

methodologies and training. They are task- or skill-centred and help both young people and adults learn more about their own needs, strengths and shortcomings in the period when they are growing up to become self-sufficient.

The link between the world of education and the labour market is also of paramount importance for VET-quality and attractiveness. While the MedianetFORM project relies on the extensive network of private firms it advises to customise education plans and increase the chance of labour market integration, VET institutions could take inspirations from this practice and offer dual (work-based) learning in which a third of the time is spent on theoretical training and two thirds on practical, in-company training.

Other information	<p>Website: <a href="http://www.formazioneoncalabria.it/Index.aspx">http://www.formazioneoncalabria.it/Index.aspx</a></p> <p>Social media</p> <ul style="list-style-type: none"> <li>- <a href="#">Facebook</a></li> <li>- <a href="#">LinkedIn</a></li> </ul> <p>Dissemination actions include both advertisements on the website as well as published information available at the organisation's front desk.</p> <p>Available in Italian.</p>
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#### v. Integr@lavoro - Italy

Organisation	<p>Azienda socio-sanitaria territoriale (city of Milan)</p> 
Location and timing of practice	<p>The practice takes place in Milan, Italy and started in 2011 and is still ongoing.</p>
Title	<p>Integr@lavoro</p>
<p><b>Objective:</b></p> <p>The objective of the practice is twofold: improving accessibility and usability of social and employment services targeting both <b>individuals experiencing mental distress</b> and <b>employers</b>; and promoting mental health at the workplace.</p> <p>To this aim, an organisational model that facilitates interactions between key entities and</p>	



develops a strong network system at the local level is implemented.

### Detailed content:

Integr@lavoro works as a **network platform** promoting and facilitating exchange and contact between individuals, the different entities that make up the local mental health network system, and employers. It consists of a group of psychologists, career counsellors and social workers, who combine their expertise and develop tailored plans for each individual they reach out to through the different provincial mental health departments. The aim is to determine their specific abilities and potential with the view to promote their labour (re-) integration while boosting self-confidence.

Key role is played by the **multi-membership coach**, a professional profile responsible for navigating individuals facing mental issues through the existing labour market opportunities according to their vocation, skills and experience based on its mixed background in social care and job coaching. The support of the coach persists also after the placement process is completed. To complement the support provided, a **web app** has been set up acting as a repository of education and training resources on work-related mental health issues and inclusive opportunities targeting both individuals and firms, as well as a management system that connects professionals and citizens, facilitating the encounter of supply and demand of both rehabilitative and training services.

At the governance level, all the different entities part of the network must comply with inter-institutional agreements defining procedures, financial resources and objectives for each programming period. These agreements are systematically renewed to keep up to date with legislative reforms and address the constantly changing needs of the population.

The practice includes various services such as the analysis of business needs and work environment dynamics, job matching, interviewing of candidates, and constant monitoring of their professional career.

Services available to employers are:

- Selection of suitable employees according to their background and professional experience, provision of targeted training, and best placement according to the needs and structure of the workplace;
- advice and technical support to help employers comply with legislative provisions on the mandatory employment procedures of people with mental health issues;
- permanent support to the company in the dealing with employees with mental health issues.

Services offered to individuals include:

- enhancement of transversal professional skills;
- career coaching aimed at work integration;
- ongoing dialogue with organisations, associations, foundations and companies dealing with health and employment.



Integr@lavoro also runs specific [Working Groups](#), which are designed to help people with mental health issues acquire specific skills to better integrate at work. Among them is the “Laboratorio Teatrale” – a theatre workshop to develop and strengthen adaptability to environmental changes, and help candidates build a positive image of themselves.

### Evaluation of results:

Difficulties founded during the implementation of the practice mainly relate to the cultural approach to mental health inclusion adopted at the national level. Mental health remains a controversial topic with a great deal of prejudices and stigma, limiting the chances of learners to be re-integrated into the labour market based on their vocation and aspirations. In addition, political instability leads to frequent legislative reforms at the national level, requiring periodic adjustments of agreements between key actors involved, significantly limiting the impact of the practice.

On the other hand, factors of its success are the different “working groups” activated every year with the view to offer an integrated and comprehensive service dealing with different aspects of mental health inclusion, such as employability assessment, self-confidence and empowerment, verbal and listening skills improvement.

Eventually, the practice capitalises on the existing governance structure at the local level, which is identical across the 20 Italian regions, demonstrating it can be easily replicated.

### What makes it a good/best practice?

The degree of innovation of the practice lies on two main elements: the accessible and easy-to-use web app set up for the provision of key education and training resources, that serves as a direct link to labour market (re-)integration opportunities; and the quality assurance system in place, which is managed by an ad hoc professional profile with specific competences in social services provision and employment called “the coach”, appointed to act as a mediator between potential employers and the candidate.

The inter-institutional agreements between all the different entities involved represent the innovative point of the organisation. They make it easier for the users to become aware of their mental health status (also among their families) while increasing their chances to enter the labour market.

In terms of numbers reached, out of the 906 people involved between 2012 and 2018, 45% took part in at least one career coaching session, 38% completed a traineeship, and 31% entered the labour market. It is worth mentioning the low level of drop-out during the same period of time, which was only 3%.

Eventually, the success of the practice is confirmed by the establishment of additional network platforms across the region based on this model and the confirmation of already existing agreements with key actors involved. The practice also promoted self-entrepreneurship among targeted learners.



## How can it be adapted to VET?

Although initially conceived as one of the pillars of the local mental health network system, the Integr@lavoro project has two main distinctive elements which can easily apply to vocational education: the multi-membership coach and the web app.

Generally, mental health is subsumed into wider equality and diversity responsibilities within VET institutions, preventing them from maximising the value of mental health inclusion in the long-term. The professional profile of the multi-membership coach could be adapted to the specific context of vocational education, where a dedicated member of the staff could work as a contact person for students experiencing mental distress, timely detecting potential risks and situations likely to lead to more serious problems. Students should learn ahead of time where and how to access this service while the mentor advises the institution on suitable internal procedures and policies to be developed according to the information collected thanks to the bilateral relationships established and maintained throughout the academic year.

E-learning represents an effective way of improving the quality of teaching and learning in VET schools, eventually improving their responsiveness to labour market and individual needs. It is for this reason that, starting from the basic idea of setting-up a web app working as a repository of training materials, any VET institutions could equip itself with an online platform developed with open-access technologies with the possibility of individually adapting the learning content and the learning pace to the needs of each student. The e-learning methodology, in fact, has extensively proven to increase the motivation of learners while promoting inclusion in a variety of educational contexts, encouraging continuous exchange among peers and with teachers.

<b>Other information</b>	Website: <a href="http://www.integralavoro.com/">http://www.integralavoro.com/</a> Social media: <ul style="list-style-type: none"><li>- <a href="#">Twitter</a></li><li>- <a href="#">YouTube</a></li></ul> Dissemination actions include promotion in a brochure and compiling an annual report. Available in Italian.
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## vi. Incorpora programme - Spain

<b>Organisation</b>	Obra Social "la Caixa" 
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