The integration of migrants and refugees: tools and methodology. The experience of Programma integra.

Valentina Fabbri
Programma integra
Sofia 29-11_2017
Who are the migrants in Italy?

Economical migration

Forced migration
Who are the migrants

Migrants for economical/family reasons: 5,026,153 – 8,3% of pop.

They come with a clear migration project and only if they get an authorization before coming.

Women represent 52,7% of total.

They come mostly from Ucraina, Polonia, Moldavia and Romania.
They contribute to our retirement system: 11.5 billion of contribution per year.

Who are the migrants?

2.4 million they produce 9.5% of the GDP.

9.5% of the enterprises have been created by migrants coming from Morocco, Romania, and China.

In Trade, Construction, and food services, they are employed.

46.7% of migrants are women who work in domestic works.

Who are the migrants?
Who are the migrants

**Forced migrants:**
**Victim of trafficking:** those who are forced to enter in Italy for prostitution or begging. We give them tutelage through the law on immigration (art. 18 D.lgs.286/98).
Who are the migrants

**Forced migrants:**

**Unaccompanied minor:** those who enters before 18 years. They cannot be expelled and they are sent by the family for earning money. We give them tutelage under the law 47/2017 and Civil Code
Who are the migrants

Forced migrants: International protection seekers, refugees, beneficiaries of subsidiary protection and humanitarian protection. Law referrement: 1951 Geneva Convention and 32-33/2013 EU directives issued under the CEAS - Common European Asylum System adopted in Italy with d.lgs. 142/2015 and 18/2014 (recast)

- **ASYLUM PROCEDURES DIRECTIVE**: establishes common standards of safeguards and guarantees to access a fair and efficient asylum procedure.

- **RECEPTION CONDITIONS DIRECTIVE**: establishes minimum common standards of living conditions for asylum applicants; ensures that applicants have access to housing, food, employment and health care.

- **QUALIFICATION DIRECTIVE**: establishes common grounds for granting international protection and foresee a series of rights for its beneficiaries (residence permits, travel documents, access to employment and education, social welfare and healthcare).

- **DUBLIN REGULATION**: determines which Member State is responsible for examining a given asylum application.

- **EURODAC REGULATION**: establishes an EU asylum fingerprint database. When someone applies for asylum, no matter where in the EU, their fingerprints are transmitted to the EURODAC central system.
Whoever owing to well founded fear of being persecuted for reasons of **race, religion, nationality, membership of a particular social group or political opinion**, is out-side the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country.
Subsidiary protection
D. 2004/83/UE – 2011/95/UE

It is guaranteed to a third country national or stateless who would face a real risk of suffering serious harm if s/he return to the country of origin.

Serious harm is defined as the risk of: "(a) death penalty or execution; or (b) torture or inhuman or degrading treatment or punishment of an applicant in the country of origin; or (c) serious and individual threat to a civilian's life or person by reasons of indiscriminate violence in situations of international or internal armed conflict."
In 2016 more than **181.000 arrivals** in Italy coming from Nigeria, Eritrea, Guinea.

350.000 arrivals in Europe:
170.000 via turkey and 180.000 via Lybia and Egypt.

4.812 death in the sea
Arrivals and first reception

In 2017 less than 31% of arrivals in Italy coming from Nigeria, Guinea, Ivory Coast, Bangladesh.
## Arrivals and applications

<table>
<thead>
<tr>
<th>Year</th>
<th>People arrived</th>
<th>Asylum application</th>
<th>Examinated</th>
<th>Countries of origins</th>
<th>Women</th>
<th>Denial%</th>
<th>Refugee%</th>
<th>Subs%</th>
<th>Hum%</th>
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<tbody>
<tr>
<td>2001</td>
<td>17.406</td>
<td>13.931</td>
<td>17610</td>
<td>Iraq, Turchia, ex Jug</td>
<td>52</td>
<td>17</td>
<td></td>
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<td>2002</td>
<td>23.719</td>
<td>16.102</td>
<td>21552</td>
<td>Iraq, Turchia, ex Jug</td>
<td>60</td>
<td>8</td>
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<td>2003</td>
<td><strong>14.331</strong></td>
<td>13.931</td>
<td>13441</td>
<td>Turchia, Ex Jug, Iraq</td>
<td>53</td>
<td>7</td>
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<td>2008</td>
<td>36.951</td>
<td>31.100</td>
<td>23.175</td>
<td>Somalia, Nigeria, Eritrea</td>
<td>39</td>
<td>9</td>
<td></td>
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<td>30</td>
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<tr>
<td>2009</td>
<td><strong>9.573</strong></td>
<td>15.918</td>
<td>25.113</td>
<td>Nigeria, Somalia, Bangladesh</td>
<td>44</td>
<td>9</td>
<td></td>
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<td>21</td>
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<tr>
<td>2010</td>
<td>4.406</td>
<td>8.897</td>
<td>14.042</td>
<td>Nigeria, Ex Jug, Pakistan</td>
<td>33</td>
<td>15</td>
<td></td>
<td></td>
<td>16</td>
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<td>2011</td>
<td>64.261</td>
<td>32.645</td>
<td>25.626</td>
<td>Tunisia, Nigeria, Pakistan</td>
<td>44</td>
<td>8</td>
<td></td>
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<tr>
<td>2012</td>
<td>13.245</td>
<td>15.886</td>
<td>26.969</td>
<td>Nigeria, Gambia, Mali</td>
<td>17</td>
<td>7</td>
<td></td>
<td></td>
<td>15</td>
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<tr>
<td>2014</td>
<td>169.304</td>
<td>61.711</td>
<td>36.270</td>
<td>Nigeria, Pakistan, Gambia</td>
<td>4.753</td>
<td>39</td>
<td></td>
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<td>2015</td>
<td>153.842</td>
<td>83.970</td>
<td>71.117</td>
<td>Nigeria, Pakistan, Senegal</td>
<td>9.720</td>
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<tr>
<td>2016</td>
<td>181.283</td>
<td>123.600</td>
<td>91.102</td>
<td>Nigeria, Pakistan, Gambia</td>
<td>18.594</td>
<td>58</td>
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<td>14</td>
</tr>
</tbody>
</table>
Extraordinary reception centers: 137,000

Reception system for asylum seekers and refugees - Sprar – All over Italy, cities about 35,352 places

First reception centers ex CARA
Identification and applications – 14,000

First aid centers – CPSA
Lampedusa, Pozzallo, Lecce

Hubs: regional centers

Hotspots: relocation program, first EU/Easo reception (4 centers) - 547 persons

188,084
Numbers

- 5,3 milioni refugees in Europe
  3 milioni in Turchia
  74,853 in Italia

- 1,259,955 asylum application in Europe
  745,155 in Germany
  123,600 in Italy

- 17,2 milion refugees in the world

- 500 milioni popolazione UE
  0,46%

- 60,6 milioni popolazione Italia
  0,12%

- 7,5 billions popolazione mondiale
  0,22%
Nationalities in EU

- Siria, Afghanistan, Iraq (over 100)
- Pakistan, Nigeria, Iran (40,000)
- Eritrea, Albania (30,000)
- Russia, Somalia (20,000)
Women represent the 15.04% of migrants arrived in Italy in 2016: **18,594**

They represented 6.31% in 2015: **9,720**

They represented 2.8% in 2014: **4,753**

Nationalities of arrivals:
Nigeria 32.5%
Somalia 25%
Ivory Coast 13.6%
Rome in numbers

Inhabitants: 2,868,468

Sprar places: 1,994 +8 (DM)

Extraordinary center for refugees: 4,712 places
CENTERS «of» THE CITY
Total number 2,260

Municipio I: 20
Municipio II: 12
Municipio III: 66
Municipio IV: 216
Municipio V: 99 (DM) + 70 + 18
Municipio VI: 626 + 70
Municipio VII: 110 (DM)
Municipio VIII: 218
Municipio IX: 100
Municipio X: 50
Municipio XII: 80
Municipio XIV: 34
Municipio XV: 36
Municipio XIII: 100
Programma integra works in this area since 2005 trying to help who is in reception center to be “integrated” in the territory.

The social inclusion of migrants is the only way of improving the condition of living inside each communities for all

Video “A che punto è l’integrazione?”

https://www.programmaintegra.it/wp/risorse/multimedia/
Integration

After reception period is important to put the basys to a sustainable way out from the centers to live autonomously.

The **integration** is the term we use...

“Integration is the process by which migrants become accepted into society, both as individual and as a group. The openness of this definition indicates that the responsibility for the integration is not the particular group, but rather the ‘immigrants, institution, civil societies communities’.”

Penninx
INTEGRATION

Gradual process by which new residents become active participants in the economic, social, civic, cultural and spiritual affairs of a new homeland.

Integration is a long-term, complex process that takes generations and requires accommodation between the new arrivals and the host society.

Successful integration requires: flexibility, goodwill and generosity by both migrants and the receiving society.
What is integration?

UNHCR – United Nation High Commissioner for Refugees

The integration of refugees is a **dynamic and multifaceted two-way process** which requires **efforts** by all parties concerned, including a preparedness on the part of refugees to **adapt** to the host society without having to forget their own cultural identity, and a corresponding **readiness** on the part of host communities. The process of integration is **complex and gradual**, comprising distinct but inter-related **legal, economic, social and cultural dimensions**, all of which are important for refugees’ ability to integrate successfully as fully included members of society.
Multidimension

- Rights and citizenship
- Cultural knowledge
- Safety and stability
- Social Bridges
- Social Bonds
- Social links
- Employment
- Housing
- Education
- Health
THE SOCIAL INCLUSION OF MIGRANTS IN EUROPE

IS NATIONAL DIVERSITY GENERATING DIFFERENT RESULTS?

Is really economic performance the key indicator for integration?
Integration is a precondition for an inclusive, cohesive and prosperous society

7 June 2016 - European Commission presented the Action Plan on the Integration of Third-Country Nationals, with the aim to support Member States in the integration of the 20 million non-EU nationals residing legally in the EU. The Plan describes the concrete measures that the Commission will implement in this regard. While it targets all third country nationals in the EU, it also contains actions to address the specific challenges related to refugees.

Why?

- A successful integration of all third-country nationals, whether recently arrived or not, will make migration an opportunity for both third-country nationals and host societies;
- It’s a joint responsibility and a common interest to invest and work together on integration;
- The recent increase in migratory flows has reinforced the need for effective integration policies on integration of third-country nationals.
Providing support to integration of third country nationals legally residing in the EU at the earliest stage in the migration process has proven to be a key element of successful integration. Such measures are particularly important to prepare the resettlement of refugees.

Examples of actions: launch of projects supporting pre-departure and pre-arrival measures for local communities; engagement with Member States to strengthen cooperation with selected third-countries on pre-departure measures.
2. EDUCATION

Education and training are among the most powerful tools for integration and access to them should be ensured as soon as possible.

**Examples of actions:** online language assessment and learning for newly arrived migrants; promoting inclusive education; promoting the upgrading of skills of third country nationals; promoting the removal of barriers for the participation of migrant children in early childhood education.
Employment and early integration into vocational training are core parts of the integration process. Finding a job is fundamental to becoming part of the host country’s economic and social life.

Examples of actions: Promoting good practices and support projects for labour market integration through "fast-track" insertion and vocational training; pilot projects for migrant entrepreneurship.

The "New Skills Agenda for Europe" will also develop actions to support validation of skills and recognition of qualifications such as a "Skills and Qualifications Toolkit" for newly arrived third-country nationals.
Access to basic services such as adequate and affordable housing and health services is a basic condition for third-country nationals to start a life in the society of the receiving country.

Examples of actions: support Member States in facing the immediate accommodation challenges related to the refugee crisis; facilitate the exchange of experience and best practices on the urban dimension of diversity and immigration.
The full participation of third-country nationals in all aspects of community and societal life is essential to achieve integration.

**Examples of actions:** launch of projects to promote Intercultural dialogue, European values, social inclusion; promote migrants' participation in cultural life and sport; develop handbooks and toolboxes for practitioners on cultural awareness.
Firas Alshater, a Syrian refugee, studies in Germany, where he lives since 2 and half years, after his escape from the war in Syria. He has become in a few weeks a star on YouTube for a video posted, entitled "Who are the Germans?". With humor and a lot of irony, Firas has tried to explore in a three-minute video, through its particular point of view, the attitudes of Germans towards a refugee.

Firas is the founder of ZUKAR, a non-profit project, from refugees to the people in Germany.

See more on: https://www.youtube.com/watch?v=ZozLHZFEbIY
EU instruments to promote integration

- Ministerial Conferences on Integration
- National Contact Points and Inter-Service Group
- Asylum, Migration and Integration Fund
- Europe for Citizens Funding Programme
- European Migration Forum
- European Web Site on Integration
- Handbooks on Integration
- European Integration Modules
Integration policies

Asylum, Migration and Integration Fund

was set up for the period 2014-20, with a total of **EUR 3.137 billion for the seven years**. It will promote the efficient management of migration flows and the implementation, strengthening and development of a common Union approach to asylum and immigration.

This Fund will contribute to the achievement of four specific objectives:

1. **Asylum**: strengthening and developing the Common European Asylum System by ensuring that EU legislation in this field is efficiently and uniformly applied;

2. **Legal migration and integration**: supporting legal migration to EU States in line with the labour market needs and promoting the effective integration of non-EU nationals;
Integration policies

Asylum, Migration and Integration Fund

3. Return: enhancing fair and effective return strategies, which contribute to combating irregular migration, with an emphasis on sustainability and effectiveness of the return process;

4. Solidarity: making sure that EU States which are most affected by migration and asylum flows can count on solidarity from other EU States.

The Fund’s beneficiaries
All EU States except Denmark participate in the implementation of this Fund. Examples of beneficiaries of the programmes implemented under this Fund can be state and federal authorities, local public bodies, non-governmental organisations, humanitarian organisations, private and public law companies and education and research organisations.

Italian plan on integration

It was prepared by an Institutional committee foreseen by law. Launched 26/09/2017

The principles that lead the plan's work:

• Integration is a complex concept that starts from the first reception and aims at achieving personal autonomy;
• It requires information and sensibilization of the population;
• Specific attention should be paid to people with the greatest vulnerability;
Italian plan on integration

Principles:
• Early start of integration paths in the reception phase;
• Prevention of discrimination
• Participation and active citizenship
• Institutional awareness raising
• Implementation and monitoring of interventions
«Programma integra is an integrated social co-operative founded in 2005 aimed to promote the integration of migrants and refugees to contribute to the wellness of the society».

Between **2005** and **June 2017** Programma integra has assisted **5,237** beneficiaries (migrants, refugees and asylum seekers, migrant/unaccompanied minors).
Integration and social inclusion

Programma integra

We realize **projects and services** directed to migrants for enhancing the economic and cultural inclusion.

These projects are temporary and they could be founded by: Municipality, Region, National Authority, Private foundation.
Elements for integration

- Legal
- Italian classes
- Social support
- Training
- Job orientation
- Housing

Integration
Immigration office inclusion services

**Legal counseling:** it provides information and support in relation to legislation and administrative procedures on asylum and immigration.

**Job counseling office:** it provides job orientation services, information on qualifications recognition, on starting a business and on locally available training opportunities; resume writing support; promotion of apprenticeship.

**Social mediation services in the field of housing:** support in the search of a house, contacts with real estate agents, and support in the signing of the lease aimed at migrants, asylum seekers and refugees who have been victims of discrimination in access to housing.

**Training and languages activities** aimed to social inclusion of refugees.

**What’s new**
Project «I understand»
About training...

• Italian classes connected to a theme: comics, arts, reading
• Theatre lessons with psychological perspective
About economical inclusion....

Training with EBTL- Tourism office for Lazio Region-
100 hours of training and traineeship period in a Hotel in Rome. Video - Progetto LIA – 2010

Recognizement of the competencies through an agreement with Center for professional training of Rome Municipality....(es. Plummer, Mechanics). ONGOING
### Intercultural mediation activities

- **Public registry for intercultural mediators:** It supports the activities carried out by the Public Registry of Rome Municipality with the creation and dissemination of training and information activities aimed at intercultural mediators.

- **Intercultural mediations inside the “Ospedale San Camillo”** - Funded by Hospital itself

- **PRILS project:** Intercultural mediation service inside the Prefettura di Roma. Funded by Lazio Region

- **Intercultural mediation in SAMIFO:** Inside the center for the treatment of mental disease of Refugees (SAMIFO) – Funded by national AMIF fund

- **“Ospedale Amico”**: Forseen intercultural mediation services in ASL Roma 1.

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**What’s new**

We created intercultural mediation services through Skype since 2011 with 2 FEI projects.
NEVER ALONE aims at foster foreign unaccompanied minors and young adults (17 – 19 years), received in Turin, Rome and Catania, in specific training paths in order to guarantee work and social autonomy. The project activities foresee a special attention to the following topics: health, vocational training, work and education.

The project is co-funded by Compagnia di San Paolo, Cariplo Foundation, Enel Cuore Onlus, Cassa di Risparmio di Cuneo Foundation, Cassa di Risparmio di Padova e Rovigo Foundation, Cassa di Risparmio di Torino Foundation, CON IL SUD Foundation e Monte dei Paschi di Siena Foundation.

Period: 2016 -2018
The project’s aim is to devise an innovative model of ‘generational encounter’ between young foreigners and Italian elder people. The final objective is to experiment a co-housing path. Homefull is financed by the Lazio region – Social policies, Security and Sport, area ‘Social Enterprise and Civil Service’ – Public Notice ‘Innova You: the new challenge of social innovation’. Period: Jan – Nov 2015

https://www.programmaintegra.it/wp/risorse/multimedia/
The service of training, orientation and support for enterprise’s creation in the agricultural and food sector for third-country nationals is an activity realized in range of SOFIIA 3, a project managed by the Ministry of Agricultural Policy, financed by the European Commission and Italian Ministry of Interior under the European Fund for the Integration of Third-Country Nationals (AP 2013).

Period 2014- 2015
AMAR is a project financed by the European Commission and Italian Ministry of Interior under the European Fund for the Integration of Third-Country Nationals. The project aims to create a **Housing Mediation Agency to provide social mediation services in the field of housing**, supporting immigrants’ economic and social inclusion and promoting peaceful coexistence among communities living in apartment blocks.

**Period: 2014 - 2015**
Training

- Courses for professional workers to create the competencies to work in reception centers with adults and unaccompanied minors
- Workshop for professional workers on communication and intercultural skills—"la Comunicazione Empatica"
- Seminars for Intercultural mediators

Raising awareness
Training

**MODULO I**

I MINORI STRANIERI NON ACCOMPAGNATI E I SISTEMI DI ACCOGLIENZA A LORO DEDICA

**3 febbraio 2017**
Ore 14.00
Presentazione del percorso formativo
Ore 14.30 > 16.30
I minori stranieri non accompagnati in Italia: analisi del fenomeno
Marco Ottizzolo, Sociologo, In Mиграzione
Ore 16.30 > 18.00
I minori stranieri a Roma: quadro statistiche e analisi del percorso
Laura Bianconi, Project manager - Area comunicazione e progetti

**10 febbraio 2017**
Ore 14.00 > 18.00
Normativa e prassi in materia di protezione e accoglienza dei
Viviana Valastro, Capo Unità Protezione Minor Migranti, Dipi
Save the Children Italia Onlus

**17 febbraio 2017**
Ore 14.30 > 16.00
La rete di accoglienza per MSNA - Minor Stranieri Non Accom per Richiedenti Asilo e Rifiutati - SPAR
A cura del Servizio Centrale SPAR
Ore 16.00 > 18.00
Il sistema di accoglienza per minori non accompagnati di Ron
e le comunità di accoglienza
Alessandro Uberti, educatore ed esperto sul tema dei minori

**24 febbraio 2017**
Ore 14.00 > 18.00
Il fenomeno della tratta e dello sfruttamento dei giovani migranti
Rodolfo Mesaroli, CivicoZero

**3 marzo 2017**
Ore 14.00 > 18.00
L’accoglienza e l’orientamento dei MSNA - Minor Stranieri Non Accom: dall’Unità strada all’esperienza di CivicoZero
Marco Cappuccio, CivicoZero

**MODULO II**

LA GESTIONE DI UN CENTRO ACCOGLIENZA A MINORI STRANIERI NON ACCOMPAGNATI

**10 marzo 2017**
Ore 14.00 > 18.00
La relazione con il minore e con il genitore, e per la gestione dell’aggressività
Alessandro Uberti, educatore ed esperto

**17 marzo 2017**
Ore 14.00 > 18.00
Esercitazione sulla gestione dell’aggressività
Alessandro Uberti, educatore ed esperto

**24 marzo 2017**
Ore 14.00 > 18.00
La partecipazione e l’ascolto dei minori
Niccolò Gargaglia, esperto in parte
Save the Children Italia Onlus

**6 aprile 2017**
Ore 14.00 > 18.00
Interventi di sostegno psico-sociale
Laura Liberati, Area integrazione e coordinamento delle equipe

**7 aprile 2017**
Ore 14.00 > 18.00
Il coordinamento dell’equipe: ruolo e corretta gestione del gruppo
Simone Andreotti, In Mиграzione

**MODULO III**

METODOLOGIE E STRUMENTI PER FACILITARE L’INCLUSIONE SOCIALE DEI MINORI STRANIERI NON ACCOMPAGNATI

**13 aprile 2017**
Ore 14.00 > 18.00
Aspetti psicologici della presa in carico dei MSNA: opportunità e problematiche
Cristina Schillirò, psicoterapeuta transculturale, INMP - Istituto Nazionale per la promozione della salute delle popolazioni Migranti ed il contrasto delle malattie della Povertà

**28 aprile 2017**
Ore 14.00 > 18.00
Incontro con l’altro: pratiche di mediazione culturale e mediazione dei conflitti
Sara Nicu, Area servizi per migranti e rifugiati, Programma integra

**5 maggio 2017**
Ore 14.00 > 18.00
L’orientamento dei beneficiari nel mondo del lavoro e della formazione: i tirocini, la formazione e l’inserimento lavorativo
Tania Masuri, Servizio di orientamento al lavoro, Programma integra

**12 maggio 2017**
Ore 14.00 > 18.00
Empowerment e progettualità: costruire percorsi di integrazione partendo dal bisogno
e dalle potenzialità degli utenti
Laura Liberati, Area integrazione e counseling, Programma integra

**19 maggio 2017**
Ore 14.00 > 18.00
L’insegnamento dell’italiano L2 a supporto del percorso scolastico degli adolescenti accolti
Lapo Vannini, In Mиграzione
Good practice exchange and researches

• European projects funded by EU Commission on the theme of integration of migrants and interculturality. Erasmus Plus.

• Researches on specific subject: in 2015 “Dossier on unaccompanied minor in Rome”.

• Communication and dissemination of our activities through website, social network and sensibilization activities.
LL2II project aims to train, to empower and to create network among local bodies and field actors of immigrant services to build a new practices to support integration and inclusion of immigrants in the host society. The project focuses on a development of a training curriculum of ‘Training for Better Integration of Immigrants’ to create an innovative structural adult training methodology for local bodies acting in the field of immigration management which can be implemented in all European countries and others.

LL2II is co-financed by the European Commission under the Erasmus+ Program 2015, Key Activity 2, Cooperation for Innovation and the Exchange of Good Practices – Strategic Partnerships for adult education.
The goal of project REVaLUE is to enhance the labor inclusion of refugees, subsidiary protection holders and asylum seekers by **improving their access to skilled jobs**. In order to reach this aim, the project will design and validate a toolkit for migrants’ skills assessment, **organize 2 VET courses** that meet the specific learning needs and characteristics of refugees, implement work-based laboratories.

The project is co-funded by Erasmus+ Program 2016
Inserimento lavorativo per minori stranieri non accompagnati: al via il progetto NEVER ALONE
Some results: Bilancio Sociale

- It’s a communication and evaluation instrument that we started in 2013.
- It contains information about our general organization, economic balance and our results in term of activities and beneficiaries.
Beneficiaries 2016

In 2016 we realized

- 1,539 intervention of integration
- For 621 new beneficiaries
- 4,517 hours of intercultural mediation
Beneficiaries 2016

**Tipo di permessi di soggiorno dei nuovi destinatari**

- Richiedente protezione internazionale: 84
- Titolare status di rifugio: 84
- Titolare protezione sussidiaria: 98
- Titolare protezione umanitaria: 65
- Diniego: 11
- Titolare permesso di soggiorno - Lavoro: 21
- Titolare permesso di soggiorno - Famiglia: 7
- Titolare permesso di soggiorno - Cure mediche: 1
- Titolare permesso di soggiorno - Altro: 32
- Altro: 10
- Cittadino comunitario: 4
- Titolare permesso di soggiorno - Attesa occupazione: 2
- Irregolari: 17

**Genere dei nuovi destinatari**

- Donne: 141
- Uomini: 480

**Età dei nuovi destinatari**

- Maggiori di 50 anni: 8%
- Minori di 18 anni: 2%
- 30-50 anni: 46%
- 18-30 anni: 44%
Involvement and sensibilization activities 2016

**Area Promozione della Collaborazione, della Conoscenza e dell’Innovazione tra gli Operatori**
- 6 progetti di ricerca e scambio di buone pratiche a livello europeo in corso di realizzazione
- 2 percorsi di counseling a domicilio per i centri di accoglienza SPRAR di Roma
- 7 corsi di formazione per professionisti del sociale realizzati
- 198 ore di formazione erogate
- Tipologia di professionisti del sociale formati: mediatori interculturali, studenti universitari, operatori sociali, psicologi, insegnanti di lingua italiana come L2
- 25 delegati sindacali del settore turistico-alberghiero formati sul tema della gestione della diversità (diversity management)

**Area Involgimento della Comunità nella Sfida dell’Integrazione**
- 143,264 visitatori
- 3,900 ‘mi piace’ sulla pagina Facebook, +48% rispetto al 2015
- 21 e-newsletter inviate
- 4,223 iscritti alla newsletter, +7% rispetto al 2015
- 5 iniziative per la cittadinanza organizzate
- 700 partecipanti alle iniziative organizzate

Exchanges good practices; communication and training results
Programma integra

- Integration projects and services
- Service directed to people
- Communication and sesibilization
- Empowerment of the operators
- GP exchange and researches
- Support the public bodies
- Reinforcing the services
- Training

Support the public bodies

Reinforcing the services

Empowerment of the operators

Communication and sesibilization

GP exchange and researches
Thank you for the attention!

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