



## IO2 MODEL OF INTERVENTION TARGETED AT NEETs

### O2-A1 – Intervention Model - conceptual development

(Model improvements after the testing phase)



## **Title**

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O2-A1 – Intervention Model - conceptual development

(Model improvements after the testing phase)

## **Edition**

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The piloting phase of the ComNetNeet project confirmed its **validity and transferability** to different communities and to different target group, namely through the following features:

- Local network of stakeholders
- Collaborative approach and sharing of expertise and knowledge
- Job shadowing/job tours to raise awareness of skill requirements & develop links with real people
- Tailoring activities to needs of individual young people
- Ability to follow individual action plan with flexibility
- Involve young people in events organized
- Using an organization to deliver intervention with experience of working with disaffected/disengaged young people

However, it would need **some improvements in certain aspects**, such as:

- Increase the duration to implement the pilot since 6 months is a short period of time
- Increase the follow-up time of participants
- Improve the coordination between the social-welfare tools and the training and work policy
- Activation of a local stakeholder's network to provide a holistic answer to young people in NEET situations
- Shared development of tools and procedures between employment services and social assistance organizations.

The model of intervention is a holistic model including the overall integration of a young person in a NEET situation, through engaging, orienting and stabilizing, and inserting phases, but also an intervention of the stakeholders and local community with the engaging, awareness and inserting phases.

**In terms of model phases**, we can highlight some aspects object of improving:

**Preparation phase** is a crucial phase for the success of the model implementation so:

- i) We must leave enough time for it;
- ii) Ensuring roles and tasks are clear;
- iii) Keep staff training brief but run it in respective language and have it face-to-face.
- iv) Involve complementary stakeholders.

#### **Local Community Intervention**

- i) **engaging** both Young People and stakeholders;
- ii) **awareness of** multiple agents from the E&T and employment systems, as well as other services and informal chains, such as social work providers, health system, housing providers, etc.
- iii) **inserting and follow up** the ability to attract employers and have them offer job-inserting activities.



## Neets Intervention

- i) Orienting follow individual plan with flexibility, speak with them at their level, be honest with YP and set realistic expectations, make them feel responsible for their choices, adapt activities to each YP as far as possible;
- ii) Inserting making links with employers and real employment situations as much as possible to develop skills and networks.

## Model improvements – main results synthesis

Portugal, at the end of the pilot, of the 28 young people who started the project: 8 gave up / were uncontactable; 3 maintains an initial situation; 8 are in training (of which, 1 has returned to school, 1 is in the labour market and 2 are on probation); 4 returned to school (1 of which also joined the labour market); 4 are inserted in the labour market (of which 2 are in training and 1 returned to school) and 4 are undergoing an internship (of these, 2 are in training;

In Spain 17 young people: 7 working, 1 studying and 1 starting business

In Italy 21 young people: 15 of who followed the activities, 4 already on the job and 11 still in traineeship.





PORTUGAL	SPAIN	ITALY
<p><b>Improving:</b></p> <ul style="list-style-type: none"> <li>• The articulation between the municipal services (human resources, economy and innovation, network employ and entrepreneurship);</li> <li>• The tools “Initial Interview” and “Initial Plan Action” must be improved to apply to the target group, to get simpler, realist and adapted to each reality;</li> <li>• To 3 years project duration, only 6 months to implement the pilot was a short period of time, despite the need to form a work team, methodology, tools, create a network of partners, which delayed the direct work with young people;</li> <li>• Follow-up time of participants involved in the project;</li> <li>• The financial of the projects/ Commitment from strategic partners such as: Parish Councils, IEFP (Youth Guarantee), SCML, GEBALIS must be more effective and must have closer links, in the dissemination of the project with a view to a greater referral of young people to the project;</li> <li>• Formalize partnerships, in a short and medium time, with municipal companies in the sense of integrating young NEETs in</li> </ul>	<p><b>Main conclusions:</b></p> <p>The intervention with young NEET’s in Spain has allowed us to work with 17 boys and girls and observe the following conclusions:</p> <ul style="list-style-type: none"> <li>➤ It is important to work from the beginning in an environment of trust and away from the rigidities of formal education.</li> <li>➤ They value being able to participate in the decision of the training to be received and the organization of the classes.</li> <li>➤ Transversal competencies must be worked, as well as self-confidence.</li> <li>➤ To create a sense of group membership, group dynamics in which they must work together to achieve a goal and even compete in groups are</li> </ul>	<p><b>Main conclusions:</b></p> <ul style="list-style-type: none"> <li>-The piloting in Italy confirmed the validity of the model of intervention of the ComNetNeet project.</li> <li>- There’s awareness at local operators and middle management of the possible synergies between different services.</li> <li>- Probably cooperation works better in the reaching out and engaging phases than in employment service delivery although it was stressed that a group of operators (social and employment) should work side by side when treating the same person.</li> <li>- Working on daily basis on singular persons is difficult and costly.</li> <li>- There is the need for shared tools, web support services, data sharing and procedures to achieve a strong cooperation.</li> <li>- Some non-measures that are not currently funded could be effective in engaging NEETs.</li> <li>- The tools used within the testing phase can be considered a good start: they are readable both by social workers and by labour market operators. The baseline questionnaires are a self-awareness tool that provides valuable information on many individual characteristics that affect both social and work behaviour. The interests and expectation part of the enrolment form can be considered as very useful when assisting a discouraged Young Person. The individual action plan is something currently very detailed and formalised in our employment</li> </ul>



internships, training and / or employment.

**Lessons learned:**

- Stakeholders are aware of the need for better coordination of local approaches;
  - Stakeholders have improved collaboration with other entities (e.g., range of organisations they work with);
  - Sustainable local partnership networks;
  - Need for financing to local partners within the pilot in order to have more time and human resources available.
- CML/DDS/DCJ/NAJ 28 ComNetNEET  
 "Community Networking for Integration of Young People in NEET Situation"

**Recommendations:**

- Improve the articulation between the municipal services (human resources, economy and innovation, network employ and entrepreneurship);
- Formalize partnerships, in a short and medium time, with municipal companies, and strategic partners such as: Parish Councils, IEFP, SCML, GEBALIS, in the sense of integrating young NEETs in internships, training and / or employment;
- Improve the articulation with other partners of the Lisbon Social Network, who work with

useful:

- They do not close to formal education in specific subjects, but they must know that their requests will be heard.
- When visiting job fairs and other job opportunities, it is very useful to guide them with an action plan and support them in the doubts or insecurities that may arise.
- It is important to make them aware that they need to set goals and steps to achieve them, we must be able to guide their efforts with the support of a close professional.

**Recommendations:**

- Listen,
- Motivate,
- Work personal skills,
- Support,
- Unify the group,
- Set goals,

service processes. Maybe inserting the explanation of the motivations of the individual and the reasons for each activity in the path can be a way to enhance trust and self-awareness. These tools should be integrated in the current forms and online support thus enabling also social workers to participate.

- The model of intervention can be easily transferred to different communities and also to different target group: also different kind of disadvantaged persons would need a better coordination of social or health assistance and labour market integration: migrants, disabled persons, ex-prisoners, elderly underqualified people that loose the job before being entitled to retirement and so on.

**Recommendations:**

Creating a sustainable network between organisation with different institutional and social tasks that can support disadvantaged persons that are seeking integration in the job market.

- Enhancement of network relationships through:

- a) Improving the communication and joint action among different organizations which, while sharing the same purpose of facilitating and offering opportunities for insertion and job retraining for people with social disadvantages, they cover very different institutional and social tasks;



<p>and for young people;</p> <ul style="list-style-type: none"> <li>• The need to pre-test the tools to apply to the target group, with the contributions of the partners who use them. Understanding if they are clear, practical, objective, if they need to be improved, etc.;</li> <li>• Increase the follow-up time of participants involved in the project;</li> <li>• Increase funding the projects of entrepreneurship, with regard to the creation of their own jobs by young people.</li> </ul>	<p>Stay in touch.</p>	<ul style="list-style-type: none"> <li>b) The coordination at local level of the network of public and private stakeholders’;</li> <li>c) Consolidating the integration between socio-welfare and training and employment policies, making the resources involved complementary</li> </ul> <p>- Organisation of network coordination through:</p> <ul style="list-style-type: none"> <li>a) The integration between the social-welfare tools and the training and work policy interventions and between actors operating in these fields, public nature, private profit and non-profit;</li> <li>b) Shared information databases, a public platform with all the data of the worker both regarding education and job experiences;</li> <li>c) Improving the coordination at local level of public and private stakeholders.</li> </ul>
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