

**GOOD PRACTICE: Labour Integration Program (PIL)**

<p><b>Title:</b> 50 characters including spaces</p>	<p><b>“Labour Integration Program (PIL)”</b></p>
<p><b>Body Text:</b> 1500 characters including spaces</p>	<p>This programme consists of the provision of a guidance and training service aimed at people at risk of social exclusion and with special difficulties in entering the labour market. Framed within the "Call for SOIB subsidies, called Integral Insertion Itineraries" and published in the BOIB no. 38 of 30 March 2017, this programme was selected to give continuity to the lines of action already initiated and to respond to the labour market situation on the Balearic Islands.</p> <p>The Labour Integration Program (PIL) has a holistic character, that is, it addresses an initial identification of needs, competencies, capabilities and aptitudes among the users who will be beneficiaries of the service, and from this initial diagnosis the most convenient route for the person in question is established, where the activities that have made it possible to complement the capabilities and resources made available to the person are articulated. In this sense, the Patronat Obrer de Sant Josep Foundation (the Foundation responsible for managing the Programme) understands all the parts of the cycle of care for users, guaranteeing traceability and communication in the most fluid way.</p> <p>In this way, the main phases that were developed in this programme are:</p> <ul style="list-style-type: none"> <li>• Reception and diagnosis.</li> <li>• Job search training.</li> <li>• Work on personal and social aspects.</li> <li>• Group work on transversal competences.</li> <li>• Information.</li> <li>• Preparation for the active search of employment (professional intervention).</li> <li>• Carrying out unpaid internships.</li> <li>• Support for insertion.</li> <li>• Guidance for self-employment.</li> <li>• Relations with companies.</li> </ul>

**Annex - table**

<p><b>Country:</b></p>	<p>Spain</p>
<p><b>Project name:</b></p>	<p><b>“Labour Integration Program (PIL)”</b></p>

<p><b>Area of activity:</b> (choose one or several)</p>	<p><b>Strengthening employment and mobility</b> Opening pathways to work /for jobseekers, the inactive and LTU Caring for careers/ Gender equality and work/life balance</p> <p><b>Better education</b> Opening doors to learning/ Reducing early school leaving Helping people aim higher / Upskilling pathways Training that works/ Lifelong learning</p> <p><b>Giving a chance to all</b> Fighting marginalisation / Integrating marginal communities (Roma, migrants) Promoting social enterprise /social economy Supporting local partnerships/ Community-led development strategies Inclusive approaches/ Better access to social services, Homelessness and housing exclusion, Deinstitutionalisation, Child poverty</p>
<p><b>Key words:</b></p>	<p>Orientation, Training, Labor Integration, Social Exclusion.</p>
<p><b>Project duration:</b> (month) yyyy – (month) yyyy</p>	<p>2017-2018</p>
<p><b>ESF contribution:</b></p>	<p>5.895.983,47 EUR</p>
<p><b>Total budget:</b></p>	<p>11.791.966,94 EUR</p>
<p><b>Number of participants:</b></p>	<p>A total of 3,019 people participated in 2017: 1,527 women and 1,492 men.</p>
<p><b>Quotes:</b> (e.g. personal experiences by persons/ beneficiaries)</p>	
<p><b>Organisation:</b></p>	<p>Patronat Obrer de Sant Josep Foundation</p>
<p><b>Contact details:</b> Name of contact person Email address Telephone number Organisation website Social media accounts Links to publications or videos</p>	<p>Llúcia Carreras Management and Coordination Patronat Obrer Foundation Email address: <a href="mailto:lcarreras@patronatobrer.com">lcarreras@patronatobrer.com</a> Tel. 971466201 / 971463558 <a href="https://www.patronatobrer.com/">https://www.patronatobrer.com/</a> <a href="https://www.facebook.com/Fundaci%C3%B3-Patronat-Obrer-983964204991525/">https://www.facebook.com/Fundaci%C3%B3-Patronat-Obrer-983964204991525/</a> <a href="https://twitter.com/EsPatronat">https://twitter.com/EsPatronat</a></p>

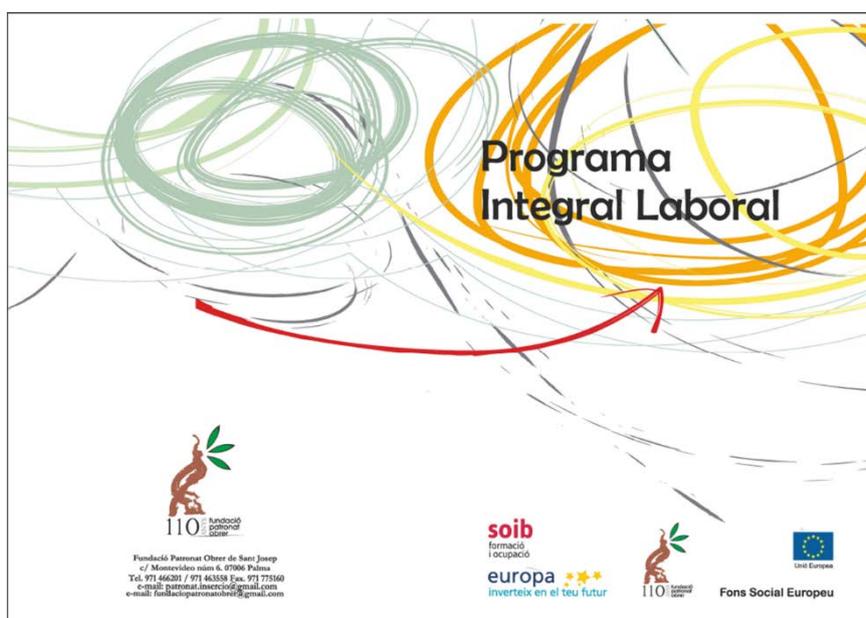
## Metadata

<p><b>Description:</b> 200 characters including spaces – <i>should mention the country</i></p>	<p><b>“Labour Integration Program (PIL)”</b> consists of a guidance and training service aimed at people at risk of social exclusion and with special difficulties of labour insertion in the Balearic Islands of Spain.</p>
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<b>Latitude</b>	N39°34'9.8"
<b>Longitude</b>	E2°39'0.9"
<b>Keywords:</b> <i>Between 3-4 taking into account geography (by country), theme and target group</i>	Labour Integration, Social Exclusion, Illes Balears, Spain.

2 Photos:



Copyright: Patronat Obrer de Sant Josep Foundation.

Alt-text (description of what is in the photo): Promotional image of the Labour Integration Program.



Copyright: Patronat Obrer de Sant Josep Foundation.

Alt-text (description of what is in the photo): Example of group work on transversal competences at the Patronat Obrer de Sant Josep Foundation.

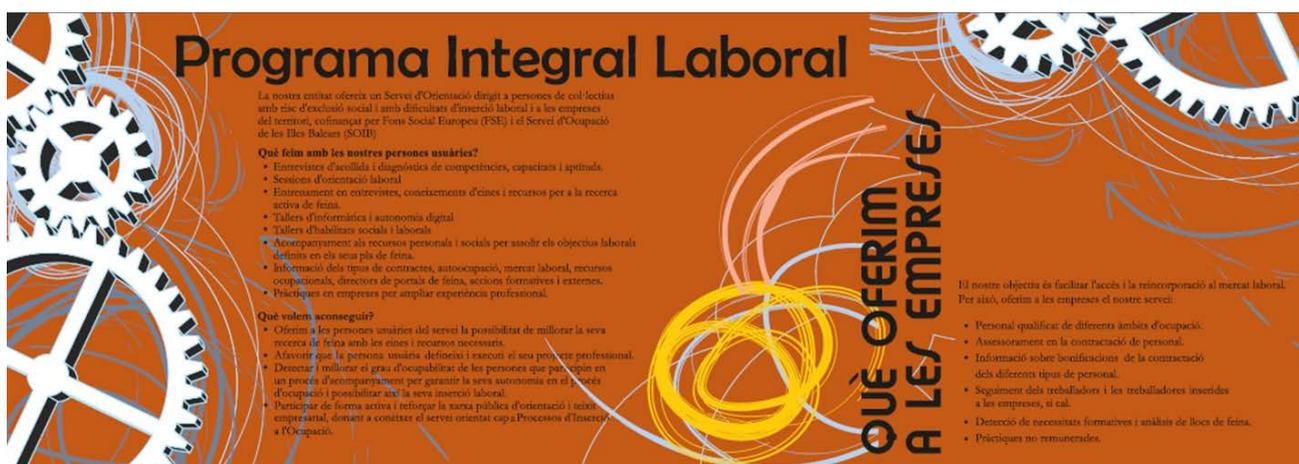
## **JUSTIFICATION FOR CRITERIA TO BE CONSIDERED AS GOOD PRACTICE**

### **1. The action has been adequately disseminated among the beneficiaries, potential beneficiaries and the general public.**

The Integral Labour Program (PIL) this action is framed in had a maximum diffusion among the general public and potential recipients who have been most interested in knowing the existence of these subsidies.

The below promotional leaflet was prepared and distributed in all public and private institutions.

Picture 1: Leaflet for the Integration Labour Program Promotion





The information leaflet was spread among the different entities that have collaborated in the framework of this program. This informative exercise has allowed a better access to potentially interested companies making it possible to explain the itinerary in further detail than what is presented in the leaflet. In addition, the role of the European Social Fund is shown through the different official logos, thus making visible its contribution to the development of the action.

90 collaboration agreements have been signed with different public and private entities. In addition, there are 36 more companies that, although having not signed a collaboration agreement have actively participated and collaborated with the foundation as a consequence of the presentation of the Program and the visibility of the European Funds' influence.

The list of entities that have been sent the leaflet and with which the Foundation has subsequently worked with is shown below:

- Xarxa EAPN- Illes Balears encompassing the following entities: Cooperativa Jovent, Projecte Home, Càritas Diocesana de Mallorca, Grec and Fundación Naüm.
- Melia Hotels.
- Juaneda Clinic.
- Fibonacci.

On the other hand, to improve the Program dissemination and raise awareness about the European Social Fund, new technologies were used to facilitate increase knowledge by different people regardless of where they were. Specifically, the web page [www.caib.es](http://www.caib.es) has broadcasted the news of the Program's call award notice:

Picture 2. Example of award notice shown at [www.caib.es](http://www.caib.es)



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*Resolución del consejero de Trabajo, Comercio e Industria y presidente del Servicio de Empleo de las Illes Balears de 21 de març de 2017 por la cual se aprueba la convocatoria de subvenciones SOIB Itinerarios Integrales de Inserción, con la cofinanciación hasta un máximo del 50% del Fondo Social Europeo, en el marco del Programa Operativo de las Illes Balears para el periodo 2014-2020*

Mediante el Real decreto 1268/2001, de 29 de noviembre (BOE nº. 291, de 5 de diciembre), se traspasaron a la Comunidad Autónoma de las Illes Balears las competencias en materia de gestión del trabajo, del empleo y de la formación, que fueron asumidas por medio del Decreto 136/2001, de 14 de diciembre, de asunción y de distribución de las competencias transferidas del Estado a la Comunidad Autónoma en



On the other hand, work fairs have proved to be an important space to disseminate the work of the foundation, of the Program and, therefore, of the European Social Fund.

Email has also been another of the most used tools to maximize dissemination, as it is the most direct way to provide the different entities with information about the tasks of the foundation and the benefits of the program.

Below is an example of an email model used, where the co-financing of the European Social Fund, as well as the information necessary to arouse interest in the Program can be observed.



Picture 3: Email example addressed to companies in order to disseminate the Program

Good Morning,

My name is [redacted] and I am an intermediation technician of the Patronat Obrer Foundation. I get in contact with you with the intention of letting you know about our service. Our main objective is to facilitate the access and reincorporation to the labour market of those people participating in our program, which is co-financed by the SOIB and the European Social Fund.

We offer companies the following services:

- Qualified workers with different job profiles.
- Advice on:
  - Bonifications in contracts
  - Corporate Social Responsibility.
  - Monitoring of workers inserted in companies, if the situation requires it.
  - .-Detection of training needs to adapt them to the labour market.
- Unpaid work practices.

We try to provide our collaborating companies with more information about what is done in our entity and all those projects that we carry out. The objective is that entrepreneurs and businesswomen can have a clearer idea of the training process our candidates (the job seekers) go through.

We know that they you are currently actively looking for staff and we would like to know the details on which vacancies are open in order to be able to provide suitable profiles with potential for future incorporations, without any type of contract commitment.  
Best regards and thanks in advance.

**Equip d'Orientació Laboral**

In general terms, the Patronat Obrer Foundation has complied with the obligations acquired in terms of information and communication established in the framework of the Structural and Investment Funds, and specifically the European Social Fund. Accountability is done through the subsidy's beneficiary being the SOIB in this case. Among others, the following activities stand out:

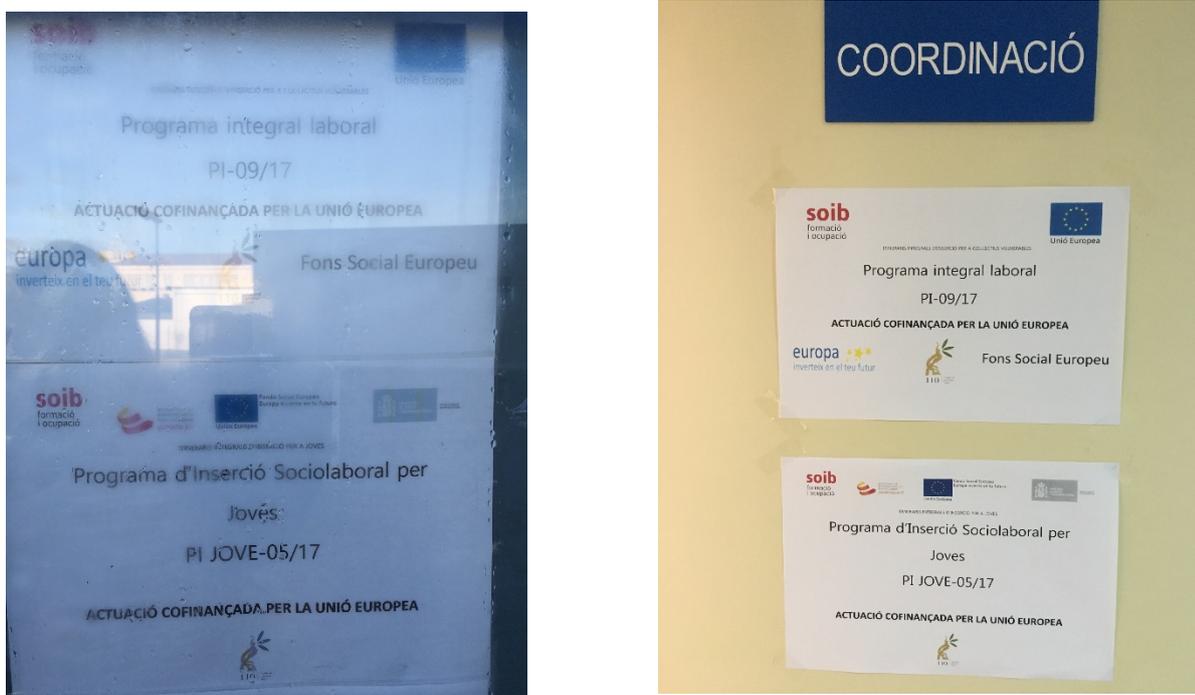
- o An information and dissemination meeting was held with companies on the Insertion Itinerary Program co-financed by the European Social Fund PO 14-20 of the Balearic Islands.
- o Participation in the celebration of the second Forum of CONNECTAT in the Deixalles Foundation of Mallorca and in Eivissa where the Insertion Process Programs co-financed by the European Social Fund within the framework of the Operational Program were informed and published.

*Picture 4: Second Occupation Forum CONNECTAT*



- o Finally, it is important to re-emphasize how, at all times, the required publicity and communication requirements have been met both in the case of the the calls and the subsidy orders within the framework of this Program.

Picture 5 Examples of advertising and communication posters in the facilities of the Foundation



Picture 6 Screenshot of the Program's promotional video



## **2. The action incorporates innovative elements.**

The main innovative elements of this action have been related to the characteristics of the human resources assigned to the Program, as they enjoy maximum qualities and competencies for the development of their functions.

A multidisciplinary training team specifically linked to the field of social sciences has assumed the tasks to develop this action. However, the social profile of the human resources has resulted in relations of empathy towards the target group. In addition, the human team has stood out for having a high capacity of adaptation and modeling to the existing needs among the people attended.

Another of the innovative elements of this program is the integrating nature of all the projects of the foundation. They have not been isolated interventions, but either of holistic design and attention to users. This characteristic has facilitated an integrated accompaniment on the Foundation's side, since it had all the resources for that purpose.

It also important to highlight the involvement between the different institutions of public and private nature, both in the management, and in the development of this action, among which is the General Directorate of European Funds, the Occupation Service of the Balearic Islands and the Patronat Obrer Foundation.

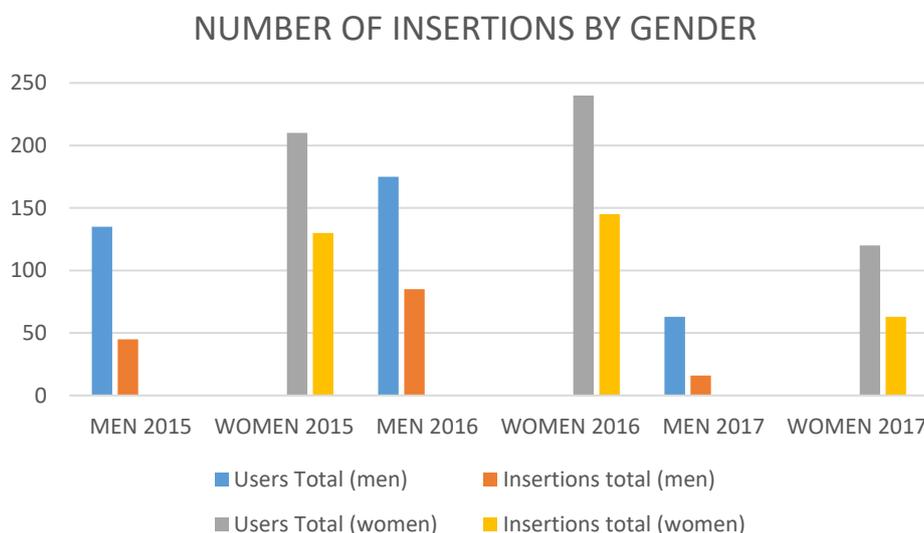
## **3. Adequacy of the results obtained to the objectives set.**

Bearing in mind that the objective of this action was to serve those unemployed people who were in a situation of vulnerability and who, based on an analysis of their skills and abilities, have been integrated into a socio-labour integration itinerary, the results obtained have been directly linked to the execution of this action, that is, a greater attention of users has been linked to a greater achievement of the objectives. In this sense, the program has been able to serve a higher number of people than initially planned.

Specifically, according to data corresponding to 2017, the users attended in the framework of the project have exceeded the target by 55%, with special emphasis on women's attention that doubled with respect to the forecasts.

On the other hand, following the action's logic of intervention, the ultimate goal sought was that users acquired greater autonomy in the search for employment. For this purpose, it is important that the people who started the itineraries finished them. The results in this regard were very positive: in absolute numbers, 80 users of the program during the year 2017 got a job and, therefore, may be considered as having the necessary autonomy in job search.

Picture 7 Number of insertions by gender in the Program



In addition to these figures a total of 16 additional persons to the 80 mentioned above have been considered as having sufficient autonomy for job search, although they did not get the labour insertion. That is to say, these users, having made more than 10 hours of individual attention with the counselor and having taken part in workshops, they were assessed as having sufficient autonomy after the monitoring during 2017. They have been of the same opinion since they have not been applicants for the program the following year.

In qualitative terms, the good results have evidenced a high demand and a high degree of satisfaction of the entities that have collaborated in the Program requesting and incorporating users of the itineraries. It was observed that the demand has increasingly progressed mainly due to the trust awarded both to the Foundation and to the results achieved during the program development.

#### **4. Contribution to the resolution of a problem or weakness detected in the territorial scope of implementation.**

The unemployment figures that exist in the Balearic Islands, mainly showing long-term or seasonal employment justify the actions and the integrated policies that foster the integration in the labour market of those people with greater difficulty in accessing it.

Except for a rebound in the first quarter of 2018 (17.4%), unemployment rates have decreased in recent years. With regard to youth unemployment (under 25 years), at the end of 2013 it showed values of 46.76% of the total, while the values at the beginning of 2018 were 37.7% (National Statistics Institute-INE, Active Population Survey). In this particular case, the evolution of this population group in the last 5 years does not present the same favorable values as the global data.



On the other hand, as it happens in the national territory, long-term unemployment in the Balearic Islands has become a growing problem, since it has increased steadily since 2008. This trend changed after 2013, when long-term unemployed rate fell significantly. Specifically, long-term unemployment registered an average of 24,800 people in 2017, compared to 32,800 in 2016, representing a decrease of 24.4% (INE, Labor Force Survey 2017).

Structural weaknesses linked to the precariousness of unskilled employment have been demonstrated, as well as the fact that those with lower educational levels (target population) present higher unemployment rates, experience higher fluctuations in the labour market and endure greater instability.

This action has contributed to increase the social and labour insertion of unemployed people who were also in a situation of vulnerability and in general terms respond to the variables analyzed previously.

## **5. High degree of coverage of the target population.**

In this action the coverage in terms of the number of people working is not valued but its assessment is either more linked to the qualitative impact produced on the target population.

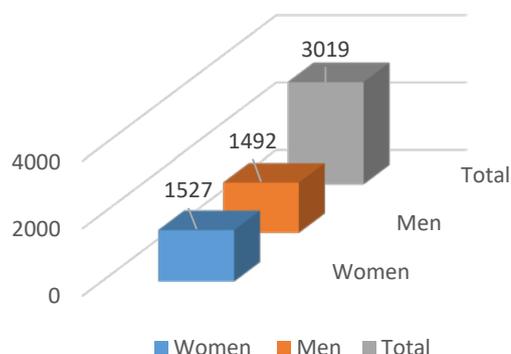
The transversal work developed through this action allows us to affirm that the incidence and results are very positive, maximizing the efficiency of the action. It should be noted that there is a strong emphasis among women, which within the target group is the most vulnerable group.

Finally, it is very positive to note that in terms of coverage, the Foundation belongs to a state network involving other entities working with vulnerable groups, which contributes to a greater specialization in the work carried out and focus on people with very specific situations. On the other hand, these spaces generate opportunities for the exchange of knowledge and useful methodologies in order to maximize results. However, the solid recruitment work on the group is a challenge in this Program as well as in other actions of a similar nature.

Some of the variables that define the profile of the people attended have been:

- Women at risk of exclusion. It is observed that women were the most attended group within the framework of the program.

Picture 8 Distribution of men versus women in the Program.



- Regarding the age and level of studies within the framework of the Call it was noted that the majority of participants had an age between 25 and 54 years.
- With regard to the level of studies, both in the case of men and women, the vast majority of participants have accomplished primary or secondary education. The participants with higher secondary education (High School or Vocational Training) also stand out. Finally, the third largest group are those people who do not have studies. This classification is similar in the case of women and men.

Table 1: Level of studies by sex and age

	16 to 24	25 to 54	Over 54	Total
<b>Women</b>	<b>162</b>	<b>1182</b>	<b>183</b>	<b>1527</b>
1- No studies		1		1
2- Primary Studies or compulsory secondary education studies (ESO)	81	549	90	720
22- Without standardisation		1		1
3- Higher secondary studies (High School or Vocational Training)	22	245	39	306
4- Advanced technician	1	38	1	40
5- University Degree	1	60	8	69
1- No studies	57	287	45	389
<b>Men</b>	<b>269</b>	<b>1052</b>	<b>171</b>	<b>1492</b>
2- Primary Studies or compulsory secondary education studies (ESO)	137	578	82	797
22- Without standardisation		1	1	2
3- Higher secondary studies (High School or Vocational Training)	21	150	25	196
4- Advanced technician	3	31	5	39
5- University Degree	2	30	4	36
1. No studies	106	262	54	422
<b>Total</b>	<b>431</b>	<b>2234</b>	<b>354</b>	<b>3019</b>



On the other hand, users of the program have been:

- People with a scarce economic resource.
- Persons dependent on minimum income grants or similar
- People living in marginal neighborhoods.

**6. Consideration of the horizontal criteria of equal opportunities and non-discrimination, as well as social responsibility and environmental sustainability.**

This action takes into account the theoretical framework of all horizontal priorities with different intensities in each case.

In the first place, equality of opportunity and non-discrimination has been contemplated by the very nature of the groups to whom the aid was addressed: people at risk of exclusion and with difficulties in accessing the labour market. Thus, social responsibility has been demonstrated by the target groups' nature.

On the other hand, it is important to note that the program has served a greater number of women than men, as indicated in the previous criterion.

Environmental sustainability is a principle that is taken into account by respecting environmental standards and raising awareness about recycling, however, efforts do not go beyond these practices.

## 7. Synergies with other policies or instruments of public intervention.

The action presents synergies in two aspects: on the one hand it is coordinated with the different projects that the Foundation also develops, such as early stimulation and other social, logopedic and psychological projects.

On the other hand, it is in line with the Employment Plan of the Balearic Islands 2014-2017, which, according to its measure 3.5.2 related to labour insertion for vulnerable groups, it is necessary to deploy personalized attention services for people in a situation of vulnerability and promote labour integration.

The program is also complementary to the Pact for Competitiveness, Quality Employment and Social Progress of the Balearic Islands, aimed at reaching higher levels of social progress.

*Picture 9 Piece of news about the Pact for Competitiveness, Quality Employment and Social Progress of the Balearic Islands*



Finally, and within the framework of policies at the national level, it presents synergies with the objectives of the Spanish Strategy on Disability 2012-2020 and at European level with the Europe 2020 Strategy, identifying that the increase in the employment rate of the population with disabilities it is an effective way to facilitate the achievement of employment objectives.

From the local point of view, it is important to highlight the contribution made to the educational services. Different actions were offered to facilitate both the integration and the family conciliation of the participants (school support, playroom, summer school, Spanish, etc.). In addition, in the field of social services, it provided the possibility of receiving food from the entity's own food bank, offering advice, support and accompaniment to carry out any management or contact with the resources appropriate to each need.