

## **REPORT OF THE REGIONAL CONSULTATION MEETING IN PADUA**

### ***Public Employment Services for a multicultural labour market. Labour inclusion in times of crisis.***

#### **Brief overview of the situation**

The Veneto region has historically been an area of high outward migration flows, however, in the last 30 years it has increasingly become a recipient area of migration flows, attracted by the employment opportunities of a fast-growing economy, which scholars have called "the miracle of the Italian North East". The presence of migrant workers in Veneto has decupled in the last fifteen years.

The labour market in Northern Italy, as in the rest of Europe, is rapidly changing. As a result of globalization, higher human mobility and technological advances, our local labour markets and the services operating for its smooth functioning have experienced vast changes. Local policy makers and practitioners are striving to provide need-based and effective services to an ever-transforming society.

Concurrently, other major and structural changes have occurred in the fields of public services. To this regard, the Public Employment Services (PES) have undergone important reforms and devolution processes to keep up pace with the so-called post-industrial economy.

In the last five years however, the economic downturn has exacerbated the negative opinion that migrant workers represent a threat to the growth and competitiveness of local society and economy.

This has been the main topic of discussion for the group of practitioners gathered at the headquarters of the Province of Padua for the Labour Plus Regional Consultation Meeting on June 27<sup>th</sup>, 2014.

In this phase of recession, Public Employment Services (PES) are called to deal with more than job- matching for the many workers – with or without a migration background – that have lost their jobs, they are called to find solutions that have

heavy implications for social cohesion, individual rights and the overall welfare of resident citizens.

The Regional Consultation Meeting in Padua has therefore gathered a dozen representatives from the Public Employment Services and from the local civil society who, with different roles and expertise, are directly involved with the unemployed – not exclusively – of migrant background.

The group included managers, front office public servants, intercultural mediators working in the public sector, educators and representatives from the third sector. Other stakeholders – both at policy and operational levels - were reached and heard through a number of interviews also conducted by the Labour Plus staff.

The choice of focusing the discussion on practice has been made as a result of the recent changes in Italian law, which has abolished the Provinces as a second-level local authorities, directly responsible for the employment policy, and mandate such policy at different levels (local or national, still undecided).

In this context, it seemed preposterous to discuss labour inclusion policy because of the lack of clear referents for policy-making at the moment of its implementation. The Meeting has been conducted to highlight the perspective of practitioners, who are also agents of policy, and it has been useful to point out the systemic and/or pertaining to the economic situation factors that feature the labour market on one side, and the services operating in it, on the other.

### **The Agenda**

The agenda included the following items:

1. Short presentation of the Labour Plus project
2. Introduction to the topics of discussion and method of work and participants' introductions
3. Round table: Discussion of the strengths, weaknesses, threats and opportunities
4. Compilation of list of recommendations and suggestions for policies
5. Conclusions

## **The concept and work method**

The staff involved in the project decided to use a pragmatic approach to the meeting. The reasons lie in the timing of the meeting, which is organized almost at the end of the project. Therefore its objective in relation to the project has been somewhat inverted, and the approach has been to start from some conclusions of the project, namely the first draft of the recommendations document, and discuss how the European perspective and common challenges are dealt with in the Veneto region.

The five identified common challenges of Labour Plus have been presented and commented upon.

The meeting has developed as an interactive SWOT analysis session, where participants were called to contribute to the identification of the internal (Strengths and Weaknesses) and external factors (Opportunities and Threats) that positively or negatively affect the delivery of services - not only for migrants and other minorities, but also for workers in general.

Participants have shared the common understanding that discussion and reflection on the five challenges exclusively refer to the realm of public services and their direct experience.

## **Main points emerged**

The discussion mainly focused on the current situation in the Veneto and did not cover all challenges for reasons of interest and time. Following, a short summary of the main points of analysis.

### **Challenge A – Dealing with the difficult economic context**

#### **Strengths:**

The fruitful collaboration of the public services with some private employment agencies and other private actors such as training institutions, migrant association and NGOs

**Weaknesses:**

The profit- making employment agencies often work with highly employable people, while migrants may need training or coaching to increase their employability (the so-called active labour market policies) and this is left to the PES and some accredited bodies

Lack of facilities and incentives for migrant workers, who do not have a family or safety net

**Opportunities:**

Private employment agencies, in the role of employers, have a positive role, for matching and employability

The PES are able to understand user needs and can offer appropriate solutions, fostering integration processes

**Threats**

Risk of sectoral and job segregation for migrants, especially in the undeclared work is high. This is also very high in domestic work

**Challenge B – Organizational challenges**

**Strengths:**

The human resources: front office officers dedicated to the quality of the service, available to listen and to collaborate; the integrated level of services

PES often become a one-stop shop also for other than employment-related issues

**Weaknesses:**

The ratio of PES staff to the number of clients is disproportionately low in Italy (also when compared to other EU systems). This results in an unsatisfactory service quality, in spite of the professionalism of personnel

Lack of financial resources for the maintenance and development of services, the reliance on projects is negative and discontinuity of services can lead to a inefficient image of the public services

**Opportunities:**

The diversification of the level of service provided by the services can be leveraged upon

**Threats:**

The presence of different kinds of work contracts (permanent vs. fixed-time for example) and social benefits or employment incentives aimed at companies but that do not apply to each worker tend to create discrimination in the labour market, including discrimination for migrants

The impossibility of the PES to control the dynamics of the labour market and its players, in terms of assessing the quality of the private sector, prevent undeclared work, and define policy (*this last two points also relate to Challenge E, limited competences*).

**Challenge C – Interacting with target groups –Intercultural Challenges and Challenge D – Linguistic, educational and literacy---related challenges**

**Strengths:**

The presence, especially in the reception phase, of intercultural mediators – who have received a formal qualification – that facilitate the relation between migrants and public services

**Weaknesses:**

Discrimination and mistrust: this may happen at different levels, and has deep cultural roots: in the case of migrant workers – especially from some ethnic origins – there is a “natural” mistrust for public servants. On a different level, companies and especially micro and SMEs, (not to mention families, in the case of domestic work) still discriminate on the ground of origin or color, or as mentioned above, on the presence or absence of specific unemployment benefits

**Opportunities:**

The recognition of skills and competences acquired by migrant workers, which - when supported by good guidance and coaching - can facilitate the process of further mobility

Migrant workers are using PES more intensely than native workers

### **Threats:**

There are substantial differences between the migrant workers who have been living in the country for several years, and recently-arrived immigrants. Migrants feel discriminated because they feel compared or associated with negative behaviour or crimes committed by newcomers, which brings them backwards in their long-term integration and interaction process with Italians and surrounding contexts.

### **Final considerations**

The group ended the discussion with some recommendations for the future and for policy-makers. The following points were made:

- to leverage the positive factors, for example by taking stock and sharing good practice put in place by single offices and making it available to others;
- to adapt active labour policies to different needs, offering different and flexible levels of service according to the level of autonomy and focusing service delivery on people who require more attention, also in social inclusion terms.;
- to increase the resources (human, financial) available for labour inclusion for the weaker clients;
- to improve horizontal and vertical level networking with different stakeholders and policies and avoid overlapping of services.

Ultimately services should be prepared and more aware of the changing nature of migration. With an increase of long-term migrant residents and their children raised and educated in Italy on the one side, and a sharp increase of refugees and asylum seekers on the other, services should be less concerned with labeling “migrants vs. native” and provide need-based and right-based services.

## **Annex 1**

### **Interviews with stakeholders**

## **Interview # 1**

### **PART I: PERSONAL DATA AND BRIEF DESCRIPTION OF RESPONDENT AND THE ORGANIZATION**

#### **Name of the interviewee**

Giovanna Bettin

#### **Role in the organization**

Responsible for guidance, contact person for the project "Territorial immigration plan" and trainer

#### **Name of the organization**

CIOFS - Don Bosco

#### **Type of organization**

CFP - Professional Training Centre (private)

#### **Objectives of the organization**

To be a point of reference and support for the inclusion of entrepreneurship of youth and women.

We offer tools for planning, training, guidance activities, the ability to work in networks to children and young people.

The goal is to build with them their professional and cultural project, through the activation of workshops and paths where skills are hypothesized and tested (with related technical and cultural support), so to accompany the kids from school to work.

The recipients of our services are boys and girls who have a particular propensity to operations, to the concrete, to applied testing.

**The main activities of the organization**

- initial basic training: qualification with three-year diploma in training and / or specialization-year,
- higher education and training: courses funded by the ESF or private funding for students both undergraduate and graduate guidance services: information for guidance with additional interventions in other schools (guidance seminars), guidance desk, activation of short internships and experiential workshops.
- Guidance counseling training modules for orientation / reorientation for individuals or groups of middle and high school class; skills assessment for adults
- Paths for guidance and counseling for training - including vocational training modules and employment guidance and support
- Career guidance and professional training tailored to youth in compulsory education
- Actions to support the active job-seeking through paid internships mentoring / job insertion

**Does the organization operate, directly or indirectly, in the field of training and employment with groups of immigrants or Roma? In what way?**

Many students are children of immigrants

**Is the organization responsible for public policy?**

No.

**PART II: ISSUES, APPROACHES, NETWORKS AND GOOD PRACTICE**

**What are the main issues concerning immigrants dealt with by the organization?**

We are partners of the Municipality of Padua in the socio-educational project promoted by the Veneto Region, with an action dedicated to the children of immigrants, newly arrived and already present.

For newly arrived, in partnership with the Association of Migrants a non-profit organization, we offer assistance and information on the Italian education system to parent/s prior to the arrival of the children, directly at the one stop desk for immigration (Italian Police) simultaneously with the submission of the application for family reunification; once reunification has occurred, a second contact at the Public Relations Office of the Municipality of Padua is made, with parents and children for a presentation of the education and training system and supply and guidance is offered.

The following meetings are based on the needs of the family and we also provide a letter of introduction to the school.

Another concern is the type of school that is chosen by the parents, a school often chosen based on proximity to the household, hence the importance of intercepting families before choosing a school to present the training offer and to provide guidance service.

The newcomer minors are also intercepted thanks to the network with the CTP (Italian school system) where they attend courses to get the eighth grade diploma, or during the Italian summer courses organized by the Municipality of Padua.

For the past two years, we have been collaborating with the School Service with a guidance service for young people of foreign origin in middle school.

We offer guidance and internship also to refugees from the project "Swallow" of the Municipality of Padua.

**What are the approaches and principles on which the work is based?**

The basic principle is the same as for the Italian children, commitment, respect, listening, which have their roots in the values of the CIOFS association, first of all the centrality of the person, the family, the work culture .

**In your opinion, what are the main difficulties that migrants face in terms of qualification, housing, education and lifestyles?**

It has been reported that often reunited minors become de-motivated, especially those who arrive when they are around 17 years old, at the threshold of graduation in their native land, but different schooling systems and programs and the lack of knowledge of the Italian language does not allow them to get the results they reached earlier.

We then had several cases of South American girls who expected to be included in the last year to then go to university and instead were included in lower classes. This results in a deviation from the image he/she has of himself/herself and the surrounding reality. On the other hand, the preparation is different.

The method of study may be different: for example, the North African boys are used to learn everything by heart. The Italian language is also difficult, particularly for young people of Asian origin. If they are placed in a high school, that may be left behind because teachers are unable to follow them, and this leads to exclusion.

On the other hand, it may happen that the school chosen by the parents is a high school because that is the name that is given to all secondary education in the country of origin.

The way these kids live the school experience may also be difficult: parents do not participate in school life: it is rare to meet Chinese or Moroccans parents during the meetings at the beginning of the year.

As for the Roma children we have never had any, in the past we have welcomed several young Sinti and someone managed to graduate.

**Can you tell us if your organization has implemented or implements what can be considered a good practice or activities and actions carried out in the social and work inclusion for migrants?**

We are involved in internships and job placements through the network of companies with which we collaborate.

**Do you work together with other stakeholders in the region? Which ones?  
How do you consider this collaboration?**

We work with the Municipality, the Province, with teachers and representatives of the school guidance in middle schools of Padua, with the CTP (school center) of the city, with the information centers and voluntary associations that make the after-school for the age group 14-18 years.

All of our guidance interventions take shape from an input of a teacher or a member of the network and the teachers are annually informed of the opportunity of this service.

We do not collaborate with actors outside the province of Padua .

**In your opinion, should there be opportunities for greater cooperation between the actors?**

Yes, it is always positive.

**Does your organization work with policy makers at regional level?**

No We do not

Interview # 2

**PART I: PERSONAL DATA AND BRIEF DESCRIPTION OF RESPONDENT AND THE ORGANIZATION**

**Name of the Interviewee:**

Roberto Babetto

**Role in the organization**

Director

**Name of the organization**

SAOS - welcome service for foreign guests of the University of Padua

**Type of organization**

Independent body

**Objectives of the organization**

Reception and orientation of EU and non-EU visitors of the University as regards the entry, stay and residence in Italy for study, research and work.

Customers are served upon referral by the International Relations Office, the Departments and students themselves of the University, the National Research Council and the INF (National Institute of Nuclear Physics).

**The main activities of the organization**

We deal with permits and types of contracts, scholarships, enrolment, in order to obtain the a visa and study permit for foreign students and so they are able to stay in Italy.

We provide consulting for the single student and follow up his/her timing and personal needs. We then follow all bureaucratic issues.

**Does the organization work in the field of labor and employment and / or education?**

As part of the work we are concerned with career guidance for students (1040 hours per year allowed by the permit of stay for study). We also help in the conversion of permits for study to work permits, with direct interventions in companies or research institutes by managing the case.

**Does the organization operate, directly or indirectly, in the field of training and employment with groups of immigrants or Roma?**

YES

**Is the organization responsible for public policy? At what level?**

NO

**PART II: ISSUES, APPROACHES, NETWORKS AND GOOD PRACTICE**

**What are the main issues concerning immigrants dealt with by the organization?**

Mostly procedural (legal and red-tape) issues. We also give information to the Departments on the state of play of each customer, necessary for enrollment of researchers, teachers, scholars and foreign students

**What are the approaches and principles on which the work is based?**

A constant legislative update (we are in network with the CRUI - Conference of Rectors of Italian Universities). The guiding principle is to establish best practices and provide a point of guidance and information to students. The approach is of

utmost professionalism, fairness, and with the help of intercultural mediators, the production of specific information modules.

**In your opinion, what are the main difficulties that migrants face in terms of qualification, housing, education and lifestyles?**

We deal with highly qualified professionals, and this group has not significantly been affected by the crisis. On the contrary, new legislation favoring qualified immigrants (blue card) has resulted in a considerable increase in users. Our main users enter Italy as a result of a research contract.

**Can you tell us if your organization has implemented or implements what can be considered a good practice or activities and actions carried out in the social and work inclusion for migrants?**

Yes, by operating on an individual case approach and practice. Especially for foreign students who want to take advantage of the opportunity of working part time.

Even just informing them from a regulatory point of view, mediating between them and the companies that would / could hire them, it is often a successful practice.

**Do you work together with other stakeholders in the region? Which ones? How do you consider this collaboration?**

Yes, the Municipality and police

**In your opinion, should there be opportunities for greater cooperation between the actors?**

The University is self-sufficient entity

**PART III : RECOMMENDATIONS AND INPUT FOR FURTHER ACTION**

**What policy recommendations do you have for local and regional decision-makers? What topics in the context of employment and social inclusion of migrants would be worth the effort to be discussed with other stakeholders?**

To leverage the value of highly skilled workers

Interview # 3

**PART I: PERSONAL DATA AND BRIEF DESCRIPTION OF RESPONDENT AND THE ORGANIZATION**

**Name of the Interviewee:**

Elisabetta Vergani

**Role in the organization**

Migration area coordinator

**Name of the organization**

E-Sfaira

**Type of organization**

Cooperative

**Objectives of the organization**

The organization is divided into three main areas: migration area, education area and disability area. Different areas have different goals, but the activities are often cross-cutting and all areas are integrated among them.

Objectives of the migration area

- The facilitation of communication between immigrant families and the receiving environment
- The development of the resources of immigrant families and the institutions/reference persons of the area to facilitate relationships and promote new forms of integration.

- The integration of foreign children in the classroom and in society with a focus on cross-cultural aspects and the implementation of initiatives in the area for the promotion of mutual understanding between different cultures and hospitality of the citizens of foreign origin.
- To Support to individuals immigrants (with particular attention to women) to achieve autonomy, to prevent uncomfortable situations to enhance where possible the cultures and networks of solidarity of "provenance",
- to consolidate existing networks between public and private services .

### **The main activities of the organization**

- Interventions of linguistic-cultural mediation in schools and in the area to facilitate the processes of communication and integration of foreign children and their families
- Interventions of intercultural education in primary schools and lower secondary schools in collaboration with teachers
- Interventions of "social support" aimed at families with integration problems
- Promotion of educational and socializing spaces (Multicultural Center) for foreign women where they are offered Italian courses, courses in pre-vocational training (tailoring, computer, civics, etc.).
- Processes of empowerment and support to work for foreign women

### **Does the organization work in the field of labor and employment and / or education?**

We currently have two initiatives to encourage self-employment of immigrant women, one, **the sewing workshop**, which has began and it shows that participants are achieving full autonomy, and the other is about to begin and concerns **a B & B** run by immigrant women and supervised from us.

We have relationships with several companies in order to foster job placement, however our users, mainly women in sub-Saharan Africa and the Maghreb find it difficult to "stay inside" in structured jobs (times to be respected, timely deliveries,

acceptance hierarchies), therefore we prefer an accompaniment to the work that enhances their skills.

**Does the organization operate, directly or indirectly, in the field of training and employment with groups of immigrants or Roma?**

The cooperative is not an accredited training body, but it offers migrant women paths of "informal education" that are preparatory for entry into the labour market and thus we promote the acquisition of basic skills.

If migrant women successfully complete the courses that we can offer, and demonstrate a real motivation as well as the necessary skills, we counsel them (with professional tutors) to enroll and attend formal training institutions, therefore external to our facility.

**Is the organization responsible for public policy? At what level?**

no

**PART II: ISSUES, APPROACHES, NETWORKS AND GOOD PRACTICE**

**What are the main issues concerning immigrants dealt with by the organization?**

Immigrant women and children of foreign origin are at the center of all activity. Our activities cater to families of migrants, especially women and children. We carry out reception activities, guidance and support services, cultural and linguistic mediation, facilitation language (L2 literacy in Italian).

The work in schools and with women takes place in the area of the Conferences of Mayors of Ulss 16/17 (local Health care agencies) and involves 15 municipalities (Regional Immigration Plan).

**What are the approaches and principles on which the work is based?**

To leverage skills, offer listening support and targeted actions. We deal with situations of particular disadvantage and work with health and employment offices

promoting employment, also in protected environment. We have a service in collaboration with the Municipality of Padua, the "Women of the World Centre " which is a center dedicated to specific counseling and guidance for foreign women.

**In your opinion, what are the main difficulties that migrants face in terms of qualification, housing, education and lifestyles?**

We mainly deal with fragile women, with the experience we have observed that there are many African women in a situation of total illiteracy whose previous experiences are not expendable. North African women often feel impossible to work outside the house, it is a cultural dimension that is not part of their culture.

These are the most complex problems because they arise from cultural patterns of female role different from that of receiving context: it could be summarized that most of the difficulties arise not only from the lack of knowledge of the Italian language, but it is a cultural problem.

We also observe the increasing difficulty of caregivers, coming mainly from Eastern Europe (Romania, Moldova, Ukraine), as a result of the economic crisis. There are women who have been seeking new employment for a year and a half.

The safety net that they built before the crisis has imploded, now they pay 7 euro per night to sleep, taking a shower once a week, and have to get out of shelter places at 8 am and return at 8 pm and they are crammed in these apartments which are at the limits of legality.

Finally, a word about the women from Bangladesh, whose problems concern language, culture and submission. As for the children, there are new problems arising from the economic crisis: an increasing number of children of foreign origin born in Italy who come to primary school without speaking Italian, not having been able to attend kindergarten due to financial problems and / or availability of places.

**Can you tell us if your organization has implemented or implements what can be considered a good practice or activities and actions carried out in the social and work inclusion for migrants?**

The entrepreneurship (B & B and Laboratory of tailoring) activities that we are carrying out.

**Do you work together with other stakeholders in the region? Which ones?  
How do you consider this collaboration?**

Yes, networking is required for the specificity of all our activities. It can be said that it is an unavoidable methodological principle, responding to complex needs require it.

We work with three Foundations and participate in technical meetings on immigration in the province, we are in network with the Municipality of Padua and the USSL 16:17 and with the municipalities that are part of the local plan. The network includes the URP (public information office), associations, cooperatives, the hospital, the province, institutions and organizations dealing with refugees, the CIOFS.

**PART III : RECOMMENDATIONS AND INPUT FOR FURTHER ACTION**

**What policy recommendations do you have for local and regional decision-makers? What topics in the context of employment and social inclusion of migrants would be worth the effort to be discussed with other stakeholders?**

Increase resources matching them to the needs that are emerging to promote social integration.

In this period fewer children are reunited with their families, but the difficulty for those born in Italy are on the increase: early school leaving, abandoning the sport, low achievement in school.

The children of foreign origin in lower secondary schools and, for those who get to attend higher levels of education – accumulate delays. Oftentimes in lower secondary schools there are 14-15 years old kids who for their life experience are adults who have to study very abstract and far from all their experience subjects and therefore not motivating (such as epic, ancient history, etc..) And when they

are 16 they school without having acquired any professional competence expendable in the labour market. Why not think about the possibility of creating integrated pathways that require, for these kids, attending for a few days of lower secondary school (which is necessary for the acquisition of compulsory education), and in the remaining days of placement into vocational training schools?

Interview # 4

**PART I: PERSONAL DATA AND BRIEF DESCRIPTION OF RESPONDENT AND THE ORGANIZATION**

**Name of the Interviewee:**

Maria Grazia D'Aquino

**Role in the organization**

Executive

**Name of the organization**

Department of High Professionalism on immigration and mother- child relations

**Type of organization**

Structure of ULSS16 (Local Health care agency)

**Objectives of the organization**

- to ensure the right to healthcare to all citizens living in the area
- to prevent contagious diseases
- to promote access to health and social services,
- to support to citizens that even after their release from hospital seek assistance by activating the network of support and support them in their issues.

**The main activities of the organization**

The structure was established in 2003 as the immigration area within the mother-child department. Since 2005 it has an administrative staff. The main activities:

- LISTENING ROOM FOR IMMIGRANTS: A service opened in 2005 that works both as front office and by telephone. Requests are taken over daily.
- THREE OFFICES FOR UNACCOMPANIED MINORS in the served area of the health district # 16. In particular we activated a Protocol with the Municipality of Padua in 2003. Each time an unaccompanied foreign minor is identified by the Municipality, we make a health check-up and inspection and we administer the necessary therapies such as for scabies and pedunculosis and also proceed to an investigation for the determination of age.

These offices are a reference point for **children of irregular migrants** who may be enrolled in the health service without reserve, but whose parents are not aware of the practices that govern the right to health of their children. This issue is dealt with a continuous flow of information with the school system whose representatives are part of the Network. It is not uncommon that children with disabilities are enrolled in school, but not in the health service because their parents are irregular: in such cases, the service provides information, the necessary tools and enables the network to take care of them.

- MULTI-ETHNIC DERMATOLOGY CLINIC AULSS # 16
- MULTI-ETHNIC MATERNITY WARD that follows pregnant women, addressing them, if necessary, to parental control Centers. In this area we work with a psychologist who provides information about birth control.
- COMMUNITY PEDIATRICS WARD
- MIGRATION TABLE (NETWORK) of the Territorial Council of Padua in the field of Health and Network of support for homeless and / or immigrants in extreme hardship
- Annual surveys
- Work to update information on health care for the health and social workers, doctors and associations
- Seminars and training courses,
- Participation in European projects: in particular, the structure has been the focal point for Italy of the "PASS" project for the training of cultural mediators in health care. The program organized in this area saw the participation of 56 teachers

- Specific interventions for example refugees and asylum seekers of the Project Swallow (service of reception and integration for applicants and beneficiaries of international protection of the Municipality of Padua - SPRAR).
- Specific health interventions for prevention and control in ROMA CAMPS.

## **PART II: ISSUES, APPROACHES, NETWORKS AND GOOD PRACTICE**

### **What are the main issues concerning immigrants dealt with by the organization?**

The structure is concerned with health issues

### **In your opinion, what are the main difficulties that migrants face in terms of qualification, housing, education and lifestyles?**

As to our customers, largely made up of irregular migrants, problems can be tackled by a network of individuals who deal with serious marginality. There are individual cases that require serious and important treatment.

For our part, for example, in the case of a Romanian citizen with lung cancer at an advanced stage, after the surgery he could not be subjected to chemotherapy because he did not have a primary care physician and was to be discharged from the hospital, we activated our network so that he could be followed by a retired doctor from Caritas and could therefore receive the therapy. However, the economic problem still remains because he is not entitled to exemption as a foreign citizen, even if he is European and the cost is borne by the IOV (Institute of Oncology of Veneto). This brings us to the problem of the treatment and health care costs of irregular suffering from serious diseases. The treatment can in fact be applied to irregular migrants or asylum seekers who have asked for the treatment in another region, but not to the homeless because they are not registered in a specific area.

The presence of children of irregular migrants is another critical aspect on which we act, especially with regard to children with disabilities in school who are not entitled to support.

I remember the case of a child that, growing up, could no longer sit in his small wheelchair, in this case the network was activated to provide a larger wheelchair.

We still record a lack of information regarding the health care system even among immigrants legally residing: sometimes they go the emergency room without choosing the primary care physician.

As to irregular migrants, we are talking about an estimate of approximately 1,000 people per year since 2008. Although the data base cannot be considered an accurate source, it constitutes a test on the presence of irregular migrants, a phenomenon particularly significant in the Province of Padua.

Data indicate a growing trend for both immigrants who entered Italy without a visa that would allow a regular stay and for immigrants with expired and non-renewable permits.

We represent a space for listening and information also for former patients, such as refugees arrived as a result of the North African and Tunisian emergency. The structure is known as a place where you can get health information and solve particular problems of immigrants.

**Do you work together with other stakeholders in the region? Which ones?  
How do you consider this collaboration?**

The migration and health network, created with input from the Deputy Prefect who chairs the Territorial Council, is the formalization of a very diverse network that represents the area.

It is a network that includes private social associations, cooperatives, trade unions, the University, representatives of the Education Office (there are 13 high schools in the network), Caritas, Diocese of Padua-Migrants, the soup kitchens, the Italian Red Cross and strategic health services: the Multi-Ethnic gynecologist of the surgery, doctors of the pediatrics ward for unaccompanied minors, Roma and irregular migrants. The network has changed since 2008 because it is adaptable to include new subjects and takes into account emerging needs.

Interview # 5

**PART I: PERSONAL DATA AND BRIEF DESCRIPTION OF RESPONDENT AND THE ORGANIZATION**

**Name of the Interviewee:**

Maria Stella Fasoli

**Role in the organization**

Psychologist

**Name of the organization**

Province of Padua – Guidance and compulsory education service

**Type of organization**

Public Entity

**Objectives of the organization**

**The service** identifies the drop-out teens aged 16 to 18 (still in compulsory education) who are followed by the service of the Municipalities.

**The main activities of the organization**

We propose to our clients three options:

- 1 go back to school,
- 2 enroll in a vocational training centre

3 Apprenticeship Level I to achieve the vocational diploma.

AROF, the regional database collects reports from the schools of the children who have dropped out, the data is forwarded to the Province that sends a letter to the families inviting them to a meeting for the 1st service of guidance.

Most families do not call back, in this case they are called by the service. They can now decide to come to the interview or not. The service follows approximately 700-800 children a year, the percentage of those of foreign origin is very low.

The 1st interview takes place in the presence of a parent or guardian and it is necessary to understand the reasons for early school-leaving: it may have been the wrong choice of school, there may be family reasons which determine states of tension or neglect, or the kid could be more inclined to concrete tasks.

Given that the first solution is always to go back to school, after the 2nd or 3rd meeting, options are offered through various methods, most notably an internship.

The service is in agreement with several secondary schools of the province, some of which have agreed to carry out a mini internship for a few days to kids whose motivation for dropping out is a wrong choice of school.

Then there is the possibility to enroll in a vocational school and to make a paid internship of 2 months. The kids are paid 2 Euros per hour and the company reimburses the costs of social insurance. The service also teaches kids how to look for an internship, giving them all the tools for a job interview, including non verbal and body language.

For dropouts the question is "did you choose the wrong school? What would you like to do?" If the answer is "the cook" then the internship will be in a restaurant or pizzeria. The kid is supported: "you're not a loser ... you have practical skills and I'll give you the chance to build your esteem".

## **PART II: ISSUES, APPROACHES, NETWORKS AND GOOD PRACTICE**

**What are the main issues concerning immigrants dealt with by the organization?**

In the province of Padova the majority of the kids followed by our service are of Italian origin. Sometimes they are unaccompanied minors sent by the Municipality, by social workers, or communities. Normally they are 16 and over and are directed to the vocational training centres for learning Italian and internships.

Sometimes those who live permanently in Italy come with their families, especially from Eastern Europe, single-parent families. They have lost their interest in school and want to work, for these kids, even when they are from EU countries and have reunited with their families, they can only have lower-secondary school diploma recognized in Italy. In addition to the Eastern Europeans, we receive kids from North Africa, while there are a few Filipinos. No one intercepts the Chinese who work or return to China or move to another city.

**In your opinion, what are the main difficulties that migrants face in terms of qualification, housing, education and lifestyles?**

The main cause of early school leaving is the desire to work and poor judgment of the school system and what it offers. The crisis also affects motivation, now they need to work because their parents are unemployed. You can easily find internships, for this we do not have any difficulty, we work closely with the UPA and there is demand for foreigners.

**Do you work together with other stakeholders in the region? Which ones? How do you consider this collaboration?**

We work with the network of the Province, with the chamber of commerce and trade associations, with the Informagiovani and the Public employment services, with social workers and educators in the community, with the child psychiatry, psychologists and psychiatrists of the territory, with the meeting point of the Città della scuole and there is growing collaboration with the vocational training centres.

We are partners in a project on early school leaving with the University of Padua and the Chamber of Commerce.

We have a network working against early school leaving and providing guidance.

Our service also provides guidance and information in middle schools; each November we participate to an important School fair and we edit the publication "Free to Choose" which contains all the educational offer of the Province of Padua

Interview # 6

**PART I: PERSONAL DATA AND BRIEF DESCRIPTION OF RESPONDENT AND THE ORGANIZATION**

**Name of the Interviewee:**

Adone Brandalise

**Role in the organization**

Professor of Theory of Italian Literature and Director of the Master of Intercultural Studies

**Name of the organization**

University of Padua

**Type of organization**

Public University

**Objectives of the organization**

The Master aims to provide theoretical and practical skills to work in significant areas of multiculturalism, providing information on migration processes and transformations associated with them, spaces for reflection and critical analysis.

The major subject is social and cultural mediation: having observed the presence of conflict and distress in different social contexts (schools, streets, public services, work, family), the course aims to highlight the potentially constructive facets and growth, if multiculturalism is recognized with accuracy and dealt with from the mediation perspective.

The second subject concerns the organization of intercultural events and activities across different artistic and literary areas, in close connection with schools and communities of immigrants. It aims to develop design, planning and management skills to value the differences and promote intercultural dialogue.

### **The main activities of the organization**

Training and research

### **Does the organization work in the field of labor and employment and / or education?**

Education

### **Does the organization operate, directly or indirectly, in the field of training and employment with groups of immigrants or Roma?**

No, however, foreign students, both immigrants and people living abroad, have always attended the Master's course. Among them I remember students from Colombia or Mexico, Armenia, Jordan who then return to their homeland. A graduate who attended a few years ago, coming from Colombia, for example, now runs a master of intercultural studies in her university. Even an American student has attended our Master and now teaches at the University in Pittsburgh.

Then there are Moroccan or Tunisian immigrant students. Often they are cultural mediators who live in a gray area of job insecurity and wish to attend the master to deepen and enhance their professionalism.

In the past, public officials also attended the master, but now their participation is no longer so widespread. Administrations prefer internal, shorter courses, such as the courses for intercultural mediators that we have been organizing for the past three years for the Province of Padua. They last about 60 hours.

Attendance is evaluated to be included into the Provincial Roster of professional mediators. The students of our master often cooperate with us at the end of the master, the master could be defined as a kind of voluntary work, because it does

not represent a recognized academic title, nor is it useful for the career because the individual disciplines are not expandable.

The intercultural mediator is a profession that needs to be integrated with others because it does not give access to a profession itself.

**Is the organization responsible for public policy? At what level?**

No.

**PART II: ISSUES, APPROACHES, NETWORKS AND GOOD PRACTICE**

**What are the main issues concerning immigrants dealt with by the organization?**

The Master explores intercultural issues. Migrations are a litmus test, showing all the hurdles of our societies and working on migration requires interdisciplinary work, you can not bring everything to a single area.

Migrants pass through the filter of our social organization, are affected immediately by any event.

In time there can be integration, even to a satisfactory level, of growth, but at times immigrants are compressed. Migration projects are different and are, in fact, in constant evolution.

The reality is strongly influenced by the mass media and migrants are found to occupy residual, marginal spaces, while there would be great potential for second generations can only make sense here, this is the culture in which they are grown and have formed. Cultures are always at stake in the present and young people are an important resource.

The risk of marginalization play is very high and we should reflect on the fact that the lack of rights corresponds to a lack of duties.

Our society does not value the talents, not does it reward quality, there is an entrenchment which creates predefined privileges. Immigrants and their children are compressed. The (social) elevator has stopped.

Young Italians today are emotionally supported by protective families but are denied socially. Young migrants do not have protective families and are disadvantaged: they are the subject of double discrimination. Italy shows its inability to activate a part of its population. We actually have a society with differentiated rights and duties. We are experiencing social inequality.

### **Part III : recommendations and input for further action**

#### **What policy recommendations do you have for local and regional decision-makers? What topics in the context of employment and social inclusion of migrants would be worth the effort to be discussed with other stakeholders?**

The problem of employment should be considered into a wider frame work. The production structure is no longer able to produce work and fails to exploit skills.

Unlike what is commonly believed, the education system produces more than the labour market can leverage. It is not only necessary to link more closely the labour market to the school, but also to make a qualitative leap in technology.

And this applies to migrants and Italians equally. We close the door to the use of their capabilities.

Interview # 7

**PART I: PERSONAL DATA AND BRIEF DESCRIPTION OF RESPONDENT AND THE ORGANIZATION**

**Name of the Interviewee:**

Marilinda Scarpa

**Role in the organization**

Executive Manager

**Name of the organization**

Regione del Veneto – Migration Department

**Type of organization**

Regional government

**Objectives of the organization**

The organization is responsible for strategy and planning of integration policies and social education of immigrants legally residing in the region of Veneto

**The main activities of the organization**

The organization is the structure that develops from a technical point of view the program guidelines which then become the decision makers' strategic choices.

**Is the organization responsible for public policy? At what level?**

Yes, regional

## **PART II: ISSUES, APPROACHES, NETWORKS AND GOOD PRACTICE**

### **What are the main issues concerning immigrants dealt with by the organization?**

The Department of Migration mainly deals with the integration of foreign nationals.

### **What are the approaches and principles on which the work is based?**

The approach that Region implements is based on consultation and sharing with the various players in the area.

The different actors (social partners, the third sector, provinces, municipalities, ASL) are informed and involved in the planning through social dialogue set up at various levels.

When planning we pay attention to what is being highlighted by those who are directly involved in the territory on the issues of migration and therefore the needs of the citizens.

### **In your opinion, what are the main difficulties that migrants face in terms of qualification, housing, education and lifestyles?**

Right now we are no longer talking of housing and among the strategic priorities in the first place is the need for Italian language, the emphasis is also placed on cultural differences with regard to women, for example, those who depending on their origin, can present problems of integration being excluded from the Italian context. Sometimes the school attended by their children is the only place they frequent, so specific initiatives start from here and are implemented in the schools.

The big problem as I said is the knowledge of the Italian language. The region with the Ministry of the Interior and in cooperation with the prefectures has a wide range of courses in Italian.

**Can you tell us if your organization has implemented or implements what can be considered a good practice or activities and actions carried out in the social and work inclusion for migrants?**

Yes the area plans promote coordinated planning of territorial integration which provide training carried out by the Provincial Administrations, socio-educational actions by the Conference of Mayors and actions in favor of women by both administrations.

Through the instrument of the Coordination platform of provinces, made up by institutional actors involved in the process of territorial planning (Region, Provinces, Conference of Mayors, Prefectures, School Offices, third sector) we co-design interventions in order to deploy an integrated system of interventions and services for the support of training policies, social and school integration of foreign citizens, which aim, on the one side to enhance the effectiveness of the interventions themselves and to avoid duplication and overlap on the other.

**In your opinion, should there be opportunities for greater cooperation between the actors?**

We believe we have reached a satisfactory level of cooperation

**PART III : RECOMMENDATIONS AND INPUT FOR FURTHER ACTION**

**What policy recommendations do you have for local and regional decision-makers? What topics in the context of employment and social inclusion of migrants would be worth the effort to be discussed with other stakeholders?**

It might be interesting to have exchanges with the Education and Employment Sector of the Region in the field related to migrants' employment