

One-Stop Guidance Centres as part of Youth Guarantee in Finland

Kohtaamo Project
Autumn 2016

One-Stop Guidance Centers Background

- .Need was identified through studies carried out among young people in Finland
- .Part of implementing the **Youth Guarantee scheme** with support from the European Social Fund (ESF)
- .Promote the **“four Ps”** (Public-People-Private-Partnership) operating principle of the Youth Guarantee scheme
- .The Youth actively participating in developing the operations
- .One of the Finnish **Government's spearhead** projects today

One-Stop Guidance Centres Operating Model

- . **Low threshold service point** for young people under the age of 30
- .The core operation consists of **individual counselling and guidance**, supporting life management and career planning, the development of social skills and the skills required in everyday life, as well as supporting education and employment.
- .Built on the provision of **multi-sector information**, advice and support by the Guidance Centre and basic services provided by different Government sectors and from a broad collaborative network
- .Works in cooperation **with companies** and thus promote youth employment opportunities in their regions
- .One of the principles is **agreement**: the partners (municipality, the state, third sector and entrepreneurs) agree the forms of collaboration and ways of operating together

Guidance Centres in Autumn 2016

- .There exists almost **40 Guidance Centres** operating in different parts of Finland
- .Operations are developed in about one hundred municipalities where some 60 % of Finland's 16 to 30-year-olds live at the moment
- .About **300 professionals** from different sectors work at least one day a week in the Centres
- .**A typical centre** has outreach youth work and other services for young people, Employment (TE) services, social and health care services, study guidance and there are often third sector services as well
- .The operating procedures and models, as well as the forms of collaboration, vary. Loose boundary conditions have been established for the operation which gives it a lot of freedom. Other factors that have an impact of the operation of Guidance Centres are their geographic location and the conditions in their municipality
- . **Ohjaamo Espoo One-Stop Guidance Centre** opened in October 2015

Impact of the Early Operations

.Operations have got off to an enthusiastic start, and they are wider spread in Finland and have a wider range of services than expected

.The first **feedback survey** among young customers gave very high scores to the counselling services (May 2016)

.The organisational **model for services varies** in the different Guidance Centres. For example, in the major cities, the Guidance Centres have to have a very different operating logic than those in small, rural municipalities

.**Key performance indicators** to evaluate Guidance Centres' operations are being developed continuously with the aim of getting concrete results from the operations and gauging their impact

.Even though the Centres' operations have achieved a lot of visibility, many Centres have found it **challenging to make contact with** a large number of the young people covered by the **wide target range** (15 to 30-year-olds)

Impact of the Early Operations

.Creating Ohjaamo (O-S G C) brand has started. Centres have common visual identity. Communicating **through social media** has been used extensively.

.A large number of different **studies** have been started on the subject of the deployment of the Guidance Centres

.A major challenge for the operation of Guidance Centres is **making the service permanent after the pilot phase** ends in February 2018. Active lobbying is being carried out to make the One-Stop Guidance Centres permanent.

.**In the City of Espoo** an on-going process takes place to integrate the services of the main low threshold actors. Services are/will be provided within one brand and under one networked organization with supporting structures to provide continuity and to grant services after February 2018

.**Kouvola O-S G C** will be permanent in March 2018

In Espoo O–S G C offers

.Information, guidance, advice and support

e.g. CV guidance, sparring for successful recruitment, advice for job seeking and career & study planning, housing/ accommodation, welfare and life management

.Activities for improved employability

- Individual guidance and sparring
- Further trainings e.g. proficiency passport training and testing
- Workshops and Events e.g. workshops for working life competences; and employment and recruiting events with open jobs
- On the Way to Working Life concept for easy recruiting process: recruiting and financial support to companies; and coaching and sparring services for young job seekers

.Welfare activities and workshops, e.g. housing/ accommodation and life management. Peer mentoring in piloting phase

The Main Low Threshold Actors in Espoo



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e.g. CV guidance, sparring for successful recruitment, advice for job seeking and career & study planning, housing/ accommodation, welfare and life management

.events, infos

- Speed dates for job searching
- Fairs for education
- Infos how to get your finance in balance
- etc

.group activities, peer support groups



