



STRONG COMMUNITIES, STRONG FAMILIES, STRONG CHILDREN and YOUNG PEOPLE



A brief collection of experiences, promising practices and suggestions for working with children and young people in vulnerable communities

Chisinau – Vienna
2021

The Action was implemented with funding from the Austrian Development Cooperation through the BACID grant scheme (Building Administrative Capacities in Danube Region & Western Balkans), managed by the Austrian Association of Cities and Towns and KDZ Centre for Public Administration Research



IMPLEMENTED BY



Disclaimer: This publication has been produced with financial support of the Austrian Development Cooperation. Views, thoughts, and opinions expressed in this publication belong solely to the author, and do not necessarily reflect the views of the Austrian Development Agency or the Austrian Government.

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Introduction (English)

It is a mutual understanding between the objectives of the BACID programmes and the CONCORDIA Moldova commitment for development at community's level: there is an urgent need for exchanges of promising experiences and peer-to-peer dialogue to support children, young people and families in overcoming the challenges they are confronted with.

This is the second exchange organised by CONCORDIA under the auspices and with substantial financial support of BACID. This time forces have been joined by three CONCORDIA organisations (from Austria, Moldova and Romania), three youth open work and professionals training from Austrian organisations (The bOJA – Open Youth Work Centres, Wien Extra and Back Bone) and three municipalities from the rayons of Chisinau, Dubasari si Cosauti in the Republic of Moldova.

This toolkit collects all discussions, and promising practices exchanged by the organisations partnering to the project at the end of 2020. It is very much practice oriented and address first and foremost those working directly with children and young people in day care centres and youth centres. It proposes:

- a few models of daily interaction with young people;
- examples of facilitating young people's exchange within their countries and in international exchanges, such as the ones which are regularly supported by the Erasmus projects;
- models of interaction with young people under circumstances of reduce mobility and face-to-face interaction
- models of building the capacity of multi-disciplinary teams working with young people in Open Youth Work Centres and in regular youth centres;
- schemes of social, economic, financial, psycho-emotional support for young people coming from vulnerable families and communities, including young people who have aged out of care;
- specific models of job coaching and employment mentoring support for disadvantaged young people in Romania.

The Republic of Moldova has a rather modern and comprehensive legislation setting the framework for working with children and young people from vulnerable families and communities. As a service provider organisation, CONCORDIA Moldova has recognised the need for enhanced exchanges, building capacity and participation of beneficiaries to reduce the gap between the prospects set by legislation and the everyday realities of children, young people and their families. Despite the ambitious decentralisation agenda, moving financial resources to local authorities is slow. The local authorities – the main duty-bearers in this context – not only lack the necessary financial resources, but also tend to lack the right mindset to facilitate the creation and use of such youth support intervention services in their municipalities.

Particularly remote communities, many of which with high levels of economic migration and low capacity to generate local income, have a poorer performance in making services available, adequate and accessible. Both CONCORDIA Austria and CONCORDIA Moldova will continue supporting local municipalities in their endeavour of supporting the social inclusion and full development of children and young people from marginalised communities.

Introduction (Romanian)

Este un semn de echivalență între obiectivele programelor BACID și angajamentul CONCORDIA Moldova pentru dezvoltare la nivelul comunității: este urgentă nevoie de schimburi de experiențe și de dialog de la egal la egal pentru a sprijini copiii, tinerii și familiile în depășirea provocărilor zilnice cu care se confruntă.

Acesta este al doilea schimb de experiență organizat de CONCORDIA sub egida și cu sprijinul financiar substanțial al BACID. De această dată, partenerii sunt trei organizații CONCORDIA (din Austria, Moldova și România), trei asociații pentru tineri și formarea profesioniștilor care lucrează cu tinerii din Austria (bOJA - Centrele deschise de muncă pentru tineri, Wien Extra și Back Bone) și trei municipalități din raioane din Chișinău, Dubăsari și Cosăuți în Republica Moldova.

Acest set de instrumente colectează toate discuțiile și practicile promițătoare schimbate de organizațiile partenere în cadrul proiectului la sfârșitul anului 2020. Este orientat spre practică și se adresează în primul rând celor care lucrează direct cu copiii și tinerii din centrele de zi și centrele de tineret. Propune:

- câteva modele de interacțiune zilnică cu tinerii;
- exemple de facilitare a unor activități cu grupuri de tineri în țările lor și în schimburile internaționale, precum cele care sunt susținute în mod regulat de proiectele Erasmus;
- modele de interacțiune cu tinerii în circumstanțe de mobilitate și interacțiune față în față reduse;
- modele de consolidare a capacității echipelor multidisciplinare care lucrează cu tinerii în proiectele și centrele pentru tineri;
- scheme de sprijin social, economic, financiar, psiho-emoțional pentru tinerii care provin din familii și comunități vulnerabile, inclusiv tinerii care au îmbătrânit fără îngrijire;
- modele specifice de formare profesională și sprijin prin mentorat ocupațional pentru tinerii defavorizați din România.

Republica Moldova are o legislație destul de modernă și cuprinzătoare care stabilește cadrul legal de lucru cu copiii și tinerii din familii și comunități vulnerabile. Ca organizație furnizor de servicii, CONCORDIA Moldova a recunoscut necesitatea unor schimburi de experiență, consolidarea capacității și participarea beneficiarilor pentru a reduce decalajul dintre perspectivele stabilite de legislație și realitățile cotidiene ale copiilor, tinerilor și familiilor acestora. În ciuda ambițioasei agende de descentralizare, transferul resurselor financiare către autoritățile locale este lent. Autoritățile locale - principalii deținători ai obligațiilor în acest context - nu numai că nu dispun de resursele financiare necesare, dar întârzie crearea și utilizarea unor astfel de servicii de intervenție pentru sprijinul tinerilor în municipalitățile lor.

Comunitățile deosebit de îndepărtate, dintre care multe cu niveluri ridicate de migrație economică și capacitate redusă de a genera venituri locale, au o performanță mai slabă în ceea ce privește furnizarea unor servicii adecvate și accesibile. Atât CONCORDIA Austria, cât și CONCORDIA Moldova vor continua să sprijine municipalitățile locale în efortul lor de a sprijini incluziunea socială și dezvoltarea deplină a copiilor și tinerilor din comunitățile marginalizate.

1. Brief description of the BACID project (English)

The project “Strong communities, strong families, strong children and young people” has facilitated a transfer of promising practices in working with young people in vulnerable situations. It aimed to strengthen the capacity of NGOs and local authorities in three counties in the Republic of Moldova to develop programmes for young people at risk and involve young people themselves in finding solutions to challenges affecting their lives.

Overall, the project has been also used to identify and revitalise local resources to use when developing innovative youth programmes. All the exchanges, the body of knowledge which has been created, the international and local relationships established shall contribute to:

- reducing the impact of poverty on children and young people from marginalised communities (SDG 1);
- securing their access to inclusive and quality non-formal education (SDG 4);
- promoting a gender sensitive approach in making services accessible and available to mothers alone and to girls who face reduced access to education opportunities (SDG 5) and
- to raising the employment opportunities for adolescents and young people in marginalised communities (SDG 8).

With the help of peer-to-peer exchange and know-how transfer, inequalities (SDG 10) in services between and among countries are reduced.

1.1. Objectives

The overall objective of the project is to ensure that, local authorities and their non-governmental partners have increased capacity to implement protective and preventive measures for families and children at risk, as outlined in the UN Guidelines for the alternative care of children.

This overall objective was addressed through three specific pathways of intervention:

- Enable local municipal authorities and civil society organisations to exchange on concrete practices on how living conditions and social and professional inclusion of young people can be improved;
- Strengthen the capacity of the professionals in services addressing children and young people at risk; and
- Support state duty bearers in the Republic of Moldova to adapt and implement models of youth work by learning from promising practices from Austria and Romania.

1.2. Target group

The project main target group: professionals working in youth work and family strengthening services (social workers, psychologists, parental assistants, educators, social assistants, police), representatives of local authorities and state duty bearers (mayoralties, districts and ministries), and civil servants working on parenting support on local, regional and national levels, directors of the Social Assistance and Family Protection Departments, civil society organisations. Children and young people from

the communities where the project was implemented were directly addressed through a focus group.

The project has intended that especially women are strengthening in their care capacity (as parents or professionals) and girls have equal access to all services, similarly to their boy peers. Furthermore, in a country where social jobs (social workers, psychologists, educators) are mainly occupied by women, the project has raised awareness of the importance of equal gender presence in the sector. Among the Austrian experts both women and men experts were present.

The activities of the project have been implemented in three regions in Moldova (Dubasari, Causeni and Chisinau) - regions affected by extreme poverty and very high migration rate. At the border to Transnistria, the region of Dubasari is considered increasingly vulnerable to political conflicts.

Considering cultural and language proximity, a Romanian partner organisation with significant experience in working with young people has been involved as well in the exchange.

1.3. Partners

- CONCORDIA Social Projects Moldova (A.O.CONCORDIA Moldova) (Moldova)
- Public authorities and private service providers from the CAUSENI rayon (Moldova);
- Public authorities and private service providers from the DUBASARI rayon (Moldova);
- Public authorities and private service providers from CHISINAU (Moldova);
- The bOJA – Open Youth Work Centers in Austria (Austria)
- Back Bone – Streetwork Youth Center from Vienna (Austria)
- Wien Extra – Institute for Education and Leisure Time Pedagogy (Austria)
- CONCORDIA Social Projects Romania (Asociatia Humanitara CONCORDIA Romania (Romania), and
- Concordia Social Projects International (Austria);

1.4. Main activities and results

The following main results were achieved in the project:

- Three workshops for exchange and peer learning among partners;
- A toolkit collecting all the experiences presented (models of good practice) is distributed among partners and their networks;
- One focus group with young people involved in services of prevention and protection was organised in Chisinau;
- Advocacy and awareness rising for the need of such services was done with national and international networks of organisations providing services for young people.

1.5. Possibilities to continue

The tools and the workshop materials have been made available in English and Romanian and have been promoted on social media and during advocacy activities organised by CONCORDIA Moldova, during and after the implementation of the current project. Furthermore, the applicant has used the know-how in developing an Erasmus+ application for further development of day care centres for families at risk in the region, which was unfortunately not granted. The learnings from this project will inform the design of the future planned applications to the Erasmus+ agency.

1. Scurtă descriere a proiectului BACID (Romanian)

Proiectul „Comunități puternice, familii puternice - copii și tineri puternici” a facilitat un transfer de practici promițătoare în lucrul cu tinerii aflați în situație vulnerabilă. Acesta a urmărit să consolideze capacitatea ONG-urilor și a autorităților locale din trei județe din Republica Moldova de a dezvolta programe pentru tinerii aflați în situație de risc și de a implica tinerii înșiși în găsirea soluțiilor la provocările care le afectează viața.

În general, proiectul a fost, de asemenea, utilizat pentru a identifica și revitaliza resursele locale de utilizat atunci când se dezvoltă programe inovatoare pentru tineri. Toate schimburile, volumul de cunoștințe care a fost creat, relațiile internaționale și locale stabilite vor contribui la:

- reducerea impactului sărăciei asupra copiilor și tinerilor din comunitățile marginalizate (ODD 1);
- asigurarea accesului acestora la educație non-formală incluzivă și de calitate (ODD 4);
- promovarea unei abordări sensibile la egalitatea de gen în a face serviciile accesibile și disponibile în mod special mamelor și fetelor care au un acces redus la oportunități de educație (ODD 5) și
- creșterea oportunităților de angajare pentru adolescenți și tineri din comunitățile marginalizate (ODD 8).

Cu ajutorul schimbului de la egal la egal și al transferului de know-how, inegalitățile (ODD 10) în serviciile dintre și între țări sunt reduse.

1.1. Obiective

Obiectivul general al proiectului este de a se asigura că autoritățile locale și partenerii lor neguvernamentali au o capacitate sporită de a pune în aplicare măsuri de protecție și de prevenire pentru familii și copii cu risc, așa cum este subliniat în Recomandările ONU pentru îngrijirea alternativă a copiilor.

Acest obiectiv general a fost abordat prin trei căi specifice de intervenție:

- Permite autorităților municipale locale și organizațiilor societății civile să facă schimb de practici concrete cu privire la modul în care condițiile de viață și incluziunea socială și profesională a tinerilor pot fi îmbunătățite;
- Consolidarea capacității profesioniștilor în servicii adresate copiilor și tinerilor cu risc; și
- Sprijinirea deținătorilor obligațiilor de stat din Republica Moldova pentru adaptarea și implementarea modelelor de muncă pentru tineri, învățând din practicile promițătoare din Austria și România.

1.2. Grup țintă

Proiectul s-a adresat în mod direct: profesioniștilor care lucrează în serviciile dedicate tinerilor și consolidării familiei (asistenți sociali, psihologi, asistenți parentali, educatori, asistenți sociali, poliție), reprezentanți ai autorităților locale și ai autorităților guvernamentale și de stat (primării, raioane și ministere) și ai ONG-urilor care prestează servicii sociale la nivel local, regional și național. Copiii și tinerii din comunitățile în care a fost implementat proiectul au fost abordați direct printr-un focus grup.

Proiectul a intenționat ca mai ales femeile să își consolideze capacitatea de îngrijire (ca părinți sau profesioniști), iar fetele să aibă acces egal la toate serviciile, în mod similar cu băieților. Mai mult, într-o țară în care locurile de muncă din domeniul social (asistenți sociali, psihologi, educatori) sunt ocupate în principal de femei, proiectul a conștientizat importanța prezenței egalității de gen în sector. Printre experții austrieci au fost prezenți atât femei, cât și bărbați.

Activitățile proiectului au fost implementate în trei regiuni din Moldova (Dubăsari, Căușeni și Chișinău) - regiuni afectate de sărăcie extremă și o rată a migrației foarte ridicată. La granița cu Transnistria, regiunea Dubăsari este considerată din ce în ce mai vulnerabilă conflictelor politice.

Având în vedere proximitatea culturală și lingvistică, CONCORDIA Romania, o organizație parteneră românească cu experiență semnificativă în lucrul cu tineri a fost implicată, de asemenea, în schimb.

1.3. Parteneri

- CONCORDIA Moldova (A.O.CONCORDIA Moldova) (Moldova)
- Autoritățile publice și furnizorii privați de servicii din raionul CAUSENI (Moldova);
- Autoritățile publice și furnizorii privați de servicii din raionul DUBASARI (Moldova);
- Autoritățile publice și furnizorii privați de servicii din Chișinău (Moldova);
- bOJA - Centre deschise de muncă pentru tineri din Austria (Austria)
- Back Bone - Centrul de Tineret Streetwork din Viena (Austria)
- Wien Extra - Institutul pentru educație și pedagogia timpului liber (Austria)
- CONCORDIA Romania (Asociația Humanitară CONCORDIA Romania), și
- Concordia Social Projects International (Austria);

1.4. Principalele activități și rezultate

Următoarele rezultate au fost obținute în cadrul proiectului:

- Trei ateliere pentru schimb și învățare de la egal la egal între parteneri;
- Un set de instrumente care colectează toate experiențele prezentate;
- Un grup de discuții cu tineri implicați în serviciile de prevenire și protecție a fost organizat la Chișinău;
- Promovarea și creșterea gradului de conștientizare pentru nevoia de astfel de servicii au fost realizate cu rețele naționale și internaționale de organizații care oferă servicii pentru tineri.

1.5. Posibilități de a continua

Instrumentele și materialele atelierului au fost puse la dispoziție în limba engleză și română și au fost promovate pe social media și în timpul activităților de advocacy organizate de CONCORDIA Moldova, în timpul și după implementarea proiectului. Mai mult, solicitantul a folosit cunoștințele în dezvoltarea unei aplicații Erasmus + pentru dezvoltarea în continuare a centrelor de zi pentru familiile cu risc din regiune. Învățăturile din acest proiect vor informa proiectarea viitoarelor aplicații planificate către agenția Erasmus +.

PARTNER ORGANIZATIONS
AND
SHARED EXPERIENCES

1. CONCORDIA Social Projects Moldova (A.O. CONCORDIA Moldova)

CONCORDIA Social Projects Moldova is a non-profit organisation with its headquarter in Chisinau, Republic of Moldova. Set up in 2004, CONCORDIA Moldova aims to prevent poverty, social abandonment and empower disadvantaged children and families, thereby contributing to the social integration of these target groups in the whole country. To this end, CONCORDIA Moldova runs direct services and capacity building programmes in about 60 localities across the country. During the last years the need for more support services for young people, especially for care leavers and former CONCORDIA cared children emerged. This is why CONCORDIA included in its programme strategy the establishment of a profound working framework for young people, which is represented in all above mentioned programme areas of CONCORDIA Social Projects.

In 2019, the organisation provided social services to about 5.900 beneficiaries from socially vulnerable families, of which around 2,600 are children and young people.

CONCORDIA Moldova – Youth Department

The Youth Department was created in CONCORDIA Moldova in January 2019, with consistent funding from the Austrian Development Agency and the Austrian Rotary Club from Graz.

Beneficiaries: To date, over 200 young people (age 16 to 25), who grew up in residential care services of A.O. CONCORDIA Social Projects and / or have been referred by partner organizations (such as the Municipal Directorate for the Protection of the Rights of the Child, District Directorates of Social Assistance, “Diaconia” Social Mission, Regina Pacis Foundation, Lumos Moldova Foundation).

Multidisciplinary team: The department employs a multi-disciplinary team, composed out of one department manager, two social workers, one career guidance specialist (Job Coach), one psychologist, one Youth Club Coordinator, four educators of the Weekend and Holiday Placement Center;

Goal of the department: to support young people in their socio-professional integration through an approach based on their needs.

Services provided by the department:

1.1. Social assistance

Following a multidisciplinary assessment of the needs of beneficiaries, individual strategies of support are developed. All young people can be assisted when:

- accessing social services and obtaining available benefits;
- enrolling in secondary education or at the University and monitoring during their studies;
- accessing granting financial aid for the purchase of food, hygiene products, clothing, footwear, school supplies and basic supplies, transportation costs, medical services and medicines, dormitory fees, qualification and retraining courses, etc.);

- access to various donation of goods which have been received by CONCORDIA Moldova;
- accessing public services, such as medical services and obtaining official documents, documentation services, etc.;
- social counselling.

1.2. Social housing

Social housing is provided in two locations:

- The "Casa Ignatius" Youth Centre – with a capacity of providing full accommodation and care, leisure activities and independent life-skills development during weekends and holidays for up to 19 young students.
- “Stăuceni” Assisted Social Housing – with a capacity of providing temporary accommodation and psycho-social support for young people in transition from education to employment for 18 young people.

1.3. Youth Club

Specific activities are provided to young people who have experienced care and/or are coming from marginalized communities over the whole year:

- Training and workshops for the development of life skills (healthy food, personal budget planning, reproductive health, time management, etc.);
- Personal development training and workshops (emotion management, non-verbal language, effective communication, conflict management, diction, etc.);
- Art therapy activities (photographic workshops, ceramics workshop);
- Recreation and leisure activities (sports, cultural, artistic, trips around the country and abroad, etc.);
- Computer and Internet access.

1.4. Services and Career guidance

Job coaching and mentoring on the labour market activities are provided through:

- Access to information: group and individual career guidance sessions, information about vocational training institutions, personal development opportunities, accessing the labour market with methods, potential employers and vacancies, visits to educational institutions and potential employers;
- Training: practical workshops for writing a CV and a cover letter, dry runs for job interview; personal development workshops (efficient communication, time management, money management, conflict management, etc.) employment skills development courses (IT, languages, driving school), entrepreneurship basics courses.
- Counselling and practical support: vocational counselling and vocational profile development, enrolment in educational institutions and in employment;
- Mediation in the employment process: establishing collaborative relationships with potential employers, organizing internships at work, negotiating employment, scholarships during the internship and in the first month of employment;
- Post-employment mentoring - 6 months;

- Financial support: grants for starting a small business, procuring the necessary goods for some forms of employment / self-employment (uniforms, tools, protective equipment), the cost of medical control, etc.

1.5. Psychological support

In addition, the youth department also provides psychological support, complex psychological evaluation with elaboration of recommendations, individual and group psychological counselling and therapeutical support.

2. Partners from the CAUSENI Rayon

2.1. The Direction for Social Assistance and Family Protection - DASPF

2.1.1. Career guidance for young people in foster families (APP and guardianship services)

The family is the fundamental cell of society and the natural environment for the growth, well-being and protection of children, so the efforts of the social assistance and protection are directed, above all, to allow children to grow up with or to return to her/his biological parents, and then when appropriate, with their extended family.

Every child or young person should live in an environment of support, protection and care that promotes their full potential. Thus, children, young people who benefit from alternative care in the professional parental assistance service or in the guardianship service within the Directorate have the right to education and appropriate social support based on their best interests and in a non-discriminatory way.

26 young people (growing up in foster families) are enrolled and study at vocational schools, colleges and higher education institutions in the country, including 5 young people study at colleges; 2 young people at the Centre of Excellence; 2 young people in higher education.

The key challenges where DASPF supports are:

- Young people with disabilities face increasing difficulties in getting a job, reluctance of the employers to hire them and/or to adapt jobs to their abilities;
- Pregnant adolescent girls during their studies need additional support to ensure they do not interrupt their studies due to their pregnancy;
- Insufficient support programs for expectant mothers and fathers, especially for adolescent parents, who have difficulty exercising their parental responsibilities;
- Insufficiency of special work programs for children and young people with a delinquent past and those in conflict with the law;
- The problem of housing for young people who age out of care - in most cases for young people whose parents have been deprived of parental rights the property in which they live do not belong to them. Furthermore, the property deeds are of poor quality and renovation costs cannot be covered by the young people themselves.

A special concern of the specialists in the management is also the health, housing and inheritance rights of the children.

2.1.2. Vocational guidance of young people in APP and guardianship services

Not only children and young people, but also their foster parents and guardians are supported and encouraged to:

- respect the child's right to be consulted and to have his / her views on professional orientation taken into account, according to the development of his / her abilities, age and degree of maturity.
- consider the age, maturity and vulnerability of each young person in determining his or her living conditions.
- promote and encourage young people to express their opinions and make informed choices, taking into account the acceptable risks and their evolving abilities.

Once enrolled in studies, the monthly maintenance allowance is paid by the respective educational institution (and not by the DASPF). All children and young people have a minimum financial support guaranteed by law. The challenges appear during the holidays, when young people return to their foster families, who are again responsible of their care and accommodation. The DASPF face sometimes challenges in covering these financial needs.

Additional challenges here are related to:

- difficulties in restoring the family ties of the young people in the placement
- obtaining of a job by young graduates, who do not have work experience (of at least 3-5 years) and do not fulfil all requirements set by employers.

2.3. Multifunctional Centre CONCORDIA - Taraclia

The village of Taraclia has about 4.019 inhabitants, of them, 672 are pensioners and 876 are children. There are two education institutions in Taraclia: Theoretical High School (with 430 students) and the kindergarten "Ghiocel" (with 127 children).

At the moment, about 1.000 people have gone abroad.

The Multifunctional Centre employs 10 social professionals and has its main goals:

- to prevent the family breakdown due to marginalization, social exclusion and institutionalization, and
- to facilitate the process of fully inclusion of children and young people in their families and in the community.

Following services are provided in the Centre:

- Day social service for the elderly - 10 beneficiaries;
- Social placement service for the elderly - 14 beneficiaries;
- Day social service for children at risk - 25 beneficiaries.

All beneficiaries have access to food, after-school support, professional orientation and activities targeting the development of communication and independent living skills. During the pandemic months, 30 socially vulnerable families with children from the locality were provided by A.O. CONCORDIA Social Projects with food packages and packages with hygienic and sanitary products. In August, 36 children from the locality were provided with school supplies, from the campaign for collecting school supplies entitled "I want to learn too", organized in the "Metro" stores in Chisinau and Balti.

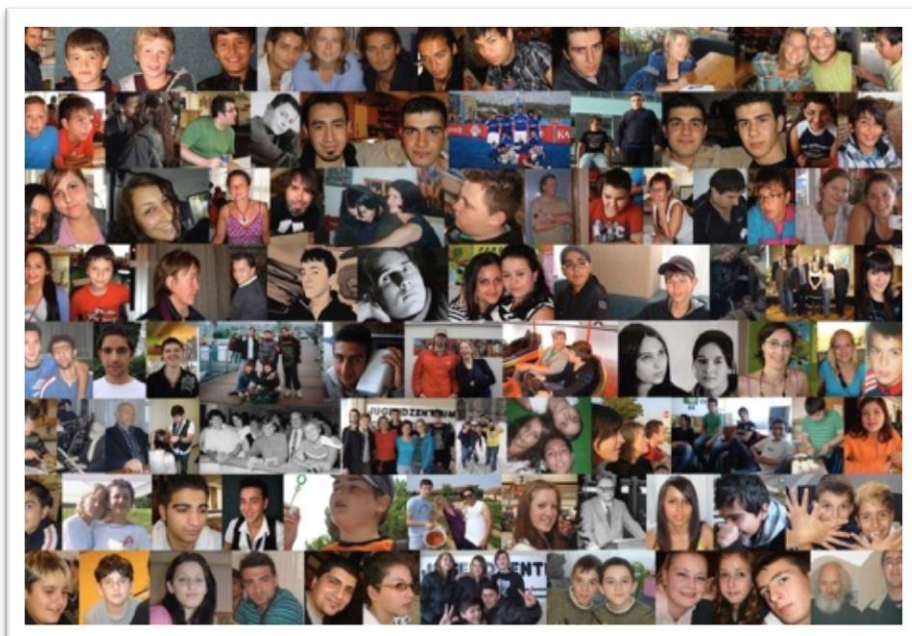
Local partnership: Taraclia Town Hall, SRL "Bogatmos", the Highschool L.T. "Stephen the Great and Saint", Taraclia Public Library, Taraclia village health centre,

Children's centre "The house where I feel like a child", and the orthodox church from the village of Taraclia.

3. The bOJA – Open Youth Centres in Austria

The Open Youth Work initiatives in Austria receive financial assistance at

- state level (Ministry of Education, Ministry of Labour, Social Affairs and Consumer Protection and Ministry of Youth)
- federal state level (the youth ministry within the federal state minister – so called Landesrat)
- regional level (The Youth network of the district of Perg - Jugendnetzwerk Perg)
- local level (80 to 90% of the costs are covered by the municipalities)



Example of projects at national level: NEBA Project (Netzwerk Berufliche Assistenz = Network of vocational assistance for young people)

In the difficult phase of further education and career paths, young people and their guardians need professional advice and support. The youth coaching offer is based on the principle of voluntary action by all those involved and can be taken advantage of free of charge. The aim is to plan the ideal next steps on the basis of the young people's strengths and abilities, thus enabling them to make a successful transition to their future working lives.

At federal state level, the special department for youth (Landesjugendreferat) supports the youth work in the federal states (Bundesländer), provides education in the field of youth work, supports financially the youth work and runs the youth information centres.

Open youth work Austria is independent in the federalism, is partly organised in the youth support law and shows difference in budgets, staff, resources, places and offers from county to county. It includes youth work in youth clubs and covers the

outreach youth work as well or also called detached youth work (street-work). Nationally it is organised in a national network of open youth work in Austria called bOJA and having the headquarter in Vienna.

The open youth work in Austria is very different than the field of child- and youth welfare, is regulated by a different Ministry, has a different budget and other quality standards, as well as its staff does have to fulfil different requirements in their education.

3.1. Open youth work in Austria offers:

- outreach work and “street-work”
- educational media offers
- seasonal offers (parks, offers in leisure time areas like outdoor pools and sport grounds)
- educational play knowledge (board games, computer games, active games, games for skills etc.)
- free time activities (e.g. excursions, youth exchanges etc.)
- gender youth work
- youth culture (concerts, movie evenings, rehearsal rooms, workshop)
- youth centres/ clubs with professional staff support and regular opening hours
- youth centres/ clubs with no staff support, managed by the youth in local self-government – very few

A general declaration of principles of open youth work, can be found here:

http://www.poywe.net/site/wp-content/uploads/2016/09/Declaration-of-Principles_Professional-Open-Youth-Work.pdf)

3.2. Open Youth Work Centre in Perg, Austria

It is an open youth work initiative organised with the support of Perg municipality, which also covers the majority of the financial costs of the centre. Also, the centre receives financial support through the Erasmus + projects (especially for its youth exchange activities) and from the European Solidarity Corps, a voluntary program for young people.

The open youth work centre in Perg has a team of two employees (50 hours/week) and a team of trainees (33 hours/ week).

Established in 1985 as an association, the centre receives 80% of its budget from the Perg Municipality, 10,5 % from the federal state of Upper Austria (OÖ) and 10,5 % from the European Commission.

Guiding principles of open youth work

- low threshold
- voluntary
- not party or religion related
- orientation on the environment of the young people
- orientation on the needs of the young people
- orientation on the resources of young people

We believe in the principles of participation and of 2nd (as well as 3rd or 4th) chance and we are taking the mandate for the young people in this kind that we are always on the side of young people.

Networking and open youth work in times of Corona has been a challenge. A collection of good practices and testimonials can be found here:

<http://www.poywe.net/site/?p=1336>

International youth work takes place through study visits, youth exchanges, voluntary work in other European countries, trainee programmes.



Approaching conflicts is an important part of work in the Open Youth Centre in Perg. Conflicts easily escalate when there is a lack of respect among different young people of different cultural backgrounds, different gender, ages and social and family background. During the international exchanges, young people explore the concept of diversity and individual leadership in working and living in a diverse context.

Useful Links:

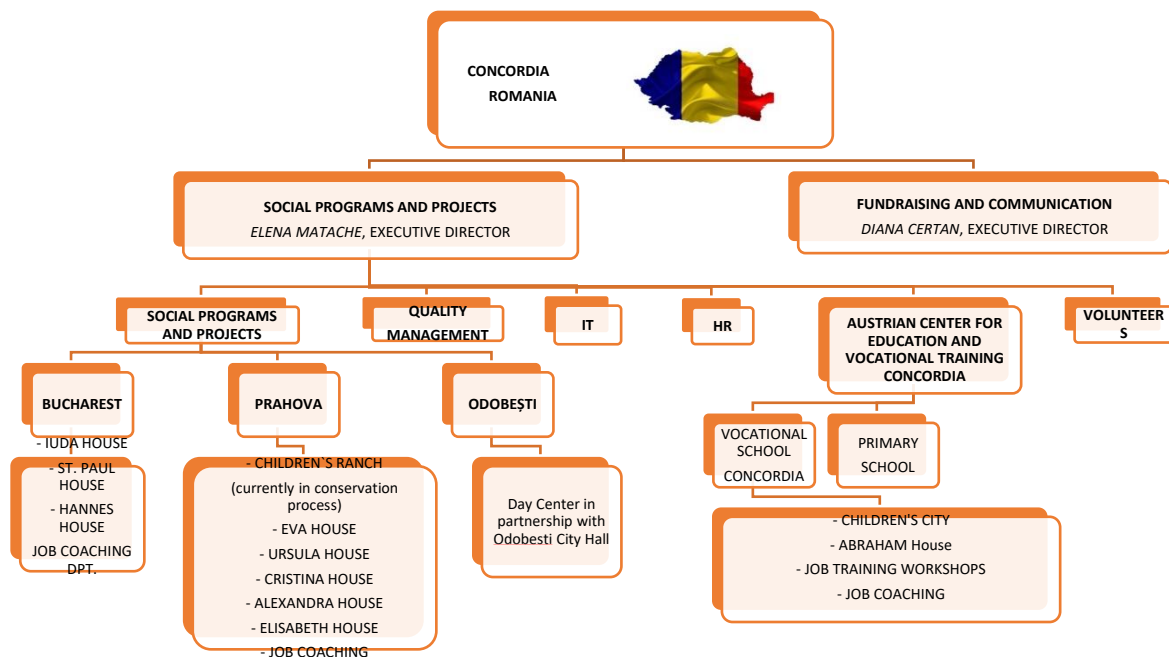
<https://boja.at> (German)

<https://www.boja.at/about-boja> (English) and

<http://poywe.org/site/>

4. CONCORDIA Social Projects Romania (Organizatia Humanitara CONCORDIA Romania)

CONCORDIA Romania has been established in 1991 and is one of the largest child and youth organisations in Romania. The full range of programmes of the organisation is displayed by the diagram below:



Following programmes are dedicated to the support of young people

4.1. Social services for young adults

Such programmes are run in Bucharest (protective housing for adults with disabilities and two residential centres for disadvantaged young people) and the Prahova county (residential centre for young people who have left the protection system).



Within the programmes, the young people have access to basic and specialized services such as daily meals, formal and non-formal educational programs facilitated

by social educators, medical care, emotional support, psychological counselling, social assistance, free access to external job certification courses, socializing and leisure activities, social and professional integration, family reintegration, occupational counselling service and job mediation, health education and support in relations with government institutions and accessing public services.

4.2. Social houses in Bucharest

- St. Paul
- Hannes (sheltered housing – young women with disabilities)
- Iuda House

The three social housing projects are destined to homeless young people, young people who aged out of institutional care, young people living in extreme poverty and marginalisation, young women with disabilities, and to young people with little or no education, no professional qualifications, no skills to identify a job and to apply for job interviews.

The main challenges young people are experiencing include stigmatisation, difficulties to continue their education, lack of practical skills for independent living, reduced financial resources and difficulties to adapt to a world outside the residential institutions where they grew up.

4.3. Job Coaching and mentoring on the job

- Support in preparing the CV
- Assistance in Writing the Letter of Intent
- Job Interview Training
- Job Interview Simulation
- Practice and paid Internships

The key factors in our success in working with young people are:

- The prompt response to the real need of the young persons;
- The warm contacts with employers and staff in institutions;
- The solid understanding of the sources of vulnerability and the characteristics of those who are vulnerable;
- The participating and encouraging the participation of young people and partners in all stages of implementation; and
- The continuous adaptation and periodic evaluation of the intervention.

In 2019, a total of 269 young people were helped through the Job Coaching project.

- Internship scholarships – 25 young people;
- Qualification courses – 23 young people;
- Support for obtaining identity documents – 39 young people;
- Partnerships with employers – 9 young people;

4.4. The CONCORDIA Vocational School at EDU CAMPUS CONCORDIA

The Vocational School CONCORDIA addresses young people who grew up in care or are coming from marginalised communities. Yearly, around 40 young people

attend professional qualification courses. The graduation rate of the courses is about 90%.


80% of graduates are employed and maintain their jobs on a long-term basis. About 20 partnerships have been concluded annually with employers from Prahova and Bucharest for internships for young people.



The Vocational School was awarded the 2nd place at the Civil Society Gala Awards 2020, in the “Social Inclusion” section.


The Vocational school organises the following activities:

- professional certified training courses for the following trades: horticulture specialist, baker, waiter and cook. The course is accredited by the Ministry of Labour and Social Protection and is recognized in the EU;
- career guidance and independent counselling services;
- courses in applied mathematics, personal development, communication, English, creativity;
- intermediates internships with top employers in Prahova and Bucharest and employment support;
- provides accommodation and meals within the available capacity – especially for young people who left the care sector.



I have a dream: to own in 5 years my bakery,
to provide internships to the students of
CONCORDIA VOCATIONAL SCHOOL and in
the end - to hire them, if possible.

Bogdan, 19 years old,
Bakery Workshop



CONCORDIA
ȘCOALA DE MESERII

4.5. CONCORDIA Bakery

CONCORDIA Bakery is a social enterprise equipped to the highest European standards and according to ISO and FSSC quality requirements. It provides chances of professional training and insertion on the labour market for young people from marginalised communities. They can be trained as certified bakers and can either start working in any bakery in the country, or they can continue their professional training with the CONCORDIA Vocational School. In the past, the social business has provided training and employment opportunities for more than 20 people.

Amongst our important customers are IKEA, Uplift, Biz Manifesto and Edu-Campus. The project won the first prize in the category "Economic and social development" at the Gala Awards for Civil Society in 2020.



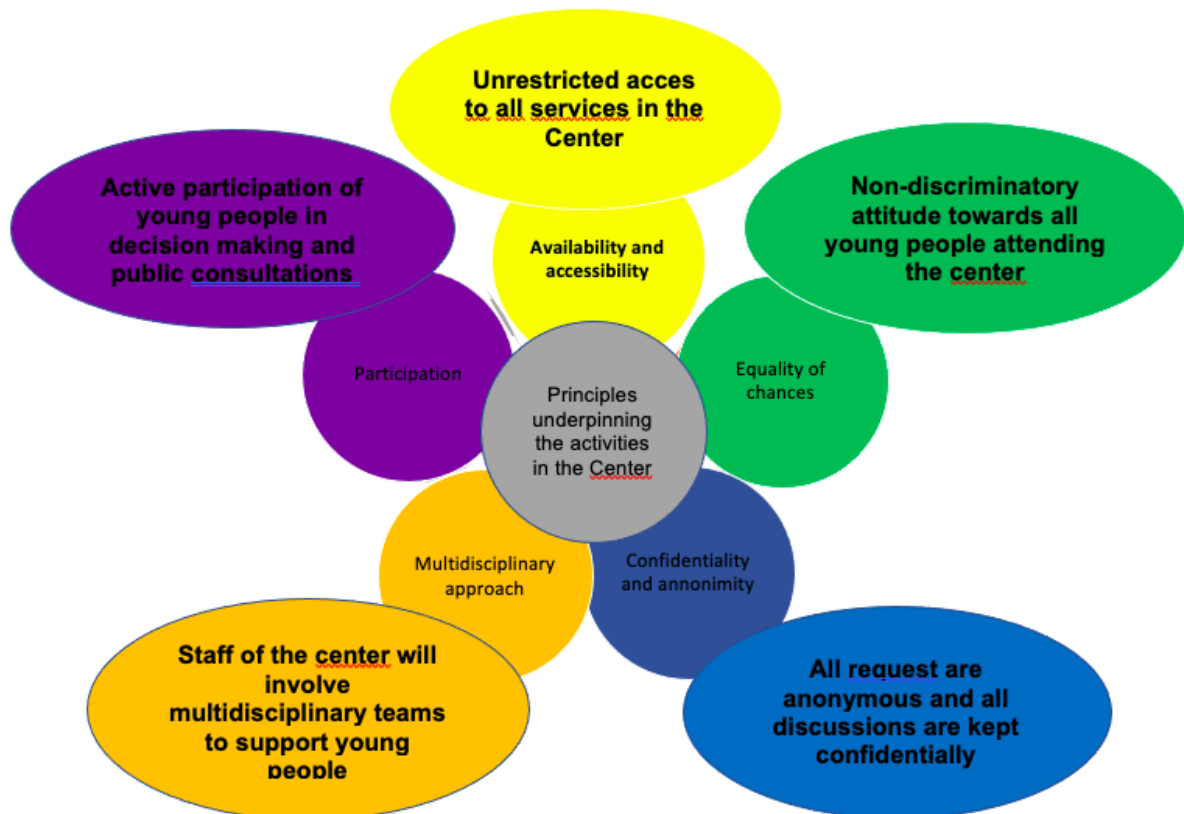
4.6. Bread & Breakfast Hostel and the coffee shop – “The story telling bakery”

Situated in Bucharest, and enjoying attention from tourists and neighbours, these two projects are two further social initiatives of social economy which support young people in their professional training and in getting their first employment opportunities. In the last three years, young people could benefit of 7 full time jobs and 10 paid internships.

5. Partners from the Dubasari Rayon

5.1. Rayonal Youth Centre Dubăsari

The Centre is organised as a non-profit organization providing complementary community services to all categories of young people: information, guidance, counselling, education and leisure, and support for their social and professional integration.



The purpose of the Centre is to facilitate the personal and social development of young people, to help them realize their potential, to acquire knowledge, skills and abilities necessary for their successful integration into society. This purpose is planned to be achieved through:

- providing support to young people to develop skills for participate and participate actively to the life of their community and country;
- providing young people with free access to information, counselling, guidance and mentoring, safe spaces for communication, and leisure activities, including opportunities for their socio-economic growth;
- initiating and stimulating young people to participate and to be responsible in the decision-making process that concerns them at local, regional and national level;
- encouraging and empowering young people in the process of initiating and implementing their own projects, focused on the needs and visions of young

- people in the community, providing them with methodological and logistical support in this regard;
- e) providing methodological support and logistical assistance to individuals and legal entities working with young people, in developing the capacity to carry out youth activities and quality services for young people;
 - f) establishing and maintaining good relations with the social services in the community (health, education, care, recovery, placement, psychological counselling, etc.) in which young people grow and develop;
 - g) coordinating the participation of young people in volunteering activities by ensuring all stages of integration, guidance, stimulation and recognition of the results obtained both individually and in groups by young volunteers;

5.2. Community Social Assistance Centre "Călăuza", Doroțcaia village, Dubăsari district

Since 2007, CONCORDIA Moldova is running a Community Social Assistance Centre in the village of Doroțcaia. Its activities are meant to bring about improvement in the quality of life of disadvantaged people in the community, and to prevent their social marginalization.

The centre provides two types of services:

- The "day care services for children at risk" - aiming to prevent children's separation from the family, their marginalization and social exclusion and to facilitate their inclusion in the community.
- The "social assistance canteen" – aiming to secure access to food for the most vulnerable categories of people in the village, many of them homeless, elderly or people with severe disabilities.

The activities of the centre are implemented through consistent and continuous partnerships with the Local Public Administration, the Theoretical High School and the School of Arts, the cultural centre and the public library of Doroțcaia.

Within the day care service, children from vulnerable categories can have access to a wide range of activities that vary according to their needs (food, educational support, development of independent life skills, professional orientation, counselling and psychosocial support, leisure activities, and support accessing public education, health, culture services in the community). Their parents are involved in strengthening parenting skills in raising and educating children.

Children have access to a multidisciplinary assistance team which ensures:

- The maintenance and development of the beneficiary's relationship with family members and other persons close to the child;
- The maintenance of physical and emotional health, as well as the development of a healthy life style;
- The integration of children into educational programs and institutions in accordance with their talents, educational and development needs;
- The children's access to sports, cultural and artistic activities, depending on their interests.



The centre's activities can be implemented due to a large and committed group of local volunteers. They play a special role in the process of social inclusion of children in the day care service and were contributed directly to the following activities:

- Organising workshops on the topic of participation of children and young people in the life of their community;
- The training with the theme "Debates" organized by A.O. CONCORDIA in partnership with the National Association of Academic Debates;
- Every year, on the International Children's Day, volunteers bring smiles and joy to children's faces, organizing and involving them in various fun and developmental activities.

Address of the community center

s.Doroțcaia, r-n Dubăsari, Republic of Moldova

Contact telephone: (+373) 248 5 80 31

Email: cs.dorotcaia@concordia.md

Web: www.concordia.md and www.facebook.com/concordiamoldova

6. WIEN EXTRA – Institute for Education and Leisure Time Pedagogy

Hallo, Salut & Привет!

By Aldo Pérez - International Youth work



Institute for Education in Leisure Time Pedagogy

November 2020

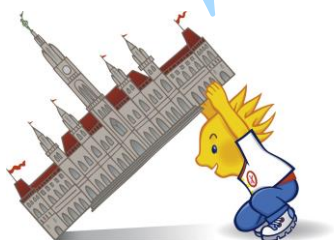
The profile of a Youth Worker

Education, Values and Attitude

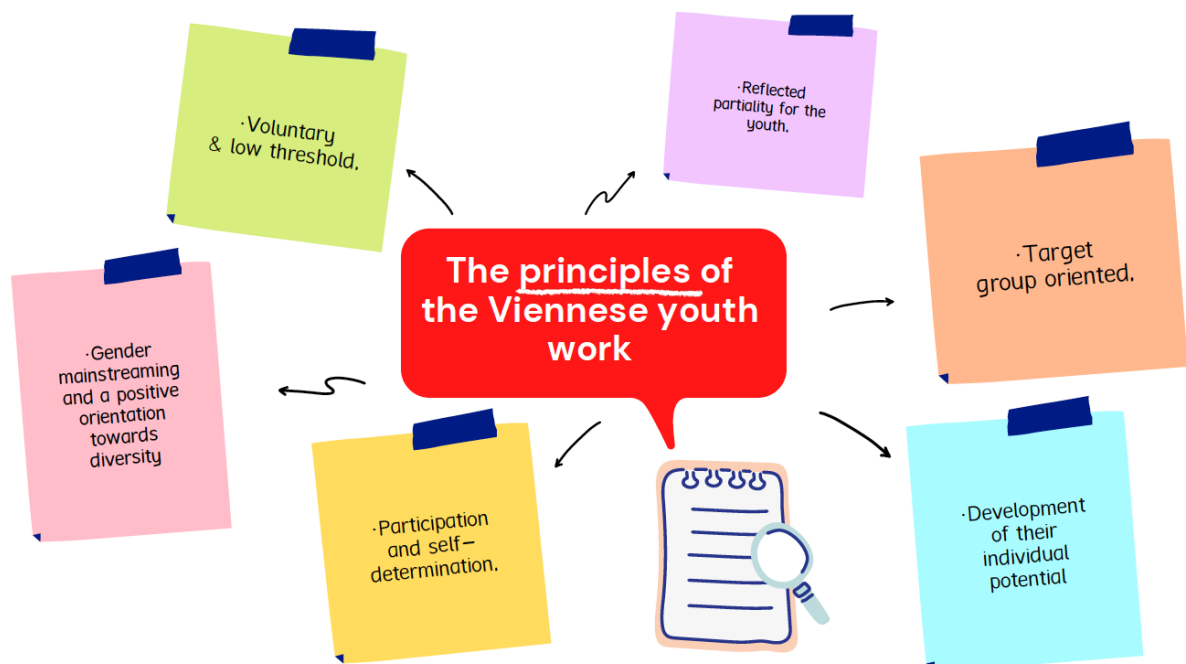
Exchange Moldova – Austria

November, 2020

Youth Work in Vienna



- 1 Clear separation of the sector youth in: Schools, Youth Welfare and Youth Work
- 2 Youth Work sector financed and coordinated by the municipality of Vienna (Department 13th)
- 3 Activities carried out independently by associations and youth organisations
- 4 Extensive network in the city and nation wide.



Open Youth Work



Youth centres,
Youth cafés, etc.

- Open youth spaces without consumerism.
- Adequate topics and offers to the target groups.
- Contact points and autonomic spaces.
- Facilities for cultural and sport activities.

Mobile youth work

- Mobile youth work
- Street work
- Adequate topics and offers to the target groups
- Outreach youth work



Viennese Park

- Seasonal or year-round.
- Regular, animated, leisure education activities.
- Excursions, festivals, sport tournaments.
- Conflict moderation, counseling and assistance.



How do you become a youth worker?



1 Not a regulated profession

2 University degree (Polytechnic university)
– Usually Social Work



3 Training course Youth Work

- Basic and advance
- Further training courses for specific issues such as prevention of violence, digital youth work, etc.

4 Experience in the youth work through youth organisations.

5 Openness and the right attitude!

Basic Training Course Youth Work

- 1 Requirement: To be already active for at least 6 months in the Viennese Youth work
- 2 Takes place once a year
- 3 209 Teaching hours (from September to June)



Further training courses

- 1 Close to the reality of youth work and the necessities of children and young people
- 2 Possible to do while employed
- 2 High adaptability to the current issues



Preparation course

- Specially for refugees
- Reflection on values
- For people who have worked with young people before
- Necessity of Arabic, Farsi, etc. speakers in the youth work.

Advanced training course

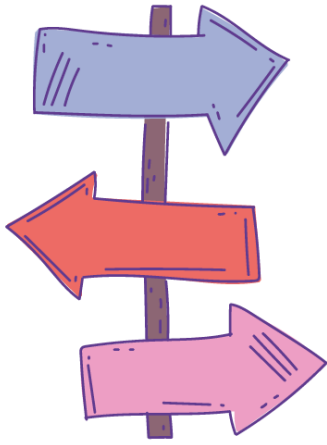
- 2 years experience in the youth work or Basic Course or similar education.
- Extension of the same topics plus some new such as: conflict management and intervention.
- 150 teaching hours.

Specific training courses

- Prevention of violence
- Digital Youth Work
- Team Management
- Play education

Regular programme

- Current topics
- Regular topics
- Throughout the whole year
- Seminars, Workshops, etc.
- Goal is to support Youth Workers in their daily challenges.



Flexibility & adaptability!

We have a pandemic :-(



7. Partners from the CHISINAU

7.1. The Direction for Social Assistance and Child Protection - CHISINAU

Some figures from the Chisinau municipality:

- Number of children 0-18 years old - 128 536
- Children in alternative placement services (on 01.01.2019) - 461
- Annually, about 100 young people age out of care

Trends in the situation of adolescents and young people in the country

- Every third young person age 15 to 29 does not follow any form of education, vocational training or is employed;
- Every fifth young person aged 18 to 24 has left the education system earlier than expected for their age;
- Among young people employed on the labour market, over 31% have informal jobs, and among young employees 10.4% work without individual employment contracts.
- The youth unemployment rate is almost double than the national average

Legal framework of reference which regulates services for young people:

- Order of the Ministry of Health, Labor and Social Protection no. 813 din 25.10. 2017 on piloting services for young people leaving the social placement services system;
- Decision of the Chisinau Municipal Council no. 3/3 of 18.06.2018 on the establishment of the Service "Resource and Support Centre for Children and Youth" in Chisinau;
- Decision of the Chisinau Municipal Council no. 3/4 of 18.06.2018 on the establishment of the Social Service "Assisted Social Housing" in Chisinau.

7.1.1. Support services for young people ageing out of care

Two specific services - centre for support and resources for children and young people and assisted social flats - address young people age 16 to 18, who are about to leave alternative care services and aim to support their socio-professional inclusion and a start in an independent life. They have been created and function through support provided by: DGETS, DGAS and specialised NGOs.

The overall goal of the services is to inform and support young people about to leaving care, and, more particular to help them develop independent life skills and orient themselves on the labour market. Within this context, young people can have access to supervised transition living conditions.

The services follow the following principles:

- Individual approach
- Confidentiality
- Respect of opinion
- Ensure participation
- Multidisciplinary approach
- Non-discrimination and
- Flexibility

Beyond children and young people who left the alternative care service (age 16 to 23), services are also provided for:

- Children and young people in a risk situation
- Young people who continue their education (in vocational training units or at a university) or are about to secure a stable employment
- Young people who do not have any housing possibilities
- Parents and members of the families of children and young people assisted
- Social professionals
- NGOs

7.1.2. Resources and support center for young people

Created with the support of the LUMOS organisation, the Center is located at Tudor Vladimirescu 1/1 street in the Rîșcani district.



Following services are provided by the centre:

- Social assistance: social counselling and access to universal services
- Psychological assistance (individual and group counselling and mediation)
- Legal assistance (information, counselling, support with legal matters)
- Support to develop independent life skills
- Professional orientation and career guidance
- Support in getting and maintaining a job



The activities of the centre are implemented by a multi-disciplinary team composed of a manager, a social educator, a social assistant, a psychologist, a lawyer and an administrative staff member.

7.1.3 Assisted social flats

Also established through support provided by an NGO (Lumos), the assisted social flat service provides:

- Accommodation for a determined period of time
- Social, specialized consultancy
- Support in developing life skills
- Support in accessing public services and
- Support for the socio-professional orientation.

The team of the social assisted teams is composed by one manager and one social educator. The graphic below describes the steps of supporting young people while being assisted in social flats – for each of the steps a detailed procedure has been developed:



7.1.4. Volunteer and Youth Participation Service

This service aims to increase the civic spirit of young people and to create opportunities for them to get involved in their communities. Young people receive mentoring and training support during their voluntary involvement.

Young people are particularly supported in their involvement in the local youth councils. Two important activities in the previous year were: the programme “Small Grants Program for youth organizations and local youth councils” and the “Volunteer Opportunities Fair”



7.2. Career Guidance and Guidance Service

A large range of activities of informing young people about various job opportunities, as well as professional orientation have been made accessible to the young people coming to the centre.

Through individual and group activities young people can learn about how to communicate in an interview or on the job and practice employability skills requested on the labor market.



8. BACK Bone – Street- and Detached Youth Work



Who are we?

- A non-profit organisation funded by Vienna city council and the 2nd district council
- An organisation which provides two main services: 1. Street-based youth work and 2. community work
- A team of 10 professionals (5 ♀ and 5 ♂) social and youth worker, 1 manager, 1 cleaning professional, 1 bookkeeper, 1 assistant to management

Where are we?

- In Brigittenau – the 20th district of Vienna, a district with 86.368 inhabitants, on 5,7 km², 2nd lowest average year's salary in 2018: € 18 674,- after tax

Whom are we working with?

- young people 12 to 25 from the community, and
- elderly people living in the district.

Our basic principals

- Voluntariness
- Anonymity
- Confidentiality
- Transparency

Building and working on professional relationships is the key to all our work, and acceptance is the key to our professional relationships.

What we offer in our professional relationships:

- Unconditional respect and positive regard
- interest and time

- honest feedback.

What we offer in our professional relationships:

- experimental ground for social interaction and strategies in conflict management and willingness to debate
- communication and interaction on the playing field

What we need in our professional relationships:

- trust
- tolerance for ambiguity and (apparent) failure

Our methods:



- Face to face contact via Street work
- Project work with groups + cliques
- (social) Media based work
- Social work with individuals
- Staying in touch every day
- Face to face contact via Street work
- Individual appointment

Beginning with the first lockdown in March 2020, we have intensified the efforts of keeping the contact with the young people, both on the street (face-to-face contact) through social media and online tutorials.

Contact information:

Telephone: 0699 120 11 947

E-Mail: office@backbone20.at

Web: www.backbone20.at