

NEWSLETTER N°3

Newsletter published by "COOPERATION BETWEEN EMPLOYMENT AGENCY OF MONTENEGRO AND SOCIAL WORK CENTRES" PROJECT

Operational Programme "Human Resource Development 2012-2013"

ABOUT THE PROJECT

Persons with disabilities and the RE population are one of the most vulnerable groups in Montenegro in terms of their access to education, employment, social services, etc.

Within the framework of the Component IV of the Instrument of Pre-Accession Assistance programme project "Cooperation between Employment Agency of Montenegro and Social Work Centres" was designed with the purpose to increase employability and improve access to the labour market for persons with disabilities and RE population.

The project started in December 2015 and will run for 18 months.

Project Beneficiary:

Ministry of Labour and Social Welfare (MLSW), the Directorate for Social Welfare and Child protection

Target groups:

- MLSW
- Employees from Employment Agency of Montenegro (EAM) and its local branch offices
- Employees from Social Work Centres (SWC)
- Persons with disabilities
- RE population

PROJECT ACTIVITIES

- Component 1: Analysis of present situation in the sector of social inclusion mainly in local branch offices of EAM and Social Work Centres including analysis of business solutions and capacities for the activation and support of most disadvantaged groups into the labour market
- Component 2: Conduct series of workshops and joint trainings for EAM and EAM local branch offices, SWCs and representatives of social partners as regards social inclusion policies in Montenegro
- Component 3: Develop and prepare a detailed agreement between EAM and SWCs and its dissemination, as well as to undertake campaign for the most disadvantaged groups (persons with disabilities and RE population) on the new improved working methods
- Component 4: Provide support to potential grant applicants and grant beneficiaries:
 - 4.1. Training for potential grant applicants to ESF (European Structural Funds) type of projects;
 - 4.2. Training for grant beneficiaries on the grant scheme "Implementation of trainings and employment projects for persons with disabilities and RE population".



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AGREEMENT BETWEEN THE EMPLOYMENT AGENCY OF MONTENEGRO AND SOCIAL WORK CENTRES WITH NEW WORKING METHODS DEVELOPED

Adequate income support is crucial for people in time of need, but policies must also help them to participate in the labour market. Adequate and individualised **social and employment services** are essential to overcome structural barriers to participation in the labour market and in society. Services.

Service cooperation is designed to enable clients to become more economically and/or socially active, through providing information and access to services to support "*pathways*" to employment or greater social inclusion in the community. The emphasis is on an assessment of capacity, individualising the service, developing integrated services, individual action plans, with increased level of client participation.

The basis of a cooperative service model is that **the client is central to the service** and assessing their needs and identifying the services they need is paramount, bringing the services and funding to the client rather than the other way around. Social activation is one of the best possible responses on social exclusion of persons from vulnerable social groups. It is not just another programme or measure to be taken. We should comprehend it as a completely new integrated approach with an aim to enable socially excluded persons to solve their problems, empower themselves and develop their abilities for social inclusion. It is based on improvement of access to quality social services, development of people's skills and capabilities and improvement of the opportunities for their social inclusion.

Within the project component 3 the **Agreement between the Employment Agency of Montenegro and Social Work Centres in process of social activation of beneficiaries of financial support capable for work** was designed together with new working methods. New working methods were designed to enable clients to become more socially active. The emphasis is on an assessment of needs (social, educational, health, housing and employment needs) and development of tailor made integrated services, with an increased level of client participation.

The main needs of many unemployed are for comprehensive counselling and career guidance so that they can access a range of support activities and thereby increase their employability. These include training, retraining and work experience in addition to on-going help with job search and job placement. Beside of these, a wide variety of different social needs have to be met in the context of activation process.

Activation process is divided in four phases with specific goals and recommended methods in order to reach social activation goals. Most of the methods are useful generally. With an aim to improve capacity for inter-institutional cooperation and access to information for employees and clients, they have to be used continually in all phases. However, there are also some very specific methodological tools to be used for certain segments of the process and specific target groups. Some of the methodological tools are used for capacity building of service providers, while others are intended to be used for direct work with clients.



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TRAINING PROGRAMME FOR EAM REGIONAL AND LOCAL OFFICES AND SOCIAL WORK CENTRES EMPLOYEES DESIGNED

Modern public administration requires professional, skilled, and well-trained civil servants. Within the project training needs analysis was prepared with the aim to provide information on knowledge of EAM, SWC and social partners' staff in working with disadvantaged groups (with focus on people with disabilities and RE population, as well as in designing and implementing EU funded projects. With this training needs assessment we also want to examine the **need for training** and to **identify topics and subjects that should be developed into training modules for capacity development** of the stakeholders' staff who have a responsibility to support the integration of disadvantaged groups in the labour market.

The analysis started in November 2016 and the process of gathering data and information ended in February 2017. A series of methods and tools have been used to gather relevant information. Beside desk review, interviews and focus group meetings, e-questionnaire was designed and distributed to EAM regional and local offices, Social work centres and other social partners.

217 employees of three target groups who provide services to different disadvantaged target groups responded to the questionnaire at regional and local level.

The results of the TNA questionnaires (self-assessment of skills and competences) were thoroughly examined and analysed. In doing so, the following has been taken into consideration:

- Perceived importance of skills and competences of each surveyed group;
- The self-assessed level of skills and competences of each group;
- Differences between perceived importance and

the self-assessed level of skills and competences.

In addition to the above:

- A perception of the national stakeholders (EAM CO employees and MLSW representatives as regards skills and competencies of the staff at both level which need to be enhanced;
- Trainings already being implemented, especially those for EAM and SWC employees;
- Observation of the project team working with working groups members in Component 1 and 3; and
- European reference competence profile for PES and EURES counsellors also been considered.



Two-day joint training for **EAM (regional and local offices) and SWC** staff working with disadvantaged groups will be organised and implemented in every of three regions in Montenegro for at least 45 participants:

- In Berane from 22nd to 23rd March 2017;
- In Bar from 27th to 28th March 2017; and
- In Podgorica from 29th to 30th March 2017.



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Operational Programme "Human Resource Development 2012-2013"

SUPPORT FOR GRANT BENEFICIARIES STARTED

In the framework of the Grant scheme „Implementation of trainings and employment projects for persons with disabilities and RE population“ financed under Operational Programme Human Resources Development 2012-2013 nine grant contracts have been signed. According to the ToR project team will organise on-the-job trainings in the project implementation for awarded grant beneficiaries. Hereafter we will present grant projects aimed to support integration of persons with disabilities and members of RE population into the labour market through improving their skills and developing and implementing tailor-made employment programmes.

Employ RE population and tell the full story

Applicant: Centre for Investigative Journalism of Montenegro

Co-applicant: Monitor's Center for Media and Democracy

Value: € 93280,00

Duration: 14 months

Overall objective: to improve employability of Roma and Egyptians (RE) in the media sector, thus enhancing social inclusion of RE and persons with disabilities

Specific objectives:

(1) Journalistic and multi-media communication skills of RE, their self-employment capabilities and employment in the media-outlets are increased;

(2) Investigative reporting by trained RE journalistic teams in influential media outlets raise public awareness and sensitize the society to combat and decrease discrimination against RE population and persons with disability and other impediments to their integration into the labour market.

Target group: unemployed RE population members

Main results:

1. Skills, 12 month work experience and employability of two RE journalists and two RE multi-media technicians, of whom two are women, are improved;

2. At least two on-the-job trainees, including one woman

and one journalist, are offered additional 12 month employment contracts by the participating media outlets;

3. Ten articles published in the daily Vijesti and/or weekly Monitor

4. Four special TV programmes & four shorter inputs for daily news produced and broadcasted by TV Vijesti expose and weaken the discrimination against RE and persons with disability;

5. TV documentary broadcasted about the project achievements enhances the project impact and visibility.

ARTOS – Opportunity for Everyone

Applicant: Diocese of Budimlje and Nikšić

Co-applicant: ATehnika ltd.

Value: € 87.611,60

Duration: 14 months

Overall objective: to contribute to the prevention of social exclusion of people with disabilities and increase of their employability

Specific objective: to contribute to the employment of persons with disabilities through the introduction and development of adaptive and innovative agricultural technologies

Target group: Unemployed persons with disabilities in Nikšić. Employers and social partners from private and public sector.

Main results:

1. Participants trained for the development, entrepreneurship and work in the field of aquaponic production;

2. Sustainable jobs for the target group in the field of aquaponic production created;

3. Conditions for the continuous support and social inclusion of target groups provided;

4. Project and its results promoted in the media.



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Social inclusion of Roma and Egyptians

Applicant: Help - Hilfe zur Selbsthilfe e.V.

Co-applicant: City of Podgorica

Value: € 106.887,87

Duration: 12 months

Overall objective: contribute to social inclusion of RE (Roma and Egyptian) population

Specific objectives:

- (1) To foster employability of RE
- (2) To increase social integration of RE through better access to employment and social rights

Target group: 40 unemployed RE, 10 employers, relevant national institutions (Employment Agency, Ministries), Federation of Employers, National Roma Council and other RE CSOs

Main results:

1. All stakeholders well informed about the opportunities to participate in on-the-job training for RE;
2. Employers motivated and committed to engage RE workers;
3. 20 RE improved work skills;
4. RE raised awareness about employment and social affairs' opportunities;
5. Job Position of Associate for RE social inclusion introduced.

Waste no chance! – Enhancing employability and labour rights of Roma waste collectors

Applicant: NGO Young Roma

Co-applicant: Union of Free Trade Unions of Montenegro

Value: € 77899, 21

Duration: 12 months

Overall objective: to contribute to labour inclusion and better working conditions of Roma waste collectors

Specific objectives: to improve protection of labour rights and productivity of Roma and non-Roma waste collectors

through capacity building and association.

Target group: 20 Roma waste collectors, 100 Roma and Egyptian residents in Budva, Kotor, Tivat and Herceg Novi

Main results:

1. Improved knowledge and health protection of waste collectors through provision of equipment and trainings on occupational safety measures;
2. Increased competitiveness and enhanced productivity of waste collectors through association and targeted trainings;
3. Developed local partnership between waste collectors, business companies and local authorities.



Encouraging the Discouraged Ones (EDO)

Applicant: Local Public Broadcaster Radio Rožaje Ltd.

Co-applicant: Paraplegic Association Rožaje

Value: € 142780,80

Duration: 14 months

Overall objective: Contribute to the support to integration of persons with disabilities into the labour market through improving their skills and raising their awareness on the opportunities available in Montenegro.

Specific objectives:

- (1) Improved skills and opportunities of persons with disabilities in Rožaje to acquire and maintain employment
- (2) Raised knowledge and awareness of persons with disabilities in Rožaje of possibilities to work independently and be an integral part of the society

Target group: Unemployed disabled persons registered at the employment office in Rožaje, Employers in Rožaje.



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Encouraging the Discouraged Ones (EDO)

Main results:

1. Expanding the business of Radio Rožaje to production and broadcasting of TV programme
2. On the job training of 10 persons with disabilities
3. Direct engagement in work activities and employment of 4 persons with disabilities
4. Organisation of trainings and support for persons with disabilities for active job seeking skills and starting their own businesses
5. Production and broadcasting of a series of TV shows dealing with the issues of employment of persons with disabilities
6. Organising an information campaign covering the issues of employment of persons with disabilities targeting potential employers
7. Production of a web portal and other information and promotional material



"We care, we act!"- Fostering social inclusion and employability of unemployed persons with disabilities from Bar and Ulcinj

Applicant: Public institution Centre for Social Work of Bar and Ulcinj municipality

Co-applicant: NGO "Adria" Bar

Value: € 99221,10

Duration: 12 months

Overall objective: to contribute to improvement of social inclusion and poverty reduction among the persons with disabilities in Bar and Ulcinj

Specific objectives:

- (1) To support inclusion of persons with disabilities into the labour market through improving their skills and on the job training and direct engagement in work activities
- (2) To promote the efficient use of resources through partnering of different stakeholders involved in the employment of vulnerable groups

Target group: 20 unemployed PwD from Bar and Ulcinj

Main results:

1. Skill and knowledge on different employment oriented topics for 20 unemployed persons with disabilities provided
2. Specific skills and knowledge for at least 3 unemployed persons with disabilities provided through "on the job training" and direct engagement in work activities
3. At least 3 persons with disabilities employed (1 in CSW of Bar and Ulcinj municipality and 2 in companies in Bar)
4. Involvement of members of the family (parents/custodians) of persons with disabilities in supporting more independent life and respecting rights of their vulnerable members enhanced
5. Capacity of local stakeholders enhanced and employers sensitized in order to deal with active social inclusion of unemployed persons with disabilities
6. Awareness raising campaigns organised (to increase the motivation of unemployed persons with disabilities to enhance their skills and knowledge on labour market and to increase the motivation for business sector to enhance employment of PwD).



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Craft RE Call centre

Applicant: Centre for Social Work for the municipalities Nikšić, Pluzine and Savnik

Co-applicant: Municipality of Nikšić

Value: € 92224,00

Duration: 14 months

Overall objective: to contribute to changes in the local community through the training and employment of RE population

Specific objectives: improve employment opportunities for members of RE population and reducing social exclusion through retraining and employment.

Target group: unemployed members of RE

Main results:

1. 25 members of RE population trained to perform craft activities
2. 10 members of RE population engaged on the craft activities
3. 3 members (women) of RE population engaged to work in the Call Center; 1 on the jobs of dispatcher, and 2 on the craft's jobs
4. 13 family members of RE population with improved financial situation
5. Established "Craft RE Call Center" with 13 employed members of RE population
6. Established cooperation between the employed members of RE population and citizens of Nikšić, who use the services



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Step up to the labour market

Applicant: Employment Agency of Montenegro (EAM)

Co-applicant: Training center "ZOPT"

Value: € 85019,47

Duration: 12 months

Overall objective: to enhance social inclusion and employability of RE population via establishing conditions for acquiring first occupation.

Specific objectives:

(1) To improve skills of RE population by delivering training for the first occupation, on the basis of tailor-made occupational standards and training programmes.

(2) To foster labour market access and employment of RE population in line with employers' needs.

Target group: RE population members, entrepreneurs, local communities.

Main results:

1. Guidelines and recommendations developed based on relevant labour market data and information referring to RE population
2. Technique defined for implementation of training methodology, identification of municipalities, identification of training attendants and defining of employment-related follow-up activities.
3. At least 100 persons from the category of RE population attended informational and motivational workshops, underwent selection and received career guidance services.
4. At least 50 persons from the category of RE population completed the training for the first occupation.
5. At least 10% of trained persons employed.
6. At least one report created to present the projects results and provide recommendations for future
7. At least one conference organized to promote the action



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Training and employment of members of RE population in the Municipality of Nikšić – health RE mediators

Applicant: Municipality of Nikšić

Co-applicants: PI Center for social work for municipalities of Nikšić, Pluzine and Savnik, Health Centre, NGO Center for Roma initiatives

Value: € 94401,00

Duration: 14 months

Overall objective: Social inclusion of RE population in the Municipality of Nikšić;

Specific objectives:

- (1) Unemployed RE improved their skills for employment in health sector through on-the-job training,
- (2) Trained RE employed in the health sector;
- (3) RE population better socially integrated through increased use of health care

Target group: 20 unemployed members of RE population, employees of Nikšić Health Centre, PI Centre for Social Work for municipalities of Nikšić, Pluzine and Savnik, NGO Center for Roma Initiatives, Employment bureau of Nikšić

Main results:

1. On-the-job training programme for employment of RE in health sector agreed among partners and developed;
2. 20 unemployed RE participated in the on-the-job training;
3. RE health mediation team established and operational;
4. Current RE needs assessment for health mediation in Nikšić assessed by the newly employed RE health mediation team;
5. Raised awareness of RE population on health care by the newly employed RE;
6. RE population in Nikšić advised on the use of health care services.



TRAINING PROGRAMME FOR PREPARATION AND IMPLEMENTATION OF EU FUNDED PROJECTS DESIGNED

Based on TNA results, three-day training for **potential grant applicants** will be organised and implemented in every of three regions in Montenegro for at least 45 participants:

- In Berane from 4th to 6th April 2017;
- In Bar from 10th to 12th April 2017; and
- In Podgorica from 25th to 27th April 2017.



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