



**FONDO ASILO, MIGRAZIONE E INTEGRAZIONE (FAMI) 2014-2020**

**OS 2 Integrazione / Migrazione legale ON 2 - Integrazione  
Piani d'intervento regionali per l'integrazione  
dei cittadini di paesi terzi - IMPACT**

**PROG-2435**



**Tuscany Empowerment Actions for Migrants  
System**



# TEAMS

Project “TEAMS - Tuscany Empowerment Actions for Migrants System” proposes an integrated system of actions to qualify / enhance the services aimed at citizens of Third Countries legally present in Tuscany and facilitate their access to services

Main focus is to create “paths” for integration based on the enhancement of multiculturalism, on equal opportunities, on shared and inclusive socio-economic development dynamics of the territory



The actions are based on a territorial governance representative of all the local institutions and of the private social sector operating in the field; they will be implemented using the method of participation and co-planning, aiming at involve both the receivers of the project and the main stakeholders

REGIONE  
ENTI LOCALI  
CENTRI IMPIEGO  
SCUOLE  
ASSOCIAZIONI  
RECEIVERS

The actions -carried out by an institutional partnership at the regional level and by the Local Authorities with a greater migratory presence- focus on:

school services to activate social inclusion processes that facilitate the scholastic success of young PTs migrants and the social participation of their families



improving access to services through the further qualification of the various services for foreign citizens in Tuscany

The actions -carried out by an institutional partnership at the regional level and by the Local Authorities with a greater migratory presence- focus on:

improving communication tools and institutional information addressed at both operators and PT citizens



<https://www2.immigrazione.regione.toscana.it/home/>



shared co-planning between local communities and migrant associations of active citizenship and volunteering processes



## **TEAMS – WORK PACKAGE 2**

### **Promotion of access to services is aimed especially at:**

**improve the effectiveness of the integration processes of Third-country citizens, with particular reference to job placement, through the introduction of organizational innovations in the integrated management models**

**strengthen inter-institutional governance aimed at supporting integrated systems of high-impact territorial services in the social inclusion processes of Third-country citizens**



**promote and support the progressive transformation of information-desks and other services for foreign citizens, already active in Tuscany, in single points of access to services**

TEAMS proposes to the territory the transformation of these help-desks into single access points “**Punti Unici di Accesso**” (PUA) with a network intervention in which the local authorities partners collaborate -through specific agreements with Local authorities and Employment Centers of identified areas on the basis of certain characteristics- to favour the maximum participation and dissemination in Tuscany of good integration practices



The partners **Municipality of Florence**, **Municipality of Prato** and **SdS Zona Pisana** -who have developed integrated methods of access to services within the framework of previous EIF and AMIF projects- have the role of leader of the action networks activated in each of the 3 Large Areas of Tuscany for the realization of the activities.



## **The recipients**

**1,150 Third-country citizens present in Tuscany  
in possession of a legal residence permit  
aged between 16-65 years  
with social or work problems  
access the services  
offered by TEAMS through a  
**Punto Unico di Accesso**  
**PUA****

# What's Punto Unico d'Accesso?



**One stop shop**





# Punto Unico di Accesso

One-stop shop



One stop service

**"Punto Unico di Accesso", in english Single Access Point or "One stop service" derives its name and its function from the now widespread "One-stop shop": both terms indicate the possibility of visiting only one place (shop or office) to find everything necessary to meet a series of needs, in this case social.**



Residence/civil status → Anagrafe  
Family/minors/social help → Servizio Sociale  
Housing → Ufficio Casa  
Immigrant visa → Questura  
Work → Employment Center  
And so on .....



TEAMS WP2 promotes  
trasformation of information  
and help-desks for foreign  
citizens in  
Punti Unici di Accesso

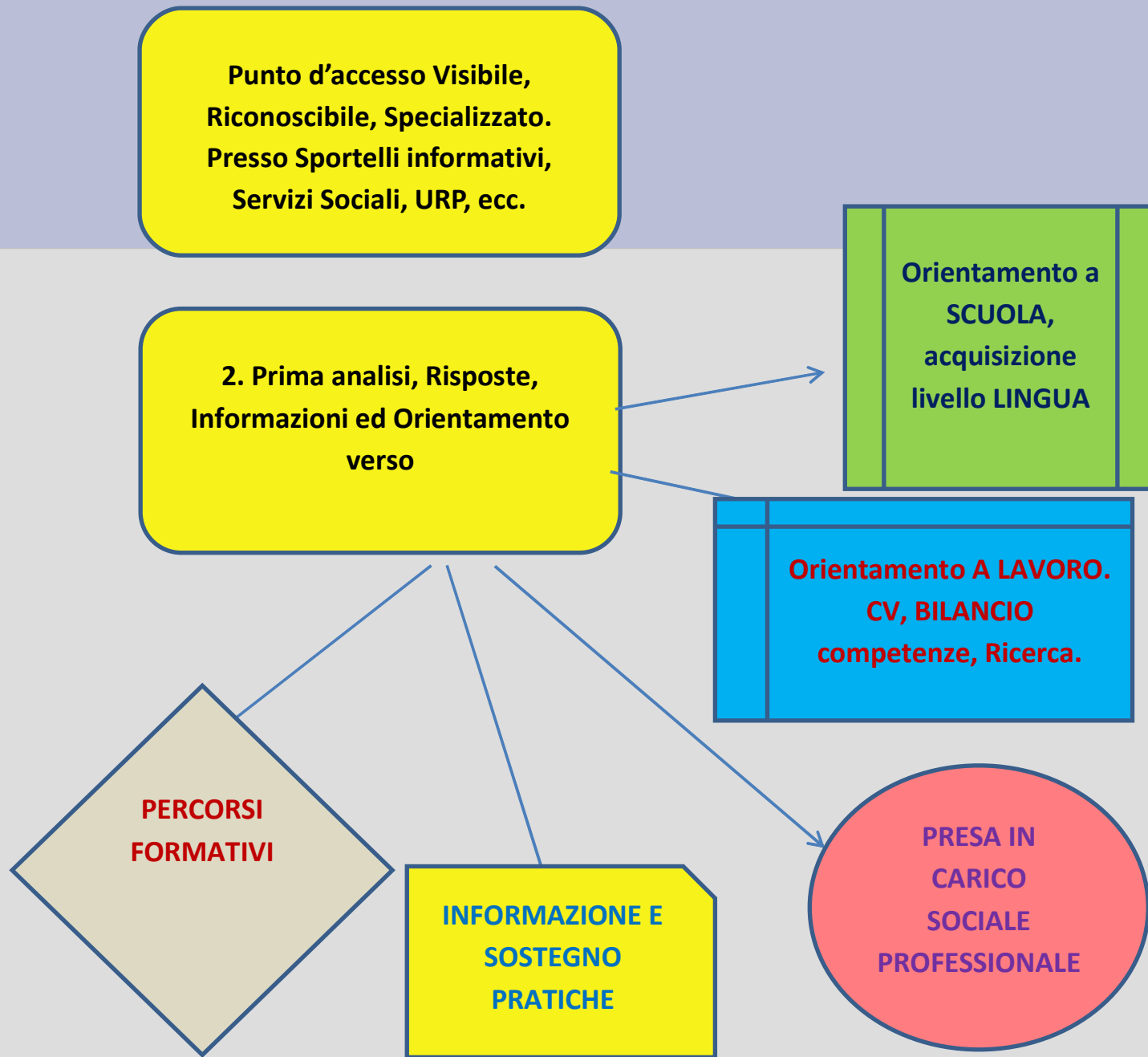
**The "Punto Unico di Accesso" is a physically visible and accessible space, known by citizens and services, in which one is welcomed and guided. It is usually connected to pre-existing help-desks that provide information, advice and support in the processes for foreign citizens.**



**At the 1st level PUA offers evaluation, orientation and can sometimes already give answers.**

**TEAMS relies on information and guidance desks already active in Tuscany, qualifying them with the presence of professionals specialized in migration issues who can thoroughly assess the situation and the requests.**

**TEAMS can address / sort / present situations to the 2nd level PUA for a citizen to be taken in charge by a multidisciplinary équipe.**





# HOW TO ACCESS 2<sup>nd</sup> level PUA

Third-country citizens can access the PUA **directly**

or

cases are reported to the Teams équipe by:  
public or third sector information-desks and help desks

Social Services

Employment Centers

The 2nd level PUA is a **multidisciplinary équipe** composed of several professionals of various services - supported by intercultural mediators - who operate an integrated management of the citizen of Third countries.



The multidisciplinary *équipe* is essentially configured as a "place"

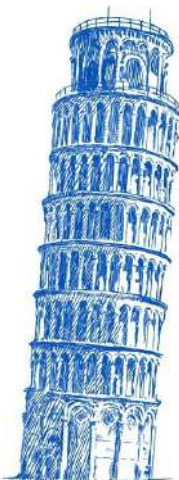
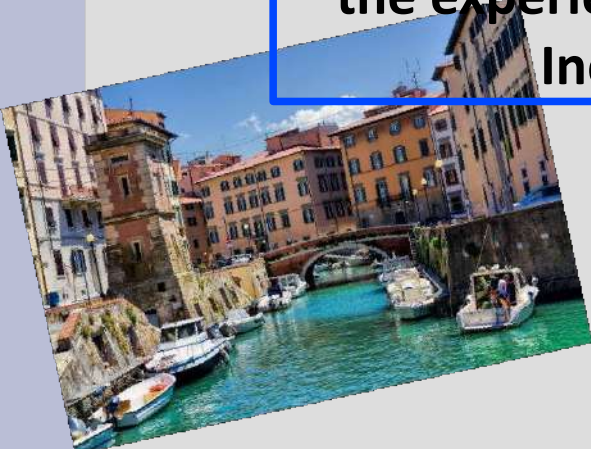
← *inclusive*, which offers opportunities for inter-professional and interpersonal comparison to co-construct the same project;

← of *co-decision-making* in which to compare the different points of view, in order to arrive at the shared definition of the project;

← *generative*, in which the sharing of the processes of analysis, evaluation and project favours the construction of a common language and the co-responsibility of the involved services.

**TEAMS sees 14 1st level PUAs active in the cities of Florence, Empoli, Fucecchio, Castelfiorentino, Poppi, Scandicci, Sesto, Prato (which also serves the municipalities of the homonymous province), Pistoia, Lucca, Capannori, Pisa, Grosseto, Follonica. The adhesion to Teams and the opening of Pua in Livorno and Carrara is being defined.**

**Almost all the 1st level PUAs are connected to the 2nd level PUAs, that is the équipe that involves expertise of social, work or school services. In all identified areas, professional connections and links between services -in particular the social and labor services- are being established starting from the experiences of Active Inclusion Support (SIA), Inclusion Income (REI) and now Citizenship Income.**



## TEAMS FOR RECIPIENTS

- ▶ Connection with the Employment Centers for enrollment, orientation, validation of formal and informal skills
- ▶ Individual and group intercultural mediation
- ▶ Empowerment and deepening of the knowledge of the migratory project
- ▶ Groups of linguistic facilitation and orientation to the preparation of CVs
- ▶ Professional orientation of social service
- ▶ Connection and presentation to the ESF opportunities for professional training and corporate internship







**Of great effectiveness and interest for the recipients is the realization of language orientation courses and the preparation of Curriculum Vitae, aimed at bridging the gaps between these citizens and the world of work.**

**These courses also have a general empowerment purpose, with elements of socialization that are effective in particular in courses for immigrant women, wives and mothers who are often isolated at home, in poor possession of the language and with little chance of economic autonomy, relational development and integration.**

TEAMS is related to the “**COMMIT – COMpetenze Migranti in Toscana**” project, currently being implemented with the Tuscany Region Labor Directorate, in partnership with ANCI Toscana and subjects managing the Employment Centers.

The activities of COMMIT involve in their implementation the Employment Centers of Florence, Prato, Pisa and Grosseto, some of the areas involved by TEAMS.



**COMMIT ↔ TEAMS**

Validation of formal and informal skills acquired in the countries of origin  
Integration of work / social information systems

From the implementation of TEAMS we expect, first of all, the definition of an homogeneous framework of minimum reference of the type of services and their level of provision that Tuscany Region will request to adopt at all help-desks so that they can be defined **Punti Unici di Accesso**.

Residence/civil status → Anagrafe  
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→ PUA

**In terms of impact, this will allow Third-country citizens to be certain about the service they can find and in any case will allow them to assess the adequacy of the response provided by the help-desk.**

**The definition of an homogeneous reference framework will allow the permanent adoption of results evaluation tools, both in terms of effectiveness of services and satisfaction. The evaluation will generate, in terms of impact, benchmarking mechanisms useful for starting a systemic services improvement process that can be coordinated, in this way, by the Tuscany Region.**



**The Tuscany Region will thus be able to carry out information campaigns to promote the services offered to Third-country citizens, amplifying the knowledge of the opportunities available to migrants, who will have -in terms of impact- greater and above all autonomous access capacity.**

**Through the actions of empowering PUAs, a significant improvement in the ability of the service operators to network is expected.**

**The resulting patrimony of relationships will be an effective tool for the qualification of services not only for Third-country nationals legally residing in our region but for all citizens in Tuscany.**

THANKS FOR YOUR ATTENTION

