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One-Stop-Shop Report

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Orientation Action Involving the Community: The One-Stop-Shop Experience Summary

The DREAMM Project's WP2 Orientation Action Involving the Local Community had the specific objectives of developing activities involving local communities to facilitate the social orientation of newly arrived Third Country Nationals (TCN) and enlarge their social networks. It aimed at supporting the social orientation of both TCN women and men, through the provision of information about all the aspects of daily life, and access to basic services.

To achieve these goals, the One-Stop-Shop was established as a central activity of the WP. It was designed as a hub where Lead-Mentors (LM), Mentors (M) and Third Country Nationals (TCNs) would come together and begin the process of integration and mentoring with the social dimension at the centre. This dimension promoted the phases of recruitment and training of LMs and Ms and implemented the projected activities for this work package.

All partners conducted successful sensitisation and recruitment campaigns to recruit DREAMM Lead-Mentors and Mentors. Over 80 professionals received training as Lead-Mentors and Mentors. After the training workshops were completed, the One-Stop-Shops were activated in all the territories (at different times because of pandemic restrictions and delays).

Recruitment and Training of DREAMM Lead-Mentors, Mentors

Volunteering has proven to be an effective tool for local development and social change (European Economic and Social Committee, 2021). However, it requires structured practice and the development of specific skills and competencies. The DREAMM training prepares LMs to orient and supervise volunteer Ms willing to accompany newly arrived TCNs in their integration process, through a mutual peer-to-peer learning process and mutually agreed activities that are useful for both the newcomers and civil society.

Professionals specialised in migration and integration (language teachers, communication trainers, labour mediators, intercultural mediators, lawyers, and psychologists) can help, but a more solid communication and integration process must start from the bottom, from civil society, from people willing to learn from, about and with migrants. The participants were selected from the local context, and therefore from the local community, associations, and universities through direct meetings, events, and sensitisation campaigns with potential participants interested in taking part in the project as LMs and Ms.

The target population for the training comprised the following backgrounds:

- a) students and graduates of Human, Social Sciences and Education
- b) professionals working with TCNs, migrants, or refugees
- c) individuals with a migrant background who want to contribute to the project

The training programme (See deliverable D23) was created considering the debate on the content proposed by the consortium, selected, and adapted to the local context and the needs of the potential Lead-Mentors and Mentors, to better prepare them for the activities of the project. The content of the training, which is integrated with the Level 5 approach (The Level5 Approach, blinc), is based on three pillars:

Migration, Intercultural Communication and Facilitation and complemented with the Let Me Learn approach that empowers learners to interact with the learning environment more effectively (Calleja, 2010).

The learning goals of the programme were:

- To acquire basic and enhanced knowledge of migration and integration based on European systems and values in general and in the local context.
- To understand the specific local support systems and to get in contact and network with the relevant stakeholders.
- To acquire the necessary knowledge on intercultural communication to better engage in multicultural contexts and avoid cultural conflicts.
- To understand the basic principles of competence-oriented learning and to transfer the approach in planning and facilitation of local learning projects.

The differentiation between Lead-Mentors and Mentors in terms of competencies can be described as such:

- Lead-Mentors are more related to the professional field, and involved in planning, delivering, guiding, and evaluating activities with the support of Mentors
- Mentors are more involved in the delivery and organisation of activities

Lead-Mentors and Mentors foster an open, collaborative learning environment using a variety of methods and tools, concepts, and approaches. Both LMs and Ms engage directly with TCNs to develop a rapport and transfer their knowledge, skills, and attitudes. Both LMs and Ms needed to be able to adapt to an ever-changing environment and work with flexibility. They utilize their enhanced skills to motivate others and inspire participants to develop their skills.

Each of the territories had the opportunity to adapt its training methodology and delivery according to the resources available and considering the turnover of volunteers. In some cases, the training was aimed at both Lead-Mentors and Mentors such as in Austria, Germany, and Cyprus; in other countries, there were two separate training sessions, as in the case of Italy.

The One-Stop-Shop Model

Introduction

Using a *One-Stop-Shop model* (Gashi et al., 2019), the project aimed to provide a space for migrants living in the area and community members to interact and build meaningful relationships. It also served as an information hub providing migrants with practical information and guidance on how to access available services and resources under one roof. The meetings were structured and organised to achieve the specific objectives of the DREAMM project. It allowed migrants to meet face-to-face with DREAMM LMs and Ms and with the starting point of building a network and promoting social and cultural interaction.

Specific Aims

- Provide migrants with a network within their new community
- Promote territorial integration
- Provide practical information about territorial services

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- Improve knowledge and understanding between TCNs and the receiving society
- Improve and optimize integration paths
- Provide cultural language mediation service
- Inform migrants about their rights and duties in the national and local context
- Provide spaces for intercultural exchange
- Foster in TCNs a sense of belonging to local communities

The expected impact of the action was to create a more cohesive and interactional community and reduce discriminative, racist, and xenophobic attitudes and behaviours with a bottom-up approach and a focus on the social dimension.

The implementation of the One-Stop-Shop varied depending on the territory, its needs, constraints, and bureaucratic challenges. For this reason, the One-Stop-Shop was either on-site or online and could be either static (in a fixed structure) or mobile (in key areas of the territory). In many territories, the One-Stop-Shop and its activities were implemented with the support of other NGOs, non-profit organisations, and stakeholders. This aspect of the action contributed to the development of a network of organisations that enabled the action to evolve from WP2 into WP3 Joint Community Actions.

The role of the Lead-Mentor as an expert in the field of migration seemed to be a common denominator in many of the experiences. The presence of the Mentors in some territories was not very frequent, mainly due to the turnover of volunteers, the large number of activities carried out in this work package or work-schedule conflicts. Therefore, the presence of at least one hired LM was needed to act as a coordinator and engage the volunteer LMs and Ms to participate as much as they possibly could. It was important for this aspect, to maintain constant communication with the group of LMs and Ms and promote constant engagement. Lead-Mentors and Mentors were asked to provide feedback in a diary log (see Appendix B) and share their experiences, interactions, and suggestions to allow the Lead-Mentor Coordinator to evaluate the progress of the activities.

Activities promoted through the One-Stop-Shop

Besides acting as a link to the resources and services available in each territory, several workshops and activities were conducted to promote interaction between the host community and TCNs. The activities were planned and organised by LMs with the support of the Ms. These activities aimed to help TCNs gain basic language skills, be proactive citizens and familiarise themselves with their new environment. Ultimately, these activities fostered a collaborative environment that enabled the project participants to work together in designing and implementing the joint community actions.

The activities had the scope to enhance the experience of adapting to a new environment by acquiring skills that would serve as valuable resources and promote social and cultural interaction, focusing especially on vulnerable groups. The activities aimed to improve knowledge regarding language, civil obligations in the host community, and getting familiar with the new environment and social/cultural events.

The One-Stop-Shop promoted the following workshops and activities:

- Social activities for vulnerable groups

- Language cafés
- Communicating in a new language workshop (See deliverable D26: Teacher’s diary)
- Being-a-Citizen workshops (See deliverable D27: Being-a-Citizen Workshop Report)
- Familiarising-with-the-Place Workshops (See deliverable D28: Familiarising-with-the-Place Workshop Report)

All the territories implemented such activities maintaining flexibility and adapting to the perceived needs of TCNs and the context. The topics from the activities included health, sports and hobbies, job search, education, art, culture, culinary arts, programming and coding, games and entertainment, child laboratories, and human rights, among others.

Where available, language instructors with the support of Lead-Mentors and Mentors provided A1 and A2 levels of the target language. In territories where it was not possible, creative language support activities allowed newly arrived migrants to access the labour market, educational opportunities, and day-to-day useful language. With Language Cafés or tandems, all the territories offered these informal activities that allowed newly arrived migrants to familiarise themselves with the target language or practice what was learnt in the classroom.

The workshops were implemented in all the territories with the guidance of Lead-Mentors and the support of Mentors. The topics varied according to the perceived needs of Third Country Nationals and the needs of the territory. The out-of-the-classroom learning approach allowed instructors to include Mentors in the experience improving the engagement and interaction between Third Country Nationals and the projects’ Mentors.

Actors involved in the Action and the Role of Lead-Mentors and Mentors

Two roles were developed to achieve the main goals of the DREAMM project. In all the experiences, Lead-Mentors and Mentors participated in the activities and events of the project. Their participation required maximum flexibility and adaptability considering that volunteers donate their time to the project.

Lead-Mentor Coordinator (hired staff from the partner organization)

- Professional with experience in migration and social integration
- Professional with experience in social animation
- Recruitment and training of Mentors
- Planning and implementation of activities and events with the support of volunteer Lead-Mentors, Mentors, and cultural mediators
- Social media and communication tools administrator and moderator

Lead-Mentor (volunteer with a professional background)

- A professional with consolidated experience in the field of migration and/or social sector
- Helps plan/organize and implement project activities
- A bridge between professionals and volunteers
- Orient and supervise DREAMM Mentors
- Share time and own competencies to build a more inclusive community, and engage in a new intercultural, equal, dynamic environment

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Mentor (volunteer with previous experience or civil member of the society)

- a person that will carry out social activities as a volunteer in the local community
- participates in the development and implementation of social activities with TCNs in their local communities under the guidance of DREAMM Lead-Mentors
- predisposition and willingness to engage in innovative relationships, to share their background and their skills for a mutual integration experience with TCNs, DREAMM Lead-Mentors and the whole local community

Third Country National

- a person who leaves a non-EU country or region to settle in an EU country
- refugees
- asylum seekers
- anyone who was not born in the target territory
- willing to become part of the DREAMM Mentor-Mentee community

NGOs/Non-Profit/Local Association

- local organizations or associations present in the territory
- willing to collaborate and unite forces
- better use of resources and sustainability
- becomes part of a network of realities working towards similar goals

Challenges and limitations

The Diverse Contexts of the Project

From the initial stages of the project, right in the middle of a pandemic, it became evident that the implementation of this WP demanded flexibility and adaptability. Not just due to restrictions related to the pandemic but because of the different contexts and environments in the participating countries of the partnership. It is important to highlight also the logistical differences in each territory that made each experience unique but extremely successful in terms of innovation. It was necessary to consider the migration phenomenon/realities in each country. Some countries received Third Country Nationals coming from war zones and some were seeking asylum due to the state of emergency in their countries of origin.

Political Context and the Pandemic

Partners expressed their concerns regarding their political context and bureaucratic processes. Such processes at times rendered it difficult to implement the action as hoped but all partners worked together to find solutions and by the end of the year 2022 most territories were able to implement the action. For example, in Malta, Covid 19 restrictions made it impossible for them to implement face-to-face One-Stop Shops, instead, social media was utilised to activate a virtual version of the One-Stop-Shop. Third Country Nationals were able to access orientation services safely and stay informed of future events that were conducted in their presence.

Lead-Mentor and Mentor Turnover

Literature often mentions volunteer turnover as an obstacle for projects like DREAMM. In many cases, it is recommended to have a volunteer coordinator that helps keep the volunteer groups engaged. In this case, the fact that in many territories the LM was a hired staff that guided the volunteer group was of much help. The number of activities conducted was plenty, so it required many hours of volunteer work. An aggravator was the pandemic. The DREAMM project started right before many restrictions were applied. In some territories there was a period of latency between the LM and M training, or the in-presence activities were initiated many months after the training. For this reason, it was not difficult to recruit trainees, but it was somewhat difficult to receive help from all the trainees during the activities and events. Another issue is that most LMs, being professionals, have full-time jobs which represents a challenge for them to participate in the events.

TCNs Involvement

Some partners expressed that in some cases the lack of commitment from Third Country Nationals represented an issue. In some cases, cultural differences represented a setback and in other territories, the lack of access to transportation, and living far from the headquarters represented a challenge. These are factors that in many cases were undertaken with creativity and flexibility. The use of social media and social applications represented a tool that is simple to use and that most people, including our beneficiaries, have and know to use.

The Local Experiences

AUSTRIA



Population: 8,711,770

Capital City: Vienna

Migration Statistic 2020:
11.6 per 1000 inhabitants
(Eurostat)



One-Stop-Shop Profile

One-Stop-Shop Name	“Leben in Österreich” (Living in Austria)
Openings	63
Number of hours per opening	4 hours
Modality (on-site/itinerant/online)	On-site at die Berater Headquarters
Target reached	Over 162 TCNs
TCN countries of origin	Syria, Afghanistan
Professional figure	Yes/Lead-Mentor with professional background in migration
Lead-Mentor	Yes
Mentor	Yes, when available
Primary Focus of the One-Stop-Shop	Counselling, providing information and hub to other DREAMM activities
Total number of trained LM	9
Total number of trained M	12
Number of Participants Language Courses	59
Number of Participants Workshop Being-a-Citizen	25
Number of Participants Workshop Familiarising-with-the-Place	18
Participation collaboration NGOS	No

Summary

The One-Stop-Shop in Austria was organised in one of the training centres of die Berater in the 2nd Viennese district, location “Handelskai”. Under the name “Leben in Österreich” (Living in Austria), the One-Stop Shop was organised primarily as an InfoPoint for TCNs and migrants to get basic information for relevant topics that will help them in their integration process, for example, housing, legal questions, labour market. The counselling offer was not intended to advise TCNs and migrants in detail, but to give them basic information on where to refer for more detailed information. This is important because in Austria official counselling offers are already settled by the government, especially regarding legal questions. Any additional counselling offer can therefore provide basic advice.

Given the fact that die Berater runs a lot of language and integration courses funded by national organisations such as the Austrian Integration Fund (ÖIF) and the Public Employment Service Austria (AMS), the One-Stop-Shop was a needed and appreciated additional service.

One-Stop-Shop Description

The counselling took place each Monday from 8 till 12 (initially Wednesday). Participants had to pre-register in a form that was provided on the side, each appointment had a duration of 30 min (in special cases longer) which participants could explain the issue and receive basic information. Most issues covered were questions regarding the legal status, access to the local labour market and housing services and various matters regarding education opportunities for themselves and their children.

The focus of the One-Stop-Shop was therefore on offering a first contact point for TCNs if they had a particular administrative and legal problem that affected their integration process. In addition to this, the responsible Lead-Mentor always promoted any available DREAMM activities such as workshops, language courses and social activities to create a link to the other DREAMM activities.

Thirty sessions were carried out for more than 130 participants participating in the local One-Stop-Shop. Most of the participants were immigrants mostly from Syria and Afghanistan, male, in the age range from 18 to 30.

Lead-Mentor and Mentor Role

The One-Stop-Shop was managed by one Lead-Mentor that was responsible for the implementation of the activity. He was part of the die Berater staff with experience in consulting activities for migrants and profound knowledge regarding the various aspects of the integration process. The LM was responsible for organising the pre-registration process, holding the sessions, and doing the basic documentation tasks for each participant. He also tried to involve Mentors, but this was mostly done by putting in contact with the person with the (Lead-)Mentor and other offers such as Social Events or other workshops. Due to full-time jobs, most of the Ms were unable to engage frequently and be present during the working hours of the One-Stop-Shop. The One-Stop-Shop was carried out by die Berater without further involvement of other NGOs, but the project overview was shared with local partners that support die Berater in other activities.

CYPRUS



Population: 1,205,575

Capital City: Nicosia

Migration Statistic 2020: 29.0 per 1000 inhabitants (Eurostat)



One-Stop-Shop Profile

One-Stop-Shop Title	Cyprus One-Stop-Shop for Migrants and Refugees
Openings	10 On-site, 1 Online, Ongoing Facebook Group
Number of hours per opening	2-6 hours
Modality (on-site/itinerant/online)	Itinerant in two central cities
Target reached	150 TCNs
TCN countries of origin	Syria and Afghanistan
Professional figure	Yes/ Lead-Mentors with professional background in migration
Lead-Mentor	Yes
Mentor	Yes, when available
Primary Focus of the One-Stop-Shop	Counselling, providing information, and hub to other DREAMM activities
Total number of trained LM	13
Total number of trained M	10
Number of Participants Language Courses	28
Number of Participants Workshop Being-a-Citizen	90
Number of Participants Workshop Familiarising-with-the-Place	75
Participation collaboration NGOS	Yes

Summary

The One-Stop-Shop was one of the first field activities implemented by the DREAMM volunteers in Cyprus. One-Stop-Shops served as key points of reference between newly arrived TCNs, the DREAMM team, relevant stakeholders, and the local community. At the One-Stop-Shops, newly arrived migrants and refugees could ask for information and receive practical help for various issues or challenges that they might face. Because of the complexity and the specific needs of each country, this activity has taken various forms: at the One-Stop-Shops organised in Cyprus, TCNs did not need to book an appointment and could attend whenever they felt the need to do so and receive information on the spot. In addition, the Cyprus One-Stop-Shop was delivered in a hybrid format with ten physical One-Stop-Shops and one version of an online One-Stop-Shop, delivered as a Facebook page operated by Lead-Mentors and Mentors (see the Online One-Stop-Shop: <https://www.facebook.com/dreammprojectCy>).

One-Stop-Shop Description

The physical One-Stop-Shop took place in central locations in the city of Nicosia and the city of Larnaka. Nicosia was chosen as the main city for the creation and establishment of the One-Stop-Shop since it is the capital of Cyprus and the city in which CIP is located. As a result, it was easier for CIP to facilitate the needs of the people who visited the One-Stop-Shops. Larnaka was chosen because of the network that CIP has established in the city as the regional coordinator of the “Building structures for intercultural integration in Cyprus” project which is part of the Council of Europe’s Division of Inclusion and Antidiscrimination - the Intercultural Cities Programme. Each physical One-Stop-Shop lasted between 2 to 6 hours and over 115 TCNs have been reached in total throughout its implementation.

The online version of the One-Stop-Shop has reached over 35 TCNs who have contacted the DREAMM team of volunteers through a Google form requesting information on the legal, educational, health and banking system of Cyprus.

Lead-Mentor and Mentor Role

DREAMM Lead-Mentors and Mentors have been crucial for the organisation, planning and operation of the Cyprus One-Stop-Shops. Their main responsibilities included planning each One-Stop-Shop and identifying the best locations to deliver it, sharing ideas for the event flyers, collecting the informative material, and monitoring the Online One-Stop-Shop.

Particularly, LMs were responsible to identify locations that could serve as potential One-Stop-Shops and contacting stakeholders accordingly. During the creation phase, LMs contacted NGOs and charities located in the centre of Nicosia, including KISA, Dignity Centre, and the Cyprus Refugee Council. However, due to the workload of these organisations and the limitations imposed by the covid-19 pandemic on the number of people that could operate within one place, it was not possible to host the Cyprus One-Stop-Shop at these organisations. The best-identified solution was to operate the One-Stop-Shop independently in central locations in the cities of Nicosia and Larnaka, while the DREAMM team cooperated with the organisations in other WP2 activities instead. Once the locations for the establishment of the One-Stop-Shop were identified by LMs and Ms. LMs were responsible to get the required permissions for the establishment of the One-Stop-Shops. As a result of this process, multiple One-Stop-Shops were delivered at different locations throughout the project (while simultaneously the online version of the One-Stop-Shop was operating).

GERMANY



Population: 80,722,792

Capital City: Berlin

Migration Statistic 2020: 8.8 per 1000 inhabitants (Eurostat)



One-Stop-Shop Profile

One-Stop-Shop Title	One-Stop-Shop
Openings	38
Number of hours per opening	4
Modality (on-site/itinerant/online)	On-site at Göttingen and Altwarmbüchen + WhatsApp Group
Target reached	85 TCNs
TCN countries of origin	Mostly Ukraine
Professional figure	Social Worker/2 Lead-Mentors
Lead-Mentor	Yes
Mentor	No
Primary Focus of the One-Stop-Shop	Counselling, providing information, and hub to other DREAMM activities
Total number of trained LM	10
Total number of trained M	15
Number of Participants Language Courses (aka language support in DE)	18
Number of Participants Workshop Being-a-Citizen	95
Number of Participants Workshop Familiarising-with-the-Place	52
Participation collaboration NGOS	Yes

Summary

Since it was planned to carry out our DREAMM project activities in three different locations—Göttingen (urban), Bad Karlshafen (rural) and Altwarmbüchen (suburban), the team of DREAMM LMs considered implementing One-Stop-Shops in each of these locations. In the initial meetings with local actors, however, it emerged that there were generally already similar services in place to meet the needs of newly arrived TCNs. Especially Göttingen and Altwarmbüchen had very well-developed systems of counselling and orientation for new arrivals, and the number of actual new arrivals in Bad Karlshafen was so low that a full-fledged One-Stop-Shop was considered unnecessary by local actors, who instead wished to directly begin implementing other DREAMM activities.

These factors, combined with the fact that it was extremely difficult to plan and implement face-to-face gatherings in 2020 and 2021 due to the COVID-19 pandemic, caused the delay in the implementation of the One-Stop-Shop while the staff tried to find a feasible, context-appropriate way to carry it out.

The situation changed suddenly when the Russian invasion of Ukraine in early 2022 led to a major influx of Ukrainian refugees to Germany. Especially in Altwarmbüchen, the existing refugee counselling and orientation structures were not sufficiently prepared for the challenges presented by so many newly arrived TCNs. Blinc acted very quickly in early March, teaming up with its local partner in Altwarmbüchen, Caspo e.V. to plan and implement a weekly One-Stop-Shop intended to provide counselling, orientation, and an introduction to the DREAMM project for newly-arrived refugees in Altwarmbüchen—the vast majority of whom arrived from Ukraine. Crucially, a social worker fluent in both Ukrainian and German was enlisted, together with a “second generation” LM for the DREAMM project. This social worker began leading the weekly One-Stop-Shop sessions together with another LM in Altwarmbüchen, with the first weekly meeting taking place on April 8th, 2022.

The DREAMM One-Stop-Shop in Altwarmbüchen has been an unqualified success. Newly arrived TCNs in Altwarmbüchen have found support in a wide variety of integration issues including housing, language courses, bureaucracy, social activities, recognition of academic qualifications, joining sports clubs, legal issues, family reunification and medical care.

One-Stop-Shop Description

The One-Stop-Shop was held in an office space belonging to Caspo e.V. The most requested service is counselling regarding topics like housing, education, language/integration courses, diploma recognition and help with German bureaucracy. Services were offered to any person seeking counselling on integration-related issues.

The One-Stop-Shop provided only information and referrals since this was the need that was expressed by nearly all visitors. DREAMM social activities were also offered in Altwarmbüchen and were advertised via the One-Stop-Shop but were not directly implemented as part of the One-Stop-Shop.

Lead-Mentor and Mentor Role

In general, during the experience in Germany, a strict differentiation between Lead-Mentors and Mentors was not found to be helpful. Not everyone who was a “professional” before DREAMM training took on a leadership/coordination role in the project and some of the people who took on leadership roles were

not previously professionals in the field of migration. In actual praxis, the people who had the time and skills necessary to play certain roles were the ones who played those roles, regardless of whether those people had initially been defined to be a Lead-Mentor or a Mentor. For the One-Stop-Shop, two Lead-Mentors were available for implementation and this was enough. On the other hand, the tour of the city was an idea planned and implemented entirely by a project Mentor, without the help of a Lead-Mentor.

GREECE



Population: 10,773,253

Capital City: Athens

Migration Statistic 2020: 7.9 per 1000 inhabitants (Eurostat)



One-Stop-Shop Profile

One-Stop-Shop Title	One-Stop-Shop
Openings	63
Number of hours per opening	2-6 hours
Modality (on-site/itinerant/online)	On-site
Target reached	134 TCNs
TCN countries of origin	Several countries from Africa, the Middle East, and Europe
Professional figure	Yes, psychologists, social workers, therapists, counsellors, social science students
Lead-Mentor	Yes
Mentor	Yes
Primary Focus of the One-Stop-Shop	Counselling, providing information, and hub to other DREAMM activities
Total number of trained LM	25
Total number of trained M	(same training for all)
Number of Participants Language Courses	10
Number of Participants Workshop Being-a-Citizen	13
Number of Participants Workshop Familiarising-with-the-Place	10
Participation collaboration NGOS	Yes

Summary

The IASIS DREAMM One-Stop-Shop team provided comprehensive services to 134 unique migrant beneficiaries from 27 countries in 63 event days during its entire working period (1st February 2022 to 31st August 2022). The final number of beneficiaries exceeded the initial target of the program of 125 beneficiaries by 9. Every beneficiary had 2 individual sessions, thus, 268 sessions were held. For some beneficiaries, language difficulties and personal problems meant they had to repeat the first session. The first session was introductory, where they got informed about the services of the One-Stop-Shop and were also introduced to the tool of the Personal Learning Coach which they had to fill out on their own either online or on paper for their convenience. The second session was the discussion of the results of the personal learning coach and how it can assist them later in their professional lives.

One-Stop-Shop Description

In terms of themes resulting from the individual sessions with the counsellor, during the whole period, 118 beneficiaries were guided towards language training and communication, although, 17 of the beneficiaries originally requested to learn about their labour rights only 8 were completed. Moreover, 3 were guided towards entrepreneurship, 4 wanted to learn about the city and 1 wanted to hone his photography skills.

Language training has been the highest reported number resulting from the sessions and the use of the *Personal Learning Coach Tool* external referrals so far and is mainly linked to the people's need in adapting to the city, especially now with the ease of preventive measures against Covid-19 and the return to physical presence for the provision of the One-Stop-Shop services. It should also be noted that during the entire reporting period (February – August) the number of people supported with individual counselling (use of the Personal Learning Coach Tool and discussion on the results to be guided towards a workshop) was hybridised, being both in person and online via the use of Social Media Applications. Online services were in high demand.

The One-Stop-Shop was originally open to receive beneficiaries 3 times per week for 4 hours during the afternoon. However, the reluctance of beneficiaries to arrive and seek help due to work, school, and personal issues, lead the team to adapt and have it open 6 days per week, Monday to Saturday from morning until the evening. Most of the requests of the beneficiaries were work-related and as such referred to collaborating organizations which had employability departments.

Lack of attendance and punctuality in their sessions were the two MAIN obstacles that had to be overcome. This is one of the main reasons why the periods between the first and the second sessions are so long. Most of the beneficiaries found jobs in the tourist field which officially started beginning of April and in some cases, they left the city, they had to conduct their second session once their contract was over. Others found part-time jobs but without a steady schedule and as such could not attend either.

In general, the workshops were homogenous in terms of language because we wanted them to be able to participate effectively. Three of the workshops were held for French speakers with the assistance of an interpreter and the other two were held in Ukrainian.

The One-Stop-Shop team got prepared and was able to respond to the urgent needs of this new coming population from Ukraine, including contacts with Ukrainian interpreters and collaboration with appropriate services and stakeholders such as organizations and the communities in Greece

In addition, a verbal satisfaction survey was conducted. After the finalization of the counselling services, the participants were asked about their level of satisfaction and future requests for support. The sample was defined to be representative, according to the target set at the project design face. The results indicate the participants are more than satisfied with the services conducted by the One-Stop-Shop and the general service providers and that it provides services that are relevant to the needs of the multitude of beneficiaries (different nationalities, ages, education levels, legal and marital status).

Lead-Mentor and Mentor Role

The team of One-Stop-Shop staff continued to actively present its services in local and national working groups and discussion forms to ensure that they are all well informed about the different activities, while also having the opportunity to raise issues of concern and identify solutions for the beneficiaries.

Finally, it enhanced the collaboration between the One-Stop-Shop and other civil society organizations during its acting period, further improving the operational efficiency of the program.

ITALY



Population: 62,007,540

Capital City: Rome

Migration Statistic 2020: 4.2 per 1000 inhabitants (Eurostat)

Population Perugia: 168,066

Population Naples: 2,186,853



PERUGIA

One-Stop-Shop Profile

One-Stop-Shop Title	One Roof Community Meetup
Openings	64 +
Number of hours per opening	1-3 hours
Modality (on-site/itinerant/online)	On-site, itinerant (City centre, city of Foligno), WhatsApp group
Target reached	100 TCNs
TCN countries of origin	Several countries from Africa, Asia, Europe, the Americas
Professional figure	Yes/ Lead-Mentors with professional background in migration
Lead-Mentor	Yes
Mentor	Yes
Primary Focus of the One-Stop-Shop	Community engagement, orientation, providing information, hub to other DREAMM activities
Total number of trained LM	12
Total number of trained M	21
Number of Participants Language Courses	27
Number of Participants Workshop Being-a-Citizen	50
Number of Participants Workshop Familiarising-with-the-Place	38
Participation collaboration NGOS	Yes

Summary

The One-Stop-Shop in Italy has been successful. First, it has built a small community of diverse people who stay connected and engaged with each other. Second, it has been useful to further develop the roles of Lead-Mentors and Mentors and the differences between them. Third, it has helped to build a network with other NGOs and associations already working in the region in the hope of better use of resources and sustainability. As the experience in Perugia was first, Naples could replicate the process by improving the areas that needed improvement with the knowledge gained in Perugia. In addition, the process that developed during this activity became the basis for work package 3 and implementing a Joint Community Action that, in our experience, was very effective.

Description of the One-Stop-Shop

The One-Stop-Shop (known as the One Roof Community Meetup in Italy) was implemented in February and November 2022. At least 100 Third Country Nationals received specific counselling and were oriented to specific services. About 80% of the participants newly arrived whereas the remaining 20% had been in the territory for 10 to 20 years. Overall, over 150 Third Country Nationals took part in the One Roof Community Meetups, social activities, language courses, language cafés, Being-a-Citizen and Familiarising-with-the-Place workshops and Joint Community Action altogether. altogether Community Meetup in Perugia hosted TCNs from over 30 countries around the world (Africa, America, Asia, and Europe).

One Roof Community meetups were open to the public every week between 1 to 2 times per week for one or two hours. In the Italian experience, it was necessary to have an LM coordinator that could help the other LMs organise and guide the meetings. This was especially helpful due to volunteer turnover and because of the number of activities scheduled for the project. In addition, delays because of the pandemic forced LMs and Ms to meet online or less frequently in the initial months of the project. It was challenging to bring everyone back on board since many months had passed between the training workshops and implementing the One-Stop-Shop. Another challenge was the availability of LMs because, being professionals, they all had jobs and responsibilities, leaving them with few hours to dedicate to volunteering. Regardless, for the second training session directed to volunteer Mentors, there were many participants and LMs were actively involved as trainers.

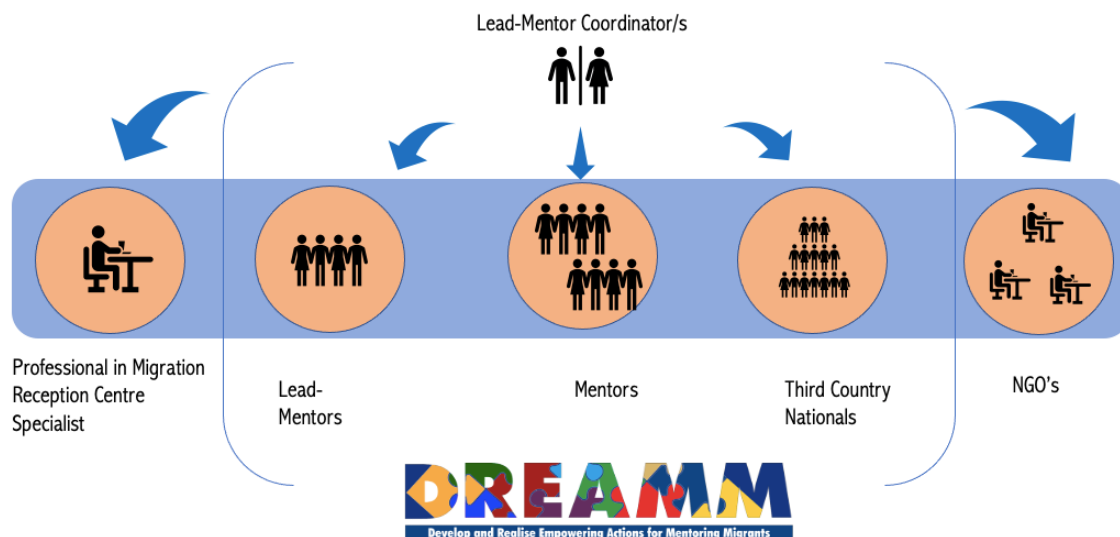
Each meeting of the One-Stop-Shop was structured following the One Roof Community Meetup guidelines document (See Appendix A), to ensure that the same quality of interaction was provided and to help LM and Ms gain experience in the field. The focus was socialization and getting to know each other, allowing everyone to participate in a safe environment that promoted integration and intercultural exchange. LMs and Ms with the support of cultural mediators introduced icebreakers that were culturally sensitive and that had integration as the main theme. The support of cultural mediators was of great assistance when dealing with large groups. Communication can become a challenge when participants are speaking several languages. General information and orientation regarding services available in the territory were offered via printed material, flyers, and WhatsApp. The basic needs form created to understand the perceived need of Third Country Nationals was only administered on a one-on-one basis with an LM, shadowed by a M. This methodology was fundamental due to privacy issues, out of respect for the participants and to avoid creating an environment in which some people would not want to participate.

Some of the meetings were held at the same time as workshops so that participants who lived further away or had transport problems could also take part. The activities were conducted with a lot of flexibility by LMs and Ms to accommodate the participants' schedules. This ensured participation and allowed participants to continue to meet and build friendships and networks. This approach made it possible to link the activities and workshops together and provide continuity. Three categories of participants were observed: Those who attended regularly, those who attended mainly for socialising and cultural/artistic events, and those who attended because they were seeking help for a specific need. However, it was also observed that some of the latter categories slowly started to participate more frequently and became more involved in the events and activities.

The participants formed a diverse and cooperative group and seemed to proactively network in autonomy. This could be partly due to the structure of the One Roof Community Meetup, which focused on participation, team building, autonomy, equality, and intercultural communication. Although they came from different countries around the world, they all went through the same journey when they arrived and integrated into Italy. Because of the diverse activities and events in cooperation with other NGOs and associations, the involvement of more members of the local community was made possible. The initiatives seemed to be well received and allowed for more constant participation.

Lead-Mentor and Mentor Role

The structure of the meetups was outlined in the One Roof Community Meetup Guidelines document so that Lead-Mentors and Mentors would know how to design and implement the activities. The One Roof Community Meetup experience helped define and clarify the following actors involved in the project and their importance:



- It is fundamental to point out that Lead-Mentors cannot replace the contribution of specialists and professionals from reception services in the field of migration
- Lead-Mentors act as a link between TCNs and reception services and migration specialists
- Communication between Specialists and reception services is fundamental for better use of resources

- Specialists solve technical and specific needs while allowing Lead-Mentors and Mentors to focus on the social, civil, and cultural dimensions of belonging to a new reality
- Hired Lead-Mentors were necessary to manage the large groups of LM/M volunteers and to avoid turnover, keep the volunteers engaged and promote a proactive attitude
- Utilizing WhatsApp and Telegram groups to keep LM and M communicated as well as having a group with TCNs seemed very effective to keep participants returning and participating in the activities
- Mentors are not just accompanying figures, they actively and proactively participate in the activities, engaging and developing relations with Third Country Nationals
- Lead-Mentors and mentors are the links between newly arrived migrants and other volunteer Lead-Mentors and Mentors.

NAPLES

One-Stop-Shop Profile

One-Stop-Shop Title	One Roof Community Meetup
Openings	63
Number of hours per opening	1-3 hours
Modality (on-site/itinerant/online)	On-site at CASA CIDIS, itinerant (city centre)
Target reached	117 TCNs
TCN countries of origin	Several countries from Africa, the Middle East, and Europe
Professional figure	Yes/ Lead-Mentors with professional background in migration
Lead-Mentor	Yes
Mentor	Yes
Primary Focus of the One-Stop-Shop	Community engagement, orientation, providing information, hub to other DREAMM activities
Total number of trained LM	13
Total number of trained M	12
Number of Participants Language Courses	25
Number of Participants Workshop Being-a-Citizen	14
Number of Participants Workshop Familiarising-with-the-Place	12
Participation collaboration NGOS	Yes

Summary

The One-Stop-Shop in Naples (known as One Roof Community Meetup in Italy) was a fundamental and central activity of the DREAMM project. Its importance lies in the participation of the Lead-Mentor and Mentor figures and in the development of a community of foreign citizens from different countries and backgrounds who identify with the path and goals of the DREAMM project. During the meetings, Ms, supported by LMs, were able to try out different activities (orientation about public and private social services in the region, group management, planning, organizing, and promoting new initiatives) and strengthen basic skills in dealing with others (listening, empathy, emotional intelligence, ability to motivate and engage). Mentor training was therefore strengthened in the field. The interaction and continuous dialogue between Ms and LMs have created a fertile ground for the realization of initiatives aimed at the active participation TCNs.

Besides strengthening the community and allowing volunteers to be agents of change, the One Roof Community Meetup experience became a process that allowed us to transition into the Joint Community Action activities with ease. Active participation and engagement from members of the local community

(academic and civil), local NGOs and associations, LMs, Ms, cultural mediators, and TCNs made it possible to analyse the context, and resources, and give birth to a sustainable idea to promote integration in the region.

Description of the One-Stop-Shop

The One-Stop-Shop in Naples was implemented beginning at the end of March 2022 and will be phased out at the end of January 2023. Following the indications and suggestions of operators carrying out the same activity in Umbria, the One Roof Community Meetup in Naples is not only a tool for orienting foreign citizens about the services of the area but also a catalyst for new encounters and positive relationships, as well as a place where project activities are organised to effectively respond to the aspirations of Third Country Nationals.

The number of Third Country Nationals who received specific counselling and were referred to the area's services was 117, 67 of whom are new to Italy, 27 arrived between 2015 and 2018, 18 between 2000 and 2015 and the remaining 5 before 2000. The actual number of TCNs who participated in the activities is even much higher. In total, more than 150 TCNs have participated in the One Roof Community Meetup, social activities, language cafés, familiarizing with place workshops, language courses and activities to build the social carnival (the latter are still ongoing for WP3).

The openings of the One Roof Community Meetup were very variable in the first six months, largely due to the availability of Mentors and their turnover, as well as the difficulty in recruiting new Mentors. The result was sporadic openings and no steady cadence. However, the Community Meetup provided an opportunity to evaluate and refine the role of LMs and Ms and allow them to build positive relationships with TCNs.

At the end of September, a very intensive and challenging work the Lead-Mentor Coordinator started to check the availability of Mentors and their interest in actively participating in the activities of the DREAMM project, to promote the project and involve new Mentors and finally to organise and plan the One Roof Community Meetup in a more structured way and with a frequency mutually agreed upon by LMs and Ms.

In this phase of the project, it was necessary to keep under control all DREAMM activities and to coordinate LMs and Ms in the meetings; therefore, the figure of the LM Coordinator was fundamental.

In October, eight One Roof Community Meetups (2 openings per week - 3 hours per opening) were held and during these meetings other project activities (1 social activity, 3 get-to-know-you workshops and 1 Being-a-Citizen workshop) were organised and promoted among the participants. In November, about 4 One Roof Community Meetups were held per week with a total of 21 meetings of 3 hours each, usually from Tuesday to Friday, with some exceptions.

To involve TCNs in the One Roof Community Meetups, the DREAMM group (LM and M) organised some thematic meetings called "Tell me about yourself", which have been very successful in promoting their active participation. The Friday afternoon thematic meetings entitled "Tell me about yourself" counted with the participation of the teacher and the students from the Italian language course (level A2). Their presence was very inspiring, both for the other participants and for LMs and Ms and helped to create a cohesive and welcoming DREAMM community. The Friday One Roof Community Meetups were added to the DREAMM agenda following the success of the October social activity run by LMs, Ms and TCNs during the One Roof Meetups. The Friday meetings were always accompanied by a cup of tea, helping to create a welcoming and family atmosphere.

In December, ten One Roof Communities Meetups were organised (about two per week for 3 hours each) and 3 of them were thematic One Roof with the main theme: playing through the body, getting to know the city's Christmas traditions, such as the Neapolitan raffle, and sharing expectations for the New Year, accompanied by a toast in the different languages of the participants. This last meeting was an opportunity to review the activities carried out in 2022 as part of the DREAMM project and to promote the meetings and workshops in January and February.

Lead-Mentor and Mentor Role

In the DREAMM project, Lead-Mentors and Mentors represent the driving force of the activities of the participatory process. Almost all LMs who participated in the DREAMM activities in Naples are experts in the field of immigration or have a professional background. They guaranteed a stable presence during the different initiatives carried out in the city, including the One Roof Community Meetup. Because of their experience and enhanced skills, they were able to accompany Mentors in their activities in a structured way, making recommendations and suggestions at different levels and monitoring the interventions. This was a very important opportunity for Mentors because they could experience on-site what they had learned in class and thus improve their experience.

In the first phase of the One Roof Community Meetup, the participation of volunteer LMs and Ms was irregular, which slowed down the development of the whole DREAMM machine. After this impasse, and in agreement with some LMs, the One Roof Community Meetup was structured and implemented in a more detailed and dedicated way to promote the specific skills of Ms. The guidelines document was an important tool in this phase, especially since it was already implemented and tested in Perugia.

In the last few months, activities were carried out very intensively, also to meet the needs and wishes of foreign citizens. The Mentors were able to build collaborative relationships with each other as well as with the LMs in a participatory environment, to promote the participation of Third Country Nationals at the individual and group levels to build a welcoming community.

MALTA

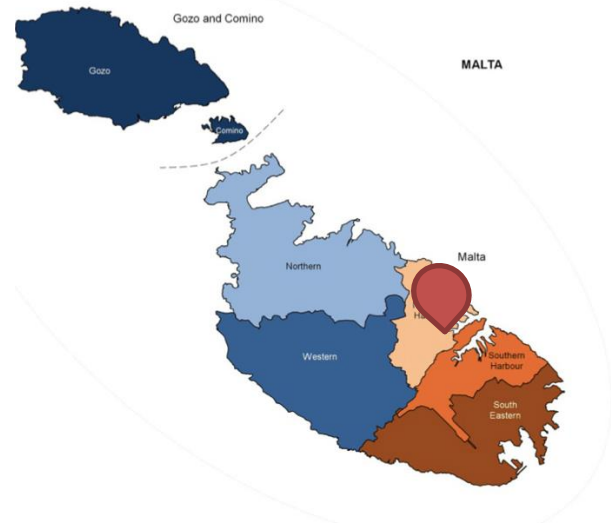


Population: 415,196

Capital City: Valletta

Migration Statistic 2020: 26.9 per 1000 inhabitants
(Eurostat)

MAP HERE



One-Stop-Shop Profile

One-Stop-Shop Title	DREAMM Migrant Information & Support Centre
Openings	1 per week/ every Thursday from 15:00 to 20:00
Number of hours per opening	5 hours
Modality (on-site/itinerant/online)	On-site at UM, online via Facebook, WhatsApp Group, direct contact within communities
Target reached	163 TCNs
TCN countries of origin	Mostly from Balkan countries, Sudan, Syria, and Libya with a few minorities from Egypt, Morocco, China, and the Philippines
Professional figure	5 including members within the University of Malta DREAMM team and engaged Lead-Mentors
Lead-Mentor	yes
Mentor	yes
Primary Focus of the One-Stop-Shop	Community engagement, orientation on bureaucratic process providing information, hub to other DREAMM activities
Total number of trained LM	10
Total number of trained M	11
Number of Participants Language Courses	69 (update if necessary)
Number of Participants Workshop Being-a-Citizen	7
Number of Participants Workshop Familiarising-with-the-Place	8
Participation collaboration NGOS	Yes

Summary

One-Stop-Shops linked to customer support typically bring together all the administrative components of a process under one roof, allowing the customer to avoid moving between buildings in different parts of the city. The Maltese DREAMM One-Stop-Shop, under the name Migrant Information & Support Centre, DREAMM Malta started as a centre offering information about all local services related to migration. But the services provided through our local One-Stop-Shop do not end at a purely administrative level since, besides offering support to newly arrived migrants in Malta with the acquisition of basic needs related to documentation, health, employment, housing, education, and legal aid, it also allows them to mix and mingle via the different activities and actions organised in the DREAMM project. Finally, the Migrant Information & Support Centre, DREAMM Malta, serves as a meeting place where Lead-Mentors and Mentors can meet to plan, help with the organisation of workshops and events, share good mentoring practices gained during the facilitation process, a voice out concerns, and find solutions to common problems among themselves.

One-Stop-Shop Description

The Migrant Information & Support Centre, DREAMM Malta has three dimensions; their combination helps it operate fully. Because of Covid-19 restrictions during the past two years, newly arrived migrants could not easily access our physical One-Stop-Shop. Still, they continued to ask for support. For this reason, upon the One-Stop-Shop's inception, the UoM DREAMM team gave a virtual dimension to the Migrant Information & Support Centre, DREAMM Malta, by creating a Facebook Page and a WhatsApp DREAMM LMs and Ms group. The Migrant Information & Support Centre, DREAMM Malta's Facebook page, serves as a virtual space where mentees can make appointments with various Mentors and become informed of training, workshops, and activities they can participate in through advertised events. The WhatsApp group serves as a quick, communicative link to DREAMM LMs and Ms to inform them about mentees' requests and face-to-face and online meetings. It is also their private virtual space where they can communicate and discuss issues of immediate importance and coordinate virtual appointments with specific mentees and activities in migrant communities.

The physical dimension of the Migrant Information & Support Centre, DREAMM Malta, comes from a fixed office at the University of Malta's Msida campus. It opened on the 11th of November, serving as the mentee's first point of contact, where they approach the operator, who can then direct them to a specific Mentor for help. It is open every Thursday from 15:00 to 20:00. During the opening hours, available DREAMM Mentors meet with the newly arrived migrants to discuss and sort out matters that require face-to-face support.

The third dimension of the Migrant Information & Support Centre, DREAMM Malta, is mobile. The UoM DREAMM team soon realised that they caused a portable dimension to the local One-Stop-Shop to reach out to further migrants within the various communities. This mobile version of the Migrant Information & Support Centre, DREAMM Malta, is a more flexible and direct approach to encountering mentees and offering them the necessary support onsite by Mentors who are already providing service in Migrant Reception Centres or LMs who are currently already acting as Cultural Mediators and Community Liaison Persons in their immediate communities. This dimension is a quick and more humane way to advertise DREAMM and attract mentees.

The simultaneous effective coordination of these three dimensions means that the Migrant Information & Support Centre, DREAMM Malta, is reaching out to and supporting newly arrived migrants daily rather than just once per week.

The DREAMM Migrant Information & Support Centre, DREAMM Malta, provides two different sets of services. The first set includes bureaucratic services related to support in applying for or renewing personal documentation, applying for housing, seeking employment, enrolling in education, and training, seeking healthcare advice, opening banking accounts, and seeking legal advice. The second set is linked to social actions and activities that help migrants acclimate to their new living environment and start forming bonds with the local people. Advertised social actions and activities include language courses and cafes, cultural excursions, social workshops, intercultural awareness, and socialisation events.

By the end of October 2022, we have received 163 applications for different services, with 65% of these related to language courses, 20% related to application or renewal of personal documentation, 18% about social interaction, 13% about different employment issues, and 3% related to health and legal issues. Most applicants were females, with their medium age being 40 years old. After receiving an application, the applicant is paired with one of our DREAMM Mentors. The Mentor then contacts the newly arrived migrant via email or telephone, books an appointment, and offers help and guidance to overcome the identified area of difficulty.

The Migrant Information & Support Centre, DREAMM Malta, served as the platform to advertise:

- four cycles of language courses in Maltese at both A1 and A2 levels; another extended cycle in English which combined A1 and A2 levels, was directly agreed upon with the Sudanese Community Liaison Persons
- language café sessions: these were then coordinated by the Mentor, who shouldered the responsibility of the upkeep of the language café according to appointments made with language courses participants who expressed the desire to have a peer tutor with whom to continue practising vocabulary and skills learned, or learn yet another language aspect used in everyday communication but not explored during given language courses
- the 8 “Being-a-Citizen” workshops
- the 5 “Familiarise with the Place” workshops

The 12 workshops for vulnerable migrant groups targeted focused migrant sections and were advertised through the channels of the host organisations rather than the Migrant Information & Support Centre, DREAMM Malta.

Participants in language courses and language cafes were all Third Country Nationals of mixed nationalities from all over the globe. They were 26 males and 43 females, and their medium age was the mid-30s. Migrants who participated in the “Being-a-Citizen” and “Familiarise with the Place” workshops too were mostly females in their early 40s. They came from Balkan countries like Serbia and Macedonia or Muslim countries like Sudan, Syria, and Libya.

The whole team behind the Migrant Information & Support Centre, DREAMM Malta, was and still is in constant contact with local NGOs involved in the field of migration and individuals within various governmental institutions and organisations without whose help several workshops could not take place. Their aid is still needed to see it come to fruition, pending future DREAMM actions and activities. The latest

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additions to our contact list are migrants who have completed the Cultural Mediator programme offered at the University of Malta and have joined our team to help us further with translation issues, especially during workshops. Then, a small group of Local Councils seemed interested in supporting DREAMM's ideals and proposal during meetings; without whose permission, joint community actions cannot occur.

Lead-Mentor and Mentor Role

The office allows DREAMM Lead-Mentors and Mentors to organise small group activities aimed at helping newly arrived migrants make new friends, discuss common problematic issues, practise language, etc. They can also use the space to meet with other DREAMM Ms and LMs, brainstorm, and co-create action plans for activities that will assist migrants in integrating more into the community, contributing to it, demonstrating their worth, and celebrating achievements. Mentors who are already providing service in Migrant Reception Centres or LMs who are currently already acting as Cultural Mediators were extremely beneficial to the project. Specific DREAMM LMs and Ms still played a key role in the workshops since they designed and implemented many of them. Others played a minor role, attending the sessions wherever possible to help presenters and participants alike were needed during the workshops.

Conclusion

The Work Package 2 action phase was experienced by most territories as a process to move towards the Joint Community Action. It also served as a practical experience to better understand and shape the different roles of LMs /Ms, which in turn contributed to the creation of the DREAMM toolkits. Using the One-Stop-Shop approach and having all services under one umbrella helped participants to access multiple dimensions of the project from the beginning while connecting and interacting with all DREAMM Mentors. This was also important because travel and accessibility are in many cases the reason for non-participation and drop-out from the project.

In line with the International Organization of Migration's (IOM) definition of integration as "a dynamic and multi-directional process that involves the mutual adaptation of migrants and the host society," DREAMM's approach was dynamic, multi-dimensional and multidirectional, flexible, and adaptable. The focus was set on social interaction and cultural exchange to foster an aspect that is often overlooked in reception centres, not out of neglect but because of the pressing nature of the bureaucratic work, they must perform.

Feedback from partners shows that the One-Stop-Shop is a necessary and valued additional service alongside the work of the reception centres. It is important to understand that the aim of DREAMM is not to replace the reception services but to provide additional assistance, focusing on the social aspect of the action and the successful integration of Third Country Nationals, not as foreigners but as new citizens of the host society. Most importantly, the involvement of civil members of the community was crucial to the social aspect. Allowing Third Country Nationals to engage interact and familiarise themselves with the new environment.

It is important to note that during the action, many partners decided to hire professional staff as Lead-Mentors or invite experienced staff to participate in the Lead-Mentor training. This LM coordinator figure became fundamental for the implementation of the action, not only because they oversaw and guide the volunteer group, but because LMs were mostly professionals making them the volunteers with the least number of free hours to dedicate to the project. Despite the schedule conflicts, having an LM figure in the project was much appreciated by the Mentors, as they expressed. They had a person to turn to that could teach them and guide them during the whole process. Mentors progressively gained confidence and became more proactive and independent which was at the core of the DREAMM project, empowering volunteers to become agents of change, by holding a responsibility towards the local community and Third Country Nationals. With the proposed tools from the DREAMM project, we aim to supplement the contribution of reception centres by focusing on the social dimension which is also necessary for successfully integrating into a new reality.

Accomplished Objectives of the Action

- Hub to other services already present in the territory as an enhancing service
- Implementation of new services with the contribution of local communities facilitating the social orientation of TCNs
- Increased number of local community members involved in activities designed to support TCNs' integration

- Awareness raising among the European Population regarding the problems of social integration of TCNs and what they can do about it.
- Enhanced intercultural skills and improved knowledge of how to support the social orientation of TCNs
- Community-based response to TCN needs in several dimensions
- Values and principles centred on the social aspect to promote integration
- Migrants as newly arrived citizens of a community, not foreigners
- Improved newly arrived competence regarding access to basic services
- Improved language and communication skills of TCNs
- Enhanced TCNs' knowledge of the local artistic and cultural heritage, customs, and habits of the new environment
- Enhanced TCNs' knowledge of the local welfare system
- Promoted exchanges and interactions between the receiving society and TCNs
- Strengthen the offer of services to vulnerable TCNs as women and refugees
- Strengthen social, personal, and intercultural skills of volunteers and newly arrived TCNs
- Improved knowledge on how to support the social orientation of newly arrived TCNs, involving the local community
- Awareness of how the facilitation of interactions between the local community and TCNs helps social integration

Recommendations

1. Special focus on the social dimension in the path for migrant integration and supplementary to basic reception services

The DREAMM project had specific objectives oriented toward developing activities involving the local community that would facilitate the social orientation of newly arrived TCNs. This was possible by enlarging migrants' networks, supporting, and orienting them without losing focus on the social aspect. Though information and basic services are necessary and important, not putting a value on the social and civil aspects of living in a new community may have long-term consequences such as segregation and social separation, and this is extensively supported in the literature (Tintori et al., 2018).

2. Lead-Mentor Coordinator/s hired staff to guide the group of volunteers and liaison between Third Country Nationals and reception services and migration specialists

The number of activities and volunteer hours needed in this project was challenging for all the territories. It would have been impossible to accomplish the action without having Lead-Mentors as staff to manage both the implementation of the activities and the group of volunteers.

3. Preserving a range of activities that span from citizenship to Familiarising-with-the-Place, and from language communication to social activities

Combining the activities seemed to be the best course of action without sacrificing the dimensions of the workshops (Being-a-Citizen, Familiarising-with-the-Place, and communicating in a new language) which is fundamental for a person to successfully integrate into a new environment. The One-Stop-Shop approach to

connecting all activities from WP2, and interconnecting the activities seemed to attract more people and increase continuous attendance.

4. Foster mutual interaction between the group of Mentors and TCNs

Seeing familiar faces (LMs and Ms) and participating together in the activities represents another dimension fundamental to fostering emotional integration. Developing or enhancing the way TCNs perceive themselves as members of society and identify themselves as members of the country they now live in. Social support has proven to be beneficial not only in the field of migration but in many aspects of human development (Becker, 2022). In sum, fostering mutual interactions from the beginning, with a group of individuals that participate frequently on an equal level is extremely beneficial to the purposes of a project such as DREAMM.

5. Implement the Orientation and Action Phase Involving the Local Community as the process that leads towards the Joint Community Action

Contemplating and implementing WP2 as a process that leads to the Joint Community Action also proved to be effective. By the time the activities of WP3 started, the DREAMM community seemed to have consolidated and increased participation from not only migrants but NGOs and associations as well as civil members of the community. This also reinforced the collective desire for sustainability and utilizing resources more efficiently.

6. Utilise the DREAMM approach and toolkits with flexibility and adaptability without compromising the DREAMM pillars and domains

During the process of the One-Stop-Shop, all territories worked with flexibility and adapted to the diverse contexts but without sacrificing the three pillars of communication, migration, and facilitation nor the five domains of skills and competencies that the project aimed to enhance (intercultural communication, team building, participation, autonomy, equality). This is true for all the beneficiaries of the project LMs, Ms, TCNs and other figures such as cultural mediators and collaborating NGOs or associations.

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Appendix A



Grant Agreement number: 957882

DREAMM — AMIF-2019-AG-CALL

One Roof Community Meetup Guidelines

“New ways of bringing together
newly arrived Third Country Nationals
and local communities”

By Luciana P. Salmi, Laura Panella

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One Roof Community Meetup Guidelines

Brief Introduction to DREAMM

DREAMM stands for “Develop and Realise Empowering Actions for Mentoring Migrants.” The core of the project is to develop and implement novel ways of bringing together newly arrived migrants and members of the community. Integrating newly arrived migrants from outside the European Union and local communities currently represents a challenge for the EU. Eight organizations from Austria (die Berater), Cyprus (Citizens in Power), Germany (blinc), Greece (IASIS), Italy (UNIPG, CIDIS, Key & Key Communications) and Malta (University of Malta) with different field migration expertise, operate together to experiment a community action.

The project intends to reach a better mutual understanding of values and behaviours, foster a sense of belonging to a community, and mitigate stereotypes, discrimination, xenophobia, and racism, as well as ease access to local services to newly arrived migrants through the support of an inclusive community network. One powerful tool for local development and social change has proven to be volunteering. However, to become an effective and structured practice, volunteering needs management and professional skills that are still unclear, informal, and poorly used in the migration field. With the help of professionals and volunteers, DREAMM promotes peer-to-peer learning events and social activities. To do this, a dedicated orientation and integration service is implemented, the One Roof Community Meetup.

Actors of the DREAMM Community

Migrant: Any person who leaves a non-EU country or region to settle in an EU country; refugees, asylum seekers, or anyone who was not born in the territory, also known as Third Country National, willing to become part of the Mentor-Mentee community.

DREAMM Lead-Mentor: A professional with experience in migration and/or volunteering acting as a bridge between migrants and volunteers willing to orient and supervise DREAMM Mentors that have also completed our Lead-Mentor four-day course. The Lead-Mentor course covers several aspects regarding intercultural communication within the migration context, communication barriers in the local context, facilitation, team building and integration and the use of Let Me Learn as a tool to evaluate competence and skills and Level5 tools to ensure that the workshops are effective and beneficial to the purposes of the project.

DREAMM Mentor: Anyone with a strong predisposition and willingness to engage in innovative relationships and, share background and skills in the interest of the community to promote inclusion. DREAMM Mentors participate in the development and implementation of social activities with migrants under the guidance of DREAMM Lead-Mentors. All mentors will participate in ongoing training for the duration of the project.

NGOs, Non-Profits, and local associations: Associations and organizations present in the territory willing to collaborate and work together for sustainability and better use of resources.

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One-Stop-Shop in Italy: One Roof Community Meetup

Summary

Utilizing a **one-stop-shop** model, the community meetup will serve as a community builder by providing migrants present in the territory and members of the community a space to interact and develop meaningful relations. It will also serve as an information hub providing migrants with practical information and orientation to access the services and resources available, all under one roof. To avoid confusion regarding the name of the event, given that one-stop-shop is a term widely spread and utilised, it became known as the One Roof Community Meetup. The meetup will be structured and organised to achieve the specific goals of the DREAMM project allowing migrants to face-to-face with the DREAMM Mentors and Lead-Mentors with the starting point of building a network.

Specific Aims

- Provide migrants with w network within their new community
- Promote territorial integration
- Provide practical information about territorial services
- Orientation services
- Provide cultural language mediation service
- Inform migrants about their rights and duties in the national and local context

Actions

- Targeted joint community actions consisting of social connection and cohesion
- Providing Information and available resources
- Orientation, Guidance, and Learning events
- Providing a space for intercultural exchange

Technical information

- 1 or 2 “One-Stop-Shop” per territory. static or itinerant
- Open 1-2 Days a week

Main Aspects of the Meetup

1. Social Activities

The first goal of the One Stop Shop, in Italy known as the One Roof Community Meetup, is to provide newly arrived migrants and members of the community a safe space to interact and establish meaningful relationships. The final beneficiaries can engage with DREAMM Lead-Mentors and Mentors to promote diversity and equality in all activities and events. In each activity or event, participants (newly arrived migrants, Lead-Mentors, Mentors, cultural mediators, representatives of other non-profits or NGOs, and migrants already present in the territory) can engage with no evident hierarchies in place to maintain equality and diversity.

2. Orientation and Information Diffusion

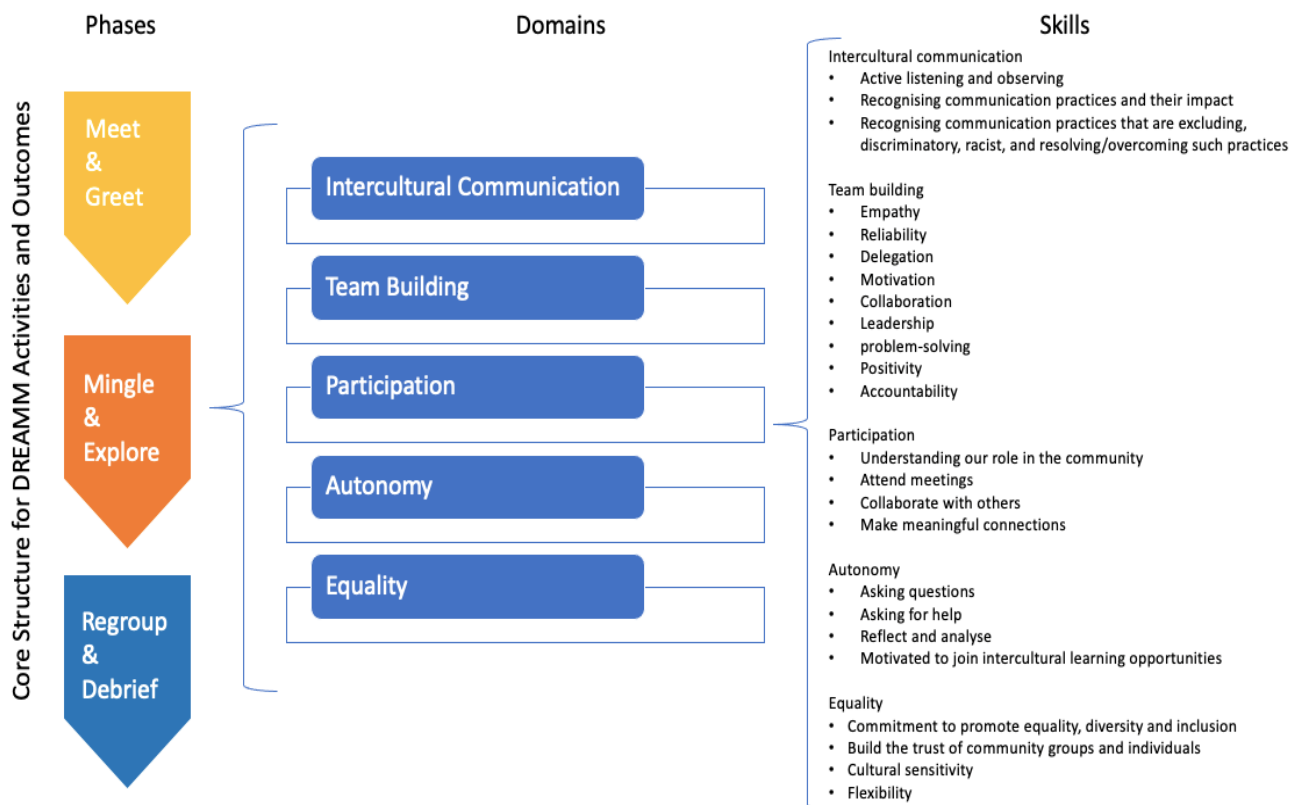
The second goal will be to provide newly arrived migrants with information regarding available resources to access public and private services (health, housing, education) as well as orientation, training, and language mediation.

3. Non-Research Data Collection, Monitoring and Evaluation of the action

The third goal of the meetup will be to assess the newly arrived immigrant's perceived needs and priorities as well as the effectiveness of the project and its interventions. DREAMM Lead-Mentors and mentors will gather their experiences and anecdotes in specific diaries (Log diaries) that will help document interactions and experiences. Participants will also provide personal data, access professional services already in place in the territory and even could become Mentors and Lead-Mentors themselves. All data were collected with previous consent and following ethical guidelines.

One Roof Community Meetup and its Principles

When designing the activities for the One Roof Community Meetup we make it a priority to focus on the social aspect of the project while promoting the development or enhancement of the following competencies or skills that fall under five domains: Intercultural Communication, Team Building, Participation, Autonomy and Equality. Such domains should translate in all the phases of the One Roof Community Meetup activities and events and are crucial to facilitate integration and enhance the role of the DREAMM Lead-Mentors and Mentors.



The Three Phases of a Meetup

Meet and Greet

This is the focus of every DREAMM activity. The social aspect is fundamental to allow our participants to be introduced to the project and get to know Lead-Mentors and Mentors. This is the opportunity to start developing relationships and creating networks. After allowing everyone to meet and introduce themselves the icebreaker activities can be implemented.

Example: To enhance the experience of getting to know each other, set up on a projector google maps. Each participant should talk about their country of origin, and it can be shown on the map. This way they can show the group where their country is located and explain one thing that they love about their birth country and culture.

- Welcome the participants with welcome materials/packages and prepare name tags.
- Start with the introduction activity and allow all participants of the group to introduce themselves.
- Explain to the group the common goal and intention of the activities.
- After introductions are finished start with icebreakers and integration activities
- ****To follow the pandemic guidelines and avoid crowding, whenever facing larger groups participants should be organised into smaller, manageable groups with volunteers and migrants and guided to their assigned space/seat. Lead-Mentors should ensure that groups consist of at least one Lead-Mentor, two to four Mentors and a diverse group of migrants. One-on-one meetings are highly encouraged between a Lead-Mentor and the newly arrived migrant.**

****The activities of the One Roof Community Meetup were implemented during the Covid 19 Pandemic. Certain restrictions and guidelines were applied.**

Key Points

- Explain the common goals of the group experience (communication).
- Everyone in the group is given a chance to speak (equality).
- Activities should allow everyone to participate and collaborate (team building).
- Lead-Mentors should participate in all activities and only intervene as a mediator figure when needed (autonomy).
- Allow Mentors to develop their skills and participate and allow them to engage with participants of the meetup (participation).

Mingle and Explore

During this phase, we allow participants to get to know each other, share stories, ask questions, and tell their stories. This should be a time of engagement. Lead-Mentors and Mentors can ensure that everyone participates, is listening, and may share in an environment of intercultural exchange and dialogue.

- All Volunteers and participants should be seated together to ensure that everyone can see each other

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- To prevent miscommunication and misunderstanding Lead-Mentors should facilitate the communication process
- When cultural mediators are present, allow them to participate as members of the group
- Lead-Mentors should guide and orient participants to the array of resources available so they can explore according to their needs and expectations. Explain the communication channels such as Telegram, Facebook and the DREAMM platform they can use to maintain open communication and stay in touch with the DREAMM network.
- Invite participants to explore and seek information according to their needs and what they are looking for.

Key Points

- The objectives and Goals of the project should be explained with clarity.
- Workshops and resources should be introduced.
- Introduce the communication pathways such as the Telegram Channel and how to be part of the network.
- Explain volunteering and mentoring opportunities.

NOTE: It is not the most appropriate situation for a one-on-one, we can start providing information and resources.

Regroup and Debrief

At the end of the One Roof Community Meetup

After everyone explored the resources start the debriefing process to ensure that everyone leaves with enough resources and a clear idea of the communication channels and encourage them to ask questions and re-explain if and as needed. This is the moment for the one-to-one introduction of the “Basic Needs Assessment” questionnaire (See Appendix A). Lead-Mentors should allow mentors to shadow them while introducing the questionnaire to the final beneficiaries of the project. It is paramount to explain the privacy consent before utilizing the questionnaire. If the participant refuses to sign, you can skip the questionnaire and direct the participant to the service that fits their requests or perceived needs best.

If participants express a desire to participate in the WhatsApp or Telegram group, you can add them and explain the basic rules of participation to the group:

- Use an inclusive language
- Share only opportune materials (avoid political commentary, respect different cultural elements, and not sent offensive messages...)
- Share messages/content regarding intercultural themes
- Respect the privacy and opinion of all participants

After the One Roof Community Meetup

This is a moment to allow Lead-Mentors and Mentors to discuss the outcomes of the meetup. All DREAMM volunteers will have access to the Diary Log document to provide their feedback and reflections. The diary log will be available in print or digital via email or text. (See Appendix B)

The DREAMM Lead-Mentor and Mentor Responsibilities

As a volunteer-driven project, your participation requires maximum flexibility and adaptability. We value your time and appreciate your willingness to work with migrant populations and hope that together we can achieve the dream of a more inclusive community.

Two roles were developed to achieve the main goals of the DREAMM project. Each role is important for a successful outcome. Here are the descriptions of each role and why is important that both figures contribute and collaborate in this project.

The Lead-Mentor

- Professional with experience in the field of migration and/or social sector, human sciences, or education
- Helps plan/organise and implement project activities
- Represents a bridge between professionals in the field of migration and volunteers
- Prepares, orient and supervises DREAMM Mentors
- Willing to share time and competencies to build a more inclusive community, and engage in a new intercultural, equal, dynamic environment
- Administrates the Telegram and WhatsApp groups
- Observes and reflect on the Diary Log after events, activities, or interactions with the beneficiaries of the project

The Mentor

- A person that will carry out social activities as a volunteer in the local community
- Participates in the development and implementation of social activities with TCNs in their local communities under the guidance of DREAMM Lead-Mentors
- Predisposed and willing to engage in innovative relationships, to share their background and their skills for a mutual integration experience with TCNs, DREAMM Lead-Mentors and the whole local community
- Observes and reflect on the Diary Log after events, activities, or interactions with the beneficiaries of the project
- Works together with Lead-Mentors to acquire or enhance skills

Closing Statement

In sum, the One Roof Community Meetup is both an experience and a process with the final objective of bringing together newly arrived migrants and members of the community. The project intends to reach a better mutual understanding's values and behaviours, foster a sense of belonging to a community and mitigate stereotypes, discrimination, xenophobia, and racism, as well as ease access to local services to newly arrived migrants through the support of an inclusive community network.

This document aims to provide guidance in the development and implementation of the actual One-Stop-Shop (known as One Roof Community Meetup in Perugia) as well as the DREAMM activities for work packages 2 and 3. Behind the methodology, a flexible approach allows adapting to the various activities of the project and promotes an open learning environment that adapts to the context and the situation. This is an additional resource to the VAI Manual and the printed material from the DREAMM training you attended.

The use of social media and communication channels such as WhatsApp and Telegram are a tool that will allow all participants of the project to have an open communication channel, receive updates and news regarding the project activities and events or any relevant material that promotes inclusion, equality, and access to services.

Appendix A



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DREAMM — AMIF-2019-AG-CALL

DIARIO DI BORDO – DIARY LOG DREAMM Lead-Mentor

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In the following part, select only one answer per question/statement.

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
1. Did the activity promote a welcoming environment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Did the environment allow participants to build social connections?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Did the activity encourage inclusive interactions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Did the activity encourage mutual appreciation of each other's cultural backgrounds and origins?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Did all participants express themselves?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Did the activity provide participants with a safe environment to speak about personal experiences and stories?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Were DREAMM Mentors helpful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Participants could participate with no barriers or obstacles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Participants seeking information received help/resources to cover such needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



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DREAMM — AMIF-2019-AG-CALL

DIARIO DI BORDO – DIARY DREAMM Mentor

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DIARIO DI BORDO - DREAMM MENTOR DIARY

The diary collects information from the activities, workshops and actions implemented in the DREAMM project "Develop and Realise Empowering Actions for Mentoring Migrants" with migrant newcomers and the local population of the territory of _____. The goal is to document the experience and start a process of reflection and documentation. This diary is a support tool for mentors that aims to achieve the project objectives.

To document the activities in which you participated, please use the following format:

1. A short story/description of the event or activity and any situation you consider relevant during a workshop, a One Roof Community Meetup, or a social/artistic/cultural event.
2. A reflection based on your experience: what do you think was effective or what could be improved?


Date (dd/mm/yyyy):

Event:

1. Brief description/story

2. Reflection of the experience.

Appendix B



Personal Information and Basic Needs Survey

Data/Date: _____

Nome (name) e Cognome (last name): _____

Telefono (phone): _____

Email: _____

Preferisci essere contattato telefonicamente o via email (would you prefer to be contacted by phone or email?)

Phone Email

Il tuo quartiere (your neighborhood): _____




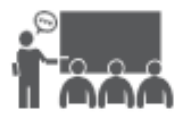




Data di nascita (birth date) : _____


Luogo di nascita (place of birth): _____

Lingua preferita (preferred language): _____

Data di arrivo in Italia (Approximate date of arrival in Italy): _____

Quali sono i tuoi bisogni? Ordina da 1 a 8, dal più importante al meno urgente. What are your needs? Order from 1 to 8, 1 being the most important and 8 the least urgent.

 DOCUMENTI <input type="checkbox"/> Documents	 SALUTE <input type="checkbox"/> Health	 LAVORO <input type="checkbox"/> Job	 LINGUA ITALIANA <input type="checkbox"/> Italian Language
 ALLOGGIO <input type="checkbox"/> Housing	 FORMAZIONE <input type="checkbox"/> Skills Training	 SOCIALIZZAZIONE <input type="checkbox"/> Social Events	 ALTRO <input type="checkbox"/> Other _____ _____ _____



PLEASE NOTE (NOTA BENE): Request authorization for data processing (Richiedere l'autorizzazione al trattamento dei dati)

Date data (dd/mm/yyyy) _____ Signature (firma utente) _____

Agent/representative's signature (firma rappresentante o agente) _____

ACKNOWLEDGMENT OF THE INFORMATION AND CONSENT TO THE TREATMENT

Except as expressly provided for in the text of the mandatory information regarding the protection of personal data, which with your signature declares to have received, read, and understood, even in extended form, Cidis Onlus, as Data Controller, pursuant to articles. 13 and 14 of the GDPR, informs you, in summary form, that the data provided or collected by the Data Controller, also through Managers and / or Joint Controllers, or drawn from public registers, of a personal, particular nature and relating to criminal convictions, crimes and measures security, collected with the compilation of this form, will be processed exclusively for purposes connected and instrumental to the provision of the Services requested on the basis of Articles 6 lett. a) b) c) e) and f), 9 lett. a) g) and f) and 10 of the Gen. Reg. 679 and 27 April 2016 (hereinafter GDPR) and of the articles 2 sexies and 2 octies of Legislative Decree 196/2003. Personal data, anonymously, will also be processed for statistical and market research purposes to improve the Services offered by Cidis Onlus. At any time, you can exercise the rights referred to in Articles. 15 and following of the GDPR by contacting the Data Controller directly via the email address privacy@cidisonlus.org.

I, the undersigned, _____ committing myself to communicate to the Data Controller, or to collaborate with the latter to update the data that may be subject to changes or corrections over time, I declare that I have received, read and understood the information, and

- I express I do not express my consent to the processing and communication to the subjects indicated in point VI.1 n. 4) of the information on my personal data relating to criminal convictions, crimes and security measures, within the limits and for the purposes specified in the information. - N.B. - In the absence of consent, the Data Controller will not be able to provide the requested Services.

- I express I do not express my consent to the communication of the particular categories of personal data concerning me to the subjects indicated in point VI.1 n. 4) of the information (e.g.: public and private bodies, financiers, contractors, lead organizations). - N.B. - In the absence of consent, the Data Controller will not be able to provide the requested Services.

- I express I do not express my consent to the use of web platforms for meetings, webinars and remote collaboration N.B. - In the absence of consent, the Data Controller will not be able to provide the requested Services if provided online –

(Optional) I express I do not express my consent in relation to the use of my image in the context of audio / video recordings for the disclosure, promotional and information purposes described in the information. In the absence of consent, the Data Controller will not be able to provide the requested Services. For those who use online services.

Signature and date (dd/mm/yyyy) Firma e data _____

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<https://www.oecd.org/cfe/regionaldevelopment/OECD-migration-local-factsheet.pdf>

<https://publications.iom.int/books/power-contact-designing-facilitating-and-evaluating-social-mixing-activities-strengthen>

https://ec.europa.eu/migrant-integration/home_en

<https://www.coe.int/en/web/lang-migrants/forms-of-linguistic-integration>

Appendix B



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DIARIO DI BORDO – DIARY DREAMM Lead-Mentor

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DIARIO DI BORDO – DIARY DREAMM LEAD-MENTOR

The diary collects information from the activities, workshops and actions implemented in the DREAMM project "Develop and Realise Empowering Actions for Mentoring Migrants" with migrant newcomers and the local population of the territory of **Umbria**. The goal is to document the experience and initiate a process of reflection and documentation. This diary is a support tool for mentors to achieve the objectives of the project.

To document the activities in which you participated, please utilise the following format:

1. A short story/description of the event or activity and any situation you consider relevant during a workshop, a One Roof Community Meetup, or a social/artistic/cultural event.
2. A reflection based on your experience: what do you think was effective or what could be improved?

One Roof Community Meetup

Date: **February 2022**

Event: **Introductory meeting and presentation of the project**

Brief description/story

The first meeting was introductory and the topics covered were many, related to the main objective of building an inclusive community through socialisation. The activities focused on intercultural communication, team building, intercultural exchange, active collaboration, and equality among participants.

These activities aimed to engage small and large groups in discussions that would allow everyone to participate, bringing their contribution; a meeting point and listening place particularly suitable for addressing any topic in an informal and friendly context. Indeed, this kind of approach is very useful for collecting thoughts and encouraging participation.

All activities, from the beginning to the end, started with an informal exchange with participants to put them at ease and encourage their participation:

- Presentation of the Lead-Mentor Coordinator, the Lead-Mentors and the Mentors, their role during the DREAMM project activities;
- Presentation of the surname that tells about the culture of the home country and expresses an attitude about the host city;
- Explaining and helping to fulfil the basic needs form;
- Planned activity and a topic

Reflection of the experience.

These introductory meetings allowed us to get to know each other and build new relationships and links within a group, creating WhatsApp and telegram groups as a platform for active participation, interaction, and exchange of ideas.

Furthermore, we had set up a notice board with useful information and contacts for newly arrived to Italy during the meetings to get an overview of useful issues to know.

To sum up, the opening month was successful thanks to the active participation and enthusiasm of the participants who brought their friends to subsequent meetings.



Date: **March 2022**

Event: **Discussions and reflections**

Brief description/story

In March, it is important to focus on the meeting on 8 March, International Women's Day. The activities began with an informal exchange on the meaning and relationship with one's name and the viewing of two videos followed by a discussion on gender equality.

This activity aimed to bring a broader reflection on a shared experience such as gender inequality. By proposing these videos, we wanted to understand the attitudes of the participants and highlight the gap between women and men today, making these differences visible. At the end of the activity, we distributed Post-it notes in which the topic was discussed with personal interventions and stories of experiences on the topic of gender inequality.

Reflection of the experience.

The activities proposed stimulated everyone's participation and involvement. Indeed, it was very touching when one of the participants shared his story after the bombing of his NGO defending women's rights in Afghanistan. We also noticed that more women attended this meeting to celebrate their day than men. Therefore, there was a very active participation of women in addressing this issue.

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This activity highlighted the importance of creating such a space for the TCNs who often do not have the opportunity to express their opinion without any kind of negative judgment and discrimination.

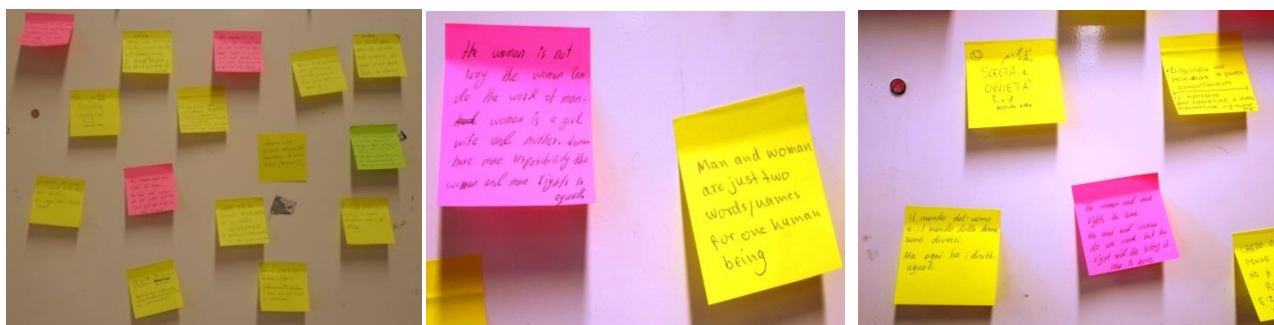
Useful links

[Video 1: Challenge between men and women \(inequality experiment\)](#)

<https://www.youtube.com/watch?v=VmQPh0z1gdo>

[Video 2: Children's reaction to gender inequality](#)

<https://www.youtube.com/watch?v=sLI70MkKVCI>



Date: **April 2022**

Event: **Storytelling**

Brief description/story

During this month, we focused on storytelling through objects or pictures that tell a story or a pleasant memory. This activity aims to make all participants aware of the importance of diversity, inviting them to discover different cultures and traditions in a shared experience. The activity took place in a welcoming outdoor space, where it was possible to meet new people and travel through the stories, and customs of different countries around the world.

Reflection of the experience.

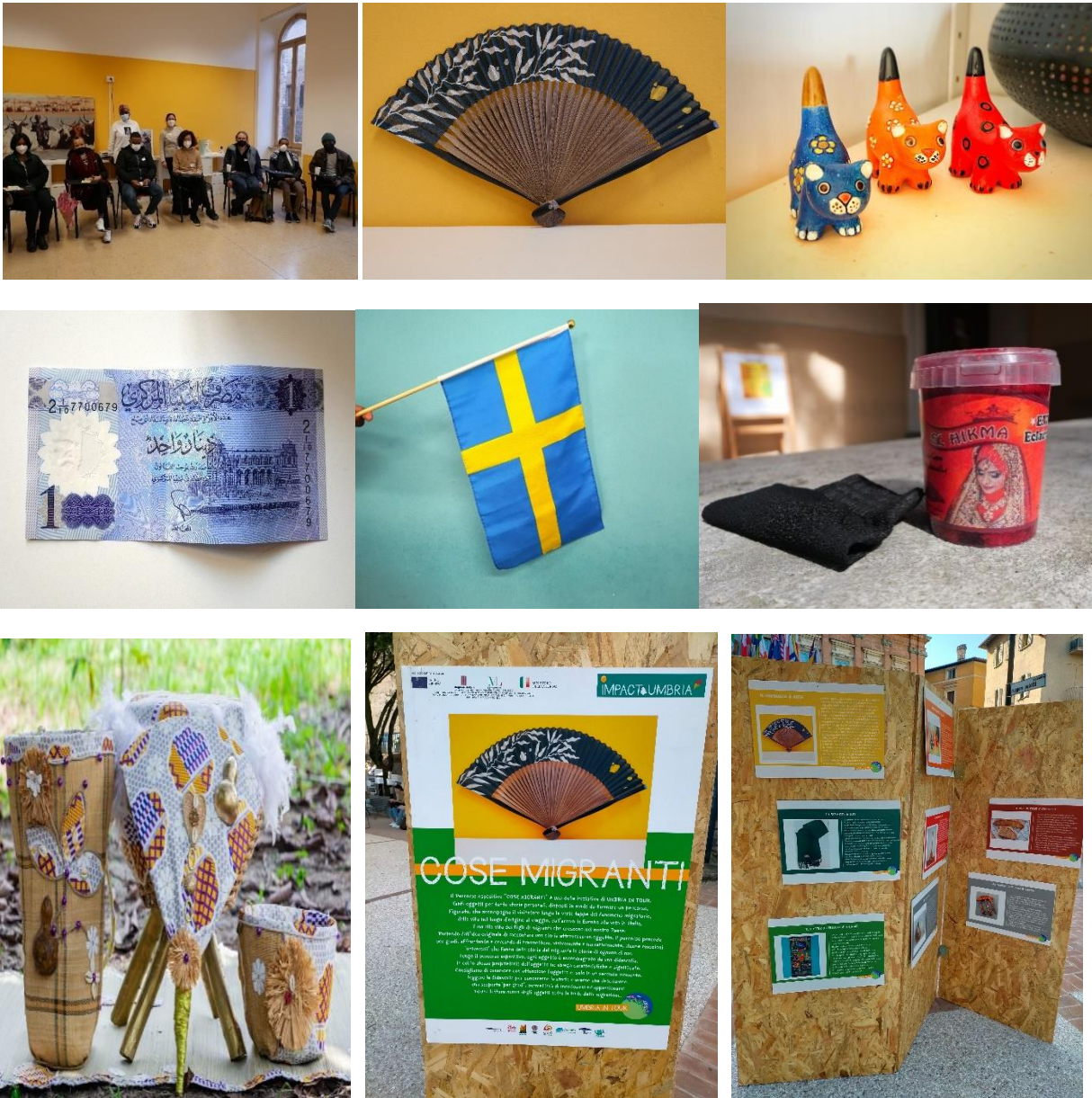
The object is the starting point to bring out one's own stories and share them with others. Through this activity, we wanted to allow participants to represent their country or region as Italians included. The idea was to make this space available for everyone to tell their personal stories to make the local community aware of the importance of mutual exchange.

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The pictures of the objects and the stories were published on the “Umbria Integra” website, an informative platform on the services and opportunities offered on the territory for the integration of migrants within the IMPACT UMBRIA project. The pictures with stories were also exhibited during social events.

Useful link

<https://www.umbriaintegra.it/umbria-in-tour/esposizione-cose-migranti/>



Date: May 2022

Event: urban regeneration workshops

Brief description/story

In May, we organised urban regeneration workshops in the wide-open space to improve the appearance of the Cloister of San Lorenzo during spring. The main activity was bricolage with the construction of sofas from pallets.

Urban regeneration as a Cidis initiative within the Scelgo l'Umbria project, in collaboration with the DREAMM project, promotes social inclusion showing the benefit of recycling.

Reflection of the experience.

Through this activity, we wanted to raise awareness of the importance of sustainable development and recycling. The transformation of pallets into public benches available to all visitors of the Cloister of San Lorenzo for socialising events organised during the summer.

The idea was to promote the recycling and transformation of used objects for the improvement of public space for the benefit of the community.



Date: **June 2022**

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Event: Social events**Brief description/story**

The month of June was dedicated to socialising events organised by Cidis as part of various projects in collaboration with local associations and volunteers.

The most important event was on June 20th, on the celebration of World Refugee Day, in a very popular location in the city “Piazza Grimana”. Several activities took place simultaneously and everyone could participate according to their interest:

- photo exhibition about migration;
- workshop on the language of migration;
- storytelling with migration witnesses;
- language circles in Bambara, Pidgin English, Jula, and Arabic;
- Workshop for children;
- presentation of a book about immigration;
- debate on migration;
- DJ set;
- multicultural basketball match.

Reflection of the experience.

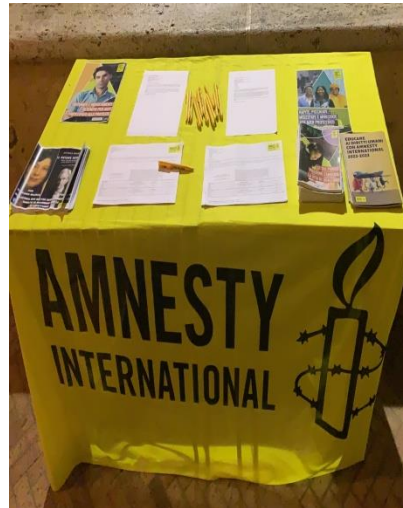
During this month, we wanted the One-Stop-Shop participants to understand the importance of being involved in social events as a tool for social inclusion in a new society. At the same time, curious passers-by, attracted by the music and the displays, did not hesitate to stop, ask for information, or participate in various activities.

The feedback was very positive: the largest number of TCNs and other participants from the local community celebrated together in this opportunity for interaction. Thus, this activity showed us that the participants were flexible and willing to learn new things by participating in any activity.





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Date: July 2022

Event: information and orientation meeting on the application for Italian language courses in Perugia and the Ministry of the Interior - CRUI Refugee Scholarship 2022/2023

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Brief description/story

During the academic year 2021/2022, there were several opportunities for our target group to learn the Italian language or pursue university studies in Italy. The Università per Stranieri of Perugia and the Ministry of Foreign Affairs published several scholarship announcements for holders of international protection. This is the reason why the activities focused on scholarship applications, where we assisted participants interested in learning Italian or enrolling in university.

Reflection of the experience.

During each meeting, participants were often reminded of the importance of learning the Italian language for better social inclusion. The knowledge of the Italian language is the key to working and social integration within Italian society.

The situation was much easier for TCNs interested in enrolling in Italian courses, as we also had several Italian courses at CIDIS.

The situation was much more complex for those who wished to continue their university studies despite the scholarships provided by the Italian State.

Although Cidis has the recognition of foreign degrees, each case is handled differently depending on the country of origin. The recognition procedure for foreign degrees can take weeks and, in some cases, additional costs.

Fortunately, we managed to do the recognition of an Afghan student's degree and supported him in applying for a scholarship at the university here in Italy. When he received a scholarship to continue his studies, his family moved to Naples where he is currently attending a degree course at the University of Naples. As he is still in the DREAMM WhatsApp group in Perugia, he sent us a picture taken in Naples during a One Roof meeting.





Date: **August 2022**

Event: **Introductory meeting and presentation of the project at Foligno and conversation in Italian**

Brief description/story

In August, some of our meetings took place at another Cidis location at Foligno for the presentation of the DREAMM project and the One-Stop-Shop activities.

The first part of the meeting focused on the introduction of the DREAMM project at Foligno, each participant talked about his/her own migration story and then we analysed TCNs' needs with the collaboration of the intercultural mediator.

In addition, during this month we also talked about building a life project and achieving personal and professional goals during the One Roof Community Meetup at Foligno and Perugia.

To ensure that the orientation on the path to follow is concrete and functional to adapt to their expectations in the labour market and social integration in Umbria.

The activity was structured in inviting participants to reflect on their life project by answering these two questions:

- Do you have a life plan before leaving your country? If not, what about now?
- What goals do you intend to achieve in the short and long term?

Reflection of the experience.

From this experience, we have learnt that there is a need for educational and professional guidance and support for all TCNs with both high and low levels of education. This meeting allowed us to understand who among the participants already had a well-defined path and a clear life plan, and who on the contrary needed support in building the path to follow.



Date: **September 2022**

Event: **Workshop and excursion**

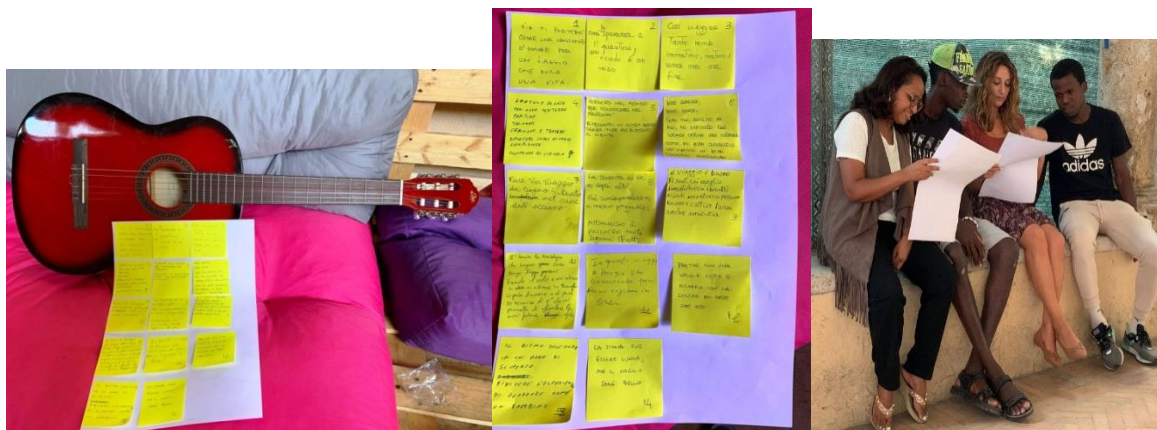
Brief description/story

On September, an interesting activity was the music workshop we organised with the support of a DREAMM Mentor. Each participant's task was to write a sentence linked to a beautiful memory of a trip. This activity aimed to combine everyone's sentences and compose a single song. Another interesting activity was a guided tour of the historical centre of Perugia of a contemporary art exhibition dedicated to the celebration of 100 years of Baci Perugina chocolate.

Reflection of the experience.

At the end of the music workshop, we were all amazed by the result and the coherence of the text by combining our sentences even if some of us wrote our sentences in English and French. This activity has shown us that it is possible to build something together despite our differences at personal and professional levels.

The guided tour was very useful in terms of providing historical information about one of the world's most famous chocolates, as it allowed participants not only to take a walk through the centre of Perugia but also to be able to find their way around the city.



Testo laboratorio di musica di Marco

Via ti porterò come una canzone d'amore
 Per un viaggio che dura una vita
 Come la speranza e l'avventura
 Sono il ricordo di un inizio
 Così viaggiare tanto rende immaturo, maturo,
 Senza fine, lontano da casa, per mare e per terra
 Partire, tornare, cercare e trovare
 Ripetere sogni, ricordi, esperienze, compagni di viaggio
 Perdersi nel mondo per conoscerli nel profondo
 Ritrovarsi in altra gente senza avere più bisogno di niente
 Sono libero, sono vivo, con me, dentro di me
 Ho trovato la calma oltre la calma
 Come se fossi andato all'inferno
 E fossi tornato casando
 Come fare un viaggio da sogno
 Nel pieno cuore dell'oceano
 Alla scoperta di sé e degli altri
 Per più consapevolezza e meno pregiudizi
 Attraverso il percorso, tanti legami stretti
 Perché il viaggio è buono e ti senti meglio

Dimenticherai i brutti ricordi, incontrerai persone buone e cattive

Farei anche amicizia
 È tanta la nostalgia che sogno spesso casa
 Prendo il volo e mi ritrovo in famiglia
 Coperto d'amore e di pace
 Mi ricarico di energia per affrontare le mie future sfide
 In questo viaggio nel mondo
 Sto conoscendo più di una ragione di vita
 Come il ritmo dell'onda in un mare di scoperte
 Partire con una valigia vuota
 E riempirla con la cultura del paese che vedi
 E così rivivere l'esperienza di guardare come un bambino
 La strada può essere lunga
 Mai viaggio sarà bello.



Date: **October 2022**

Event: **Intercultural culinary event with flavours of the world**

Brief description/story

In October, one of the most exciting meetings was the intercultural culinary exchange in which each participant had to prepare and bring a typical dish from his or her home country or region as far as Italians are concerned. The activity took place in a welcoming outdoor space, where it was possible to meet new people and travel through the flavours, and customs of different countries around the world.

During the meeting, each participant who had to bring a dish tell a story related to the recipe of the dish, and the ingredients the for special celebration it was cooked.

Reflection of the experience.

As is well known, food is considered a good of first necessity. Indeed, during the most important moment of life, people used to celebrate with family and friends by sharing a meal. This activity aims to make all participants aware of the importance of diversity, inviting them to discover different cultures and traditions in a shared experience of tasting. The idea was to make the local community and the newly arrived aware of the importance of mutual exchange, creating an opportunity to make their traditions known and create a kind of mix between different cultures and life experiences. Thus, through this activity we also wanted to fight against stereotypes and prejudices, encouraging the local community to be more curious in a good way.



Date: **November 2022**

Event: **Discussions and workshop**

Brief description/story

On November, the concluding meeting took place. The activities were focused on useful services for newly arrived and Job orientation workshops with the support of the Italian teacher and the intercultural mediator.

The meeting on useful services, as an opportunity to provide participants with specific information on issues related to documents such as residence permits, residence, identity cards and health cards, which are necessary to access both citizenship and healthcare services.

We wanted to conclude the One Roof Community Meetup with the job orientation workshop with the collaboration of the Italian language teacher.

We aimed to prepare the participants for the Italian labour market and make them understand the basis of job placement. The idea was to make them understand how the local labour market works, what tools are important, and where and how to find work.

The activities of the workshop were structured by proposing two videos:

- The first video talked about the usefulness of the Italian language to understand where to look for work, how to apply, how to write a CV, understand an employment contract and the role of employment agencies;
- The second video focused on how to get ready for a job interview.

Useful links

Video 1: Looking for a job in Italy

<https://www.youtube.com/watch?v=opyMmqmTCaY>

Video 2: Example of job interview's presentation

<https://pathbrite.com/portfolio/PvVnEfPdev/showcase-of-my-work/item/PvVnEfPdevaPiw4>

Reflection of the experience.

From February 2022 to November 2022, we organised more than 63 meetings with the involvement of more than 100 TCNs, DREAMM Lead-Mentors, Mentors and intercultural mediators on request supervised by the Lead-Mentor coordinator. The participants were coming from more than thirty different countries around the world (Africa, America, Asia, and Europe).

The One Roof Community Meetup allowed us to be part of a much larger community. Sharing life experiences and discovering new ways of thinking, behaving, and sharing with citizens from different educational and social backgrounds from all over the world (Africa, Asia, America, and Europe) was very useful for all of us. The benefit of this kind of activity was the orientation and support of the TCNs when they face new realities, improve their Italian language skills, and understand how to behave when they are faced with a situation in which we are not used.

The two main challenges, on the one hand, organising the meeting according to the availability of the participants and their commitments. On the other hand, communication, because many times we had to deal with a large group of participants speaking very different languages, even though there was an intercultural mediator, and it was not easy to manage.

During the opening of the One Roof Community Meetup, there were different types of participants:

- The first one participated regularly
- The second one joined the meeting sometimes mainly during socialising events
- The last one participated only once because he had been directed to the specific service, he/she needed.

Unfortunately, participation was very low during some months due to personal commitments of the TCNs (Italian course, training, childcare, working hours, domestic activities and so on).

Another big challenge was to achieve our objectives and prove that it is possible to create a group, and build trust and team bonds to encourage dialogue within a group that socialises despite coming from different backgrounds and social classes.

These activities gave many opportunities to the participants in:

- Improving their Italian language and communications skills
- Building and keeping a relationship ongoing within a group

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- being part and actively participating in social events
- orientation towards the citizen-based services of the territory
- awareness of the existence of support services in case of gender-based violence
- Being aware of free services for healthcare at the immigrant clinic.

How the One-Stop-Shop activities were conducted influenced the behaviour of the participants. In fact, during each meeting participants sat in a circle and shared their life stories with people from different countries who were going through the same immigration experience. Although they came from different parts of the world, they were aware that they had to follow the same path of integration here in Italy. It was very fascinating that participants formed a homogeneous group day after day and that many of them made friends and exchanged phone numbers.

Although more people from the local community participated in the social activities, our main challenge was to involve many more people from the local community to participate in the different One-Stop-Shop meetings.

The programme of the One-Stop-Shop activities was planned according to the availability of our target group and all the staff involved (social worker, Lead-Mentors, Mentors, cultural mediators, local NGOs, and the Lead-Mentor Coordinator). This is the reason why we changed the programme during the summer due to the personal commitments of the local community, such as work schedules, childcare, household activities and so on.

At the end of the meetings, we realised some limitations in our training as DREAMM Lead-Mentors. Since the languages used during the meetings were different from Italian and English, it had not been easy to manage a large group of participants with such different language skills despite the cultural mediators' support. The training and the beginning of the One Roof Community Meetup meetings were too far apart. It would have been better for the meetings to take place at the latest one month after the training was completed.

Finally, the training focused more on theory. Although there were many practical activities during the training, almost all participants were Italians or foreign nationals who had been residents in Italy for several years and who had a high level of education and were therefore far removed from the target group (newly arrived TCNs) of the DREAMM project.





Personal profile:

Aminata Maéva Tsimba Poussogo

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Lead-Mentor Coordinator of the One Roof Community Meetup on the DREAMM Project

Master's Degree in International Relations Cooperation and Development at the Università per Stranieri of Perugia (Italy)

Master's Degree in African Studies at Högskolan Dalarna University (Sweden)

Bachelor in international communication at the Università per Stranieri of Pementorrugia (Italy)

French native speaker, fluent in Italian, proficient in English and intermediate Spanish



In the following part, select only one answer per question/statement.

	Strongly disagree	Disagree	Neither disagree nor agree	Agree	Strongly agree
1. Did the activity promote a welcoming environment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. Did the environment allow participants to build social connections?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3. Did the activity encourage inclusive interactions?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4. Did the activity encourage mutual appreciation of each other's cultural backgrounds and origins?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5. Did all participants have the opportunity to express themselves?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6. Did the activity provide participants with a safe environment to speak about personal experiences and stories?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Was the presence of DREAMM Mentors helpful?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. Participants were able to participate without any barriers or obstacles.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Participants seeking information received help/resources to cover such needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>