora de la posibilidad de encontrar un empleo.

ARRIBA



The organisation has complied with the obligation to publicise the activity subsidised by the ESF and the Social Services Management, as stated on the organisation’s webpage and on the information posters displayed during the performance of the activity, which was verified during the monitoring visit.



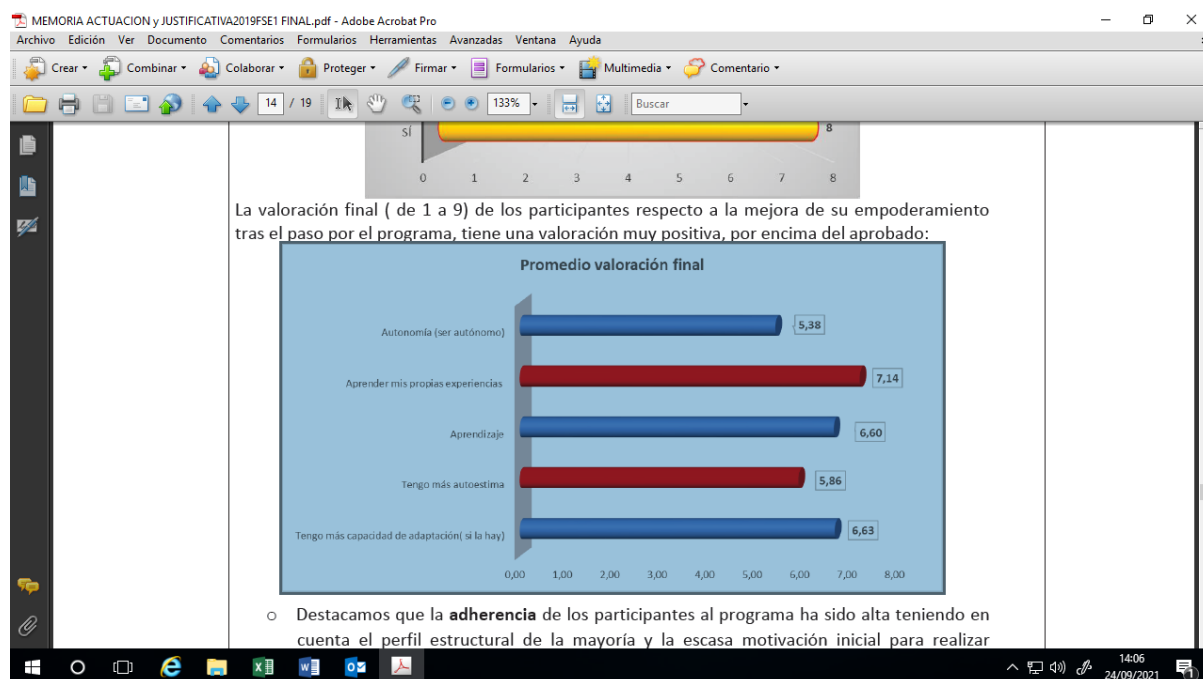
2. The action incorporates innovative elements.

This project arose from the need to find new methods to more adequately serve people in a situation of social and labour force exclusion, based on three key aspects: personalised pathways as a basic tool that makes it possible to construct a process to change from a current situation to an undesired one; personalised teaching and learning processes adapted to the beneficiaries' profile; and support. This method makes an integrated process possible that stresses the beneficiaries' active participation.

In this context, the technical team has performed an assessment of the process of each of the 14 participants in this pathway, taking into account both the numerical and qualitative information obtained from the various actions that make up the pathway and that have been implemented.

We highlight the following aspects of their assessments:





The working methodology followed, which focused on each participant's needs, has sometimes led to changes in the pathway's planning. This was because once the pathway had begun it was found that the group's level of digital skills was higher than expected. Therefore, the number of hours devoted to working on personal skills was increased as a means of boosting the motivation of each member of the group. The training in personal and professional skills has made it possible to **employ of a total of 8 people, 3 of them in the elderly sector**, either in residential homes or as personal home care assistants.

Moreover, diversity management played a central role in the service of beneficiaries and in the teaching of training courses. In this area, cultural diversity was stressed: promoting the identity,

abilities and skills that the migration experience has given to each person; and the enrichment that it entails for a job, a company and society in general.

Integration into the labour market in the elderly care sector during the programme demonstrates that this training represents a significant improvement in the employability of the participants. It opens up to them one of the professional sectors with the brightest future. Important skills were provided for work in home help, homes for the elderly or domestic service. This puts them in a better position to achieve more stable integration in the labour market in the medium term.

This training has been important and decisive in integrating these people in the labour market in one of the sectors with the highest demand for labour since the COVID-19 crisis.

The processing of the call for applications and its management are carried out electronically. This involves incorporating new technologies and an important innovative element in the sphere of electronic processing established in the Regional Administration.

### **3. Adaptation of the results obtained to the established goals.**

The purpose of this measure, which comes under thematic objective 9.1.1 of the European Social Fund Operational Programme, is to improve the social and labour market integration of people in a situation, or at risk, of exclusion and it complements measure 9.1.2 “to increase the hiring of people in a situation, or at risk, of social exclusion”.

The general objective set at the start of the pathway was to increase employability and the maintenance of jobs for people at risk of social exclusion. This was achieved by designing personalised plans for guidance, support, training and monitoring, as well as by leveraging and raising awareness among the business and social fabric in the area.

The results achieved included the following:

- The Integration Pathway started with 14 participants (75% were recipients of the Minimum Guaranteed Income). Four of these dropped out at the beginning, two of them without a justified cause. One participant dropped out to do a higher-level module and another participant left for medical reasons. The latter four participants were replaced by other people in a situation of social exclusion.
- The inclusion in the group of people of Spanish origin, and from different countries, has contributed an important intercultural focus to the intervention. Coexistence between cultures enhanced the richness of the experience for the participants.
- Digital literacy, which was worked on in a cross-cutting way throughout the pathway, was an important element of motivation and increased the participants’ perception of their ability to learn and tackle new challenges, especially after the experience of the COVID-19 crisis.
- The terrible COVID-19 crisis created an opportunity for employment, since 6 months after completing the pathway 8 people managed to join the labour market, 3 of them in the sector in which they did the training.

### **4. Contribution to solving a problem or weakness detected in the territorial scope of implementation**

The high risk rates for poverty and social exclusion justify measures that promote the integration in the labour market of people with greater difficulties in accessing employment and allow them to carry out a professional activity under equal conditions.

The unemployment situation that the EU, national and regional actions aim to tackle is particularly serious for people who are in a situation, or at risk, of social exclusion, identified in our Autonomous Community as recipients of Minimum Guaranteed Income. Lack of work makes it especially difficult for them to carry out their normal personal and family life.

Although the Minimum Guaranteed Income financial benefit is necessary to cover subsistence needs, true social inclusion cannot be achieved without access to a job. For this reason, this line of aid aims to improve the labour market integration of people in a situation, or at risk, of exclusion, providing them with training that contributes to improving their employability.

The methodology used by the professionals, the good work performed and the demanding level, always adapted to the participants' needs, notably promoted the empowerment of the participants, the group's commitment and their high level of professionalisation. The job placements in the elderly care sector that took place during the programme demonstrate that this training represents a significant improvement in the employability of the participants. It opens up to them one of the professional sectors with the most job openings.

The labour market integration of these people led to the extension of the training offered in Home Help with a short 10-hour specialised workshop on the handling of transfer cranes, as this is a necessary and strategic learning process to be able to work in the sector.

As COVID-19 coincided with the completion of the programme, it had a negative impact on the job placements that normally take place just prior to the completion of the programme, since it is often the case that some participants find a job during the last days of the pathway or a few days after the end of the activity. The effects of the pandemic and the fact that it coincided with the end of the pathway caused some participants to disengage from the training received and the pathway's objective, which is the active search for employment. Accordingly, the organisation considers that as a solution for the future, in response to any lockdowns caused by the pandemic, it is necessary to incorporate and increase an ongoing digital skills programme for individual and group job seeking. This will motivate them and maintain a closer link to the programme after completion of the pathway.

## **5 High coverage of the target population.**

The direct beneficiaries of this aid are people who receive the Minimum Guaranteed Income who are selected by the organisation to take part in the integrated and personalised integration pathway. The majority are women (11 women and 3 men) and of migrant origin (3 Spaniards and 11 migrants). These people came from Morocco, Colombia, Equatorial Guinea, Iraq and Paraguay.

The implementation of a personalised pathway allows each person's needs to be addressed. Each person was jointly responsible for the design of each pathway. Based on the data from the initial diagnosis and its analysis, the level of employability, objectives and the necessary support to achieve them in the short, medium and long term are established. Therefore, the personalised action plan was made flexible enough to allow for changes to be made while the pathway was being performed.

These pathways include time at the start to create close links with the participants. This is an essential condition to be able to support and witness processes of empowerment and responsibility in decision-making. They are flexible and adapted pathways, the length of which depends on the profile. They provide access to training or employment that promotes autonomy and improves people's current quality of life.

## **6 Consideration of the cross-cutting equal opportunities and non-discrimination criteria, in addition to social responsibility and environmental sustainability.**

With regard to equal opportunities and non-discrimination, the call for applications for social and labour market integration pathways for people in a situation, or at risk, of social exclusion is aimed at men or women without distinction. However, there is a prerequisite that they must be beneficiaries of the Minimum Guaranteed Income financial benefit. Fourteen people participated in this experience, 11 women and just 3 men, since this is a female-dominated industry.

Diversity management played a central role in the service of beneficiaries and in the teaching of training courses. In this area, cultural diversity was stressed: promoting the identity, abilities and skills that the migration experience has given to each person; and the enrichment that it entails for a job, a company and society in general.

Fundación Red Íncola has an equality officer. The participants' gender is specified in the indicators. Positive discrimination measures were developed as a strategy to achieve equal opportunities between men and women, promoting women's access to resources under the same conditions as men (specifically in training and labour market integration).

In terms of social responsibility and environmental sustainability, the processing of this aid is always electronic, contributing to eliminating paper use.

## **7. Synergies with other policies or public intervention instruments.**

This operation is directly linked to different strategies, recommendations and guidelines established at European, national and regional level aimed at improving employment opportunities, reinforcing social inclusion, fighting poverty and promoting education in addition to acquiring skills and lifelong learning.

The high rates of risk of poverty and social exclusion justify thematic objective 9 of the Operational Programme of the European Social Fund: "promote the integration in the labour market of people with greater difficulties in accessing employment and allow them to develop a professional activity under equal conditions".

The fight against poverty and social exclusion is one of the priorities of the 2020 Strategy, aimed at reducing the number of people at risk of social exclusion by at least 20 million.

At the national level, the National Strategy for the Prevention and Fight against Poverty and Social Exclusion 2019-2023 is used as a reference point in which the key policies that affect the reduction of poverty and inequality and the promotion of social inclusion converge.

In response to the international financial crisis and its effects on the Spanish economy, and especially the crisis caused by COVID-19, the Government of Castilla y León has been making an important economic effort, adopting, by consensus within Social Dialogue, measures aimed at alleviating the precarious situation of the people and families most directly affected by the social, economic and financial crisis.



Agreement 51/2014, of 29 May, of the Government of Castilla y León, establishes the operating guidelines of the Network for the Protection of Families of Castilla y León affected by the crisis. Its purposes include contributing to the full social, personal and employment inclusion of the people of Castilla y León, through the coordinated action of the agents and organisations collaborating in it, ensuring the coverage of their basic needs and preventing the impact of their material and economic impoverishment from leading to a situation of social exclusion.

The Second Integrated Strategy for Employment, Vocational Training, Occupational Risk Prevention and Equality and Work-Life Balance in Employment 2016-2020, aims to improve the level of employment and reduce unemployment, increasing the employability of citizens. Among the general objectives of this Second Strategy are to promote the employability of the groups most affected by unemployment, among which are the recipients of the Minimum Guaranteed Income, for whom it establishes the need to articulate measures to achieve effective labour market integration.

In addition, this operation is part of the Strategic Planning of Social Services, specifically Agreement 72/2016 of 10 November of the Government of Castilla y León, which approves the Autonomous Plan for Social and Labour Market Integration to Promote Employability and Access to the Labour Market by the Most Vulnerable People 2016/2020.

Axis 1: “Improving the employability of the most vulnerable people” is included as Specific Objective 1: Improving the employability of vulnerable people by developing integrated integration pathways. This is also specifically included as an action:

1.2.14. Training actions for Minimum Guaranteed Income beneficiaries, qualifying them for personal care services for other people who need support.