BEST PRACTICES REPORT

Deliverable: WP2/A1

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BEST PRACTICES

1.   TrauMaTRIX, Austria

1.1. Project/program owner and partners

ARGE Traumafolgenprävention
(ARGE Prevention of Trauma Consequences)

1.2. Description of the program/project

1.2.1. Goal of the project

The project was planned and implemented to address the mental health needs of refugees and asylum seekers by providing professionals with the necessary knowledge and skills to effectively support their recovery and integration. The aim was to prevent the long-term consequences of earlier life stresses and traumatisation suffered in order to reduce the resulting long-term effects or prevent them from becoming chronic.

1.2.2. Target group(s): which people/groups of people has the project reached?

The TrauMaTRIX pilot project is a health promotion project in the area of „Early Help", accordingly it targets professionals working with refugees and asylum seekers, such as social workers, psychologists, educators, and healthcare professionals on the one hand, and potentially vulnerable (traumatised) people on the other.

1.2.3. What are the special and/or innovative factors/elements/components in this project?

The Traumatrix project incorporates a trauma-informed care approach, which recognizes the impact of trauma on individuals' lives and aims to create a safe and supportive environment for their recovery. It also includes tools and strategies for professionals, such as training modules and a digital platform for sharing knowledge and resources.

In order to enable GDPR-compliant communication between the cooperation partners, an own-cloud was set up. This ensured good cooperation between the project developers despite the large physical distance. The modular content of the workshops was tailored to the respective requirements and needs of the direct target groups in three two-day working meetings.

After extensive preparatory work, the project worked with practitioners to develop a prototype workshop on trauma prevention (with script and PowerPoint presentation), specific modules

tailored to the content requirements of the various target groups, information material and working documents, as well as multiplier training for the indirect target group.

Smaller pilot projects and information events, workshops (e.g. by midwives, family helpers, family counsellors, hospital staff, nursery school specialists) were carried out or tested and evaluated. These pilot groups contribute to a thorough testing and finalisation of the training process and products.

1.2.4. What are the results of the project/program? It is a report available of the project/program?

A detailed report is not available, but the results and conclusions are summarised on the website of the project supporter Fonds Gesundes Österreichs (Healthy Austria Fund). Accordingly, the intended impact of the project, namely increasing the level of knowledge and sensitisation to the consequences of trauma, as well as the availability of self-help tools for the indirect and direct target groups (people potentially affected by trauma), was achieved. The resulting self-empowerment to actively control and improve health behaviour was also achieved. Working documents for consultants, handouts, prototype PowerPoint presentations and a TrauMaTRIX box (haptic box with tools such as resource cards) were developed. The integration of this programme into the regular operations of the practice cooperation partner institutions and a planned nationwide rollout will ensure its sustainability. The 47 participants in the practical workshops were highly motivated to continue working on the topic and to implement it in their settings. Over 3000 people (indirect - multipliers and direct target group - parents, infants, toddlers) were reached by the project.

1.3. Relevance for our project

1.3.1. Why are these innovations or specialities important for us?

The Traumatrix project is relevant to our project as it focuses on the mental wellbeing of refugees and promotes trainings and tools for professionals. It aligns with our goal of improving the mental wellbeing of refugees through trainings and course institutes.

The specialities in the Traumatrix project, such as the trauma-informed care approach and training modules, are important for us as they provide effective and practical strategies for supporting the mental health of refugees. These approaches can enhance the quality of our training programs and improve our ability to meet the needs of refugees and their trainers' knowledge and skills regarding a trauma-informed work in vocational-educational settings.

1.3.2. What can serve as a model for us, as an initiative to follow?

With the appropriate professional background and training, experts who are in direct contact with the target group of potentially vulnerable people can be developed and piloted appropriate training materials that can be implemented successfully in practice relatively quickly.

Specialists from different fields can complement, support and reinforce each other.

1.3.3. What could we adapt from these projects? What are the consequences for our project?

We can adapt the trauma-informed care approach and incorporate innovative tools, such as modules, to enhance the effectiveness of our trainings.

Increasing the level of knowledge and awareness of the consequences of trauma and having self-help tools available to the indirect and direct target groups' results in self-empowerment to actively manage and improve health behaviour.

References:

TrauMaTRIX | Fonds Gesundes Österreich (fgoe.org)
Traumafolgenprävention – Was ist das? – Traumafolgenpraevention

2. Microintegration through One-by-One Dialog, Norway

2.1. Project/program owner and partners

Voksnopplæring, the municipality of Skien, LoPe

2.2. Description of the program/project

2.2.1. Goal of the project (why was it planned and implemented)

The goal of the project is to facilitate the successful integration of newly arriving refugees and migrants into Norwegian society by providing a starter package that focuses on learning the Norwegian language and social studies. The concept of microintegration through one-by-one dialog is employed to remove obstacles and support the mental well-being of the participants, through this preparing them for the labour market.

2.2.2. Target group(s): which people/groups of people has the project reached?

The project reaches newly arriving refugees and migrants who are undergoing language and social studies training in Norway, with a specific focus on supporting biographical one-to-one work in order to keep the head free for learning.

2.2.3. What are the special and/or innovative factors/elements/components in this project?

The project emphasizes the use of one-by-one dialog as a method of microintegration, allowing for personalized support and the removal of obstacles through biographical work. The selection of trainers with similar cultural and religious backgrounds as the participants is a crucial factor in building trust and providing effective support.

A spatial situation and a horizontal atmosphere are important during this practice: from an organizational point of view, this requires a PC and a quiet room. The survey can take several hours and should take place in a relaxed atmosphere In general, trainers prefer a spatial situation in our one-by-one dialog meetings. That allows for a horizontal discussion atmosphere. This means that they leave the traditional classroom with its hierarchical structures.

2.2.4. What are the results of the project/program? It is a report available of the project/program?

The project aims to support the mental well-being of the participants. While specific results are not provided, the emphasis on removing obstacles and fostering a greater sense of individual

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responsibility for one's own life suggests a positive impact on the participants' mental well-being and preparedness for the labour market.

The results include the elimination of negative consequences, like feelings of hopelessness, lack of self-esteem and alienation, this allows to develop the motivation for a greater participation in work and community life will be able to flourish. The success of this practice can thus be measured by the absence of energy-sapping everyday problems. This leads to a greater sense of individual responsibility for one's own life.

2.3. Relevance for our project

2.3.1. Why are these innovations or specialities important for us?

By engaging in one-by-one dialog and biographical work, the project can provide personalized support tailored to the specific needs of each individual. This personalized approach acknowledges the diverse experiences and traumas that refugees may have faced, allowing for targeted support to address their mental well-being.

The biographical work fosters a sense of trust between the trainers and the refugees and it is essential for building a supportive environment where refugees feel comfortable addressing their mental well-being.

By understanding the obstacles on an individual level, trainer and participant can work to remove or mitigate them, creating a more conducive environment for successful integration into the labour market.

The emphasis on one-by-one dialog and biographical work allows the project to take a culturally sensitive approach to supporting refugees. Trainers can gain a deeper understanding of the cultural norms, values, and traditions of the refugees, which is essential for providing effective support that respects their backgrounds and identities.

2.3.2. What can serve as a model for us, as an initiative to follow?

The emphasis on the selection of trainers with similar cultural and religious backgrounds as the participants can serve as a model for our initiative, promoting trust and effective support in the integration process.

The implementation on one-by-one dialog and the removal of obstacles through biographical work allows a personalized, trust-based, and culturally sensitive support that addresses the mental well-being of refugees.

2.3.3. What could we adapt from these projects? What are the consequences for our project?

We can adapt the approach of using one-by-one dialog as a method of microintegration, providing personalized support and removing obstacles for the participants. The consequence for our project would be a more individualized and participant-driven approach to supporting the mental well-being and successful integration of refugees into the labour market.

In the meantime, another interesting note from this practice highlighted by the project owners: here are different risks and challenges when working with biographic and self-reflection and refugees. If the trainer observes that the learner has challenges with mental health, the training must be discontinued and the participant referred to a medical psychological service. Biographic and self-reflection work does not replace therapy. This means that a distinction is made here between mental illnesses and the consequences of trauma (which disturb mental wellbeing but are not yet mental illnesses).

The consequence all of this for our project would be a more individualized and participant-driven approach to supporting the mental well-being and successful integration of refugees into the labour market.

References:

MiMi – Migrants' microintegration into work and social life – LoPe Norge

3. Peace of Mind, Germany

3.1. Project/program owner and partners

The project is funded under the EU4Health program by the European Commission, in collaboration with various health professionals and organizations in Germany, Poland, Lithuania, and other impacted countries.

Implemented primarily in Germany, with activities extending to Poland and Lithuania.

3.2. Description of the program/project

3.2.1. Goal of the project (why was it planned and implemented)

Designed to strengthen the mental health and psychological well-being of refugees, particularly those impacted by recent conflicts such the one in the Ukraine. It focuses on enhancing resilience, providing professional mental health care, and addressing the trauma experienced by refugees and displaced individuals.

3.2.2. Target group(s): which people/groups of people has the project reached?

Refugees and displaced individuals, with a particular focus on recent arrivals from conflict zones such as Ukraine.

3.2.3. What are the special and/or innovative factors/elements/components in this project?

The project includes workshops on healing, resilience, empowerment, and professional care training in mental health. Emphasizing both professional care for refugees and self-care for individuals, the project addresses the comprehensive needs of its target groups. It utilizes an innovative training-of-trainers approach to disseminate best practices widely.

3.2.4. What are the results of the project/program? It is a report available of the project/program?

Over 5,000 individuals have benefited from the project's activities. It has reached at least 700 health professionals in countries like Poland and Germany to enhance their capacity in supporting refugees' mental health.

3.3. Relevance for our project

3.3.1. Why are these innovations or specialities important for us?

The project's focus on resilience and empowerment, along with its training-of-trainers approach, are vital in creating a sustainable and wide-reaching impact, important for projects aimed at supporting refugees' mental well-being. Its training methods and its focus on both professional care and self-care are crucial in addressing the complex mental health needs of refugees, making it a relevant case for similar initiatives.

3.3.2. What can serve as a model for us, as an initiative to follow?

The multi-faceted approach of "Peace of Mind", combining professional training with personal empowerment workshops, serves as a robust model for mental health support initiatives.

3.3.3. What could we adapt from these projects? What are the consequences for our project?

Elements such as resilience workshops, professional mental health training, and the training-of-trainers model could be adapted for our project to create a similar impact.

References:

https://pmsh.iahv-peace.org/en/home-page/

4. Welcome Home Program, Poland

4.1. Project/program owner and partners

Owned and operated by Fundacja Ocalenie (Ocalenie Foundation)

The project is funded under the EU4Health program by the European Commission, in collaboration with various health professionals and organizations in Germany, Poland, Lithuania, and other impacted countries.

4.2. Description of the program/project

4.2.1. Goal of the project (why was it planned and implemented)

The program's main goal is to support refugee families in gaining financial independence and stability in Poland. It seeks to prevent homelessness among refugees and assist in their social integration.

4.2.2. Target group(s): which people/groups of people has the project reached?

The program primarily targets refugee families, particularly those at risk of homelessness. This includes families from various backgrounds who have sought refuge in Poland.

4.2.3. What are the special and/or innovative factors/elements/components in this project?

The program's innovative aspects include housing support through social rental agencies, integration support with multicultural mentors, access to medical specialists including psychologists, legal aid, Polish language courses, and job readiness training. This comprehensive approach addresses multiple facets of refugee needs.

4.2.4. What are the results of the project/program? It is a report available of the project/program?

The program has been successful in providing stable housing conditions and a range of support services, enabling refugee families to work towards independence.

4.3. Relevance for our project

4.3.1. Why are these innovations or specialities important for us?

The integration of housing, healthcare, education, and legal support addresses the multifaceted challenges faced by refugees. This holistic approach is vital for effective resettlement and integration.

4.3.2. What can serve as a model for us, as an initiative to follow?

The program's comprehensive model is a valuable example for similar initiatives. It demonstrates the effectiveness of providing multidimensional support to refugees.

4.3.3. What could we adapt from these projects? What are the consequences for our project?

Adapting this model would involve a coordinated effort across multiple service domains. Successful implementation can lead to improved outcomes in refugee integration and independence.

References:

https://en.ocalenie.org.pl/

5. Online mental health training for the refugee population, Portugal

5.1. Project/program owner and partners

Jesuit Refugee Service (JRS)

5.2. Description of the program/project

5.2.1. Goal of the project (why was it planned and implemented)

The mission of JRS is to accompany, serve and advocate the cause of refugees worldwide. In Portugal, it was established in 1992 and since then it has been supporting migrants and refugees by providing them social, psychological, medical, and legal support. The online mental health training for the refugee population was held in 2022 as part of JRS' desire to increase the knowledge of all those who come across this population, whether in their professional or volunteer work, and who wish to be prepared and sensitised to the concrete obstacles they face.

5.2.2. Target group(s): which people/groups of people has the project reached?

The main targets of the JRS' online training were psychologists, psychiatrists, and other professionals with direct contact with refugees.

5.2.3. What are the special and/or innovative factors/elements/components in this project?

This online training incorporates several innovative practices, including culturally sensitive mental health training, enabling multidisciplinary professionals to provide culturally appropriate support to refugees by exploring options for joint work within the Portuguese context.

5.2.4. What are the results of the project/program? It is a report available of the project/program?

One can refer to the main objectives of the online training course: 1) in-depth understanding of the role of the psychologist, as well as the importance of developing cultural competence and sensitivity to work ethically and effectively; 2) knowledge on the particularities of working with interpreters, their role in the therapeutic setting and good practices to adopt in this collaborative work; 3) recognition that migratory bereavements affect refugees process of integration and adaptation, impacting their mental health and consequently cultural assimilation.

5.3. Relevance for our project

5.3.1. Why are these innovations or specialities important for us?

Migrants and refugees often face significant challenges to their mental well-being due to trauma of displacement, loss of family and community, and cultural adaptation. This demonstrates the importance of host countries being prepared to welcome and adequately support them in their process of integration and adaptation. This means not only creating legal and physical structures for successful reception, but also training the professionals who will be working with refugees so that they understand the specificities of this population and how they can make this process successful.

5.3.2. What can serve as a model for us, as an initiative to follow?

The online training for professionals prepares and empowers professionals directly working with refugees' mental health issues to 1) identify common symptoms in the refugee's population and how they differ from other populations; 2) know the risk factors in this population and enhance coping strategies in the therapeutic setting; 3) apply a psychological diagnosis and encourage treatment, if needed. It is mainly provided by health professionals to health professionals working with refugees.

5.3.3. What could we adapt from these projects? What are the consequences for our project?

JRS online training main objectives should be taking into consideration for WP2 - Training Kit and Trainings for VET Professionals, as they cover the goals of the NewFuture project. Even though the focus is on more clinical professionals, the premise of multidisciplinary work among several professionals working with refugees can be adapted to the NewFuture project, i.e., exploring options for joint work to 1) recognise people in distress, 2) provide appropriate support and 3) refer to other services when needed.

References:

https://www.jrsportugal.pt/formacao-online-saude-mental-na-populacao-refugiada

6.   Project Mind Yourself, Ireland

6.1. Project/program owner and partners

Irish Refugee Council

6.2. Description of the program/project

6.2.1. Goal of the project (why was it planned and implemented)

Mind Yourself is a project aimed at improving the mental health and well-being of young people seeking protection and living in direct supervision in Ireland. Part of the project involved publishing a well-being comic and audio-summary for young people in the protection process with the support of two artists and one graphic designer. These interactive resources contained stories that captured the lives and experiences of young people seeking protection in Ireland with everyday suggestions for improving mental health and well-being.

6.2.2. Target group(s): which people/groups of people has the project reached?

The main target of the Mind Yourself project was young asylum seekers in Ireland aged between 16 and 25 years old.

6.2.3. What are the special and/or innovative factors/elements/components in this project?

This project is innovative at three levels: 1) it collaborates with local art professionals (art therapists), using their skills and experience to enhance the quality and impact of the art-based intervention of Mind Yourself; 2) it incorporates art into ongoing mental health support services for asylum seekers, using it as a tool to assess mental health needs; 3) it adapts art to cultural sensitivities and preferences, by incorporating culturally relevant themes to resonate with participants' experiences and identity.

6.2.4. What are the results of the project/program? It is a report available of the project/program?

One can refer to the main objectives of the project: 1) raise awareness of mental health and well-being among young people seeking asylum; 2) create youth-friendly resources aimed at improving and maintaining young people seeking asylum mental health; 3) share these resources with young people seeking asylum through outreach and workshops.

6.3. Relevance for our project

6.3.1. Why are these innovations or specialities important for us?

Mind Yourself is innovative because it uses art and visual resources to help young asylum seekers understand and cope with mental health problems. It is important to target young people through art because it can help them to better understand and relate to complex issues such as mental health. Art can help create a safe and supportive environment for young people to express themselves and share their experiences. By using these resources, Mind Yourself can provide young asylum seekers with the tools and support they need to overcome the challenges of adapting to a new culture and environment.

6.3.2. What can serve as a model for us, as an initiative to follow?

The Mind Yourself project uses visual interactive resources that are essential for breaking down language barriers, as images and videos can communicate complex concepts and emotions without relying on language, making the workshops more accessible to the participants with limited language proficiency. Additionally, they promote empathy and understanding, helping participants to connect with the experiences of other refugees on a more personal level. Finally, visuals can make information more memorable and easier to apply in real-world scenarios.

6.3.3. What could we adapt from these projects? What are the consequences for our project?

By incorporating visual interactive resources, VET can create a more effective and engaging learning experience for professionals working with refugees' mental health issues. This can lead to improved outcomes for refugees, who will receive more culturally sensitive and trauma-informed care. For the NewFuture project, art and visual interactive resources as used by Mind Yourself can serve as an example when developing WP4 Animated Videos.

References:

https://www.irishrefugeecouncil.ie/mind-yourself

7. Improving the capacity of the civil sector to respond to humanitarian crises and support refugees and migrants, Bulgaria

7.1. Project/program owner and partners

Lead Organisation: Right to Childhood Foundation

Partners: Startup Factory Association and Ruse Helps Ukraine Informal Civic Group

Funded by Active Citizens Fund (EEA Grants)

7.2. Description of the program/project

7.2.1. Goal of the project (why was it planned and implemented)

The project aimed to strengthen partnerships between civil society organizations (CSOs), public and private organizations to improve their capacity for responding effectively in humanitarian crises and supporting refugees and migrants. This collaborative approach aimed to leverage the unique strengths of both sectors for a more comprehensive and sustainable response.

7.2.2. Target group(s): which people/groups of people has the project reached?

The main target of the Mind Yourself project was young asylum seekers in Ireland aged between 16 and 25 years old.

7.2.3. What are the special and/or innovative factors/elements/components in this project?

Focus on building partnerships between a wider range of organizations (CSOs, public and private organizations) for a more comprehensive response to humanitarian crises.
Development of a digital resource package, including an ethical code and user-friendly website, to provide accessible support materials and promote ethical practices.
Integration of ethical considerations into project activities with the development of an Ethical Procedure and Ethical Code.

7.2.4. What are the results of the project/program? It is a report available of the project/program?

Increased awareness of target groups, including the civil sector, businesses, and institutions, about the rights and needs of refugees.

Established a network between CSOs, public and private institutions to facilitate collaboration in future humanitarian crises.

Developed and implemented effective joint actions to counter disinformation

7.3. Relevance for our project

7.3.1. Why are these innovations or specialities important for us?

The innovative aspects of the this project, particularly the focus on partnerships and digital resources, are highly relevant to our project. Building strong partnerships between different stakeholders (e.g., VET providers, NGOs, employers) can create a more unified and effective support system for refugees. Additionally, developing accessible online resources can provide crucial information and training opportunities for a wider audience, even in geographically dispersed areas.

7.3.2. What can serve as a model for us, as an initiative to follow?

The online training for professionals prepares and empowers professionals directly working with refugees' mental health issues to 1) identify common symptoms in the refugee's population and how they differ from other populations; 2) know the risk factors in this population and enhance coping strategies in the therapeutic setting; 3) apply a psychological diagnosis and encourage treatment, if needed. It is mainly provided by health professionals to health professionals working with refugees.

7.3.3. What could we adapt from these projects? What are the consequences for our project?

We can adapt the project's multidisciplinary approach by encouraging collaboration between VET professionals, NGOs, and other relevant stakeholders. This teamwork will ensure refugees receive comprehensive support that addresses their vocational needs alongside other crucial aspects like language learning and mental health.Even though the focus is on more clinical professionals, the premise of multidisciplinary work among several professionals working with refugees can be adapted to the NewFuture project, i.e., exploring options for joint work to 1) recognise people in distress, 2) provide appropriate support and 3) refer to other services when needed.

References:

https://supportrefugee.eu/za-proekta/

8. "I Get You", Romania

8.1. Project/program owner and partners

Owner: JRS Romania

Partners: JRS offices in 8 other countries in Europe

Co-funded by the Rights, Equality and Citizenship (REC) Programme of the European Union

8.2. Description of the program/project

8.2.1. Goal of the project (why was it planned and implemented)

The goal of the "I Get You" project is to identify and promote best practices among different local and national Community Building Initiatives (CBIs) working in Romania. These initiatives aim to raise awareness and understanding throughout Romania of issues faced by forced migrants while fostering their social inclusion.

8.2.2. Target group(s): which people/groups of people has the project reached?

The target groups of the project include forced migrants, refugees, local communities, and organizations involved in community building initiatives across Romania.
What are the special and/or innovative factors/elements/components in this project?
The project focuses on promoting best practices among CBIs, which play a crucial role in the inclusion of forced migrants and raising awareness about their challenges.
It utilizes a qualitative assessment methodology, including interviews and evaluation grids, to identify effective CBIs and their practices.

The project aims to foster hospitality and create human bridges that break down divisions between forced migrants and the local population.

8.2.3. What are the special and/or innovative factors/elements/components in this project?

The "I Get You" project stands out for its innovative approach in three key ways. First, it goes beyond simply providing services to refugees. Instead, it focuses on identifying and promoting the best practices used by various Community Building Initiatives (CBIs) across Romania. This allows for the wider dissemination of effective strategies for refugee inclusion and support. Second, the project utilizes a qualitative assessment methodology. Instead of just measuring outputs, it employs in-depth methods like interviews and evaluation grids to gain a deeper understanding of what actually works in supporting refugees. Finally, "I Get You" fosters hospitality and community bridges. The project aims to create a welcoming environment for

refugees by fostering connections and understanding between them and the local population. This focus on human connection is innovative in its approach to promoting social inclusion.

8.2.4. What are the results of the project/program? It is a report available of the project/program?

The project has identified and evaluated several CBIs in Romania, highlighting their innovative approaches and successful practices in supporting forced migrants and fostering community integration. Additionally, the project has provided policy recommendations to the Romanian government to enhance support for forced migrants and strengthen integration efforts.

8.3. Relevance for our project

8.3.1. Why are these innovations or specialities important for us?

The "I Get You" project's focus on identifying and promoting best practices among Community Building Initiatives (CBIs) working with forced migrants aligns with the goals of our NewFuture project, which centers on mental health and well-being among refugees. While "I Get You" primarily emphasizes social inclusion and awareness-raising, its innovative approaches, and successful practices in supporting forced migrants can offer valuable insights for addressing mental health challenges in refugee populations. Innovations such as personalized support, community engagement, and holistic service provision showcased in "I Get You" can inspire similar initiatives in our NewFuture project to enhance mental health support for refugees.

8.3.2. What can serve as a model for us, as an initiative to follow?

"I Get You" serves as a model for initiatives focused on refugee mental health by highlighting effective strategies and approaches used by CBIs in Romania. These initiatives prioritize the well-being and integration of forced migrants, demonstrating the importance of community involvement, culturally sensitive support, and collaboration with local stakeholders. By studying the methodologies and outcomes of "I Get You," our NewFuture project can gain valuable insights into developing comprehensive mental health programs tailored to the needs of refugee populations.

8.3.3. What could we adapt from these projects? What are the consequences for our project?

The experiences and findings from "I Get You" can be adapted and applied to our NewFuture project in several ways:

Learning from the innovative practices identified in "I Get You," such as personalized support services and community engagement activities, to enhance mental health interventions for refugees.

Incorporating elements of the qualitative assessment methodology used in "I Get You," such as interviews and evaluation grids, to assess the effectiveness of mental health initiatives and identify best practices.

In summary, the "I Get You" project offers valuable insights, models, and recommendations that can inform and enhance the implementation of our NewFuture project, particularly in addressing the mental health and well-being of refugee populations.

References:

https://jrseurope.org/en/resource/i-get-you-european-report/

9. Summary and Conclusion of the Best Practices for the NewFuture Project

Based on the identified best practices from "Peace of Mind" in Germany, "Welcome Home Program" in Poland, "Online Mental Health Training for the Refugee Population" in Portugal, "Project Mind Yourself" in Ireland, "TrauMaTRIX" in Austria, and "Microintegration through One-by-One Dialog" in Norway, the "Improving the capacity of the civil sector to respond to humanitarian crises and support refugees and migrants" in Bulgaria and the "I Get You" in Romania the Erasmus+ Project NewFuture should include the following aspects in its guide for professionals.

By incorporating these elements, the NewFuture project can create a comprehensive guide for VET trainers to effectively support the mental well-being of refugees in their new life, especially in preparing them for the job market.

1. Trauma-Informed Care Approach: Incorporate a trauma-informed care approach to address the mental health needs of refugees and asylum seekers. Provide professionals with the necessary knowledge and skills to effectively support the recovery and integration of refugees who have experienced trauma. Incorporate workshops on healing, resilience, empowerment, and professional care training for refugees to strengthen their mental health and psychological well-being.

2. Personalized Support and One-on-One Dialogue: Emphasize personalized support through one-on-one dialogues to address the individual needs and obstacles faced by refugees. Use biographical work to build trust and create a supportive environment for refugees to address their mental well-being.

3. Cultural Sensitivity and Cultural Competence: Train professionals to be culturally sensitive and competent in their work with refugees. Emphasize the importance of understanding the cultural norms, values, and traditions of refugees to provide effective support that respects their backgrounds and identities.

4. Integration of Art and Visual Resources: Incorporate art and visual resources into the training program to help refugees understand and cope with mental health issues. Visual interactive resources can break down language barriers and promote empathy and understanding among participants.

5. Comprehensive Support Services: Provide a holistic approach to support refugees' mental well-being by integrating services such as housing support, healthcare, legal aid, language courses, and job readiness training. Highlight the importance of a multidisciplinary approach and community engagement activities recommended in the interest of providing appropriate comprehensive support. Focus on addressing multiple facets of refugee needs to promote successful integration and independence.