

D.T2.5.2

## PILOT FINAL REPORT

---

Pilsen, Czech Republic

19.7.2021

---

Pilot action: Coordination Center for Integration Activities BOR

Project Partner: University of West Bohemia

Contact Person: Jan Pěchota (jpechota@kbs.zcu.cz)



### **1. Short description of the activities implemented in 2021.**

The Center worked on a daily basis as a relevant and respected partner for key institutions. The target group - foreign workers - continuously made use of the Center's support and services, namely:

- Language courses supporting non-EU nationals' integration into the hosting society. These courses were suited to meet the focus group's needs regarding cultural and professional background (emphasis on conversation and issues encountered in daily life). Participation in courses was promoted by employers and served as a tool to approach the target group and build mutual trust.
- Consultancy regarding the difficult and challenging situations encountered in the migrant's daily life. Professional support in difficult situations served as prevention against exclusion, to sustain trust in institutions, and to support personal and professional growth.

The Center also organized the first local event promoting tolerance – The *My Beautiful Country* art exhibition. During this temporary collective art exhibition, foreigners living and working in the town of Bor were offered the opportunity to present the places they lived in before arriving in Bor and how they see the town and environment where they are now settled – it was up to them whether they decided to present pictures of their *old home* or *new home*. This event gave them the opportunity to interact and connect with the local community and present themselves, their backgrounds, and their stories. At the same time, the host society received a mediated opportunity to discover who their new neighbours are – not just a cheap workforce, but people with roots, personal stories, and ties to their homelands and now also to the town of Bor. HR departments of the key employers in the area took part in the preparation of the event and motivated their employees to take part. The Municipal Cultural Center also participated. Local politicians also supported this event and were present at the opening of the exhibition.

### **2. Difficulties encountered during the pilot action implementation (including those connected to the COVID-19 pandemic).**

Restrictions following the outbreak of the COVID-19 pandemic brought challenging conditions for the realization of integration activities. We had to adapt to the diminishment of the target group, which significantly slowed down fulfilment of intended activities. The extensive impact of the pandemic on the local industry also complicated communication with employers, which was crucial as a tool to approach the target group. These obstacles caused the realization of several activities to be delayed, and they could not be carried out either in the intended extent or at all.

### **3. Assessment of:**

#### **a. Success of the pilot action (Has the selected social innovation managed to support economic and social integration of non-EU nationals in your region?).**

The pilot action was continually supporting non-EU nationals' integration and, during its lifetime, had a positive impact on communication between stakeholder institutions. Not only did language courses facilitate the cohabitation of foreigners and the host society, they also supported the participants' personal and professional growth. This was supplemented by consultancy services on a personal basis, which also helped to prevent segregation and find solutions for challenging life situations. Issues in which consultations helped clients are numerous, e.g.:

- How to apply for citizenship
- How to change a job without losing one's residence permit

- How to establish one's own business
- How to secure documents for a wedding
- How to write a CV

As the Coordination Center served as the actor mediating the communication between stakeholders, established communication channels between stakeholders (e.g., municipality-employer, medical center-employer) are sustainable.

**b. Involvement of local stakeholders in the pilot action.**

A key element of the pilot action's success was intensive cooperation with stakeholders, namely with the municipality (town of Bor) and employers.

- The town of Bor significantly supported the pilot action, and its *soft power* helped to promote the pilot action's activities and gain access to other stakeholders.
- The biggest local employer of foreign nationals, Adient Bor s.r.o., promoted activities organized by the pilot action between its employees, by which it facilitated access to the target group.
- In cooperation with the local high school, the Center provided its support to students with a migrant background.
- Together with the Center, the Municipal Cultural Center prepared the art exhibition *My Beautiful Country*
- The Bor health center improved the availability of health care to foreigners.
- Police of the Czech Republic – the local department in Bor regularly exchanged information about misdemeanors committed by foreigners.
- Regional NGOs proved to be an important partner for the exchange of information, sharing know-how and creating synergies.

Cooperation was less intensive with other stakeholders, as the situation during the pandemic did not allow activities to be extended to their full scale.

**c. Involvement of various target groups in the pilot action.**

The target group consisted of non-EU nationals employed in the industrial zones in the proximity of the town of Bor who were mostly from Ukraine, Serbia and Moldova; they ranged from unskilled to qualified and well-educated employees, predominantly single men in a productive age. The secondary target group consisted of local high school students with a foreign native language. Several students of Vietnamese origin received individual language courses that supported their inclusion into the educational system and community.

**d. Transferability of the pilot action to other regional and national contexts.**

The pilot action is easily transferable both nationally and internationally. A crucial element of success is a proactive coordinator with good orientation in the local environment, advanced soft skills allowing him or her to engage local stakeholders, and the determination to improve the status quo.

**4. Future development of the pilot action in your region.**

The future of the pilot action depends on securing the financial resources necessary for the operation of such a center. Key stakeholders have expressed the hope that the Center will continue to provide its services in the future.

- a. **Progress regarding the pilot action's quantitative indicators (in reference to D.T2.2.3 – Evaluation Methodology). If you have managed to reach the original goal, please specify the main factors of your success in the Comments section. If the original goal was not reached, please specify the factors which led to the underperformance in the Comments section as well.**

Indicator	Original Goal	Current Result	Comments
Number of migrants who completed the language course (i.e. who took part in more than 50% of the classes)	15	15	Overall, about 30 migrants joined the courses, but only half of them participated regularly. This was caused mostly by returns of migrants to their countries of origin during the pandemic.
Number of migrants who used consultation services	15	35	Consultancy became a very popular service aiding migrants in a broad spectrum of issues.
Number of participants in the orientation course	20	-	The orientation course did not take place due to restrictions resulting from the COVID-19 pandemic.
Number of participants in the events promoting tolerance	20	18 (500)	18 participants representing migrants and stakeholders were present for the opening of the exhibition. In one month after the opening, about 500 visitors had the opportunity to see the exhibition on the premises of the local cinema.
Number of involved stakeholders	10	15	

- b. Progress regarding the pilot action's qualitative indicators (in reference to D.T2.2.3 – Evaluation Methodology). If you have managed to reach the original goal, please specify the main factors of your success in the Comments section. If the original goal was not reached, please specify the factors which led to the underperformance in the Comments section as well.**

Indicator	Original Goal	Current Result	Comments
Migrants' satisfaction with the language course	Min. of 75% of participants are satisfied with the provided service	Achieved	All of 10 participants of survey expressed that they were <i>absolutely satisfied</i> .
Migrants' satisfaction with the consultation services	Min. of 75% of participants are satisfied with the provided service	Achieved	All of 8 participants of survey expressed that they were <i>absolutely satisfied</i> .
Migrants' satisfaction with the orientation course	Min. of 75% of participants are satisfied with the provided service	0	Orientation course did not take place due to restrictions resulting from the pandemic.
Level of stakeholders' involvement	The majority of involved stakeholders are actively taking part in the implementation of the pilot action and show interest in continuing it after the end of the pilot period.	8 / 15	Although the number of stakeholders willing to participate in the pilot action was relatively high, only roughly half of them ended up participating actively for several reasons. Firstly, the pandemic did not allow for the organization of all intended activities that would otherwise include more stakeholders; secondly, communication with a high number of stakeholders turned out to require greater staff capacity at the Coordination Center.

