



ESF 20

Training and Support for  
Labour Market Integration  
of Socially Excluded  
Persons

EVALUATION





## WHO BENEFITED FROM THE PROJECT

- participants referred by FSWS
- persons registering with ETC
- any one who responded to a newspaper advert
- participants who were approached by mentors endorsed by the project

**ALL PARTICIPATED VOLUNTARILY**





# PROCEDURE

- FSWS/ETC forwarded mentees' names and contact details to social mentoring co-ordinators.
- Other participants taken on by mentors themselves endorsed by project.
- Cases distributed among each group (various methods have been adopted).





# FIRST CONTACTS WITH MENTEES

- Getting to know the mentee
- Learning the mentees' NEEDS and GOALS
- Assessment of ABILITIES, SKILLS and QUALIFICATIONS
- Matching the above to current OPPORTUNITIES





# TOOLS GIVEN TO MENTEES

The following are only some examples :

- giving the participants opportunity to build their own personal development plan and keeping track of it for a short period of time
- emphasis on life-long learning and self-growth
- methods of accessing practical and relevant websites





# ... TOOLS GIVEN TO MENTEES

- ideas about methods to adopt and resources to be used in job-seeking
- guidance in CV writing and formulating a covering letter
- guidelines on building one's portfolio
- suggestions on how to contact and approach employers
- tips on performing effectively at an interview





# GOOD PRACTICE

- ALTRUISTIC ATTITUDE INSTILLED FROM ONSET OF PROJECT
- SHARING OF RESOURCES, IDEAS AND EXPERIENCES
- SHARING OF CELEBRATIONS AND DISCONTENT
- CONTINUOUS SUPPORT AND LIAISON AMONG :  
MENTORS-CO-ORDINATORS-FSWS-ETC
- INITIATIVES (AND AUTONOMY)





# ... GOOD PRACTICE

- SMALL GROUPS – CO-ORDINATORS
- REGULAR MEETINGS
- CASE DISTRIBUTION – VARIOUS IDEAS IMPLEMENTED
- MOCK INTERVIEWS





# DIFFICULTIES ENCOUNTERED

- delayed start-up
- mentoring concept used loosely
- the term 'socially-excluded people' not clearly defined
- incomplete contact details of mentees
- lack of information about mentees
- lack of training (re schemes and methodology) and relevant information prior to mentoring sessions
- timing of project
- available schemes not sufficient





# RECOMMENDATIONS

- mentoring and the term ‘socially excluded persons’ to be clearly defined
- training leading to formal mentoring
- training for skills acquisition in working with socially excluded persons
- profiling and screening
- clarifying mentors’ role and project details
- period of implementing project





# . . . RECOMMENDATIONS

- other agencies and professionals (within the social field) could be involved in the selection of participants
- various professionals in each team
- formal handing over of participants
- relieving of financial burden related to obtaining/compiling necessary documentation during mentoring
- provision of professional support (ex. psychologist/psychiatrist)





# MAIN OUTCOMES FOR MENTEES

- found empathic listeners
- improved one's self-esteem
- moved towards a more positive attitude
- discovered new career possibilities
- learned new skills
- found new methods of job-seeking
- furthered studies
- found employment





# RESULTS

Total of assigned mentees	Employed/Furthering studies/Training	Participants retaining mentoring sessions up till end of project
133	58	66





# ... RESULTS

Job created	Job maintained	Moved to further studies/training
33	7	18



# Participants who quit project

Reason being :

<b>Found employment</b>	<b>Furthering studies</b>	<b>Not interested in getting further assistance</b>
24	6	37



# MENTEES FEEDBACK

*These are some of the general comments given :*

- **Dawn is-sessions ghenuni nsib modi differenti kif infittex aħjar għal *vacancies*, eżempju f'gazzetti, fl-internet u anke ndur il-postijiet. Bis-saħħa t'hekk fil-fatt għamilt kuraġġ u mort personalment nistaqsi għal possibiltajiet ta' xogħol.**

*These sessions helped me find alternative ways of job-seeking, such as browsing through newspapers and internet as well as directly visiting companies. In fact I managed to personally visit and ask for possibilities.*

- **Dawn is-sessions ghenuni hafna għax permezz ta' hekk indunajt li bdejt infittex xogħol li ma kienx tal-linja tiegħi. Hekk ikkunsidrajt *jobs* oħrajn.**

*These sessions helped me to understand that I was not moving in the right track in my job seeking. Thus I started considering other jobs.*



# MENTEES FEEDBACK

- **Anke jekk ma nsibx xogħol, dan is-servizz għeni nagħraf x'għandi nagħmel. Bil-kuraġġ u bi gwida neċessarja bdejt inċempel u nara liema xogħol nista' nsib.**  
*Even if I don't find a job, this service helped me understand what I should do. Through courage and necessary guidance offered, I started phoning and asking out so as to find a job.*
- **Fl-aħħar sibt lil min jismagħni u jifhimni.**  
*Finally I found someone who can listen and understand.*
- **Dan servizz li qatt ma konna nafu bih u li sibnieh utli.**  
*This is a service which was unknown to us and which we found useful.*
- **Għaraft fejn għandi nfittex għal vacancies anke f'riżorsi li għandi d-dar, bħal direttorju.**  
*I came to know better where to search for vacancies, even by using resources available at home such as a directory.*



# CONCLUSION

- Participants coming from various walks of life with diverse backgrounds, qualifications and experiences benefited from this project.
- Positive outcome resulting from continuous support and liaison among all concerned.
- The real success of this project should not be measured by simple statistics but by individual successes, even if these include small steps ahead.
- This was a learning experience for all.





THE END

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FSWS

ETC

&

all participants



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