



CHARISM

case management for unemployed youth

Case Management for unemployed Youth – CHARISM

Progress Report

Public Part

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Executive Summary

The overall objective of CHARISM is to promote the integration of young people into the labour market, by strengthening their individual motivation, their self-awareness, their self-confidence and their ability to look at and to evaluate their skills and competences during various situations in life. The project CHARISM intends to develop a common European concept to combat youth unemployment in Europe and to improve and increase the employment of young persons as the Copenhagen process affirms.

The beneficiaries of the project CHARISM are therefore young people aged between 15 and 25 years facing multiple challenges and problems in life, one of them being unemployed.

CHARISM offers youth practitioners, who work day to day with (at-risk) unemployed young persons, additional training. With the help of the Case Management method, CHARISM is aiming to complement and optimize existing working methods to reduce unemployment. By using the practical experience with unemployed youth, current CM methods should be improved and adapted.

The youth practitioners are basically people working with disadvantaged job-seeking youth, who want to update their qualifications and get to know new tools such as the CHARISM Case Management Tools. These practitioners cover, for example, teachers, trainers, and social workers, having backgrounds in educational science, pedagogy, youth work, social work, and community work.

The partners involved in this project form a very cohesive group and the skills they bring to the project and their contributions to it are complementary. The consortium is made up of six partners from five European countries: The BilSE-Institute of Education and Research Ltd, Güstrow, Germany, The Fundación Universidad Empresa of the Region of Murcia (FUERM), Spain, The Hamburger Volkshochschule, Germany, KEK KRONOS/Chalkida, Greece, University Rehabilitation Institute, Republic of Slovenia – Soča (URI SOČA) and the coordinator BFI Tirol Bildungs GmbH. All partners are dealing with young, unemployed people and have a high experience in the field of vocational education and training and youth counselling. All partners face the same problems - having a growing number of young clients in their

trainings or counselling who have problems to enter the labour market. Bringing together all experiences and know-how and developing, testing and evaluating a new, innovative case management concept for unemployed youth is the challenge and chance of this consortium.

The CHARISM Case Management Concept serves as innovative and promising method to meet the overall objective of the project. In addition, the developmental approach represents a systematic, reflective, and quality-monitored procedure taking into account the real and regional needs and circumstances of the target group youths and case managers.

By now, the framework for the practical application of the CHARISM Case Management is established. The future CHARISM Case Managers are prepared with training for Case Managers and with the “European Guideline – Case Management for unemployed youth”.

Remaining steps include the conduction of a preparatory study to test the CHARISM Case Management Concept and the CHARISM passport with unemployed youth, the adaptation of the “European Guideline – Case Management for unemployed youth” according to the preparatory study, and finally the Roll-Out of the CHARISM Case Management, during which the concept will be tested, monitored, and evaluated in all participating countries, before it will be implemented by all countries.

Details relating to the project can be found at the CHARISM website: www.charism.eu

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1. Project Objectives

The project CHARISM intends to develop a **common European concept to combat youth unemployment in Europe**. The youth unemployment rate in the European Union currently varies between 7.7% in Germany and 61.5% in Greece (Eurostat, as of 25 July 2013). Both countries are participating at the project CHARISM.

The main objective of CHARISM is therefore → to develop a practical European standardized model for youth practitioners (people working with job-seeking youth), which **supports the disadvantaged youths during all stages** until they finally have a job thereby considering all circumstances and individual resources of the youth.

The project CHARISM uses the holistic and systematic approach of **Case Management** as overall methodology and as practical solution to support the unemployed youth to find employment. Further on, the aimed approach is entitled “CHARISM Case Management”.

The project CHARISM is based on following general goals:

- To assess the status-quo-situation in the participating countries and regions regarding different aspects important for the idea behind the project CHARISM
- The development of a Case Management model taking into account the target group youths and the intended type of support
- The development of **a training for Case Managers** based on the CHARISM Case Management and aligned at ECVET principles for the formulation of learning outcomes
- To conduct a pilot testing of the CHARISM Case Management with job-seeking youths

Another objective of the project CHARISM is → to adapt the methodology to the **specific needs and frameworks** of each participating country, which are Austria, Germany, Greece, Slovenia and Spain:

- Case Management is a new and promising method in the field of vocational education and training, but practical applications with unemployed youth are scarce and differ from country to country.

- Case Management in the context of unemployed youth can relate to a broad and diverse group of practitioners having different backgrounds, such as teachers, social workers, trainers, educators, and counsellors of employment services.
- The practical experience with Case Management, the composition of the target group “Case Managers” (see above), the employment landscapes for and the needs of the target group “Youths” differ among the participating countries. Adaptions to the target groups and to local conditions are therefore crucial.

In order to concretely take into account the **European Dimension** within the aimed methodology, the objective for the development of the “CHARISM Case Management” will be → the consideration of EQF, ECVET and EQAVET instruments according to the Copenhagen Process. Especially the developed training of youth practitioners is aligned towards the mentioned instruments.

Another objective of the project “CHARISM” is → the consideration of **informal and non-formal competences** during the development of the CHARISM Case Management methodology. To meet this objective, the project consortium intends to develop the CHARISM Passport, which is handed over to the young person as direct output figure of the individual Case Management Process visualizing informal and non-formal competences and soft-skills, which were individually elaborated and uncovered during the CHARISM Case Management Process.

The objectives concerning exploitation and dissemination include the distribution of project outputs to relevant stakeholder, the establishment of a network of interested parties who could need the project outputs and the expansion of the network during the project lifetime so that project results are used beyond the project lifetime. A main aim as result of the dissemination and exploitation activities is that public employment services and training providers work with the CHARISM Case Management Concept and that they offer trainings on “Case Management for unemployed youth” based on the CHARISM concept.

Currently, the project “CHARISM” serves three target groups: the “Case Managers”, the youths, and the “public employment services and training providers”.

The benefits for the target group “**Case Managers**” are

- ... the availability of a holistic and systematic method taking into account the individual needs and complex conditions of (vulnerable) youths
- ... the opportunity to exchange and discuss experiences related to Case Management of youths
- ... the participation at the CHARISM “Training for the future Case Manager” and the resulting qualification

The benefits for the target group “**Youths**” are

- ... the integration into the labour market
- ... the strengthening of their individual motivation, their self-awareness, their self-confidence and their ability to look at and to evaluate their skills and competences during various situations in life

The benefits for the target group “**public employment services and training providers**” are

- ... the availability of a tailored instrument perfectly matching the core of their work aims, which is supporting and training people to find a job and
- ... the update of their knowledge about measures, tools and about the situation of youths in the respective regions

2. Project Approach

To reach the main and general objectives of the project CHARISM, the project consortium has conducted following consecutive working steps:

- The analysis of the status-quo-situation in the European Union, especially in participating countries
- The development of a basic concept on Case Management containing a definition of terms, the Case Management concept of the project, a description of the requirements of future CHARISM Case Managers, a detailed description of the CHARISM Case Management methodology for unemployed youth, and quality standards referring to EQARF indicators
- The development of a localised Case Management model, which means nothing else that each participating country used the previously developed basic concepts as blueprint for the elaboration of a version, which is concretely adapted to regional contexts such as socio-economic conditions, target groups “Case Managers”, employment landscapes, and the needs of the youth.
- The elaboration of localised training concepts for the future Case Manager, thereby defining the needed learning outcomes of the Case Manager analogue to the concept of ECVET
- The organisation of a local training of Case Mangers according to the localised Case Management concept and the training of future Case Managers
- Preliminary evaluation of the developed basic materials, covering, inter alia, future CHARISM Case Managers and Case Management experts on the basis of a questionnaire
- The development of a CHARISM passport serving as direct output figure of the individual Case Management Process visualizing informal and non-formal competences and soft-skills
- The creation of a “European Guideline – Case Management for unemployed youth” (serves as basis for the preparatory study)

All in all, the developmental approach represents a systematic, reflective, and quality-monitored procedure taking into account the real and regional needs and circumstances of the target group youths and case managers.

Following steps are currently being carried out:

- The conduction of a preparatory study to test the phases of the CHARISM Case Management Concept and the CHARISM passport with young unemployed persons
- The elaboration of an adapted version of the “European Guideline – Case Management for unemployed youth” according to the preparatory study results

Following steps will be conducted in the near future:

- In September 2013, the Roll-Out of the CHARISM Case Management Concept (testing and verifying the developed products under real conditions with the youth)
- In September 2014, each project partner will elaborate national reports dealing with the evaluation of the CHARISM Case Management Concept Roll-Out phase
- In October 2014, the consortium will work out an overall implementation report serving basically as overall evaluation report of the CHARISM Case Management Concept
- Finally, until November 2014, an official handbook for future CHARISM Case Managers will be developed

3. Project Outcomes & Results

The following section outlines the hitherto project outcomes and results according to the project's general and main goals:

- ✓ The Research Report (applicable and valid for each participating project partner in all consortium languages) shall give an overview of the conducted research regarding the status quo in the field of youth unemployment throughout the European Union.

The Research Report serves to meet the objective

- To assess the status-quo-situation in the participating countries and regions regarding different aspects important for the idea behind the project CHARISM

The Research Report can be downloaded from the CHARISM website.

- ✓ The Basic Report and the Action Plan deliver the basic guideline, concept and references applicable and valid for each participating project partner.

The Basic Report and the Action Plan serve to meet the objectives

- The development of a Case Management model taking into account the target group youths and the intended type of support
- The development of a training for Case Managers based on the CHARISM Case Management
- The consideration of EQF, ECVET and EQAVET instruments according to the Copenhagen Process

The Basic Report and the Action Plan can be downloaded from the CHARISM website.

- ✓ The Localised Concept and Training for the future Case Manager is separately elaborated by each participating project partner and serves as adapted and localised, concept, reference, and training form.

The Localised Concept and Training for the future Case Manager serve to meet the objectives

- The development of a Case Management model taking into account the target group youths and the intended type of support
- The development of a training for Case Managers based on the CHARISM Case Management
- To adapt the methodology to the specific needs and frameworks of each participating country
- The consideration of EQF, ECVET and EQAVET instruments according to the Copenhagen Process

The Localised Concepts and Trainings for the future Case Manager can be downloaded from the CHARISM website.

- ✓ The European Guideline - Case Management for Unemployed Youth incorporates the hitherto developed outputs and findings to provide a guideline for the implementation of the CHARISM Case Management Procedure at real circumstances.

The European Guideline - Case Management for Unemployed Youth serves to meet the main objective

- To develop a practical European standardized model for youth practitioners (people working with job-seeking youth), which supports the disadvantaged youths during all stages until they finally have a job

- ✓ The CHARISM Passport visualizes informal and non-formal competences and soft-skills of the young person and functions as direct output figure of the CHARISM Case Management Process.

The CHARISM Passport serves to meet the objective

- The consideration of informal and non-formal competences during the development of the CHARISM Case Management methodology

The above depicted achievements and results of the reporting period contributed to the implementation phase of the CHARISM project and deliver the baseline for the testing phase, which will be in September 2013. During this period, it became clear that Case Management is a innovative and promising method in the field of vocational education and training, but practical applications with unemployed youth

are scarce, and the circumstances and needs of the targeted youth and consequently of the practitioners working with the youth differ from country to country. Whereas in Austria and Germany unemployment of youth is limited to the group of very disadvantaged and at-risk youth, in Greece, Slovenia and Spain unemployed youth can be found throughout different segments of the population, such as marginalized youth or qualified youth. Overall, the CHARISM Case Management is applicable for all unemployed youth under discussion, but as holistic, empowering, and supportive method especially for disadvantaged or at-risk youth.

The dissemination and exploitation activities include:

- The elaboration of the dissemination and exploitation plans with the contribution of the consortium
- The design and update of the website: <http://www.charism.eu/>
- The creation of a leaflet in the different languages of the participant countries
- The creation of a flyer in the different languages of the participant countries

The design of the CHARISM logo, the texts and the photos were agreed on by all partners.

Partners have started to identify and contact several stakeholders for dissemination activities and have distributed the CHARISM leaflet.

4. Partnerships

Partners in the project CHARISM cover a wide geographical spectrum. Two partners are in the South: Spain, and Greece and the other three are in central Europe: Austria, Germany, and Slovenia. Although unemployment rates of youth are different, the problem the project addresses affects all of these countries.

The consortium consists of three different types of organisations operating in the field of counselling, education/training as well as public organisations. All partners involved have experiences in European project work and are dealing with young, unemployed people. All partners face the same problems - having a growing number of young clients in their trainings or counselling who have problems to enter the labour market. Existing national programmes are not sufficient anymore to solve this problem.

Some partner organisations already have experiences concerning the case management concept - but not in the context of unemployed youth. All partners discovered the need of inventing such a new and innovative way of dealing with the problem and regard the Case Management method as suitable instrument to support unemployed youth and combat youth unemployment. Therefore, each partner fulfils specific tasks - according to its specific expertise. All work packages have one leading partner who will be responsible for the overall coordination of the package. All project partners coordinate with the leading partner of the whole project. This is the only way to ensure that all activities are focussed on the achievement of the overall projects' aims.

Each partner provides the base to set up a sustainable network with national and European stakeholders dealing with the topic "unemployed youth" and therefore start up a national discussion and sanitation for this important topic.

5. Plans for the Future

The remaining work will include:

- The Preparatory Study (in progress), during which partners will test and verify one or two phases of the CHARISM Case Management in real environments and under real conditions with the target group unemployed youth. In addition, the Preparatory Study serves to test the CHARISM Passport with the youth.
- The results of the Preparatory Study will be incorporated by each project partner into localized Evaluation Reports (National report I).
- The preliminary “European Guideline - Case Management for Unemployed Youth” will be adapted according to the results of the Preparatory Study and the affiliated evaluations and used as final guide for the Roll Out Phase (in progress).
- The partners contributions (National reports I) will be incorporated into the Overall Implementation Report I.
- The Roll-Out Phase is then the final implementation of the CHARISM Case Management methodology, serving as phase to test and verify the developed products under real conditions with the youth.
- Until September 2014, each project partner will elaborate national reports (National Report II) dealing with the evaluation of the CHARISM Case Management Concept Roll-Out phase.
- Within the End of October 2014, the consortium will work out an Overall Implementation Report II serving basically as overall evaluation report of the CHARISM Case Management Concept.
- Finally, until November 2014, an official handbook for future CHARISM Case Managers will be developed.

Efforts concerning dissemination and exploitation will take place at regional, national and European level in order to reach all relevant stakeholders and interested parties thereby contributing to the distribution and use of project outputs and products beyond the projects lifetime.

6. Contribution to EU policies

The project's global aim is to contribute to combating youth unemployment in Europe by developing a common European model adapted to different national needs. Therefore, it is in line with the objectives of the LdV sub-programme and promotes the Copenhagen process. The growing youth unemployment rates throughout Europe are a problem which affects all EU-countries and which cannot be solved with single national concepts and actions but needs to be tackled with a European solution. CHARISM tries to find such a common solution which can be used in different European countries.

In addition, the consortium applied ECVET to define learning outcomes of the future Case Manager, thus contributing to the objectives of the LdV sub-programme.

More widespread policies include cultural and linguistic diversity.

