



Intermediate report – Italy

November 2022

Partner: Consorzio Veneto Insieme, Glocal Factory and Refugees Welcome Italia

GLOCAL FACTORY

CONSORZIO
VENETO INSIEME



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SYNTHESIS

JRS

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WP7

INTERMEDIATE REPORT

Country: Italy

Partner: Consorzio Veneto Insieme, Refugees Welcome Italia, Glocal Factory

Date of the intermediate report: September 30th, 2022

1. CONTEXT

1.1 Asylum seekers, refugees, and other people under international protection: brief description of the national and local situation

The reception system for migrants in Italy operates on two levels: first reception, which includes hotspots and first reception centers, and second reception, which includes the SAI (Reception and Integration System) and the CAS, Extraordinary Reception Centres, a hybrid between first and second reception.

The first reception is carried out in collective centers where newly arrived migrants in Italy are identified and may or may not initiate the asylum application procedure. In particular, hotspots are centers where migrants are collected upon arrival in Italy. Here they receive their first medical treatment, undergo health screening, are identified and photo marked and may require international protection (in fact the vast majority of migrants arriving by the sea do so).

After a first evaluation, migrants applying for asylum are transferred (in theory within 48 hours) to the first reception centers, where are retained the time necessary to find a solution in the second reception.

Once they pass through hotspots and first reception centers, asylum seekers are assigned to the second reception, the Reception and Integration System (SAI).

SAI

The system is coordinated by the Ministry of the Interior in collaboration with ANCI, the National Association of Italian Municipalities. Local authorities that choose to join the SAI can apply for access to ministerial funds at any time, responding to an open public notice.

Once the application is approved by the Ministry, the local authority receives three-year funding for the activation of a reception project on its territory. At that point the public body in turn a tender to assign the resources obtained to a managing entity, which must be a non-profit entity (the famous "cooperatives", but there are also associations). The best proposal is awarded the contract for the management of the project, with the municipality remaining as the reference body.

Both asylum seekers and protection holders have access to the system. Asylum seekers receive material, legal, health, and linguistic assistance, and protection holders also have more explicit services for integration and career guidance. If the places in the SAI run out, the special reception system, the CAS, is used.

The extraordinary welcome: the CAS

The system of reception of migrants in Italy thus conceived has proved insufficient to respond to the need to receive the hundreds of thousands of asylum seekers who arrived in Italy between mid-2014 and mid-2017. For this reason, CAS (Extraordinary Reception Centres) have been introduced, conceived as temporary structures to be opened in the event of "consistent and close arrivals of applicants" (Legislative Decree 142/2015, art. 11) that it is not possible to receive through the ordinary system.

However, CAS have become the rule over time, and their name is highly improper: it is in fact the ordinary mode in which migrants were included, at least from 2015.



Access to work

In Italy asylum seekers can legally work after 60 days from the formalization of the asylum application, (compilation of the "C3 model").

However, the residence permit issued on the grounds of "request for asylum" cannot be converted into a residence permit for the purpose of work

The foreign citizen who is granted international protection (asylum or subsidiary protection) is entitled to a residence permit for political asylum or subsidiary protection, both of five years, renewable, which allows you to carry out any type of work.

Local updated situation - As underlined by ActionAid and Openpolis in their report published in January 2022, in three years, from 2018 to 2020 the number of people accommodated in Italy decreased by 42%, but 7 out of 10 are still placed in extraordinary centres. The 2018 security decree marked a net change in the reception approach, preferring a system based on big CAS centres, attracting profit companies. The very low numbers of operators granted by the funds in proportion to the number of guests led to the loss of many jobs, and the services' cut made reception a mere management of food and accommodation, also reducing the positive effects on the host territories, in terms of income and socio-employment integration. Additionally, the distinction made by Decree Law 130/2020 between service levels dedicated to asylum seekers and the ones dedicated to beneficiaries of protection replicates the erroneous logic to reserve resources for the integration for those who will benefit from international protection, contrary to a logic of generalised protection and ultimately considerably slowing down the process of regaining self-sufficiency for asylum seekers.

After the outbreak of the conflict in Ukraine and the decision to implement the 2001/55/EC Directive, the Government has issued some decrees, detailed by the civil protection ordinances. The interventions are mainly of two types: on the one hand, it was planned to increase the reception system, (first governmental, CAS and SAI facilities), **on the other hand it was decided to implement alternative forms of widespread reception** (including family-base reception) and economic support

1.2 Local initiatives and other information worth mentioning towards asylum seekers and refugees' group

Over the past two decades, Italian civil society has developed a very wide range of Private Sponsorships to support refugees and asylum seekers. Among the most significant initiatives we would like to mention:

- the reception in families, promoted by Refugees Welcome
- the humanitarian corridors promoted by Caritas and the Community of Sant'Egidio;
- the commitment of the world of social cooperation

- the spread of local networks among different actors, or even (as in Padua) the existence of second-level associations, founded by workers' unions and large social associations, to bring together all the efforts of different actors in the non-profit sector.

1.3 Please describe the actions, activities and pilot scheme locally planned under RaCIP Project.

CONSORZIO VENETO INSIEME

Target Group: migrants

CVI has implemented a training path for local mentors to support asylum seekers and refugees within the local economic market contests. The main goal is to educate the mentors with essential formal (i.e. legal and social) and informal notions, for them to be able to accompany mentees in their job placement path.

After a training course composed of 5 encounters with different professionals (legal operator, social assistant, psychologist), the mentors had been paired with a group of 16 mentees, identify among the beneficiaries of local CAS (reception centers), and the users of the one-stop employment counters managed by local social cooperatives.

Because of the Italian social cooperatives' peculiarities and the possibility for type b cooperatives to hire people in a vulnerable situation, the 16 mentees, through the support and advice of their mentors, had been employed by two CVI's associated cooperatives in the framework of "Progetto PUOI": a work integration project, financed by Anpal, and specifically addressed to asylum seekers and refugees.

Particularly, the activities held in this specific contest were aimed to provide the mentees with both an accompaniment to work and at work.

First of all, the mentees had been supported, by a first group of mentors, throughout the selection process and the bureaucratic procedures request by the project: cv-writing, preparation for the interview, and opening of a bank account.

Once the requisites had been fulfilled, the second part of the accompaniment started and have been provided by a second group of mentors, responsible for the productivity activities.

Once the second path of mentoring has started, the accompaniment provided by the first group of mentors has continued (and continuing).

Target Group: organisations/stakeholders/institutions/groups

The meetings held with other stakeholders within the framework of the training activities led the path to a stronger collaboration between the partners involved in the project.

RaCiP has provided a space of confrontation and support between the organizations, all of them providers of different services on behalf of asylum seekers and refugees.

The opportunity to hold round tables on specific topics (employment, social integration, etc), provides the instruments to join abilities and knowledge and, eventually, to face specific problems.

REFUGEES WELCOME ITALIA

RWI integrated the activities foreseen by the Racip Project in its already-existing mentoring and family-based reception programs. First of all, we carried out the training pathway for mentors and hosting families, which was aimed raising awareness about refugees' social and cultural background, the experience of forced displacement and the pathways to be granted protection; sharing the values of welcoming and the objectives of the experience; sharing tools and insights to build a relationship instrumental to the independence of the refugees; deal with expectations. The training is based on 4 modules: 1. Refugees Welcome Italia (mission and values) and Racip's project presentations; 2. refugees, who they are and where they came from: overview of the displacement phenomenon. Data, migration routes and journeys, countries of origin, countries of transit, demographic profile of people arriving to Italy. 3. Legal framework: overview of the Italian reception system, the asylum procedures and different form of protections. 4. Building a relation: psycho-social and cultural aspects. The role of the hosting family/mentors, how to deal with cultural differences and expectations, active listening, the boundaries of the relationship, the plan toward independence.

So far we match 7 mentors/mentees, 7 hosting families/immigrants in the framework of the Racip project.

The methodology of work implemented in the framework of the RAcip project is based on the following steps

Selection and matching: Refugees Welcome Italia is in charge of selecting and vetting both hosting families/mentors and refugees, in order to identify the best matching according to their needs, daily-life routine and characteristics.

Facilitation: Refugees Welcome Italia provides support to both families/mentors and refugees over the whole relationship period. We monitor the matchings and assess the state of the relationship.

Support for autonomy: Refugees Welcome Italia helps refugees set an individual plan to

reach self-reliance: find/change job, start a training, resume studies. Each match (mentoring/family based reception) is supported and accompanied by trained volunteers who provide help, guidance and are in charge, along with case workers, of monitoring the state of the relationship.

GLOCAL FACTORY

Glocal Factory Social Cooperative first involved in the project, as associate partners, some entities in direct contact with asylum seekers, such as Paratod@s Self-Managed Laboratory and the association "Sulle Orme." It then carried out the training of 10 volunteers (university students); given the age and cultural background of the learners, the common RaCIP model was adopted giving it a special characterization in a participatory sense. The selection of mentees was then carried out, from among the approximately 30 refugees and asylum seekers who have been residing in an abandoned house since April 2022, named "Il Ghibellin fuggiasco" in reference to Dante Alighieri (who found his first refuge in Verona during his long exile). Given the "fluidity" of the university students' engagement, it was decided that one-to-one mentoring would also be accompanied by a mentoring mechanism of the entire group of mentors towards the entire group of mentees. The planned activities are on the one hand to support the development of the mentees' network of social relationships, and on the other hand to support very practical and basic aspects (documents, work, health, home, etc.).

2. METHODOLOGY

Please describe in detail the data collection process for the intermediate report: who participated in the evaluation, by what methods, and other information you consider important in this process. Include discussion points and comments.

CONSORZIO VENETO INSIEME

The intermediate evaluation has been held by the national mentors, through one-by-one interviews with the mentees. For the quantitative data collection, has been utilized a 1 to 6 parameter according to the following scale: 1 to 2 low, 3 to 4 medium, and 5 to 6 high. So the mentees have been asked to answer according to the position on the scale they perceive they are standing. Once all the mentees had been interviewed, had been calculated the medium term of the individual values collected.

The same system has been utilized for the monitoring process of the partners and other stakeholders. For these specific groups has been interviewed one or more members of each organization, according to the number of persons that had participated in the training course.

REFUGEES WELCOME ITALY

The participants were: migrants, mentors, hosting families. We opted for an informal method for gathering information: colloquial one-to-one conversations, carried out by case workers who are familiar with the participants, during which they were asked to share their experiences/insights. Other informations were already collected by the case workers through RW's tool of profiling and monitoring, which consists of in-depth interviews that touch upon specific dimensions related to the experiences of mentoring or family-based reception, the overall integration process of migrants.

GLOCAL FACTORY

The participants were: migrants, mentors (university students or neo -graduated). Migrants have been interviewed individually, in informal situation (where necessary, the Cooperative's researcher has been supported by a migrant acting as a language and cultural mediator, to interview boys with scarce skills in language like English, Italian or Arabic, currently spoken by the interviewer.

3. MATRICES

CONSORZIO VENETO INSIEME

Target group: MIGRANTS

Dimensions	Indicators	Parameters
Participation of migrants	Number of migrant people contacted	23
	Number of migrant people which participated in activities	15
	Number of migrant people which participated in the final evaluation	15
	Main reasons for withdrawing from activities (when available)	<u>Qualitative</u> No interest in the project as a support process. Focus mainly in the economic compensation
Socio-demographic profile	Age	26-65 (medium age 29 years old)
	Gender	Men: 10 Women: 5 Total: 15
	National background	Nigerian: 6 Afghans: 5 Pakistani: 3 Togolese: 1
	Migrant status	Asylum seekers: 8 Refugees: 4 Under international protection: 1 "Casi Speciali", Italian temporary protection: 3
	Number of years of schooling	27% 4 years or less 60% 9-12 13% 13 or more
	Professional situation	100% employed (87% stage; 13% fixed-term contract).
	Type of profession	100% manual occupations

	School situation (when in school)	6% enrolled in the Provincial Centre for Adult Education (CPIA)
	Other information	13% of the migrants have some kind of disability or disabling disease
Communication skills	Ability to hold simple conversation with a local language speaker	40% low 33% medium 27% high
	Ability to hold work, education, health, and services conversations	73.3% low 13.3% medium 13.3% high
	Reported confidence in using technology to access digital services	60% low 40% medium
Well-being and connection to community	How the migrant describes his/her life	60% who considered his/her life regular, 40% who considered his/her life regular good
	Well-being	20% low feelings 47% medium feelings 33% high feelings
	Attitudes relating to local community Feelings of “belonging” to community	13% low feelings of “belonging” to community, 27%medium 60% high
	Feeling of safety when walking alone outside during the day / night	13% medium feelings of safety 87% high
	Reporting experience of racial, cultural, religious harassment or incidents or hate crime	80% low reporting of racial, cultural or religious harassment or incidents or hate crime, 20% high reporting
	Feelings to able to practice religion freely	100% high feelings to be able to practice religion
	Feelings of support by community members	13% low support 27% medium support 60% high support
	Feelings of support by social workers	6.6% low support by social workers, 26.6% medium support by social workers, 66.6% high support by social workers
	Feelings of support by mentors	20% medium support by mentors 80% high support by mentors

Identity, social skills, and expectations	Self-representation:	
	Have confidence in him/herself	7% medium self-confidence 93% high self-confidence
	Feels control over his/her life	33% medium perceived control over life 67% high perceived control
	Feels him/herself as important	7% medium of self- importance 93% high of self-importance
	Feels optimistic about the future	7% low of optimism about the future, 13% medium of optimism, 67% high of optimism
	Feels autonomy to solve own problems	13% low of perceived autonomy 60% medium of perceived autonomy 27% high of perceived autonomy
	Awareness of procedures for complaining about goods and services	26.6% low of awareness of procedures for complaining 26.6% medium of awareness 46.6% high of awareness
	Awareness of key institutions, rights, supports and pathways to participation	6.6% low awareness 26.6% medium awareness 66.6% high awareness
	Social skills	
	Confidence to interact with neighbours of all backgrounds	20% medium of confidence to interact 80% high of confidence
	Confidence interacting with co-workers	7% low confidence 93% high confidence
	Reports having friends from the same background	20% low report having friends same background 7% medium report 73% high report
	Reports having friends from different background	33.3% low report having friends different background 33.3% medium report 33.3% high report
	Cooperates in groups	7% medium capacity to cooperate in groups 93% high capacity
Participating in a community organisation	6.6% low value placed on helping others 6.6% medium value 86.6% high	
Motivation to participate into community activities	100% high motivation	

	Expectations	
	Professional aspirations and plans	20% low professional aspirations, 7% medium 73% high
	Educational aspiration and plans	13% low educational aspirations 87% high educational aspirations

Target group: MENTORS

Dimensions	Indicators	Parameters
Participation	Number of mentors contacted (individually or in group sessions)	7
	Number of mentors which participated in the project	6
	Number of mentors which participated in the final evaluation	5
	Main reasons for quitting the participation (when existing cases)	Qualitative The mentor had to quit the training due to personal reasons.
Socio-demographic profile	Age	Age range (from-to); 18-25; 26-65 Medium age: 33
	Gender	Men: 2 Women: 3 Total: 5
	Ethnic background	4 mentors with ethnic background (Senegal, Cameron, Colombia, Pakistan)
	Education	20% primary 60% secondary 20% undergraduate
	Professional situation	100% employed
	Profession	100% qualified;
	Status	100% workers in a participant institution
Recruitment	Modality of recruitment	The mentors have been selected within social cooperatives, compromised in the employment of vulnerable people.

Experience	Previous experience in mentoring	No
Motivations	Motivations to be a mentor	<ul style="list-style-type: none"> • For the mentors who are themselves asylum seekers or refugees, the training has provided them with tools to facilitate their peers in their social and economic integration • To improve job placement processes within their cooperatives
Training in mentoring	Participation in RaCIP mentor's training	6 mentors (100%) participated in RaCIP training. 5 of the mentors has concluded the training 1 mentor has not concluded the training. Reasons for leaving/withdrawing of the training: the mentor had to quit the training due to personal reasons.
	Description of the training	<p>Number of training hours: 12.5 hours (5 meeting of 2 ½ hours each one)</p> <p><u>Main contents</u> Description of the role of a mentor and the tools (formal and informal) that are required to provide a good accompaniment, An overview on the legal procedure for the recognition of international protection and national protection (the so-called “Casi Speciali”, special cases). An overview of the social and economic needs of migrants, and on the efforts and resources offered by the territory public and private institutions; An overview on hard and soft skills required by the Italian labor market, that has to be developed by the beneficiaries.</p> <p><u>Methodologies</u> The training was organized to provide the opportunity to be joint both on presence and online. Each meeting forces a theoretical explanation of the main topic, and a Q&A moment, which has provided the participants the possibility to interact directly with the trainer. The meetings had included a participatory activity and/or a testimony of asylum seekers and refugees in order to analyze the needs, difficulties of migrants and resources needed for their social and economic inclusion.</p> <p><u>Trainers' profile</u> Project Manager, master's in international Cooperation</p>

		Coordinator of reception facilities, Master in Migration Studies Social Worker, undergraduate in Social Services
	Satisfaction with the organizational aspects of the training	100% high satisfaction
	Satisfaction with the content of the training	20% medium satisfaction 80% high satisfaction
	Satisfaction with the performance of the trainer	100% high satisfaction
	Satisfaction with training about mentoring	20% medium satisfaction 80% high satisfaction <u>Qualitative description of the most positive aspects of the training about mentoring identified by the participants</u> Particularly appreciated by the participants was the lesson dedicated to empathy (second lesson). The presence of a psychiatric that had presented the topic, had represented the opportunity to better understand the necessity to provide not only their futures manatees with psychological and emotional support, but also (and first of all) the mentors, as a tool to face the difficulties and challenges the role itself entails. The methodology of the course, focused on the interaction between the trainers, experts and trainees, in order to provide a less frontal teaching methodology and a safe space for discussion and confrontation between the participants. <u>Qualitative description of the most challenging aspects of the training about mentoring identified by the participants</u> The physical spaces provided for the training, which could be improved in the logistical organisation. For those who had participated online, it was not possible to provide them with the same amount of involvement the trainees in presence had experienced.
	Usefulness of the training about mentoring	10% medium high usefulness 90% high usefulness
	Relevance of the training about mentoring	10% medium relevance of the training about mentoring 90% high relevance of the training about mentoring

Mentoring process	Matching procedures	<p><u>Qualitative description of the process of matching between mentors and mentees</u></p> <p>Once the mentees had been defined, the matching with the mentors has been determinate the nationality of both the mentee and the mentor, in order to have a cultural and linguistic mediation whenever is possible, and according to the task employed by the mentees in the cooperative. Once the mentees had been defined, the matching with the mentors has been determined the nationality of both the mentee and the mentor, in order to have a cultural and linguistic mediation whenever is possible, and according to the task employed by the Mounties in the cooperative</p>
	Type of activities carried out	<p><u>Qualitative description of the mentoring activities</u></p> <p>The mentoring activities consist in the support of the minute in order to help them to familiarize with the formal and informal rules the mentees will eventually face in a "non-protected" labour environment: schedules, permits, holidays, payrolls, relation with their colleagues and superiors. Furthermore, the mentor supports the minute in order become aware of those services, provided within our territory, useful for job placement.</p>
	Institutional contexts	<p><u>Where the activities did take place (associations, schools, public institutions...)</u></p> <p>Within the social cooperative where the mentees are currently employed Within the reception facilities.</p>
	Length of the mentoring	<p><u>Total number of hours of contact (range from-to) (medium)</u> <u>Number of encounters</u> <u>Meeting frequency (regularity)</u> <u>Length (weeks, months)</u></p> <p>The mentoring activities provided to our beneficiaries can be defined as an <i>in-progress</i> mentoring, provided on an almost daily base by the mentors at work. More over the mentees are followed by a second group of mentors (to work), in order to be supported in topics not directly linked with their "productive activities".</p> <p><u>Mentoring at work</u></p>

		<p>Total number of hours of contact (medium): 2.5 hours per week Number of encounters: 5 encounters per week (once a day) Meeting frequency (regularity): daily Length: 6 months</p> <p><u>Mentoring to work</u> Total number of hours of contact (medium): 3 hours per month Number of encounters: 2 Meeting frequency (regularity): every 15 days Length: 6 months</p>
	Type of mentoring	100% of individual mentoring
Impacts	<p>Increased knowledge about refugees</p> <p>Increased knowledge about Private Sponsorship</p> <p>Increased knowledge about refugees' integration</p>	<p>20% medium increased knowledge about refugees 80% high increased knowledge</p> <p>20% medium increased knowledge about Private Sponsorship, 80% high increased knowledge</p> <p>80% medium increased knowledge about refugees' integration 20% high increased knowledge</p>
Methods	Please describe how information on participant mentors was collected	The information has been collected within a focus group, where the mentors have been asked to describe their experience within the training path, and to evaluate it.

Target group: ORGANISATIONS/STAKEHOLDERS/INSTITUTIONS/GROUPS

Dimensioni	Indicatori	Parametri
Participation	Number of organisations contacted	6
	Number of organisations that participated locally in the RaCIP project	4
	Number of organisations that participated in the final evaluation	4
	Previous experience with refugee integration	100% yes (4)

Institutional profile	Type of organisation	1 Social Cooperative (type B – social enterprise) 2 Social Cooperatives (type A – CAS, SAI) 1 Association
	Dimension of organisation	3 organisations have less than 50 workers/members 1 organisation has more than 50 workers/members
	Primary activities organisation provided before RaCIP project	4: housing 1: reducing prejudice/informing about refugees 1: social and cultural activities 2: supporting people into employment
Satisfaction	Satisfaction with participation in the RaCIP project	100% high satisfaction <u>Qualitative description of the most positive aspects of the participation identified by the organisations</u> RaCIP has given the space to the organizations to better know each other, and to think some of their social inclusion interventions and activities in conjunction, maximizing the efforts for a better result. <u>Qualitative description of the most challenging aspects of the participation identified by the organisations</u> To schedule meetings where all the stakeholders can participate
Relevance and usefulness	Relevance of the RaCIP project	100% high relevance
	Usefulness of the RaCIP project	100% high usefulness
Impacts	Increased knowledge about refugees	100% low increased knowledge about refugees
	Increased knowledge about Private Sponsorship	20% medium increased knowledge about Private Sponsorship, 80% high increased knowledge
	Increased knowledge about refugee integration	100% high increase knowledge about the services offers by the other stakeholder regarding refugee integrations.
	Changes in policies, values, administration related to participation in RaCIP Project	
Methods	Please describe how information on participant organisations was collected	The information has been collected within a focus group, where the mentors have been asked to describe their experience within the training path, and to evaluate it.

REFUGEES WELCOME ITALIA

Target group: MIGRANTS

Dimensions	Indicators	Parameters
Participation of migrants	Number of migrant people contacted	24
	Number of migrant people which participated in activities	13
	Number of migrant people which participated in the final evaluation	7
Socio-demographic profile	Age	19-50
	Gender	Men: 20 Women: 5 Total: 25
	National background	Pakistan: 4 Gambia: 5 Niger: 1 Guinea: 1 Mali: 2 Sierra leone: 1 Colombia: 1 Egitto: 2 Senegal: 2 Somalia: 1 Haiti: 1 Nigeria: 1
	Migrant status	Asylum seekers: 5 Refugees: 2 Other migrants: 17
	Number of years of schooling	37,50% 4-9 years 62,50 less than 4 years
	Professional situation	Employed: 80% Unemployed: 20%
	Type of profession	8,3% professional; 91,7 % non-professional or manual occupations
	School situation (when in school)	12,50% enrolled by type of education and school year
Communication skills	Ability to hold simple conversation with a local language speaker	50% low ability 37,50% medium 12,50% high
	Ability to hold work, education, health, and services conversations	10,20% low ability 37,50% medium 52,3% high
	Reported confidence in using technology to access digital services	75% low confidence 16,60% medium 8,30% high
Well-being and connection to community	How the migrant describes his/her life	60% consider his/her life regular 20% consider his/her life bad 20% consider his/her life good
	Well-being	80% medium well-being 20% low well-being

	Attitudes relating to local community Feelings of “belonging” to community	80% low feelings of “belonging” 20 % medium feelings of “belonging”
	Feeling of safety when walking alone outside during the day / night	80% low feelings of safety 20% medium feelings
	Reporting experience of racial, cultural, religious harassment or incidents or hate crime	17% high reporting 34% medium reporting 49% low reporting
	Feelings to able to practice religion freely	12% high feelings to be able to practice religion 22% medium feelings 66% low feelings
	Feelings of support by community members	37,50% high perceived support 20,84 % medium perceived support 41,66% low perceived support
	Feelings of support by volunteers	50% high perceived support by volunteers 50% medium perceived support by volunteers
	Feelings of support by social workers	70,83% high perceived support 29,17% medium perceived support
	Feelings of support by volunteer families	66,66% high perceived support 16,68% medium perceived support 16,66% low perceived support
	Feelings of support by host families	70% high perceived support 30%medium perceived support
	Feelings of support by mentors	70,83% high perceived support 29,17% medium perceived support
	Other information	Most mentees report not having much contact with the locals, to have difficulties in accessing services, especially housing
Identity, social skills, and expectations	Self-representation: Have confidence in him/herself Feels control over his/her life Feels him/herself as important Feels optimistic about the future Feels autonomy to solve own problems	 5% low self-confidence 35% medium self-confidence 20% high self-confidence 20%, high perceived control over life 55% medium perceived control over life 25% low perceived control over life 80% high of self-importance 20% medium of self-importance 45% low optimism 35% medium optimism 20% high optimism 20%, high of perceived autonomy 55% medium of perceived autonomy 25% low of perceived autonomy 20%, high of awareness

	<p>Awareness of procedures for complaining about goods and services</p> <p>Awareness of key institutions, rights, supports and pathways to participation</p>	<p>20%, medium of awareness 60% low of awareness</p> <p>20%, high of awareness 20%, medium of awareness 60% low of awareness</p>
	<p>Social skills</p> <p>Confidence to interact with neighbours of all backgrounds</p> <p>Confidence interacting with co-workers</p> <p>Reports having friends from the same background</p> <p>Reports having friends from different background</p> <p>Cooperates in groups</p> <p>Value placed on helping others</p> <p>Motivation to participate into community activities</p>	<p>40% high of confidence 30% medium of confidence 30% low of confidence</p> <p>40% high of confidence 30% medium of confidence 30% low of confidence</p> <p>80% high report having friends of the same background 30% medium report 10% low report</p> <p>80% high report having friends of different background 80% medium report 10% low report</p> <p>75% medium capacity 25% high capacity</p> <p>90% high value placed on helping others 10% medium value placed on helping others</p> <p>80% high motivation 20% medium motivation</p>
	<p>Expectations</p> <p>Educational aspiration and plans</p> <p>Professional aspirations and plans</p>	<p>8% high educational aspirations 92% low educational aspirations</p> <p>30% medium professional aspirations 70% low professional aspirations</p>
<p>Participation in other activities (health and social care access, bureaucracy management, awareness of key institutions, interpretation, gardening...)</p>	<p>Description of the activities</p>	<p>Number of hours of activities (medium by participant) 44 hours or more depending on needs.</p> <p><u>Main contents</u> Individual training on the following topics:</p> <ul style="list-style-type: none"> • bureaucracy management • social care access • key institutions • job orientation services • protection of rights <p><u>Methodologies</u> Individual training on the topics</p>
<p>Quotes</p>	<p>Significant quotes</p>	<p>"I felt very lonely and isolated. This program gave me the opportunity to know Italian</p>

		<p>people and to feel part of a wider community. It is not only a one-to-one relationship, but it a one-to many forms of interaction, thanks to community activities that involve all the mentors and the mentees". [man, 23 years old, Pakistan].</p> <p>"The only Italians I knew in depth were the social workers at my reception centre. but i don't consider them as friends. My mentor is my first Italian friend". [man, 25 years old, Gambia].</p>
Methods	Please describe how information on participant migrants was collected	The information contained in the attachment was obtained through: 1. individualized profiling interviews; 2. monitoring interview with explicit reference to the topics 3. informal conversation

Target group: MENTORS

Dimensions	Indicators	Parameters
Participation	Number of mentors contacted (individually or in group sessions)	15
	Number of mentors which participated in the project	7
	Number of mentors which participated in the final evaluation	7
Socio-demographic profile	Age	32- 56
	Gender	5, 10 Total 15
	Ethnic background	0 mentors
	Education	100% higher education
	Professional situation	100% employed
	Profession	100% qualified
	Status	100% volunteer
Recruitment	Modality of recruitment	Volunteer mentors apply directly through our site. t the same time, the association carried out campaigns to promote the project aimed at our network in the area
Experience	Previous experience in mentoring	100% no
Motivations	Motivations to be a mentor	The mentors who applied had the desire to make a gesture aimed at fostering social change. From a personal point of view, they also wanted to know new cultures and support migrants in their integration process
Training in mentoring	Participation in RaCIP mentor's training	All the mentors who participated in RaCIP training concluded it. All the mentors currently matched participated to the training. The remaining mentors will be trained, at a later stage, as part of the usual monthly training of RWI.
	Description of the training	<u>Number of training hours</u>

		<p>8 online and 2 in presence</p> <p><u>Main contents</u> Knowing Refugees Welcome and Projects The profile of the migrant Residence permits and institutional reception Building the relationship</p> <p><u>Methodologies</u> 4 online meetings in the presence of immigration experts and an in-person meeting, assessment</p> <p><u>Trainers profile</u> Psychologists Legal operators and lawyers</p>
	Satisfaction with the organizational aspects of the training	80% high satisfaction 20% medium satisfaction
	Satisfaction with the performance of the trainer	80% high satisfaction 20% medium satisfaction
	Satisfaction with the training about mentoring	80% high satisfaction 20% medium satisfaction
	Usefulness of the training about mentoring	90% high satisfaction 10% medium satisfaction
	Relevance with the training about mentoring	95% high satisfaction 5% medium satisfaction
	Other relevant information considering the training	<p>The trainees expressed their general satisfaction toward the training curricula's contents. According to them, the modules were consistent with the goals of the programme and provided useful insights - related to different aspects of the family-based hospitality and mentoring schemes, both practical and more theoretical - to prepare trainees for the experience. The possibility to listen to living testimonies was highly appreciated, in order to better assess all the critical aspects that mentoring and hosting relations entail.</p> <p>The main criticism registered was related to the online setting, which prevents people from fully engaging and joining more participatory activities.</p>
Mentoring process	Matching procedures between mentors and mentees	<p>Following the individualized discussions and the creation of the mentor and mentee profile, the matching procedure begins. The latter is essentially based on:</p> <ul style="list-style-type: none"> - analysis of the needs / desires / aspirations of the mentees and verification of the availability and congruence of the mentor; - geographical proximity (essential in a city like Rome); - character affinities; - time availability; - knowledge of languages - taking into consideration the expectations and reasons for participating in the project

	Type of activities carried out	<u>Qualitative description of the mentoring activities</u> Emotional support, social network creation, Italian language learning, knowledge of the territory, housing orientation, work orientation, driving license support
	Institutional contexts	Mentoring activities take place in places chosen by mentors and mentees or at our office
	Length of the mentoring	Meeting frequency: from one time per week, to one time every two weeks; weekly contact through Whatsapp
	Type of mentoring	100% individual mentoring
	Results	<u>Qualitative description of the main results achieved through mentoring, in the mentors view</u> cultural exchange personal enrichment fostering social relations on both sides support for practical needs
Quotes	Significant quotes	"I felt very confused and had great difficulty in finding a new home. S. and V. helped me to finally managed to find a house to rent. They still are by my side to support me to normalize my life". (Man, 27, Gambia).
Methods	Please describe how information on participant mentors was collected	The information contained in the attachment was obtained through: 1. individualized profiling interviews; 2. monitoring interview with explicit reference to the attachment 3. informal conversation

Target Group: FAMILIES

Dimensions	Indicators	Parameters
Participation	Number of families contacted	10
	Number of families that participated in the project	7
	Description of the families that participated in the project	The families who are participating in the Racip project are very different from each other. We have families composed of parents and children and single women. These are people with a medium-high cultural level, with different professional positions.
	Number of families that participated in the final evaluation	7
	Main reasons for quitting the participation (when existing cases)	1 family left the project for personal reasons
Socio-demographic profiles	Age	Up to 51 years
	Gender	0 Men (only partners), 7 Women Total: 7
	Ethnic background	0 family members with ethnic background
	Education	100% higher education
	Professional situation	58% employed 28% retirees 14% actual housewife
	Profession	100% qualified
Contact	Modality of initial contact	Families apply directly through our site. At the same time, the association carried out campaigns to promote the project aimed at our network in the area
Collaboration	Previous collaboration experience	no
Type of involvement	Type of involvement	Volunteering, domestic reception, emotional support, practical support, financial support regarding out-of-pocket expenses
Motivations	Motivations to participate on RaCIP project	The families who applied had the desire to make a gesture aimed at social change. From a personal point of view they also wanted to know new cultures and support migrants in their integration process
Training for families	Participation in RaCIP training	100% of families matched were trained and concluded it
	Description of the training	<u>Number of hours of training</u> 8 online and 2 in presence <u>Main contents</u> Knowing Refugees Welcome and Projects The profile of the migrant Residence permits and institutional reception Building the relationship <u>Methodologies</u> 4 online meetings in the presence of immigration experts and an in-person meeting, assessment, visit to the house <u>Facilitators' profile</u> Previously trained civil society activists

	Satisfaction with the organizational aspects of the training	80% high satisfaction 20% medium satisfaction
	Satisfaction with the content of the training	80% high satisfaction 20% medium satisfaction
	Satisfaction with training	80% high satisfaction 20% medium satisfaction The trainees expressed their general satisfaction toward the training curricula's contents. According to them, the modules were consistent with the goals of the programme and provided useful insights - related to different aspects of the family-based hospitality and mentoring schemes, both practical and more theoretical - to prepare trainees for the experience. The possibility to listen to living testimonies was highly appreciated, in order to better assess all the critical aspects that mentoring and hosting relations entail. During the learning assessment, we gathered positive feedbacks on the presentation of the legal framework (type of protections, asylum procedures, system of reception in Italy), even though the given information were very dense and quite technical, as well as on the module focused on the profile of the migrants and the situation in their country of origin. The main criticism registered was related to the online setting, which prevents people from fully engaging and joining more participatory activities.
	Usefulness of the training	90% high satisfaction 10% medium satisfaction
	Relevance of the training	95% high satisfaction 5% medium satisfaction
Quotes	Significant quotes - Please copy relevant quotes to express interviewees direct speech concerning above indicators and participation in RaCIP.	"D. hosted me in his house, I didn't imagine this was possible. Before meeting refugees welcome and D. I felt alone and in danger. Now that's not the case anymore. I'm taking back my life". (Woman, 31, Colombia)
Methods	Please describe how information on participant families was collected	The information contained in the attachment was obtained through: 1. individualized profiling interviews; 2. monitoring interview with explicit reference to the attachment 3. informal conversation

GLOCAL FACTORY

Target group: MIGRANTS

Dimensions	Indicators	Parameters				
Participation of migrants	Number of migrant people contacted	6				
	Number of migrant people who participated in activities	6				
Socio-demographic profile	Age	Under 18	18-25	26-45	46-60	60
		0%	84%	16%	0%	0%
	Gender	Male			Female	
		66,66%			33,33%	
	National background	Morocco	Gambia	Turkey	Sierra Leone	
		2	2	2	1	
	Migrant status	Asylum seeker	Refugee	International Protection	Other Migration Status	
		2	1	2	1	
	Number of years of schooling	4 or less	5-9	10-12	13 or more	
		16,66%	33,33%	16,66%	33,33%	
	Professional situation	Employed			Unemployed	
		66,66%			33,33%	
	Type of profession	Professional			Non-professional or manual occupations	
0%			100%			
Communication skills	Ability to hold simple conversation with a local language speaker	Low	Medium		High	
		50%	16,66%		33,33%	
	Ability to hold work, education, health, and services conversations	Low	Medium		High	
		33,33%	33,33%		33,33%	
	Reported confidence in using technology to access digital services	Low	Medium		High	
		66,66%	16,66%		16,66%	
		0%	83,33%		16,66%	
	Well-being	Low	Medium		High	
		0%	83,33%		16,66%	

	Feelings of “belonging” to community	Low	Medium	High	
		50%	33%	16,66%	
	Reporting experience of racial, cultural, religious harassment or incidents or hate crime	Low	Medium	High	
		33,33%	33,33%	33,33%	
	Feelings of support by community members	Low	Medium	High	
		16,66%	66,66%	16,66%	
Feelings of support by mentors	33,33%	33,33%	33,33%		
Identity, social skills, and expectations	Have confidence in him/herself	Low	Medium	High	
		0%	66,66%	33,33%	
	Feels control over his/her life	Low	Medium	High	
		0%	83,33%	16,66%	
	Feels optimistic about the future	Low	Medium	High	
		0%			
	Feels autonomy to solve own problems	Low	Medium	High	
		16,66%	33,33%	33,33%	
	Awareness of procedures for complaining about goods and services	Low	Medium	High	
		50%	33,33%	16,66%	
	Awareness of key institutions, rights, supports and pathways to participation	Low	Medium	High	
		66,66%	33,33%	0%	
	Confidence to interact with neighbours of all backgrounds	Low	Medium	High	
		16,66%	66,66%	16,66%	
	Reports having friends from the same background	Yes	No		
		83,33%	16,66%		
	Reports having friends from different background	Yes	No		
		100%	0%		
	Cooperates in groups	Yes	No		
		100%	0%		
	Motivation to participate into community activities	Low	Medium	High	
		0%	16,66%	83,33%	
	Professional aspirations and plans	Low	Medium	High	
		0%	33,33%	66,66%	
			Low	Medium	High

	Educational aspiration and plans	16,66%	33,33%	33,33%
Quotes	Significant quotes - Please copy relevant quotes to express interviewees direct speech concerning above indicators and participation in RaCIP.	“I like this project; it connects me with different people. It is helping me with the Italian language and other things. This life is not just about money, it's good to meet new people, laugh, talk, it makes me feel better” (Migrant, Sierra Leone)		
Methods	Please describe how information on participant migrants was collected	Paper Survey		

Target group: STUDENTS

Dimensions	Indicators	Parameters					
Participation	Number of students contacted	10					
	Number of students which participated in the project	10					
Socio-demographic profile	Age	Under 18	18-25	26-45	46-60	60	
		0%	30%	70%	0%	0%	
	Gender	Male	Female			Other	
		10%	90%			0%	
	Education	Primary	Secondary	Undergraduate	Masters	PhD	Other
		0%	0%	60%	40%	0%	0%
Professional situation	Employed	Unemployed					
	40%	60%					
Type of Profession	Qualified	Not Qualified					
	25%	75%					
Contact	Modality of initial contact	Email	Personal				
		10%	90%				
Collaboration	Previous collaboration experience in volunteer groups	Yes	No				
		30%	70%				
Training for families	Participation in RaCIP training	Yes	No				
		100%	0%				
	Number of trainees who have participated to						
	Session 1	10					
Session 2	9						
Session 3	7						

		Session 4	6	
		Session 5	9	
		Session 6	6	
		Session 7	7	
	Satisfaction with the organizational aspects of the training	Low 0%	Medium 40%	High 60%
	Satisfaction with the content of the training	Low 0%	Medium 10%	High 90%
	Satisfaction with training	Low 0%	Medium 20%	High 80%
	Usefulness of the training	Low 0%	Medium 10%	High 90%
	Relevance of the training	Low 0%	Medium 40%	High 60%
Quotes	Significant quotes	<p>“I preferred experimental activities and workshops because I learn better when I can make practice.” (Student, female, 22, Glocal factory, Italy)</p> <p>“I got a lot of information and how network between associations and people can be the difference in support situations.” (Student, female, 25, Glocal Factory, Italy)</p> <p>“In addition to all the technicalities about migrants (history of immigration to Italy, procedures for new documents etc..) the most important thing I learnt from this training is that every migratory experience is unique and me as “mentor” have to focus on listening the story and needs of the individual.” (Student, female, 26, Glocal Factory, Italy)</p> <p>“I’m grateful to have taken part of this training because I had the chance to meet several people thanks to I improved myself and re-imagined my idea of being foreigner.” (Student, female, 25, Glocal Factory, Italy)</p>		
Methods	Please describe how information on participant students was collected	Paper Survey		

4. CONCLUDING REMARKS

4.1 Please provide your own reflection regarding how the gender dimension was present/absent in the actions and activities, and in the evaluation process, at this intermediate stage.

In general, the number of migrant women arriving in Italy is low: around 10% of the people arriving in the country. RWI beneficiary population has always mirrored this general trend. Many of them fall in the category of “extreme vulnerability”, being victims of trafficking/abuse or single mothers, and are accommodated in specific facilities, following an ad hoc reception procedure. All these factors contribute to further decrease the number of migrant women that subscribe to our programs. Refugees and migrants usually access our programs through our website: putting forward their candidacy by themselves or with the help of social workers who support them in the reception facilities where they live or in the facilities that they are supposed to leave because they already have been granted a form of protection.

As for the activities held by CVI, the gender dimension is of major importance. All the activities proposed during these past months had been implemented to allow all the beneficiaries to fully take part in them.

Particularly has taken into account the fact that some of our women beneficiaries are mothers (sometimes single mothers) of one or more children/infants. Because of their responsibilities, it was felt appropriate to adapt their work schedule and work activities, providing them the necessary space-time to take and pick up their children from schools or to participate in medical therapies for their children (for instance).

However, despite the attempt to implement action within a logic of a gender approach, so far, the majority of the beneficiaries are male. The gender rate is 75% of male, against 25% of female mentees.

Perhaps, one of the main reasons for the gender inequality registered among our beneficiaries has to do with the fact that the gender approach, to be fully accomplished, has to be implemented by all (or at least by the majority) of the public and private organizations directly or indirectly involved with the project. For example, the lack of spaces in public nurseries, the cost of babysitting services, and the lack of post-school activities are among the major obstacles for mothers (mainly) to join the local labour market, even with flexible work schedules.

Finally, Glocal Factory's experience seems to confirm a very common asymmetry in helping relationships: among protagonists of RaCIP's pilot initiatives in Verona, women make up 90 percent of mentors and men 66.66 percent of mentees.

4.2 Please provide other insights and highlights about overall forced migrants and organisations needs and integration conditions. Include discussion points and comments.

In this situation at the start of the pilot initiatives, the target groups of migrants seem to be characterized by a low command of Italian; low knowledge of their rights, the institutional system, and possible forms of participation; low sense of belonging to the local community; strong willingness to cooperate in groups; good self-esteem and confidence in their personal abilities to integrate and adapt.

It is therefore necessary to leverage this strong motivation of migrants to integrate, and their willingness to collaborate with volunteers and other migrants, to activate pathways to empowerment and progressive autonomy in every area of daily life.