

-U25- TOGETHER FOR YOUNG PEOPLE IN VIENNA, AUSTRIA-

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| <u>Organisation(s):</u> | City of Vienna, Municipal Department for Social Welfare, Social and Public Health Law | |
| <u>Country:</u> | Austria | |
| <u>Contact Person:</u> | Bettina Steffel, Head of Project Management, ressourcenmanagement@ma40.wien.gv.at | |
| <u>Theme:</u> | <input type="checkbox"/> Ageing & Care <input type="checkbox"/> Asylum & Migration <input checked="" type="checkbox"/> Young People <input type="checkbox"/> Children & Families <input type="checkbox"/> Community Care <input type="checkbox"/> Co-Production <input type="checkbox"/> Disability <input checked="" type="checkbox"/> Housing & Homelessness | <input checked="" type="checkbox"/> Active Inclusion & Employment <input checked="" type="checkbox"/> Integrated Services <input type="checkbox"/> Mental Health <input type="checkbox"/> Service Quality & Management <input type="checkbox"/> Technology <input type="checkbox"/> Workforce Support <input checked="" type="checkbox"/> Minimum Income <input type="checkbox"/> Other, please specify: |
| <u>Principles of European Pillar of Social Rights:</u> <i>Check the 20 principles here.</i> | 4. Active support to employment | |
| <u>Current status of the practice:</u> | <input type="checkbox"/> Concept and design phase <input checked="" type="checkbox"/> Execution & monitoring phase <input type="checkbox"/> Consolidation phase <input type="checkbox"/> Scaling Up and Transformation Phase <input type="checkbox"/> Other (please specify) | |
| <u>Social issues addressed</u> <i>Please explain the problem you attempt to solve</i> | <p>The number of young, unemployed beneficiaries of means-tested minimum income increased significantly in the past years.</p> <p>They often face obstacles in integrating into the labour market due to lacking or incomplete training or qualifications and/or social problems such as homelessness, debt, etc.</p> <p>Existing support structures for young minimum-income beneficiaries were not sufficiently coordinating their help.</p> <p>The establishment of a joint contact point (one-stop-shop) for employment, training and social issues shall eliminate or reduce existing barriers to employment and social inclusion.</p> | |

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| <p><u>Objectives:</u> Please provide a maximum of three objectives in bullet points.</p> | <ul style="list-style-type: none"> • Reducing the number of young people relying on minimum income benefits. • To provide tailor-made support to young people and young adults. • To increase the target group's long-term integration in training and employment and improve the matching of the target group to available training and integration services. |
| <p><u>Activities:</u> Please summarise the activities put in place to achieve the objectives (maximum 200 words).</p> | <p>An in-depth problem analysis was conducted to identify possibilities to coordinate individual case management activities to minimise the risk of people needing long-term financial support.</p> <p>In the following the U25 project was created to integrate services for young people provided by the regional public employment service and the regional social authorities now offer increasingly personalised advisory and support services in one location.</p> <p>On 13,000 square metres, all Viennese between 15 and 25 years of age can now receive support around work, education and social issues in one place.</p> <p>Clients of U25 are being offered, among other things, the following optimised services and internal processes:</p> <ul style="list-style-type: none"> • Joint service centre in one location • Bundling of services within one appointment • Cooperation across (administrative and structural) boundaries • Joint logo, mission statement, client steering and guidance system • Small cross-organisational, multi-professional teams • Joint meeting structures, further training and internships • Joint website |
| <p><u>Evaluation of practice:</u> Please explain how you evaluate the practice, and what the results were/are so far</p> | <p>Accompanying external evaluation: uses different methods such as desk research, expert interviews, document analysis, qualitative interviews with involved stakeholders, an online survey among U25 staff, longitudinal data analyses and representative surveys among the target group.</p> <p>Ongoing cross-organisational monitoring: On behalf of the joint steering group of U25 the accompanying cross-organisational monitoring is continually extended and optimised. It uses pre-defined indicators to depict the current state of the cooperation</p> <p>Data from the client steering system: The client steering system provides data on e.g., client frequency, waiting times and duration of the advisory sessions. These data serve as a basis for the optimisation of procedures.</p> <p>Sustainability, (Costs) & Transferability: Experience from the planning phase and the first months of implementation shows that the project can basically be transferred to other cities and other fields of activity, provided that the focus is on clients' needs and requirements.</p> |

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| <p><u>List three key elements for successful implementation</u></p> | <ol style="list-style-type: none"> 1. An adapted Legislative Framework 2. Multi-Disciplinary Teams 3. Joint infrastructure |
| <p><u>Links to supporting documents:</u> <i>e.g. website or report of the practice</i></p> | <p>EIPA (2021) U25 – Together for Young People in Vienna https://www.eipa.eu/epsa/u25-together-for-young-people-in-vienna/ Sonja Österreicher, Gabriel Hilbrand, Ursula Adam (2021) Qualifikationsplan Wien 2030 https://www.waff.at/wp-content/uploads/2021/07/arbeitsprogramm_2021-2023_qup_wien_2030.pdf AMS (2021) Kooperationspartner_innen des U25 (Website) https://www.ams.at/arbeitsuchende/u25/kooperationspartner#wien AMS Wien (2019) Gebündeltes Engagement für Unter-25-Jährige. In: Arbeitsmarktpolitik Aktiv (2/2019). p.14 https://www.arbeitplus-wien.at/fileadmin/files/AMP_aktiv/WEB_AP_AKTIV_2_19.pdf City of Vienna - U25 unterstützt Jugendliche bei Arbeit, Bildung und Sozialem https://www.wien.gv.at/kontakte/ma40/u25-jugendunterstuetzung.html</p> |