



FINNISH NATIONAL
AGENCY FOR EDUCATION

CASE Finland: One-stop Guidance Centres & Outreach

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Starting point for developing One-Stop Guidance Centres and web-based services



One-Stop Guidance Centres: background

- **Easy access service points for young people**
 - first pilots 2010-2011
 - ESF-funding since 2014
 - municipalities have also established service delivery points using existing operational funding
- **Based on surveys and studies**
 - young people have complex problems which require cooperation and coordination of the services
 - experiences from the youth guarantee 2013-2015

What is a One-Stop Guidance Centre?

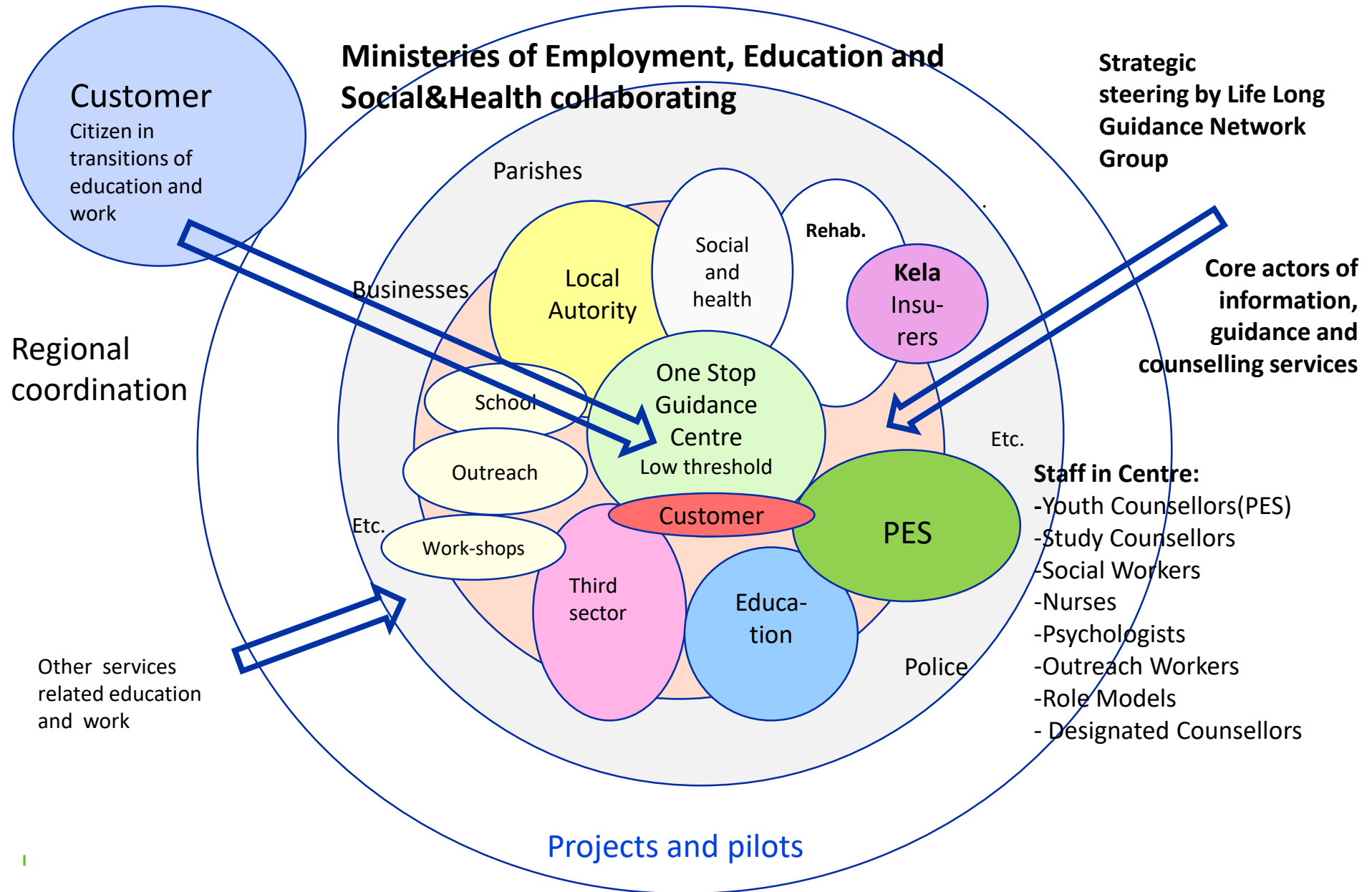
Cornerstones of the operating model

- The diverse and changing service needs of the young as a starting point
- Low threshold service for young people under 30
- Cross-sectoral information, advice and guidance
- The goal is to find a path towards education and employment
- Youth participation and support for it
- Agreement-based operating model with the current resources

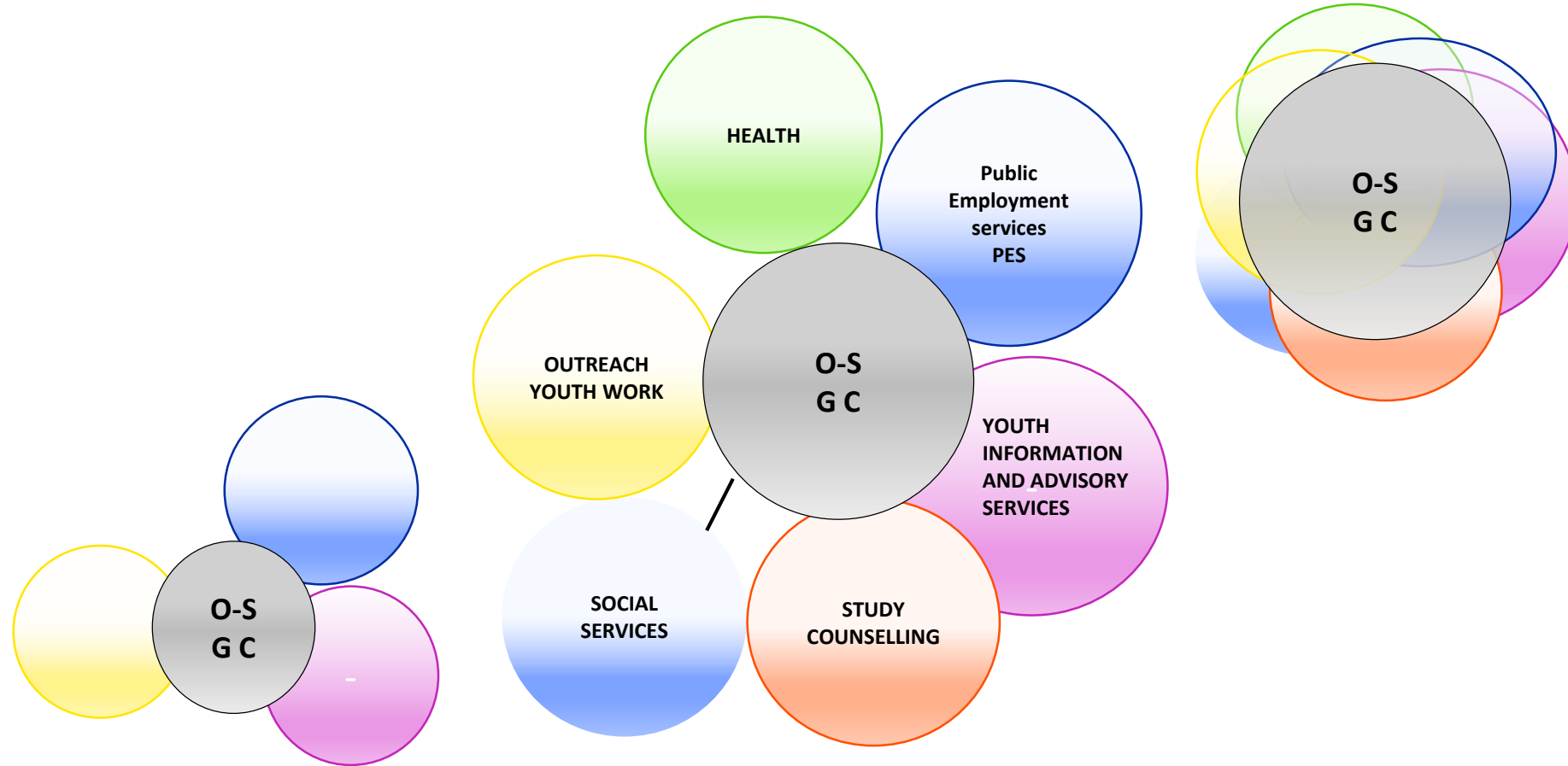
Service concept

- Personal guidance and counselling, specifically focusing on learning and employment and related transitions and pathways, but covering other areas of life as well
- Support for life management, career planning and the development of social skills
- Aim is to assist and support the young person until a more long-lasting or permanent solution has been found in terms of a job, study place or other type of activity

A Systemic View of the One Stop Guidance Centre



Developing One-Stop Guidance Centre operation models (OSGC)



State of play in May 2017

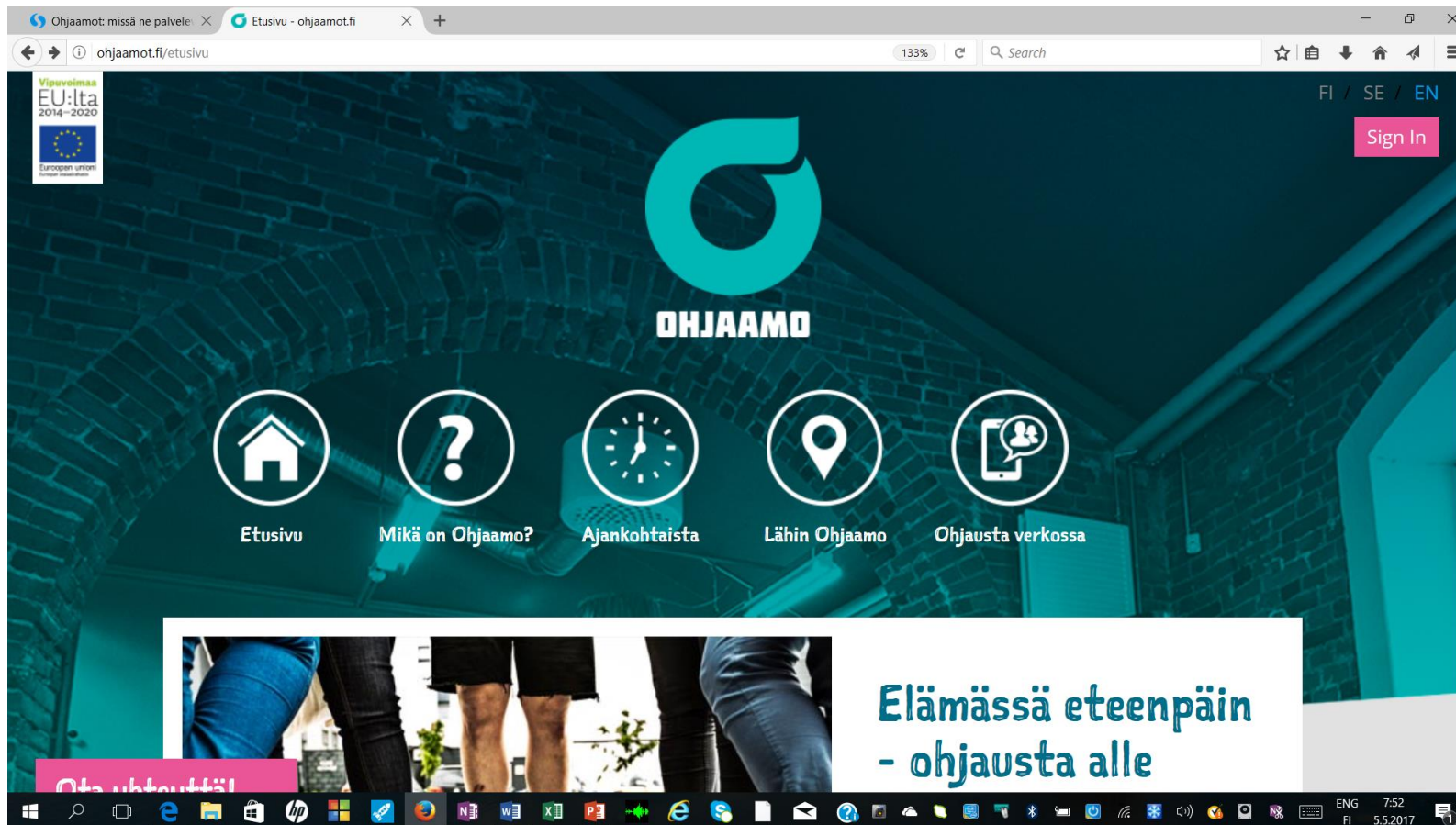
- 44 One-Stop Guidance Centres, so-called Ohjaamo (Cock-pit in English)
 - More than 100 municipalities (around 300 municipalities in FIN)
 - new service points are being planned
 - appr. 500 staff members
- Loose minimum criteria for the services
- Various operation models and procedures
 - big cities vs. rural areas, south vs. north
- The development process is supported and documented by a national co-ordination project called Kohtaamo (freely translated: Space of Encounters)

Statistics in January-March 2017

- Ohjaamo One-stop Guidance Centres had altogether around **30.000 encounters/contacts with young people** (based on multichannelling), out of which more than **9.600 individual face-to-face guidance sessions**
- Issues and topics raised by young people dealt with **work or entrepreneurship** (35 %), **education and training** (22 %), one's own **private economy** (10 %), **wellbeing and health** (9 %), **living on one's own/housing** (7 %), **freetime** (5 %), **dating and relationships** (3 %), **addictions** (3 %, incl. medication, alcohol, drugs), **miscellaneous** (6 %).
- **55 %** of clients were **men**, and **44 % women**
- The largest age group was **18-24 years of age (56 %)**, 25-30 yrs (16 %), 13-17 yrs (12 %).

Nationwide website <http://ohjaamot.fi/etusivu>

Ohjaamo – One-stop Guidance Centres



Interactive online platform (under construction)

- Brings together all information, advice and counselling providers
- Functions as an interactive online tool for customer service as well as a tool for evaluating and developing services
- Puts emphasis on educational, vocational and career guidance at the initial stage; later on also other areas of life to be covered
- Relies on anonymity, if a client so prefers
- Some tools/services available to registered clients allowing a more in-depth guidance process in cross-sectoral and multiprofessional cooperation
- Uses a multichannel approach in service provision

Vision 2020 – what is our goal?

- Creating a One-Stop Guidance Centre framework and operating model
- Distributing, establishing operation and ensuring funding
- Operation model as a permanent part of lifelong guidance services
- Merging One-Stop Guidance Centres and web-based guidance into an integrated LLG framework
- Integrating a national feedback mechanism into the operation model

In the future

- Extending the operating model to other age groups (incl. adults) as a part of national lifelong guidance (LLG) strategy

Connection to national LLG-strategy - I

1. **Equal access** to lifelong guidance and counselling services according to **individuals' needs**

- Individual needs of under 30-year-olds as starting point for the model
- One-Stop Guidance Centres are first established in larger cities while considering operation model for smaller municipalities -> national coverage
- Complementary web-based guidance

2. Strengthening the acquisition of individual **Career Management Skills**

- Young people's participation in building own path
- Young people have access to support and coaching on comprehensive designing/planning of their life

3. Ensuring the **competences** of career practitioners

- Training for staff members in issues relating to multiprofessional guidance work

Connection to national LLG-strategy - II

4. Development of **quality assurance** and evidence base for systems and policy development

- Peer learning, research and evaluation as a central part of the project
- Studying the economic and societal efficacy and effectiveness of operation, indicators

5. Co-ordination of **cross-sectoral guidance services** and policy development

- At the offset, One-Stop Guidance Centre is a joint development project of various administrative branches
- Positioning One-Stop Guidance Centre services to national LLG-strategy
- Positioning the OSGS within regional cross-sectoral service provision

Youth outreach work

The background features abstract, flowing shapes in green and blue. A large green shape curves from the top right towards the center, while a blue shape curves from the bottom left towards the center, creating a sense of movement and depth.

The Youth Act 2006

- The Youth Act (2006/72) that entered into force in 2006 had a major impact on youth information and counselling work in Finland.
- The Act states that its purpose is to **support young people's development and independence**, promote their **active citizenship** and strong **social involvement** and improve the conditions that they live and grow up in.
- Meeting these targets is the ultimate purpose of all statutory services mentioned in the Youth Act, including youth information and counselling services.

Youth information and counselling

Youth information and counselling is **preventive youth work**. It is one of the **statutory services for young people**, and its objective is to provide specialised information, guidance and counselling concerning different issues and situations in young people's lives.

Youth information and counselling work **supports young people's growth, independence and well-being**. The basis for the services is the information and support **needs** of young people.

Services are provided by municipalities and various organisations. They are directed at young people themselves, but also at young people's **parents** and **others who are professionally or otherwise involved with young people**.

Koordinaatti <http://www.koordinaatti.fi/en>

Regional State Administrative Agencies

- There are six Regional State Administrative Agencies in Finland. They work in close collaboration with local authorities, and among other things, provide financial support to **youth workshops** and **youth outreach work**
- Youth outreach work is special youth work: the aim is to be present among young people and offer them an opportunity for safe and confidential contacts with adults for any support they may need in their lives
- Youth outreach worker helps the young person to map out the situation, look for solutions and reach the services he or she needs to move on in life
- Youth outreach work is for young people under 29 years of age, who are outside of education and labour market or who need support for finding the right services
- All Finnish youth outreach workers listed here
www.entit.fi/Etsivien_yhteystiedot_20170406.pdf

Youth outreach work in Finland

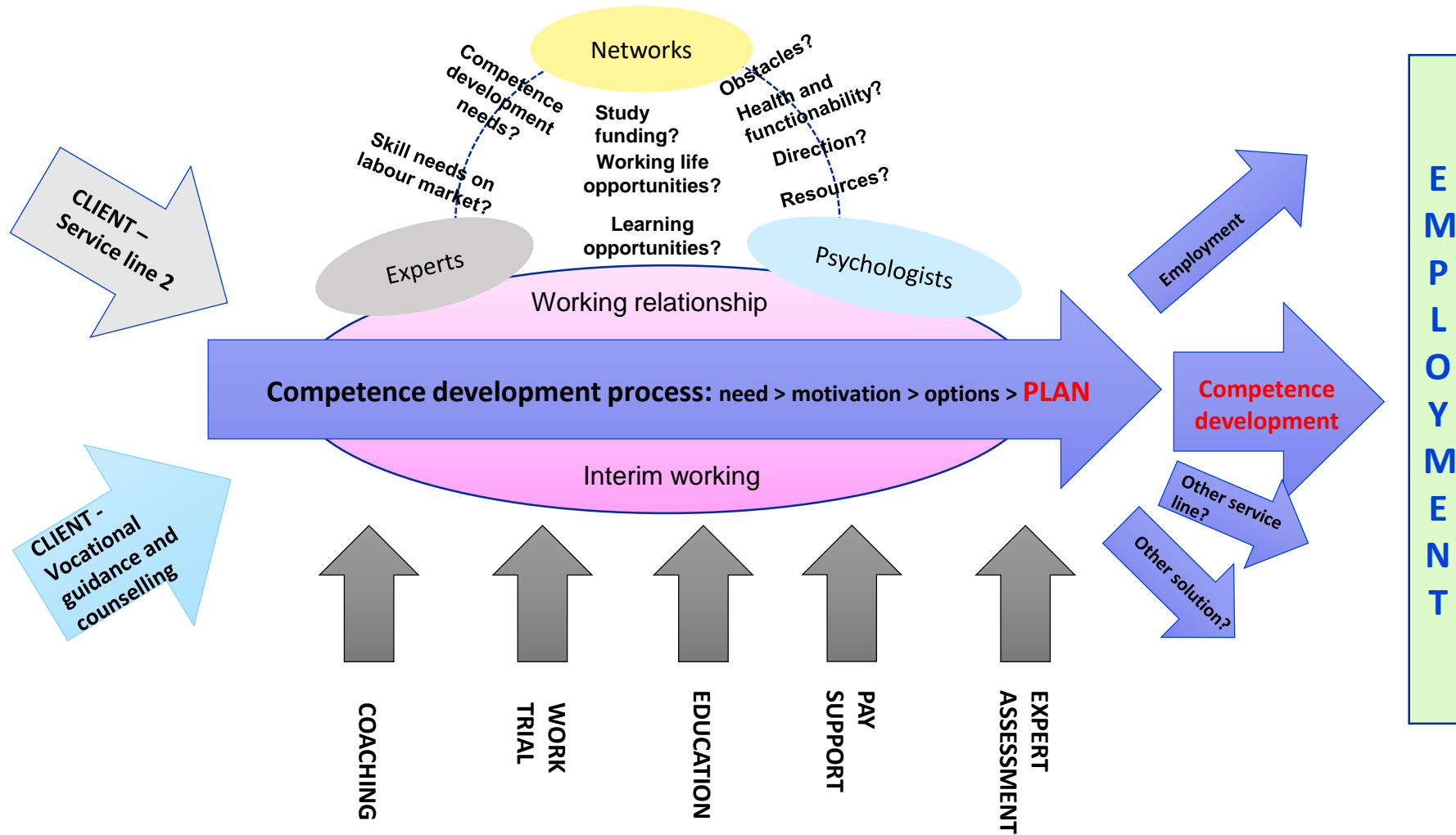
Youth Service Association (Nuorten Palvelu ry <http://nuortenpalvelu.fi/in-english/>)

- a nationwide politically independent youth work organization
- has been pioneering on developing the outreach street youth work in Finland
- its member organizations are mainly managed by volunteers, who actively participate and arrange street work among the youth. Some cities have youth cafes and/or members, who volunteer as support persons for youth in child welfare.
- reach young people in danger of social exclusion to prevent further problems and help those who suffer loneliness and feeling left out
- to engage young people in volunteering, to support them and their families, when extra support is needed, and to promote healthy lifestyles



**Adults' competence
development –
Reaching out for long-
term unemployed, etc.**

Guidance process in competence development services





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Thank you!

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