

# **Look-out of Social Integration**

**A CATALOGUE OF EXAMPLES OF GOOD PRACTICE  
OF ROMA INTEGRATION**

Otevřená společnost, o.p.s. in cooperation with the association FORINT

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IN ROMA INTEGRATION**

**Editor:  
Veronika Vendlová**

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**Published by**  
Otevřená společnost, o.p.s.  
in cooperation with the association FORINT

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## INTRODUCTION

**The Look-out of Social Integration** (the Look-out) intends to contribute to the mapping of one of the areas of the non-profit landscape, defined by integration of citizens affected or endangered by social exclusion. The Look-out provides details of specific and interesting incentives and those implementing them and promotes the establishment of a network of non-profit organizations with a similar focus.

**The author of the Look-out is the Forint association** (Forum for Integration). Admission into the Look-out is free. This is the way Forint implements its long-term intent to develop and take care of a network of non-profit organizations and to share examples of good practice. The Look-out provides an overview of some projects and does not claim completeness. Just like on a real look-out tower, here you will also not see all objects of interest. In the first phase, the search for projects focused on projects supported by the Open Society Fund Prague; however, it gradually covered projects recommended by the Government Office and projects which were not visible at first sight. Thus, if you know about any other projects, which deserve to be included here, please contact us at [info@forint.cz](mailto:info@forint.cz). You will contribute to ongoing expansion of the offer.

The Look-out shows projects of various kinds and probably of varying quality. There was no expert who would systematically check all information about each project. The collection of the projects published here has been and remains to be just declaratory: we leave it up to the authors or coordinators to decide whether to include their project here; however, we do not rule out a possibility that in the future the Look-out will turn into a source of information for research or a measure of effectiveness possibly standards.

**Criteria for inclusion of projects into the set of projects published in the Look-out have been and still are as follows:**

- 1) The project is expressly oriented on social integration achieved by means of education or a social work.
- 2) The project anticipates and brings along a systemic change in the environment.
- 3) The project may be principally applied in another locality.
- 4) The project has its outputs and/or there is a way to transfer it to other subjects.

**The projects** are divided into six areas and listed alphabetically in each of them. It is a system of "information cards", which thanks to its clear structure makes the Look-out user-friendly. The description of some projects, which has been elaborated in more detail by their authors, has been edited for the purpose of this catalogue. Details information may be obtained from us and/or directly from the authors of the published projects. At the end of the Look-out, you will find an alphabetic directory with contacts to authors of the published projects.

The project "Look-out of Social Integration" has been initiated and funded by the Open Society Fund Prague, a member of the Soros foundations network, supported by the Open Society Institute. We thank the Open Society Fund Prague for the support of the Look-out. We also express our thanks to organizations whose project you will find in this publication for their cooperation.

*We wish you good weather for your true outlook!*

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**I.**

**EDUCATION**

## **Bezbariérová škola nových technologií a grafické výuky (Barrier-Free School of New Technology and Graphic Studies)**

### **1.1 Ateliér Alf Art Language (Alf Art Language Studio)**

#### **Objectives:**

To develop professional skills and skills necessary for finding a job for persons who are threatened with social exclusion. The objective is to provide education or to increase the qualification of these unemployed persons in their productive age, which will assist them in finding a job on the labour market.

#### **Means:**

Education, retraining and thematic courses, social and legal counselling.

#### **Output:**

Reference materials, CDs etc., education manuals, lecture notes, case stories.  
Training offers: 16 kinds of educational modules in the field of new technology and graphics education.

#### **Period of implementation:**

September 2006 until February 2008.

#### **Funding:**

A grant of SPD 3 (Single Programming Document) and private donors.

<b>Contacts:</b> Ateliér ALF Bořivojova 90 130 00 Praha 3 tel.: 774 859 777	
	e-mail: <a href="mailto:alf@artlanguage.org">alf@artlanguage.org</a> <a href="http://www.artlanguage.org">www.artlanguage.org</a>

## WHAT DO YOU KNOW ABOUT THE ROMA?

### Promotion of intercultural understanding and education

1.2 *Multikulturní centrum Praha, o.s. (the civic association Multicultural Centre Prague)*

#### OBJECTIVE:

To provide university students concrete and practical instructions and directions for the most successful integration of all children into the educational process. A cycle of lectures and seminars was created for students of pedagogical specializations of the Technical University in Liberec and took place in the 2004/2005 academic year. The project focused on of pedagogical specializations students, who were provided, by means of lectures and seminars, with specific and practical instructions and directions for the most successful integration of all children into the educational process. It offered information to future teachers about the Roma ethnic. At the same time, the project provided students knowledge and practical experience in the field of human rights, intercultural understanding, efficient communication and solving of conflicts between teachers and students.

#### RESOURCES:

Two half a day blocs were carried out within the project; the first one was comprised of a theoretical lecture about the relevant ethnic group, i.e. Roma, their customs, culture and traditions, communication style etc., which was followed by a practical example of a Roma intercultural workshop with an explanation of methods by professionals and involvement of co-workers from the Roma minority.

#### OUTPUTS:

Multikulturní centrum Praha (Multicultural centre in Prague) carried out four ninety-minute educational events about the Roma for students of pedagogical specializations in cooperation with the Faculty of Education of the Technical University in Liberec and the Regional Scientific Library in Liberec.

#### Period of implementation:

September 2004 to June 2005.

#### Funding:

Preciosa Foundation.

<b>Contacts:</b> Multikulturní centrum Praha, o.s.	
	e-mail: <a href="mailto:education@mkc.cz">education@mkc.cz</a>

## **KUKADLA - JAKHORA**

### **Preschool education of Roma children**

#### **1.3 Step by Step ČR, o.s. (**

##### **OBJECTIVES:**

Integration of Roma children into kindergartens attended by children from the mainstream society.

##### **Resources:**

- Selection of kindergartens – selected kindergartens have to fulfil the following criteria: they are near the locality where the community of Roma lives and will actively participate in the project.
- Seminars for kindergarten pedagogues – the pedagogues will attend a series of seminars focused on improving skills of kindergartens to cooperate with Roma children and their families (work methods with children from social and cultural disadvantaged environments, cooperation with the family, Roma culture – the way of upbringing, communication etc.)
- Cooperation with the Roma community – Roma field social workers who with Roma families with children in the age of 3 to 5 years are involved in the project. Their objective is to motivate the families to regularly register and enrol their children into kindergartens.
- Pedagogic assistants – The kindergarten is motivated to establish the position of a Roma pedagogic assistant. The main task of such assistants is to help with the adaptation of children in the kindergarten and to cooperate with Roma families. The kindergarten provides assistance in the establishment of this position in the form of continuous consultations, assistance in the course of selection of a suitable candidate and by means of a seminar focused on the purpose of the assistant position and his/her form of cooperation with teachers, including a seminar focused on the teacher-assistant cooperation (pedagogical and communication skills, forms of cooperation).
- The establishment of cooperation between kindergartens and primary schools – as an additional element, the project includes the establishment of cooperation of participating kindergartens with primary schools attended by children from the mainstream society. The purpose of such cooperation is to ensure support of Roma children in their transition to primary school. The possibility of establishing this kind of cooperation was presented in the form of round tables.

##### **OUTPUT:**

Eleven kindergartens joined the project. In spring 2004, the project succeeded in having 43 Roma children enrolled in kindergartens. Seven kindergartens hired Roma pedagogic assistants.

##### **Offer:**

Educational module for pedagogues of kindergartens (seminars, consultations).  
Training and guidance of field social workers.

**Period of implementation:**

September 2003 to March 2005.

**Funding:**

A subsidy from the Ministry of Education, Youth and Sports in 2003. Since 2004, the project was financed from the funds of Step by Step in ČR, o.s. Round tables organized from October 2004 until March 2005 were funded by a grant of the Open Society Fund Prague.

<b>Contacts:</b> Step by Step ČR, o.s. Kubelíkova 22, 130 00 Praha 3 Tel/fax: 222 963 596	
	e-mail: <a href="mailto:info@sbscr.cz">info@sbscr.cz</a> <a href="http://www.sbscr.cz">www.sbscr.cz</a>

## EXTRACURRICULAR EDUCATION OF CHILDREN FROM SOCIALLY EXCLUDED LOCALITIES

### 1.4 *Společnost tady a teď, o.p.s. (the public benefit society Here and Now)*

#### **OBJECTIVES:**

The objective of this program is to increase the quality of extracurricular education for children from socially excluded localities, to motivate parents and children towards an active approach to education and to minimize potential risks of transfer of children to a special school.

#### **RESOURCES:**

Regular visits of a skilled tutor to the family of the child (at least once a week), regular supervision of tutors, work with the family and teachers of the children, motivation of children by means of accompanying activities, regular contacts between the coordinator and the family to which this service is provided.

#### **Offer:**

Společnost tady a teď, o.p.s. trains volunteers in the field of education in socially excluded localities. Under the agreed terms it can convey its methodology to other organizations.

#### **Period of implementation:**

From September 2004, as part of the project POLIS (a project of People in Need); the project methodology was further transferred to Ústí nad Labem and Kladno. Since September 2006, the project has been implemented in Bílina.

#### **Funding:**

European funds – Equal Community Initiative; 2004, 2005 – Plzeňský Region.

#### **Contacts:**

Společnost tady a teď, o.p.s.  
Bc. Michaela Hirtová – director  
Mikulášské náměstí 552/17  
326 00 Plzeň-Východní Předměstí  
Tel.: 377 240 034

e-mail: [hirtova@tadyated.org](mailto:hirtova@tadyated.org)  
[www.tadyated.org](http://www.tadyated.org)

## PROMOTION OF ROMA INTEGRATION

### Education of Roma pupils – primary schools

1.5 *Step by Step* ČR, o.s.

#### OBJECTIVES:

To develop an efficient method of education of Roma pupils and to organize training of this method for pedagogues and pedagogic assistants who work with Roma students.

#### RESOURCES:

Elaboration of the method, a three-day seminar for pedagogues and pedagogic assistants in primary schools, practical methods and techniques which will simplify the demanding work of pedagogues and pedagogic assistants in the classes attended by pupils from a different socio-cultural environment. The training is divided into three groups: prep classes, stage 1 and stage 2 of primary school, and can be organized for the entire pedagogical staff of a primary school.

#### OUTPUTS:

Guidance handbooks and training manuals for individual groups: prep classes, stage 1 and stage 2 of primary school; training was provided to 250 pedagogues and pedagogic assistance.

#### Offer:

A training module for pedagogues and pedagogic assistants (preparatory classes, stage 1 and stage 2 of the primary school); guidance handbooks and training manuals (separate for each group - preparatory classes, stage 1 and stage 2 of the primary school).

#### Period of implementation:

December 2002 to December 2004.

#### Funding:

PHARE EU and the Ministry of Education, Youth and Sports of the Czech Republic.

<b>Contacts:</b> Step by Step ČR, o.s. Kubelíkova 22, 130 00 Praha 3 Tel./fax: 222 963 596	
	e-mail: <a href="mailto:info@sbscr.cz">info@sbscr.cz</a> <a href="http://www.sbscr.cz">www.sbscr.cz</a>

**EDUCATION**

## **ROTA – ROMSKÁ INFORMAČNÍ A MEDIÁLNÍ SÍŤ ROTA – ROMAŇI INFORMACIJAKERI THE MEDIJAKERI GRUPA (STAGE 1) (ROMA INFORMATION AND MEDIA NETWORK)**

### **Improvement of skills and professional knowledge of the Roma community as a group facing difficulties at the labour market**

#### *1.6 Sdružení Dženo (Dženo Association)*

##### **OBJECTIVES:**

The development and implementation of an education programme which expands and supplements the skills of the target group - the young Roma. The project focuses on continuing professional education focused to attain elementary skills in the field of public relations, journalistic work, specialized work in communication and information centres etc. Another objective is to establish a training centre of continuing professional education of the Roma community and to create a tutor database, including additional training of the tutor group in working with Roma clients. An additional objective of the project is to acquire trained support for work at a Roma radio.

##### **RESOURCES:**

The principal objective designed for the two-year pilot period was to develop a new program of continuing education in the field of media, followed by a pilot testing in the form of annual additional training and education activities, including practical training and internships. A prominent specific feature of this education programme was its prevailing concentration and focus on Roma problems and multicultural issues. The activities of the education centre will continue to be focused in future continue on members of Roma communities. The principal target groups include lecturers, mentors and methodologists participating in the project, whose task it is to prepare the contents, methods and pilot testing of further projects training talented young members of the Roma community in the field of media and communication field. At a broader level, the project is a direct follow-up to the annual training course in media communication, PR and new media “Žurnalistické minimum” (“Journalistic Mminimum”) for Roma students under the age of 25 who have completed at least a secondary vocational training centre, which we organized in 1998 in cooperation with the College of Journalism and which was funded by Phare/Intrinsic.

##### **Specific activities:**

Expert internship – carried out in cooperation with the nongovernmental European organization European Network against Racism. The internship was focused on transfer of experience with contents and methods of continuing education for the Roma ethnic in the EU environment. Training of lecturers and mentors – the following two two-day workshops were organized:

- For methodologists and lecturers involved in the development and pilot testing of the course – focused on a review of course contents, some methodological

## EDUCATION

particularities and on interconnection of methodological and lecturing experience of “majority” and “minority” target groups;

- For course mentors – focused on training of future mentors in the form of practical experience and internship;
- The pilot course was attended by Roma students. The theoretical part of the course was organized by the Newton College. The practical part of the training was provided by Dženo that hired lecturers and mentors from mainstream and Roma media in the Czech Republic and other independent experts.

### OUTPUTS:

- Methodology and contents of the theoretical and practical part of the course.
- A learning manual for students which contained the syllabi of individual courses, a list of literature, basic information concerning practical training and internships, information about employment prospects of course graduates on the labour market and other practical information.
- A database of lecturers and mentors, which contains selection of mentors, lecturers and partners, their availability, previous education, training and previous work with the Roma ethnic. The database will be continuously updated and extended.

### Period of implementation:

February 2006 to January 2008.

### Funding:

ESF (European Social Fund), state budget of the Czech Republic, Metropolitan Prague - SPD (Single Programming Document).

#### Contacts:

Sdružení Dženo  
Ivan Veselý – chairman  
V tůních 11, 120 00 Praha 2  
Tel.: 224 941 945

e-mail: [vasely.ivan@wo.cz](mailto:vasely.ivan@wo.cz)

## SCHOOL FOR ALL

### Integration of Roma students into ordinary primary schools and increasing capacities of pedagogues

1.7 *Aisis, o.s.*

#### OBJECTIVES:

To test procedures leading to better integration of Roma pupils into ordinary primary schools and to facilitate these procedures within the pedagogic community.

#### RESOURCES:

Consulting and advisory activities in ten pilot schools with a high share of Roma pupils. Each school was regularly visited by a couple of consultants: a psychologist and a Roma lecturer. The school team had an opportunity to hold regular meetings, to meet, to receive education and to exchange experience related to the work with Roma pupils and their families. The education was also focused on Roma assistants working at these schools.

#### OUTPUTS:

A publication *Jak se dělá škola pro všechny* (How to Make a School for Everybody), which summarizes the experience from the project, provides examples of good practice and draws attention to difficulties and procedures that should be avoided. The publication includes a CD-ROM, which contains, among others, a Framework for Self-assessment of the School– a self-evaluation tool helping pedagogues determine the extent to which their school is helpful and inclusive.

#### Offer:

We facilitate consultations with experts to people interested in more detailed information, experience and advice.

#### Period of implementation:

2001 to 2004.

#### Funding:

Open Society Prague Fund.

#### Contacts:

Aisis, o.s., Mgr. Milan Kotík – CEO and member of board of directors  
Gorkého 499, 272 01 Kladno

e-mail: [aisis@aisis.cz](mailto:aisis@aisis.cz)  
[www.aisis.cz](http://www.aisis.cz)

## VARIANTY – INTERCULTURAL EDUCATION

### Introduction of multicultural education into the education and lifelong learning system of the Czech Republic

1.8 *Multikulturní centrum Praha, o.s. (the civic association Multicultural Centre Prague)*

#### **OBJECTIVES:**

The three-year “Varianty” project endeavoured to introduce intercultural education into the education lifelong learning system of the Czech Republic, thus promoting respect to socio-cultural diversity, increasing tolerance towards members of minority groups, improving social status of persons from different socio-cultural environments and facilitating their entry onto the labour market. The project covers issues concerning primary and secondary schools, universities, the school inspection, adult education, children’s homes and community centres. Multikulturní centrum Praha implemented a module focused on the Czech School Inspection (CSI)

#### **The objective of this part included**

- The elaboration and practical application of CSI's method for evaluating inter- and multicultural education in kindergartens, primary and secondary schools.
- Training of an inspectors team in the issues of inter- and multicultural education.

#### **RESOURCES:**

Series of multicultural education seminars for CSI.

#### **OUTPUTS:**

A methodology of multicultural education, which was elaborated as part of the project, will be a mandatory document used by CSI inspectors in the evaluation of the quality and forms of multicultural education in kindergartens, primary and secondary schools. The latest revised version of the methodology was used in a thematically focused inspection at approximately 60 schools throughout the Czech Republic which was performed in autumn 2004. After the evaluation of inspection results and of individual tools created for the purpose of evaluating the multicultural education, a final revised version the methodology will be published in a periodical focused on education (Učitelské listy, Moderní vyučování, Kritické myšlení etc.)

#### **Period of implementation:**

2002 to 2005.

#### **Funding:**

Equal Community Initiative.

#### **Note:**

The project was coordinated by the public benefit society Člověk v tísni, o.p.s. (People in Need).

## EDUCATION

<b>Contacts:</b> Multikulturní centrum Praha (which implemented a part of the School Inspection Module)	
	e-mail: <a href="mailto:education@mkc.cz">education@mkc.cz</a>

## LEARNING AND MOTIVATION CENTRE FOR ROMA CHILDREN IN VSETÍN

### 1.9 *Diakonie ČCE – centre in Vsetín*

#### **OBJECTIVES:**

To assist Roma children in school preparation, in learning and mastering the primary school curriculum. This assistance is provided in close cooperation with parents and the school (and if required also in cooperation with logopaedists, psychologists, special pedagogues etc.) in order to facilitate school preparation for Roma children and assist them in coping with school learning. This will increase the probability of successful completion of primary school by these children and of acquiring prerequisites for achievement of further educational levels. The aim of this assistance does not include only helping Roma children cope in school but also to develop their personality.

#### **RESOURCES:**

- Field work focused on the motivation of Roma parents and children for systematic education with an offer of assistance and support in education and studies.
- Cooperation with schools, pedagogues and experts from related areas (psychologists, special pedagogues, logopaedists)
- Operation of a teaching and motivation centre for Roma children.

#### **Furthermore, the project has ties to other activities and projects in progress:**

- A low-threshold facility for children and youth - RomaKlub.
- The community centre – preschool preparation of Roma children in Vsetín.
- Leisure-time education of Roma children and youth in Vsetín.
- 8 + 8 – cycle of lectures for the public.

#### **OUTPUTS:**

Improvement of school grades of children and reduction of their absence at school. Know-how in the field of education of Roma children, work of pedagogues and Roma assistants, experience of volunteers working with the Roma.

#### **Period of implementation:**

April 2006 to February 2008.

#### **Funding:**

JROP (Joint Regional Operational Programme)

#### **Note:**

Publication of this project was recommended by the Government Office.

## EDUCATION

<b>Contacts:</b> Diakonie ČCE – Centre in Vsetín Strmá 34 775 01 Vsetín Contact persons: Ing. Dan Žárský Mobile: 731 517 257, tel.: 571 420 617	e-mail: <a href="mailto:vsetin@diakoniecce.cz">vsetin@diakoniecce.cz</a>
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## **EVANGELICKÁ AKADEMIE (EVANGELICAL ACADEMY)**

### **Preparation of specialized workers to do specialized social work, particularly in socially excluded localities or localities threatened with social exclusion**

#### *1.10 Evangelická akademie (Evangelical Academy)*

##### **OBJECTIVES:**

An educational programme focused on social work in the environment of ethnical minorities prepares specialized workers for performance of specialized social work, particularly with clients living in socially excluded localities or localities threatened with social exclusion.

##### **RESOURCES:**

The preparation is focused on direct field work in endangered localities and on conceptual work leading to solutions of problems of coexistence of the Roma minority with the mainstream society at the level of state administration, local authorities or nongovernmental organizations. It is comprised of two-level extramural studies for primary school graduates.

**Level One** – performance of Roma assistant tasks; the graduates have to pass a final exam. This level consists of a comprehensive curriculum focused particularly on basic communication skills and techniques, including oral and written communication in Czech language, multicultural coexistence, basic communal works, system and functioning of state administration, selected issues of law and methods of social work, supplemented with office work and computer basics. Successful completion of the first level entitles the graduates to work as Roma assistants. At this level, it is taken into account that the students are selected on the basis of their existing life and professional experience in work for the Roma community and bring along this important experience in these studies. The studies are based on and make use of this experience; thus, it is possible to limit the studies to two years.

**Level Two** - performance of tasks of a Roma consultant and field worker – ends with a graduation exam (general certificate of education). This level is a follow-up course, because its content is based on the first level. However, it is more professionally and theoretically focused and sufficiently supplemented by the general education curriculum. After successful completion of the second level, the graduates may work as Roma consultants or field workers. If required by public interests, this course can be also used for preparation of consultants working in environments of different minority groups.

##### **OUTPUT:**

Annual reports, evaluation reports, teaching materials.

##### **Period of implementation:**

Since 1998.

## EDUCATION

### **Funding:**

Ministry of Education, Youth and Sports of the Czech Republic, ESF (European Social Fund), Metropolitan Prague

### **Contacts:**

Evangelická akademie, Vyšší odborná škola sociálně právní a střední sociální škola Praha

Horusická 7

Praha 4 – Spořilov

Tel./fax: 272 767 609

[skola@eapraha.cz](mailto:skola@eapraha.cz)

[www.eapraha.cz](http://www.eapraha.cz)

**II.**

**EMPLOYMENT**

## **DĚLÁNÍ PRO VZDĚLÁNÍ (WORKING FOR EDUCATION)**

Improvement of skills of the Roma by means of a retraining course for working with children and youth in leisure time activities: Leisure time instructor

### **2.1** *Step by Step ČR, o.s.*

#### **OBJECTIVES:**

To improve preparedness of the Roma for involvement in the work process and to increase job availability for them. To create an accredited retraining course for working with children in leisure time activities under the title: Leisure time instructor.

#### **CONTENTS:**

The project was focused on retraining of Roma applicants seeking a job in the field of working with children. A retraining course "Leisure time instructor" was created and accredited by the Ministry of Education, Youth and Sports. The period of the project was 18 months and retraining courses took place in the following cities: Šumperk, where the first five successful participants were awarded a Leisure time instructor certificate, in Pardubice with 18 successful participants, in Prague with 18 successful participants and in Chomutov with 13 successful participants.

#### **OUTPUTS:**

Retraining of 54 participants in the project enhanced their opportunities to find a job. The graduates can find work now in leisure time clubs, school clubs, children's clubs etc. Almost one half of the participants have received job offers on the mandatory practice basis in establishments specializing on work with children in their leisure time. Thanks to obtaining the certificate, one third of the participants have retained their jobs, which were conditional upon the achievement of the relevant skills. After the conclusion of the project, further Roma applicants expressed their interest in the retraining course.

#### **Offer:**

A retraining course accredited by the Ministry of Education, Youth and Sports for working with children and youth in their extracurricular and leisure time activities. Methods of education of the Roma and adults.

#### **Period of implementation:**

February 2004 to July 2005.

#### **Funding:**

Phare 2003 – CSDF (Civic Society Development Foundation, UNHRC and the civic association Step by Step ČR, o.s.

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**Contacts:**

Step by Step ČR, o.s.  
Kubelíkova 22, 130 00 Praha 3  
Tel./fax: 222 963 596

e-mail: [info@sbscr.cz](mailto:info@sbscr.cz)  
[www.sbscr.cz](http://www.sbscr.cz)

## **PROMOTION OF EMPLOYMENT AND EDUCATION LEVEL OF THE ROMA IN NOVÝ BYDŽOV**

### **2.2** *Municipal Authority of the City of Nový Bydžov*

#### **OBJECTIVES:**

To form working habits of a Roma group, to teach them find their place in the working world and to acquire accredited professional retraining for them. To diminish negative attitudes of local employers towards the Roma. We focused on a specific employment policy, which can only be implemented locally with the assistance of the local public and business sphere. The project was implemented on the basis of an analysis elaborated by the social affairs and health care department of the Municipal Authority in Nový Bydžov, which identified the percentage of the Roma among the general population, the unemployment rate of the Roma, dependence of Roma families on social allowances, their education level, etc.

#### **RESOURCES:**

In the first four months, the Roma were educated in retraining courses focusing on the fields where they were employed by the project. The practical part of the training and the employment took place in partner companies, which employed the Roma for a limited period of time (fifteen months) and charged 50% of their wage costs to the project. Cooperation in the field of social integration was accepted by several companies from the city and its immediate vicinity, which agreed in advance to provide employment to the Roma in construction, plant growing and service sectors. As far as the partner companies, major emphasis was placed on the selection of project participants. The opportunity to participate in the project was offered to all unemployed Roma. Applications were assessed by a commission consisting of three members, which shortlisted eighteen persons. Final selection was based on occupational diagnostics, which was assigned to a specialized company. As far as the internal structure of the companies, it proved useful during the course of the project to place one of the Roma participants among the other employees in each work team.

#### **Funding:**

JROP (Joint Regional Operational Programme).

#### **Note:**

Publication of this project was recommended by the Government Office.

#### **Contacts:**

Municipal Authority of the City of Nový Bydžov  
Masarykovo nám. 1, 704 01 Nový Bydžov  
Tel: 495 703 911, fax. 495 703 985  
Mobile: 603 295 634, 602 117 457

e-mail: [mesto@novybydzov.cz](mailto:mesto@novybydzov.cz)  
[www.novybydzov.cz](http://www.novybydzov.cz)

## ASSISTED EMPLOYMENT OF THE ROMA

### 2.3 *Charita Olomouc (Olomouc Charity)*

#### **OBJECTIVES:**

To find suitable jobs for users of the service; to improve the status of the Roma on the labour market; to overcome bias of potential employers against hiring the Roma.

#### **RESOURCES:**

- An individual approach – completion of a personal questionnaire, preparation of a structured CV, setting an individual plan.
- Involvement of users in the decision on the use of the service.
- Job clubs – meetings of service users and sharing and transfer of experience.
- Good practice – successful placement of service users.

Roles of individual participants and partners: The main partner of the project is the civic association Spolu Olomouc o.s. – Agentura podporovaného zaměstnávání (Assisted Employment Agency), which provides guidance and counselling. Charita Olomouc based its activities on the good practice of the civic association Spolu Olomouc, which had provided this service since February 2004 and had proved that the assisted employment method is an effective tool for working with the Roma community. The project is a follow-up of other Roma integration projects implemented by Charita Olomouc – the charity day care centre Khamoro (a kindergarten, extracurricular tutoring, leisure time activities) and work with adolescents and adults.

#### **OUTPUTS:**

We only focused on seeking and cooperation with motivated applicants, fit for a specific job. The service had been known before and the Roma in Olomouc had been aware of it. The Roma job counsellor created a familiar environment for clients, provided counselling not only to clients but also to employers and assisted in the solution of difficult situation. An essential role was also played by the cooperation of the Assisted Employment Agency (AEA) with a counselling centre and the charity shelter home. The clients often face more problems than just unemployment. Therefore, if the client's situation so requires, AEA attempted to find a comprehensive solution, establish contacts between the client and the charity shelter and the counselling centre and cooperated intensively with employees of these centres operated by Charita Olomouc. Employers who knew about the project and had positive experience with AEA turned to the charity with job offers.

#### **Funding:**

PHARE 2003, JROP (Joint Regional Operational Programme).

#### **Note:**

Publication of this project was recommended by the Government Office.

## EMPLOYMENT

### **Contacts:**

Charita Olomouc  
Wurmova 588/5  
779 00 Olomouc  
Tel.: 587 405 326  
Fax: 585 221 127

e-mail: [olomouc@charita.cz](mailto:olomouc@charita.cz)  
[www.olomouc.charita.cz](http://www.olomouc.charita.cz)

## **ASSISTED EMPLOYMENT OF THE ROMA**

In cooperation with the Roma company STERENA s.r.o. and EKOLTES Hranice, a.s.

### **2.4 EKOLTES Hranice**

#### **OBJECTIVES:**

To teach a selected group of persons basic working habits, to train them in simple working activities, to select the best ones and to offer them retraining in a more sophisticated work. Based on their work results, to release them to the ordinary labour market with references for potential employers provided by EKOLTES a.s., the City of Hranice and the Labour Office or to help them obtain a trade licence for private business activities.

#### **RESOURCES:**

Maximum active support of the project by the statutory bodies of the company. Support from the part of the City of Hranice and the Labour Offices in Přerov and Hranice and their interest in employing the selected group in community services, public support of the project and initial aid from active employment policy subsidies. The work of the Roma is organized by a selected Roma company. EKOLTES Hranice, a.s. only provides guidance and arranges for performing the work under standard contractual relations, including regular and proper payment of wages to the employees of the Roma company. The motivation of the target group was built on significant improvement of social status of the participants, significant improvement of their general social status and status in the Roma community. The guaranteed monthly income resulted in an improvement of the quality of daily life, multiplying at the same time the possibility to find a place at the labour market.

#### **OUTPUTS:**

A Roma company with a permanent number of about 14 employees. No problems with attendance and reported work. Employee wages in combination with winning trust in a long-term employment offer future prospects to the participants. An honest approach of the Roma businessman to employees (payment of wages in time on the agreed date, payment of social security and sickness contributions, provision of work and protective aids in accordance with safety regulations, etc.). In the course of its activities, the Roma company has won public respect and good name. By the passage of time, the work in the group has become attractive for the Roma and it can be seen that members of this group have an appropriate status in their community. In the course of the project, several members of the group were offered a possibility to retrain in other professions. During the term of the project, some members of the group left for the free labour market; however, employee turnover is negligible now.

#### **Period of implementation:**

The year 2004.

#### **Funding:**

At the beginning, the project was financed by the Labour Office out of funds allocated to the active employment policy. Nowadays, it is a purely business-based project

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which does not receive any subsidies. In a new project, which was prepared in 2005 within the framework of OP HRE (Operational Programme Human Resources and Employment), the Roma company was included as an equal partner among the existing partner organizations, i.e. the City of Hranice and the Labour Offices of Přerov and Hranice.

### **Note:**

Publication of this project was recommended by the Government Office.

### **Contacts:**

EKOLTES Hranice

Bc Milan Vinkler, MSc. – company manager

Zborovská 606

753 01 Hranice

Tel: 581 815 168

e-mail: [vinkler@ekoltes.cz](mailto:vinkler@ekoltes.cz)

e-mail: [ekoltes@ekoltes.cz](mailto:ekoltes@ekoltes.cz)

## INTEGRATION THROUGH WORK

### 2.5 *Step by Step ČR, o.s.*

#### **OBJECTIVES:**

- To attain and to develop key qualifications, skills and abilities which will enable members of vulnerable groups to be included in the society and in the working environment and will ensure to them access to lifelong education.
- To create jobs for leisure time instructors, their hiring and retaining.

#### **RESOURCES:**

A retraining course, expanding modules, equal opportunities, team work, supervision, management support.

#### **OUTPUTS (reference materials, CDs, etc.)**

- A team of specialized lecturers for education of leisure time instructors.
- Websites.
- Presentation CDs for leisure time instructors and for employers.

#### **Offer (training etc.)**

- The retraining course “Leisure time instructor”.
- System of continuing education for Leisure time instructors.

#### **Period of implementation:**

January 2006 until June 2008.

#### **Method and sources of funding:**

ESF (European Social Fund), the state budget of the Czech Republic and the budget of the Metropolitan Prague.

#### **Contacts:**

Step by Step ČR, o.s.  
Kubelíkova 22, 130 00 Praha 3  
Tel./fax: 222 963 596

e-mail: [info@sbscr.cz](mailto:info@sbscr.cz)  
[www.sbscr.cz](http://www.sbscr.cz)

## LUMA EMPLOYMENT AGENCY

Comprehensive employment assistance and monitoring of discrimination in access to employment

### 2.6 *Jehketani luma – Společný svět (Common World)*

#### **OBJECTIVES:**

To reduce the number of long-term unemployed socially handicapped persons with low level or no education; provision of comprehensive assistance in the process of search for and maintaining a job. To monitor discrimination in approach to clients searching for a job. The key principles include individual approach, sufficient time for the client, cooperation with the whole family and guiding the client through the whole resolution process of the complex of problems.

#### **RESOURCES:**

- Provision of social and assisted employment services in the counselling centre and in the field.
- Counselling (particularly) in labour law.
- Assistance with preparation of documents (official correspondence, applications, appeals, etc.).
- Accompanying clients to the labour office, to potential and existing employers.
- Increasing social competencies by counselling, either one-to-one or in small groups (job clubs), provision of direct material aid (raising clothes, children's strollers, toys, sports equipment, books, household equipment).
- Cooperation with the labour office, employers and other service providers. Promotion of inclusion of the project in the strategic plan of the city through community planning of social services.

#### **OUTPUTS:**

Written guidelines.

#### **Offer:**

We offer internships in another region to people interested in the implementation of the project, to university and secondary school students with a focus on social sciences and for volunteers.

#### **Period of implementation:**

May 2005 to present.

#### **Funding:**

CSDF (Civic Society Development Foundation), OP HRE (Operational Programme Human Resources and Employment), Ministry of Labour and Social Affairs of the Czech Republic.

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### **Contacts:**

Civic association Jekhetani Luma – Společný svět  
Martina Brzobohatá – director  
Na Skalce 70, 294 02 Kněžmost  
Establishment: Havlíčkova 880, Mladá Boleslav  
Tel.: 774 607 840

e-mail: [romove@seznam.cz](mailto:romove@seznam.cz)

## **OPPORTUNITY FOR THE ROMA – OPPORTUNITY FOR EMPLOYERS – OPPORTUNITY FOR ALL (CHANCE FOR THE FUTURE)**

### **2.7 Spolu, o.s.**

#### **OBJECTIVES:**

The goal of the project was to improve the position of the Roma community at the labour market by means of assisted employment programmes with an accent on individual approach.

#### **RESOURCES:**

The civic association applied a method used by it commonly in the work with disabled job seekers and proved that this method is also generally applicable to socially excluded Roma communities. The project proved that the assisted employment service (defined by the Union for Assisted Employment, which has been used in the Czech Republic until now only in relation to people with disabilities) is also suitable in relation to the Roma target group.

#### **OUTPUTS:**

Results and outputs of the pilot project Spolu Olomouc: 95 people of Roma origin were addressed, 34 of whom expressed their interest in receiving support in their job search. Subsequently, 18 labour-law relationships were concluded at the open labour market (6 of them for an unlimited period of time) – even after the end of the project, the organization continues to provide assistance to employed Roma and employers with the aim of maintaining their jobs. Over 140 companies were contacted by telephone, e-mail and subsequently in person. Personnel and operating standards of the quality of the social service “Assisted Employment of the Roma” were set up and a brief guideline of the service “Assisted Employment of the Roma” was elaborated. Two job clubs for Roma users of the assisted employment programme were organized. Results were published in the media and presented at educational events or conferences. Positive experience from the project was presented in the media, at seminars organized for labour offices, at conferences, meetings with employers, in contacts with state administration authorities and at various training and educational events. About 800 people have been informed about the results of the project. 356 respondents were addressed by a questionnaire survey mapping employment in the Roma community in Olomouc.

#### **Time of implementation:**

February 2004 until July 2005.

#### **Note:**

Publication of this project was recommended by the Government Office.

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### **Contacts:**

Spolu, o.s. Olomouc (pilot project)

Dolní náměstí 27/38

779 00 Olomouc

Tel.: 585 228 686

Mobile: 732 700 289

e-mail: [spolu@volny.cz](mailto:spolu@volny.cz)

[www.volny.cz/spolu](http://www.volny.cz/spolu)

## ROMA WANT TO WORK

### 2.8 *Charitní sdružení (Charity Association) Děčín*

#### **OBJECTIVES:**

To facilitate to unemployed Roma access to and remaining at the labour market and to contribute to the improvement of coexistence between the Roma and non-Roma citizens of Děčín.

#### **RESOURCES:**

The project offered information regarding benefits of permanent employment and retraining courses to Roma who wanted and were able to work. Assistance provided to them comprised help with writing ads and CVs, with negotiations with employers and counselling about draft employment contracts. People could also conduct their own online search for vacancies. The project combined field work with counselling and active assistance. Clients were encouraged to resolve problems by themselves and to cooperate in accordance with a plan agreed in advance. An integrated implementing team was set up; the key role in the work with clients was played by a Roma assistant, who had worked for a long time in the local Citizen Counselling Centre. The project was implemented under the professional guidance of PhDr. J. Král, counsellor of the Labour Office in Děčín, who contributed to a great extent to the training of the project team and who participated in the project as a consultant at the project team meetings. Field workers involved in the project addressed 540 clients; 72 of them participated actively in the project.

#### **OUTPUTS:**

By means of the project, the target group obtained better information about possible assistance in finding a job, improved their knowledge and skills and became actively involved in search for jobs, which were then found by a part of the group. Two approaches to assistance to unemployed Roma were combined in the project – the government and the civic approach. The first mentioned approach was represented by a part of the active employment policy, which helps unemployed individuals increase their work potential, offers them vacancies, provides retraining to them etc. This approach was represented in the project by the Labour Office in Děčín. The second, civic approach was embodied in the activities of the non-profit sector, which led clients to the imaginary door behind which they intend and are able to use employment services provided by labour offices etc. The combination of these two approaches in the project resulted in a significant increase of effectiveness of the state employment policy in relation to unemployed Roma in Děčín.

Based on more effective communication with the Labour Office in Děčín, the Roma began to make more use of the instruments of active employment policy, particularly retraining and professional counselling.

Public funds designated for the active employment policy which were allocated as assistance to the target group were spent more effectively because the assistance of the Labour Office in Děčín was targeted within the framework of the project only to those unemployed Roma who were actually trying to find a job.

Based on the project results, it may be said that the project established a new model offering good prospects of cooperation between state administration and NGOs in the field of state employment policy and social integration. This model represents a

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combination of an active civic approach from the part of Charitní sdružení Děčín and the state employment policy implemented by the Labour Office in Děčín.

### **Period of implementation:**

February 2004 until July 2005.

### **Funding:**

Phare EU via CSDF (Civic Society Development Foundation).

### **Note:**

Publication of this project was recommended by the Government Office.

### **Contacts:**

Charitní sdružení Děčín o.s. in cooperation with the Labour Office in Děčín

Husovo nám. 99/13

406 01 Děčín

Tel.: 412 517 369, 412 530 188

[chsd@chsd.cz](mailto:chsd@chsd.cz)

## **IQ SERVICE**

### **System for successful placement of the Roma at the labour market**

#### **2.9** *IQ Roma servis, o.s.*

##### **OBJECTIVES:**

- To increase the level of education, skills and motivation for support in the transition period and secondary education cycle for the young Roma generation aged 13-16 years.
- To increase social status of members of Roma communities, particularly to increase employment via counselling, teaching and supporting activities.
- To establish a bias-free environment as a result of the previous activities.

##### **RESOURCES:**

The project introduces a comprehensive system of interactively connected modules of community stimulation, activation, education, counselling and assistance services related to employment and the labour market (including monitored and assisted offer and mediation of employment), assisted by field social work in socially excluded Roma communities. The project method targets the entire Roma family. The Evaluation and Coordination Centre, which acts as the umbrella of this project, divides these activities into the following interconnected pillars:

- the motivation and stimulation centre;
- the employment centre;
- the centre of information and labour market assistance;
- the prevention centre.

##### **Period of implementation:**

September 2005 – presumed completion date of the project is August 2008.

##### **Funding:**

The European Community and the state budget of the Czech Republic (Equal Community Initiative)

##### **Contacts:**

IQ Roma Servis o.s.  
Hybešova 41, Brno 602 00  
Bc. Wail Khazal – project manager  
Tel: 608 440 170, 543 213 310, fax: 543 214 809

[wail.khazal@irqs.cz](mailto:wail.khazal@irqs.cz)  
[www.iqrs.cz](http://www.iqrs.cz)

## CHANCES FOR THE ROMA

Assistance to the Roma threatened by social exclusion particularly due to unemployment and their inclusion in the labour market

### 2.10 *Upre Roma, o.p.s.*

#### **OBJECTIVES:**

To promote working habits and social rehabilitation of members of Roma communities who have been unemployed for a long time. The project matches true requirements and views of the target group, which prefers, based on experience with similar projects, direct performance of work simultaneously with retraining. An inherent objective of the project is to employ the Roma directly in municipalities where they reside and where it is urgently needed to influence public opinion and to mitigate negative attitudes towards the Roma.

#### **RESOURCES:**

- Personal interviews with job applicants and selection of suitable participants in the project.
- An entry module – initial expert instructions about the contents of the project, its activities, the rights and obligations and activities of the participants, provision of information on what can be obtained by the participants in the course of the project and on the possibilities and benefits of the project and its aims.
- Provision of individual assistance and professional career counselling to all participants.
- Job training – retraining.
- Performance of a job.
- Publicity arrangements.
- Ensuring and provision of services relating to the assistance to project participants in their job search after the end of the project.
- Assistance and professional career counselling provided after the end of the project.

#### **OUTPUTS:**

Initial interviews with job applicants and their subsequent selection to the motivation course. All graduates of the motivation course work at a detached establishment of a Brno company in Prostějov in separating plastic cuttings. A financial contribution to the employer where Upre Roma covers from the project funding 75% of the total wage costs of the employees. The partner of the Project, Člověk v tísni (People in Need), resolves the relevant issues relating to the problematic situation of some clients.

#### **Offer:**

Experience with social integration programmes, implementation of active employment policy, planning and coordination of activities at the municipal level with an aim to contribute to the mitigation of social exclusion, particularly of the Roma. We also offer partnership to municipalities and their elected representatives and to employees of municipal authorities. We help establish connections among public institutions and

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their activities which may affect the situation of people with low social status in order to find best solutions. We offer assistance of comprehensive, qualified and integrated activities in the field of active employment policy, culture and sports.

### **Period of implementation:**

March 2007 until May 2008.

### **Note:**

Publication of this project was recommended by the Government Office.

### **Contacts:**

Upre Roma, o.p.s.

U Cukrovaru 5A

779 00 Olomouc

Tel: 581 110 867

Fax: 588 519 128

e-mail: [upre-roma@upre-roma.cz](mailto:upre-roma@upre-roma.cz)  
[www.upre-roma.cz](http://www.upre-roma.cz)

**III. PROMOTION OF THE DEVELOPMENT  
OF ROMA NGOs**

## ROMA INTEGRATION PROGRAMME

Involvement of socially excluded citizens in public affairs and creation of an integration model

### 3.1 *Partners Czech, o.p.s.*

#### **OBJECTIVES:**

To encourage the Roma and the other citizens to participate in the decisions within the municipality, to prevent and to resolve conflicts. To improve the ability of the Roma to promote their own interests and to reduce the extent of discriminatory attitudes and processes in the society. To establish permanently sustainable structures for the improvement of relations between the mainstream society and the Roma minority through involvement of the Roma in public affairs. The project is implemented in the Czech Republic, in Slovakia and Hungary on the local level (Pardubice, Chomutov, Bruntál and Krnov, Kežmarok, Rimavská Sobota and Prešov, Ózd, Hatvan, Pécs), at the national and international level.

#### **RESOURCES:**

**1. At the beginning of the implementation** of the project, a series of two-day interactive seminars concerning cultural differences, effective communication and conflicts resolution was held in each location. This was followed by further three two-day seminars on facilitation, mediation and presentation, organized for people interested in membership in the conciliation council. Two-day multicultural education seminars were organized for teachers and members of NGOs focusing on work with children. All seminars are accredited by the Ministry of Education, Youth and Sports. A series of two-day seminars for beginning Roma journalists was prepared for those interested in work in the media with the aim of providing to the participants basic knowledge necessary for work in the media.

#### **2. Activities implemented at the national level**

- Round tables – the first round table had the topic “Education in the Roma Community”. Its aim was to demonstrate the activities of nongovernmental organizations in the field of education and to discuss further activities which may be performed locally and which will lead to a change of the negative attitude to education among the Roma community. The second round table had the topic “Forms of Guidance to Regional Coordinators for Roma Affairs. Its aim was to create a structured overview of needs and requirements for guidance.
- A Cooperative Advocacy seminar with the topic “Joint Defence of Citizen Interests”. The aim of this seminar was to bolster the positions of Roma and pro-Roma associations in decision-making processes and their efforts to promote common interests.
- A meeting of PRI participants from all localities to exchange experience and ideas.
- Establishment of a pilot position of PR consultant for NGOs at the local level with the purpose of assisting Roma and pro-Roma NGOs in all localities in the presentation of their activities, establishing long-term communication with the method and in developing their capacities.

- Film discussion evenings with an identical programme were held in Chomutov, Krnov and Pardubice. The projection of the documentary *Začít spolu* (Starting Together – directed by K. Vlachová), which mapped coexistence with the Roma in Rokycany in 1996 - 2001 was followed by a discussion with viewers about the development of Roma-Czech relations.
- On-the-job training of beginning Roma journalists in Czech national media with the aim to enable the participants to acquire practical skills for work in the media or possibilities of further self-education.

**3. Activities** performed at the international level: a meeting of representatives of Roma communities from the Czech Republic, Slovakia and Hungary for the purpose of exchanging ideas and experience among PRI participants from individual countries, encouragement and inspiration for getting out of isolation and for active participation in the public life.

#### **OUTPUTS:**

Local grants – two grant rounds were announced in each locality. Projects were elaborated in partnership during the cooperative planning process. Numbers of assisted projects: 12 in Chomutov, 10 in Pardubice, 7 in Bruntál and in Krnov. Conciliation councils were established in Pardubice, Chomutov and Bruntál.

#### **Period of implementation:**

June 2003 until May 2007.

#### **Funding:**

USAID (United States Agency for International Development).

#### **Contacts:**

Partners Czech, o.p.s.

Lomená 515/9

162 00 Praha 6

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PhDr. Dana Rabiňáková – director

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David Ruiz (PRI coordination)

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Tel: 737 738 813

Martin Cepek (PRI assistant)

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## PROJECT OF PROMOTION OF THE DEVELOPMENT OF ROMA NON-PROFIT ORGANIZATIONS

Helping Roma non-profit organizations reach professional standards

### 3.1 *Step by Step ČR, os.*

#### **OBJECTIVES:**

Involvement of selected nongovernmental non-profit organizations (NGOs) in community development of the relevant locality, particularly their cooperation with local authorities and organizations, establishment of stable partnership between them; development of these organizations, their support and provision of assistance in reaching professional standards – financial support of community projects of the organizations. Assistance in elaboration of strategic plans of each NGO, including mapping of and effective use of various financial sources.

#### **RESOURCES:**

The project was focused on the creation of appropriate conditions of integration of the Roma and contributed to the formation of a multicultural society, free of mutual bias, both locally and at the national level. The project was scheduled for three years. In the first year, representatives of selected NGOs participated in an educational programme concerning the achievement of professional standards of their organizations. The second year was devoted to the elaboration, implementation and evaluation of a development project in each of the participating NGOs. In the third year, the NGOs cooperated with experts on strategic planning in preparation for the next years. In the course of all these three years, the project coordinator provided assistance to NGOs' representatives in the form of mentoring, coaching and facilitation.

#### **OUTPUTS:**

A total of 14 NGOs participated in the project. The outputs are represented by the established of professional Roma and pro-Roma non-profit organizations, which are competitive and able to procure sufficient funding and staffing resources.

**Offer:** an educational programme assisting the NGOs in the achievement of professional standards, accredited in 2005 by the Ministry of Education, Youth and Sports.

#### **Period of implementation:**

June 2002 to June 2008.

**Funding:** Open Society Fund Prague.

#### **Contacts:**

Step by Step ČR, o.s.  
Kubelíkova 22, 130 00 Praha 3  
Tel/fax: 222 963 596

e-mail: [info@sbscr.cz](mailto:info@sbscr.cz)  
[www.sbscr.cz](http://www.sbscr.cz)

IV.

**PREVENTION  
OF DISCRIMINATION  
AND CRIMINAL JUSTICE**

## ANTIDISCRIMINATION TRAINING OF PUBLIC SERVANTS

### Increasing capacities of public servants in combating discrimination and bias

#### 4.1 *Multikulturní centrum Praha, o.s. (the civic association Multicultural Centre Prague)*

##### **OBJECTIVES:**

To create a training course on combating discrimination and bias, designated for all public servants and focused very narrowly on their professional and educational needs. Multikulturní centrum Praha endeavours to have this Antidiscrimination Educational Programme included in the permanent offer of accredited courses of continuous education of public servants. Employees who have completed the training will be able to recognize and resolve by themselves in their practice any manifestations of discriminatory conduct, to prevent effectively such manifestations, to disseminate examples of good practice in their teams, to provide first aid to victims of discrimination, to provide high-quality counselling on current topics of combating discrimination, thus raising general awareness of antidiscrimination measures of the EU and their implementation in Czech laws. By its publishing activities in specified periodicals, by the establishment of a new library and web section and a new guidance manual, Multikulturní centrum Praha wishes to contribute to the implanting of discrimination as a legitimate, serious and general social topic in professional and public discussions.

##### **Target groups:**

Public servants, political representatives, victims of discrimination and the broader professional public.

##### **RESOURCES:**

Using the form of an educational programme, the project tried to contribute not only to recognition and prevention of discrimination phenomena but also to achieve systemic changes in Czech legislation. The pilot training of the Antidiscrimination Education for Public Service Executives was held in the form of 15 seminars organized throughout the Czech Republic.

##### **OUTPUTS:**

Elaboration of the curriculum of the educational programme: articles in specialized public service periodicals; the publication *Discrimination – A Guide for Public Servants*; the closing seminar with public service representatives and political representation; preparation of a draft manual – a summary of principles of antidiscrimination acquis for the practice of public servants; inclusion of the accredited programme Antidiscrimination Education in the standing offer of continuous preparation and training for public servants (since 2006); creation of a specialized web section *Discrimination and Public Administration*, including the mailing list [multikulti.cz](http://multikulti.cz) for regular distribution of monthly reports monitoring current developments in the area of discrimination; establishment of a new section of the

library of Multikulturní centrum Praha, which will offer possibilities of consultations and borrowing of high-quality books on the topic of discrimination.

**Offer:**

Inclusion of the accredited Programme Antidiscrimination Education in the standing offer of continuous education and training for public servants.

**Time of implementation:**

November 2005 until October 2006.

**Funding:**

TF (Transition Facility) 2004, administered by the CSDF (Civic Society Development Foundation) and by the Canadian Embassy in Prague.

**Contacts:**

Multikulturní centrum Praha, o.s.

e-mail: [education@mkc.cz](mailto:education@mkc.cz)

## **CIVIC COUNSELLING AS A TOOL OF PREVENTION OF SOCIAL INCLUSION AND CRIME IN 2008**

### **4.2** *Občanská poradna Nymburk, o.s. (the civic association Civic Counselling Centre Nymburk)*

#### **OBJECTIVES:**

To provide advice, information and active assistance to citizens in adverse social situation. Občanská poradna Nymburk endeavours to assist citizens to overcome lack of knowledge of their rights and duties and of available services and their inability to express their needs or to defend their justified interests. The Counselling Centre provides free, impartial, independent and discreet assistance. It helps prevent spreading of undesirable social phenomena and protect people from social exclusion and adverse social situation. At the same time, the counselling centre tries to point out defects in the legislation and to influence the development of social policy and social services".

#### **OUTPUTS:**

Records of provided services; training.

#### **Period of implementation:**

January 2008 until December 2008.

#### **Method and sources of funding:**

Subsidies of the Ministry of Labour and Social Affairs of the Czech Republic, the city of Brandýs nad Labem, EU subsidies, Association of Civic Counselling Centres, grants, regional sources.

#### **Contact:**

Občanská poradna Nymburk, a.s.  
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Tel.: 325 511 148  
Mobile: 737 104 928

e-mail: [info@pomocobetem.cz](mailto:info@pomocobetem.cz)  
[www.pomocobetem.cz](http://www.pomocobetem.cz)

## **MENTORING SYSTEM IN CRIMINAL JUSTICE**

### **Probation and Mediation Service of the Czech Republic**

#### **4.3 Association for Probation and Mediation in Justice and cooperating organizations**

##### **OBJECTIVES:**

To establish of a functioning service “Mentor”, based on individual needs of clients from among the Roma who are threatened by social exclusion. To establish a national Mentor service system applicable in any place of the Czech Republic, including a system of cooperation between the mentor and the Probation and Mediation Service of the Czech Republic (PMS). The project will contribute to an increase of respect towards the Roma and reduce the risk of their social exclusion. The target groups are members of the Roma minority who were sentenced to an alternative punishment or measure and future mentors who will cooperate with PMS and local organizations. A broader target group is represented by the municipalities and regions, which have become the main focus of informative activities and which have been involved in the resolution of financial sustainability of the activities after the end of the project. Places of implementation: NUTS II Northeast; NUTS II Central Bohemia and NUTS II Southwest.

##### **RESOURCES:**

- Information seminars.
- Training of lecturers of the Mentor retraining courses.
- Mentor retraining courses.
- Accredited in 2004 as a retraining course by the Ministry of Education, Youth and Sports. Comprises a total of 60 theoretical lessons and 40 hours of practical work of mentors with clients, which is supplemented by regular supervision and contacts to PMS. The course is ended by a final professional exam.
- Round tables (organized in individual regions with representatives of the Probation and Mediation Service, mentors and the professional public).
- Mentoring – the work of mentors with PMS clients; visits of clients in their households; motivation of clients to fulfil duties relating to the service of the alternative sentence; assistance in seeking sources in the client's family; cooperation with providers of community works; a special emphasis is put on minor clients; use of individual approach and own example in the work with clients; providing major assistance to PMS employees to find their way in localities inhabited by the Roma; assistance in search for clients who do not cooperate or do not respond to calls. Provision of necessary information to those clients and motivating them to attend the centres or accompany them there.

##### **OUTPUTS (reference materials, CD etc.):**

- Elaboration of Mentor service guidelines.
- Portfolio of complementary education of mentors.
- Final evaluation report.

**Period of implementation:**

September 2005 until August 2007.

**Offer (training etc.):**

Provision of the Mentor service to PMS clients, training of mentors and supervision.

**Funding:**

Co-financed by ESF (European Social Fund) and the state budget of the Czech Republic.

**Contacts:**

Sdružení pro probaci a mediaci v justice (SPJ)

Sokolská 26

Praha 2, 120 00

Tel: 296 180 297-8

Fax: 296 180 298

e-mail: [institut@spj.cz](mailto:institut@spj.cz)

[www.spj.cz](http://www.spj.cz)

**IV.**

**WORK IN THE COMMUNITY,  
COUNSELLING,  
FIELD SOCIAL WORK**

## HOUSING – JANITORS IN THE LOCALITY

### 5.1 *Darjav*

#### **OBJECTIVES:**

The project was created in response to the failure to keep order, mostly around buildings, inner courtyard and waste bins, illegal consumption of electricity and a large number of rent dodgers among local inhabitants. The project targets these annoying phenomena and tries to remove them.

#### **RESOURCES:**

Four janitors have been appointed to keep order in Husova Street (one in each building). Subject to compliance with certain conditions (regular cleaning and payment of rent), a part of their debt is waived every quarter of a year after the session of the City Council. The waived amount of the janitors' debt is determined on the basis of the price list of cleaning companies of the Municipal Authority of the City of Pardubice.

#### **OUTPUTS:**

With the use of a subsidy provided by the labour office, the association Darjav provided part-time employment for one year to a resident of the relevant building who cleaned the whole locality, including the buildings. This resulted in an overall increase of cleanliness and order, including a quieter environment. Based on such positive results, the association established cooperation with the Municipal Authority of the City of Pardubice and negotiated with it the possibility of introduction the model of “janitors” – persons appointed from among rent dodger in the locality in the city, which would do the cleaning work to redeem their rent debts. Following long negotiations with the Municipal Authority, the project received support and has been implemented since June 2004. A positive output of this project is a reduction of the number of rent dodgers in Husova Street in Pardubice and creation of positive models in a situation where some inhabitants of the locality who have held the post of janitors have redeemed their debts and are no longer classified as rent dodgers. The project has proved as successful and is continuing by offering other residents to redeem their debt in the same manner. Another positive output of this project in the success achieved by the field social worker of Darjav in cooperation with Pardubice Power Station, who has eliminated illegal consumption of electricity. The overall situation in the Roma locality in Husova Street has improved; there is, however, still a number of problems which have to be resolved in the near future.

#### **Period of implementation:**

Since June 2004.

#### **Funding:**

The project requires minimum funds (one-off equipment: sanitary and cleaning means for the janitors' work).

#### **Note:**

Publication of this project was recommended by the Government Office.

**Contacts:**

Darjav – občanské sdružení

Věra Horváthová – statutory representative of the organization

[horvathova.vera@centrum.cz](mailto:horvathova.vera@centrum.cz)

Husova 1119

530 03 Pardubice

[darjav@centrum.cz](mailto:darjav@centrum.cz)

## COMMUNITY AND FIELD SOCIAL WORK CENTRE

### 5.2 *IQ Roma servis, o.s.*

#### **OBJECTIVES:**

Increasing the ability of clients for the resolution of their own situation and to participate in activities commonly performed by the other citizens, removal of lack of knowledge and legal awareness of clients, boosting their ability to understand consequences of their acts and decision and overall bolstering of their responsibility. The project provides support to clients in destitution, tries to avert and prevent crises, facilitates and provides missing information, social skills and social networks and protects the weaker from breach of their rights to which they are frequently exposed because various subjects rely on their lack of knowledge of the laws and inability to defend themselves.

#### **RESOURCES:**

- Field social work, counselling (the employees play the roles of facilitators and mediators, guides through a difficult situation in life. etc.).
- Screening of new clients.
- Increasing competencies of employees – supervision and continuous education (internal and external seminars).

#### **OUTPUTS:**

The Community and Field Social Work Centre has elaborated its own work method, which takes into account the work with the target group. The guidance manual and the work of field social workers correspond with the quality standards of social services which are being introduced by the organization. The organization has elaborated a brochure “How to Avoid Being Lost”, which contains specific information and recommendations.

#### **Offer:**

The field social workers present their activities to students of the Faculty of Social Studies and the Faculty of Education of Masaryk University in Brno and also to students of higher vocational schools in Brno specializing in social work. Based on assignments of other organizations, they organized several lectures on various topics (e.g. housing possibilities of families with children in Brno).

#### **Period of implementation:**

From 2003 for an unlimited period of time.

#### **Funding:**

Ministry of Labour and Social Affairs and the Southern Moravian Region.

**Contacts:**

IQ Roma servis, o.s.

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## **COMPREHENSIVE FIELD SOCIAL WORK AMONG SOCIALLY THREATENED POPULATION GROUPS**

### **5.3** *ESTER Javorník, o.s.*

#### **OBJECTIVES:**

To ensure comprehensive field social work to people living in a socially excluded environment or threatened by social exclusion. The comprehensive nature means a system based not only on the material basis but also a system focusing on reflection of a specific person, specific family and specific community.

#### **RESOURCES:**

We began implementing the comprehensive method of social field work in the Centre of Psychosocial Therapy and Rehabilitation for People with Schizophrenic and Combined Disorder. Based on the results of this work and foreign experience, we have developed and applied a comprehensive approach in the social sphere. Staffing is provided for by a team of 6 to 8 employees. Their involvement and responsibility is various and corresponds to the needs of the specific situation. The basic pillars of comprehensive social work: social and field social work, employment, activities, housing, culture of the environment, education, acquiring skills and qualifications.

#### **Content of activities:**

Personal assistance to members of the target group (assistance by means of an interview, representation, legal representation); crisis assistance; educational influence in the family, involvement, counselling; assistance of financial nature, i.e. household and personal budget, conclusion of interest-free loans; assistance in indebtedness, assistance in discharge from debts, debt discharge plan, execution negotiations; preschool education, problems relating to schools; health assistance; assistance in procurement of documents, cooperation with the Police of the Czech Republic, courts, etc.; assistance in negotiation with authorities and institutions; assistance of community nature; resolution of disputes and disagreements between members of the community services; public activities, "social political work".

#### **OUTPUTS:**

In 2005 – 2006, we created in our organization several dozens of jobs, using active employment policy instruments where nongovernmental organizations may acquire up to 100% of wage subsidies for new positions, which are implemented by means of work therapy and community works. Such works included, for instance, the renovation of the premises of the Children's and Youth Centre in Javorník, a training workshop and classroom TREND, the educational centre and computer classroom; the school saw mills and woodworking workshop, etc. This programme included, for instance, jobs at the workshops of the association; positions of assistants of daily programmes and of day care male/female assistants; positions of assistant horse breeders and a therapeutic farm. As a part of the housing programme, we founded a protected housing institute. We operate about 15 flats with the protected housing statute and participate in several assistances where the flat is owned by the client. The education and training centre allowed the implementation of short-, medium- and long-term educational and specialized programmes and courses granting certificates to graduates. Specialized practical courses, including on-the-job training, have been

organized in the following professions: construction works; painter-varnisher; forest works; woodworks – carpenter; sewing workshop and handicrafts; day care; ambulance attendants; training in a car and tire repair shop; horse breeding and training; a computer literacy course. These courses are supplemented with a compulsory theoretical part and general education and constitute the basis for follow-up retraining courses and obtaining a retraining certificate based on accreditation of the Ministry of Education, Youth and Sports, which is granted to applicants who have not completed secondary education – apprenticeship in the relevant profession and minimum required practice.

**Period of implementation:**

Since 2000.

**Funding:**

Ministry of Labour and Social Affairs of the Czech Republic, EU programmes, supplementary funding of own share has the form of revenues from various activities and sources.

**Note:**

Publication of this project was recommended by the Government Office.

**Contacts:**

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Abe Staněk, Eva Svobodová  
Zálesí 111, Javorník 790 00  
Tel.: 584 440 141

[ester.zalesi@seznam.cz](mailto:ester.zalesi@seznam.cz)

## YOUNG POLICEMAN

### 5.4 *Darjav, o.s.*

#### **OBJECTIVES:**

The project is focused on prevention of pathological social phenomena and prevention of crime. The aim is to create activities focused on meaningful spending of leisure time of children with the help of activities, educational programmes and trips, promotion and development of logical thinking and personality of a child. All project activities are supplemented with specialized lectures on the relevant topics. At the same time, the aim of the project is to familiarize children with their rights and duties. One of the important objectives of the project is to motivate children for further studies after finishing primary school. Darjav cooperates in the project with the Municipal Police in Pardubice, the Red Cross, the Fire Brigade and the Regional Hygienic Station. The content of the project is based on the description of the locality, which is comprised of a single block of flats with four entrances and four floors. The block contains a total of 96 flats, 75 of which are occupied. The number of occupied flats is changing continuously. In average, the block has 180 adult inhabitants and a total of 90 children/young people up to 18 years of age. The owner of the residential buildings is the Municipal Authority of the City of Pardubice.

#### **RESOURCES:**

Various activities implemented within the project.

#### **Period of implementation:**

Since 2004.

#### **Note:**

Publication of this project was recommended by the Government Office.

#### **Contacts:**

Darjav – občanské sdružení

Věra Horváthová – statutory representative of the organization

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## MY LIFE – MY CHOICE

### Programme for new prospects of the young Roma generation

#### 5.5 *IQ Roma servis, o.s.*

##### **OBJECTIVES:**

- To increase the level of education and qualifications of the young Roma generation aged 15 – 30 years and its motivation towards access to education and the labour market.
- To organize teaching and supporting programmes, including professional and personal tutoring, coaching and education, elaboration of educational programmes, keeping individual presentation portfolios of the clients, provision of stimulation and motivation activities, offering and implementation of educational courses and extracurricular tutoring, mediating retraining, building culture of equal access of employers as prevention of discrimination.
- As a consequence of the above activities, to enhance personal and professional competencies, thereby reaching a higher level of success of the young Roma at the labour market.

##### **RESOURCES:**

The project brings along a comprehensive system of interactively connected modules of stimulation, activation, education, qualification, counselling, assistance services in the field of education and labour market (including a monitored and assisted job offer and facilitation), assisted by field social work in socially excluded Roma communities. A major contribution of this project consists in the concept of project activities, their comprehensive nature, ties between educational and employment activities with motivating and stimulating activities.

##### **Offer:**

- Activities in the field of education and employment for young people aged 15 – 30 years.
- Elaboration of individual action plans: based on defining and specification of personality development goals of a client, the organization prepares an implementing plan of his/her personal and professional goal. This plan can serve in future as a superstructure basis for further personal development of the client.
- Motivating and personal development activities: workshops with the use of various interactive group work techniques.
- Field social work.
- The section of development of general competencies and skills: a course of based skills – work with IT, English language basics, debate league.
- Job clubs and a tutor: individual assistance to clients with orientation at and involvement in the labour market (preparation of CV, preparation for a personal interview, including weekend educational seminars).
- Facilitating and counselling activities: facilitation of jobs and one-on-one counselling, contacting employers, facilitating of retraining.
- Prevention of discrimination: legal seminars which will teach clients by an interactive method how to identify and defend themselves against discrimination;

provision of one-on-one counselling and expert help in the field of social and employee rights; building a culture of equal access of employers.

**Period of implementation:**

January 2007; the presumed end date of the project is June 2008.

**Funding:**

The European Community and the state budget of the Czech Republic – OP HRE (Operational Programme Human Resources and Employment).

**Contacts:**

IQ Roma Servis, o.s.

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Brno 602 00

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## **CIVIC COUNSELLING CENTRE + FIELD SOCIAL WORK**

### **Provision of social services in the counselling centre and in the field**

#### **5.6** *Jekhetani luma – Společný svět (Common World)*

##### **OBJECTIVES:**

To diminish the threat or impacts of social exclusion by upgrading legal awareness, with an emphasis on keeping the existing level of housing. Existence of a free counselling centre as an institution which may be addressed by people in a social crisis and which will lead them through the entire process of resolution of their situation.

##### **RESOURCES:**

Provision of social services:

- in the counselling centre (establishment and operation of the counselling centre as a safe and friendly point of contact for clients)
- in the field (field social workers visit socially excluded localities. Clients are encouraged to visit the counselling centre, if they are able to do so)

Counselling in civil and family law, housing, employment, social and pension security, health care and the school system. Assistance with documents (official correspondence, applications, appeals, etc.). Accompanying clients in justified cases at its dealings with the authorities, etc. provision of direct material aid (raising clothes, children's strollers, toys, sports equipment, books, household equipment). Cooperation with municipalities, the labour office and other service providers. Promotion of inclusion of the project in the strategic plan of the city by means of community planning of social services. The basic principles include individual approach, sufficient time for the client, cooperation with the whole family and accompanying the client through the entire problem solving process.

##### **OUTPUTS:**

Written guidelines.

##### **Offer:**

We offer stays in another region for people interested in the implementation of the project, for university and secondary school students with a social focus and for volunteers.

##### **Period of implementation:**

April 2005 to present.

##### **Funding:**

Open Society Fund Prague, Central Bohemian Region (recurrent), Government Council for Roma Community Affairs (under the title Comprehensive Assistance to Long-term Unemployed Roma. It is a synthesis of this project + Luma Employment Agency).

**Contacts:**

Civic association Jekhetani Luma – Společný Svět

Martina Brzobohatá – director

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## **POLIS – SUPPORT OF SOCIAL INTEGRATION POLICIES AND SERVICES**

### **Development partnership in social policy**

#### **5.6** *Člověk v tísni, o.p.s. (People in Need, a public benefit company)*

##### **OBJECTIVES:**

The objective of POLIS is to draft and to implement a system of coordination of activities of all local organizations and institutions participating in the elaboration of social policy relating to socially excluded people, particularly the Roma and foreigners. A long-term objective of the POLIS project is to minimize the number of socially excluded people and to prevent the emergence of poor localities (ghettos) where those people are concentrated, to help set up social policies of cities to rescue most people in life crisis from a fall into social exclusion and to enable them to return to ordinary life, to help establish permanent links among institutions working with socially excluded people and to increase public awareness of the conditions of life in social exclusion.

##### **RESOURCES:**

Education and counselling provided to employees of local administration authorities and the labour office, to the police, NGOs, employers and journalists. Counselling and education of employees of local schools with an accent of inter-cultural and inclusive education and care, and finally coordination and management of local partnerships among institutions whose activities have an impact on the situation of socially excluded people, particularly the poorest Roma. POLIS' activities also include field social work. Partnerships with all relevant subjects (local government, labour offices, schools, cooperating non-profit organizations) has been agreed for the purpose of implementation of these activities.

##### **Description of the programme:**

POLIS is a development partnership, initiated by People in Need in Plzeň, Bílina and Ústí nad Labem, the principles of which are also applied gradually in the practice of Field Programmes of People in Need in other cities, such as Kladno. POLIS establish relations among institutions (authorities, schools, police, city councillors and others) which come into contact with socially disadvantaged people, carried on direct field social work, provides information about specific conditions of life in social exclusion, which can be used e.g. by the police in combating crime (usury, organized crime), promotes intercultural and community education and activities for children from socially and culturally disadvantaged environment. Motivates clients to supervise school attendance of their children. The POLIS project is managed in each city by the manager of the local branch of People in Need. The project team is comprised of field social workers, career consultants, coordinators of educational activities and employees of partner organization. The branch manager is the main advisor and facilitator in relation to local government and other partners and coordinates all other activities comprising POLIS, such as education of public servants and school employees, participation of the team in community planning, etc.

**Offer:**

The main offer of POLIS is comprised of education and counselling in various aspects of the issue of social exclusion of city localities and populations.

**Period of implementation:**

August 2005 to at least August 2008.

**Funding:**

The European Community and state budget of the Czech Republic (Equal Community Initiative). Extracurricular tutoring of children in client families is aided financially by ČSOB.

**Contacts:**

Člověk v tísni, o.p.s.

[www.epolis.cz](http://www.epolis.cz)

## PROJECT OF THE COMMUNITY CENTRE “ČESKÉ ŠVÝCARSKO”

**5.8** *City of Krásná Lípa, Agentura pondělí, o.s.  
Labour Office in Děčín, branch Rumburk, České Švýcarsko, o.p.s.*

### **OBJECTIVES:**

Practical testing of long-term retraining modules – a combination of education, motivation, practical training and work. The target group of these five modules is comprised of job seekers with low level of education and minimum practical training.

### **RESOURCES:**

A brief description of the organization of educational modules (details are summarized in the published guidance manual of the project) is as follows:

- Nine modules were accredited at the start of the project, five of them in technical services – maintenance of public spaces, planting greenery, maintenance of greenery, waste management and construction works.
- The labour office recommended for enrolment to annual retraining modules job seekers from its records with whom it concluded contracts of enrolment in the programme and the clients were placed in the relevant work teams.
- An annual educational schedule was set: 150 theoretical lessons, 20 motivating lessons, 20 job club lessons, 1250 hours of practical training, 480 labour law lessons. Lecturers and leaders of practical training were provided for.
- In the course of implementation of the modules, clients received further assistance, such as motivation meetings, support of the assistant of Assisted Employment service and other.
- The clients passed final tests and practical exams and were awarded a certificate.
- Graduates may attend job counselling centre if they wish.

### **OUTPUTS:**

Two years of the programme with 94 registered job seekers were implemented; out of this number, 64 clients completed the annual retraining course, passed the final exam and received the certificate. While the project is not focused only on the Roma, 54 percent of the participants of annual retraining courses were Roma. More than 50 percent of clients got a job after finishing the retraining course.

### **Period of implementation:**

November 2005 until July 2008.

### **Funding:**

The pilot project was funded by ESF (European Social Fund) and by the budget of the Czech Republic; during retraining, the clients were taking unemployment benefits and concluded an Agreement on Working Activities with places where they performed their practical training.

### **Note:**

Publication of this project was recommended by the Government Office.

**Contacts:**

City of Krásná Lípa  
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Community Centre České Švýcarsko  
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## **PROJECT “CONTACT BOHUMÍN” – METHODOLOGY OF COMMUNITY CENTRE AND SOCIAL COUNSELLING TO THE ROMA MINORITY**

### **5.9** *Slezská diakonie (Silesian Diacony)*

#### **OBJECTIVES:**

- Development of capacities of services promoting social integration;
- Development of active employment policy capacities;
- Improving the quality of life of the inhabitants of the region;
- Gradual elaboration of a comprehensive offer of services to socially disadvantaged families;
- Boosting respect and tolerance towards the Roma in the relevant locality;
- Elaboration and testing of methods of social work with these clients.

The initial impulse of the project originated from the Municipal Authority of the City of Bohumín, which rented to Slezská diakonie for a symbolic amount premises in a very problematic locality of Bohumín – Pudlov with the prevalence of unemployed, mostly Roma inhabitants living below the poverty limit. The major problems of the target group include low level of education and minimum access to information, due to which its members are unable to find their way even in apparently easy situations. The situation in this locality is unbearable; the social situation there is alarming, with increasing level of crime and occurrence of other pathological social phenomena.

#### **RESOURCES:**

Mini courses: bolstering social counselling competencies by individual or group interview with a social worker, municipal office representatives, other guests, cooking baking and table manners, aesthetic and decoration works, PC basics, sewing and other special interests of users.

**We offer the following services to be provided by social workers as a part of the field programme:**

- Monitoring of basic subsistence needs and personal goals of users – in writing (by a questionnaire);
- Basic counselling in the form of an individual interview – assistance with problems of housing, education, employment, conflicts with the law, interpersonal relations, relations between neighbours, etc.
- Verbal provision of information updates, provision of written information about follow-up services – services of a social worker, a lawyer, employees of the Labour Office, psychologists, school employees. situation intervention in the solution of problematic, conflicting, emotionally tense situations, dealings with institutions in the user's favour – verbally, in writing, over the telephone, by e-mail, a possibility of accompanying the user at meeting with the authorities, institutions, schools.

#### **OUTPUTS:**

Guidelines of the community centre and of social counselling for the Roma minority.

**Period of implementation:**

End of the project – June 2008; followed up since June 2006 by the project “Kontakt II. – Bohumín, Karviná, which is expanded by the centres Kontakt Bohumín and Pohoda Karviná – low threshold establishments for children and youth.

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## FIELD PROGRAMMES IN SOCIALLY EXCLUDED LOCALITIES

### 5.10 *Člověk v tísni, o.p.s. (People in Need, a public benefit company)*

#### OBJECTIVES:

- To increase social competencies and social mobility of specific clients-
- To facilitate to the clients services and activities which are locally available but their providers do not know about the clients or the clients do not know about the service.
- To assist clients in the defence of their rights.
- To minimize risks relating to the life in a socially disadvantaging environment.
- To develop cooperation with other subjects that offer services in the locality or which may contribute otherwise to the fulfilment of the above objectives of the Field Programmes service.
- To change the attitudes of local public institutions and their employees to the clients and to the issue of socially excluded localities as a whole.

#### RESOURCES:

The field programmes provide comprehensive social services known under the summary name as social work (FSW). These services include social and legal counselling, basic family and educational counselling, assisting and accompanying a person in his/her dealings with the authorities and facilitation of other services. The clients of the programme include individuals and families living mostly in poor or downright segregated city localities. Cooperation with some clients is short, with some others ones longer according to a structured plan. Field social work its based on a cognizant and supportive relation to the client and to the community where he/she lives. The field social work service is subject to rules (standards), which protect the client's right and the social worker's integrity and are a prerequisite for high-quality and effective cooperation. The work of field social workers is regularly supervised by a case supervisor and by an external supervisor (psychologist). The field programmes team is continuously trained and the service is evaluated on a case-by-case basis and by newly introduced statistical evaluation instruments within the scope of an electronic database system documenting the work of field social works. Filed programmes operate in Prague, Kladno, Libčice nad Vltavou, Sokolov, Chomutov, Bílina, Ústí nad Labem, Liberec, Chrastava, Mimoň Plzeň, Písek and Prostějov. Thirty social workers form small local teams (comprised only of two of them in small towns). The total number of clients (including short-time ones) is about 4,000 a year. The list of field social services includes free legal counselling. If needed, the lawyer directly represents the client. Since 2008, career counselling has been added to the Field Programmes in some localities. The counsellor assists in finding and obtaining a permanent job to interested clients. In some localities, the Field Programme organize extracurricular tutoring and home preparation of children from client families at home through coordination and supervision of volunteers – secondary school and university students who visit children in their homes and help them with learning.

**OUTPUTS:**

FSW standards; gradually elaborated guidelines for work with clients; a brief manual of basic client work procedures; an electronic database of documentation of the FSW, tailored to this type of service.

**Offer:**

Workers involved in Field Programmes provide lectures on FSW methods and publish their findings about the issue of social exclusion of city (particularly Rom) population in the press and in specialized literature. The Field Programmes carry on extensive media and lobbying activities with the aim of focusing public policy of municipalities and state administration authorities on material and constructive solutions of the problem of socially excluded city localities and populations.

**Period of implementation:**

The programme was founded in 199 and its operation is not limited as to time – it is a continuously provided service.

**Funding:**

The state budget of the Czech Republic (Ministry of Labour and Social Affairs of the Czech Republic, Government Council for Roma Community Affairs), ESF, the Municipal Authority of Metropolitan Prague, ČSOB, the Central Bohemian Region and Karlovarský Region. At the beginning, the programme was subsidised by the Open Society Fund Prague (the key funding partner until 2004), the CSDF (Civic Society Development Foundation), IOM (International Organization of Migration), Via Foundation, Westminster Foundation for Democracy, Polaner family, Alfred Bader and others.

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## MULTILEVEL PROGRAMME FOR FAMILIES WITH CHILDREN THREATENED BY SOCIAL EXCLUSION

### 5.11 *Střep, o. s.*

#### **OBJECTIVES:**

- To reduce the number of children in institutional care.
- To shorten the period of stay of children who have already been placed in institutional care.
- To expand family services.
- To initiate changes of legislation and methods relating to threatened children in families.

#### **RESOURCES:**

Provision of own services, organization of seminars, conferences, training courses, lobbying.

#### **Period of implementation:**

April 1997 to present.

#### **Funding:**

Government and regional grants, Czech foundations, own activities.

#### **Contact:**

Střep, o.s. – The Czech Centre for Improvement of Family Life

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**VI.**

**RESEARCH  
AND MONITORING**

## **NATIONWIDE MONITORING OF MANIFESTATIONS OF DISCRIMINATION IN THE CZECH REPUBLIC VIEWED BY CIVIC COUNSELLING**

### **6.1** *Asociace občanských poraden (Association of Civic Counselling Centres)*

#### **OBJECTIVES:**

Systematic monitoring of manifestations of discrimination in the Czech Republic as viewed by the civic counselling services. Analyzing the collected data and their comparison with outputs of foreign analyses. Preparation of proposals for appropriate antidiscrimination measures. Raising awareness of public servants – particularly of employees of local government authorities in municipalities where the civic counselling centres operate, employees of social departments of the regional authorities, politicians at all levels and of the three target groups selected on the basis of monitored data. A campaign on discrimination issues addressing the public.

#### **RESOURCES:**

The systematic monitoring was carried out in civic counselling centres – members of the Association of Civic Counselling Centres – in the form of collection of statistical data and case studies from all centres. The data and case studies were analysed by an employee of the Association and possible systemic and legislative solutions were proposed in cooperation with experts. The analysis included results and proposals of analyses carried out by foreign organizations. The awareness-raising campaign addressing public servants was done in the form of meetings and distribution of the analysis. Public service representatives were informed about the conclusions of the analysis and about possible systemic or legislative changes. The public campaign acquainted the general public, particularly young people, with the term “discrimination” and its forms and with specific cases. This campaign was organized in the second half of the year.

#### **OUTPUTS:**

- Analysis of manifestations of discrimination in the Czech Republic.
- A collection of documents from special training of counsellors.
- Flyers – three kinds (one for each specific target group).

#### **Period of implementation:**

February 2007 until January 2008.

#### **Funding:**

TF (Transition Facility) 2005 administered by the CSDF (Civic Society Development Foundation).

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## MONITORING OF SOCIAL AND HEALTH CONDITION AND SUBSEQUENT CARE FOR PEOPLE THREATENED BY DRUGS IN THE ROMA COMMUNITY

### 6.2 *Světlo Kadaň, o.s.*

#### OBJECTIVES:

To identify the level of drug abuse in the local Roma community, to characterize the drugs which are being used and to initiate care for drug addicts. To have a positive effect on the Roma community, to establish through qualified experts contacts with drug addicts and their families, to increase awareness of harm caused by drugs in order to diminish risks connected with their use and with spreading of contagious diseases.

#### RESOURCES:

- Three types of questionnaires for respondents in three age categories: 7 – 15 years, 16 – 18 years and 19 years and over. The questions (which differed slightly in each type of the questionnaire) related to sex, age, education, housing conditions, family situation, experience with discrimination, abuse of drugs (alcohol, cigarettes, volatile substances, illegal drugs) and level of knowledge of the influence of drug and contagious diseases relating to their abuse.
- Trained field workers from the partner Roma organization (the civic association Romano Jilo), tasked with monitoring (by means of the questionnaires) drug abuse among the Roma.
- An anonymous collection, evaluation and processing of the relevant data from completed questionnaires (following their processing, the data may be used by other organizations dealing with drug addiction issue); a total of 456 respondents (137 in the category of 19 years and over, 114 in the category of 16 to 18 years and 205 in the category of 7 to 15 years).
- Elaboration and distribution of information flyers: Drug Additions and Possible Help.
- Training of external Roma workers from cooperating organizations in drug addition and venereal diseases.
- Subsequent care for families and individuals facing a drug problem who agreed with cooperation in the solution of their situation.
- Primary prevention for the Roma community –as a part of preventive care, a total of four discussions were held at the special school in Husova Street, where Roma children completed a part of the questionnaires.
- Elaboration of a summary report as a part of evaluation of the project, which provided qualified estimates about drug addition among the Roma in Chomutov and described the outputs of the project.

**Cooperation with other organizations:** other organizations participating in the project included the civic association Světlo (Light) and the civic association Romano Jilo. As a part of the project, field workers from the civic association Romano Jilo visited families and children at schools, completed questionnaires with them and informed them at the same time about the drug issue. Field workers from the civic association Romano Jilo were members of the Roma community, for whom it was easier to win the trust of respondents. Workers of the civic association Světlo

coordinated the project, evaluated the questionnaires and provided subsequent care to interested people in the form of counselling, facilitation of treatment and other services. In the course of the project, we also established cooperation with a special school which has among its pupils a great number of members of national minorities and where we held discussions for pupils as a part of primary prevention. The cooperation is successfully continuing.

**OUTPUTS:**

The project is a good example of partnership and systematic cooperation between a pro-Roma and a Roma non-profit organization in the resolution of a specific local problem. Results of the projects pointed to frequent occurrence of drug abuse in the Roma community, particularly by children and minors. The project increased trust of Roma drug users and their families in the civic association Světlo and led to an increase of interest in services offered by this association among the Roma. K-centre employees facilitate treatment programme for several persons addicted to volatile substances.

**Period of implementation:**

2004 and 2005.

**Funding:**

Roma Integration Programme /USAID/Partners Czech).

**Note:**

Publication of this project was recommended by the Government Office.

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## **REÁLNÉ ALTERNATIVY (REALISTIC ALTERNATIVES) – SOCIAL INCLUSION FOR VICTIMS OF TRAFFICKING WITH HUMAN BEINGS AND COMMERCIALY EXPLOITED PERSONS**

### **6.3** *La Strada Česká republika, o.p.s.*

#### **OBJECTIVES:**

To explore and to introduce pilot employment possibilities of the target groups – victims of trafficking with human beings and commercially exploited persons. Both groups have experienced exploitation in various areas, including sexual industry, with life in the conditions of social exclusion and with a major disadvantage in access to and maintaining their position at the labour market. A possibility of finding a legal job for such people may represent a potential way out from a seemingly hopeless situation in an exploitative environment without endangering the existence of such person. Another aim of this project is a follow-up of the updated National Strategy of the Fight Trafficking in Human Beings and of the National Action Plan of Social Inclusion, which are focused, among others, on increasing social inclusion and employment of commercially misused and trafficked persons.

#### **RESOURCES:**

1. Collection and analysis of relevant information and sources with a view of increasing the possibilities of the target groups to find their place in the society and a job:
  - establishment of contacts with subjects capable of contribution to the employment of the target groups;
  - elaboration of a safe strategy of dissemination of information directly in the environment of the target groups;
  - collecting information to elaborate recommendations of systemic and legislative changes with the aim of ensuring long-term solutions of the situation of the target groups
2. An information campaign – delivery of information about possible assistance offered within the project to the target groups with the aim of finding a suitable way of transfer of important information about the project directly to the environment of the target groups, which takes into account major security risks connected with the dissemination of information among exploited persons.
3. Provision of social services, counselling and education focused on offering to target groups possibilities of entry into and remaining at the labour market. The objective is to provide assistance, information, skills and support to target groups in access to and remaining at the labour market and to identify problems which will occur in practice-
4. Outputs from provision of social services. The objective of this activity is to record experience and information acquired during the provision of social services so that they can be used by other subjects and for the formulation of long-term strategies of solution of the situation of the target groups.
5. Provision of direct support to individuals. The objective is to motivate target groups and to provide to them a realistic alternative to the life in exploiting environment.

**OUTPUTS:**

- A safe plan of dissemination of information in the target groups.
- A summary field report summarizing outputs of field work and bringing along structured information about trafficking in human beings and commercial exploitation of people, which is still missing.
- Recommendation for systemic and legislative changes with the aim of providing long-term solutions of the situation of trafficked and commercially exploited persons and of prevention of these phenomena in the Czech Republic.
- Guidelines for a course of bolstering and acquisition of key competencies.
- A manual on inclusion of commercially exploited and trafficked human beings in the labour market.
- An informative CD containing all outputs of the project.
- Informative and preventive materials for target groups, providing information about possible support within the project.

**Period of implementation:**

March 2006 until February 2008.

**Offer:**

- Specialized and social services for clients.
- Psychotherapy.
- Legal counselling.
- Accommodation in a shelter.
- Direct (financial) support to individuals.
- A course focusing on improvement of the place for these people in the society.
- Systematic and comprehensive counselling focused on finding a job.
- A course of key competencies for facilitation of “dummy” employment, which will test key competencies of the clients.
- Language and retraining courses.

**Funding:**

The European Community and the state budget of the Czech Republic – OP HRE (the Operational Programme Human Resources and Employment).

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## ALL OF US ARE HUMANS

- 6.3** *Forint. Fórum pro integraci (Forum for Integration) / 3 members:*  
*Otevřená společnost, o.p.s. (the public benefit association Open Society - applicant); Poradna pro občanství, občanská a lidská práva, o.s. (the civic society Counselling Centre for Citizenship, Civil and Human Rights) and Člověk v tísni (People in Need, a public benefit society) – partners*  
*Method of identification of social discrimination and implementation of this method in public service*

### **GENERAL OBJECTIVES:**

- Diminishing discrimination in socially excluded communities and their surroundings.
- Development of a method of identification of discriminatory behaviour/conduct.
- Influencing selected strategic of solution of discrimination in socially excluded communities.

### **SPECIFIC OBJECTIVES:**

- Elaboration of the method of monitoring discriminatory phenomena in socially excluded communities and its practical pilot testing.
- Bolstering the capacity of field social workers to identify manifestations of discrimination in socially excluded communities and to propose a solution.
- Provision of technical assistance to public servants in identification of manifestations of discrimination.
- Establishment of an information platform – website – for the professional and the general public to acquire comprehensive information about the topic of social exclusion and discrimination, examples of good practice and other topics relating to the issue of discrimination and social exclusion.

### **Means:**

- Field collection of data – in three selected localities (Plzeň, Ústí nad Labem, Bílina), their structuring and identification of important problems.
- Pilot testing of the method in the selected localities.
- Elaboration of an information brochure/manual on form of discriminatory conduct and defence against its.
- Four seminars for public servants and NGO employees.
- Conferences.
- Publication of the course and outputs of the project in the media.

### **OUTPUTS:**

- The website [www.forint.cz](http://www.forint.cz).
- Manual on work with social discrimination.
- Seminars for employees of the public and the non-profit sector.

**Offer:**

- Know-how of research in the field of social discrimination.
- Manual on work with social discrimination.

**Period of implementation:**

November 2005 until October 2006.

**Funding:**

TF (Transition Facility) 2005 administered by the CSDF (Civic Society Development Foundation).

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## **FÓRUM PRO INTEGRACI (FORUM FOR INTEGRATION – FORINT)**

is a special-interest association of ten Czech non-profit organizations. The principal reason for cooperation of Forint members is to boost their influence upon public service and politicians. Forint has the following members: Drom, romské středisko, Drom, o.p.s., Otevřená společnost, o.p.s., Poradna pro občanství, občanská a lidská práva, o.s., Vzájemné soužití, o.s., Socioklub, o.s., Step by Step ČR, o.s., IQ Roma servis, o.s., Člověk v tísni – společnost při ČT, o.p.s. and La Strada ČR. The main object of activities of the association is to remove poverty, social exclusion and other efforts for integration of disadvantaged groups into the society, and analytical, conceptual and mainstreaming issues. The member organizations have long-term experience in these areas and have examples of good practice which they wish to share and to integrate into generally applicable standards.

**Forint** participates in meetings about these topics at the governmental level (with the government, Ministry of Labour and Social Affairs, Union of Cities and Municipalities of the Czech Republic) and transfers information to regions through its members.

**Forint** proceeds in a coordinated manner vis-à-vis the government and other authorities in influencing and promoting the policy of elimination of social exclusion, promotes and proposes concepts of new system changes, sets work standards in the relevant area, provides comprehensive information, bolsters cooperation and establishment of partnerships and operates a social exclusion portal [www.forint.cz](http://www.forint.cz), which should become a kind of future interface of the topic of social exclusion and should contain strategies and documents relating to various aspects of this topic, thus promoting an integrated comprehensive approach to social exclusion in the Czech Republic.

## **BRIEF INFORMATION ABOUT FORINT MEMBERS:**

### **Drom, romské středisko (Roma Centre)**

is a contributory organization established by the Statutory City of Brno – City Part Brno-North. Since 1989, it has been carrying out a large scale of activities in socially excluded communities. Its key activities include:

- organizing leisure time activities for children and youth
- education
- social and legal counselling
- field work

[www.drom.cz](http://www.drom.cz)

### **Drom, o.p.s.**

The key activities of this organization comprise the provision of these public benefit services:

- organization of field social work and of training of field social workers in Roma communities
- organization of seminars and training
- organization of cultural and sports events
- extracurricular education and tutoring of children and youth
- organization of humanitarian and development aid
- assistance to people persecuted due to their race or for other reasons
- organizing assistance to local government and other local organizations
- organizing assistance to minorities in finding jobs and housing

[www.tspweb.cz](http://www.tspweb.cz)

**La Strada, o.p.s.**

is a nongovernmental not-for-profit organization focusing on prevention of trafficking in women, influencing legislation and dissemination of information about this problem. La Strada was founded in 1995 and is one of the founding members of an international network operating in nine European countries: The Netherlands, Poland, Bulgaria, Byelorussia, Moldavia, Macedonia, Bosnia and Herzegovina and Ukraine. All La Strada's activities are based on fundamental principles, such as respect to human rights, equal opportunities, non-discriminatory approach, the principle of "empowerment" and protection of interests of trafficked persons.

[www.strada.cz](http://www.strada.cz)

**Otevřená společnost (Open Society), o.p.s.**

is a non-profit organization whose mission consists of promotion and support of democratic values and principles. The long-term objective of the public benefit society Otevřená společnost is the bolstering of open society values by promotion of principles and policies based on the culture of law and on the rule of law, on a democratic form of state administration and on protection of human rights. Otevřená společnost, o.p.s. focuses on practical application of new procedures and methods, makes room for incentives making use of examples of good practice which stimulate and promote systemic changes. It forms a knowledge base, provide information, elaborates analyses and transfers know-how in such programming areas as the participation of citizens in the management of public affairs, reform of the police service, cultural policy social exclusion and equal opportunities for men and women.

[www.osops.cz](http://www.osops.cz)

**Člověk v tísni, společnost při ČT, o.p.s. (People in Need, a public benefit society attached to the Czech TV)**

implements humanitarian and development projects in crisis areas of the world and supports compliance with human rights and promotion of democracy in countries with authoritative regimes. In the Czech Republic, People in Need strives to increase awareness of the developments in countries suffers from wars, poverty or non-democratic governments and contributes to enhancement of tolerance in the society.

[www.clovekvtisni.cz](http://www.clovekvtisni.cz)

**Poradna pro občanství, občanská a lidská práva, o.s. (Counselling Centre for Citizenship, Civil and Human Rights)**

is a civic association founded by a group of lawyers and social workers. In its programmes, it deals with issues of state citizenship and foreigner rights, combating discrimination, promotion of equal opportunities and assistance to families. It is also focused on theoretical research issues and monitors the legislative practice of passing new laws and general problems connected with their practical implementation. Its activities also include elaboration of reports for bodies of international treaties and providing comments on bills.

[www.poradna-prava.cz](http://www.poradna-prava.cz)

### **Vzájemné soužití, o.s. (Mutual Coexistence)**

operates three community (low-threshold) centres in the localities Ostrava-Hrušov, Liščina and Zárubek, a Social Legal Counselling Centre and a Dialogue Centre, both situated in Moravská Ostrava. Principal activities of this civic association include the provision of the following comprehensive services:

- community work (according to the typology of social services provided by the Day Service Centre
- counselling
- contact work
- low-threshold/community centres
- early care
- assisted employment
- police assistance
- group and individual social work with women harmed by a medical intervention
- social housing
- advocacy and defence of human rights of clients

### **Socioklub, o.s.**

is a civic association gathering experts on social policy who wish to develop the theory and practice of social policy and are willing to get involved in the development of this field. For this purpose, Socioklub carries on the following key activities:

- creates conditions for expert discussion about social policy
- organizes seminars and educational courses
- issues study texts
- acquires and collects information about social policy
- disseminates specialized information about social policy
- offers and provides counselling service in social policy issues
- cooperates with state authorities and institutions, nongovernmental and non-profit organizations, educational and other institutions involved in social policy

[www.socioklub.cz](http://www.socioklub.cz)

### **Step by Step ČR, o.s.**

purports to contribute by its activities to democratization, humanization and increased effectiveness of education in the Czech Republic, to the building of open society and to its involvement in European structures. The objectives of Step by Step ČR are as follows:

- to help create an open education society
- to improve the quality of learning of children and education of teachers of various types and levels of schools and the community
- to assist in the elaboration of an inclusive education system in the Czech Republic

The mission and long-term objectives are implemented in the following areas:

- the educational programme Začít spolu (Starting Together)
- inclusion and integration of children and young people with specific need (minority groups, handicapped children and youth)
- transformation of the educational system in the Czech Republic
- lifelong learning of teachers of all levels and types of schools

[www.sbsct.cz](http://www.sbsct.cz)

**IQ Roma servis, o.s.**

has been operating in Brno since 1997. In 2003, the association began to acquire a new profile with the aim of building up a modern, functioning, flexible and fully professional nongovernmental non-profit institution which would become a reliable partner of citizens and of the public service not only in Brno but also in the Southern Moravian Region, the Czech Republic and the EU.

The activities of the association consist of the following two basic lines:

- civic activity
- direct and indirect professional service.

The mission of the association relating to the civic line is to promote activities of citizens, individual and groups in attaining and exercising their rights and to facilitate an environment for joint decision in public matters.

The mission of the association along the professional line is to stimulate and to promotion possibilities, opportunities, activity and will of socially disadvantaged families and individuals on their way to comprehensive social development and growth, to protect their rights and dignity, to improve their information and ability to act for the sake of change of their situation. Based on mapping and analysis of needs and sources of local communities, the association's activities are focused on stimulating social, economic, cultural, educational and job opportunities and success of Roma and socially disadvantaged individual and families threatened by social exclusion-

Vision of IQ Roma servis, o.s.: We want a world where true and friendly relationships between Roma and majority people will exist – a world in which Roma will naturally hold dignified social roles with respect to their culture and nationality.

Mission of IQ Roma servis, o.s.: To be an intermediary who promotes possibilities, opportunities and resolution of Roma on their way of individual growth and social fulfilment and protects their rights and dignity within the society.

[www.iqrs.cz](http://www.iqrs.cz)