



WARSZAWA
Information Session
28th November 2025

ECSII in practice: a presentation of the project's objectives, methods and tools



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AGENDA

11.00 - 11.45

Welcome and introduction

Anna Poleganów, Head of the Department for Organising Support for Foreigners

Part I. ECSILI: a new approach to the social and professional integration of refugees

Wioleta Kalińska – Project coordinator ECSILI, Antanina Baranava – content coordinator ECSILI

11.45 - 12.15

Part II. The ERACIS model: social innovation from Andalusia

Aleksandra Piotrowska – a social worker at the WCPR, Alesia Nasirava – consultant in the Department for the Organisation of Support for Foreigners at the WCPR

12.15 - 12.30

Coffee break

12.30 - 13.15

Part III. SkillLab: A digital skills profiling tool

Alla Kościecha – Job Placement Officer, Labour Office of the City of Warsaw

13.45 - 14.20

Lunch

14.20 - 15.00

Part IV. Expert discussion and conclusions

Moderator – Wioleta Kalińska, Project coordinator ECSILI



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Does Warsaw need a new approach to social support for refugees?

- ☐ Yes
- ☐ No
- ☐ Partially



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Why are we talking about ECSILI today?

Empowering Communities: Local Action Plan for the Social and Labour Integration of Refugees

- ECSILI Project objectives
- How can we adapt **ERACIS** strategy in Warsaw?
- What do we test and what do we expect in the Pilot Phase?
- What strategy elements can be effective and what ones can't?
How can we improve them in practice?



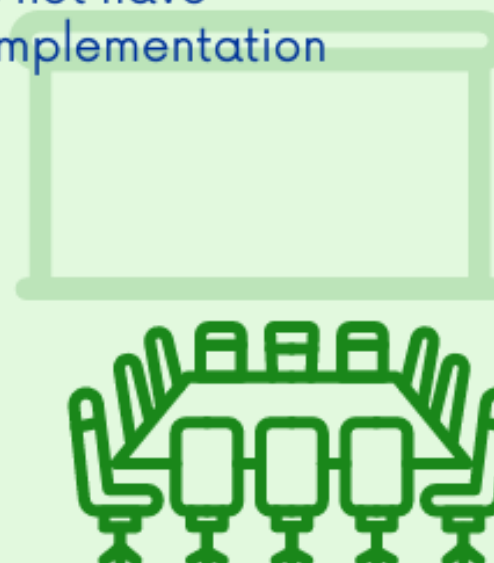
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Why have we invited you here today?

- the success of the model depends on cooperation between sectors
- institutions have resources that a single entity does not have
- your perspective = key recommendations for city implementation



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Project objectives and Warsaw's role in the international partnership

To develop and test an integrated model of social and employment support for refugees from Ukraine, based on the ERACIS model, which has been successfully implemented in Andalusia.

Testing the model in realistic urban conditions in the city of Warsaw

Sharing the experience of Warsaw's institutions in working with large numbers of refugees

Verification, adaptation and optimization of elements of the Spanish ERACIS strategy in relation to the Polish system



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Our partners



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ecsili
inclusion, support, and labour integration



Warszawskie Centrum
Pomocy Rodzinie



instytucja wsparcia
społecznego miasta
stołecznego Warszawy


Junta de Andalucía
Consejería de Inclusión Social,
Juventud, Familias e Igualdad

SkillLab



Urząd Pracy
miasta stołecznego
Warszawy



Warszawa



Consiliul Local al Municipiului Arad
Direcția de Asistență Socială Arad



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Warsaw as a pilot city

- Warsaw Family Support Center and Warsaw Labour Office have been cooperating since the start of the project
- The city is contributing to the creation of a new model and testing its effectiveness
- The pilot includes: a model for cooperation between municipal bodies and NGOs, case management, the innovative SkillLab profiling tool, and new standard operating procedures (SOPs)



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Activities completed so far: grupy fokusowe

- Local Needs Analysis
- Focus Groups
- Consultations with institutions and NGOs
- SOP development (Standard Operating Procedures)
- Draft of the Local Action Plan (LAP)
- Study visit to Seville (ERACIS + SkillLab)



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Focus group results



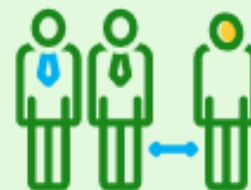
**The uncertain legal situation
makes it difficult to find
employment**



**Deep-rooted
stereotypes and a lack of
reliable public
information about the
potential of refugees**



**Institutional barriers
discourage
employers**



**Limited access to
equal
opportunities
and difficulties in
using
qualifications**



**Fragmented services and
ineffective
labour market tools**

What do we test in the Pilot phase?

- A joint case management model: long-term, social+employment
 - personalised support for the individual/the family
 - Skills profiling (SkillLab App testing delay)
 - Integrated Individual Action Plans shared between institutions
- Cross-sectoral cooperation between WCPR, LO, NGOs, social services, etc.



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The origin and context of the ERACIS strategy

ERACIS is an initiative by the Andalusian government targeting areas particularly at risk of social exclusion.

Cooperation between a wide range of stakeholders is essential: the government, local authorities, NGOs, public services and residents.

The project was launched in 2014.



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How does ERACIS look like in reality?

Local Diagnosis



Developing Local Plans



work with individuals and family



group intervention



institutional coordination



monitoring and evaluation



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WORK with an ENTITY

The local authority is receiving funding to set up a team comprising various organisations and institutions.



The team is analysing the main issues in the area.



The team identifies the residents of the area who are most in need of assistance.



Each of the individuals identified receives a personalised support plan.



The team meets regularly to discuss progress and adjust their approach.



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WORKING WITH THE COMMUNITY



organisation of social activities



creating a space for dialogue



connecting residents with local institutions



mediation

EFFECTS

2018-2022

33 353 participants

51.22% improved life situation significantly

27.63% got employment

Most participants are women

> 30 years — **35.34%**
31-44 years — **36.66%**
45+ years — **28%**

2023-2028

now there are **10 000** individual support paths



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What makes ERACIS a social innovation?



FOCUS ON THE WHOLE COMMUNITY



**A JOINT INITIATIVE BY SEVERAL
INSTITUTIONS**



CASE MANAGMENT



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