

# GENERAL REPORT OF THE COUNTRY'S NEEDS IN TERMS OF YOUTH AND SOCIAL WORKERS SKILLS' NEEDS FOR REACH OUT ACTIVITIES TO MARGINALIZED YOUTH AND THE USAGE OF DIGITAL TOOLS

Center for youth activism Krik – MK, Parada – RO, Strade – IT,  
Melazeta – IT, Proyecto kieu – ES, FES - ES

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## INFO FOR THE PROJECT

STREET-APP 4 INCLUSION is a 24 months Strategic Partnership Innovation project in the area of YOUTH, focusing on Youth workers' capacity building processes for more effective inclusive reach-out activities for marginalized people.

The project wants to enter into the grass-root dimension in which the 6 partners daily operate, highlighting the social inequities still affecting vulnerable target groups like street children addicted to drugs, new migrants, youngsters with disabilities, Roma minors, orphans and abused children, isolated youngsters living in rural areas as well in neglected urban suburbs.

The transnational partnership moves from a common grass-root background and agreed on the MAIN OBJECTIVE of empowering and strengthening each partner methodology and digital competences of their youth workers for tackling common vulnerable target groups with effective reach-out activities based on creative approaches: social circus, social theatre and music, NFE.

Aim of the project is to improve with an innovative ICT tool, namely an interactive and supportive APP for youth workers working in field interventions, the quality and effectiveness of reach out activities for inclusion. A portable app displaying strategies for preparing social interventions, self-assessing it, and a real time portable tutorship for the community of youth workers dealing with disadvantaged beneficiaries and difficult environmental conditions. Free downloadable APP with a wide spreading potential across European community of youth and social workers and directly updated by real cases experienced by practitioners from EU organizations.

### EXPECTED RESULTS AND LONGER TERM BENEFITS

- IO1 Research on youth workers' skills needs
- IO2 STRET-APP digital app
- IO3 Awareness raising campaigns in all countries on social issues and quality of youth work
- Two joint staff training events including a Social Art Festival Exhibition for dissemination purposes
- 4 multiplier events for disseminating project results and innovation



- Inspiration of New long-term effective policies on YOUTH and social inclusion by relevant national and EU policy makers
- Social disadvantage reduced.

#### INTELLECTUAL OUTPUTS:

**O1 Research phase: analysis of each participating country's needs in terms of youth and social workers skills' needs for reachout activities to marginalized people** - Research will focus on the current situation about marginalized groups (more specific for each country), do the organizations provide activities for marginalized groups, what are the needed skills and competences when working on outreach activities for marginalized groups, what are the legal situations in the countries, are there enough outreach activities for marginalized groups, what are the benefits and impact on the communities, what are the missing tools for effective activities with a specific focus on digital devices. The research will give an overview of the situations in the countries and will give directions and ease the work of the other project activities and development of following IOs. The research will stress also on Digital Competences of youth and social workers and the integration of digitalization within organizations' outreach activities

**O2 Creation of an integrated APP for supporting youth workers on real cases outreach activities with a youth workers' community real time tutorship** - Melazeta srl, task leader according to its IT skills, will create the STREET-APP, an interactive and supportive mobile APP for youth workers working in field interventions. The name STREET was inspired by the Street outreach activities on marginalized clients that most of partner organizations have been developing in the neglected areas of urban, suburban and rural areas in the 4 countries. The STREET APP will help establishing a community of youth and social workers for sharing real time tutorship and real cases experienced by practitioners from EU organizations which are directly involved in non-formal education and inclusion activities through creative outreach activities and street-units interventions.

**O3 Public awareness campaigns and outreach activities for wide audience, organizations and relevant policy makers** - O3 is a core output for the project aiming at reaching the widest audience, namely citizens, youth organizations, public bodies, NGOs and multipliers stakeholders at local, regional, national and EU level. The experienced IO lead, Fundatia PARADA will conceive awareness raising campaigns based on a tangible set of activities, events and contents. All developed messages will focus on the right for inclusion, respect of human rights for marginalized people sensitizing public opinion on social issues and Quality of youth work connected to outreach activities. The inspiring document will be Agenda 2030 and its development goals on Human rights respect and development and Right for Education for all.



## INFO FOR THE PROJECT PARTNERS

### FUNDATIA PARADA – LEAD PARTNER



Parada Foundation is a non-governmental and non-profit organization created in Romania in 1996 by the Franco-Algerian clown Miloud Oukili. The Parada Foundation works with street and at-risk children/youth. Calling on their many artistic skills, the work of the foundation restores their desire to live and to become part of society.

Parada's statutory mission is to support street children, youngsters and families living in street condition/at-risk providing them with basic social services, involving them in formal and non-formal educational activities and facilitating their social (re)integration. The main non-formal educational activity of the Foundation is teaching circus skills to the children and youngsters as an attractive chance and alternative option to the life on the streets.

The activity of Parada Foundation has been recognized through the awards received over time: the Unicef 2000 Prize, the Clown de l'Espoir, the Prix Albert Schweitzer, the ARTUSI Prize, the Special Prize of the CCIFER 2011 Chamber of Commerce and Industry in Romania, The People's Choice Awards for People.

The mission of the Foundation is the social integration/reintegration of children and youngsters in difficult life situations, by using a collaborative approach with the beneficiaries – meaning that beneficiaries participate first as partners of the Foundation and then as decision takers of their own life. PARADA Foundation is a place where the beneficiaries rediscover the perspective of a normal life, self-esteem, as well as respect for others and get the necessary tools for setting up an individual life plan. It is a youth association, giving the possibility to marginalized youngsters to find a way for social integration becoming youth workers.

PARADA provides beneficiaries with a holistic care: from offering them food and clothing to ensuring a safe environment. The Foundation also provides street youngsters with social and psychological services and professional reinsertion through the mobile unit ("Caravana"), the Day Centre and the social apartment.

Web page: <https://paradaromania.ro/>

Facebook page: <https://www.facebook.com/Fundatia-Parada>



**STRADE ASSOCIAZIONE DI PROMOZIONE SOCIALE**



STRADE (meaning STREETS) is an NGO and youth association working on street education and street creativity for inclusion with disadvantaged and fragile people at risk of social exclusion. Founded by youth workers, social workers, sport educators, music performers, social theater directors and development cooperation project managers STRADE has been designing, organizing and managing educational, cultural and social activities with the aim

of creating opportunities of expression and inclusion for a personal and community growth, both at local and European level, fostering the expression of creativity, talents and values regarding active citizenship and volunteering.

STRADE's mission is "to create, facilitate and offer educational and guidance opportunities in disadvantaged social contexts, challenging educational poverty, with a re-appropriation of the communitarian and social value of the Street in its original role of educational community".

Non formal education (NFE) and experiential learning are the main drivers used by STRADE to involve communities of people, especially young people, and create, together with the beneficiaries, new crossroads of opportunities for inclusion. We are inspired by principles related to equality and respect of human rights.

Areas of intervention:

- Minors and youngsters; Migrants and second generations; People with disabilities; New poverties; Women and neglected rights; Youngsters at risk of drop out and needing guidance; Culture and artistic heritage; Environment; Urban regeneration and participative community processes in suburbs; International cooperation through street interventions in rural and neglected areas; Rural and isolated areas; STREET education; Non formal education; Youngsters active engagement in society; Youth volunteering through promotion and activation of European Solidarity Corps; Youth and social workers' capacity building trainings through E+ programme .

Web page: <https://associazionestrade.org/>

Facebook page: <https://www.facebook.com/associazionestrade/>



**CENTER FOR YOUTH ACTIVISM CYA KRIK - NORTH MACEDONIA**



Center for youth activism KRIK is non-governmental, non-profit organization established by young people, led by young people and it works for and with young people. CYA KRIK is established on 11th of November 2012, in Skopje, North Macedonia.

KRIK strives to encourage greater youth participation, youth activism, encourage young people to be more included in the policy making process on local and national level. Krik works on achieving social inclusion and integration of young people with fewer opportunities.

With the activities delivered Krik offer space for social and personal development of young people through different educational activities on local and international level.

Krik is operating daily activities in the youth centre Krikni. The activities in the centre are mostly trainings for young people, workshops, events and social gatherings. The activities are planned monthly according the need of the organizations and the young people.

KRIK have organized, coordinated and participated in a lot of national and international projects in Macedonia and abroad. Our organization has a great interest in the topic of the project and we consider that we can contribute greatly in its success. For the purpose of this project we can offer our proven experience in delivering, monitoring and assessing youth workers' professional development processes including recognition of learning outcomes.

KRIK is also involved in National processes regarding increasing the quality and recognition of youth work. Krik is member and part of the board of the Union of Youth Workers which works on recognition of youth work. From June 2015 Krik is also member of the National Youth Council of Macedonia which is the biggest platform of youth organizations in Macedonia and also member of the European Youth Forum.

The program that we mostly work on is social inclusion. KRIK works with deaf young people coming from the National School for Deaf Young People, blind young people coming from the National School for Blind Young People, young people having Down syndrome and young people coming from difficult social and economic background. We lead different activities with them. We mostly offer youth work on local level: workshops, events, trainings, counselling, non-formal gathering etc.

Web page: <http://krik.org.mk/>

Facebook page: <https://www.facebook.com/CYA.KRIK/>

**MELAZETA SRL**





Melazeta srl is a digital agency founded in 2000, with offices in Modena and Milan Italy and a focus on digital engagement projects in education, marketing and publishing fields.

The team is made of 15 young professionals with expertise in development and management of IP contents for licensees, brand and marketing agencies. In order to support the digital engagement strategies of national and international organizations, Melazeta s.r.l. designed and developed over 600 online games and Facebook applications, around 80 apps (iOS and Android), VR and AR projects, motion graphics video and animations.

Among others we've been working for The Walt Disney Company, Rainbow, ONU, Lucas Film, Ferrero, Panini and many other public or private clients.

By connecting game design, dynamics rewarding and behavioral analysis, Meleta's approach to gamification encourages the Users in increasing the quantity and quality of interactions with an organization. Besides that, the continuous R&D in translating the gamification approach into Omni channel deliverables provided each developed projects with innovative engagement methodologies and top notch technologies.

#### RELEVANT ACTIVITIES AND EXPERIENCE:

**ANIMATION** - Concept, design and production of 2D and 3D animation for video, cartoons, web series and motion graphics. Production of digital contents for both traditional and social media broadcasting.

**APP** - Development and publishing of iOS and Androids Apps. Integration of Augmented Reality, Virtual Reality, Machine Learning and Proximity Marketing technologies.

**EDUTAINMENT** - Digital education projects for school and pre-school target. E-learning projects for employees and sales team motivation and training.

**GAMIFICATION** - Art direction, game design and production of mobile and web based projects for B2C and B2B initiatives in liensig, retail, loyalty, advertising, healthcare and cultural fields.

Web page: <http://www.melazeta.com/>

Facebook page: <https://www.facebook.com/Melazetasrl/>





## PROYECTO KIEU



Proyecto Kieu is an NGO focused in local development in the geographical area of La Sagra (Toledo) in Spain. Since 2010, together with the youngsters in our community, we promote awareness, active participation, critical thinking and ultimately self-social development. We've established strong alliances with local municipalities in several villages in our area with the aim to multiply opportunities for youth in the territory and bring in new resources. The overall strategy of PK in La Sagra County is to combine the resources for the young population in the area and start cooperating among the villages to make the best out of the existing possibilities and create collective new ones optimizing the resources available.

International activities help us to invite young people in and foster their involvement into the organization and the community by doing different activities and projects. In terms of education, considering the high drop-out school rate and low motivation we suffer, we promote and implement fun, attractive and happy educational activities based on non-formal education tools and learning by doing contexts. All that towards the horizon of accompanying youngsters and young adults in their path to adulthood and inspire them to build themselves while transforming their environment into a better, cleaner, more respectful and happier one.

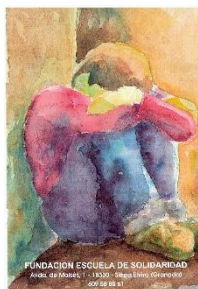
Our main activities are related to youth work, arts, culture and media. We organize seminars and training courses to both increase the professional and soft skills among youngsters and also their participation, critical thinking and active citizenship. We promote international and local youth exchanges and encounters to trade ideas, options and motivation. We lead creative processes both for the community and groups of educators and artists, mainly using the tools of Social Theater and non-formal education.

Web page: <http://www.proyektokieu.org/>

Facebook page: <https://www.facebook.com/ProyectoKieu/>



## FUNDACIÓN ESCUELA DE SOLIDARIDAD



The aim of FES is to host and intervene with people with no roots, social disadvantages, miss-handled or socially excluded. In our association we receive mothers with children in emergency situations, young immigrants, people with disabilities without family, teenagers in risk situations or other people needing a home. Our aim is to create homes with family feeling, life in solidarity and education in values, searching training and the needed support for social integration.

Our regular activities involve administrative work, children day-care, art craft, school support, general maintenance, EVS related activities, housekeeping and language classes, seminars for the practice and dissemination of cultural activities for youth workers and would be youth workers.

FES was founded 24 years ago and works since then for the mentioned aims, moving, four years ago to Sierra Elvira, where we found the ideal premises for its activities. Also belonging to FES, there are 6 other houses outside the foundation borders. One in Alozaina (Malaga) where occupational workshops are carried out, another one in Saleres (Granada), one in Fuente Vaqueros (Granada), where a huge vegetable garden and housing are being constructed, and then three more in Sierra Elvira (One of them is to become Cultural Activities Center).

FES offers hosted people the chance of living a solidarity experience and enriching their learning and acquisition of skills for their personal, educational and professional development. This takes place in an excellent environment to know the Spanish culture, the city of Granada.

Web page: <http://escuelasolidaridad.org/>

Facebook page: <https://www.facebook.com/escuelasolidaridad/>



## INFO FOR THE STUDY/ANALYSIS OF THE COUNTRY'S NEEDS IN TERMS OF YOUTH AND SOCIAL WORKERS SKILLS' NEEDS FOR REACH OUT ACTIVITIES TO MARGINALIZED YOUTH

This study follows deep research about the situation with marginalized groups in the partner organizations countries. This research investigate countries' needs in terms of youth and social workers skills' needs for professional development on outreach activities for marginalized clients.

The results of the study gives an overview of the situations in the countries and directions in order to ease the work of the other project activities and development of following IOs of the project activities. The results of the study focus on Digital Competences of youth and social workers and the integration of digitalization within organizations' outreach activities.

The study focuses on the current situation about marginalized groups in the topics:

- activities provided for the target group by the organizations operating on local level;
- competencies the youth workers which are providing the activities have;
- legal situations with target groups in the countries;
- benefits and impact on the community;
- need for the use of digital devices and digital application.

The study is consisted of two different questionnaires:

-NGOs/institutions which are providing activities for the target group on local and national level and


-youth workers which are implementing the activities for the target group.

The study was implemented in Italy, Romania, North Macedonia and Spain in the period of January-March 2020.

Number of questionnaires collected by country		
Country	Questionnaires for organizations	Questionnaires for youth/social workers and educators
North Macedonia	26	37
Italy	9	32
Romania	15	40
Spain	10	26

Table no. 1 Number of questionnaires collected by country





CONCLUSIONS FROM THE  
QUESTIONNAIRES FOR  
ORGANIZATIONS WHO ARE PROVIDING  
OR WANT TO PROVIDE ACTIVITIES FOR  
MARGINALIZED GROUPS OPERATING  
ON LOCAL LEVEL

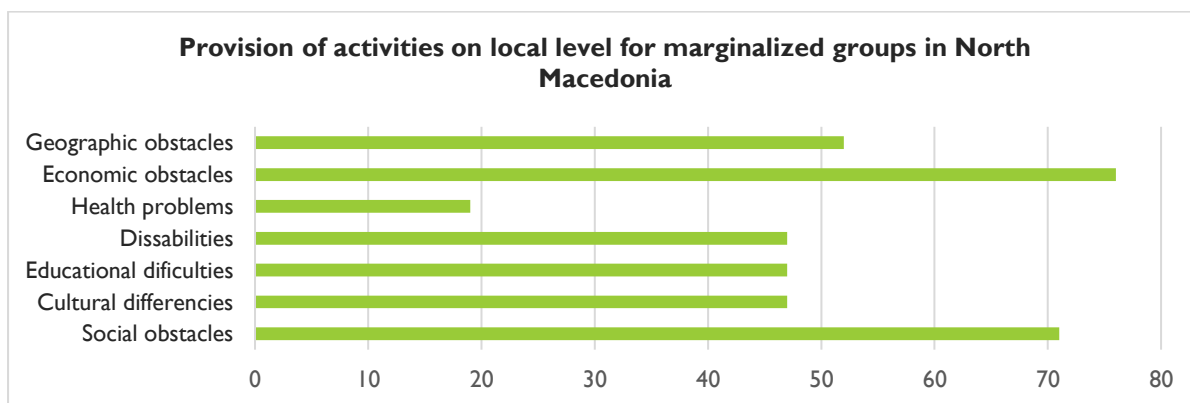


SECTION I ACTIVITIES DELIVERED FOR MARGINALIZED GROUPS ON LOCAL LEVEL BY YOUTH ORGANIZATIONS

PROVISION OF ACTIVITIES ON LOCAL LEVEL FOR DIFFERENT MARGINALIZED GROUPS OF YOUNG PEOPLE

**NORTH MACEDONIA**

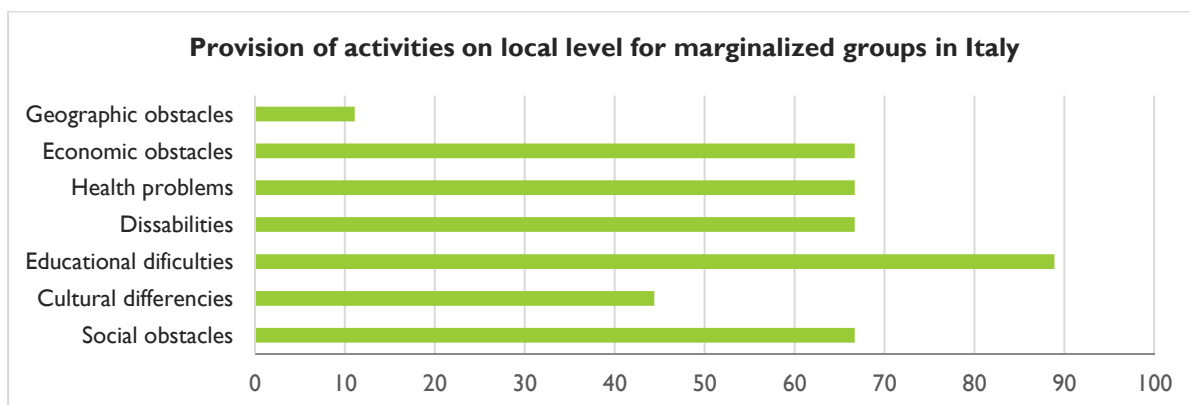
In North Macedonia, 76% of the organizations are providing activities for people facing economical obstacles, 71% are providing activities for people facing social obstacles, 52% are providing activities for people facing geographical obstacles, 47% are providing activities for people facing educational difficulties, cultural differences and people with disabilities, while 19% of the organizations are providing activities for people with health problems.



Graphic no. 1 Provision of activities on local level for marginalized groups in North Macedonia

**ITALY**

In Italy, 88.9% of the organizations are providing activities for people facing educational difficulties, 66.7% are providing activities for people facing social and economic obstacles and people with disabilities and health problems, 44.4% are providing activities for people facing cultural differences, while 11.1% of the organizations are providing activities for people facing geographical obstacles.

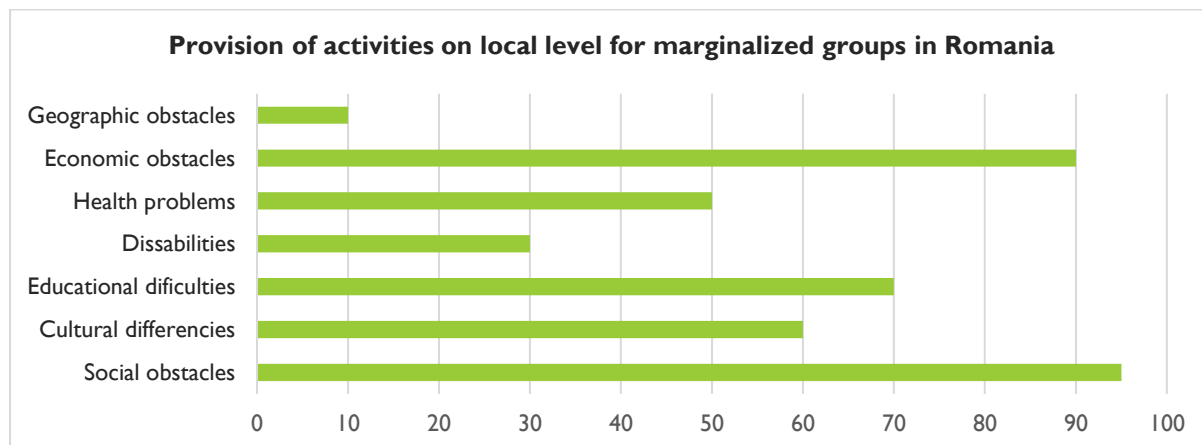


Graphic no.2 Provision of activities on local level for marginalized groups in Italy



**ROMANIA**

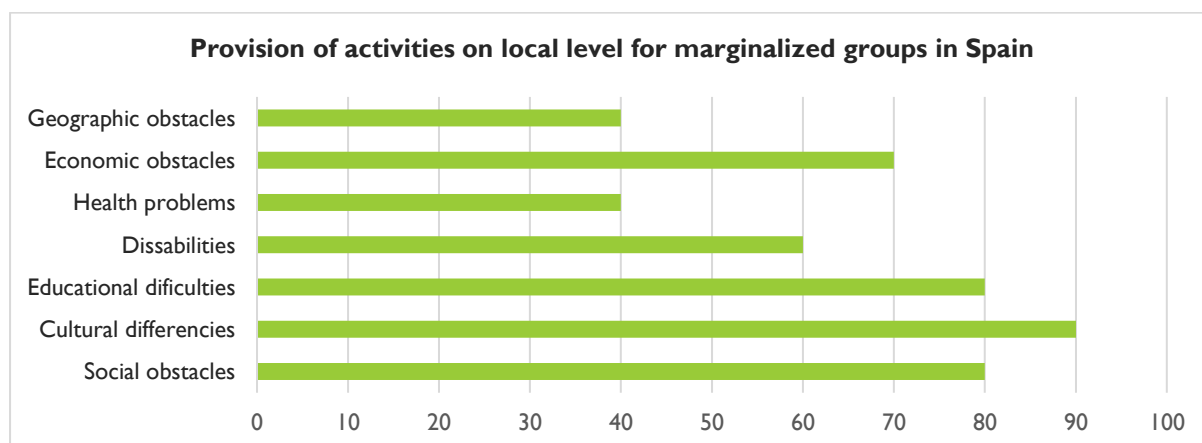
In Romania, 95% of the organizations are providing activities for people facing social obstacles, 90% are providing activities for people facing economic obstacles, 70% are providing activities people facing educational difficulties, 60% are providing activities for people facing cultural differences, 50% are providing activities for people with health problems, 30% are providing activities for people with disabilities, while 10% of the organizations are providing activities for people facing geographical obstacles.



Graphic no. 3 Provision of activities on local level for marginalized groups in Romania

**SPAIN**

In Spain, 90% of the organizations are providing activities for people facing cultural differences, 80% are providing activities for people facing educational difficulties and social obstacles, 70% are providing activities for people facing economic obstacles, 60% are providing activities for people with disabilities, while 40% of the organizations are providing activities for people facing geographical obstacles or people with health problems.



Graphic no.4 Provision of activities on local level for marginalized groups in Spain

**PRIMARY TARGET GROUP WHICH THE ORGANIZATIONS ARE PROVIDING ACTIVITIES FOR**

According to the answers of the organizations from North Macedonia, Italy, Romania and Spain, they are providing activities for the following target groups:

High school students	Socially marginalized groups	Youth workers and youth work providers	Social workers working with marginalized groups
Young unemployed people	Roma children and young people	Students of the Institute of Special Education and Rehabilitation	Students with disabilities
Children	Refugees	University students	Street children
Young people with disabilities	Children and youngsters coming from orphanage	Children with autism	Youngsters coming from rural areas
Families, schools, communities	Children and young people with fewer opportunities	Teachers	Asylum seekers
Migrants	Low skilled youngsters	Youngsters in risk	Social workers
People living in rural areas	LGBTIQ+ community	Unaccompanied foreign minors	Fragile children and their families
Elderly lonely people	Young mother	Urban neglected population	Infancy

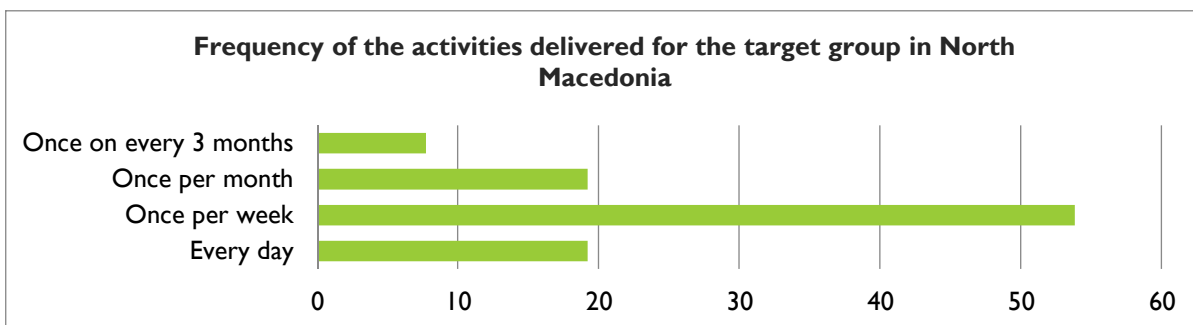
Table no.2 Primary target group of the organizations



FREQUENCY OF THE ACTIVITIES DELIVERED FOR THE PRIMARLY TARGET GROUP

**NORTH MACEDONIA**

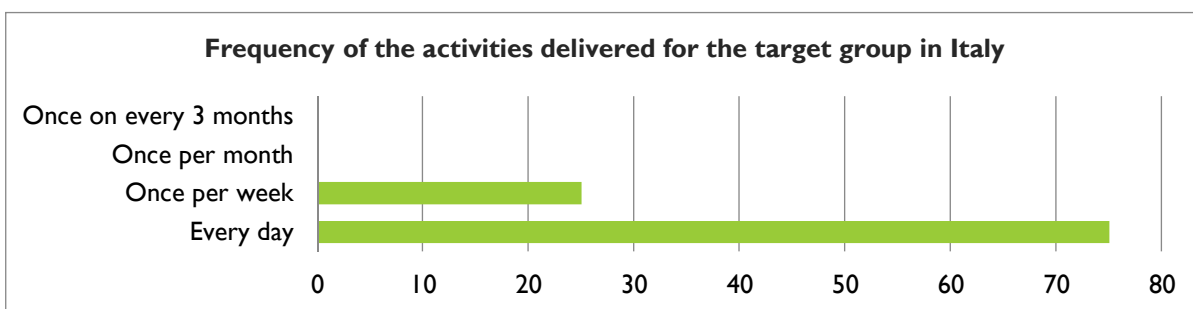
In North Macedonia, 53.8% of the organizations are providing activities once per week for the target group, 19.2% of the organizations are providing activities every day for the target group, 19.2% of the organizations are providing activities once per month for the target group, while 7.7% of the organizations are providing activities once on every 3 months.



Graphic no.5 Frequency of the activities delivered for the target group in North Macedonia

**ITALY**

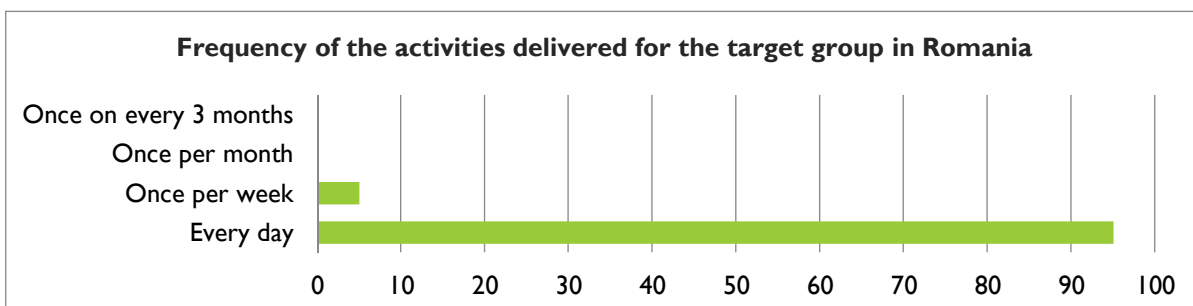
In Italy, 75% of the organizations are providing activities every day, while 25% of the organizations are providing activities for the target group once per week.



Graphic no.6 Frequency of the activities delivered for the target group in Italy

**ROMANIA**

In Romania, 95% of the organizations are providing activities every day for the target group, while 5% of the organizations are providing activities once per week for the target group.



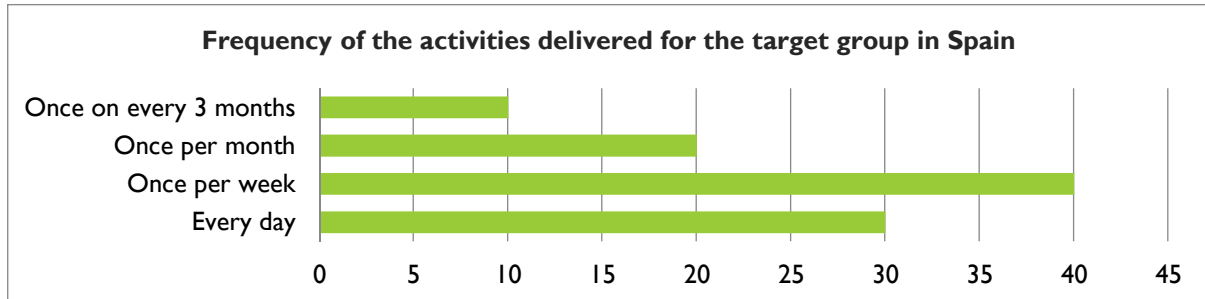
Graphic no. 7 Frequency of the activities delivered for the target group in Romania





**SPAIN**

In Spain, 40% of the organizations are providing activities once per week for the target group, 30% of the organizations are providing activities every day for the target group, 20% of the organizations are providing activities once per month for the target group, while 10% of the organizations are providing activities for the target group once on every 3 months.



Graphic no.8 Frequency of the activities delivered for the target group in Spain



TYPE OF ACTIVITIES THE ORGANIZATIONS ARE PROVIDING FOR THE PRIMARLY TARGET GROUP

**NORTH MACEDONIA**

In North Macedonia, 39% of the organizations are organizing workshops and trainings, 27% are providing activities in the community/organization’s center, 11% are organizing activities in schools and institutions and outdoor activities, while 4% are providing counseling for the target group, activities for independent living and outreach activities.



Graphic no.9 Type of the activities implemented by the organizations for the target group they work with in North Macedonia

**ITALY**

In Italy, 22.2% of the organizations are organizing workshops and trainings, 22.2% are providing activities in schools and institutions, while 11.1% of the organizations are providing counseling for the target group, activities in the community/organization’s center, outdoor activities, street work activities and outreach activities.



Graphic no. 10 Type of the activities implemented by the organizations for the target group they work with in Italy



**ROMANIA**

In Romania, 80% of the organizations are providing outreach activities, 70% are providing outdoor activities, 60% are providing activities in the community/organization’s center, 40% are providing activities in schools and institutions and street work activities, while 20% are organizing workshops and trainings and activities for independent living.



Graphic no.11 Type of activities implemented by the organizations for the target group they work in Romania

**SPAIN**

In Spain, 54.95% of the organizations are providing activities in the community/organization’s center, 21.98% of the organizations are providing activities in schools and institutions, 21.98% are organizing workshops and trainings, while 1.1% of the organizations are providing activities for preparation for independent living.



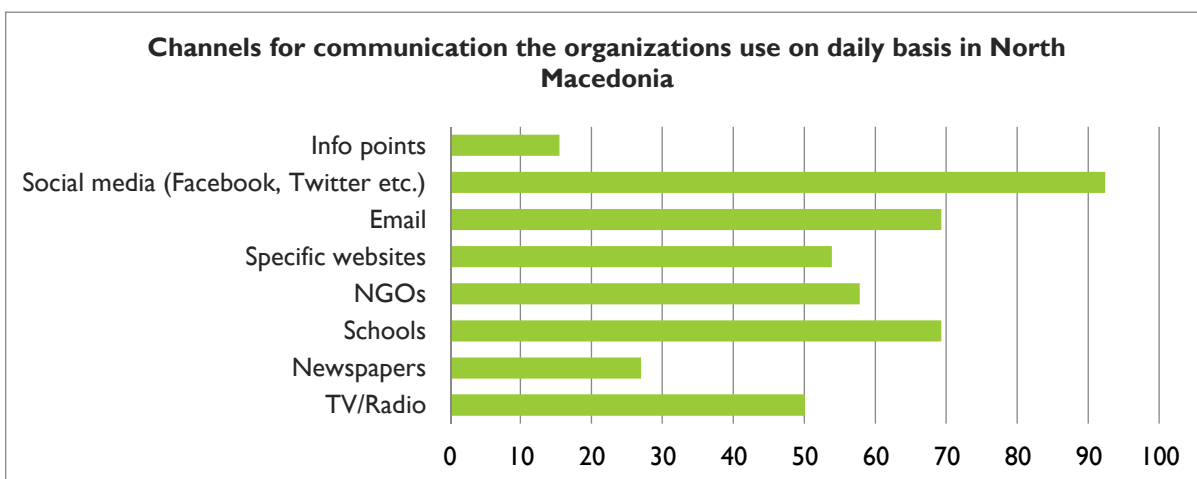
Graphic no.12 Type of the activities implemented by the organizations for the target group they work with in Spain



CHANNELS FOR COMMUNICATIONS THE ORGANIZATIONS USES ON DAILY BASIS

**NORTH MACEDONIA**

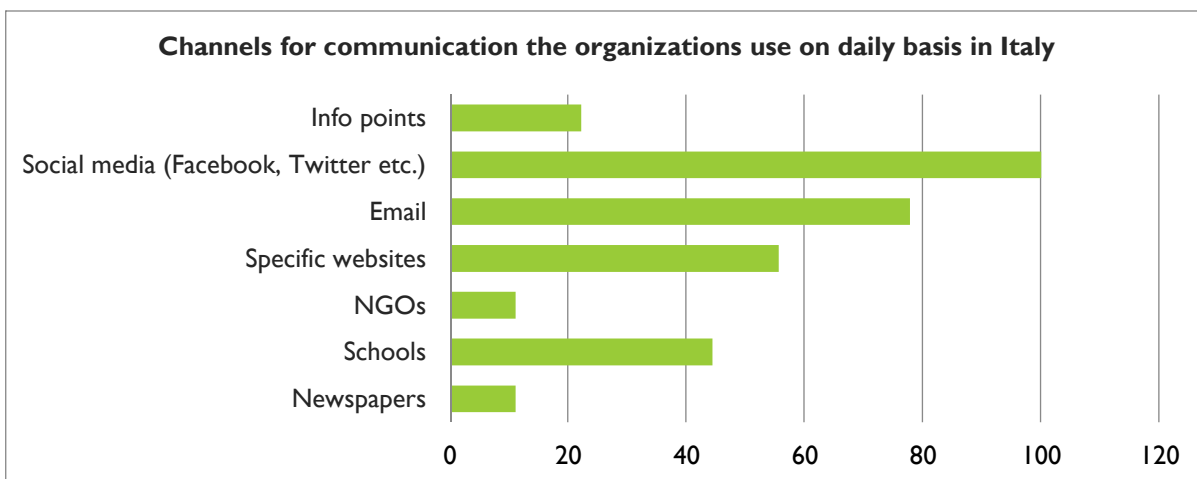
In North Macedonia, 92.3% of the organizations are using social media as channel for communication, 69.2% are using email and schools contacts as a channel for communication with the target group, 57.7% are using other NGOs as channel for communication with the target group, 53.8% are using specific websites, 50% are using TV/radio, 26.9% are using newspapers, while 15.4% are using info points as a channels for communication with the target group.



Graphic no.13 Channels for communication the organizations use every daily basis in North Macedonia

**ITALY**

In Italy, 100% of the organizations are using social media as channel for communication with the target group, 77.8% are using email, 55.6% are using specific websites, 44.4% are using school contacts, 22.2% are using info points, while 11.1% of the organizations are using other NGOs and newspapers as channel for communication with the target group.

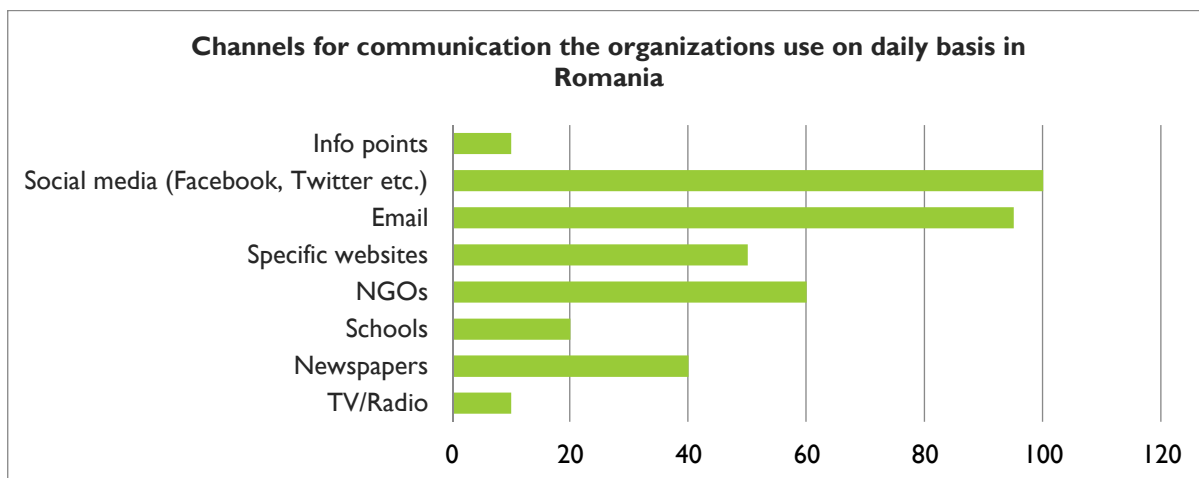


Graphic no.14 Channels for communication the organizations use on daily basis in Italy

**ROMANIA**



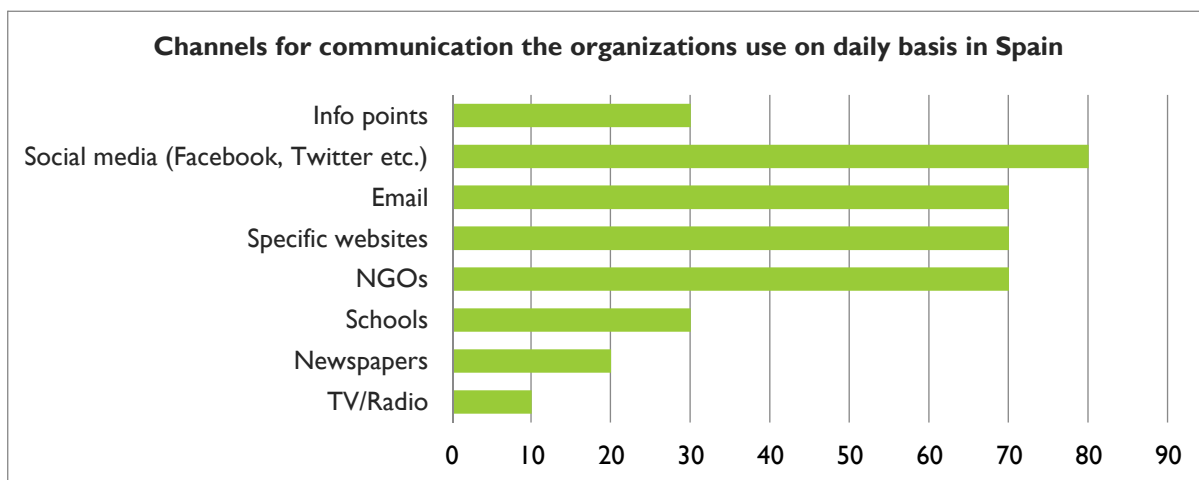
In Romania, 100% of the organizations are using social media as channel for communication with the target group, 95% are using email, 60% are using other NGOs, 50% are using specific websites, 40% are using schools contacts, while 10% are using info points and TV/radio as channel for communication with the target group.



Graphic no. 15 Channels for communication the organizations are using on daily basis in Romania

### SPAIN

In Spain, 80% of the organizations are using social media as a channel for communication with the target group, 70% are using email, specific websites and other NGOs, 30% are using info points and schools contacts, 20% are using newspapers, while 10% are using T/radio as channel for communication with the target group.



Graphic no.16 Channels for communication the organizations are using on daily basis in Spain



SECTION II EDUCATIONAL PROGRAMS FOR YOUTH/SOCIAL WORKERS AND OR EDUCATORS WORKING IN THE YOUTH ORGANIZATIONS

NEEDED SKILLS AND COMPETENCIES FOR THE YOUTH/SOCIAL WORKERS OR EDUCATORS IN ORDER TO WORK WITH THE TARGET GROUP

According to the answers of the organizations from North Macedonia, Italy, Romania and Spain, they believe that every youth/social worker or educator should have the following skills and competences:

Communication skills	Leadership skills	Flexibility	Initiative
Emotional intelligence	Tolerance	Open mindedness	Presentation skills
Organizational skills	Team working skills	Advocacy skills	Information management
Group management	Needs analyses	Creativity	Critical thinking
Coaching skills	Conflict transformation	Self-management	Public speaking
Problem solving	Empathy	Listening	Psychological skills
Observation skills	Sensitivity	Expertise	Knowledge of laws
Commitment	Humbleness	Competences in health prevention	Propensity for inclusion
Knowledge of drugs addiction factors	Understanding of street dynamics	Understanding of social need for vulnerable groups	Time and resource management
Availability	Cultural awareness	Literacy competences	Multilingual competences
Group management	Ability to involve clients	Teamwork skills	Knowledge of local networks and protocols
Curiosity and desire to learn	Concreteness	Motivation	Organizing skills
Knowledge about European programs	Group leadership	Intercultural mediation	Social skills

Table no.3 Skills and competencies for the educators for working with the target group



## SECTION III LEGAL SITUATION IN THE COUNTRY

## SERVICES OFFERED BY THE NON-GOVERNMENTAL ORGANIZATIONS FOR THE TARGET GROUP

According to the answers of the organizations from North Macedonia, Italy, Romania and Spain, they are providing the following services for the target group:

Programs for self-development	Various types of activities for capacity building	Counseling for the target group	Psychological support
Mobility projects	Programs for professional development	Activities enhancing social integration	Employment and self-employment programs
Providing information for the target group	Re-granting for small projects	Trainings and workshops on different topics	Volunteering activities
Inclusive activities	Activities for independent life	Night caravans for fragile and homeless people	Individual support: food, clothes, shelters, hygiene supplies
Literacy activities for Roma communities	Literacy activities for fragile youngsters	Guidance activities for job finding	Trainings for youth workers
Health caravans moving in rural areas for basic medicine interventions	Awareness raising campaigns on social rights, education, access to information	Awareness campaigns on drug addiction risks and sexual transmissible infections	Services delivered in daily educational centers
Services for disabled people including residential centers	Social protected environments for disabled people	Active campaigns about gender discriminations	Homeless centers

Table no.4 Services offered by the NGOs



**NEED FOR ADDITIONAL SERVICES FOR THE TARGET GROUP IN GENERAL (PROVIDED BY THE NGOS AND THE GOVERNMENTAL ORGANIZATIONS)**

According to the answers of the organizations from North Macedonia, Italy, Romania and Spain, the target group need the following additional services provided by the NGOs and the Governmental organizations:

Social support for marginalized groups	Grassroots work with target group	Support for single parents	Activities for LGBTQ+ community
Ensuring access for people with disability in institutions and public spaces	Providing bigger number of deaf interpreters in the health system	Self-employment programs for youngsters living in rural areas	Promoting socially useful work in areas where the number of inactive youth is bigger
Providing trainings for teachers working with children with disability in regular schools	Modern educational system	Public health workshops in schools	Campaigns on corruption in health system
Services for homeless and street children	Health services in rural areas	Activities for Roma people	Promotion of healthier lifestyle
Summer activities for teenagers	Services connected to recycling of waste	Activities with immigrants	Facility for residence
Eco friendly approach	Sport activities	Services in rural areas	Services in urban areas

Table no.5 Need for additional services by NGOs and GOs

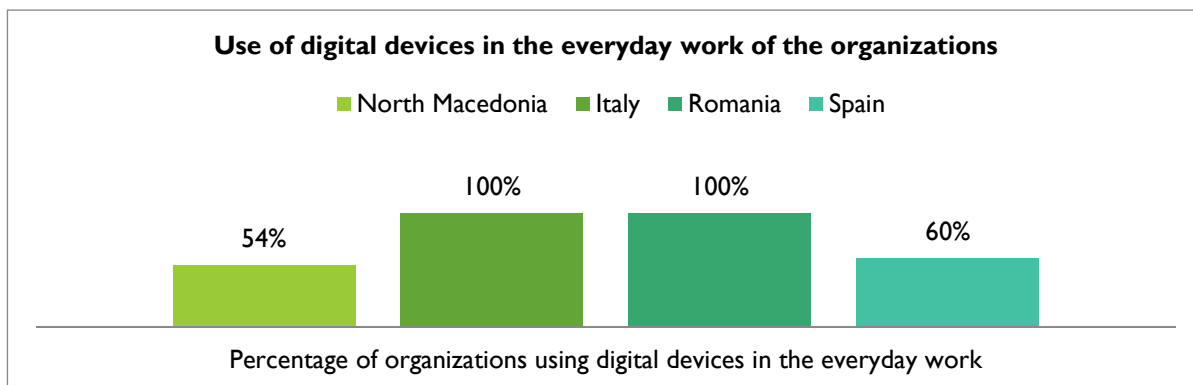




SECTION IV DIGITAL TOOLS ON BEHALF OF THE YOUTH ORGANIZATIONS

USE OF DIGITAL DEVICES IN THE EVERYDAY WORK OF THE ORGANIZATIONS

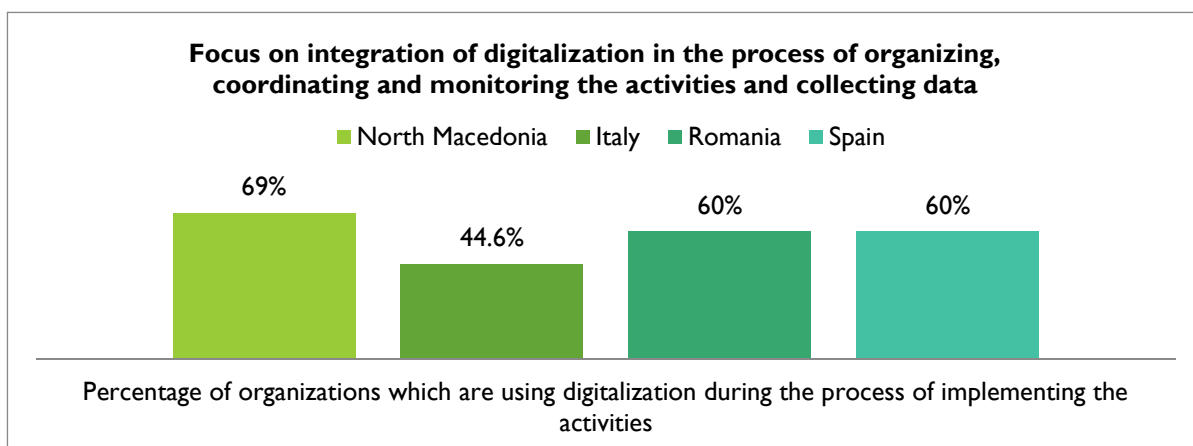
According to the answers provided to the question, 100% of the organizations in Italy and Spain are using digital devices in their everyday work, 60% of the organizations from Spain are using digital devices in their everyday work, while 54% of the organization from North Macedonia are using digital devices in their everyday work.



Graphic no.17 Use of digital devices in the everyday work of the organizations

FOCUS OF THE ORGANIZATIONS ON INTEGRATION OF DIGITALIZATION IN THE PROCESS OF ORGANIZING, COORDINATING AND MONITORING THE ACTIVITIES AND COLLECTING DATA

According to the answers provided to the question, 69% of the organizations from North Macedonia are using digitalization in the process of organizing, coordinating and monitoring the activities and collecting data, 60% of the organizations from Romania and Spain are using digitalization in the process of organizing, coordinating and monitoring the activities and collecting data, while 44.6% of the organizations from Italy are using digitalization in the process of organizing, coordinating and monitoring the activities and collecting data.



Graphic no.18 Focus on integration of digitalization in the process of organizing, coordinating and monitoring the activities and collecting data



**WAYS HOW CAN THE DIGITALIZATION SUPPORT THE PROCESS OF ORGANIZING, COORDINATING AND MONITORING THE ACTIVITIES AND COLLECTING DATA**

According to the answers of the organizations from North Macedonia, Italy, Romania and Spain, the process of organizing, coordinating and monitoring the activities and collecting data can be supported by digitalization in the following ways:

Database for volunteers	Digital registration for membership	Dissemination of organization's work	Software tools for management
Online polls and questionnaires	Evaluation of activities	Document database	Online platforms such as: Google Drive, Trello, Slack, Dropbox etc.
Communication with partner organizations	Communication with the participants of the activities	Online platforms for applying projects	Online manuals and guidelines for working with the target group
Collection of data for daily work with clients	Faster management processes	To share and better manage group's work, sharing documents	Database for replication of similar activities
Simplification of operations and easiest accessibility for final users	System for organizing, finding information easier, coordination, collecting and sharing information	Reaching wider public	Tracking activities
Better financial control	Internal and external sharing of documents	Simplifying processes and management rules	Timetables

Table no.6 Ways how can the digitalization support the process of organizing, coordinating and monitoring the activities and collecting data

**THE DIGITALIZATION IS IMPLEMENTED IN THE ORGANIZATIONS IN THE FIELDS OF**

According to the answers of the organizations from North Macedonia, Italy, Romania and Spain, the digitalization is implemented in the following fields:

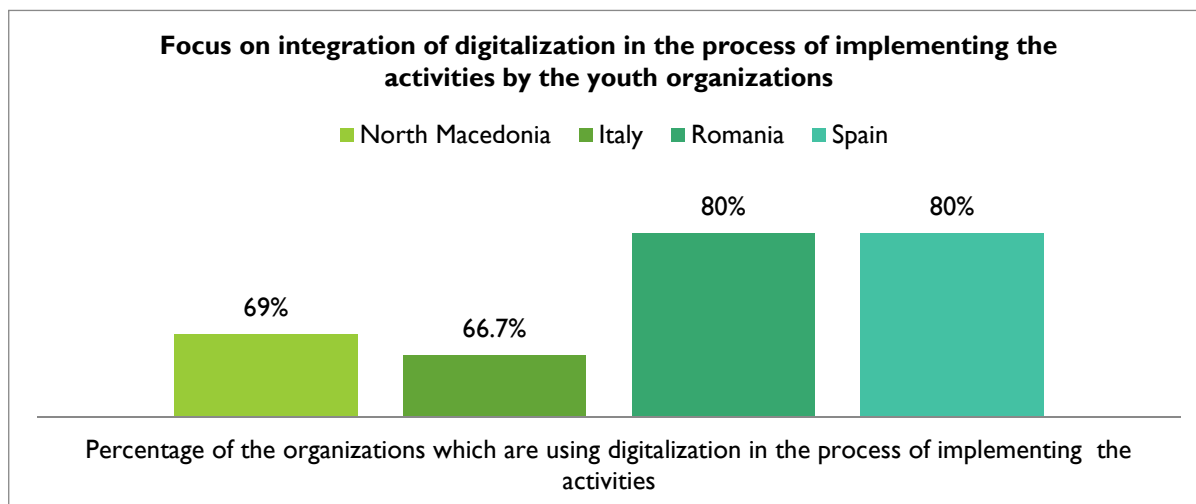
Webinars	E-courses	Social media posts	Educational games
Online evaluation of projects	Online meetings with partner organizations	Communication with participants of the activities	Finding online resources of information
Excel documents	Databases and surveys	Digital software	Online meetings with beneficiaries
Communication with donors	Online training of social and youth workers	Surveys of data for monitoring the impact of our interventions	Reaching wider public

Table no.7 The digitalization is implemented in the organizations in the fields of



### FOCUS ON INTEGRATION OF DIGITALIZATION IN THE PROCESS OF IMPLEMENTING THE ACTIVITIES BY THE YOUTH ORGANIZATIONS

According to the answers provided to the question, 80% of the organizations from Romania and Spain are using digitalization in the process of implementing the activities, 69% of the organizations from North Macedonia are using digitalization in the process of implementing the activities, while 66.7% of the organizations are using digitalization in the process of implementing activities.



Graphic no.19 Focus on integration of digitalization in the process of implementing the activities by the youth organizations

### WAYS THE DIGITALIZATION IS USED IN THE PROCESSES OF IMPLEMENTING THE ACTIVITIES BY THE ORGANIZATION

During the process of implementing the activities, the organizations from North Macedonia, Italy, Romania and Spain are using the following ways of digitalization:

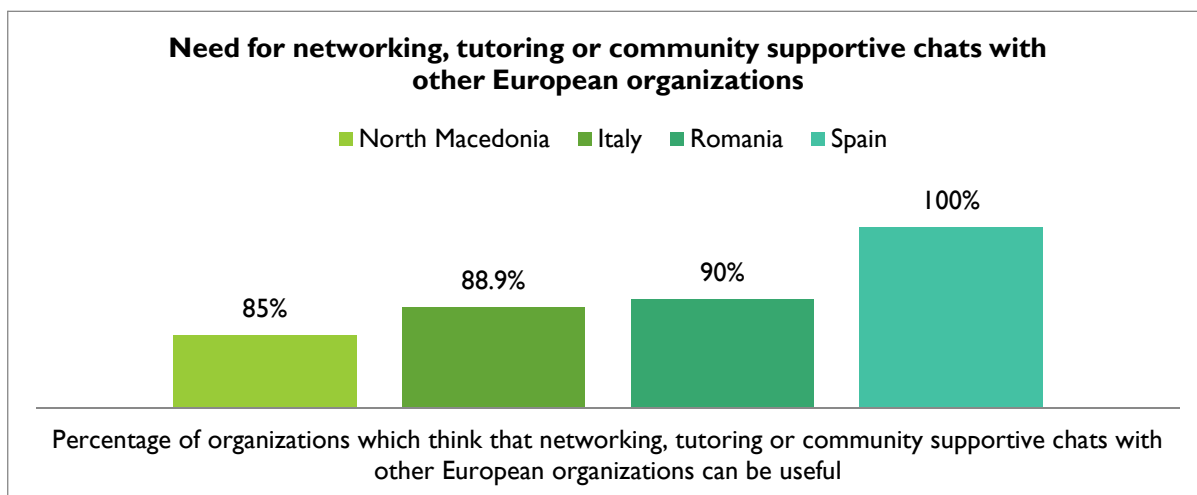
Forum for discussion	Data collection for beneficiaries, internal statistics, donors and social services	Information and statistics on disabled beneficiaries	Filing social interventions approaches and methodologies
Daily technical and financial management of financed projects and services	Health programs	Easy access to information	Working internationally
Webinars	Online challenges	E-courses for youth workers	Online magazines
Dissemination of project through video channels	Online gamification	Evaluation of projects	Using Doodle for scheduling meetings
Posting events on social media	Online trainings	Online tools for data processing	Online tools for assessment of public opinion

Table no.8 Ways the digitalization is used in the process of implementing the activities



**NEED FOR NETWORKING, TUTORING OR COMMUNITY SUPPORTIVE CHATS WITH OTHER EUROPEAN ORGANIZATIONS WITH THE AIM TO SUPPORT THE PROCESS OF PREPARING, IMPLEMENTING AND MONITORING THE ACTIVITIES THROUGH DIGITAL PLATFORMS**

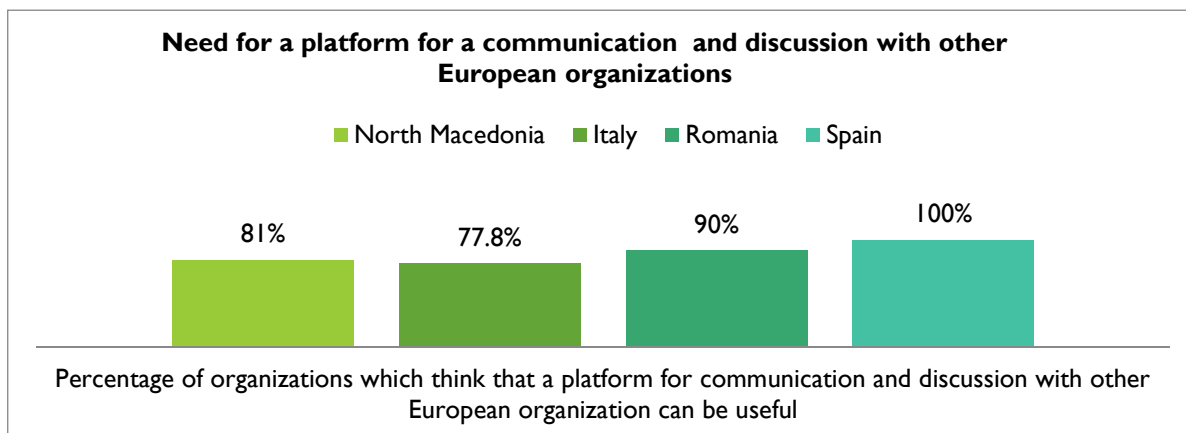
According to the answers provided to the question, 100% of the organizations from Spain, 90% of the organizations from Romania, 88.9% of the organizations from Italy and 85% of the organizations from North Macedonia think that networking, tutoring or community supportive chats with other European organizations with the aim to support the process of preparing, implementing and monitoring the activities through digital platforms.



Graphic no.20 Need for networking, tutoring or community supportive chats with other European youth/social workers or educators

**NEED FOR A PLATFORM FOR COMMUNICATION AND DISCUSSION WITH OTHER EUROPEAN ORGANIZATIONS WITH THE AIM TO DISCUSS THE SOLUTIONS AND DIFFICULTIES FACED IN EVERY DAY WORK THROUGH THE DIGITAL TOOLS OR SOCIAL NETWORKS**

According to the answers to the question, 100% of the organizations from Spain, 90% of the organizations from Romania, 81% of the organizations from North Macedonia and 77.8% of the organizations from Italy think that a platform for communication and discussion with other European organizations with the aim to discuss the solutions and difficulties faced in everyday work through digital tools or social networks can be useful.

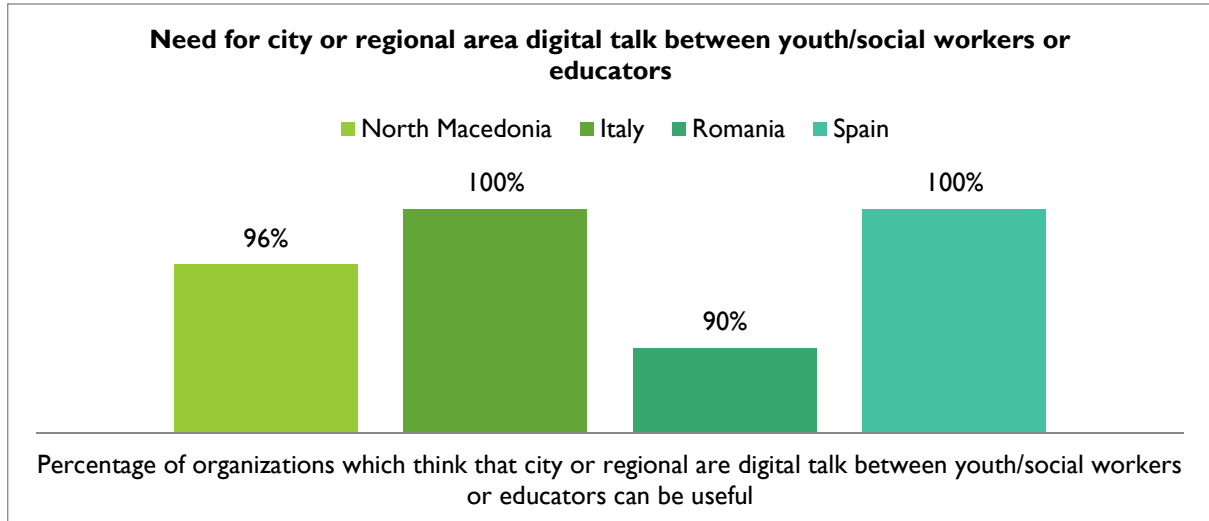


Graphic no.21 Need for a platform for a communication and discussion with other European organizations



### NEED FOR CITY OR REGIONAL AREA DIGITAL TALK BETWEEN YOUTH/SOCIAL WORKERS OR EDUCATORS

According to the answers provided to the question, 100% of the organizations from Italy and Spain, 96% of the organizations from North Macedonia and 90% of the organizations from Romania think that city or a regional area digital talk between youth/social workers or educators can be useful.



Graphic no.22 Need for a city or regional area digital talk between youth/social workers or educators





CONCLUSIONS FROM THE  
QUESTIONNAIRES FOR THE YOUTH  
WORKERS WHO ARE DELIVERING OR  
WANT TO DELIVER ACTIVITIES FOR  
MARGINALIZED GROUPS

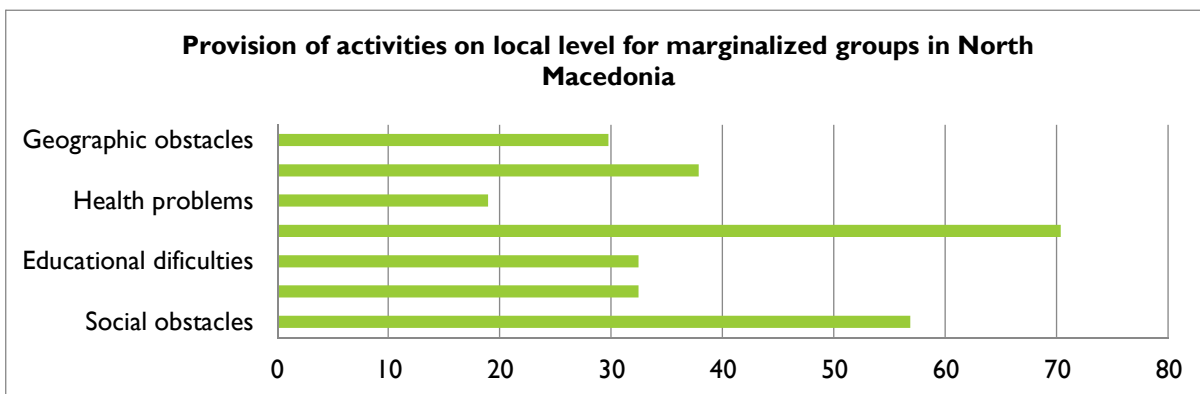


SECTION I ACTIVITIES DELIVERED FOR MARGINALIZED GROUPS ON LOCAL LEVEL BY YOUTH/SOCIAL WORKERS OR EDUCATORS

PROVISION OF ACTIVITIES ON LOCAL LEVEL FOR DIFFERENT MARGINALIZED GROUPS OF YOUNG PEOPLE BY THE YOUTH/SOCIAL WORKERS OR EDUCATORS

**NORTH MACEDONIA**

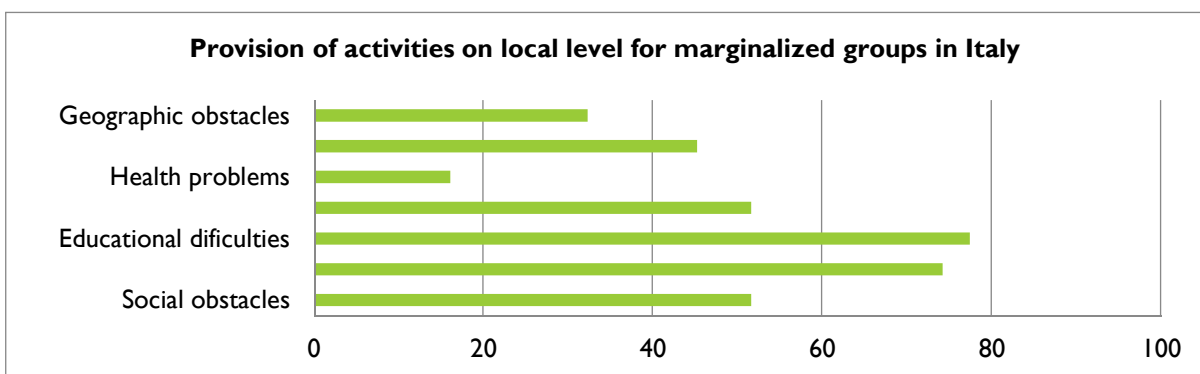
In North Macedonia, 70.3% (26) of the youth/social workers or educators are providing activities for people with disabilities, 56.8% (21) are providing activities for people facing social obstacles, 37.8% (14) are providing activities for people facing economic obstacles, 32.4%(12) are providing activities for people with educational difficulties and people facing cultural differences, 29.7%(11) are providing activities for people facing geographical obstacles, while 18.9%(7) are providing activities for people with health problems.



Graphic no.23 Provision of activities on local level for marginalized groups in North Macedonia

**ITALY**

In Italy, 77.4%(24) youth/social workers or educators are providing activities for people with educational difficulties, 74.2% (23) are providing activities for young people with cultural differences, 51.6%(6) are providing activities for young people facing social obstacles and young people with disabilities, 45.2%(14) are providing activities for young people facing economic obstacles, 32.3%(10) are providing activities for people facing geographical obstacles, 16.1%(5) are providing activities for people with health problems.

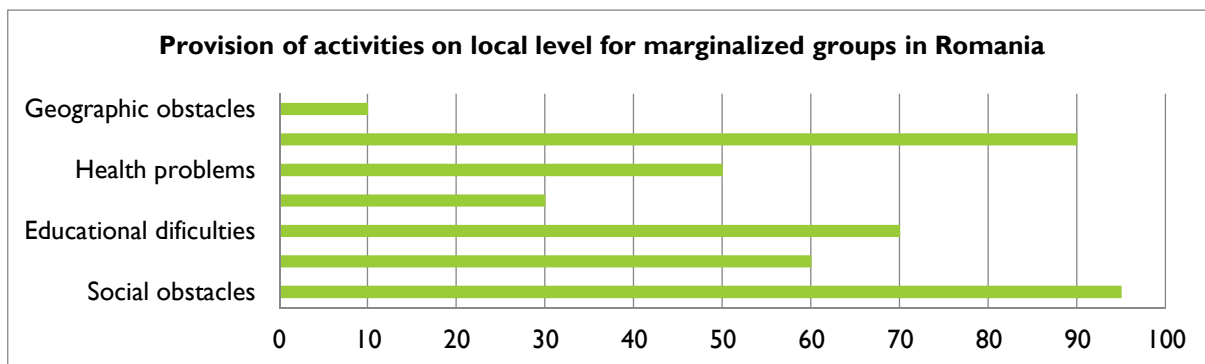


Graphic no.24 Provision of activities on local level for marginalized groups in North Macedonia



**ROMANIA**

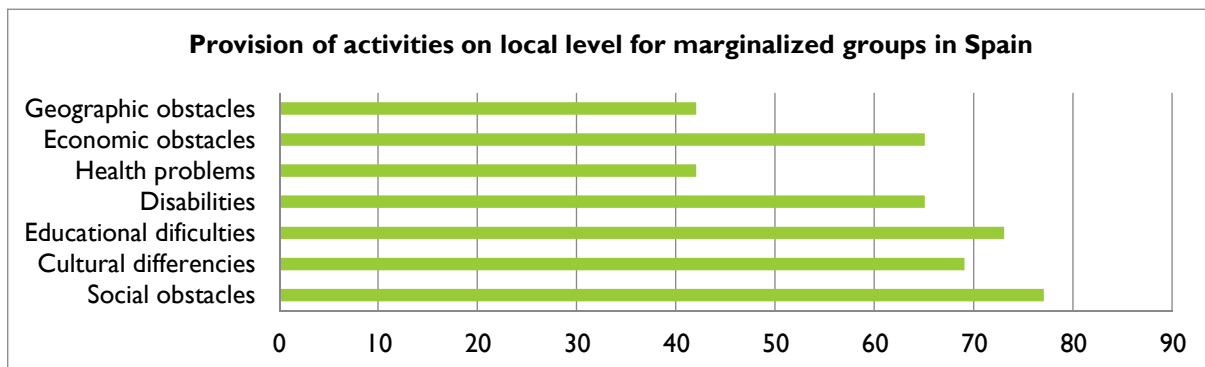
In Romania, 95%(38) of the youth/social workers or educators are providing activities for people facing social obstacles, 90%(36) are providing activities for people facing economic obstacles, 70%(28) are providing activities for people with educational difficulties, 60%(24) are providing activities for people facing cultural differences, 50% are providing activities for people with health problems, 30%(12) are providing activities for people with disabilities, while 10%(4) are providing activities for people facing geographical obstacles



Graphic no.25 Provision of activities on local level for marginalized groups in Romania

**SPAIN**

In Spain, 77%(20) of the youth/social workers or educators are providing activities for people facing social obstacles, 73%(19) are providing activities for people facing educational difficulties, 69%(18) are providing activities for people facing cultural differences, 65%(17) are providing activities for people facing economic obstacles and people with disabilities, while 42%(11) are providing activities for people with health problems and people facing geographical obstacles.



Graphic no.26 Provision of activities on local level for marginalized groups in Spain

**TARGET GROUP WHICH THE YOUTH/SOCIAL WORKERS OR EDUCATORS ARE WORKING WITH**





**NORTH MACEDONIA**

According to the responses of the youth/social workers and educators in North Macedonia, they are working with the following target groups:

Young people with disabilities	Medical students	Young people living in rural areas	Youngsters coming from the local community
Young people facing difficulties because of their sexual orientation	Young people which are not active in their community	People who did not finished their primary or secondary education	Young people facing discrimination based on their gender, age, ethnicity, religion or sexual orientation
Ethnic minorities	Women living in rural areas	Young people with intellectual disability	Young Roma people
Children with autism	High school students	Children in poverty	Refugees

Table no.9 Target group which the youth/social workers or educators in North Macedonia are working with

**ITALY**

According to the responses of the youth/social workers and educators in Italy, they are working with the following target groups:

Youngsters with disabilities	Beneficiaries aged 3-60 years	Refugees	People with fewer opportunities
People facing social obstacles	People facing educational difficulties	Low-skilled groups	Adolescents

Table no.10 Target group which the youth/social workers or educators in Italy are working with

**ROMANIA**

According to the responses of the youth/social workers and educators in Romania, they are working with the following target groups:

Low-educated skilled youngsters	Homeless people	People with disabilities	Street children and youngsters	Roma youngsters
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Table no.11 Target group which the youth/social workers or educators in Romania are working with

**SPAIN**

According to the responses of the youth/social workers and educators in Spain, they are working with the following target groups:

Young immigrants and refugees	Families in vulnerable situations	Young people with various backgrounds	People with mental or physical disabilities and autism
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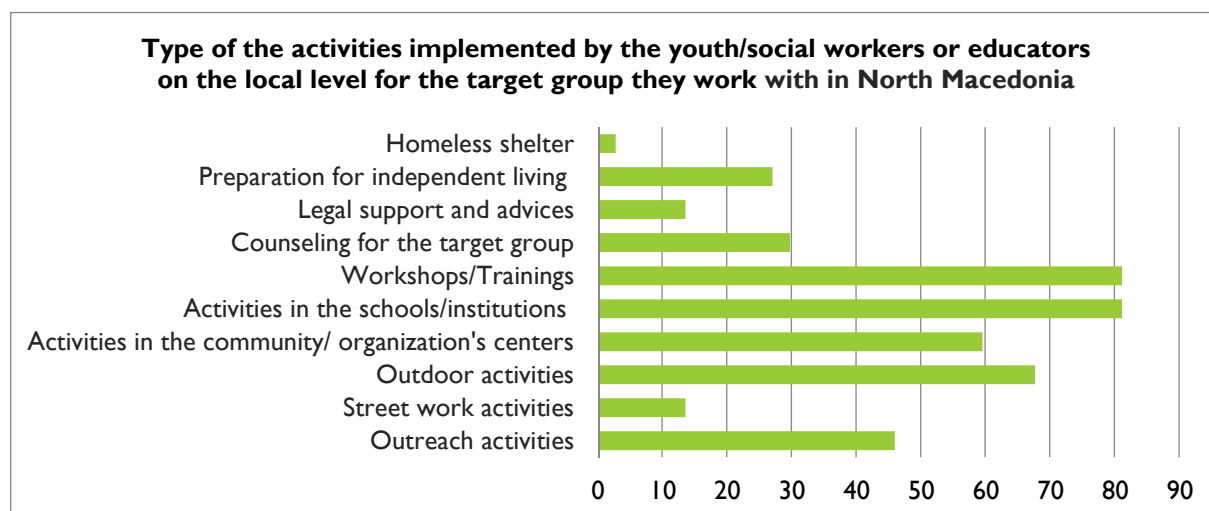
Table no.12 Target group which the youth/social workers and educators in Spain are working with

**TYPE OF THE ACTIVITIES IMPLEMENTED BY THE YOUTH/SOCIAL WORKERS OR EDUCATORS ON LOCAL LEVEL FOR THE TARGET GROUP THEY WORK WITH**



**NORTH MACEDONIA**

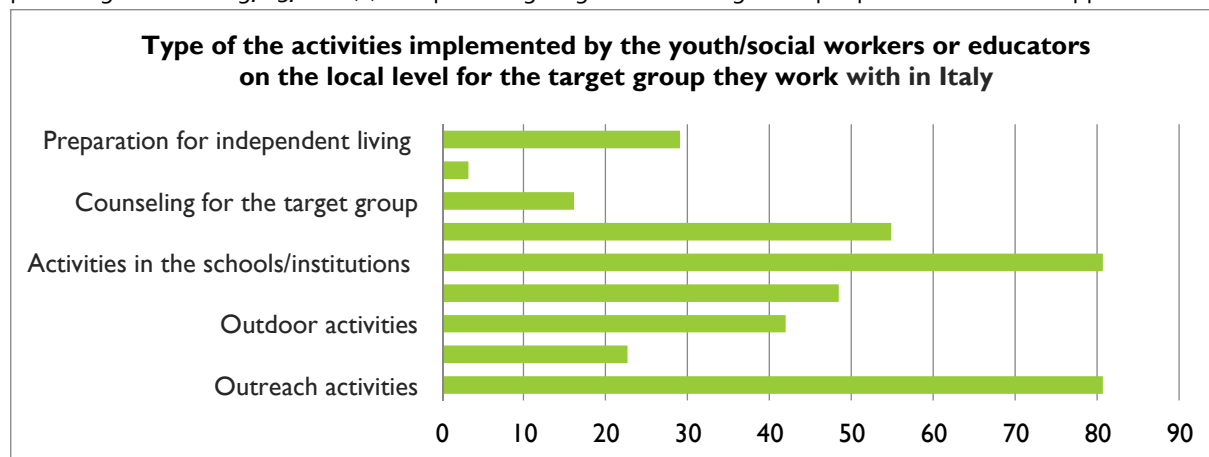
In North Macedonia, 81.1% (30) of the youth/social workers or educators providing activities in schools or institutions, 81.1% (30) are organizing workshops and trainings, 67.6% (25) are organizing outdoor activities, 59.5% (22) are providing activities in the community or organization’s center, 45.9% (25) are providing outreach activities, 29.7% (17) are providing counseling, 27% (10) are providing activities for activities for independent living, 13.5% (5) are providing street work activities and legal support, while 2.7% (1) is providing activities in homeless shelter.



Graphic no.27 Type of activities implemented by the youth/social workers or educators on local level for the target group in North Macedonia

**ITALY**

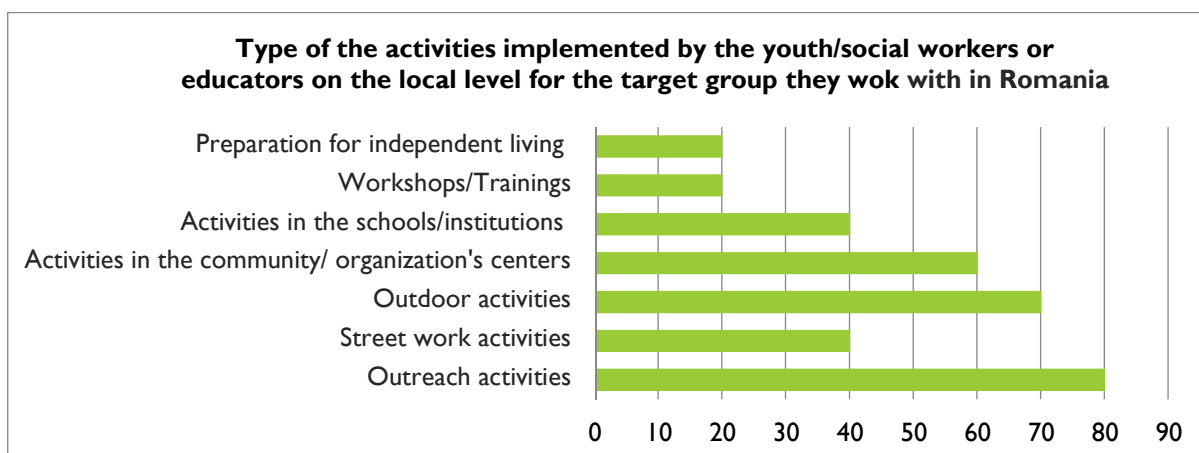
In Italy, 80,6% (25) of the youth/social workers or educators are providing outreach activities, 80,6% (25) are delivering activities in schools, 54,8% (17) are organizing workshops and trainings, 48,4% (15) are organizing activities in community/organization’s centers, 41,9%(15) are delivering outdoor activities, 29% (9) are providing activities for independent living, 22,6% (7) are delivering street work activities, 16,1 % (5) are providing counseling, 3,2% (1) is providing legal counseling for people with fewer opportunities.



Graphic no.28 Type of activities implemented by the youth/social workers or educators on local level for the target group in Italy

**ROMANIA**

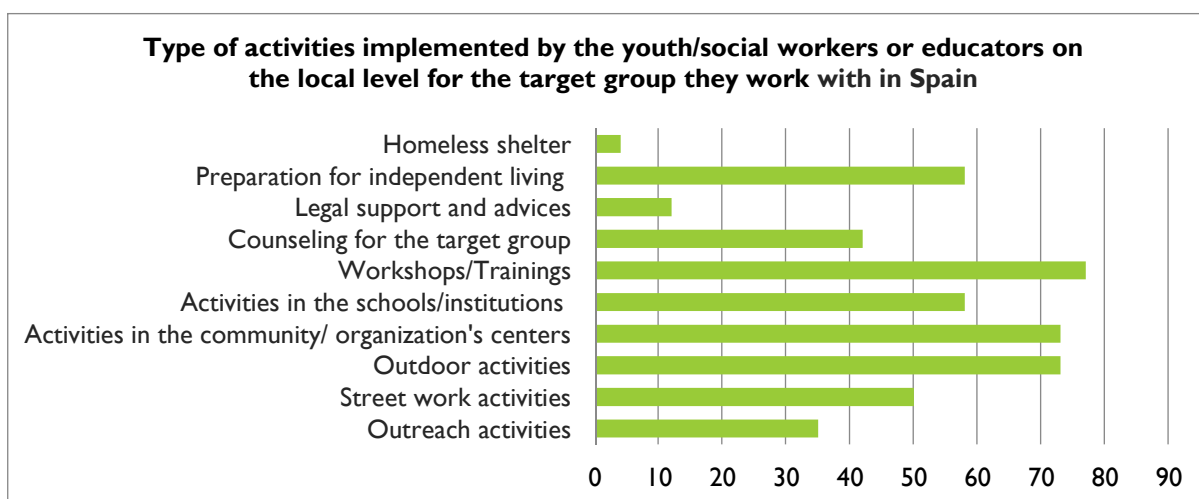
In Romania, 80% (32) youth/social workers or educators are providing outreach activities, 70% (28) are organizing outdoor activities, 60% (24) are providing activities in community/organization's centers, 40% (16) are providing street work activities, 40% (16) are providing activities in schools/institutions, while 20% (8) are organizing workshops and trainings and activities for independent living.



Graphic no.29 Type of activities implemented by the youth/social workers or educators on local level for the target group in Romania

### SPAIN

According to the answers provided to the question, 77% or 20 of the social/ youth workers are providing events in different places (workshops/trainings), 73% or 19 are providing activities in the community/ organization centers, 73% are providing outdoor activities, 58% or 15 social/ youth workers are providing activities to prepare the target group for independent living, 58% are providing activities in schools, 50% or 13 social/ youth workers are doing street work, 42% or 11 are providing counseling, 35% or 9 social/ youth workers are providing outreach activities, 12% or 3 are providing legal support and 4% or 1 person is providing homeless shelter.



Graphic no.30 Type of activities implemented by the youth/social workers or educators on local level for the target group in Spain



SECTION II EDUCATIONAL PROGRAMS FOR YOUTH/SOCIAL WORKERS AND OR EDUCATORS

ACTIVITIES WHICH THE YOUTH/SOCIAL WORKERS OR EDUCATORS ARE IMPLEMENTING DAILY

**NORTH MACEDONIA**

The youth/social workers and educators in North Macedonia are implementing the following activities on daily basis:

English clubs	Sport activities	Outreach activities	Crafts workshops
Online communication with the participants	Workshops for self-advocacy	Counseling sessions	Psychological sessions
Meetings with youth workers working on a youth program	Activities in youth center with the target group	Updating the target group with information through social media	Meetings with participants from debate clubs
Workshops in special schools	Meetings with volunteers	Peer education workshops	Workshops in high schools

Table no.13 Activities which the youth/social workers and educators are implementing on daily basis in North Macedonia

**ITALY**

The youth/social workers and educators in Italy are implementing the following activities on daily basis:

Youth work activities	Street actions	Non formal labs	Labs in schools
Sport activities	Social theatre	Erasmus+ design	Erasmus+ exchanges
Reading for children	Care of disabled people	Working with migrants	Project design
International cooperation	Coding and making labs	Mentoring ESC volunteers	Active citizenship
Cooperative games	After school activities	Social circus	Music labs for inclusion

Table no.14 Activities which the youth/social workers and educators are implementing on daily basis in Italy

**ROMANIA**

The youth/social workers and educators in Romania are implementing the following activities on daily basis:

Reach out activities	Street actions for vulnerable children	Literacy activities for Roma children	Drugs prevention
HIV prevention campaigns	Social circus	Night caravans in urban areas for homeless	Reach out activities in rural areas
Supporting disabled people	Project designer and project manager	Trainer for youth and social workers	Awareness raising campaigns for children right protection
Empowering activities for Roma women	Social media manager	Social protection	Afterschool activities

Table no.15 Activities which the youth/social worker and educators are implementing on daily basis in Romania



**SPAIN**

The youth/social workers and educators in Spain are implementing the following activities on daily basis:

Intervention with young people. Session design. Redesign of programs. Evaluation.	Correspondents, exchange, interest club, campaigns, talks	Information, advice, promotion and participation	Meetings with young people to prepare international activities
Investigation of possible cases of child neglect, mistreatment or abuse	Analyze the evolution of the training I do.	Development of activities and training for their adult life	Dynamization of youth groups
Planning, project management, campaigns and events. Communication plan	Communication in social networks of the activities programmed in the youth information services.	That the target group know each other and know what each other's tastes are. Activities related to this topic.	Those mentioned in previous questions, since they are practically routine activities.
Youth Theatre, English, exchange group meetings (the latter covering many topics at the social level, group unity, personal and community development...)	Project management, user support, planning, development and evaluation of activities and interventions, coordination meetings with resources and the team	Hygiene habits, school support, workshops on social skills, values, sports activities, conflict resolution or specific topics such as equality, addictions or sex education...	It is sport-oriented. To develop a bond of belonging to the group, as well as to strengthen physical capacities.
Study and work	Meetings	Swimming pool	Communication
Support and accompaniment	Coordinating community life	Educational leisure program	Planning of recreational activities

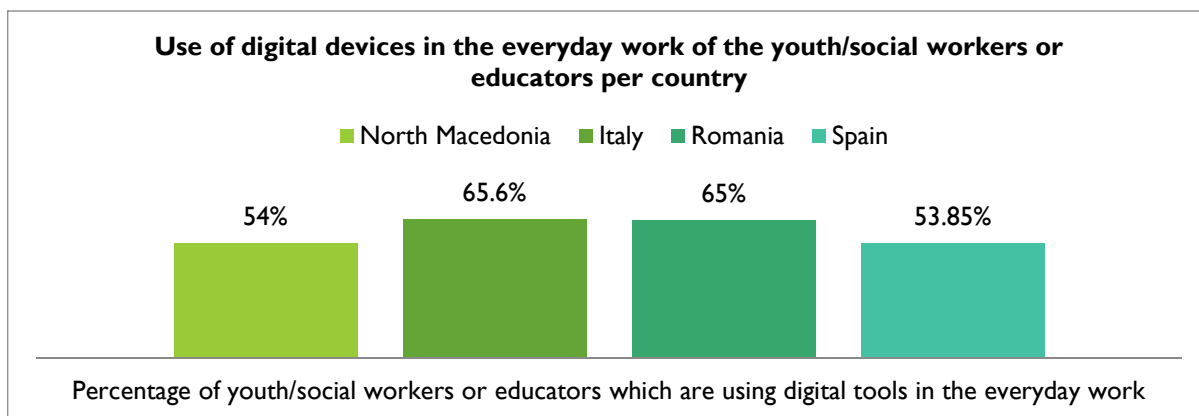
Table no.16 Activities which the youth/social workers or educators are implementing on daily basis in Spain



SECTION III DIGITAL TOOLS ON BEHALF OF YOUTH/SOCIAL WORKERS OR EDUCATORS

USE OF DIGITAL DEVICES IN THE EVERYDAY WORK OF THE YOUTH/SOCIAL WORKERS OR EDUCATORS

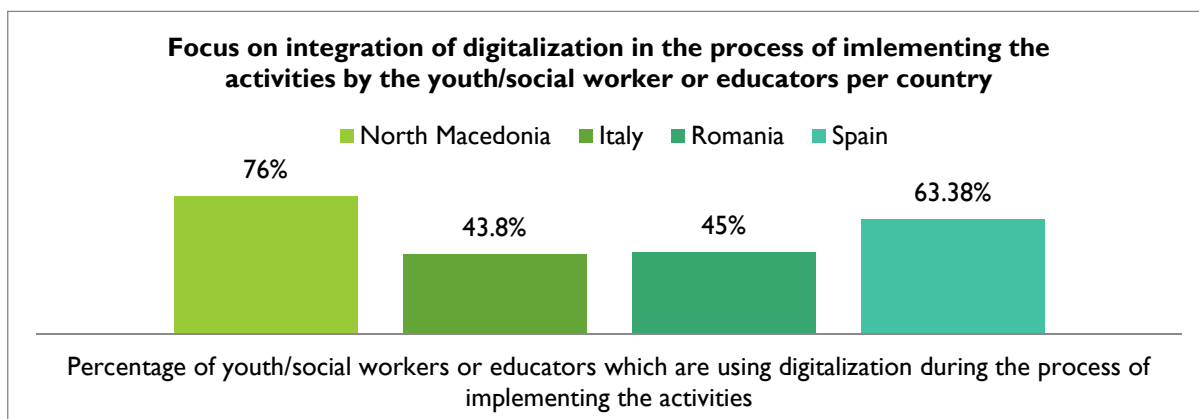
According to the answers provided to the question, 65.6%(21) of the youth/social workers or educators from Italy are using digital devices in their everyday work, 65%(26) of the youth/social workers or educators from Romania are using digital devices in their everyday work, 54%(20) of the youth/social workers or educators from North Macedonia are using digital devices in their everyday work, and 53.85%(14) of the youth/social workers or educators from Spain are using digital devices in their everyday work.



Graphic no.31 Use of digital devices in the everyday work of the youth/social workers or educators per country

FOCUS ON INTEGRATION OF DIGITALIZATION IN THE PROCESS OF IMPLEMENTING THE ACTIVITIES BY THE YOUTH/SOCIAL WORKERS OR EDUCATORS

According to the answers provided to the question, 76%(26) of the youth/social workers or educators from North Macedonia are using digitalization in the process of implementing activities, 63.38%(17) of youth/social workers or educators from Spain are using digitalization in the process of implementing activities, 45%(18) of the youth/social workers or educators from Romania are using digitalization in the process from implementing activities, while 43.8%(18) of the youth/social workers or educators from Italy are using digitalization in the process of implementing the activities.



Graphic no. 32 Focus on integration of the digitalization in the process of implementing the activities by the youth/social workers per country



**WAYS THE DIGITALIZATION IS USED IN THE PROCESSES OF IMPLEMENTING THE ACTIVITIES  
BY THE YOUTH/SOCIAL WORKERS OR EDUCATORS**

According to the answers of the youth/social workers and educators from North Macedonia, Italy, Romania and Spain, in the process of implementing the activities, digitalization can be used in the following ways:

Presentations	Videos	Online courses	Google Docs
Quizzes	Youtube	Pictures	Projectors
Social media	Prezi	Kahoot	Photoshop
Doodle	Online tools for translation	Learning from distance	eBooks
Video camera	Photo camera	Smartphones	Computers
Timetables	Video projection	Social networks	Internet
Applications to make pairs for tournaments	Digital tools from other organizations and associations	Communication with the participants	Laptops for data recording

Table no.17 Ways the digitalization is used in the process of implementing the activities by the youth/social workers or educators





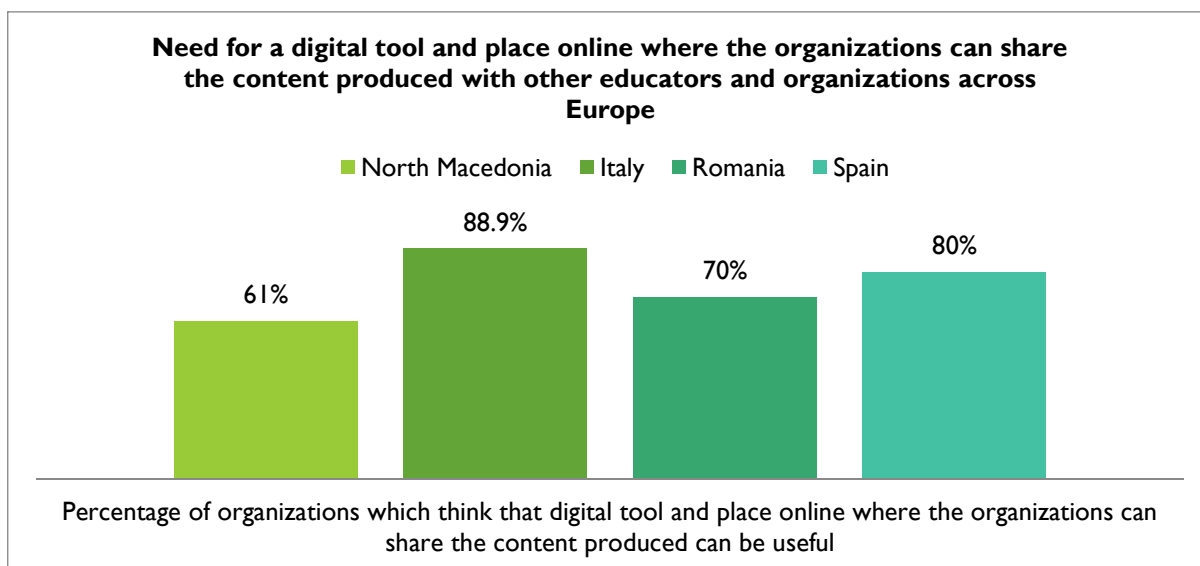
MAIN FINDINGS ABOUT THE NEED OF  
AN INTEGRATED APP FOR SUPPORTING  
THE ORGANIZATIONS AND YOUTH  
WORKERS ON REAL CASES OUTREACH  
ACTIVITIES





### NEED FOR A DIGITAL TOOL AND PLACE ONLINE WHERE THE ORGANIZATIONS CAN SHARE THE CONTENT PRODUCED WITH OTHER EDUCATORS AND ORGANIZATIONS ACROSS EUROPE

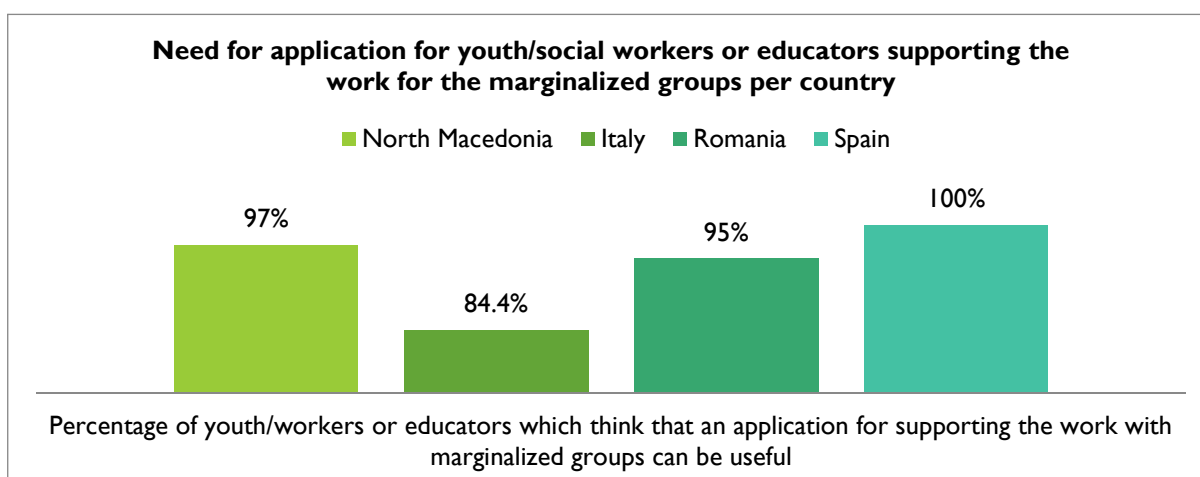
According to the answers provided to the question, 88.9% of the organizations from Italy, 80% of the organizations from Spain, 80% of the organizations from Romania and 61% of the organizations from North Macedonia think that a digital tool and place where the organizations can share the produced content with other educators and organizations across Europe.



Graphic no.33 Need for a digital tool and place online where the organizations can share the content produced with other educators and organizations across Europe

### NEED FOR APPLICATION FOR YOUTH/SOCIAL WORKERS OR EDUCATORS SUPPORTING THE WORK WITH MARGINALIZED GROUPS

According to the answers provided to the question, 100%(26) of the youth/social workers or educators from Spain, 97%(36) of the youth/social workers or educators from North Macedonia, 95%(30) of the youth/social workers or educators from Romania and 84.4%(27) of the youth/social workers or educators from Italy think that an application for supporting the work with marginalized group can be useful.

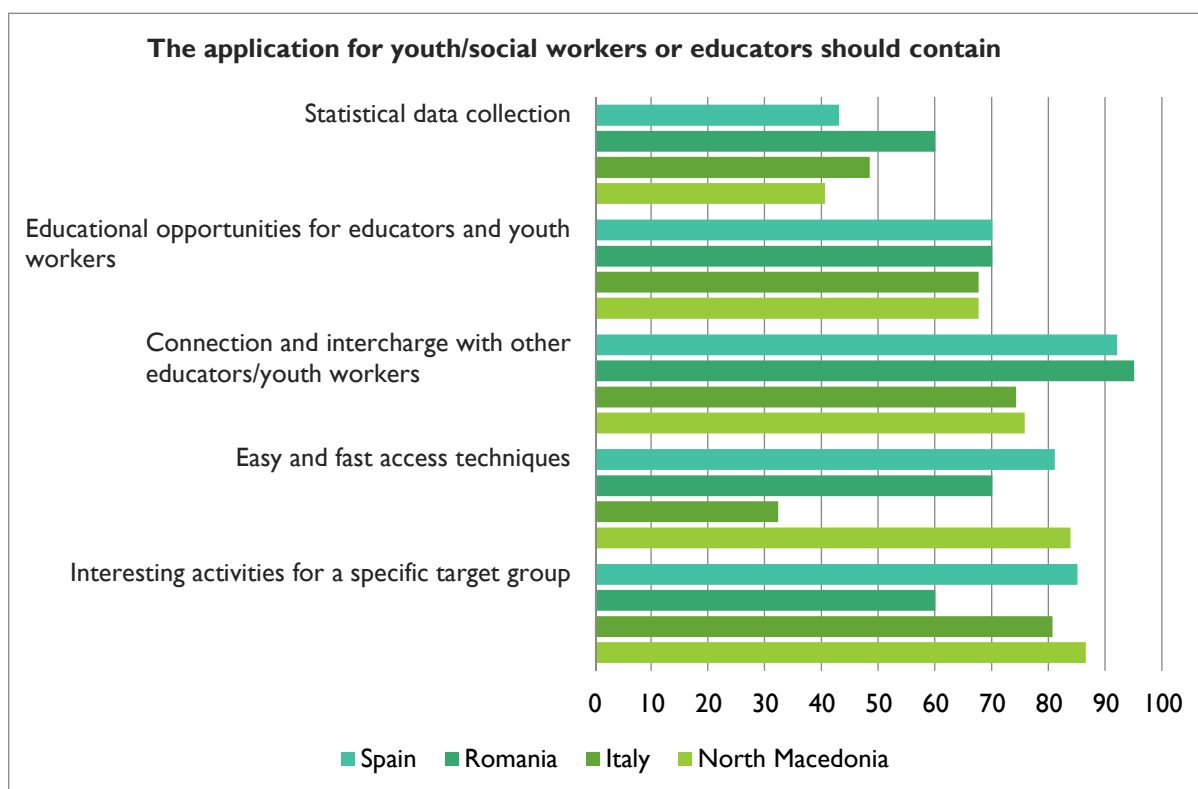


Graphic no.34 Need for application for youth/social workers or educators supporting the work with marginalized groups per country

### THE APPLICATION FOR YOUTH/SOCIAL WORKERS OR EDUCATORS SHOULD CONTAIN



According to the answers to the question, 40.5% from North Macedonia, 48.4% from Italy, 60% from Romania and 43% of the youth/social workers or educators from Spain think that the application should contain *statistical data collection*, 67.6% from North Macedonia and Italy and 70% of the youth/social workers or educators from Romania and Spain think that the application should contain a list of *educational opportunities for educators and youth workers*, 75.7% from North Macedonia, 74.25 from Italy, 95% from Romania and 92% of the youth/social workers or educators from Spain think that the application should contain an *option to connect with other educators/youth workers*, 83.8% from North Macedonia, 32.3% from Italy, 70% from Romania and 81% of the youth/social workers or educators from Spain think that the application should contain *easy and fast access techniques*, while 86.5% from North Macedonia, 80.6% from Italy, 60% from Romania and 85% of the youth/social workers or educators from Spain think that the application should contain *interesting activities for specific target group*.

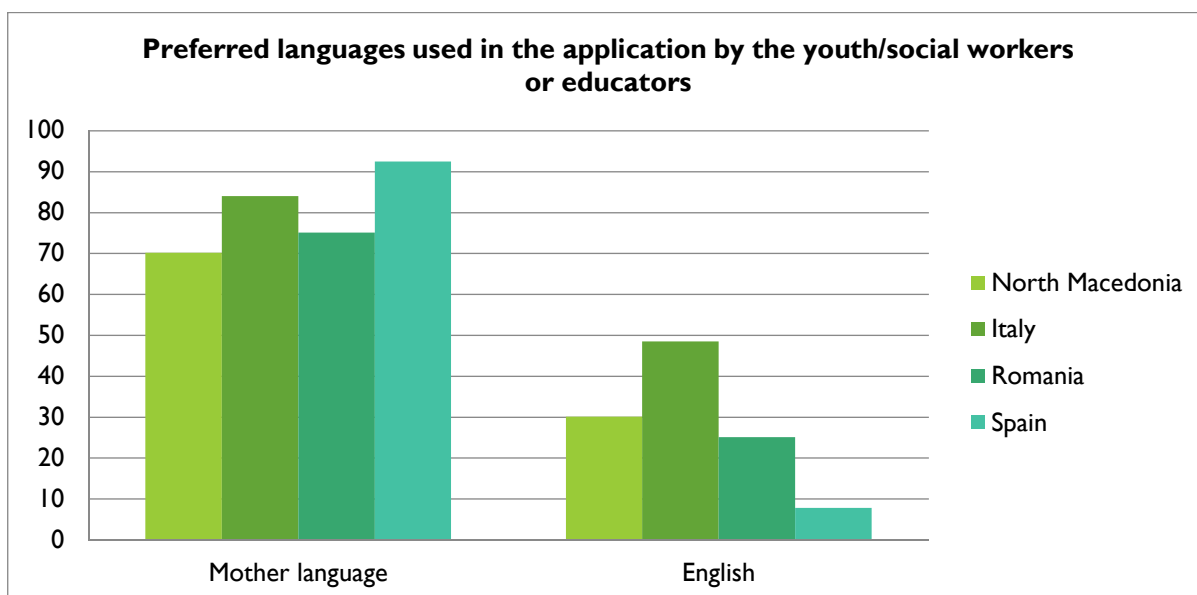


Graphic no.35 The application for youth/social workers or educators should contain

### PREFERRED LANGUAGES USED IN THE APPLICATION BY THE YOUTH/SOCIAL WORKERS OR EDUCATORS



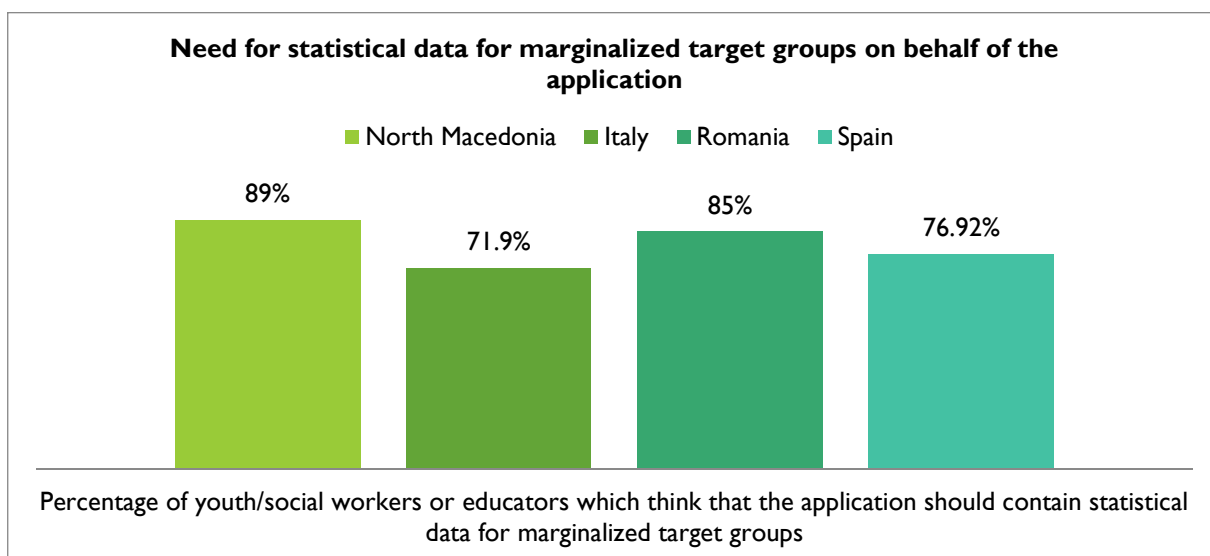
According to the answers provided to the question, 70% of the youth/social workers or educators from North Macedonia, 83.9% from Italy, 75% from Romania and 92.31% from Spain would preferred the application to be in their mother language, while 30% from North Macedonia, 48.4% from Italy, 25% from Romania and 7.69% of the youth/social workers or educators from Spain would preferred the application to be in English.



Graphic no.36 Preferred languages used in the application by the youth/social workers or educators

#### NEED FOR STATISTICAL DATA FOR MARGINALIZED TARGET GROUPS ON BEHALF OF THE APPLICATION

According to the answers provided to the question, 89% of the youth/social workers or educators from North Macedonia, 71.9% from Italy, 85% from Romania and 76.92% of the youth/social workers or educators from think that the application should contain statistical data for marginalized target groups.



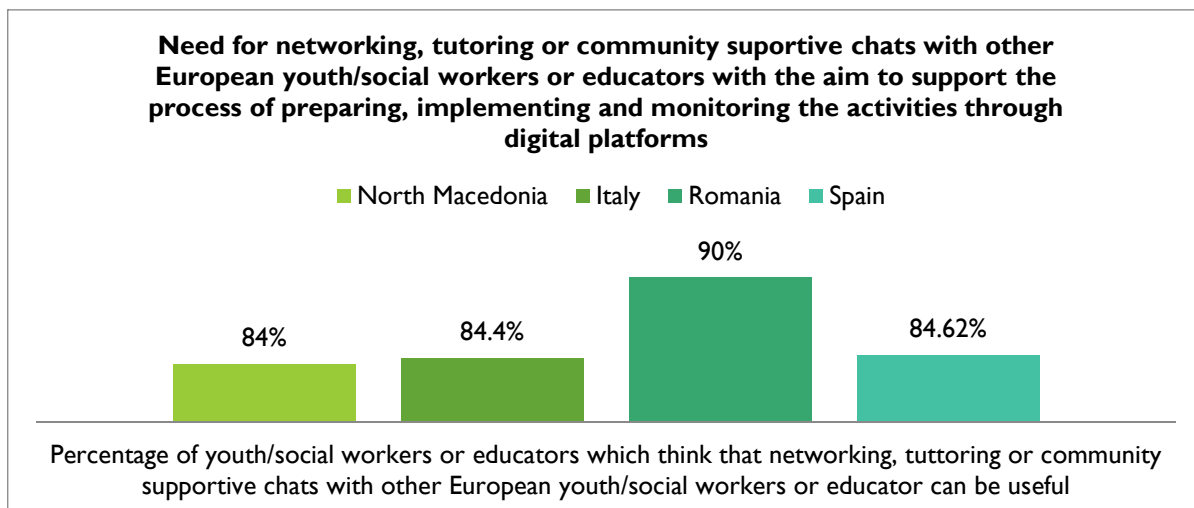
Graphic no.37 Need for statistical data for marginalized target groups on behalf of the application

#### NEED FOR NETWORKING, TUTORING OR COMMUNITY SUPPORTIVE CHATS WITH OTHER EUROPEAN YOUTH/SOCIAL WORKERS OR EDUCATORS WITH THE AIM TO SUPPORT THE



### PROCESS OF PREPARING, IMPLEMENTING AND MONITORING THE ACTIVITIES THROUGH DIGITAL PLATFORMS

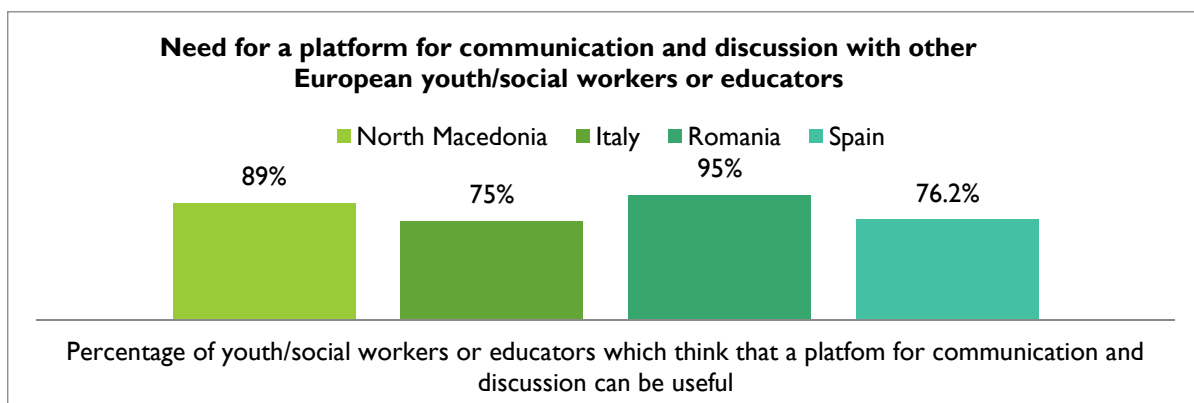
According to the answers provided to the question, 84% of the youth/social workers or educators from North Macedonia, 84.4% from Italy, 90% from Romania and 84.62% of the youth/social workers or educators from Spain think that networking, tutoring or supportive chats with other European youth/social workers can be useful with the aim to support the process of preparing, implementing and monitoring the activities and through digital platforms.



Graphic no.38 Need for networking, tutoring or community supportive chats with other European youth/social workers or educators

### NEED FOR A PLATFORM FOR COMMUNICATION AND DISCUSSION WITH OTHER EUROPEAN YOUTH/SOCIAL WORKERS OR EDUCATORS WITH THE AIM TO DISCUSS THE SOLUTIONS AND DIFFICULTIES FACED IN EVERY DAY WORK THROUGH THE DIGITAL TOOLS OR SOCIAL NETWORKS

According to the answers provided to the question, 89% of the youth/social workers or educators from North Macedonia, 75% from Italy, 95% from Romania and 76.2% of the youth/social workers or educators from Spain think that a platform for communication and discussion with other European youth/social workers or educators with the aim to discuss the solutions and difficulties faced in every day work through the digital tools or social networks can be useful.

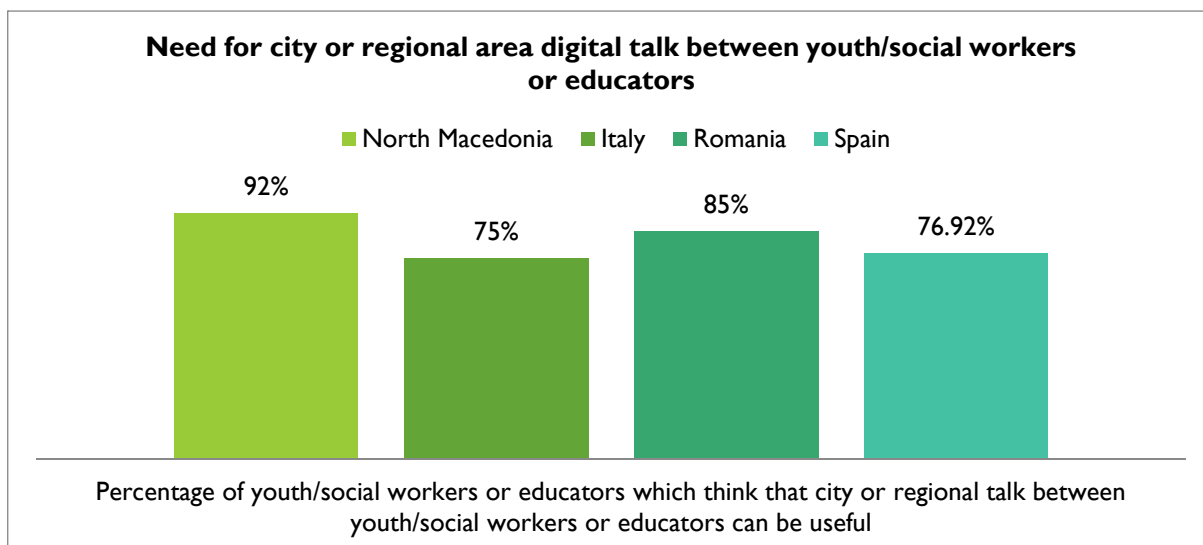


Graphic no. 39 Need for a platform communication and discussion with other European youth/social workers or educators

### NEED FOR CITY OR REGIONAL AREA DIGITAL TALK BETWEEN YOUTH/SOCIAL WORKERS OR EDUCATORS



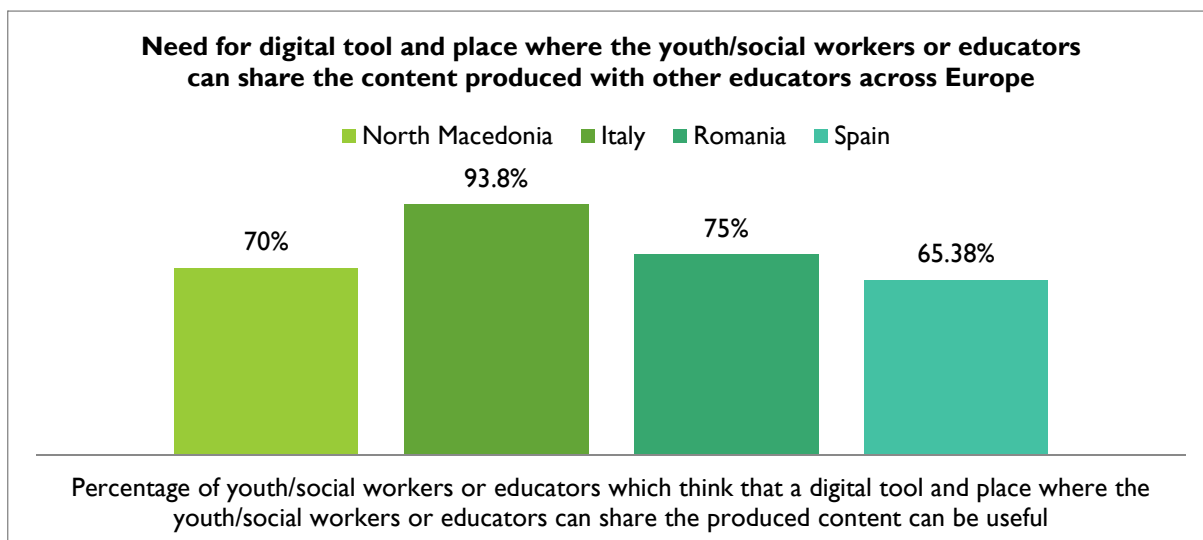
According to the answers provided to the question, 92% of the youth/social workers or educators from North Macedonia, 75% from Italy, 85% from Romania and 76.92% of the youth/social workers or educators from Spain think that city or regional area digital talk between youth/social workers or educators can be useful.



Graphic no.40 Need for city or regional area digital talk between youth/social workers or educators

#### NEED FOR A DIGITAL TOOL AND PLACE ONLINE WHERE THE YOUTH/SOCIAL WORKERS OR EDUCATORS CAN SHARE THE CONTENT PRODUCED WITH OTHER EDUCATORS ACROSS EUROPE

According to the answers provided to the question, 70% of the youth/social workers or educators from North Macedonia, 93.8% from Italy, 75% from Romania and 63.58% of the youth/social workers or educators from Spain think that digital tool and places where the youth/social workers or educators can share content produced with other educators across Europe can be useful.



Graphic no.41 Need for digital tool and place where the youth/social workers or educators can share the content produced with other educators across Europe

#### FORMAT OF THE CONTENT PRODUCED BY THE YOUTH/SOCIAL WORKERS, EDUCATORS AND ORGANIZATIONS WHICH THEY FEEL THE NEED TO SHARE WITH OTHER ORGANIZATIONS



According to the answers of the youth/social workers, educators and organizations from North Macedonia, Italy, Romania and Spain, the content produced by them will be in form of:

Videos	E-courses	Blogs	Articles
PDF presentations	Online manuals	Photos	Tutorials
Case Studies	Interviews	eBooks	Social media posts
Quizzes	Podcasts	Illustrations	Researches reports
Thematic folders and files	PowerPoint presentations	Prezi	Audio
Plan sessions for activities	Youtube channels	Tik Tok	Kahoot
Posters	Online platforms	Guides	Research reports
Virtual library	Games	Audio presentations	Educational games
Polls	Slideshows	Methodology for working with young people	Info graphics

Table no. 18 Format of the content produced by the youth/social workers , educators and organizations which they feel the need to share with other organizations

## USEFULL THINGS WHICH THE APPLICATION SHOULD INCLUDE



According to the responses of the youth/workers and educators from North Macedonia, Italy, Romania and Spain, they are recommending the following things that the application should include:

Repository for technical material	Option for downloading copyright free materials	A live chat for operators	A help button
Templates for interventions and monitoring tools	Individual profile accounts for youth workers and organizations	A space to tell success stories	A European mapping of youth associations working on same social issues
A virtual library with a methodology for working with young people	A tutorial (possibly video) in different languages on how to exploit the application.	The possibility to have a collection of call for proposals and grants for the social sector	Maps with interactive contacts with existing social services for vulnerable beneficiaries.
The possibility to interact with other similar operators identifying themes / topics through simple keywords or tags of interest. A simple portable data collection utility to share statistical data in real time and easily create reports for public and private social services / donors in the logic of reporting, transparency and social balance.	The opportunity to meet other operators to exchange opinions, ideas, practices, activities, methodologies. Report training events and seminars for operators.	The map of places and dates where you can create meetings for training young operators. Furthermore, the possibility for trainers to have a series of contexts / proposals to transmit the methodologies.	A forum for local/national/international volunteers through which they can access the volunteer positions to contact the host organisation, as well as a section for opinions and assessment where the volunteer tells about his/her experience where he/she is carrying out his/her functions so that when a person comes to the organisation he/she knows what is being done there.
Option for networking between organizations and youth workers working with the same target group	An emergency section with subsections would be helpful. For example, in case of violence (self-directed) who to warn, what to do. Like an exit panic bar symbol.	Emotional skills techniques for work, for example. Case studies (real or not) with possible ways to proceed.	Communication routes with the youth population by cities and areas of interest. Interactive maps

Table no. 19 Recommended things for the application by the youth/social workers or educators

