



REPORT ON STAKEHOLDERS WORKSHOP

WINGS

Social and Economic Empowerment of Migrant Women

Project n°: KA204-BFF7C593

Developed by Glocal Factory S.C.S., with contributions from all
project partners

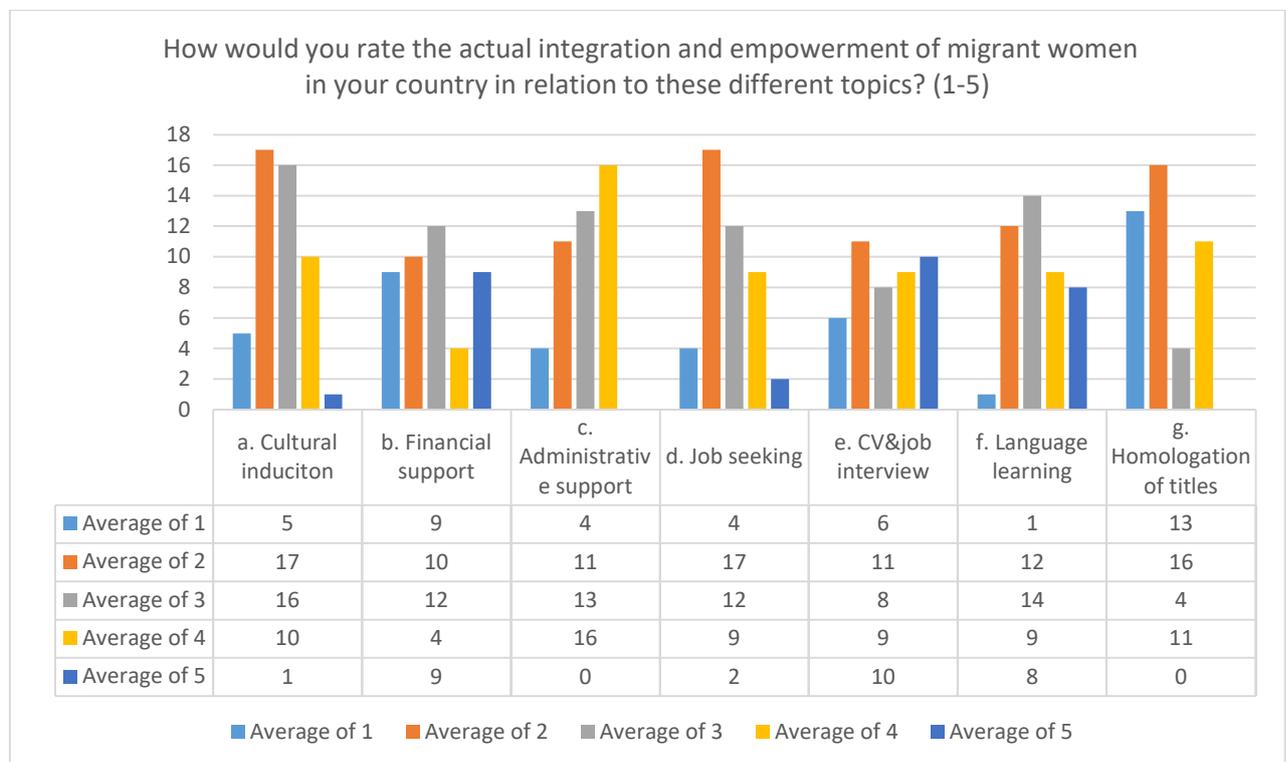
This report gathers the stakeholders' answers collected during the six workshops with eight local stakeholders per partner.

The methodology used combine qualitative and quantitative data.

For each question, a sentence summarize the main keywords individuated from the feedbacks.

Section 1 and 2 also include a quantitative ranking of the activities, represented in two diagrams.

1. Actual integration and empowerment of migrant women



a. Cultural induction

Problems:

- Migrant women tend to stay in their own community and not integrate with the local population, and consequently be marginalized, since many of them are not employed, meet cultural, logistical and linguistic barriers.
- They often don't know where to start the integration process even because there is sometimes a lack of efficient public programs, especially to be introduced to the job market and of a long-term integration policy emphasizing migrant women's empowerment.

Other:

- There are some initiatives and actors of the civil society make individual efforts (e.g. there are NGO's such as the Migrant Women Foundation that is working towards this goal.
- Strong women with a good level of national language integrate more quickly.

b. Financial planning

Problems:

- Many migrants women do not have any personal income and are in many cases financially illiterate;
- It is difficult for migrants to open a bank account (especially if they do not have a job);
- The state system in Greece is very complicated;
- There are limited resources from the public institutions and, in many cases, the heaviest part of the job is undertaken by the actors of the civil society;
- Some courses are not affordable for everyone.

Other:

- Financial planning is very important and a training should be done in tandem with giving them entrepreneurial skills and helping them integrate in the local work force.
- This would be more beneficial if it was the last module in the course.

c. Administrative support

Problems:

- Administrative practices require digital means and a knowledge about laws that often migrant women don't have;
- The national system and bureaucracy offers very poor support;
- Offers are more focused on the legal help.

Suggestions:

- There should be more support for people.

Other:

- Jobs Plus in Malta seems to be doing a good job
- Actors of the civil society provide migrant women with critical support
- Many migrant women get assigned to a client manager

d. Job seeking

Problems:

- Migrant women are usually discriminated during employment processes;
- They risk exploitation, even because they often don't know their rights or have no support from the state to access legal employment;
- They constitute a vulnerable and marginalized group, also because of prejudices and a negative public opinion;

- They encounter many barriers (linguistic, cultural, administrative, family restrictions...) or have low self-esteem and did not do formal trainings in their countries of origin;
- Part time job offers may not offer enough financial support while they can receive unemployment aid;
- Job offers are mostly focused on men;
- No support from the state for migrant women to access legal employment.

Other:

- This is very important as it is the first step towards financial freedom
- NGOs and associations play a good role;
- Malta's first-ever National Migrant Integration Strategy and Action Plan, launched in 2017.

e. CV writing and job interviews

Problems:

- What is being done is only from the NGO's side and not from the Government departments and services are offered intermittently;
- There are no many initiatives for this and usually they target less sophisticated positions.

Other:

- This was very useful especially for the women who did not have very good command of the English language;
- There are different programs in place.

f. Language learning

Problems:

- Migrant women often live isolated, in their "bubble" and they have low chances to interact with the local population;
- Lack of self-confidence, fear of rejection and discrimination;
- There are very poor and limited opportunities regarding the acquisition of written and spoken language skills on an advanced level that will allow them to navigate the system and find a job;
- Trainings are usually without official recognition.

Suggestions:

- Language learning (both the local language and English) should be the very first step.

Other:

- It falls under the activities of the NGOs.

g. Homologation of titles

Problems:

- Most diplomas and degrees that are obtained outside of the European Union are not recognized;
- There are not many courses that one can take to update their qualifications;
- It is a time consuming bureaucratic process and administrative restrictions are very high;
- Many migrant women do not have an education.

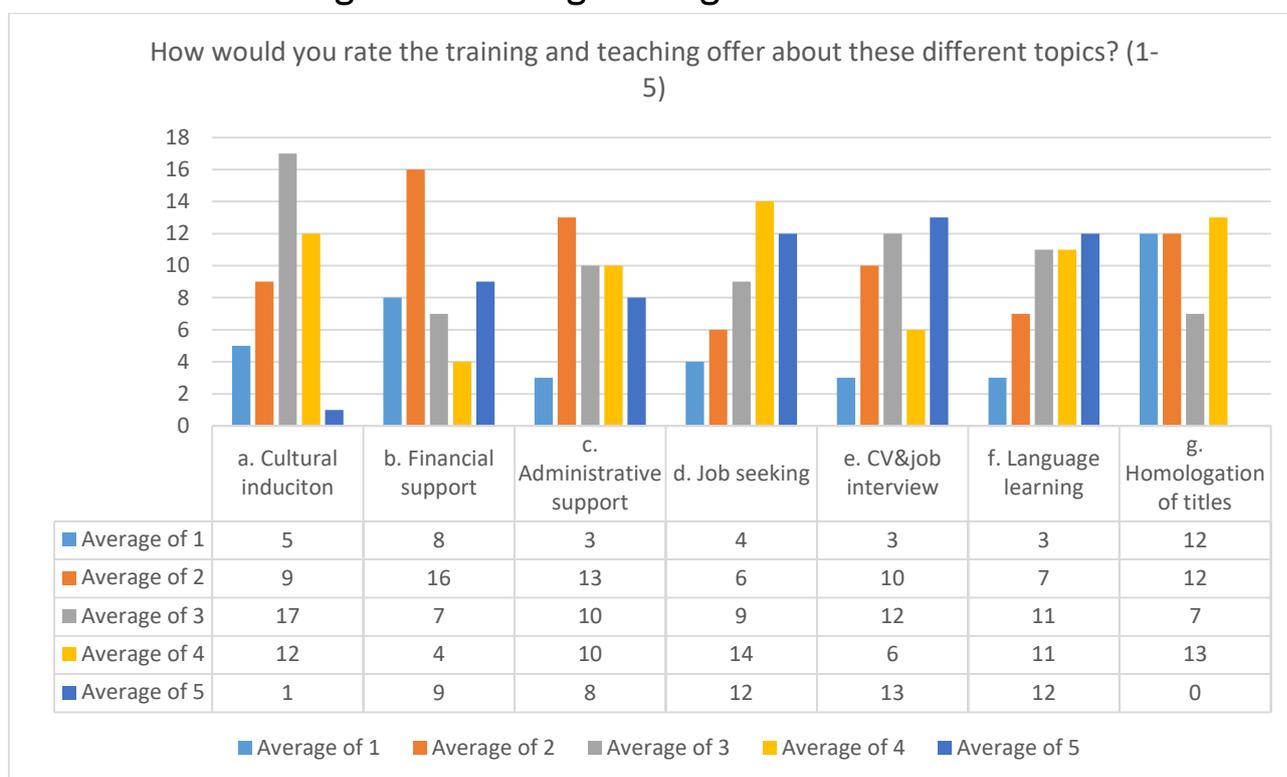
Suggestions:

- It should be improved, especially for people coming out of the EU;
- This service for migrant women should be provided free of charge.

Other:

- There is a clear structure to recognize diplomas.

2. Actual training and teaching for migrant women



a. Cultural induction

Language constitutes a big barrier and there is often a lack of official processes introducing cultural issues, especially bottom-up approaches. They often ignore cultural backgrounds of migrant women or the knowledge is very theoretical.

Only NGOs offer resources in the topic.

Suggestions:

- Important to get the women motivated enough to attend trainings

- To make sure that the migrant women had at least basic skills in English;
- To group the women by their native language;
- To rethink the methodology, integration and not imposition: not to give for granted that our point of view is the right one.

b. Financial planning

Migrant women usually share between their communities information about the processes and opportunities.

Some community centers offer sporadic basic training around finance.

Financial planning will give the migrant women financial freedom.

Problems:

- There is support, but not much training, or it is fragmented, often outdated and minimal;
- There are very limited sources available and accessible that take into consideration migrant women's backgrounds;
- Municipalities offer the migrant financial support, but this is usually too complicated for the migrant women to follow or too superficial, offering general solutions;
- The bureaucracy in the country doesn't help.

Suggestions:

- A personalized and targeted approach in the trainings;
- To take into consideration the different cultures, educational background and family situation.

c. Administrative support

Problems:

- Some services can be quite bureaucratic;
- Although the courses such as the WINGS course help, they are one off and do not continue to monitor;
- There is no individual help or formal training.

Suggestions:

- There should be more of a "teach me how to fish instead of giving me the fish" mentality

Other:

- Knowing ones rights and what you need to do to be compliant with the country's law is very important;
- The training was well executed and very interesting,

d. Job seeking

Problems:

- Not all refugee and migrant populations in the country have access;

- Many offers mostly focus on the men;
- Migrant women are provided little or no information on their rights;
- Some migrant women are not (yet) motivated to work;
- There might be a barrier when finding the right courses.

Suggestions:

- The training should be to both sides of the spectrum: for the migrant women, for the people that work directly with migrant women (e.g. civil servants in the government) and also for future employers on multicultural working environments.

Other:

- Training is very important;
- The training and material distributed during these sessions were very useful for migrants who are looking for employment;
- Civil society actors work hard towards improving the migrant women's employability and access to the labor market;
- There are different trainings and mentor/buddy systems in place.

e. CV writing and job interviews

Problems:

- Mainly conducted by NGOs and not all the refugee and migrant women have access.

Suggestions:

- The migrant women should have this training available to them when it is needed.

Other:

- The CV is the first thing a prospective employer sees;
- Mostly it is done 1-on-1 by professionals (mentors).

f. Language learning

Problems:

- Very poor provision from the state;
- trainings are offered mainly by NGOs but there are not consistent;
- The free affordable learning experience is often offered at the minimum level;
- The education plans are built from the point of view from the western societies, not taking into consideration that some women have low levels of writing and reading in their own language;

Other:

- It is essential part of integration to empower migrant women.

g. Homologation of titles

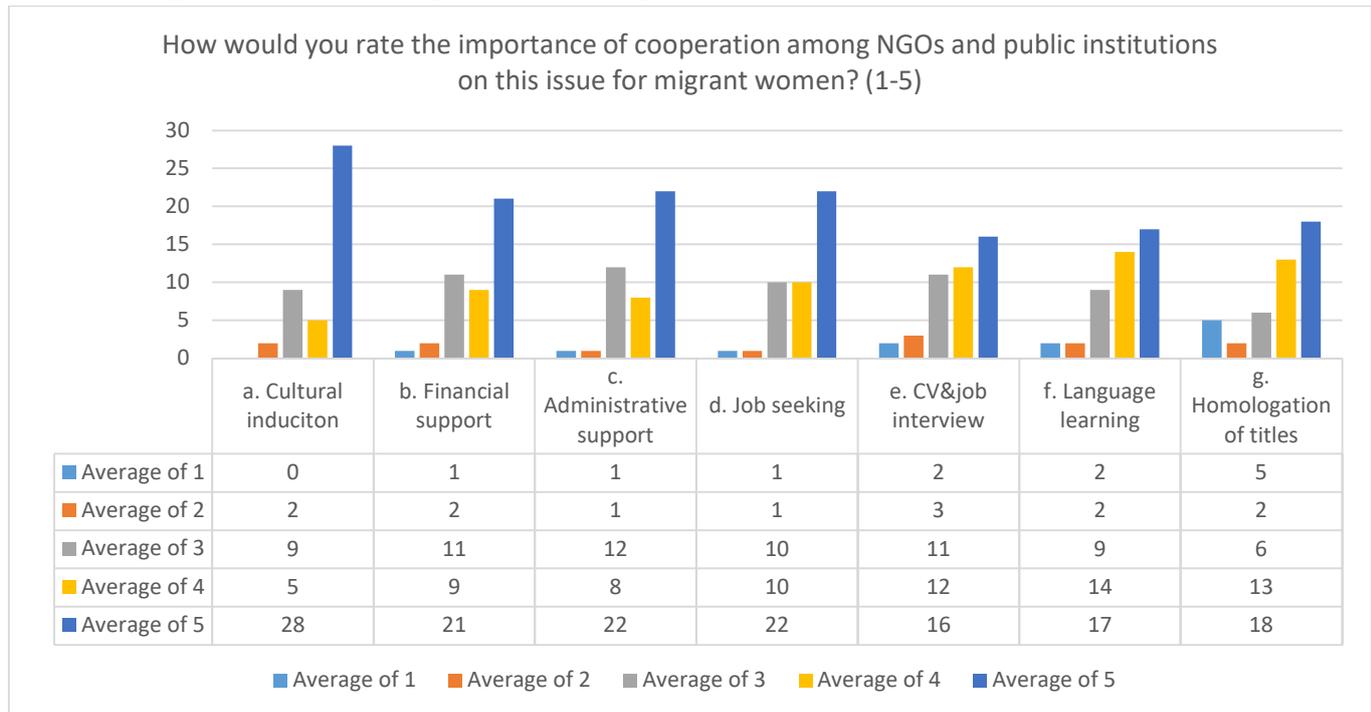
Problems:

- No information is offered to migrant women.

Suggestions:

- To give migrant women precise instructions on where they need to go, what to do...;
- To offer training options to provide women with basic level of certifications.

3. Cooperation among NGOs and public institutions



a. Cultural induction

NGOs play a key role in this sector and cultural induction should be a top priority. They represent the perfect entrance point for migrant women that want to learn more about the culture of a new county. Public institutions can derive migrant women to NGOs

In reality, it is rarely that the NGO's and public institutions liaise on an ongoing basis. The government's agenda sometimes it is not in line with the work of the NGO's.

Suggestions:

- There needs to be more pressure from the NGO's to be more involved in the decision making process and in drafting of laws;
- A real collaboration between public institutions and NGOs;
- A structured and coordinated effort could maximize the positive impact on migrant women's empowerment and integration.

b. Financial planning

Problems:

- Fragmentation between the NGO's and public institution: communication and cooperation gaps;
- Not enough structures to help women;
- Public institutions tend to delegate this role to NGOs that end up having too many requests to deal with;
- By not being able to read and fully understand the already complex financial communication (letters, fines, form, etc.) migrant women find themselves vulnerable situations.

Suggestions:

- More programs to support financial independence of migrant women;
- NGOs can push public institutions to move for an integration of courses in this sector;
- NGOs can offer support and clear and transparent information about practical aspects of the financial planning;
- A structured and coordinated effort could maximize the positive impact on migrant women's empowerment and integration in relation to financial integration.

c. Administrative support

Problems:

- The interaction between the NGO's and public institutions is minimal;
- Institutions tend to make all procedures computerized without then providing compilation support.

Suggestions:

- NGOs should present these issues to public institutions as they would know the daily struggles that these women face;
- Institutions themselves should explain the most useful administrative processes of the host country and take charge in training migrant women.

d. Job seeking

Problems:

- Many projects can't reach many migrant women;
- Gap between NGOs and public institutions and between job offers and women looking for jobs;
- Employers.

Suggestions:

- More structured cooperation and communication between the NGO's and Public Institutions;
- NGOs can aid the non-profit organizations when developing their training programs and serve as a networking hub.

e. CV writing and job interviews

Problems:

- Lack of communication between NGO's and public institutions;

Suggestions:

- Cooperation between different organizations.

Other:

- Many NGOs offer trainings on how to write a successful CV and how to prepare for a positive interview;
- NGOs often connect migrant women searching for a job with mentors that can support them;
- They can work more independently on this issue.

f. Language learning

Suggestions:

- More should be done;
- NGOs can link migrant women with language buddies;
- To offer more grants and economic/logistic resources.

g. Homologation of titles

Problems:

- Most NGO's do not hold accredited courses and for the migrant women to take up courses at universities.

Suggestions:

- It should concern public institutions;
- NGOs can offer information and feedback.

Other:

- It is a public matter to be determined by the national governments (agreements between the country of origin and the host country- or the EU).

4. Which concrete action would you suggest?

a. Cultural induction

Difficulties:

- There should be more commitment;
- Cultural and language differences;
- Programs for the empowerment and integration of migrant women are still few (in Italy).

Suggestions:

- A collaboration between the public entities and NGOs (e.g. create a sub-committee made up of NGO's representatives and people from public institutions) and among different NGOs at the national level;
- To create network groups in close relationship with other migrant women and local population;
- To create a section as a one stop shop for anything to do with migrant women;
- For municipalities:
 - A regulation related to the faster recognition of degrees and qualifications;
 - A more extensive database of job offers.
- To provide sustainable long-term projects and programs to help support the social and economic independence and integration of migrant women:
 - Free public courses on basic skills and professional training (focusing on the capabilities, special skills and the existing qualifications of female migrants);
 - Regular obligatory classes on local culture and language;
 - Possibility of course in women's' mother tongue.
- To provide maternity support instruments;
- To develop diverse approaches beyond the narratives of victimization;
- Workshops, training events, intercultural events, community-mapping focusing on cultural associations of migrant women, platforms for migrants to promote their culture...
- For trainers:
 - To engage second generation migrant women as cultural mediators;
 - Extensive and mandatory mobilization of female cultural mediators;
 - To provide them with required high-quality training before undertaking their duties;
- To create safe spaces for discussion and focus on the women's life experiences;
- To engage migrant women in the work of community centers and NGOs;
- To give women more information about their rights, duties and the specific country bureaucratic issues in the work field;
- More scientific research on what is really needed to improve situation of migrant women;
- Other: migration management; migration health.

b. Financial planning

For public institutions:

- To provide migrant women with a mentor/"finance buddy" who is an expert in financial matters;
- To provide maternity support instruments;
- To provide funds directly to NGO's so that they will set up an ongoing mentoring service for financial planning;
- a simplification of bureaucracy;
- One on one guidance offered by the municipalities;
- Creation of job opportunities within a formal and clear framework;

- To implement a longer-term national integration strategy with a special focus on migrant women's integration;
- Cooperation on a higher policy and law-making level;
- To create an institutional organ/body responsible for the financial planning of migrants (e.g. help desks that support women in processing paperwork).

For NGOs:

- Collaboration among national NGOs to provide this trainings;
- Collaboration with public in providing information concerning the informal "loopholes" in the job market;

Teaching and training:

- Education about bank systems, interest rates, tax deductions...
- Budgeting based on their actual income and how to save money for future plans;
- Mandatory trainings and mandatory reports on what the migrant women have learnt about local financial system;
- Workshops and long-term courses and projects, especially on the first steps of financial integration;
- To educate the male migrants about the need for the female migrant population to be financially educated.

Other:

- Educational material for migrant women (e.g. brochures, online resources...);
- To create a platform in various languages to detail financial opportunities and benefits;
- To create a network of public counselling centers;
- To make it easier for migrants to open bank accounts and to encourage banks to provide a special service for migrant people through one of their employees;
- More awareness campaigns for locals on the hardships that migrant women face every day.

c. Administrative support

For public institutions:

- To provide an easy social insurance;
- To create information and counselling centers (both in person and call centers) and/or increase the number of offices offering administrative services to help women in processing paperwork;
- To simplify administrative procedures for migrants (e.g. automatic management of certain administrative demands for status holders);
- To provide more integration services in the public sector (hospitals, schools, etc.) and special services for families and children;
- To increase the funding encompassing administrative support of migrants;
- To establish a long-term national policy integration strategy with a special focus on migrant women's integration in relation to the administrative support;

- To train civil servants and administrative employees on what migrants' rights are (per category) and on cultural sensitivity;
- To increase the role of social services, cultural mediators and translators.

For NGOs:

- Monthly online meetings between the NGO's and the representatives from Public institutions and organization of seminars and info sessions on specific issues;

Training and teaching:

- Computer literacy of migrant women;
- Mandatory trainings for migrant women;
- Hands-on workshops on the administrative processes, peer learning and mentoring programs (with local volunteers);
- The WINGS Training could be given to all the migrant women who obtain a residency permit;
- Better dissemination of such trainings and collaborations among national NGOs to provide these trainings.

Other:

- To inform locals on how to best help people without being exploited;
- Development of a cross sectoral culture of cooperation with focus on women's needs;
- Attention for distrust in police/social services/system
- To create a booklet with all the contact details of the different departments and a document/info-pack with updated information (both physical and on an online website) in different languages;
- To train second generation migrant women in supporting newcomers for such issues;
- To evaluate immigrants' mental health in addition to their physical health, provide humanitarian migrants with regular treatment;
- Training within the hosting and accompanying projects;
- To gather all useful links about EU projects and NGOs offering support for such issues in one place.

d. Job seeking

For public institutions:

- To train people in public institutions on how to facilitate the migrant women's integration in the labor force;
- To create a subsidy scheme for employers who employ migrant women;
- A nation-wide campaign to erase misconceptions against migrants;
- To create an office for migrants' employment search;
- To adopt a longer-term national integration strategy with a special focus on migrant women's integration;
- To open governmental positions for migrant women;
- Official recognition of migrants' skills and university degrees and qualifications obtained in the countries of origin;

- To promote internship programs together with NGOs.

For employers:

- To create more part time jobs that suit working mothers and/or to offer affordable/free childcare options for working women (e.g. offered by volunteers or by the state);
- Intercultural communication within companies on the diversity policy and on how to attract migrant women.

Training and teaching:

- Customized training courses on migrant women's personal interests and skills, on how to prepare a CV, to carry out a job interview, etc.
- Better dissemination of such trainings and collaborations among national NGOs to provide this trainings;
- Mandatory courses for all migrant women;
- Language courses of the host country's language;
- Workshops, info desks...

Other:

- Career services centers for migrant women;
- Professional networking events and national job platforms for migrant people;
- A recruitment agency focused on finding work for migrant women;
- Actions to raise awareness and educate the migrant population about the benefits (economic, social, personal) of work;
- To give migrant women alternative channels to look for jobs and training;
- To work on the cultural context;
- To address stereotypes about migrants on the work place.

e. CV writing and job interviews

For public institutions:

- To set up funding schemes for NGO's and other organizations working in this field to be able to give this service to migrant women;
- To implement employment centers and job counselling for migrant women;
- To develop a longer-term integration strategy that will include all the job seeking stages;
- Municipalities activities to de-centralize the provision of services.

Teaching and training:

- Trainings for the civil servants and public employment offices;
- More trainings and workshops (in different languages) for all migrant women: focus on how to write a CV, making them user-friendly and mandatory, creation of an online course or mobile app...
- More person-oriented approach with a focus on skills instead of experience;
- Creation of a handbook for practical tips in multiple languages;

- Cooperation with businesses (e.g. HR specialists) for mentoring programs on what they are looking for, in what the interviewing process consist...
- To educate companies on finding talent;
- To engage second generation migrant women to offer support and training;
- Better dissemination of such trainings + collaborations among national NGOs to provide this trainings.

Other:

- To create a general vacancy database;
- In-depth preliminary interview to understand the actual motivation behind the job search;
- NGOs can handle better without engagement of the public institutions;
- To introduce migrant women to potential employers.

f. Language learning

To public institutions:

- More cooperation between immigration public centers and NGOs;
- To implement a longer-term national integration strategy and dedication of adequate funding for state language classes;
- Further funding opportunities to support the work of organizations working on this field;
- To recognize the language levels obtained.

Teaching and training:

- Free compulsory language courses, possibly tied to the obtainment of their residence permit;
- To offer online courses;
- Practical and personalized courses: speaking clubs and discussion sessions, language and cultural exchanges, buddy systems, focus on specific topics of interest (e.g.
- Better dissemination of such trainings + collaborations among national NGOs to provide this trainings;
- Partnering with social agencies and other institutions for the trainings;
- Percorsi più chiari Realtà dei processi;
- To involve citizens more: cultural exchange programs for local residents, involvement of community centers...

Other:

- Riconoscere i titoli di studio conseguito all'estero;
- Coordinated and centrally managed (and funded) actions;
- To arrange childcare;
- To provide more information, including seeking a link with communities of origin in the different territories.

g. Homologation of titles

For public institutions:

- To simplify the procedure to make migrants working in their professional field;
- To review their policies and be more favorable in the recognition of migrant people's academic diplomas;
- Exchanges with foreign institutions;
- To publish rules and regulations on public websites in English;
- To create specialized offices to offer guidance;
- To inform the public more often (public announcements, TV shows...).

Teaching and training:

- To create courses to get a local warrant to work in the host country for professions such as medicine, law and dentistry...
- To organize information workshops on the degree validation process for individual and staff working in immigration services;
- To create a toolkit, brochures...
- Better dissemination of such trainings + collaborations among national NGOs to provide these trainings.

For the conversion:

- Translation of their certificates and diplomas free of charge;
- Validation of their academic achievements and conversion to an EU recognized grade free of charge so to reduce the waiting time and to increase the number of diploma recognizes (especially in the lower levels of education);
- To consult migrant women on their individual cases in terms of diploma recognition;
- To accompany them while visiting governmental bodies;
- More skills focused ways to recognize experience.

Other:

- To create an open, transparent system applicable worldwide;
- Crucial for acquiring professionals in specialties needed (or not) and for the empowerment of skilled migrant women;
- That would contribute to their feeling of empowerment as their qualifications, efforts and skills are recognized.