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## **PROJECT 'IMMENSITY'**

**Ref. No. 5D016**

### **IMMIGRANT'S ENTREPRENEURSHIP FOR SOCIO-ECONOMIC COHESION AND IMPROVEMENT OF LIVING STANDARDS**

<b><u>Work Package 5:</u></b>	<b>Evaluation of the project- Formulation of Plans for Immigrants' Return- Follow-up Plan</b>
<b><u>Action 5.10:</u></b>	<b>Development of the Follow-up Plan: Potential replication of project, future strategic plan per region, project expansion plan in other CADSES regions.</b>
<b><u>Deliverable 5.10.1:</u></b>	<i>Follow Up Plan</i>

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**Part 1:**  
**IDENTIFICATION SHEET**

## Part 1: IDENTIFICATION SHEET

<b>Ref. No</b>	<b>5D016</b>
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<b>Keywords</b>	Pilot Structure, Services, Human Resources, Equipment, Sustainability, Financial Resources, Funding Opportunities, Future Strategic Plan, Evaluation
<b>Abstract (for dissemination)</b>	This report aims to formulate a Follow-up Plan for the IMMENSITY Pilot Structures. More specifically, the report builds on the experience that was gained from the establishment of the Pilot Structures in the project partners' regions intending to outline the main steps for their sustainability and the further steps that are going to be undertaken for their future horizontal and vertical expansion. Additionally, the first feedback received by pilot users is recorded. Finally, the template questionnaires distributed for the collection of feedback both from users are also given.

**Part 2:**  
**EXECUTIVE SUMMARY**

## Part 2: EXECUTIVE SUMMARY

The Follow-up Strategy is an integral part of the project's structure aiming to build on the experience that was gained from the implementation of the Pilot Structures in order to study and report on their sustainability and expandability.

Part 3 of this report overviews the current achievements of the project, presenting its objectives and outputs and at the same time the extent to which the set objectives have been met.

Part 4 records information on the feedback received on the operations of the IMMENSITY Portal and Regional Pilot Structures.

Part 5 gives an overview of the key points of the future strategic plans that all partners have prepared for the sustainability of their Pilot Structures, in an attempt to capitalize the acquired knowledge and experience in order to formulate the best follow-up strategy for the Pilot Structure.

The last part of this section provides conclusions that give the core content of the Follow-up Strategy of the Pilot Structure, in terms of its overall mission and vision, its financial viability.

Finally, the annex of this report is a questionnaire used for the collection of feedback on the IMMENSITY Regional Pilot Structures regarding their services provided.

## **Part 3:**

# **CURRENT ACHIEVEMENTS OF THE PROJECT**

## **Part 3: CURRENT ACHIEVEMENTS OF THE PROJECT**

### **3.1. INTRODUCTION**

IMMENSITY's project main idea is the social and economic inclusion of legal economic immigrants & repatriates in destination countries, with a specific focus on women. A way to achieve this goal is to stimulate the immigrants' entrepreneurship/self-employment potential, while, in parallel, try to improve the living standards in the origin countries by promoting & supporting bilateral trade.

### **3.2. OVERVIEW OF OBJECTIVES**

The overall objective of the project is to develop Regional strategic operational plans and Pilot Structures (Immigrant Entrepreneurs' Reception Offices) so as to boost the target groups' entrepreneurship/self-employment in growing economic sectors by promoting and supporting bilateral trade, thus ensuring their socio-economic inclusion in destination countries. The project's long-term objective is the return of economic immigrants to origin countries. Specific objectives are:

- The development of the immigrants and repatriates' entrepreneurship/self-employment potential through Pilot Structures providing online/offline services, e.g. information, consulting, training, and business mentoring, in the destination countries.
- The promotion of bilateral trade between countries of origin & receiving regions as a way to improve quality of life in origin countries.
- The carefully planned return of immigrants to their origin countries and the re-establishment of their businesses in their homelands.

### **3.3. CURRENT ACHIEVEMENTS & OUTPUTS**

The main actions described in the application form and finally implemented by the project are:

1. Existing Situation Analyses in the participating regions to identify current data, trends, policies, problems & opportunities
2. Investigation of Good Practices - Benchmarking of the participating regions
3. Development of Regional Strategic & Operational Plans for the Pilot Structures - Analysis of Socioeconomic Impacts for the Pilot Structures to be formulated
4. Establishment of the Immigrant Entrepreneurs' Reception Offices in the destination regions - Design/Development of the Portal that will support these structures
5. Plans for Immigrants' Return

More specifically, 5 regional strategic and operational plans were conducting in order to identify issues related to business development of the immigrant and repatriating communities and improve bilateral trade relations with specific origin countries while 5 regional plans for the Return of Immigrants to origin countries were produced.

Furthermore, 5 Regional Pilot Structures were established for the provision of information, consulting, training and support services to the target groups, replicable by other organizations.

Finally, the creation of Immensity portal contributed to the provision of consulting, information and training services to target groups

### 3.4. EXTENT TO WHICH THE SET OF OBJECTIVES HAVE BEEN MET

The IMMENSITY project can be characterized as a quite successful project in terms of its achievements and outputs. The project's idea of stimulating the immigrants' entrepreneurship/self-employment potential and improving the living standards in the origin countries has already been established and its results are being measured, while the IMMENSITY partnership's good cooperation and coordination encouraged the implementation of project's activities.

As described earlier in this report, the objectives of the project (as they have been derived from the Project's Application Form) are described below:

**Objective A:** The development of the immigrants and repatriates' entrepreneurship/self-employment potential through Pilot Structures providing online/offline services, e.g. information, consulting, training, and business mentoring, in the destination countries.

**Objective B:** The promotion of bilateral trade between countries of origin & receiving regions as a way to improve quality of life in origin countries.

**Objective C:** The carefully planned return of immigrants to their origin countries and the re-establishment of their businesses in their homelands.

The main output (in terms both of results produced as well as of resources required) of the IMMENSITY project is the creation and operation of the IMMENSITY portal, a virtual network that provides a series of integrated support services on the basis of consulting, information and training services to target groups. Furthermore, the establishment of 5 Regional Pilot Structures (Greek, Poland, Slovenia, Slovakia, Italy) play also an important key role in meeting the aforementioned objectives of the project. The offered services of the Structures include offline Information, Consulting & Training services to the specified target groups of the project.

The core element of this project, its supportive online and offline structure for immigrants, fulfils the objectives initially set by the IMMENSITY partnership.

Finally, all other actions and initiatives undertaken in the framework of the project have to a greater or smaller extent contributed to achieving these objectives. It is to the partnership's belief that all activities, analyses and outputs produced during the

implementation of the project have been undertaken with the sole scope of meeting and promoting its objectives. It should, nevertheless be mentioned that the achievement of the objectives initially set by the project can not be fully measured at this point, i.e. upon the finalization of the project. The results of the project could be monitored after the project's completion.

**Part 4:**  
**FOLLOW UP ACTIVITIES**

## Part 4: FOLLOW UP ACTIVITIES

### 4.1 FEEDBACK ACCUMULATED BY THE USERS OF THE PILOT STRUCTURE

Given the short operation of the Pilot Structures, as already described in the previous paragraph, the feedback received from pilot users is not extensive. More precisely, we could resume the following:

Feedback received from the **Greek partner** basically summarizes their high interest on the Pilot Structure and their belief that it is a very interesting and useful initiative for stimulating the immigrants' entrepreneurship/self-employment potential, while, in parallel, try to improve the living standards in the origin countries by promoting & supporting bilateral trade.

More precisely, the users' opinions and reaction to the introduction of the IMMENSITY Portal and Pilot structure are summarized in the following points:

- The portal is considered very satisfactory in terms of its structure and outline, its ease of navigation and its user-friendliness; at the same time, the information provided was considered both useful and easily understandable
- The most interesting services offered to the target group are considered to be the Funding Opportunities Service, the Training Service and the Events Service; at the same time, the less interesting service offered has been considered the information on migration issues
- Their suggestions on new services that could be introduced to include the provision of on-line training
- Overall, it was considered that the establishment of the Pilot Structure is very useful for targeting the immigrants's needs.

Furthermore, the majority of users is not so familiar in using the Internet and they prefer to have a call center support in issues relating to entrepreneurship, self-employment, etc. Only 40% of users (not included the personnel) have the necessary ICT skills in order to navigate in the Internet.

Concerning the Slovakian's feedback is not available due to the delayed move of the Agency into new office space and limited accessibility of the current structures.

Feedback gathered from **Italian partner**, revealed that the identified strengths of the portal are:

- Multilingual portal
- Clarity of section
- Kind of useful information that will be examined (especially info on entrepreneurship issues)
- Regions involved in the partnership

Furthermore, the weaknesses refer to the following:

- The portal often does not work
- The portal is not updated
- No many documents are available and downloaded
- No updated news on the event section

As regard as Notranjsko-karst region (**Slovenian partner**), feedback gathered summarized that not all users have sufficient computer skills, while other users were satisfied with the form and the content of the portal. For them, the most useful information was the information on migration issues and the answers related to information on education, entrepreneurship, advice and answers to frequently asked questions followed.

**Part 5:**  
**FOLLOW UP STRATEGY**

## Part 5: FOLLOW UP STRATEGY

### 5.1 SUSTAINABILITY OF THE PILOT STRUCTURES

This part will give an overview of the key points of the future strategic plans that all partners have prepared for the sustainability of their Pilot Structure. The last part of this Section will provide a consolidated summary of the future strategic plans formulated by collecting common ideas and thoughts of the partners' strategic plans so as to produce some key points for the sustainability of the Pilot Structure.

#### 5.1.1 Future Strategic Plan for RCM's Pilot Structure

##### 5.1.1.1 Resources required

###### Human Resources

The human resources required for the sustainability of the Pilot Structure depends on the number of persons that search for info and consult the Structure. Given the interest of stakeholders for the information and consulting services provided by the Pilot Structure we could estimate that 1 person full time that already exists in the Structure and additionally 1 person part time are going to be needed for the operational maintenance of the Pilot Structure.

1. Two persons (1 full-time, 1 part time) highly educated responsible to answer in specific questions that are submitted and provide important information and suggestions concerning entrepreneurial skills that should be adopted by any interested party. Furthermore, these employees will be responsible for searching new funding opportunities, provide training seminars, organizing dissemination activities (events, informal meetings with beneficiaries, etc.

Equipment

In terms of equipment required for operating the Pilot Structure the Region of Central Macedonia foresees that no acquiring of new machinery will be needed for the sustainability of the Pilot Structure.

Other

Other costs for the sustainability of the Pilot Structure might only arise in the case that the questions submitted by the interested parties cannot be answered by the Structure. In this case, the Region of Central Macedonia will examine the possibility to engage external experts that will be responsible for answering questions on specific themes that require their expertise. Moreover, other costs that are expected to arise for the IMMENSITY Structure are costs related to its enhancement, i.e. the development and integration of new services that are not foreseen in this phase.

<i>Category of Cost</i>	<i>Unit</i>	<i>Cost per Unit</i>	<i>Total Cost</i>
<b>A. Human Resources</b>			
<i>A.1. Personnel Costs</i>			
A.1.1. 1 employee full time to the Pilot Structure (salary per month)	<i>Per month</i>	<i>1.000</i>	<i>1.000</i>
A.1.2. 1 employee part time to the Pilot Structure (salary per month)	<i>Per month</i>	<i>500,00</i>	<i>500</i>
<i>A.2. Overhead Costs</i>			
A.2.1. Estimation of Overhead Costs per month		<i>300,00</i>	<i>300</i>
<b>B. Equipment</b>			
B.1. Machinery			
B.2. Depreciation Costs			
B.3. Maintenance Costs			
<b>C. Other Costs</b>			
C.1. C.1. External Expertise for Structure	<i>1/12</i>	<i>6.000</i>	<i>500</i>
TOTAL			<i>2.300</i>

**5.1.1.2 Suggestions for introducing new services**

In terms of services provided by the Pilot Structure the majority of people answered the questionnaire considered the information services for funding opportunities as the most

interesting service of the Pilot Structure and the information services for migration issues as the less interesting service.

Thus, the services currently provided by the Structure have been formulated on the actual needs of the immigrants and highly address these needs. More specifically, the information and services provided have to be up-to-date and of specific use to customers. Pilot Structure could undertake further promotional activities to ensure that interested parties are informed on the operations of the Structure and the benefit they can provide for the target group. Such activities could for example be the publication of information material for Structure's services provided and the organization of Informal meetings with beneficiaries as an important source of external advice on audiences for dissemination.

### **5.1.1.3 More Feasible/Realistic Scenario**

The Region of Central Macedonia considers that the most realistic scenario for the future of the Pilot Structure in terms of sustainability is for the Region itself to actually undertake the cost of its maintenance and enhancement.

The Region of Central Macedonia aims at stimulate the immigrants' entrepreneurship/self-employment potential, while, in parallel, try to improve the living standards in the origin countries by promoting & supporting bilateral trade. Its major role is to provide consultation on economic issues to all interested parties and to deal with socio-economic development issues of immigrants who settle in their regions and wish to be self-employed.

In order for the Region of Central Macedonia to undertake the further financing and sustainability of the Pilot Structure, a relative decision needs to be made by the Board of Directors of the Region.

Thus, the reasoning for considering this approach as the most feasible one in terms of further financing and sustaining the Pilot Structure and Immigration Office lies with RCM's interest in the project and its commitment for maintaining and further enhancing its results. Region of Central Macedonia will of course try to find other funding resources for undertaking the sustainability of the Pilot Structure given that the Region has limited resources.

## 5.1.2 Future Strategic Plan for ASRD Kosice Pilot Structure

### 5.1.2.1 Resources required

#### Human Resources

The IERO within the Agency for the support of regional development is being established within the new facilities of the institution. The self-governing region of Kosice (the founder of the Agency) reconstructed the former high school building (school classes) particularly with purpose to strengthen the operational capacity of the Agency. The agency's new facilities will offer appropriate space for delivery and provision of services for the IMMENSITY project target group – economic immigrants. The Agency established a general receptionist that will part time serve the potential clients – economic immigrants. Except the receptionist there will be provided for the target group representatives 2 senior staff experts who can communicate in English, Hungarian and Russian. These experts will help the receptionist especially with communication and expertise.

The main communication tool of the IERO structure within the Agency will be the sustained IMMENSITY and ASRD homepages. Due to the established co-operation of the Agency with IOM Information Office in Kosice there will be direct link (E-mail, Phone, mobile phone) with the staff of the IOM centre as well. The Agency's staff will be able to provide advices, hints, contacts and recommendation for approaching clients. The staff hours will be provided within the normal working hours of the Agency (e.g. Monday-Friday from 9:00 to 16:30 daily). The responsible staff will be able to provide advices, hints, documents and recommendation for immigrant clients. In case of extreme growth of visitors and immigrant client the Agency is prepared to submit a project requesting additional human resources (e.g. permanent staff) from available support local, regional, national and EU programmes for entrepreneurs and disadvantaged social groups.

#### Equipment

The IERO Office is already equipped with specific PC that will serve the clients (it will be reserved for the visitors and clients of the IERO structure. The immigrant entrepreneurs or interested persons can use the PC (connected to wide band high speed Internet), browse the Immensity and ASRD webpage and other relevant on-line databases. Several tools (e.g. directory, library content, programme manuals etc.) will serve the visitors as well. The PC will be connected to the printer, at disposal will be photocopying facility and printed documents published within the Immensity project and ASRD partners (IOM Information Office, Locla Labour Offices, BIC, etc.) Depending of the number of visitors

the equipment and administrative costs will either be covered by the Agency or in case of significant increase of clients the Agency will seek regional support and financial assistance for provided services.

### Other

The Agency already negotiated with the Slovak Office of IOM and other relevant regional and local partners to propose develop and submit new development projects that deal with local labour market situation and social environment of vulnerable groups of the region. The themes of the proposed initiatives are the following ones:

- 1) Integration of economic immigrants to the regional labour market by tripartity of labour Offices, major employers and support institutions
- 2) Education and training of vulnerable groups to enhance integration into the society and local communities
- 3) Regional Innovation Strategy implementation in light of increased immigration patterns

<i>Category of Cost</i>	<i>Unit</i>	<i>Cost per Unit</i>	<i>Total Cost (€)</i>
<b>A. Human Resources</b>			
<b>A.1. Personnel Costs</b>			
A.1.1. Receptionist Skills : good communication and ICT skills	1	20 EUR/hour	40 hours monthly
A.1.2. Senior Advisers (Entrepreneurship)	1	30 EUR/hour	20 hours monthly
A.1.3. Junior Adviser (social integration and legislation)	1	25 EUR/hour	25 hours monthly
A.1.4. External Experts and Collaborators /e.g. IOM staff in Kosice)	3	30 EUR/hour	10-20 hors monthly
<b>A.2. Overhead Costs</b>		<i>Included</i>	<i>Included</i>
A.2.1. Estimation of Overhead Costs per month			10c/person/hour
<b>B. Equipment</b>			
<b>B.1. Machinery</b>			
Table PC	1	1 000 EUR	1 000 EUR
Printer	1	350 EUR	350 EUR
Copier	1	2 500 EUR	2 500 EUR
Phone	2	150 EUR	300 EUR
Scanner	2	300 EUR	600 EUR
<b>B.2. Depreciation Costs</b>		<i>33% annually</i>	

B.3. Maintenance Costs			
Library			
Publications, leaflets	<i>Pcs</i>	<i>500</i>	<i>5 EUR/Pc</i>
Internet			<i>20 EUR/month</i>
Paper supply			<i>8 EUR/500 Pcs</i>
Toners, Inks			<i>70 EUR/Pcs</i>
Communication costs			<i>30 EUR/month/phone</i>
<b>C. Other Costs</b>			

### 5.1.2.2 Suggestions for introducing new services

In terms of introducing new services for ASRD Kodice has identified the following:

- 1) Education and training provision (incubation) of economic immigrants
- 2) New project development (co-operation of regional educational system with employers and labour policy developers)
- 3) Regional Social Innovation within the focus of the region on innovation and education
- 4) E-learning platform and distant learning promotion of economic immigrants

### 5.1.2.3 More Feasible/Realistic Scenario

The most feasible /realistic scenario takes into account the accessible current human, technical and administrative resources. Due to the rather badly set support programmes based on reimbursement of expenses and occurred costs combined with the significantly delayed actual reimbursement, needed bank loans and currency exchange losses the efficient support and growth of any established structures from similarly modeled projects is very limited. Therefore, the most realistic scenario is based on the already existing maintained and co-operative structures established within the project. The Agency will minimally maintain, upgrade and provide the following services:

- 1) Personal help desk, advisory, consultancy and support for the clients within the IERO structures limited to 20 hours per month.
- 2) On-line consultancy and E-mail communication with clients to provide information and documents developed by the Immensityt project
- 3) Facilitation, mediation, project development and other services within the mission statement of the agency and the IERO for the immigrant entrepreneurs

- 4) Maintenance, upgrade and innovation of the existing Immensity webpage (relevant)

### **5.1.3 Future Strategic Plan for Marche Region Pilot Structure**

#### **5.1.3.1 Resources required**

##### Human Resources

Based on agreement subscribed between the Marche Region, 4 Provinces and the Ancona Chamber of Commerce, the Pilot Structure - Information Desk for Migrant entrepreneurs – has been activated on the 4th December 2007 and it is located on the Ancona Chamber of Commerce. The Pilot Structure of the Marche Region is organized as a Reception Office, established within Ancona Chamber of Commerce in a way to foster entrepreneurship/self-employment of immigrants, networked with the Chambers of Commerce System. The Pilot Structure will integrate the services already provided by the Chamber of Commerce to the Italian entrepreneurs (i.d. mentoring services upon request on specific topics like legal issues, business development, financing aspects etc.).

Also the 4 Provinces (Ancona, Pesaro e Urbino, Macerata, Ascoli Piceno) are involved in the Pilot Structure implementation; through the 13 Employment, Guidance and Training Centres will be available a set of specific services for Migrants that in different way provide as informational, consulting and support centres on:

- Support immigrants in issues regarding the immigrants' settlement, networking with the Italian police headquarters;
- Family re-union
- Access process in the Labour Market, matching labour supply with demand, administrative attainment
- Enterprises establishment
- To support the integration of migrants who wants to enter in the social and labour local context, sometimes are also available one or more Cultural mediator, that support migrants in the access process in the Labour Market and migrant self-employment, following equity and regularity principles.

After the end of the project the Pilot Structure will be financed by ESF resources and also available resources of Public Administrations (Marche Region, Provinces and related Employment Centres and Ancona Chamber of Commerce) and will be sustained on the

follow up projects/ agreements jointly carried out by the Public Administrations. The operation and the activities of the Pilot Structure will be monitored and evaluated by Marche Region, which will be charged with the responsibility of performing audits in the Structure so as to keep track of its progresses and overall functionality. The Regional Annual Plan 2008 (Quality in work and Employment) foreseen few actions referred to the Pilot Structure's sustainability. The estimated personnel involved in the Pilot Structure is composed by:

- **1 regional officer** that provide a front office service available one a week supported by a Regional Team Group. The human resource (engaged for 32 h/week) costs about €100.000,00 for 3 years and he/she must have a specific experience in national/regional labour system, public service management, question referred to the migration flow, language skills, etc. He /she also have to provide the communication activities to promote the role of the Pilot Structure within the regional infrastructures and services addressed to the economic migrants. He/she is responsible for keeping records and detailed files with information on the activities and procedures that take place and with the benefits provided for the target groups.
- **Regional Team Group** composed by:
  - Director of the Education, Training and Labour Unit,
  - Responsible of the Regional Labour Market Observatory,
  - Public officer – expert on Social Service Unit,
  - Public Officer – expert on migration issues,
  - Public Officer – expert on education, training and labour
  - Secretary

It foreseen a team meeting once a month and the time of engagement required is about 20 h/week for each person.

The Annual plan 2008 also foreseen a training program for the public resources and stakeholders involved in the Pilot Structure's implementation (estimated €110.000,00 for 3 years using ESF resources (Axes 1 – 3).

The Region recommended the involvement of the dedicated human resources of the institutional organizations subscribed the agreement for Pilot Structure activation.

### Equipment

To guarantee the technical consulting service and the Pilot structure's services management it has been necessary to buy 6 notebooks to integrate the Chamber's computer infrastructures and resources.

Other

- Communication campaign: (through radio, newspaper, brochures, seminars and conference): estimated cost about €30.000,00.
- Portal and web site implementation: about €30.000,00 per year

<i>Category of Cost</i>	<i>Unit</i>	<i>Cost per Unit</i>	<i>Total Cost (€)</i>
<b>A. Human Resources</b>			
<i>A.1. Personnel Costs</i>			
A.1.1. Director of Education Training and Labour Unit	1	€90/hour	€1.800,00
A.1.2. Responsible of the Regional Labour Market Observatory	1	€36/hour	€ 720,00
A.1.3. Public officer – expert on Social Service Unit	1	€ 36/hour	€720,00
A.1.4. Public Officer – expert on migration issues	1	€36/hour	€720,00
A.1.5. Public officer – expert on education, training and labour	1	€ 36/hour	€720,00
<i>A.2. Overhead Costs</i>			
A.2.1. Estimation of Overhead Costs per month			
<b>B. Equipment</b>			
B.1. Machinery	6	€499	€ 3.592,80
B.2. Depreciation Costs			
B.3. Maintenance Costs			
<b>C. Other Costs</b>			

**5.1.3.2 Suggestions for introducing new services**

In order to support the Pilot structure's future implementation, the Marche Region has activated since December 2007 the **regional call centre for immigrants** (European Union - ROP Ob. 3 ESF 2000-2006 -Axe B - Misure 1 -amount €170.000,00) to guarantee greater opportunities for information acquisition (also in mother tongue) for immigrants living in the Region. The foreseen actions are:

- Creation of "virtual space" to give answer to immigrants from 10 a.m. to 8 p.m. - Monday to Saturday – whole year.
- Creation of Multi channel System (Call Centre and Contact Centre) available by email, web site, local TV, local newspapers, etc.
- Creation of dedicated website ([www.immigrati.marche.it](http://www.immigrati.marche.it) )
- Diffusion of multi-lingual material
- Data base updating

This action has synergies to the Pilot Structure's actions since it guarantees greater opportunities for information acquisition (also in mother tongue) for immigrants residing in our Region through the call centre. This activity will be also connected online with the Pilot Structure.

### **5.1.3.3 More Feasible/Realistic Scenario**

The continuance of the Immensity project is guaranteed by dedicated action within the Annual Plan 2008. The estimated resources will cover all costs for 3 years, afterward the Marche Region is committed to prepare a good quality consecutive project bringing additional local partners (regional Chamber of Commerce). Synergies with other projects (i.d. Interreg projects managed by Marche Region) will be strongly encouraged.

It becomes clear that actions can be maintained after the end of the project because they are also included in Ancona Chamber of Commerce services supporting enterprises' start-up. The position of Marche Region will be in support of Regional Chambers of Commerce that will operate and support the specific actions of the Pilot Structures. Also the Provinces (through the 13 Employment, Guidance and Training Centres) will be involved to guarantee the continuity of a specific supply for Migrants through services (i.e. information, consulting ecc.).

## **5.1.4 Future Strategic Plan for RDA of Notranjsko-karst Region's Pilot Structure**

### **5.1.4.1 Resources required**

#### Human Resources

NEC Cerknica (Notranjsko Ecological Centre) holds an umbrella responsibility for the VEM Point which will host the services also in the future and help with their knowledge and experience to carry out our services. The VEM point is located in the same building as RDA organisation; that is at Prečna ulica 1 in Pivka.

The VEM point enables Slovenian citizens to register a business activity, change the registration or delete the activity from the register. Future entrepreneurs can discuss

their plans with a VEM adviser and ask him for advice and support. A future entrepreneur who decides to establish his own company can approach a VEM employee who can by his authority and on his behalf carry out the procedures necessary for establishing an entrepreneurship.

Ideally, services to economic immigrants would be provided by an adviser holding a university degree relevant to the field of immigration. Working side by side with him, there would be a VEM adviser with professional knowledge on entrepreneurship. Alternatively, a VEM adviser would upgrade his knowledge in the field of migrations.

The office for economic immigrants in Pivka will be open every Monday between 8.00 and 16.00. It will be open app. 32 hours a month. The costs of payment of the adviser will be app. 400 EUR a month.

### Equipment

The centre for the services of the Pilot Structure will be at VEM Point that is at Prečna ulica 1 in Pivka. The Point is a part of the VEM project (One Stop Shop) which is carried out within the framework of the National Programme Phare 2003, Economic and Social Cohesion. The setting up of the One Stop Shop system is carried out by the Notranjsko Ecological Centre in co-operation with partners (Regional Chambers of Small Business and Craft Cerknica and Postojna, the Municipalities of Postojna and Pivka, Local Small Business Centre Pivka, RRA Notranjsko-Karst Region) and supported by the other municipalities of the Notranjsko Karst Region. The aim of the project is to provide a common support environment which will enable higher competitiveness of small and medium sized companies in Notranjsko Karst Region by providing them with an access to information, advice and financial sources.

The office is equipped with office furniture, a photocopying machine, PC, internet access, scanner, telephone and telefax machine. The office is suitable for work with customers

### Other

If the VEM Point does not succeed in obtaining additional funding to provide services to economic immigrants, this function could be assumed by Migration Sections which will operate at regional level once the regional governments are introduced. The latter will

assume, inter alia, the functions defined by the new<sup>1</sup> regulation in the field of migrations, currently in course of preparation. The regional governments are to be introduced within a year.

#### **5.1.4.2 Suggestions for introducing new services**

In Slovenia, the latest amendments and modifications of the Employment and Work of Aliens Act introduced the previous year resulted in more restrictive conditions for aliens who wish to become self-employed as independent entrepreneurs or founders of an unincorporated company. In order to register in the business register, from now on aliens must, besides proving that they have lived in the country for a year, also prove that they have their own funds and that they own or rent the premises, serving as place of business.

#### **5.1.4.3 More Feasible/Realistic Scenario**

The employees of Pivka VEM Point at Prečna ulica 2 would like to continue to provide services to economic immigrants. In order to keep these services, funds should be obtained from the state to support the additional services. In the first instance, this should be addressed, first in writing, then in the form of a dialogue, to the Ministry of the Interior, which is responsible for the area of migration. The Ministry of Labour, Family and Social Affairs, which also deals with economic migrations, could be an alternative partner. The future of the office, which is to provide immigrants with information on self-employment in the Notranjsko-Karst region, will depend on whether a successful

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<sup>1</sup> The new regulation thus defines the methods, conditions and procedures for the integration of aliens - third-country citizens holding a residence permit in the Republic of Slovenia. The provisions of this regulation shall apply to third-country citizens residing in the Republic of Slovenia on the basis of a long-term residence permit, or those residing in Slovenia for at least a year on the basis of a temporary residence permit valid for at least a year, or, without regard to the length of their stay in Slovenia or the validity of their permit, aliens with a temporary residence permit issued on the basis of family reunion. All aliens meeting these conditions shall be eligible to a Slovene language course or other forms of further education and professional training, as well as to access the information necessary for their social inclusion, particularly information on their rights and obligations, opportunities for personal development in the society, Slovene history, culture and constitutional system, and joint events with Slovene citizens with the aim to encourage mutual acquaintance and understanding. With a view to establish inter-institutional cooperation, the government of the Republic of Slovenia shall also found the Panel for the Integration of Aliens, which shall be responsible for the harmonized and effective implementation of decisions related to the integration of aliens. The Panel shall be composed of representatives of the ministries responsible for internal affairs, public administration, labour, family and social affairs, education and sport, higher education, science and technology, culture, local self-government, finance and regional policy, as well as representatives of non-governmental organizations.

agreement is reached with the above ministries. In addition, it would make sense to develop a special service package, aiming exclusively at economic immigrants. To develop it, a special team of experts should be formed to prepare the foundation of the content.

### **5.1.5 Future Strategic Plan for RDA of Bielsko-Biala**

The internal report is under finalization by the project partner, thus it has not been included in this part.

### **5.1.6 Consolidated Summary**

The Future Strategic Plans of all Regional Pilot Structures produced in the framework of IMMENSITY project and presented above give the basic steps of the Follow-up Strategy to be followed by the IMMENSITY partnership as a whole, as regards the sustainability and expandability of the Pilot Structures and for the IMMENSITY Portal.

According to the aforementioned information, the partnership has the common vision and mission to ensure the sustainability and further expansion of activities of each regional Pilot Structure.

Furthermore, it is obvious that the partnership aims to expand the Portal to other networks, regions and transnational bodies and provide additional services in order to meet target groups' needs.

For this reason, each partner has identified different possible scenarios for the financing of each Pilot Structure based in the common vision for further expandability and sustainability.

Taking all the previous mentioned under consideration, the main conclusion that can be derived is that all organizations have declared their commitment to sustaining the IMMENSITY Portal and Pilot Structures further working towards their enhancement and expandability.

## 5.2 EXPANDABILITY OF THE PILOT STRUCTURES

This part, actually presents the core of the present report, due to the fact that it will provide all the necessary actions, ideas and procedures for the formulation of the follow-up strategy of the entire network after the completion of EU funding. This strategy consists of the examination of a horizontal and vertical expansion of the network that is analyzed further in the following sections.

### 5.2.1 Horizontal Expansion

This section will provide information on the criteria and guidelines that will be set for introducing new Pilot Structures. Information provided here will include the type of organization that can undertake the creation and support of a new structure, the location of the new structures, their financial sustainability, etc.

#### 5.2.1.1 Formulation of Guidelines and Criteria that Need to be Met before new Structures are created

The creation of New Pilot Structures through the extension of the partnership in order to meet the target group's needs in more areas as regards the development of entrepreneurship skills/self-employment, the provision of consulting services and business mentoring their ability to access funds, etc need to take under consideration some criteria.

The criteria that need to be met are briefly described below;

1. Organizations that will undertake the creation and maintenance of a Pilot Structure need to come from a region (NUTS-2 level) that is not yet represented in the network. This basically means that new structures have to be created in regions that are not currently part of the IMMENSITY project. This criterion has been introduced in order to avoid conflict or duplication of work for the creation of a second Pilot Structure for a region where both the online and offline services offered by the IMMENSITY Partnership are already provided.

2. Organizations that are welcomed in the IMMENSITY Network are organizations that come from the CADSES countries not already represented in the consortium as well as from non CADSES regions, and especially organizations coming from new member states or countries under accession. It is to the project's scope to align with the overall CADSES Neighboring Programme scope "*at achieving higher territorial and economic integration within the co-operation area, promoting more balanced and harmonious development of the European space*" by including more regions and countries in its partnership.

## **5.2.2 Vertical Expansion**

The IMMENSITY Team, in accordance with the Future Strategic Plans formulated, will also examine the vertical expansion of the Pilot Structure, that is, the provision of new, qualitative services. Suggestions on new services have already described in the previous part of this report. As it has already been mentioned, new services to be developed must reflect the real needs and interests of the final beneficiaries and should be carefully and thoroughly designed and developed for offering added-value to the final beneficiaries.

In this section are highlighted some specific activities that could ensure further expansion.

### **5.2.2.1 Financing information provided by Pilot Structure**

Taking all the aforementioned under consideration, the provision of financing information for the establishment of new businesses undertaken by interested parties could be an additional service provided by Pilot Structures.

### **5.2.2.2 On line consultancy**

The provision of answers through an e mail communication could be an additional service very helpful for those who are interested in acquiring direct access in issues related to the development of entrepreneurship/self-employment, etc.

## **Part 6:**

# **CONCLUSIONS**

## **Part 6: CONCLUSIONS**

Taking all the previous mentioned under consideration, we conclude that the aim of this project is to ensure the sustainability and further expansion of the Pilot Structures for the benefit of the target groups.

The Follow-up Strategy laid out above has been based on the information provided from the Future Strategic Plans of the Pilot Structures and the feedback received by pilot users on this initiative. All aforementioned information has been combined so as to result in the main steps to be followed by partnership in terms of the further maintenance and expansion of the IMMENSITY Pilot Structures.

Thus, the Follow-up Strategy proposed, overviews the financial aspects of actually sustaining and maintaining the IMMENSITY Pilot Structures and provides criteria to be followed for the horizontal expansion of the network as well as on new services that could support its vertical expansion.

The results of the survey conducted for each partner during the implementation of the project show a significant interest of the target groups of the Structures to actually explore and exploit the advantages that the services of the Structure provided.

# **Annex I:**

# **QUESTIONNAIRE**

# ANNEX I: QUESTIONNAIRE

## Introduction

*The following questionnaire has been formulated in the framework of the European project IMMENSITY – Immigrants’ Entrepreneurship for Socio-Economic Cohesion and Improvement of Living Standards. Its scope is to gather feedback from all the pilot users (personnel and stakeholders) of the services offered through the Portal in order to record opinions, proposals and ideas on the services currently offered of the Pilot Structure, as well as, suggestions for new services that could be offered. The ultimate goal of the IMMENSITY Team is to use all the feedback gathered in order to constantly improve and enhance the services of the Pilot Structure.*

*The questionnaire has a total of 15 questions some of which are multiple choices, while others are open questions. Please provide as much information as possible on all questions - your feedback is essential!*

## A. Familiarization with Information and Communication Technologies

### A.1. How familiar are you with using a PC?

*[1=Not familiar at all, 2=inadequately (can use it with some difficulties), 3=adequately (can perform basic tasks for everyday work), 4=good knowledge not only for purposes of daily work, 5=excellent user of a PC]*

.....	.....	.....	.....	.....
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

### A.2. How familiar are you with using the internet?

*[1=Not familiar at all, 2=inadequately (can use it with some difficulties), 3=adequately (can use it to perform basic tasks for everyday work), 4=good knowledge not only for purposes of daily work, 5=excellent user of the Internet]*

.....	.....	.....	.....	.....
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

### A.3. How often do you use a PC?

*(1=rarely, 2=once or twice a month, 3=once or twice a week, 4=three or 5 times a week, 5=everyday)*

.....  
**1**                      **2**                      **3**                      **4**                      **5**

**A.4. How often do you visit the Internet?**

*(1=rarely, 2=once or twice a month, 3=once or twice a week, 4=three or four times a week, 5=everyday)*

.....  
**1**                      **2**                      **3**                      **4**                      **5**

**A.5. Do you consider the PC as a useful tool for everyday work?**

*(1=not at all, 2=sometimes useful, 3=useful, 4= very useful to carry out most of the tasks, 5=absolutely necessary)*

.....  
**1**                      **2**                      **3**                      **4**                      **5**

**A.6. Do you consider the Internet as a useful tool for everyday work?**

*(1=not at all, 2=sometimes useful, 3=useful, 4=very useful to carry out most of the tasks, 5=absolutely necessary)*

.....  
**1**                      **2**                      **3**                      **4**                      **5**

## B. Pilot Structure's Services and Tools

### **B.1. PORTAL USAGE**

#### **B.1.1. How often do you visit the IMMENSITY Portal?**

*(1=I have visited it only once, 2= I have visited it two to three times, 3=I regularly visit specific services, 4= I visit all services according to my needs, 5= I look for updated information everyday)*

.....	.....	.....	.....	.....
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

#### **B.1.2. Which of the following offered service or services do you consider most useful? (Please mark more than one box if necessary)**

- Information on Migration issues
- Information on Entrepreneurship issues
- Consulting
- Training services
- Frequently Asked Questions (FAQs)

#### **B.1.3. Which of the following offered service or services do you consider less useful? (Please mark more than one box if necessary)**

- Information on Migration issues
- Information on Entrepreneurship issues
- Consulting
- Training services
- Frequently Asked Questions (FAQs)

#### **B.1.4. How satisfied are you with the services and tools provided?**

*[1=Not satisfied at all, 2=Quite Satisfied, 3=Satisfied but can be improved, 4= extremely satisfied]*

.....	.....	.....	.....
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>

**B.2. PORTAL CONTENT**

**B.2.1 Please rate the following features of the portal structure in terms of users' satisfaction:**

	Not satisfactory at all	Moderately Satisfactory	Very satisfactory
1. Portal structure and outline			
2. Range of topics/ adequacy			
3. User -friendliness			
4. Period of time needed for processing a question, request, etc. by the Administrators			

**B.2.2. Please comment on whether you consider the offered information:**

	Not at all	Quite	Absolutely
1. Useful at work			
2. Up-to-date			
3. Qualitative (reliable and applicable)			
5. Easy to understand			

**B.2.3. As regards the information provided in each of the services offered, do you consider it is:**

	Indifferent	Interesting	Very interesting
Information on Migration Issues			
Information on Entrepreneurship Issues			
Consulting			
Training Services			
Frequently Asked Questions (FAQs)			

**D. Suggestions & Ideas**

**D.1 Which additional services would you like to find on the IMMENSITY portal?  
(Add rows if necessary)**

- 1. ....
- 2. ....
- 3. ....

**D.2. Which additional issues do you think should be addressed by the IMMENSITY Portal? (Add rows if necessary)**

- 1. ....
- 2. ....
- 3. ....