



4. Main tools: suggested format

PERSONAL HISTORY QUESTIONNAIRE

BEFORE THE INTERVIEWS – FOR THE TEAM

- » Organise a methodological-informative meeting with team to share the work.
- » Gather information on the beneficiaries' countries of origin.
- » Gather information, you already have on the beneficiaries.

INTERVIEWS WITH THE BENEFICIARY

Provide several interviews for data collection and personal history. These narratives can involve important emotional/traumatic aspects. It is crucial to create a welcoming and non-judgmental atmosphere. Never force the narration but respect the opening/closing moments of the interviewee. The questions and their order should be followed flexibly and adapted to the narrative flow of the person. Free narration is preferred, while more direct questions can be asked to deepen the knowledge, always respecting the interview's timing and emotional climate. The main objective of the first interviews is to create relationship and alliance.

BEFORE ADMINISTERING THE FOLLOWING QUESTIONNAIRE

- » Introduce and verify the understanding between mediator and beneficiary.
- » Explain the project and its objectives (specify that we are not here to find him/her a job but to build a network and draw up a personalised plan with objectives that can support in finding a job and more generally in the process of integration in the territory).
- » Present the team members and their functions (Beneficiaries often do not know the specificities of the different figures - educator, psychologist, etc.).
- » Reassure on Privacy aspects (the information reported remains "in the room" and we are not the Police and do not communicate with Commission etc.).
- » Make the beneficiary understand that he/she is an active part of the process, it is a work that is done together.
- » The person will also be asked for personal information to structure a personalised intervention, → , with a personalised growth plan.
- » the personalised growth plan will be reviewed regularly by the user and the team and possibly modified according to the beneficiary's different needs.
- » If the user does not feel able to answer some of the questions, he/she can promptly inform us.
- » Stimulate the beneficiary to ask questions about the project.
- » Explain and detail the interview schedule

PERSONAL INFORMATION

Name _____

Surname _____

Age _____

Gender Male Female

Do you know the meaning of your name? _____

Marital status Married Single Separated Other

(if married, in a traditional marriage?) _____

Children Yes No

Age of the Children _____

Where are your children currently located? in Italy in the country of origin other

Religion _____

Spoken languages _____

traditional language other languages

Do you have any health problems? Yes No

If yes, please specify _____

If yes, when did you find it out? _____

In Italy, are you followed by any structure for this problem? Yes No specify

Is the person associated with any services on the territory? _____

LEGAL STATUS

Tax code _____

Residence permit _____

Reporting special situations _____

Procedure for document asylum seeker document type.....
 protected person.....

Documents not yet submitted to the Commission pending reply
If asylum seeker Refused/appellant

ORIGINS

Countries of origin

Place of birth

Did you move to places other than your own city before your journey to Europe? Yes No
If yes, where and why?

If so, with whom did you move? da solo con la tua famiglia altro

Ethnicity/group membership?

How is your family of origin composed?

Mother

Father

Brothers

(position within the phratry)

Are you currently in contact with them? Yes No

Did you attend school in your country? Yes No

Until what age?

Have you worked in your country? Yes No

RECEPTION IN THE HOST COUNTRY

When did you arrive in

In which cities have you lived in

Have you lived in other European countries? Yes No
If yes, where

In what type of facility did you live in/Europe? independent house reception centre other

Who do you currently live with in? child (children) spouse partner other

Are you attending an LOCAL language course?

How well do you know the national context?

Language Very well Enough Very little Not at all

Asylum legislation Very well Enough Very little Not at all

Job search procedures, contracts, etc. Very well Enough Very little Not at all

Territory (how to move independently) Very well Enough Very little Not at all

Existing services on the territory Very well Enough Very little Not at all

Anything else?

MIGRANT JOURNEY

(pay attention to possible indicators of trafficking in women.)

When did you leave your country to travel to Europe?

What motivations prompted you to leave your country?

(try to investigate if the person did it for himself/herself/ the future of children/for the parents)

With whom did you decide to leave? alone with relatives with friends

Did someone advise you? Yes No

If so, who?

Who was informed of your departure? relatives friends other

With whom did you leave? spouse/partner children relatives friends other

What were the stages of the travel? Did you stop anywhere?

(By which means of transport?)

How long was the journey?

How did you pay for the trip?

Try to find out whether he/she currently has any outstanding debts and whether he/she is in contact with any debtors.

For the operator: Are there any signs of trafficking? (if so, please consider sending to the relevant service)

Are traumatisation present? Is it possible that the person was a victim of violence? Did he/she spend days in the Libyan camps?

Is traumatisation present? Is it possible that the person was a victim of violence? Did he/she spend days in the Libyan camps?

If the person shows signs suggestive of PTSD (post-traumatic stress disorder), investigate with an ad hoc interview and consider the referral to competent services (e.g., Niguarda Ethnopsychiatry).

Several indicators can point to a case of trafficking in its different stages pay special attention to

- » the recruitment phase and the means of coercion can be used, such as false promises, taking advantage of a particularly vulnerable situation of the victim, etc.
- » the stage of the victim's journey, i.e., the route followed from the moment the victim left her country of origin to arrive in Europe, the financing of the migration project, the documents used, etc.
- » the stage of exploitation, i.e., the freedom of movement of the victim, his living arrangements, the psychological and physical violence he suffers, the condition of subordination due to having to repay the debt etc.

SOCIAL NETWORK

In the hosting country do you feel you can count on a social network or on any specific person? Yes No

Do you have contacts/relationships with indigenous people here? Yes No

Do you have contact with compatriots? Yes No

Do the compatriots you know work? Yes No

If so, where, and how did they find work?

If you do not have any contacts, would you like to expand your social network? Yes No

Why yes? /Why not?

Do you have contacts (by phone or online etc.) with people from your family in your country? Yes No

With whom?

With friends in your country? Yes No

(Do they help/comfort you?)

Do you have to send money to your country? Yes No

For the operator: consider contacting services in the territory that enhance and support socialisation

GENDER MAINSTREAMING

(to be administered to women only)

Are there differences between men and women in your country regarding job opportunities, education, social norms, political participation? Yes No

In your culture, how is the position/role of women within the family considered?

Does the woman have a role outside the family? Yes No
What is it?

Is there any protection/is it possible to make a complaint if the woman suffers violence/abuse? Are there sanctions for those who carry out these acts? Yes No

Do women have the right to education? Yes No

Is women's clothing subject to rule? Yes No

Do you know the situation in Italy regarding these issues? Yes No

How do you imagine being a woman in the hosting country is considered in the family, in society and politics?

For the operator: If it is a useful topic for the woman (e.g., separated woman) or if there is a suspicion that she might have been a victim of gender-based violence, organise an ad hoc meeting with experts in the field and consider referring her to the competent service.

BOOKLET OF COMPETENCIES

(do not fill it in detail!)

IN THE COUNTRY OF ORIGIN

Activities carried out

From _____ to _____

Tasks _____

Type of contract _____

Activities carried out

From _____ to _____

Tasks _____

Type of contract _____

EDUCATION AND TRAINING

Qualification

Year of achievement: _____

Main skills learned: _____

In possession of qualification document: Yes No

If yes, please specify if recognised in Italy _____

Qualification

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TRAINING ACTIVITIES

Traineeship or internship

Host organisation or company _____

Indicate whether an employment contract has been obtained _____

INFORMAL EXPERIENCES

Type of activity carried out

From _____ to _____

Notes _____

Type of activity carried out

From _____ to _____

Notes _____

IN ITALY

Activities carried out

From _____ to _____

Tasks _____

Type of contract _____

Activities carried out

From _____ to _____

Tasks _____

Type of contract _____

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Qualification

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From _____ to _____

Notes

Type of activity carried out

From _____ to _____

Notes

WORK QUESTIONNAIRE

MAPPING COMPETENCES

Before proceeding with the following points, fill in the competences 'booklet (attached). All the working and training experiences in the country of origin and Italy are recorded. The focus will be more on study experiences and skills acquired in the family and at school for the new adult.

Based on all my experiences/training, I feel that I have acquired the following competences (free narrative, then detail the answer):

**After free expression provide help with the following items:
Education level achieved/qualification**

LANGUAGE SKILLS

- » mother tongue _____
- » languages spoken _____
- » Italian language level: _____
- » Training courses attended _____

MANUAL SKILLS

- » acquired through experience/work _____
- » training courses attended _____

DIGITAL COMPETENCES

- » acquired with experience _____
- » training courses _____

SOCIAL SKILLS

- » relationship with working teams _____
- » relationship with the public _____
- » relationship with the employer _____

ENTREPRENEURIAL SPIRIT/INITIATIVE

Informal skills learned at home and in different contexts _____

Additional information _____

SURVEY ON THE RESULTS OF THE WORK CARRIED OUT *(for those who have already worked)*

What work experience (both in Italy and in your own country) has satisfied you the most? _____

Why? _____

Which one did not go well? _____

Why? _____

How did recruitment for the job take place (both in Italy and elsewhere)? _____

Have you had job interviews? _____

Have you had job interviews that led to employment? _____

What characteristics do you think may lead to recruitment? _____

Have you had interviews that did not go well? _____

Why do you think? _____

What kind of relationship do you generally have with your employer? _____

Have you done any work in Italy? _____

How did they go? _____

How did you get on at the language level (understanding and speaking)? _____

What aspects of the Italian context do you think may hinder you? _____

And which ones may facilitate you? _____

HOW BENEFICIARIES FIND STUDYING

(for young adults or those who want to obtain a middle school certificate)

Were you good at school? _____

Which subjects/aspects were you better at? Which ones were you less good at? _____

Why? _____

Do you like studying? _____

Do you think studying is important? _____

Why yes/why not? _____

Is studying important in your culture? _____

Why? _____

Is it important for your family? _____

Did you complete your studies or were they interrupted? _____

Why? _____

Have you come of age in Italy? _____

Has anything changed with the transition to the age of majority? _____

Do you have any thoughts/concerns about coming of age? _____

Do you see any advantages? _____

WISHES AND ASPIRATIONS FOR THE FUTURE (IN GENERAL)

What is your life project here in-hosting country? (leave the narration free)

What are the steps you would like to take?

Are there people you feel supported by on this path?

Are there people you feel hindered by?

How important do you think these aspects are to develop here
in the hosting country?

Owning your own home

very important important
 not very important not important at all

Finding a job

very important important
 not very important not important at all

Attending training courses

very important important
 not very important not important at all

Continuing with studies	<input type="checkbox"/> very important <input type="checkbox"/> important <input type="checkbox"/> not very important <input type="checkbox"/> not important at all
Learning national language	<input type="checkbox"/> very important <input type="checkbox"/> important <input type="checkbox"/> not very important <input type="checkbox"/> not important at all
School placement for any children	<input type="checkbox"/> very important <input type="checkbox"/> important <input type="checkbox"/> not very important <input type="checkbox"/> not important at all
Receive adequate medical care	<input type="checkbox"/> very important <input type="checkbox"/> important <input type="checkbox"/> not very important <input type="checkbox"/> not important at all
Building a social network with indigenous people	<input type="checkbox"/> very important <input type="checkbox"/> important <input type="checkbox"/> not very important <input type="checkbox"/> not important at all
Building a social network with compatriots	<input type="checkbox"/> very important <input type="checkbox"/> important <input type="checkbox"/> not very important <input type="checkbox"/> not important at all
Finding a religious community here in Italy	<input type="checkbox"/> very important <input type="checkbox"/> important <input type="checkbox"/> not very important <input type="checkbox"/> not important at all
Knowing the territory and being able to orientate	<input type="checkbox"/> very important <input type="checkbox"/> important <input type="checkbox"/> not very important <input type="checkbox"/> not important at all
Having documentation in order/ receive an answer from the Commission	<input type="checkbox"/> very important <input type="checkbox"/> important <input type="checkbox"/> not very important <input type="checkbox"/> not important at all
Be in contact with some service on the territory	<input type="checkbox"/> very important <input type="checkbox"/> important <input type="checkbox"/> not very important <input type="checkbox"/> not important at all

Other aspects that come to mind? _____

MANAGING EMOTIONS AND THOUGHTS ABOUT THE FUTURE

How often do you think about your future projects?

- Never, I hardly ever think about the future.
- I often think about my future projects.
- Sometimes I think about future plans.
- Always, these thoughts constantly flood my mind.

When I think about the future and about projects:

- I feel calm and confident
- I sometimes feel confident and sometimes worried
- I feel very worried
- I feel very stressed and anxious

What is the most stressful thought about the future?

That is, what is your greatest concern/fear about the future? _____

If these thoughts cause you concern or significant stress, how do you deal with them? What do you do?

Do you talk to anyone about this? Yes No

If yes, with whom? _____

Does it help to share your worries with someone? Yes No

THE FUTURE WITH FOCUS ON WORK PROJECT

Before you left, did you have a chance to think about what kind of work you would do here in the hosting country? Yes No
If so, which one? _____

Do you have the same opinion now, or not? _____

If not, why not? _____

How important is it for you to find a job? _____

What are your motivations behind looking for a job? _____

Are there people who would be happy or benefit in some way if you found a job? _____

Suppose that anything is possible. What is the job you would like to do? _____

Why? _____

What is the job that seems realistic to you according to your skills and condition? (give reasons for your answer) _____

What is the job you imagine you could do in the short term? _____

Do you have a different long-term work project? _____

Do you think you will be able to do the job you imagine?

Yes No Maybe

TOGETHER WITH THE BENEFICAIRY DRAW A LINE AND MARK SEVERAL POINTS (POINT A -SHORT-TERM WORK; POINT B-LONG-TERM IF DIFFERENT FROM THE FIRST ONE)

FOR YOUNG ADULTS (IF HE/SHE EXPRESSES THE WISH TO CONTINUE HIS/HER STUDIES) ORGANISE AN AD HOC INTERVIEW FOR ORIENTATION OR REFERR HIM/HER TO AN ORIENTATION SERVICE

STRENGTHS AND WEAKNESSES IN ACHIEVING THE OBJECTIVE

To get here (POINT A) what do we need? (free narrative, then we detail the answer)

To understand what aspects to analyse in-depth or not based on the above answers.

What skills to develop?

- National language
- Ability to orientate in the territory
- Level of autonomy
- Other _____

What character traits/way of being can support you on this path? _____

What character traits can hinder you?

So, what character traits can be developed?

- ability to make proper decisions at the right time
 - problem identification and problem solving
 - creative thinking
 - communication skills
 - interpersonal skills
 - stress management
 - managing emotions
 - resilience
 - More _____
-
-

What obstacles given by your situation may occur?

- Family organisation
 - Psychological issues
 - Cultural barriers
 - Bureaucratic/legal issues
 - Validation of qualifications
 - More _____
-
-

For the operator (taken from the Toolkit): examples of possible obstacles

- » The need for money correlated to the obligation to repay the travel through which the migrant arrived in Italy, entails the extreme danger of being trapped in the meshes of illegal work or prostitution.
- » The need for money means that the migrant has to find employment in the very short term. They often are offered precarious and underpaid jobs (the example of riders), with the high risk of foreclosing access to a better job position the medium to long term.
- » The migrant's strong ties with his community that often convey wrong information. Difficulties in cushioning the weight that rumours have on migrants' life choices.
- » Objective difficulties in accessing information (e.g., complex legislation, websites that convey contradictory information, etc.).
- » Habits and customs of the migrant that prevent his/her proper integration into the social fabric or that may lead to difficulties in the workplace (e.g., delays at work).
- » Conflicting migration projects between the beneficiary and his/her family, or between the beneficiary and his/her community of origin.

FAMILY ORGANISATION AND MOTHER-CHILD RELATIONSHIP

(for single mother with children)

Age of child/children? _____

Was he/she born here in Italy? (Try to gently inquire who the father is, if he sees the child and how often) _____

How is your child doing? (try to investigate if any problems emerge related to sleep, feeding etc.) _____

Is someone helping you with childcare? _____

Was your child involved in school integration experiences? _____

How did they go? _____

If well, why? _____

If not well, why? _____

How does your child react when separated from you (whether for school or other reasons)? _____

How do you plan to organise your family life when you find a job?

Who are you going to entrust the child to? Is it allowed to bring children to work in your country? _____

How do you feel about the idea of leaving your child in a facility (nursery, kindergarten, etc.)? _____

What are the advantages? _____

What, on the other hand, are the aspects that might worry you? _____

Do you know other mothers with children? Are you planning something together?

For the operator assess whether to include the beneficiary in some project on the territory to help socialisation or the mother-child relationship or separation processes in view of a future job, etc.

