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# **Diverse approaches to supporting Europe's most deprived - FEAD case studies 2021**



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# TABLE OF CONTENTS

Introduction	3
Kompasset, <a href="#">Denmark</a>	4
Projekt UDENFOR, <a href="#">Denmark</a>	6
Ruoka-apu.fi, <a href="#">Finland</a>	8
Distribution of food parcels to students in the Nouvelle-Aquitaine region, <a href="#">France</a>	10
Ulysse digital software, <a href="#">France</a>	12
Check-in, <a href="#">Germany</a>	14
Getting settled in Mannheim, <a href="#">Germany</a>	16
GIVE, <a href="#">Germany</a>	18
Frostschutzengel 2.0, <a href="#">Germany</a>	20
Social Bridge Hamburg, <a href="#">Germany</a>	22
Stand Out, <a href="#">Germany</a>	24
ZuHAuSE II-Projekt, <a href="#">Germany</a>	26
We Strengthen Together, <a href="#">Greece</a>	28
Children's Acquaintance with Sports, <a href="#">Greece</a>	30
IRC FEAD Migration Programme, <a href="#">Ireland</a>	32
Housing First Trieste, <a href="#">Italy</a>	34
E-vouchers in the City of Brescia, <a href="#">Italy</a>	36
Provision of accompanying measures to FEAD end-recipients, <a href="#">Lithuania</a>	38
LEAP Project, <a href="#">Malta</a>	40
Operational Programme for food and basic material assistance, <a href="#">Slovakia</a>	42
Pentru Tine - För Dig, <a href="#">Sweden</a>	44

# Introduction

The [Fund for European Aid to the Most Deprived](#) (FEAD) is designed to contribute to the alleviation of the worst forms of poverty in the EU. It supports actions providing food and basic material assistance (e.g. clothing, soap, shampoo) to the most deprived, but also non-material assistance aiming at facilitating social inclusion. So far FEAD, with a budget of EUR 3.8 billion, provided support to 1.3 million people.

During the 2014-2020 programming period, FEAD was implemented in all EU Member States via Operational Programmes (OP) I and II, approved by the European Commission. While OP I covers food and/or basic material assistance, OP II focuses on the social inclusion of the most deprived individuals. However, social inclusion is also implemented through accompanying measures under OP I, responding to the basic material needs of the most disadvantaged and supporting their (re)integration into society.

EU Member States were able to choose whether to engage with OP I and/or OP II and to select what type of assistance (food or basic material assistance, or a combination of both) they wish to provide. National authorities and partner organisations often work together in this regard.

The [FEAD Community](#) is an open membership network bringing together all those who are working to tackle poverty in European countries (i.e. national FEAD managing authorities, organisations delivering or interested in FEAD-funded activities, and EU-level NGOs). The main objective of the FEAD Community is to share good practices and encourage the exchange of ideas among its members.

The present catalogue was realised in the framework of the mutual learning activities of the FEAD Community. It showcases and disseminates examples in form of case studies of FEAD-funded initiatives and approaches supporting people with the first steps out of poverty or social exclusion. These include specific projects, policy measures, services or forms of cooperation that could inform and shape FEAD-funded interventions in Member States.

The 21 case studies of the catalogue are based in the following Member States: Denmark, Finland, France, Germany, Greece, Ireland, Italy, Lithuania, Malta, Slovakia and Sweden. Each case study is presented through a brief summary, contextual information (e.g. geographical scope, time frame, source of funding), its key objectives, its main activities and target group(s), the results achieved, as well as relevant contact details for further information.

These case studies were identified by the Mutual Learning Services team supporting the FEAD Community and selected by the European Commission on the basis of the following criteria: relevance, involvement of different actors, effectiveness and transferability. Their aim is to improve the support to the most deprived in our societies under ESF+ and the current programming period 2021-2027.



## Kompasset, Denmark

### SUMMARY

The *Kompasset* (Compass) project provides services for hard-to-reach and destitute EU mobile citizens, many of whom struggle to access low-threshold services due to marginalisation, mental health issues, or substance abuse. *Kompasset* encompasses in-house programmes (e.g. night shelter, counselling services), as well as outreach and advocacy work.

Full name of the initiative/project:	<i>Kompasset</i> (Compass)
Organisation(s) responsible for implementing the initiative/project:	Kirkens Korshær
Country / Geographical scope:	Denmark
Time frame & period:	2016-ongoing
Total amount of funding (EUR):	EUR 2 million from 2016-21 (85% FEAD funding and 15% national government funding)
Sources of funding:	<input checked="" type="checkbox"/> FEAD <input type="checkbox"/> ESF <input checked="" type="checkbox"/> National government funding
FEAD Operational Programme:	<input type="checkbox"/> Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I) <input checked="" type="checkbox"/> Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)
Aims and objectives:	<p><b>Key objectives:</b></p> <p><i>Kompasset</i> is a Copenhagen-based service for unregistered EU migrants experiencing homelessness, founded by the national faith-based organisation Kirkens Korshær (DanChurchSocial). <i>Kompasset</i> is an FEAD-funded project, which started in 2016 to address the challenge of an increasing number of migrants experiencing homelessness on the streets of Copenhagen.</p> <p><i>Kompasset</i> seeks to build relationships with marginalised, homeless migrants and connect them with services that can support them in their daily life: providing them a place to get some sleep indoors, health clinics, counselling, and legal assistance. It also aims to create a welcoming and friendly environment for migrants who arrive in Copenhagen.</p>
Support provided:	<p><b>Main activities:</b></p> <p><i>Kompasset</i> offers a combination of services, including in-house programmes, outreach activities, and advocacy work (e.g. filing complaints, campaigning on relevant issues).</p> <p>Key FEAD-supported work includes:</p> <ul style="list-style-type: none"> <li>▶ Counselling: multilingual staff/volunteers provide one-to-one counselling to service users including advice on rights and responsibilities, health issues, legal matters, registration for EU citizens, and language classes. The <i>Kompasset</i> centre also provides storage facilities, showers and coffee. The service operates on the basis that successful counselling consists of empathic and hopeful interactions carried out in a professional and caring way, with a view to building a trusting relationship with service recipients.</li> <li>▶ Outreach team: EU/EEA citizens experiencing homelessness in Copenhagen are contacted by a multilingual outreach team and informed about <i>Kompasset</i>'s in-house counselling, night shelter and other services.</li> <li>▶ Emergency night shelter: The night shelter is an integral part of the service. The opportunity for rest/sleep in a safe place provides people with a calm space in which to make decisions, choices, and plans.</li> <li>▶ Health work: The second round of FEAD funding (2020-21) has enabled <i>Kompasset</i> to strengthen its focus on health issues.</li> </ul>

## SUMMARY

The *Kompasset* (Compass) project provides services for hard-to-reach and destitute EU mobile citizens, many of whom struggle to access low-threshold services due to marginalisation, mental health issues, or substance abuse. *Kompasset* encompasses in-house programmes (e.g. night shelter, counselling services), as well as outreach and advocacy work.

### Target group(s):

*Kompasset* has provided support to people from approximately 55 countries: 75% EU citizens and 25% third-country nationals. While the individuals included in the target group are unregistered, they are legally allowed to be in Denmark on tourist visas or as jobseekers.

*Kompasset's* outreach activities are primarily carried out in Copenhagen's inner-city areas and offer a visible point of contact for homeless migrants. *Kompasset* has become well-known in the city, with other NGOs and public services directing individuals to its services.

*Kompasset* was set up in response to the increasing number of migrants experiencing homelessness in the city. Since then, the service has worked to engage a constantly changing group of migrants. It conducts surveys and meets with the target population in order to incorporate their opinions into its efforts. In 2020, the service produced a paper on the impact of the COVID-19 crisis on the situation of the target group (see below).

### Results so far

### Achievement of objectives:

During the second round of FEAD funding (2020-2021), *Kompasset* built on the work and experiences from the earlier round (2016-2019). It continues to assist a wide target group of migrants experiencing homelessness within its three main services: counselling/in-house activities, outreach, and the night shelter.

Often, service users' situations require longer-term contact/help. Users' vulnerability varies and many experience a combination of issues, including for example, mental illness, illness, substance and/or alcohol abuse, post-traumatic stress disorder (PTSD) or traumatic backgrounds, Low/no education and poverty are also prevalent.

*Kompasset* works to build trust and relationships in respect of service users' long-term problems, focusing on support, care and presence. It provides information on options and rights, and to a certain extent, practical support for individuals to claim their rights.

*Kompasset's* counselling service provided advice and guidance on the following issues in 2020:

- ▶ Health, including alcohol/substance abuse (60% of users);
- ▶ Accompaniment and contact with authorities;
- ▶ Counselling on rights and possibilities (including work-related challenges);
- ▶ Registration process for EU citizens;
- ▶ Help with the legal system;
- ▶ Complaints about police;
- ▶ Help with travelling home.

### Lessons learnt and success factors:

*Kompasset* has been continuously engaged in FEAD work since 2016, thus has substantial knowledge and experience of the issues facing the target group.

The staff and volunteers come from diverse backgrounds and have the appropriate professional knowledge and skills (language, ethnic, cultural awareness) to adequately and creatively address users' needs. The project also carries out continuous training of volunteers, including supervision and coaching by external professionals.

An important success factor is close work and cooperation with other state organisations and NGOs. *Kompasset* engages in ongoing networking and knowledge-sharing, using that knowledge to influence policy and legislative processes.

Close cooperation and communication with people in the local community is an important element of inclusion and acceptance of *Kompasset's* service users, for example, arranging activities and social events to include both the target population and neighbours.



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## Projekt UDENFOR, Denmark

### SUMMARY

*Projekt UDENFOR* is a Danish initiative that undertakes outreach work and supports vulnerable homeless people through two main projects – ‘Locker room’ in Copenhagen and the UDENFOR & Byg UDENFOR (Build Outside) café in the city of Aarhus. The project seeks to build bridges between homeless people and mainstream society and to create the basis for debate on changes to prevent further marginalisation.

Full name of the initiative/project:	Projekt UDENFOR
Organisation(s) responsible for implementing the initiative/project:	Projekt UDENFOR
Country / Geographical scope:	Denmark
Time frame & period:	2016-2019
Total amount of funding (EUR):	EUR 869,130.10
Sources of funding:	<input checked="" type="checkbox"/> FEAD <input type="checkbox"/> ESF <input type="checkbox"/> National government funding
FEAD Operational Programme:	<input type="checkbox"/> Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I) <input checked="" type="checkbox"/> Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)
Aims and objectives:	<p><b>Key objectives:</b></p> <p>The outreach and support initiative provided through UDENFOR &amp; Byg UDENFOR aims to ensure that the most vulnerable citizens experiencing homelessness can live in healthier and safer conditions. The project seeks to build bridges between homeless people and mainstream society and to create the basis for debate on changes that will prevent further marginalisation. It provides assistance based on people’s current needs, with no conditions for sustainable and long-lasting change. The project is also socially responsible, with an inclusive recruitment policy and a respect policy towards people in Copenhagen and Aarhus.</p>
Support provided:	<p><b>Main activities:</b></p> <p>The project has two initiatives: a ‘locker room’ in Copenhagen, and outreach work and mobile homes in Aarhus.</p> <p>The locker room initiative in Copenhagen is an umbrella for three main sub-projects: (1) taking homeless people on day trips, museum tours, and fishing trips, to give them a break from their everyday life and make them feel part of a group; (2) supporting homeless people who want to return to their countries of origin (having built a relationship, the project team then contacts their home country or family to make sure they will continue to get the help they need, or, in some cases, travelling with them to ensure they return home safely; (3) providing paid employment for homeless people (cleaning, laundry, gardening, etc.) to help them to rebuild a sense of dignity and support their daily needs.</p>

## SUMMARY

*Projekt UDENFOR* is a Danish initiative that undertakes outreach work and supports vulnerable homeless people through two main projects – ‘Locker room’ in Copenhagen and the UDENFOR & Byg UDENFOR (Build Outside) café in the city of Aarhus. The project seeks to build bridges between homeless people and mainstream society and to create the basis for debate on changes to prevent further marginalisation.

The project in Aarhus engages in outreach work and counselling through a café it has set up at an outside meeting point. The café involves homeless people in practical tasks, such as cooking, as well as providing counselling and support. Some of the homeless people were also involved in the project byg *UDENFOR* (Build Outside), where they collaborated with Architects Without Borders and the MONSTRUM building company to build mobile homes. Those homes stemmed from working groups in which homeless people had participated, including sharing what a home meant to them. Their participation gave them ownership of the design and building process, as well as the mobile homes themselves. Six houses were built that matched the needs and preferences of each homeless person. The houses were located within a community (*Levefællesskab*, living community), helping the previously homeless people to become part of society.

### Target group(s):

- ▶ Homeless people

Homeless people and project volunteers were closely involved in the project design through workshops and outreach activities, as well as through their active participation in the design of the mobile homes and the living community.

During the implementation of the activities, project volunteers tailored their approach to the homeless persons’ needs and empowered them to overcome social marginalisation and form living communities by building relationships.

### Results so far

### Achievement of objectives:

The project was evaluated by the Danish Centre for Social Science Research (VIVE), which reported the following results:

- ▶ Implementation and outcomes of the project did not resemble the planned outline due to lack of resources, changing legislation, and the geographical separation between the project managers and implementers;
- ▶ The project lacked knowledge of the rights of homeless people within the public system and in private organisations, thus it devoted much of its resources to ensuring that homeless people received the services to which they were entitled;
- ▶ There was a lack of adequate time to build relationships with the homeless community;
- ▶ The project provided help only on a small scale.

### Lessons learnt and success factors:

VIVE provided a set of recommendations:

- ▶ Future projects should be based on change theory in order to ensure the right resources, framework, infrastructure and timetable for implementation;
- ▶ Organisations involved should be agile in terms of developing their own practices in response to changes in context or legislation;
- ▶ The project team must have the right language skills to carry out the tasks, including an active position to master the language of the ‘system’, the interpersonal language, the users’ mother tongue, and Danish. With the right language skills, the project team can create a sense of welcome and help service users to obtain their entitlements, as well as their goals;
- ▶ The lack of knowledge about EU migrants among Danish public and (specific) private organisations means that projects have to use funds to train employees on the ‘system’ and on the rights of migrants, rather than focusing on harm reduction and advisory efforts. This has a major impact on the allocation of resources and the changes that can be expected for beneficiaries.



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## Ruoka-apu.fi, Finland

### SUMMARY

*Ruoka-apu.fi (Foodaid.fi)* is a website for food aid seekers and distributors, providing up-to-date information on food aid events and free meals in a selected area. Coordinated by Kirkkopalvelut ry, the website was established within the activities of the Osallistava yhteisö 2019-2021 project, which supports national and local cooperation between food aid distributors, registered associations, parishes and municipalities, as well as collecting and providing up-to-date information on food aid.

Full name of the initiative/project:	Ruoka-apu.fi (Foodaid.fi)
Organisation(s) responsible for implementing the initiative/project:	Kirkkopalvelut ry, an association of parish services, in cooperation with several Finnish food aid organisations
Country / Geographical scope:	Finland
Time frame & period:	January 2020-ongoing
Total amount of funding (EUR):	<i>Osallistava yhteisö</i> (Participating in the community) project 2019-2021: EUR 160,000 per year, of which the Ruoka-apu.fi website was approximately 15%
Sources of funding:	<input type="checkbox"/> FEAD <input type="checkbox"/> ESF <input checked="" type="checkbox"/> National government funding
FEAD Operational Programme:	<input checked="" type="checkbox"/> Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I) <input type="checkbox"/> Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)
Aims and objectives:	<p><b>Key objectives:</b></p> <p>The Ruoka-apu.fi website aims to help people in need to find food aid by providing a space where food aid distributors can advertise their events, making them easier to find. The website also seeks to improve coordination between different food aid distributors, so that they can operate more effectively. Before setting up the Ruoka-apu.fi website, information on food aid was quite scarce and scattered. It was also difficult for food aid distributors to obtain an overview of the activities of other organisations, making coordination challenging.</p>

## SUMMARY

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### Support provided:

#### Main activities:

Ruoka-apu.fi is a website for food aid seekers, distributors and donors, which provides up-to-date information on food aid events and free meals available in a selected area. The website's tailored functions include maps, calendars and scroll-down lists.

Food aid seekers can use Ruoka-apu.fi to find free meals and food aid events in a selected area, while food aid distributors and organisers can share information and advertise their events and activities on the website's noticeboard. Donors (e.g. food industry) can use Ruoka-apu.fi to look for distributors in their area, while social workers and case managers can use the website as part of their social services information.

By sharing information on food aid activities, the website supports national and local cooperation between food aid distributors, registered associations, parishes and municipalities.

Development of the website is still ongoing. For example, English and Swedish versions are being developed, as well as tools for more detailed reporting for food aid providers (e.g. statistical tools).

*Kirkkopalvelut* ry provides free guidance and web training for users, and customer support is available during office hours.

#### Target group(s):

- ▶ People with low incomes in need of food aid;
- ▶ Social workers and case managers (e.g. social services);
- ▶ Food aid organisers and distributors;
- ▶ Donors (e.g. food industry).

Food aid beneficiaries, organisers and distributors were all closely involved in the design of the website, participating through meetings and surveys. A development group composed of different types of organisations steered the design process. Once up and running, beneficiaries are asked for their feedback about the services offered by the website, as part of the co-development process.

### Results so far

#### Achievement of objectives:

The project is ongoing, but the main results to date are as follows:

- ▶ 270 organisations regularly share information about their events on the website. Of these, 55% are registered associations, 40% are parishes, and 5% are municipalities;
- ▶ 463 individual users (number of login IDs);
- ▶ 23,000 visits to the website each month.

#### Lessons learnt and success factors:

- ▶ There is considerable interest among politicians and decision-makers in food aid statistics, driving strong support for the development of this aspect of the website;
- ▶ Collaboration with the Finnish Food Authority facilitated the dissemination of the website through a wide network of food aid distributors. Reaching and involving small food aid distributors can be more challenging, as they might not be familiar with advertising their services;
- ▶ Not all food aid seekers have the necessary digital skills and equipment to access the website;
- ▶ Close involvement of beneficiaries and distributors of food aid in the design of the website resulted in a tool tailored to users' needs. The design also benefitted from Kirkkopalvelut ry's previous experience with a similar platform aimed at volunteers.



#### Contact details for further information

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## Distribution of food parcels to students in the Nouvelle-Aquitaine region, France

### SUMMARY

During the COVID-19 lockdown that began in March 2020, the Centre for Regional Universities and Schools (CROUS) in the Nouvelle-Aquitaine region identified students in third-level education who could benefit from food aid. A weekly 8kg package is delivered by food banks to each student identified, including dry and fresh food products, as well as hygiene kits.

Full name of the initiative/project:

Distribution of free food parcels to students in the Nouvelle-Aquitaine region

Organisation(s) responsible for implementing the initiative/project:

- ▶ Banques Alimentaires
- ▶ Centre for Regional Universities and Schools (Centre régional des œuvres universitaires et scolaires, CROUS)
- ▶ Nouvelle-Aquitaine region

Country / Geographical scope:

France

Time frame & period:

March 2020–December 2021

Total amount of funding (EUR):

EUR 1,350 million of food products (funding of EUR 675,000 from the Nouvelle-Aquitaine region, with the remainder supplied by the food bank from its own food collection, i.e. donations from supermarkets, National Food Collection, and FEAD products)

Sources of funding:

- FEAD
- ESF
- National government funding: Nouvelle-Aquitaine region of France
- Other: daily food product collections in supermarkets and stock from the National Food Collection (dry products)

FEAD Operational Programme:

- Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I)
- Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)

Aims and objectives:

#### Key objectives:

During the COVID-19 crisis, the French Food Banks Network experienced an increase of almost 20% in the demand for food aid (from March to June 2020). By the end of 2020, around seven million people in France were estimated to be experiencing food deprivation. The health crisis worsened the conditions for existing FEAD end-recipients, while new clients also sought food aid, particularly students, people with precarious jobs (e.g. short-term contracts, temporary or informal work), independent entrepreneurs, restaurant owners and craft workers.

'Distribution of food parcels to students' aimed to meet the increase in demand for food assistance resulting from the COVID-19 lockdowns in France by distributing food parcels (each worth approx. EUR 26) to the most disadvantaged students attending third-level educational institutions in the Nouvelle-Aquitaine region.

## SUMMARY

During the COVID-19 lockdown that began in March 2020, the Centre for Regional Universities and Schools (CROUS) in the Nouvelle-Aquitaine region identified students in third-level education who could benefit from food aid. A weekly 8kg package is delivered by food banks to each student identified, including dry and fresh food products, as well as hygiene kits.

### Support provided:

#### Main activities:

The lockdowns resulting from the COVID-19 pandemic from March 2020 saw some students in third-level educational institutions confined to their college rooms. Unable to work or return to their families, some sought help from existing aid structures (e.g. food banks). Initially, the CROUS identified students in Bordeaux who would benefit from food aid, but by mid-May this system was extended to the entire region of Nouvelle-Aquitaine, with the financial support of the Regional Council. In October 2020, the project was extended to include young people between the ages of 15 and 30 years.

Students in need were identified by CROUS social workers. The food bank intervened on 13 university campuses in Bordeaux and other cities in the Nouvelle-Aquitaine region, including Pau, Dax, Limoges, Poitiers.

The food bank and student grocery stores organise and distribute the packages to the students every week. Worth about EUR 26, the packages are made up of donations and collections from supermarkets, as well as FEAD products. Where possible, fresh food products purchased by the food banks using Nouvelle-Aquitaine regional funding are bought directly from producers in the region.

#### Target group(s):

During the COVID-19 crisis, the project identified and targeted the most disadvantaged students in third-level education in the Nouvelle-Aquitaine region.

At first, the project targeted only students in third-level education, but as the crisis persisted, its remit was broadened in October 2020 to young people aged 15-30 in precarious circumstances. It supports the most vulnerable young people, including 'invisible' groups that, outside of times of health crisis, do not necessarily use solidarity mechanisms in their daily lives. This new scheme, 'Rebound for youth', was the initiative of the food banks, the Regional Union of Social Centres of Nouvelle-Aquitaine, and the National Union for Young People's Housing and received support from the Nouvelle-Aquitaine region and FEAD. Each *Département* identified a lead food bank contact for the distribution of these emergency parcels.

### Results so far

#### Achievement of objectives:

Students who received support from the project were surveyed by the Nouvelle-Aquitaine region in March 2021 (results unpublished as of 6 July 2021). Overall, the project has been very successful, being well received and appreciated by its beneficiaries.

Depending on the week, between 800 and 1,400 students receive food parcels in the Nouvelle-Aquitaine region. In total, nearly 52,000 packages have been distributed to date. The Nouvelle-Aquitaine region has extended the support until the end of 2021 to include the distribution of food aid and hygiene products to young people aged 15 to 30 in difficult circumstances. The initiative seen a collaborative network grow, linking social centres, youth centres and *missions* locales to support the identification of those frequently invisible groups.

#### Lessons learnt and success factors:

Key successes for the project are cooperation between relevant local actors and effective organisation of the distribution of food parcels to students. The project garnered the support of many actors in the region, particularly from civil society, through a new volunteer movement (including packaging, transportation and distribution of food and other products).

The involvement of key players provided a pragmatic and coordinated response to an emergency situation. For example, CROUS was responsible for identifying students experiencing food insecurity. The food banks prepared and distributed the packages on a weekly basis to students, usually in collaboration with partner charity organisations. All of the food banks participated in the initiative. The Nouvelle-Aquitaine region contributed half of the total funding for the food and hygiene products in each parcel, stipulating that the fresh food items should be bought where possible from local producers, in line with circular economy approaches. Each food bank and its local partners could decide on the distribution method, allowing for the implementation of the most suitable local solutions.



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## Ulysse digital software, France

### SUMMARY

The organisation *Les Restos du Coeur* (restaurants of the heart) fosters social inclusion and supports vulnerable groups by providing access to free meals. Ulysse is a digital software application that allows the organisation's volunteers to digitally record the personal information of service beneficiaries. This increases operational capacity, improves understanding of user needs, and allows the organisation to provide a more tailored service.

Full name of the initiative/project:	'Ulysse' software to support the improvement of data collection through digitalisation
Organisation(s) responsible for implementing the initiative/project:	<i>Les Restos du Coeur</i>
Country / Geographical scope:	France
Time frame & period:	2012-ongoing
Total amount of funding (EUR):	EUR 2.3 million
Sources of funding:	<input type="checkbox"/> FEAD <input type="checkbox"/> ESF <input checked="" type="checkbox"/> National government funding <input checked="" type="checkbox"/> Other: private donors, own funds of the organisation.
FEAD Operational Programme:	<input checked="" type="checkbox"/> Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I) <input checked="" type="checkbox"/> Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)
Aims and objectives:	<p><b>Key objectives:</b></p> <p>The <i>Ulysse software</i> was designed to facilitate the shift from traditional forms of data collection and application procedures towards a digital tool. Through the software, <i>Les Restos du Coeur</i> aimed to increase the operational capacity of the association and better monitor the needs of the end-recipients. The goal was to implement the Ulysse software in all <i>Les Restos du Coeur</i> centres (approximately 2,000 centres and branches) by 2018</p>
Support provided:	<p><b>Main activities:</b></p> <p><i>Les Restos du Coeur</i> fosters social inclusion and supports vulnerable groups by providing access to free meals, as well as assisting with the social and economic integration of the target group. Its activities cover a wide range of supports, including counselling services related to budget/microcredit, social housing, employment, information about rights and legal services, self-esteem, culture and leisure activities, cooking workshops, French language tutoring, support for people with babies and young children, and support for homeless people.</p> <p>The <i>Ulysse</i> software allows volunteers to digitally record the personal information of beneficiaries, facilitating a better understanding of needs and tailoring of services.</p> <p>Development of the software began in 2012, with a demo version available in 2015. The tool was first piloted in three Restos du Coeur centres and gradually extended to all centres. They received dedicated computers connected to the Ulysse software, making it fully operational at national level in 2018.</p>

## SUMMARY

The organisation *Les Restos du Coeur* (restaurants of the heart) fosters social inclusion and supports vulnerable groups by providing access to free meals. Ulysse is a digital software application that allows the organisation's volunteers to digitally record the personal information of service beneficiaries. This increases operational capacity, improves understanding of user needs, and allows the organisation to provide a more tailored service.

### Target group(s):

*Les Restos du Coeur* provides support for vulnerable people seeking assistance from their centres, i.e. people who register for food aid. Between 2018-2019 the organisation supported approximately 1 million people.

There are 2,013 activity centres located throughout the country. The *Les Restos du Coeur* website hosts a search feature whereby people can find their nearest centre, together with comprehensive information on the types of supports available and how to access those supports.

### Results so far

### Achievement of objectives:

By 2018, *Les Restos du Coeur* had reached its goal of implementing the *Ulysse software* in all of its activity centres. *Ulysse* replaced a series of disparate tools, which ranged from a simple Excel spreadsheet to more sophisticated local solutions.

The software allows the organisation to better understand the needs of end-beneficiaries and facilitate their reintegration by offering them tailored services. Moving away from traditional data collection tools also allows volunteers to spend more time talking with beneficiaries and making them feel welcome.

Implementation of the software enhanced the organisation's administrative capacity, as digitalised data speed-up the preparation of mandatory reports, such as those intended for public donors. It minimises overheads through better management of the logistics chain, from the purchase of food to its local distribution, and facilitates more efficient and responsive allocation of resources, thereby reducing food waste.

The *Ulysse* software also provides data for quantitative studies, monitored by a dedicated service, 'The Observatory'. This service helps the organisation's decision-making process and facilitates a better understanding of social change. The findings are used to inform the organisation's strategies, build their political messages and influence the development of social policy.

### Lessons learnt and success factors:

The *Ulysse* data collection software is more effective than traditional data collection methods. It increases the capacity of the organisation's volunteers, as well as that of the overall organisation, by facilitating automated reporting and features that allow for better tailoring of services to beneficiaries' needs. It also provides the necessary hard data for policy research.

Support from the government and from private donors was crucial in the implementation of the programme.



### Contact details for further information

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## Check-in, Germany

### SUMMARY

Check In – Wege zur Hilfe (Check-in 1 – Finding Help) and Check In – Orientierung, Beratung und Begleitung (Check-in 2 – Orientation, Counselling and Ongoing Support) is a project coordinated by the Göttingen public administration and two local organisations to provide counselling and support to newly arrived EU citizens and their families in disadvantaged conditions. The project provides referrals to kindergartens for children up to the age of seven, as well as access to social, employment, housing, integration, and other supports.

Full name of the initiative/project:	Check In – <i>Wege zur Hilfe</i> (Check-in 1) and <i>Check In – Orientierung, Beratung und Begleitung</i> (Check-in 2)
Organisation(s) responsible for implementing the initiative/project:	Joint project of Stadt Göttingen (lead partner), <i>Beschäftigungsförderung Göttingen kAöR</i> , <i>Diakonieverband Göttingen</i> and <i>Jugendhilfe Göttingen e.V.</i>
Country / Geographical scope:	Germany
Time frame & period:	February 2016-December 2018 (Check-in 1) January 2019-June 2022 (Check-in 2)
Total amount of funding (EUR):	EUR 584,687.54 (Check-in 1) EUR 824,999.46 (Check-in 2)
Sources of funding:	<input checked="" type="checkbox"/> FEAD <input type="checkbox"/> ESF <input type="checkbox"/> National government funding <input checked="" type="checkbox"/> Other: local government funding (5% of budget)
FEAD Operational Programme:	<input type="checkbox"/> Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I) <input checked="" type="checkbox"/> Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)
Aims and objectives:	<b>Key objectives:</b> The aim of the project is to introduce newly arrived EU citizens in Germany to the support system through low threshold (i.e. taking into account the cultural characteristics of the target group and their native language) and outreach social work. Most participants come from Romanian and Bulgarian language-speaking areas, and the project staff linguistic background reflects this. Through outreach work, the project team approaches the target group, offering initial counselling in neighbourhood centres and in the so-called Migration Centre (Check-in 1). Queries that require more intensive support are then referred to social workers, either locally or in the Centre (Check-in 2).
Support provided:	<b>Main activities:</b> The project aims to help end-recipients to access reliable and suitable support services that ensure their long-term integration and independence. After an initial counselling session, newly arrived immigrants are referred to existing support services, including: Mediation and personal accompaniment to authorities; ▶ Information and counselling services within the regular support system (e.g. language and integration course providers); ▶ Housing assistance services;

## SUMMARY

Check In – Wege zur Hilfe (Check-in 1 – Finding Help) and Check In – Orientierung, Beratung und Begleitung (Check-in 2 – Orientation, Counselling and Ongoing Support) is a project coordinated by the Göttingen public administration and two local organisations to provide counselling and support to newly arrived EU citizens and their families in disadvantaged conditions. The project provides referrals to kindergartens for children up to the age of seven, as well as access to social, employment, housing, integration, and other supports.

- ▶ Employment services, aiming to facilitate integration into the labour market (e.g. educational counselling, vocational counselling);
- ▶ Healthcare services (e.g. doctors, health insurance companies) and special services (debt counselling, pregnancy counselling, etc.).

The support takes place following an address/approach-counselling-mediation process. In those cases where visits to the other relevant authorities (e.g. social services, public health services, labour office) are necessary, the project team supports end-recipients to schedule appointments and prepare documents or applications. The team can also accompany individuals to the appointment, if needed, and are on hand to resolve further questions or needs arising from those appointments, facilitating completion of the process.

### Target group(s):

The project targets particularly disadvantaged newly arrived EU citizens and their children (up to the age of seven). They are mainly people from Romania and Bulgaria who are part of the minority Roma community.

Adults are provided with personal support and counselling services, including language and integration courses, health and financial matters, and assistance in finding accommodation. For women and mothers, the project takes a gender-sensitive and culturally sensitive approach to issues such as women's health, pregnancy, contraception and domestic violence.

Children up to the age of seven years are offered support to access 'early help' (e.g. federal early childcare programme)

### Results so far

#### Achievement of objectives:

Check-in has become an indispensable part of Göttingen's social infrastructure since it began in 2016. It has achieved considerable success in integrating new immigrants, reaching more than 400 people each year and carrying out more than 3,500 consultations.

#### Lessons learnt and success factors:

The interdepartmental working group on immigration of EU citizens at the Göttingen City Administration was extremely helpful in developing the project.

The special organisational structure of the project consortium (two independent organisations active in the field of youth and migration; the municipal Institution for Employment Promotion (Beschäftigungsförderung Göttingen, kAÖR) and City of Göttingen as the body responsible for the execution of the project and provider of basic support services) is a success factor in project implementation. That structure allows the project to draw on a well-established network and countless cooperation partners. Network partners are responsible for neighbourhood centres and educational institutions, creating a particularly effective, low-threshold counselling and service structure and achieving the project's goals.

The native speaker competence of project staff significantly facilitates access to the target group and inspires trust. Check-in is now an integral part of the local network structure for newly arrived EU citizens. It is particularly important in the Leineviertel/Gartetalbahnhof area, where a very high proportion of the target group live in a high-rise complex. There, Check-in acts as a driving force and key player in the network of social institutions (e.g. schools, daycare centres, children's and youth centres, city administration).



#### Contact details for further information

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## Getting settled in Mannheim, Germany

### SUMMARY

The *Getting settled in Mannheim* project is an advisory service for disadvantaged EU migrant groups and mobile citizens arriving in the city of Mannheim. The service provides multilingual orientation and information on accessing the available support structures in Germany. If necessary, the project contacts specialist advice centres and existing social welfare services on behalf of individuals.

Full name of the initiative/project:	Getting settled in Mannheim ( <i>Ankommen in Mannheim</i> )
Organisation(s) responsible for implementing the initiative/project:	Bureau of Integration and Migration of the City of Mannheim, in cooperation with German civil society organisations including Caritas, Diakonie ( <i>Diakonische Werk Mannheim</i> ), <i>Der PARITÄTISCHE</i> (Joint Welfare Association) and local district management
Country / Geographical scope:	Mannheim, Germany
Time frame & period:	2016-2018 and 2019-2020. Current programme 2021-2022
Total amount of funding (EUR):	EUR 2 million between 2016-22 (including both FEAD and national funding)
Sources of funding:	<input checked="" type="checkbox"/> FEAD <input type="checkbox"/> ESF <input checked="" type="checkbox"/> National government funding: Federal Ministry of Labour and Social Affairs ( <i>Bundesministerium für Arbeit und Soziales</i> , BMAS)
FEAD Operational Programme:	<input type="checkbox"/> Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I) <input checked="" type="checkbox"/> Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)
Aims and objectives:	<p><b>Key objectives:</b></p> <p><i>Getting settled in Mannheim</i> aims to foster the social integration of disadvantaged migrant groups and mobile citizens through access to established social support structures. Using a holistic approach, the project helps end-recipients to become more independent and facilitates trust in local institutions so that they can receive advice and guidance on how to deal with difficult circumstances.</p> <p>The project collaborates with the Baden-Württemberg-funded 'Integration guides for Bulgarian and Romanian newcomers' project and with the ESF-funded 'Fair Mobility' initiative, which works with trade unions to support EU mobile labourers in obtaining fair and transparent employment relationships. Getting settled in Mannheim provides support from social workers on individual and family cases.</p>
Support provided:	<p><b>Main activities:</b></p> <p>Since 2016, Mannheim has cooperated with German civil society organisations to implement the Getting settled in Mannheim project, ensuring that newly arriving EU mobile citizens in Mannheim can access help and advice from all participating networks.</p> <p>The project is based on close cooperation between the Integration Bureau, local district management, and the faith-based organisations Diakonie and Caritas. The municipal networks involve core actors in the city administration, including the departments for education, social support, registration, youth, security and order, as well as external authorities such as health insurance companies, public housing, language schools, charities, and family counselling.</p>

## SUMMARY

The *Getting settled in Mannheim* project is an advisory service for disadvantaged EU migrant groups and mobile citizens arriving in the city of Mannheim. The service provides multilingual orientation and information on accessing the available support structures in Germany. If necessary, the project contacts specialist advice centres and existing social welfare services on behalf of individuals.

The project employs native-speaking advisory staff, enabling systematic and active integration of newly arriving citizens into society. The holistic advisory service, ANIMA, provides support services for disadvantaged EU mobile citizens and families with preschool children under the age of seven years. Social workers inform people about available counselling and support services and encourage end-recipients to identify initial migration counselling, integration courses, etc.

Getting settled in Mannheim advice centres are located at the welfare associations (Caritas Mannheim, Diakonisches Werk Mannheim, Paritätische Mannheim) and at the Mannheim district management body offices (Mannheimer Quartiermanagement), enabling the ANIMA centres to operate as bridging advice structures. A comprehensive range of advisory services has been set up in areas of the city particularly affected by precarious form of EU immigration.

### Target group(s):

*Getting settled in Mannheim* targets disadvantaged EU migrants and mobile citizens arriving in the city. A key feature of new immigration to the EU from south-eastern Europe is a high concentration of migrants in certain city districts. Federal and EU funding are provided to the city for the purposes of integrating these citizens.

### Results so far

### Achievement of objectives:

Two previous project funding phases (2016–2018 and 2019–2020) supported over 3,200 new EU mobile citizens and their children under the age of seven, who received professional, native-speaking advice in more than 5,000 counselling cases (ZUWES website of FEAD authority). The funding period has now been extended until mid-2022.

The project evaluation has yet to be finalised. However, data collected by project social workers since 2016 reveal that the vulnerable groups were primarily from Bulgaria and Romania, over 75% of the service users were families, many with more than three children. Most enquiries were from individuals facing multiple challenges, and with little or no knowledge of German. Mediation activities between end-recipients and the authorities were a substantial element of the counselling work, as well as support to overcome the language barrier. Around 300 cases concerned health or health insurance issues, while others related to housing problems/homelessness (approx. 120), labour/unemployment issues (approx. 130), debt issues (approx. 210), educational issues (approx. 250) and social security-related matters (approx. 450). Most individuals who sought support were able to resolve their problems.

### Lessons learnt and success factors:

The two previous funding periods yielded positive project implementation lessons. Providing a multilingual counselling team to access the target groups and gain their trust was crucial to the project's success. Networking with the specialised and permanent consulting centres run by Caritas, Diakonie, Der PARITÄTISCHE and other cooperation partners solved the challenges of setting up a new team and added value, such as setting up consulting sites, joint personnel training, and accumulating a stable client base (European Commission, 2021). This form of collaboration offered ways to support and guide socially deprived individuals and families to make more independent life choices. Other essential success factors included fair and transparent decision-making, comparable and reliable data management, and project evaluation (European Commission, 2021).

The time limits of the project generated high turnover among counselling staff, requiring regular external training. A project of this scale also demanded substantial, time-consuming and resource-intensive inter-organisation coordination. These challenges are expected to remain until a more permanent solution for the integration of disadvantaged EU mobile citizens is negotiated by stakeholders.



### Contact details for further information

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## GIVE, Germany

### SUMMARY

The *GIVE* project offers native-language support and advice to newly arrived EU mobile citizens in Dortmund to support their social integration. The *GIVE* team accompanies individuals to institutions, authorities and other specialist advice centres (citizen services, daycare, health insurance). On request, the *GIVE* team will also provide guidance for a safe return to the individual's home country.

Full name of the initiative/project:	GIVE - <i>Gesundheit, Integration, Vielfalt, Empowerment</i> (Health, Integration, Diversity, Empowerment)
Organisation(s) responsible for implementing the initiative/project:	Cooperation between the following five institutions: <ul style="list-style-type: none"> <li>▶ Caritasverband Dortmund e.V.</li> <li>▶ Diakonie Dortmund Lünen gGmbH</li> <li>▶ GrünBau gGmbH</li> <li>▶ Arbeiterwohlfahrt Unterbezirk Dortmund</li> <li>▶ Planerladen e.V.</li> </ul> <p>The first three share an address on Braunschweiger Street in Dortmund. The Roma organisation Romano Than e.V. is an official cooperating partner, offering mediation measures in line with the ROMACT Programme</p>
Country / Geographical scope:	Dortmund, Germany
Time frame & period:	2019-2022
Total amount of funding (EUR):	EUR 827,558
Sources of funding:	<input checked="" type="checkbox"/> FEAD <input type="checkbox"/> ESF <input checked="" type="checkbox"/> National government funding: Federal Ministry of Labour and Social Affairs (BMAS) and Federal Ministry for Family Affairs, Senior Citizens, Women, and Youth (BMFSFJ)
FEAD Operational Programme:	<input type="checkbox"/> Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I) <input checked="" type="checkbox"/> Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)
Aims and objectives:	<p><b>Key objectives:</b></p> <p>EU mobile citizens permitted to live in Germany are required to have adequate means of subsistence and health insurance. However, this group faces considerable challenges with language, access to employment, and restricted access to social support structures.</p> <p>The <i>GIVE</i> project aims to provide guidance and support services to newly arrived and disadvantaged EU mobile citizens in order to promote their integration into society. The project uses native languages as part of an approach that involves outreach, counselling, and accompanying citizens to places where support is provided.</p> <p>A crucial aspect of <i>GIVE</i>'s approach is to empower those seeking help to work out solutions for themselves and learn to use their own resources effectively.</p>

## SUMMARY

The *GIVE* project offers native-language support and advice to newly arrived EU mobile citizens in Dortmund to support their social integration. The *GIVE* team accompanies individuals to institutions, authorities and other specialist advice centres (citizen services, daycare, health insurance). On request, the *GIVE* team will also provide guidance for a safe return to the individual's home country.

### Support provided:

#### Main activities:

The *GIVE* team is multilingual, diverse and multidisciplinary. All employees speak at least one other language in addition to German, covering almost all languages used by EU mobile citizens moving to Dortmund.

Free information and advice covers diverse topics such as living and working in Dortmund, family matters, health insurance and healthcare information, language courses and residence rights.

Support seeks to help people to familiarise themselves with Dortmund - they can be accompanied to various institutions and authorities and other specialist advice centres if necessary (e.g. citizen services, daycare, schools, migration advice centres).

In addition to support for social integration in Germany, guidance is also offered to those seeking to return to their home country.

#### Target group(s):

The project has three target groups:

- ▶ 1. Disadvantaged EU mobile citizens;
- ▶ 2. Parents and legal guardians; and
- ▶ 3. Their children up to the age of seven.

*GIVE* has offices at three central locations in the city, including Welcome Europe!, a drop-in counselling centre with a range of native-language counselling initiatives. The *GIVE* team comprises one coordinator and 11 employees engaged in outreach activities.

Target groups are also contacted through mobile external counselling and outreach work at key central points, such as the registry office where newly arrived persons must register their presence in the city. Other points include the Gast-Haus e.V. (a day shelter for people experiencing homelessness or a precarious situation) and the Public Health Department of the City of Dortmund, where *GIVE* provides aid to people without health insurance.

### Results so far

#### Achievement of objectives:

*GIVE* is monitored annually, with results set out in its publicly available annual report. The analyses and datasets are also incorporated into the City of Dortmund's publicly available 'Assessment Report on Migration from South-Eastern Europe' (*Dortmunder Sachstandsbericht. Zuwanderung aus Südosteuropa*). Findings on participant numbers and successful referrals to other offers, projects and institutions show that *GIVE*'s native-language approach has been a huge success. 2020 data show that despite the COVID-19 restrictions and lockdown challenges, its offer was very well received, with a success rate of over 80% in finding appropriate support for the service users.

#### Lessons learnt and success factors:

*GIVE* provides outreach support, drop-in structures, and in-person native language support (including when accompanying service users to various institutions or organisations), providing an invaluable addition to the federal integration offer. It serves to inform EU citizens, prevent misinformation, overcome institutional obstacles, and facilitate contact to institutions.

In conjunction with representatives of NGOs, migrants' organisations and citizen-based structures, the City of Dortmund has built up a deep network in which dedicated groups of specialists work together to remove barriers to the social integration of EU mobile citizens. The *GIVE* project is an integral part of this structure and its design is an essential foundation for developing and establishing new structures.



#### Contact details for further information

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## Frostschutzengel 2.0, Germany

### SUMMARY

The Frostschutzengel 2.0 (Guardian angel against freezing) project provides multilingual health and social counselling to homeless German and EU mobile citizens in Berlin. The project acts as a bridge between the welfare system and those seeking help, with the goal of facilitating their long-term integration into the welfare system and out of homelessness.

Full name of the initiative/project:	Frostschutzengel 2.0 - Health and Social Counselling for Homeless People
Organisation(s) responsible for implementing the initiative/project:	Jointly managed by GEBEWO – Social Services – Berlin GmbH (emergency housing, integration and women’s assistance) and Caritas FEAD Managing Authority: Ministry of Labour and Social Affairs (BMAS)
Country / Geographical scope:	Germany
Time frame & period:	2016-2018 and 2019–2020 (extended until June 2022)
Total amount of funding (EUR):	FEAD: EUR 669,096 (Overall project budget, including extended period: EUR 1,013,782)
Sources of funding:	<input checked="" type="checkbox"/> FEAD <input type="checkbox"/> ESF <input checked="" type="checkbox"/> National government funding: Ministry of Labour and Social Affairs (BMAS) and Integrational Social Programme of Berlin ( <i>Integriertes Sozialprogramm, ISP</i> ), founded by Authority of the Senate for Integration, Labour and Social Affairs ( <i>Senatsverwaltung für Integration, Arbeit und Soziales</i> ).
FEAD Operational Programme:	<input type="checkbox"/> Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I) <input checked="" type="checkbox"/> Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)
Aims and objectives:	<p><b>Key objectives:</b></p> <p><i>Frostschutzengel 2.0 (Guardian angel against freezing)</i> aims to provide multilingual outreach counselling within existing homelessness services (day centres, shelters, general medical practitioners, etc.) to homeless German and EU mobile citizens in a range of native languages, including Bulgarian, Bosnian-Serbian-Croatian, English, Lithuanian, Polish, Romanian and Russian. The goal is to facilitate their long-term integration into the welfare system and out of homelessness – to offer help against the ‘social cold’.</p>
Support provided:	<p><b>Main activities:</b></p> <p>Berlin has seen an increase in the numbers of people from Germany and other Member States living on the streets or in emergency shelters. They often face difficulties in accessing regular support services due to language barriers and/or a lack of knowledge of their social and legal rights, for example. Frostschutzengel 2.0 began in January 2016 as a way to bridge the gap between those seeking help and the welfare system.</p> <p>The only one of its kind in Berlin, the project informs homeless people of their rights as EU citizens, offering advice and support in various languages. Its social counsellors offer flexible on-site consultations to service users.</p> <p>The project also aims to share the knowledge and experience it has gained, by providing training, participating in national/international working groups, attending conferences, and contributing to political events.</p>

## SUMMARY

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### Target group(s):

The target group includes homeless EU mobile citizens (85%), particularly from Eastern European countries, as well as German citizens (15%), in the city of Berlin.

The target group is particularly hard to reach due to language barriers, systematic discrimination, and a lack of expertise among homeless service providers. The majority of contact with the target group is through multilingual outreach advice and consultation sessions on the premises of existing low-threshold service providers (e.g. day care centres, emergency overnight accommodation) where referrals are made to existing counselling services. The majority of the end-recipients of these services are male (80%).

Regular assessments identify new spaces to hold consultations, including identifying places that provide women-only services, in order to build the project's network and keep up-to-date with relevant locations for the target group.

### Results so far

### Achievement of objectives:

From 2019 to 2020, the Frostschtzengel 2.0 project reached 590 people through its outreach work. Most of the individuals were EU mobile citizens from Poland, Bulgaria, Latvia, Lithuania, Estonia, and Romania.

The project is evaluated annually and the findings are used to improve the service. A key success indicator is users' follow-through on their referral from the project to existing welfare institutions in Berlin. The success rate for building connections between users and existing counselling services' social workers who can take on long-term case work is between 70-75%. Other institutions are continually informed of project users' feedback in order to improve existing structures.

The project works to build and strengthen networks between the various organisations involved, exchanging best practices, knowledge and contacts, as well as creating specific training courses for other social services. The network continues to grow at local, national, and international (FEANTSA Conferences, FEAD Network) level.

*Frostschtzengel 2.0*, in cooperation with the Prodec programme, produced a multilingual user-friendly guide for EU mobile citizens in Germany on their social and legal rights and accessing relevant social welfare organisations. The project won the FEANTSA Ending Homelessness Award in 2018.

### Lessons learnt and success factors:

Providing relevant and accessible information and knowledge addressing the barriers faced by EU mobile citizens in Germany is the first step out of social exclusion. *Frostschtzengel 2.0* highlights the importance of providing multilingual counselling to meet the group's specific needs.

Appropriate and adequate support for the target group requires a network of organisations and institutions, including medical services, food and housing services, specific counselling services for integration into the labour market, and services informing EU mobile citizens of their social and legal rights, including social welfare benefits and other migration services.

Support for EU mobile and German homeless citizens necessitates a strong network of advocacy organisations, lawyers and other representative structures. The *Frostschtzengel 2.0* counselling service helps to bridge the gap and creates better synergy between the target group's needs, rights and obligations to society, and the existing welfare services' fulfilment of their responsibilities to that group.



### Contact details for further information

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## Social Bridge Hamburg, Germany

### SUMMARY

The *Social Bridge Hamburg* project supports mobile citizens from EU Member States (primarily Bulgaria, Poland and Romania) living in precarious conditions in Hamburg, especially during the COVID-19 pandemic. It provides practical support and counselling at a drop-in centre and puts beneficiaries in touch with other suitable support services. The project has also established a network of organisations providing services at the interface of homelessness and migration.

Full name of the initiative/project:	Social Bridge Hamburg
Organisation(s) responsible for implementing the initiative/project:	Diakonisches Werk Hamburg (NGO) Partner: <i>Freie und Hansestadt Hamburg - Sozialbehörde</i> (public authority)
Country / Geographical scope:	Germany/Hamburg
Time frame & period:	1 January 2019 – 31 December 2021
Total amount of funding (EUR):	EUR 643,200
Sources of funding:	<input checked="" type="checkbox"/> FEAD <input type="checkbox"/> ESF <input type="checkbox"/> National government funding
FEAD Operational Programme:	<input type="checkbox"/> Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I) <input checked="" type="checkbox"/> Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)
Aims and objectives:	<b>Key objectives:</b> Social Bridge Hamburg seeks to improve the social inclusion of EU mobile citizens who have immigrated from EU Member States (primarily Bulgaria, Poland, Romania), and who are homeless or at risk of homelessness in Hamburg, Germany. The project acts as a mediator for its target group to access other support services. It has three key objectives: i) to improve the living situation of EU mobile citizens; ii) to empower and strengthen independent action; and iii) to mediate existing support services for the target group.
Support provided:	<b>Main activities:</b> Social Bridge Hamburg supports newly arrived citizens from Eastern European Member States who find themselves homeless or at risk of homelessness. It provides counselling and orientation at a drop-in centre for homeless people and assists in accessing other forms of support. It is staffed by a multilingual team who establish contact with clients via low-threshold homeless assistance and outreach work. Clients are offered orientation advice, informed about support systems, and directed towards appropriate help. If necessary, those affected are accompanied to the contact points and relevant organisations. The project is based on existing advisory structures and provides information and referral to other specialist services. Volunteers support the target group with everyday issues. Examples of core topics discussed with clients during consultation include referring beneficiaries to social services (e.g. debt counselling, migration advice), searching for accommodation, referring people to low-threshold services (e.g. food distribution points, clothing stores) and providing information on medical services. Female mobile citizens may also receive referrals to women-only services for homeless people.

## SUMMARY

The *Social Bridge Hamburg* project supports mobile citizens from EU Member States (primarily Bulgaria, Poland and Romania) living in precarious conditions in Hamburg, especially during the COVID-19 pandemic. It provides practical support and counselling at a drop-in centre and puts beneficiaries in touch with other suitable support services. The project has also established a network of organisations providing services at the interface of homelessness and migration.

The Social Bridge Hamburg project has established a network of organisations providing services at the interface of homelessness and migration in order to better identify the needs of EU homeless people and suitable solutions.

### Target group(s):

The project targets adult mobile citizens who have immigrated from other Member States to Hamburg, Germany, and who are homeless or at risk of homelessness.

A number of factors complicate the social inclusion of EU mobile citizens, such as the language barrier, high levels of discrimination, and lack of information on social rights or access to counselling services. A multilingual outreach team actively contacts groups of homeless EU citizens in Hamburg. Social workers provide counselling, support and information on the relevant social services.

### Results so far

### Achievement of objectives:

The Social Bridge Hamburg project evaluates its outcomes regularly. It reaches homeless EU mobile citizens in Hamburg, helps to stabilise their living conditions, and refers them to appropriate supports. Since the project started in January 2019, each year around 200 EU mobile citizens in Hamburg have been contacted and offered counselling, with 85% of beneficiaries successfully oriented to existing services.

### Lessons learnt and success factors:

Key lessons and success factors include:

- ▶ New offers of support, especially for EU mobile citizens, through the funding of FEAD;
- ▶ Multilingual staff with intercultural competence are key to the success of the project;
- ▶ Awareness-raising among the target group about the social services available to them;
- ▶ Establishing a network of organisations providing services at the interface of homelessness and migration;
- ▶ Further development of services available, in cooperation with relevant public authorities;
- ▶ Building of sustainable social services structures for the target group.



### Contact details for further information

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# Stand Out, Germany

## SUMMARY

The *Stand Out* programme supports women affected by housing shortages in Germany. It focuses on counselling women, as well as networking with different institutions and organisations to find accommodation solutions for the target group. The network is large and encompasses many different institutions and organisations, allowing the project to offer a variety of solutions.

Full name of the initiative/project:	Stand Out - Outreach and counselling for homeless women and women at risk of homelessness in the cities of Aachen, Eschweiler and Stolberg, Germany
Organisation(s) responsible for implementing the initiative/project:	WABe e.V. - <i>Diakonisches Netzwerk Aachen Jülicher Straße 352, 52070 Aachen</i>
Country / Geographical scope:	Germany, Aachen (North-Rhine-Westphalia)
Time frame & period:	Programme implementation since the second funding phase (January 2019–December 2020). Extended until December 2021
Total amount of funding (EUR):	EUR 423,257.09 (EUR 282,171.52 in 2019 and 2020; EUR 141,085.57 in 2021)
Sources of funding:	<input checked="" type="checkbox"/> FEAD <input type="checkbox"/> ESF <input checked="" type="checkbox"/> National government funding: Bundesministerium für Arbeit und Soziales (Federal Ministry of Labour and Social Affairs) <input checked="" type="checkbox"/> Other: Own funds of the organisation
FEAD Operational Programme:	<input type="checkbox"/> Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I) <input checked="" type="checkbox"/> Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)
Aims and objectives:	<p><b>Key objectives:</b></p> <p><i>Stand Out</i> aims to support women affected by housing shortages in Germany. It focuses on counselling women and networking with different institutions and organisations to find accommodation solutions for the target group. In order to reduce hidden housing precariousness and exclusion, it seeks to reach out to as many women as possible who have not yet received help from other institutions and organisations. The project is part of a large network of different institutions and organisations, and can thus offer a variety of options and solutions.</p>
Support provided:	<p><b>Main activities:</b></p> <p>WABe e.V. is a welfare organisation founded in 1985 to provide support to people living in precarious conditions. The FEAD-funded <i>Stand Out</i> project is one of many projects offered by WABe e.V. and focuses on supporting women in need of accommodation.</p> <p>In January 2019, <i>Stand Out</i> began to provide counselling to the target group on the specific benefits and support options available within the German social system. Counsellors assess individuals' needs for help, with the aim of providing targeted support. <i>Stand Out</i> provides support in cases of imminent loss or change of accommodation, helping women with their search for accommodation and communicating with administrative offices and landlords. It also offers psychosocial counselling and support in structuring everyday life, as well as communicating with and referring individuals to other frontline services.</p>

## SUMMARY

The *Stand Out* programme supports women affected by housing shortages in Germany. It focuses on counselling women, as well as networking with different institutions and organisations to find accommodation solutions for the target group. The network is large and encompasses many different institutions and organisations, allowing the project to offer a variety of solutions.

### Target group(s):

Stand Out provides support to women who need help to find accommodation. It works to reduce women's hidden homelessness by helping women who have not received support from other institutions and organisations.

The programme tries to bridge the gap between women in need and the supports available to them with a view to helping them to avoid homelessness and/or improve their living situation generally.

It has been involved in outreach work in places frequented by the target group, such as railway station forecourts. It makes personal contact as early as possible, builds trust with the target group, and develops low-threshold meeting places for women on the spot. It works in close cooperation with a variety of institutional counselling services and other services for homeless people in three municipalities, creating and maintaining a functioning network of these services.

### Results so far

### Achievement of objectives:

In 2019 and 2020, 291 people (254 women, 27 men, 10 non-identifying) were counselled through the project, most of whom were not yet connected to the main support systems and social services.

By monitoring the number of people contacted by the service and the numbers receiving further help, the project was able to assess the local need for the service and estimate the extent of the likely future need. Those data provide regular useful information that helps the project to adapt and expand to meet the needs identified.

The impact of the COVID-19 crisis is reflected in the increased difficulty in accessing housing, with a marked reduction in the amount of affordable accommodation. Waiting times in administrative offices and organisations have increased. The project's work has been made more difficult by lockdown and social distancing measures, the lack of digital access (equipment, internet access, digital skills), and language barriers.

### Lessons learnt and success factors:

The project's success stems from the broad-based cooperation and network structure. Due to WABe e.V.'s networking activities in other projects, a variety of counselling solutions can be extended and supplemented, enabling the Stand Out project to provide a consistent and sustainable support structure to the target group. For example, the network includes social welfare offices (responsible for both urban housing security and emergency shelters), employment agencies, socio-psychological services, travellers' aid and other low-threshold offers for homeless people and people in need, addiction aid, debt counselling and pregnancy (conflict) counselling.

Existing support offers in Germany generally tend to target men. Stand Out focuses on women, revealing significant numbers of hidden cases of women in need of housing throughout Germany, including the cities of Aachen, Eschweiler and Stolberg. Through the Stand Out project, the existing offer of support for people experiencing or threatened by homelessness is expanded by an offer specifically adapted to women. The identified needs of homeless women are substantial, and WABe e.V. is planning further projects, such as an emergency sleeping facility, assisted living, and special counselling centres.



### Contact details for further information

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## ZuHAuSE II-Projekt, Germany

### SUMMARY

The ZuHAuSE-Projekt II “Zusammen leben – Housing first” (Home-Project II “Living together – Housing first”) began in Gießen in Germany in 2016 as part of the ZuHAuSE Project II. Housing First is a relatively new approach to social work, providing housing for homeless people on referral, as the first step in a programme of assistance without any eligibility conditions.

Full name of the initiative/project:	ZuHAuSE-Projekt II “Zusammen leben – Housing first” (Home-Project II “Living together – Housing first”)
Organisation(s) responsible for implementing the initiative/project:	<ul style="list-style-type: none"> <li>▶ Diakonisches Werk Gießen (lead partner)</li> <li>▶ District of Gießen (cooperating partner)</li> <li>▶ University of Gießen (cooperating partner)</li> <li>▶ Wohnbau Gießen GmbH (cooperating partner, provides apartments for Housing First)</li> </ul>
Country / Geographical scope:	District of Gießen, Germany
Time frame & period:	January 2016-June 2022
Total amount of funding (EUR):	FEAD funding for ZuHAuSE Project II: 2016-2018 - EUR 316,387, accounting for 85% of total project costs; 2019-June 2022 - EUR 340,727, accounting for 66% of total project costs
Sources of funding:	<input checked="" type="checkbox"/> FEAD <input type="checkbox"/> ESF <input checked="" type="checkbox"/> National government funding: Federal Ministry of Labour and Social Affairs contributed 10% (2016-2018) and 29% (2019-June 2022) of total project costs <input checked="" type="checkbox"/> Other: District of Gießen, University of Gießen and Diakonisches Werk Gießen covered 5% of the total project costs
FEAD Operational Programme:	<input type="checkbox"/> Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I) <input checked="" type="checkbox"/> Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)
Aims and objectives:	<p><b>Key objectives:</b></p> <p>The objective of ZuHAuSE II is to support the social inclusion of the most deprived in the city of Gießen. The core of the project is outreach street social work in Gießen city centre to help homeless people and those at risk of homelessness. It links people into the public social support system in the city in order to foster their integration.</p> <p>Based on that outreach, Housing First is a supplementary assistance offer that sees end-recipients - some of whom have lived on the streets for many years - provided with housing as the first step in the programme of assistance, without any eligibility barriers.</p>
Support provided:	<p><b>Main activities:</b></p> <p>Social workers identify homeless people (and those at risk of homelessness) through social outreach at various sites in Gießen city centre. They offer advice and support in a flexible and unbureaucratic way. If necessary, clients are accompanied through existing support services in order to reconnect and reintegrate them into society gradually, ensuring accessibility to the entire social network of the city.</p>

## SUMMARY

The ZuHAuSE-Projekt II “Zusammen leben – Housing first” (Home-Project II “Living together – Housing first”) began in Gießen in Germany in 2016 as part of the ZuHAuSE Project II. Housing First is a relatively new approach to social work, providing housing for homeless people on referral, as the first step in a programme of assistance without any eligibility conditions.

More intensive accompanying measures are provided to 15 homeless people, directly referred by the team’s social outreach street workers on to Housing First, who were subsequently allocated an apartment. For a period of time after first moving in, those individuals receive support, encouragement and guidance on running their household independently. That assistance includes accompanying people to authorities and services if necessary, as well as regular home visits to help people to reestablish contact with offices and authorities, or to submit applications to improve their situation. The project connects homeless people to the city’s social support system and improves their accessibility to existing social networks.

### Target group(s):

The target group includes homeless people and people at risk of homelessness as a result of obstacles encountered in accessing the existing social support system.

These individuals have long been affected by insufficient/lack of access to available local or regional social supports, due to both the general housing supply problem, and the likelihood of their exposure to other burdens, for example, addictions and mental health issues resulting from traumatic experiences earlier on in life (e.g. early loss of parents, social exclusion and experiences of violence).

Although the project began at regional level, a nationwide meeting of similar projects has taken place, enhancing its networking potential.

### Results so far

### Achievement of objectives:

Since the project first received FEAD funding in 2016, it has supported 150-170 people each year. All of these people had already left the social benefit system and had no contact with offices and authorities (often for years). They were primarily contacted through the project’s outreach work, with 15 people directly referred to Housing First. Since 2016 almost 20 individuals have been provided with an apartment. All of them have been integrated into the existing social support system which starts with the local job centre’s commitment to cover the rental costs.

### Lessons learnt and success factors:

The most important success factor for the project is the combination of outreach street work and the Housing First project. End recipients are often known by the team for a long time which helps to establish trust between the organisation and individuals before being placed in an apartment.



### Contact details for further information

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# We Strengthen Together, Greece

## SUMMARY

*We Strengthen Together* is a telephone line that provides individualised psychological and social support to end-recipients of the FEAD-funded programme to build mental resilience during the COVID-19 crisis. The telephone line was set up at the outbreak of the pandemic and is still active. As well as immediately phone support, it also provides information about an online platform that uses an innovative and integrated approach to inform, train and empower citizens of the Western Greece Region (particularly vulnerable groups) through distance learning, skills enhancement, and physical and mental empowerment.

Full name of the initiative/project:	<b>We Strengthen Together</b> , in synergy with the online platform <a href="http://www.menoumedytikiellada.gr">www.menoumedytikiellada.gr</a> (living in Western Greece)
Organisation(s) responsible for implementing the initiative/project:	The Patras Holy Diocese (as partner of the FEAD Social Partnership of the Regional Unit of Achaia) and Western Greece Region
Country / Geographical scope:	Western Greece Region/Greece
Time frame & period:	Telephone line for psychosocial and social support operates daily, and provides information on the online platform, <a href="http://menoumedytikiellada.gr">menoumedytikiellada.gr</a> (still active); <ul style="list-style-type: none"> <li>▶ during the first wave of COVID-19 from 25 May 2020–30 July 2020</li> <li>▶ during the second wave from 11 November 2020–1 December 2020</li> </ul>
Total amount of funding (EUR):	EUR 45,000 for FEAD recipients of special individualised We Strengthen Together actions in the framework of accompanying measures implemented by Patras Holy Diocese. EUR 40,000 for the online platform for the general population of Western Greece. This funding was received from National Government Resources (Public Investment Programme, exceptional subsidy/emergency support due to COVID-19)
Sources of funding:	<input checked="" type="checkbox"/> FEAD <input type="checkbox"/> ESF <input checked="" type="checkbox"/> National government funding: Public Investment Programme, exceptional subsidy/emergency support due to COVID-19
FEAD Operational Programme:	<input type="checkbox"/> Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I) <input type="checkbox"/> Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)
Aims and objectives:	<p><b>Key objectives:</b></p> <p>The We Strengthen Together telephone support line was a partnership between the Western Greece Region and Patras Holy Diocese as part of the FEAD Social Partnership of the Regional Unit of Achaia, Western Greece Region. It was set up to strengthen people's self-care, prevent social exclusion among the most vulnerable members of society, and promote social cohesion during COVID-19. Beyond the pandemic, it is envisaged that the support line will remain active via chat and a new version of the online platform.</p> <p>The phone line also sought to familiarise callers with the online platform of the Western Greece Region. The platform was designed and implemented during the first lockdown in Greece (March 2020) as psychological support and reinforcement for all citizens during the COVID-19 pandemic. It particularly targeted young people, adolescents, parents, single parents, and the elderly.</p>

## SUMMARY

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### Support provided:

#### Main activities:

The *We Strengthen Together* telephone support line is implemented by Patras Holy Diocese. Specialist personnel provide individual support and guidance services, for example, providing immediate information to callers, referring them to available services, and scheduling telephone appointments with specialist counselors. The phone line encourages dialogue and offers advice and support to people about difficulties and psychological reactions they may be experiencing or that may be exacerbated by restrictive pandemic measures (e.g. anxiety, fear of the disease, family issues).

Information about the online platform is also disseminated through the telephone support line. The Western Greece Region designed a new integrated online platform, [www.menoumedytikiellada.gr](http://www.menoumedytikiellada.gr) in March 2020 to provide reliable information, distance learning, skills enhancement, and physical and mental empowerment in the context of the COVID-19 pandemic. The idea was to provide alternative means of entertainment, education and mental/physical empowerment during the national lockdown. The platform has seven categories - Information, Have Fun, Training, Empowerment for the Vulnerable Population, Talk to an Expert, Get to know our Region, and Contribute. It includes uploaded articles, videos and official information, including educational games, interactive animation videos on COVID-19, and information on preventing the spread of the virus.

#### Target group(s):

The *We Strengthen Together* support line provides individual support and information to end-recipients of FEAD-funded measures, with the additional aim of familiarising them with the online platform. Callers to the telephone line were informed about the online platform available to the general public but specially targeted at vulnerable groups (e.g. elderly, depressed people, children with autism, patients with chronic diseases).

### Results so far

#### Achievement of objectives:

In total, 1,800 end-recipients of the FEAD-funded programme were directed from the support line towards specialised services, such as public social services or local/national NGOs. The greatest proportion (46%) called to obtain information, 36% of calls were categorised as psychological support calls, while social support calls accounted for 18%. The satisfaction rate among callers was very high (80% declaring themselves very satisfied). Up until March 2021, a total of 18,000 users (56.57% women, 43.43% men) had visited the online platform..

#### Lessons learnt and success factors:

Using a semi-structured questionnaire to profile callers' needs helped to identify and tackle specific needs during COVID-19.

Both the telephone support line and the online platform reduced the social stigma associated with COVID-19, supported by the fact that these services were open to all and not just to vulnerable people. In addition, a less stigmatising form of communication and terminology was used by operators. Social influencers (religious leaders, national celebrities) also played a role in prompting reflection on supporting stigmatised groups and amplifying messages to reduce that stigma.

Another important added value of the online platform was the increased knowledge of end-recipients' needs. Daily conversations with experienced telephone agents allowed for links to be created between callers' needs and local public services and NGOs.

Volunteering plays an important role in citizens' empowerment. On the online platform, people can offer their services and products to vulnerable people in times of crisis. End-recipients take part in tailored activities (training, mental health empowerment, physical activities), which contribute to their empowerment and engagement.

Empowerment of vulnerable end-recipients as well as the general population helps to build more resilient communities and boost solidarity ahead of emerging challenges.



#### Contact details for further information

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## Children's Acquaintance with Sports, Greece

### SUMMARY

*Children's Acquaintance with Sports* sees 200 children (aged 6-12 years) from deprived families living in the Achaia Regional Unit participate in team sports such as basketball, water polo, volleyball and taekwondo. The purpose is to create and promote positive attitudes and behaviours in respect of physical activity.

Full name of the initiative/project:	Children's Acquaintance with Sports in the framework of the Accompanying Measures of the FEAD Programme in the Region of Western Greece, implemented by the Social Partnership of the Regional Unit of Achaia
Organisation(s) responsible for implementing the initiative/project:	Western Greece Region, Social Partnership of the Regional Unit of Achaia
Country / Geographical scope:	Greece/Western Greece Region
Time frame & period:	July-November 2020 (four months). The practice was temporarily suspended in November 2020 due to the COVID-19 pandemic lockdown. The measure has since been extended until the end of 2021, reflecting the positive responses from end-recipients, children and local sports communities.
Total amount of funding (EUR):	EUR 33,000 For training and the organisation of sports events for children from families receiving FEAD-funded support and for other children, as well as publicity
Sources of funding:	<input checked="" type="checkbox"/> FEAD <input type="checkbox"/> ESF <input type="checkbox"/> National government funding
FEAD Operational Programme:	<input checked="" type="checkbox"/> Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I) <input type="checkbox"/> Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)
Aims and objectives:	<b>Key objectives:</b> The project aims to foster children's positive attitudes towards physical activity, promote empowerment, eliminate the negative impact of poverty, and facilitate children's social inclusion. Team sports have a positive function in supporting youth development, empowerment, confidence and interpersonal bonding. As children learn the benefits of physical activity and adopt an active lifestyle, they act as catalysts for shifts towards healthier ways of living in the most deprived families. By encouraging physical activity, the project promotes the development of a healthy society, especially within the unprecedented and complex daily living situation arising from the COVID-19 pandemic.

## SUMMARY

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### Support provided:

#### Main activities:

The initiative was designed with the support of regional and local sports teams' associations and academies. These organisations provided sports kits and extra training for children, at no additional charge.

Two hundred children participate in the project, aged between 6-12 years, from the most deprived families in the Achaia Regional Unit. They take part in team sports, including football, basketball, water polo, volleyball and taekwondo, with the opportunity to train regularly (two to four times a week) in their preferred sport at no extra cost for their families. FEAD funding covers the total cost of the training for the children of end-recipients of FEAD-funded measures.

Children's participation in coordinated groups and academies has several benefits for their health and inclusion. The measure contributes towards improving their physical and mental health, immune systems, and emotional development.

#### Target group(s):

The target group consists of 200 children, aged 6-12, from recipient families. The budget is distributed across 21 collaborating regional and local sports clubs, associations and academies of the Achaia Regional Unit in Western Greece.

In addition to the benefits received by the children, setting up the practice has also provided financial support for local sports organisations, creating stronger community links while encouraging solidarity and social cohesion.

### Results so far

#### Achievement of objectives:

The project was effective, with high levels of participation by the children in the region. However, due to COVID-19 restrictions and the general national lockdown, implementation was suspended after four months and postponed for the 2021 summer period.

The project received a very favourable response from the participants (children) and their parents, as well as from the local community, the media and sports academies. The Western Greece Region achieved its main objective of social inclusion through sports training, with results proving extremely encouraging to date.

#### Lessons learnt and success factors:

Actions in the framework of FEAD accompanying measures concerning children should be high priority, given the importance of their equal access to sports training, educational and recreational activities.

Western Greece Region's political commitment, as well as strong cooperation with the Greek FEAD Managing Authority (EIEAD), played a crucial role in the project's success. Volunteers and civil society (sports academies, media) also proved to be powerful allies in strengthening social cohesion.



#### Contact details for further information

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## IRC FEAD Migration Programme, Ireland

### SUMMARY

The IRC FEAD Migration Programme ensures that refugees arriving under the Irish Refugee Protection Programme have their basic hygiene needs met and are supplied with essential household goods.

Full name of the initiative/project:	IRC FEAD Migration Programme
Organisation(s) responsible for implementing the initiative/project:	Irish Red Cross (IRC), in partnership with the FEAD Managing Authority
Country / Geographical scope:	Ireland
Time frame & period:	2017-2022
Total amount of funding (EUR):	EUR 800,000
Sources of funding:	<input checked="" type="checkbox"/> FEAD <input type="checkbox"/> ESF <input type="checkbox"/> National government funding: Ministry from the Family and Social Solidarity <input type="checkbox"/> Other
FEAD Operational Programme:	<input checked="" type="checkbox"/> Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I) <input type="checkbox"/> Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)
Aims and objectives:	<p><b>Key objectives:</b></p> <p>The objective of the IRC FEAD Migration Programme is to ensure that refugees arriving under the Irish Refugee Protection Programme have their basic hygiene needs met and are supplied with essential household goods.</p>
Support provided:	<p><b>Main activities:</b></p> <p>The IRC procures, coordinates and distributes basic material assistance to refugees arriving in Ireland by providing 'hygiene kits' and 'household starter kits'. Hygiene kits are distributed to the refugees on arrival in Ireland and include basic hygiene products (e.g. toothpaste, shampoo, hand soap, hand towel, nail clippers). Each pack is tailored to age and gender (e.g. feminine hygiene products, baby products, razors). Currently, the kits are distributed at the hotel where the refugees are quarantined. Household kits are requested by the local authorities once a house has been allocated to the family. These household kits are either delivered by the IRC, by courier, or directly by the supplier, depending on the size of the order. They include kitchenware, bedding (e.g. duvets, pillows, blankets) and cleaning products.</p> <p><b>Target group(s):</b></p> <p>Incoming refugees under the Irish Refugee Protection Programme.</p>

## SUMMARY

The IRC FEAD Migration Programme ensures that refugees arriving under the Irish Refugee Protection Programme have their basic hygiene needs met and are supplied with essential household goods.

### Results so far

#### **Achievement of objectives:**

The IRC FEAD Migration Programme has delivered 2,273 hygiene kits to refugees arriving in Ireland and 215 household starter kits to newly housed refugees across the country. Until December 2020, there were a steady number of refugees arriving in Ireland, being quarantined and then moved to Emergency Reception and Orientation Centres (EROCs). A steady number of families were also moved from EROCs into local authority housing.

#### **Lessons learnt and success factors:**

Collaboration with local authorities and community welfare officers on household starters kits is vital in ensuring that each family receives the appropriate material support they required. The implementation of COVID-19 quarantining since late-2020 necessitated additional collaboration and planning, including providing more flexible hygiene packs (e.g. ongoing supply of nappies for infants of various ages). This flexible early intervention approach complements the other social welfare supports available and provides these families with a clear channel to access the supports they require.



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## Housing First Trieste, Italy

### SUMMARY

*Housing First Trieste* provided permanent housing in Trieste to homeless people with high failure rates with previous integration projects. This is the first step to resolving their homelessness. The project also fosters clients' social integration and well-being by supporting their access to existing local community support services, education and training.

Full name of the initiative/project:

Housing First Trieste

Organisation(s) responsible for implementing the initiative/project:

- ▶ Diocesan Foundation Caritas Trieste (Fondazione diocesana Caritas Trieste onlus)
- ▶ Lybra Social Cooperative Society (Lybra Società Cooperativa Sociale onlus)
- ▶ Municipality of Trieste

Country / Geographical scope:

Italy

Time frame & period:

12 September 2019-31 January 2021

Total amount of funding (EUR):

FEAD funding: EUR 207,350 (total amount including ESF: EUR 362,862)

Sources of funding:

- FEAD
- ESF
- National government funding
- Other

FEAD Operational Programme:

- Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I)
- Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)

Aims and objectives:

#### Key objectives:

Housing First is a relatively recent innovation in homelessness service design, which was first developed in the 1990s in New York by Dr Sam Tsemberis. By providing a pathway directly from the street to a home, together with the intensive social support to foster reintegration and wellbeing, it takes housing as the start rather than the end point out of homelessness.

Under the remit of the Italian Federation of Homelessness Organisations (fio.PSD), Housing First Trieste promoted the implementation of the Housing First methodology within Trieste's municipal social services. In 2015, Italian homelessness service providers and academics cooperated to form the Housing First Italian Network, a confederation of organisations providing, or with an interest in, Housing First. Housing First Italia had 51 members in 10 Italian regions, of which 35 had operational projects in 2015. After a three-year trial period, Caritas Trieste introduced the Housing First Trieste project in 2019.

The project aimed to provide a permanent home for certain people with high support needs, without any pre-conditions for eligibility (e.g. job, drug rehabilitation) other than being homeless or in unsafe or inadequate housing. The second important element of the project is the provision of intensive support and opportunities for beneficiaries to access treatment and integrate into a community.

## SUMMARY

*Housing First Trieste* provided permanent housing in Trieste to homeless people with high failure rates with previous integration projects. This is the first step to resolving their homelessness. The project also fosters clients' social integration and well-being by supporting their access to existing local community support services, education and training.

### Support provided:

#### Main activities:

Housing First Trieste was created on a pilot basis by the Fondazione Diocesana Caritas Trieste in 2016, financed with Caritas Italy funds. In the Municipality of Trieste in 2019, in partnership with the Lybra Social Cooperative Society, the project provided 10 apartments to a total of 30 residents, in collaboration with the Housing First Italia Network and funded by the ESF. The project supported five families selected for the accompanying pathway towards housing independence.

Project activities include meetings with potential end-recipients, signing personal agreements with them, accompanying end-recipients to their new apartments and providing access to the solidarity supermarket (Emporium of Solidarity) for material aid kits (food, personal and household hygiene products, clothes, etc.). Once they are settled in their new homes, further supports include visits, accompanying end-recipients to meetings with other social services if required, enhancing community involvement, training and job placement, budgeting and financial mentoring and psycho-social counselling, with ongoing monitoring and evaluation of individuals' progress.

#### Target group(s):

The project was aimed at people referred by social services to the Housing First team because other housing projects had failed them, leaving them homeless or in unsafe or inadequate housing. The project team met the candidates to present the key features of the programme and share the housing solutions available. Once the most appropriate solution was chosen, end-recipients signed an agreement (which included support with furniture and moving costs).

### Results so far

#### Achievement of objectives:

Housing First Trieste won the bronze medal at the FEANTSA Ending Homelessness Awards in 2021 (European Federation of National Organisations Working with the Homeless) for combining the ESF and FEAD funding to promote inclusion paths for 30 homeless residents. The FEANTSA Awards sought to raise awareness of the opportunities in the new Multiannual Financial Framework to tackle homelessness effectively.

By January 2021, 16 people had achieved a good level of autonomy and were able to live independently without the support of the project team. The initiative also supported 362 people (including 30 individuals receiving housing support) through Emporio della Solidarietà, including 116 minors, 26 elderly people and 14 disabled people.

Work is underway to make the project an ongoing complementary measure to the classic 'step-by-step' approach from homeless shelters through successive steps. Restoring dignity to homeless people is a complex challenge that requires multi-level action, study, observation, expertise and innovation.

#### Lessons learnt and success factors:

One of the most important aspects of the project was the complementarity between the ESF and FEAD. The synergies guaranteed a wide range of services and activities within the project, with focused funding. The paradigm shift in the Housing First model was very positively received by municipal social workers, who are convinced of its effectiveness.

The collaboration between fio.PSD and Caritas since 2014 through the Housing First Italia Network was a crucial success factor, both in training the team and evaluating progress. The integration of workers from two different NGOs into a single operational team was also very useful.



#### Contact details for further information

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## E-vouchers in the City of Brescia, Italy

### SUMMARY

The City of Brescia set up a system for citizens to apply for e-vouchers and cards in order to speed-up food aid distribution.

Full name of the initiative/project:	E-vouchers in the city of Brescia
Organisation(s) responsible for implementing the initiative/project:	City of Brescia
Country / Geographical scope:	Brescia, Italy
Time frame & period:	2018- ongoing
Total amount of funding (EUR):	EUR 200,149.24 in 2019 EUR 191,241.18 in 2020
Sources of funding:	<input checked="" type="checkbox"/> FEAD <input type="checkbox"/> ESF <input type="checkbox"/> National government funding <input checked="" type="checkbox"/> Other: Funding from the Municipality of Brescia
FEAD Operational Programme:	<input checked="" type="checkbox"/> Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I) <input type="checkbox"/> Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)
Aims and objectives:	<p><b>Key objectives:</b></p> <p>The project distributed e-vouchers and cards in order to speed-up food aid distribution, prevent monetisation of paper-based vouchers, and provide anonymity and dignity for end-recipients.</p>
Support provided:	<p><b>Main activities:</b></p> <p>People who wish to obtain social support must apply to the city administration, where a social worker assesses their specific needs and then agrees an individual project, including financial support via vouchers.</p> <p>Distributed monthly, the vouchers' value is based on the composition of the family unit as shown in the municipal registry: EUR 100 for one person, EUR 168 for two people, EUR 235 for three people, and EUR 34 for each subsequent family member. Another EUR 100 is assigned for children up to the age of three.</p> <p>The City of Brescia dedicates part of its budget for social intervention to e-vouchers that can be used in dedicated stores, organised and managed by Edenred Italia. The e-vouchers can be transferred to the end-recipients' personal Regional Services Card, National Services Card or Health Card. Where a person does not have their own card (e.g. it has expired), they can transfer the e-voucher to the card of a family member. A personal Edenred Card can also be provided to an end-recipient.</p>

## SUMMARY

The City of Brescia set up a system for citizens to apply for e-vouchers and cards in order to speed-up food aid distribution.

The card works like a normal payment card, with the end-recipient identified detected through the chip or magnetic strip. The merchant enters the amount to be deducted from the total and issues a regular receipt, together with a receipt showing the amount left on the card. The Edenred Card has no PIN code because the transaction is secured by reading the tax code. A smartphone app was set up two years ago to allow end-recipients to receive and use food vouchers electronically.

Cards are recharged at the request of a social worker. This allows regular assessments of the social situation of end-recipients, including the provision of other relevant accompanying measures to promote their social inclusion.

### Target group(s):

The project targets people experiencing deprivation, both those identified from the social services database and those identified through outreach by social workers of the City of Brescia.

### Results so far

### Achievement of objectives:

The project has not been evaluated. Instead, social workers monitor outcomes based on specific timebound objectives.

### Lessons learnt and success factors:

A number of key lessons and factors have contributed to the success of the e-vouchers:

- ▶ Allow end-recipients to make purchases near their homes, such as fresh food or other specific items;
- ▶ Remove stigmatisation and provide dignity by enabling people to make their own choices.

Close work and cooperation between the municipality's social workers and workers of a third sector organisation is a key success factor, with those involved meeting every two months to share knowledge.



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# Provision of accompanying measures to FEAD end-recipients, **Lithuania**

## SUMMARY

This initiative provides food assistance and accompanying measures to improve the integration of vulnerable citizens and develop their social skills.

Full name of the initiative/project:	Provision of accompanying measures to FEAD end-recipients
Organisation(s) responsible for implementing the initiative/project:	<ul style="list-style-type: none"> <li>▶ Food bank, Lithuania</li> <li>▶ Red Cross Society, Lithuania</li> <li>▶ Municipalities (60 administrations)</li> </ul>
Country / Geographical scope:	Lithuania
Time frame & period:	2018-2020
Total amount of funding (EUR):	EUR 900,000
Sources of funding:	<input checked="" type="checkbox"/> FEAD <input type="checkbox"/> ESF <input type="checkbox"/> National government funding
FEAD Operational Programme:	<input checked="" type="checkbox"/> Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I) <input type="checkbox"/> Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)
Aims and objectives:	<p><b>Key objectives:</b></p> <p>The project provided food assistance and accompanying measures (e.g. individual counselling) on topics such as social care, financial planning and hygiene. These accompanying measures are an important means of supporting those who are generally socially excluded (e.g. large families, single parents, families at risk, and seniors with no/low income, individuals dependent on psychotropic substances, and the long-term unemployed). In Lithuania, people traditionally reluctant to participate in social support measures and this initiative seeks to attract vulnerable people to ensure they receive the supporting services they need.</p>
Support provided:	<p><b>Main activities:</b></p> <p>The Lithuanian food bank, the Red Cross and the various partner organisations (municipalities) provided food aid to vulnerable groups with little or no income. Partner organisations offered counselling to end-recipients on social care, financial planning and hygiene, among others. Municipalities and non-governmental organisations (NGOs) also encouraged end-recipients to participate in social projects, such as cooking meals with products delivered within the initiative, sports and leisure activities for children, special events, and training for women. During the COVID-19 pandemic, information campaigns sought to raise awareness of the importance of following the safety regulations and guidelines put in place by the government.</p> <p>Individuals with no/low income received counselling sessions and participated in social projects (e.g. cooking, special events and training, leisure activities, information campaigns). They received information about the activities available via interviews, information leaflets and partners' websites. The target group contributed to the design of the activities by suggesting necessary services.</p> <p>Partner organisations responsible for the accompanying measures initiatives used a flat 5% of the FEAD budget.</p>

## SUMMARY

This initiative provides food assistance and accompanying measures to improve the integration of vulnerable citizens and develop their social skills.

### Target group(s):

The initiative targeted those whose average monthly income did not exceed 1.5 times the monthly state-supported income approved by the Lithuanian government (EUR 187.50 in 2018-2020), with exceptions determined independently by each municipality. Most end-recipients were adults aged 19-30 years.

### Results so far

### Achievement of objectives:

There were no specific annual evaluations of accompanying measures. The FEAD Managing Authority is currently carrying out an evaluation as part of preparations for the new 2021-2027 programming period. Increased efficiency and quality of accompanying measures is expected to be a bigger focus in the future. A key challenge for partner organisations is to attract the target group to participate in the activities, with low motivation common among some groups.

The different types of accompanying measures were selected through direct communication with the target group - listening to their needs, identifying the level of motivation, and based on statistics on specific groups of end-recipients (e.g. participation in employment, use of public services). The team then made contact with potential additional target groups. Partner organisations highlighted that investing in children was most successful and rewarding, as children were willing to participate in activities and accept information, and were often more receptive to developing new skills. Lifestyle-oriented events were organised for individuals with particularly low motivation, aiming to maintain regular direct contact and gradually encouraging them to engage in various employment activities or services.

The evaluation did not calculate the financial benefits of the measures because the scale of the intervention was too small. In a small number of cases, the accompanying activities directed the target group towards available public services (e.g. education, employment, healthcare). The outcome of accompanying measures (e.g. how many people started studying, working, or undergoing regular preventive health checks) was not measured.

### Lessons learnt and success factors:

Individual continuous consultation is essential to support unemployed people to reintegrate into the labour market (providing health services, training, cooperation with the public employment service). Although there are no official records of how many end-recipients subsequently began work, partner organisations reported that several participants who received continuous consultation found it easier to reintegrate into the labour market.

Financial support to rent housing played an important role in encouraging high-performing students leaving alternative care facilities to find a profession and become independent.

Health programmes for women were an important added value. They included group sessions, such as talks from a family doctor on women's health issues or talks from a Public Health Bureau specialist on personal hygiene and health, as well as individual supports such as gynaecological consultations. The external evaluators noted that such activities should target disease prevention and the use of other health services. Appropriate indicators should be identified and evaluated to measure the impact of the health programmes.

Camps and other educational activities for children (e.g. first aid training, swimming lessons) facilitated children's continued participation in non-formal education activities. External evaluation results found a positive impact on children's social integration and educational attainment.

At municipal level, involvement of end-recipients in volunteering activities with the elderly and with NGOs is a useful measure of their empowerment and involvement level, as is an assessment of skills acquired. Partner organisations could assess end-recipients' involvement by monitoring the length of their involvement and their interest/participation in volunteering activities.



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## LEAP Project, Malta

### SUMMARY

The *LEAP Project* provides accompanying measures to the distribution of FEAD food packages, through personalised support for the families.

Full name of the initiative/project:	LEAP Project - Helping the most deprived to 'take the leap' out of poverty
Organisation(s) responsible for implementing the initiative/project:	Foundation for Social Welfare Services (FSWS)
Country / Geographical scope:	Malta
Time frame & period:	2013-ongoing Since 2019, the LEAP project has been carried out as a national initiative by the Agency for Community and Therapeutic Services (within the FSWS)
Total amount of funding (EUR):	EUR 2.5 million in 2019 (including both FEAD and national funding)
Sources of funding:	<input checked="" type="checkbox"/> FEAD <input checked="" type="checkbox"/> ESF <input checked="" type="checkbox"/> National government funding: Ministry from the Family and Social Solidarity
FEAD Operational Programme:	<input checked="" type="checkbox"/> Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I) <input checked="" type="checkbox"/> Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)
Aims and objectives:	<b>Key objectives:</b> The LEAP Project - 'Helping the most deprived to take the leap out of poverty' – aims to reduce poverty among vulnerable families through employment and education, empowering people to take control of their lives and make the necessary changes towards a better future.
Support provided:	<b>Main activities:</b> The FEAD programme is implemented throughout Malta and Gozo by the FSWS, which is also responsible for State-funded food distribution. Through the two schemes, FSWS has reached out to 26,000 families at risk of poverty and social exclusion. Accompanying measures to the distribution of FEAD food packages include: <ul style="list-style-type: none"> <li>▶ Personalised support to families and guidance towards relevant social service providers (e.g. social security services, labour market intermediaries, education pathways, childcare facilities, afterschool programmes);</li> <li>▶ Home visits, identification of a family profile and SWOT analysis to identify the most appropriate channels to help the family;</li> <li>▶ Social mentoring and care plan;</li> <li>▶ Nutrition and health information sessions;</li> <li>▶ Practical courses (e.g. cooking on a budget, household budgeting courses, family workshops, parenting courses).</li> </ul> <b>Target group(s):</b> Deprived individuals and their families.

## SUMMARY

### Results so far

The *LEAP Project* provides accompanying measures to the distribution of FEAD food packages, through personalised support for the families.

#### **Achievement of objectives:**

The LEAP Project has helped to reduce poverty among vulnerable families through employment and education.

In 2019, the FSWS worked with 20,137 cases (including 199 homeless people). Six participants completed a family workshop at the Qormi Leap Centre, and 10 parenting courses were held in various locations (e.g. schools).

As part of day-to-day operations, professionals take regular stock of their interventions (using defined outcome measures) to assess whether or not objectives have been achieved.

#### **Lessons learnt and success factors:**

Collaboration with end-users takes the form of a joint service agreement to identify their needs. This gives beneficiaries a sense of ownership of the intervention. Social workers consult with service users on a regular basis and use the mapping system, 'Profiling of the families', to promptly adapt to their emerging needs. Social workers and other professionals are based in the community, increasing visibility, local integration and normalisation of the service.

During the COVID-19 pandemic, FSWS introduced a follow-up scheme whereby service users were contacted by phone.

The LEAP Project increased collaboration between the different stakeholders (e.g. NGOs, government entities) through regular structured meetings and exchanges of support. Since 2019, project activities are carried out under the same directorate as those of the Community Social Work Service (which offers optimal individual and family social work services targeting the most vulnerable in the community), creating a platform for joint work multidisciplinary work and facilitating cooperation between different actors.



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# Operational Programme for food and basic material assistance, **Slovakia**

## SUMMARY

The Operational Programme for food and basic material assistance in Slovakia provides people in need with material aid (food and hygiene packages) to cover their basic needs. Accompanying measures are tailored to end-recipients through a preliminary assessment of their counselling needs by a social worker.

Full name of the initiative/project:	<ul style="list-style-type: none"> <li>▶ Measure 1: Provision of food packages with accompanying measures as a tool to address food deprivation</li> <li>▶ Measure 4: Provision of hygiene packages with accompanying measures as a tool to address material deprivation</li> </ul>
Organisation(s) responsible for implementing the initiative/project:	Jointly managed by the Slovak Red Cross, Caritas Slovakia and the FEAD Managing Authority (Ministry of Labour, Social Affairs and Family of the Slovak Republic)
Country / Geographical scope:	Slovak Republic
Time frame & period:	Food aid support was provided four times a year (2016-2020)
Total amount of funding (EUR):	EUR 360,000 per year (for measure 1 and measure 4)
Sources of funding:	<input checked="" type="checkbox"/> FEAD <input type="checkbox"/> ESF <input type="checkbox"/> National government funding
FEAD Operational Programme:	<input checked="" type="checkbox"/> Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I) <input type="checkbox"/> Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)
Aims and objectives:	<p><b>Key objectives:</b></p> <p>The Operational Programme provided food and hygiene packages, as well as accompanying measures, to address food and material deprivation. It targeted people experiencing deprivation who were in receipt of social welfare assistance but not food assistance. Alongside food and material aid, accompanying measures such as counselling and advice assisted individuals' social integration by supporting their sustainable transition out of poverty.</p>
Support provided:	<p><b>Main activities:</b></p> <p>The Operational Programme delivered food and material aid to the target group. That aid provided an opportunity for qualified social workers or a cooperating organisation to assess end-recipients' social problems. Social counselling and other professional activities then supported individuals to tackle their issues in order to prevent and reduce family crisis situations (e.g. job search assistance and advice, CV preparation, information on financial assistance and support options, advice on healthy nutrition, food management and family finances).</p> <p>At the pick-up point for food and material aid packages, social workers made a preliminary assessment of end-recipients' social needs and offered relevant direct individual counselling and advice. The Programme thus built bridges between the target group and social services in the area, widening end-recipients' awareness and access to services, fostering and improving their social inclusion.</p>

## SUMMARY

The Operational Programme for food and basic material assistance in Slovakia provides people in need with material aid (food and hygiene packages) to cover their basic needs. Accompanying measures are tailored to end-recipients through a preliminary assessment of their counselling needs by a social worker.

Due to the COVID-19 related crisis, the project adapted the health information provided, including ways to prevent the spread of the virus and how to seek healthcare for symptoms or illness. A number of other measures were taken, including:

- ▶ Updating the target group on restrictions and adjustments in Sweden, Romania and Bulgaria;
- ▶ Pausing some group activities and focusing on outdoor outreach activities;
- ▶ Holding all planning meetings online;
- ▶ Using a car for outreach activities, minimising the use of public transport.

### Target group(s):

Two groups of individuals were targeted by the measures:

- ▶ People experiencing deprivation but not in receipt of food provision, who picked up their food parcel at the distribution centre. End-recipients were identified by the State Labour Office before each distribution cycle.
- ▶ Following assessments by partner organisations, people in unfavourable or crisis situations were identified as end-recipients for food distribution (e.g. income below the minimum subsistence level, sudden serious illness/loss of family breadwinner, affected by natural disaster).

### Results so far

### Achievement of objectives:

The Slovakian Managing Authority noted that most of the food and hygiene packages were successfully delivered to the target groups. Importantly, the provision of those necessities acted as a gateway to reach those in need and address additional social needs through counselling and general advice. Those accompanying measures also allowed social workers to refer end-recipients to existing support services (e.g. accommodation, financial services) and social networks for more in-depth assistance.

### Lessons learnt and success factors:

The delivery of food and hygiene parcels to older people and marginalised communities was carried out in cooperation with local authorities, which also identified new end-recipients to replace those no longer receiving support from the Programme. Effective working relationships with regional/local authorities, including the police, were crucial to parcel deliveries to marginalised communities.

Comprehensive planning of the Operational Programme facilitated the smooth delivery of FEAD-funded support in Slovakia and ensured its success.



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## Pentru Tine – För Dig, Sweden

### SUMMARY

*Pentru Tine – För Dig (For You)* provides health and social information to mobile EU citizens living in vulnerable conditions in four different cities in Sweden. Through outreach activities, the project focuses on the individuals' rights and obligations in Sweden, their home country, and the EU.

Full name of the initiative/project:	<i>Pentru Tine – För Dig (For you)</i>
Organisation(s) responsible for implementing the initiative/project:	Sveriges Stadsmissioner ( <i>Sweden's City Missions</i> )
Country / Geographical scope:	Sweden
Time frame & period:	March 2019-June 2021
Total amount of funding (EUR):	EUR 1.2 million
Sources of funding:	<input checked="" type="checkbox"/> FEAD <input type="checkbox"/> ESF <input type="checkbox"/> National government funding <input type="checkbox"/> Other
FEAD Operational Programme:	<input type="checkbox"/> Distribution of food and/or basic material assistance and, where appropriate, accompanying measures (OP I) <input checked="" type="checkbox"/> Social inclusion of the most deprived persons, supporting activities outside active labour market measures, comprised of non-financial or non-material assistance (OP II)
Aims and objectives:	<p><b>Key objectives:</b></p> <p><i>Pentru Tine – För Dig (For you)</i> reaches out to vulnerable mobile EU citizens, organising group activities to inform them of their social rights and obligations, and providing them with health information (mental, physical and sexual health). The outreach work and group activities take place in four different cities in Sweden.</p> <p>Through the provision of community and health information, the project aims to increase autonomy and reduce vulnerability among these citizens, as well as decreasing the risks associated with exploitation, ill health and hate crimes. The long-term goal is to improve health and increase inclusion and empowerment through increased knowledge of their rights, opportunities and obligations in Sweden, their home country, and the EU.</p>
Support provided:	<p><b>Main activities:</b></p> <p>Sweden's City Missions (Sveriges Stadsmissioner) is an umbrella organisation of 10 separate City Missions throughout Sweden. <i>Pentru Tine – För Dig</i> involves four of these City Missions – Stockholm, Uppsala, Linköping and Eskilstuna, where four mobile field teams conduct outreach and make contact with EU citizens living in extreme vulnerability and homelessness.</p> <p>The teams consist of health communicators and staff with language skills, cultural competences and experience of social work. To complement the field teams, a local project manager in each location collaborates locally with relevant actors.</p>

## SUMMARY

*Pentru Tine - För Dig (For You)* provides health and social information to mobile EU citizens living in vulnerable conditions in four different cities in Sweden. Through outreach activities, the project focuses on the individuals' rights and obligations in Sweden, their home country, and the EU.

Due to the COVID-19 related crisis, the project adapted the health information provided, including ways to prevent the spread of the virus and how to seek healthcare for symptoms or illness. A number of other measures were taken, including:

- ▶ Updating the target group on restrictions and adjustments in Sweden, Romania and Bulgaria;
- ▶ Pausing some group activities and focusing on outdoor outreach activities;
- ▶ Holding all planning meetings online;
- ▶ Using a car for outreach activities, minimising the use of public transport.

### Target group(s):

The project targets non-economically active and vulnerable EU citizens staying temporarily in Sweden, such as those experiencing homelessness, the unemployed, and those without an income who are forced into begging. The overall purpose is to strengthen people's self-empowerment and inclusion in Swedish society.

The majority of the target group is from Romania and, to some extent, from Bulgaria. Many are Roma people. The exclusion and discrimination experienced by the target group is extensive and long-lasting, creating a lack of trust in society and the various social actors involved. The first step in supporting this community is to build trusting relationships with the City Missions' staff. Staff have relevant cultural and linguistic skills, often having a Roma background or themselves coming from Romania or Bulgaria.

### Results so far

#### Achievement of objectives:

The outreach teams have provided information to approximately 1,600 individuals through over 5,000 meetings. An internal user survey of participants found that 99% of participants agreed they had benefitted from the information received, with 98% feeling that the conditions for taking care of their own health and hygiene have improved.

As a result of the outreach activities, the teams can make contact with more people than would otherwise have visited the City Missions' activity centres. Outreach work also provides increased opportunity to meet the most vulnerable in the community. The field teams are one of a small number of actors that have actively sought contact with the target group, therefore playing an important role as informants and motivators for the most marginalised in Swedish society. The project has generally reached its goals, although the pandemic reduced the numbers of group activities carried out.

#### Lessons learnt and success factors:

Employing staff with the relevant cultural competence and who are able to speak the language of the target groups in question (Romanian and Bulgarian) has been one of the most important factors facilitating contact, building trust and supporting peoples' needs. The teams have successively adapted their support, sharing materials (e.g. maps) and organising group activities to provide information that is relevant and comprehensible.

One important lesson is that even in open societies, where social and legal rights are not restricted, it can be very difficult for some people to access their rights. Obstacles to claiming rights include a lack of trust in society, lack of knowledge/information about claiming legal and social rights, and systemic discrimination against certain groups of people.

Project staff have identified many people in the target group who are sexually exploited or exploited at work as a consequence of their vulnerability and desperation. COVID-19 has exacerbated the situation further, forcing vulnerable people deeper into poverty, and making the work of projects such as *Pentru Tine - För Dig (For you)* more urgent than ever in supporting people to find better alternatives.

Providing information to women on equality and health has been an important success factor in motivating women towards more self-empowerment and family planning.



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