

ECSILI Arad Local Training

ECSILI – Empowering Communities

Operationalizing the Arad Local Action Plan (LAP)

Date: 11 December 2025 | Location: Arad Directorate of Social Assistance

Today's Session Objectives

Transition to Integration

Understanding the shift from emergency intervention to a structural and sustainable approach.

The Andalusian ERACIS Model

Presentation of the strategic framework and its adaptation to the realities of Arad County.

Clear Roles

Defining partner responsibilities within the Local Collaboration Network.

Operational Procedures

Establishing the common workflow (SOP) for implementing the pilot phase.

What Is the ECSILI Model?

ECSILI is the local adaptation of the Andalusian Regional Strategy for Cohesion and Social Inclusion (ERACIS), a model internationally recognized for its effectiveness in combating social exclusion.

It is not merely an administrative project or a bureaucratic formality. It is a Pact for Local Cohesion — a community commitment bringing together public institutions, NGOs, and service providers around a shared vision.

Main Purpose:

Combating social exclusion through an integrated territorial approach and holistic, person-centered intervention.

Context: From Emergency to Integration

Past: Crisis Response

The Information and Support Centre for Refugees provided emergency assistance during the humanitarian crisis.



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Present: Fragmented Work

Institutions operate efficiently but independently, working “in silos” without systematic coordination.

Future: The ECSILI Ecosystem

Reactivating collaboration by creating a structural, coherent, and sustainable Local Integration Ecosystem.

The ERACIS Principles

The ECSILI Principles

Principle 1

Wholeness (Integralitatea)

Fragmented Approach (Past)

We treated needs sequentially: first find housing, then address education, then employment. Each need was treated as a separate case.

Integrated Approach (ECSILI)

We treat the person as a whole. Social support, education, labour-market integration, and cultural inclusion happen simultaneously, not sequentially.

This paradigm shift recognizes that the challenges beneficiaries face are interconnected. A single mother cannot attend qualification courses if childcare is not resolved. She cannot actively look for a job if a language barrier prevents her from communicating effectively.

Principle 2

An Itinerary, Not Just a Plan

From Plan to Personalized Itinerary

We move beyond the rigid concept of an “Action Plan” and adopt the Personalized Insertion Itinerary — a dynamic, living journey co-designed together with the beneficiary.

- The beneficiary becomes the protagonist of their own change
 - They are not a passive subject of the administration
 - The itinerary constantly adapts to the person's realities
 - We respect each individual's pace and priorities
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This approach transforms the relationship between institutions and beneficiaries: from a hierarchical dynamic to a genuine collaborative partnership.

Principle 3

Working as a Network

Public Services DAS and AJOFM provide the institutional framework and statutory resources.	NGO Organizations UUR and Centrul de Vis bring flexibility and community proximity.
Complementarity We avoid duplicating services and optimize available resources.	The Network as Agent Together we form the intervention agent, not each institution separately.

Fundamental principle: no single institution can succeed alone. The strength of the ECSILI model lies in the network's ability to mobilize diverse expertise and complementary resources for every beneficiary.

Principle 4

The “No Wrong Door” Policy

One of the most powerful principles of our model is that every entry point into the system is the correct door.

- The beneficiary can enter through UUR, DAS, or Centrul de Vis
- Wherever they arrive, they are automatically connected to the entire support network
- We no longer send people “to another desk” or “another institution”
- We accompany them toward the competent partner within the network

We eliminate the frustration of beneficiaries “running” between institutions without finding concrete solutions.

Arad Local Diagnosis: Target Population

150 Stable Beneficiaries	90–95% Female Profile	30–50 Average Age
Significant reduction from 280 people, allowing personalized, high-intensity intervention	Mostly women, the majority of whom are single mothers with complex family responsibilities	A productive age group, with professional experience and high potential for integration



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This reduction in the number of beneficiaries is not a loss, but a strategic opportunity. It allows us to move from “mass management” of the humanitarian crisis to Personalized One-to-One Intervention, where every person receives the attention and support they need to succeed.

The Main Challenge

Under-employment

Current Reality

Refugees in Arad do work, but the vast majority are employed in positions significantly below their real level of qualification and professional experience.

An engineer works as a waitress. An accountant becomes a courier. A teacher does cleaning work. This is not real integration — it is the dramatic under-utilization of human potential.

Our Solution: The Network of Complementary Nodes

Coordinating Node

DAS Arad – Case management and orchestration of the entire service network.

Strategic Node

AJOFM Arad – Expertise in the labour market and facilitation of qualified employment.

Community Node

Asociația Centrul de Vis – Social accompaniment and community-level support.

Cultural Node

UUR Arad – Linguistic integration and necessary cultural bridges.

These four nodes do not operate in isolation — together they form a living ecosystem in which each partner contributes its unique expertise, and the beneficiary receives coherent, coordinated intervention.

Role of DAS Arad

Network Leader

DAS Arad holds the crucial role of Case Management and Personalized Itinerary Design. It is the coordination point holding together the threads of the entire network.



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Core Responsibility

- Centralizes and manages information about each beneficiary
- Coordinates referrals to the other partners in the network
- Monitors progress on the personalized itinerary
- Ensures continuity of intervention over the long term

Role of AJOFM Arad

Strategic Partner

Specialized Expertise

AJOFM brings deep knowledge of the local labour market, hiring trends, and current opportunities in Arad County.

Legal Framework

Provides specialized vocational counselling within the context of labour legislation and formal hiring requirements.

Strategic Event

Organizes the “Job Fair” — the culminating point of the pilot phase, where beneficiaries meet employers directly.

Operational Note:

AJOFM does not directly use the SkillLab profiling application, but works from the professional CVs and profiles generated by the DAS team, ensuring efficient collaboration without duplicating activities.

Role of UUR Arad Branch

The Cultural Bridge

Responsibility: Linguistic and Cultural Integration

UUR Arad Branch plays the vital role of a bridge between two worlds — mediating not only linguistic communication but also the deep cultural understanding needed for authentic integration.

Innovative Action: “On Demand” Courses

Organizes Romanian language courses with a high degree of flexibility, adapted to beneficiaries' real-life circumstances:

- Schedule adjusted to work hours



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- Small groups for personalized learning
- Focus on practical, professional language
- Continuous support and accessible materials

Beyond teaching the language, UUR facilitates trust within the community and helps break down the social isolation that can be just as limiting as the language barrier.

Role of Asociația Centrul de Vis

The Social Bond

Social Accompaniment

Centrul de Vis offers what formal systems cannot provide: a constant human presence, the warmth of genuine relationships, and emotional support in difficult moments.

Support Groups

Creates safe spaces where beneficiaries can share experiences, build mutual support networks, and overcome social isolation.

Activities for Children

Organizes educational and recreational programs for beneficiaries' children, allowing mothers to attend courses, interviews, or integration activities.

Solving Logistical Barriers

Addresses crucial practical questions: “Who looks after the child when the mother goes to an interview?” or “How do I get to the qualification course without transport?”

Centrul de Vis is the “social bond” that transforms a technical service network into a real community of support.

Key Activities in the Pilot Phase

Calendar 2025–2026

December 2024	Local Consolidation Training – Current team-building and operational alignment session.
January 2025	Launch Event & Active Recruitment – Public presentation of the project and mobilization of beneficiaries.
January–February 2025	Intensive 1-on-1 Profiling – DAS case managers conduct personalized sessions with each beneficiary using SkillLab.



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February 2025	Job Fair – Major event organized by AJOFM & DAS where beneficiaries meet local employers.
April 2025	Cultural Integration Workshop – Activity facilitated by UUR to deepen mutual cultural understanding.
June 2025	World Refugee Day – Community event celebrating diversity and showcasing the project's successes.

Conclusions

We Have Established the Foundation

We now understand the Why: the philosophy of the Integrated ECSILI Model, the ERACIS principles, and the complementary roles of each partner in the ecosystem.

Next Step

We will delve into the How: detailed operational procedures, the step-by-step SOP workflow, and the concrete tools for coordinated case management.

Coffee Break Time: 11:30 – 11:45 Please relax, chat informally with colleagues, and get ready for the second part of the session.	Resuming: 11:45 Topic: The SOP Workflow and Operationalizing Coordinated Case Management.
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Thank You!

Together, we will build bridges toward integration and new opportunities!

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