

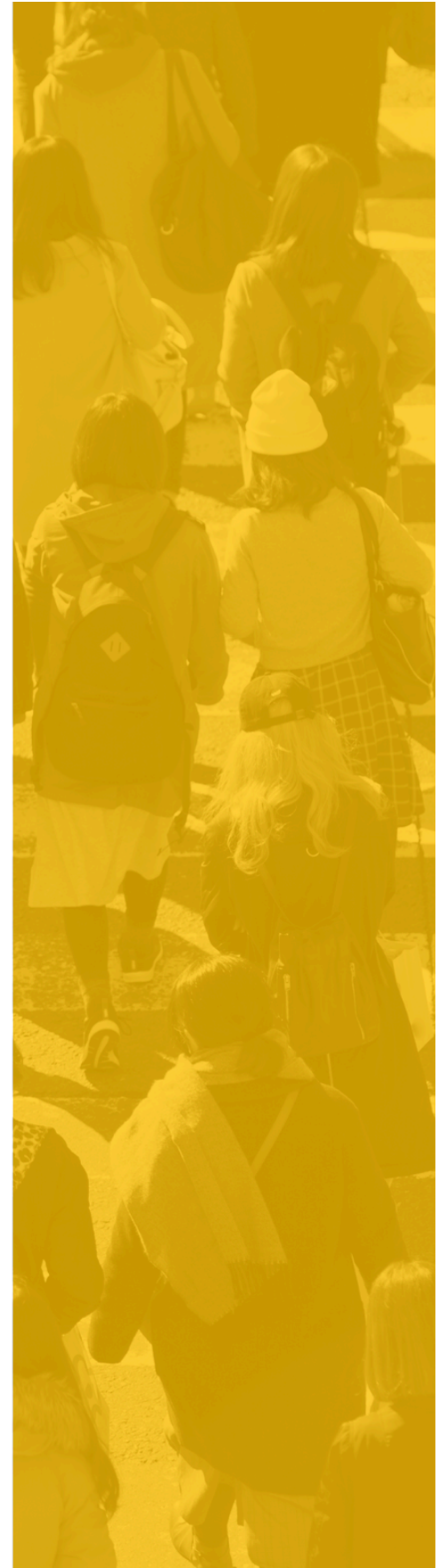
HumanityHub

Where Cultural Inclusion Meets Economic Empowerment

Sustainability Strategy

Deliverable D010.002

CENTRO PER LO SVILUPPO CREATIVO DANILO DOLCI ETS



Social
Innovation 
Initiative



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Deliverable information

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Project coordinator

Name	
Organization	Rehabilitation Centre for Stress and Trauma (RCT), Zagreb, Croatia
Email	martina@rctzg.hr
Postal address:	Kvaternikov trg 12, 10000 Zagreb, Croatia

Summary of the Project

Humanity Hub is a transnational project co-funded by the Social Innovation Initiative +, focused on addressing the economic and social integration challenges faced by Ukrainian refugees in Croatia and Italy.

The social innovation stems from a comprehensive understanding of the specific needs and difficulties encountered by these refugees. Humanity Hub aims to tackle these challenges through a comprehensive and holistic approach that combines multiple support mechanisms.

The project focuses on enhancing economic and social integration through three primary avenues: 1) psychosocial support and cultural orientation, 2) entrepreneurial education and acceleration program, and 3) a robust peer support system for employability opportunities.

This innovative model as an individual and tailored approach, is designed to foster resilience, self-sufficiency, and community cohesion among Ukrainian refugees by addressing their immediate and long-term needs.

By combining tailored interventions for economic, social, and psychological support, the project seeks to create a sustainable model for refugee integration that can be replicated in other contexts.

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List of abbreviations

Acronym	Description
AG	ACT Group
CSC	Centro per lo Sviluppo Creativo Danilo Dolci ETS
RCT	Rehabilitation Centre for Stress and Trauma
WP	Work Package
RMA	Reciprocal Maieutic Approach

Introduction

This Sustainability Strategy outlines how HumanityHub's results, resources and lessons learned can remain accessible and useful beyond the project's lifetime. It focuses on realistic opportunities to sustain and build on the project's achievements, including the adaptation of its methodologies in other refugee, migrant and social participation contexts, the maintenance of relevant stakeholder relationships and referral pathways, and the identification of potential funding and institutional support.

Drawing on the contributions provided by RCT and ACT Group's activities in Croatia and CSC Danilo Dolci's activities in Italy, the strategy considers both the results achieved and their potential for future application. It builds on the complementary experiences developed across the two countries. In Italy, the participatory maieutic process and Job Club addressed practical challenges identified by Ukrainian participants, including language barriers, administrative procedures, access to employment, social connections and constraints related to care responsibilities. In Croatia, the project developed complementary approaches combining psychosocial support, career planning and entrepreneurial education.

On this basis, the strategy identifies several priorities for ensuring the continued relevance and use of HumanityHub's results: making public resources accessible, facilitating the adaptation of the Job Club and training methodologies by other organisations, maintaining professional exchanges and referral networks, and promoting the integration of relevant approaches into existing services and social innovation initiatives. It also considers opportunities for future funding and the transfer of project results, drawing on verified evidence of their effectiveness. The proposed actions, responsibilities and monitoring indicators provide a practical framework for pursuing these opportunities, while recognising that future funding, institutional uptake and partnerships remain subject to further development and confirmation.

1 - CONTEXT ANALYSIS

1.1 Italy: CSC Danilo Dolci's participatory and peer-to-peer approach

CSC worked in Palermo through a participatory (RMA) and holistic approach. In WP5 – which covered the core of the activities of CSC at implementation level – links dialogic needs assessment to a tailored social and economic participation pathway and a peer Job Club. CSC's published account of the Italian pilot reports a broader process involving around twenty Ukrainian women, with ten people constituting the permanent Job Club. The five-module training programme made visible barriers that a generic employment course would miss: Italian language, public-service and administrative procedures, knowledge of legal and cultural aspects of renting and working, everyday interactions with health personnel or landlords, access to a social space, and participation constraints connected with time and childcare.

The established collaboration with Centro PENC, which works in ethnopsychology and culturally sensitive support, illustrates why trusted and psychologically safe spaces matter for participation. The October 2026 Palermo roundtable with stakeholders and participants to the pilot training facilitated by CSC provided a specific forum for discussing the continuity of these approaches. Potential next users of HumanityHub's practices and approaches (Including RMA and Job Club) include refugee-support organisations, adult educators and employment services, community workers.

1.2 Croatia: RCT's integrated training and local support systems

RCT's work addresses the interaction between psychosocial well-being, cultural and language orientation, daily functioning and active career planning. Its "Small Steps to Success" pilot was delivered through two cohorts (11 and 9 Ukrainian participants), completing 24 workshops per cohort. RCT reports exchanges with the Croatian Employment Service, ZICER/Plavi ured, municipal structures, refugee-support organisations and representatives of the Ukrainian community. This creates credible channels for sharing the revised final training programme with counsellors, social workers, adult educators and integration providers, and for helping participants navigate existing services rather than creating a parallel referral system.

The relevant sustainability choice is therefore to preserve the tested, revised programme (D007.003) and its modular workshop guidance, retain professional exchange with RCT's existing contacts, and consider integrating selected modules into future support services when trained staff and language-sensitive conditions are available.

1.3 Croatia and EU: ACT Group's social-economy ecosystem

ACT Group's contribution concerns research and impact assessment (WP3–4), early entrepreneurial education (WP8) and support for refugee-led businesses through acceleration (WP9). Its established trainers, mentors and social-enterprise ecosystem can keep learning and professional contacts in circulation after the pilots. ACT Group also identifies the European Competence Centre for Social Innovation, the Community of Practice on Social Innovation, national competence centres, the Social Innovation Match (SIM) database and EU-level social-economy networks as potential transfer channels.

The continuing value is not a promise to rerun the same funded course: it lies in structured entrepreneurship support, access to mentoring and peer networks, a clearer understanding of barriers faced by participants, and documented learning that others can test. The final Impact Report should be used to substantiate any stronger claim about effectiveness or cost of replication.

1.4 Shared sustainability objectives

Objective	Practical mechanism	Condition for credible continuation
Keep results usable	Maintain a clear index of approved public deliverables in partner/project channels, with dates, languages and use guidance.	Confirm file versions, rights, accessibility and a custodian for links.
Enable responsible adaptation	Use RMA/Job Club guidance, RCT's final modules and ACT Group's evidence to support staff exchange and small new pilots.	Use trained facilitators, language support, participant choice and adaptation to local service rules.
Sustain social connections	Maintain opt-in contact routes with recipient groups and relevant public/CSO actors; refer participants to existing services.	Consent, contact ownership, staffing capacity and non-promissory referral information.
Support evidence-led decisions	Use final evaluation/impact findings to improve materials and frame funding or policy discussions.	Avoid attributing impact beyond documented data or drawing causal conclusions unsupported by the reports.

2 - STAKEHOLDERS INFORMATION

The tables prioritise stakeholders according to their practical link with a specific HumanityHub result. "Documented" means the supplied partner input or an identified public source describes involvement; "potential" indicates a justified future contact, not an existing agreement.

2.1 CSC Danilo Dolci

Stakeholder / type	Why HumanityHub is relevant	Possible contribution	Relationship / status
Ukrainian women in Palermo's WP5 pilot / Job Club (participants and peer network)	Ten women helped shape the training through RMA and participated in the Job Club. At the final event they described the information-sharing channel and mutual support formed through participation.	Keep exchanging practical information, contacts and opportunities on their own terms; optionally review a future adaptation and identify needs not met by the pilot.	Direct project participants. Peer activity and permanent communication channel established.
RCT and ACT Group (Croatia; HumanityHub consortium partners)	RCT contributes tested psychosocial/career-planning support; ACT Group contributes entrepreneurship support, evaluation and social-innovation networks.	Exchange final methodologies and evaluated lessons; cross-refer relevant public outputs; explore a jointly prepared proposal only where the partners have capacity.	CSC partners
Centro PENC, Palermo	Its work concerns culturally sensitive psychological support and professional mediation. A cultural mediator representing PENC	Exchange expertise on safe group facilitation, culturally appropriate communication and how to distinguish training	Documented project collaboration; they are included in the network of cooperation of CSC in the future

Stakeholder / type	Why HumanityHub is relevant	Possible contribution	Relationship / status
	took part in the Palermo community discussion.	support from needs requiring specialised care.	
CESIE ETS (education, migration and social inclusion; Palermo)	Participated in the CSC community event; works on migrants' labour participation, non-formal education and peer approaches. Its IMMERSED project also engaged with the city's Ukrainian cultural programme.	Discuss RMA/Job Club transfer and peer-support methods, cross-project learning and community participation; compare materials and avoid duplicating local offers.	Present at the HumanityHub roundtable; an existing local organisational interlocutor.
LAND Impresa Sociale (education, community empowerment; Palermo)	Created from the experience of CSC and CESIE; works on training, socio-professional empowerment, social cohesion and community development. Represented at the CSC event.	Explore non-formal workshops, community learning or shared use of an educational setting for participants; identify staff and resources before proposing a delivery programme.	Established organisational connection to CSC and documented event participation.
Radici - Piccolo Museo della Natura (cultural and educational space; Palermo)	Hosted the final HumanityHub discussion. Its community and cultural role goes beyond venue	Potential setting for encounters, intercultural workshops and introductions between Ukrainian	Documented HumanityHub event host; links to wider Ukrainian cultural activities.

Stakeholder / type	Why HumanityHub is relevant	Possible contribution	Relationship / status
	provision: a Ukrainian cultural programme also held a participatory event there in February 2026.	residents, artists and local communities, where the programme and hosts agree.	
Freiwilligen-Agentur Halle (Saale) e.V. (German volunteer/community organisation)	Took part in the Palermo community event and brought experience in voluntary community support and networks for displaced people, including refugees from Ukraine.	Possible exchange on how volunteer support and peer groups sustain contacts beyond a funded programme, without assuming equivalent service systems across countries.	Documented event participant, possible new partnership.
Centro Astalli Palermo APS (refugee-support organisation)	Provides legal guidance and a dedicated employment desk supporting CVs, job searches and vocational training information, directly relevant to barriers discussed by the Palermo participants.	Check service eligibility and referral procedures; offer tested practical exercises or signpost appropriate support for employment and documentation questions.	CSC interlocutor and past collaborations.
SEND ETS (accredited employment agency and third-sector organisation)	Offers guidance, skills assessment, employment pathways and work with employers in Sicily; relevant for	Explore verified career-guidance contacts, service access and specialist contributions on	Potential for further professional contact.

Stakeholder / type	Why HumanityHub is relevant	Possible contribution	Relationship / status
	moving from Job Club information-sharing to specialist employment services.	contracts, suitable vacancies or skills recognition within a future programme.	
INTERSOS - ACCURA Palermo (socio-health proximity service)	ACCURA works with people facing serious barriers to healthcare and provides social-health orientation and psychosocial support; health-system navigation was a WP5 priority.	Consider exchanging accessible service information and specialist guidance where target-group eligibility and protection requirements match.	Relevant territorial resource.
Centro per l'Impiego di Palermo (regional public employment service)	Employment counselling and labour-market information relate to contract literacy, qualifications and the transition towards work discussed in the training.	Identify the correct employment-service entry point and explain its procedures; seek a technical exchange about practical information for potential programme users.	CSC Institutional contact.
CRESM - Centro Ricerche Economiche e Sociali per il Meridione (social cooperative)	Its local work includes inclusion of migrants, SAI reception, social and employment pathways and community	Share adaptable educational practices and check existing programmes before discussing referral, group	Identified through published activities and Palermo's SAI network.

Stakeholder / type	Why HumanityHub is relevant	Possible contribution	Relationship / status
	development, which complement the pilot's territorial orientation needs.	activities or project development.	
Regione Siciliana: departments responsible for labour and social policies (regional public authority)	Regional employment, social inclusion and social innovation programming may offer uptake or funding routes.	Assess suitable ESF+ programme priorities, eligibility and calls; present final evidence to programme contacts.	Potential policy/funding dialogue.
Comune di Palermo - U.O. Casa dei Diritti (municipal SAI/integration service)	Its functions cover SAI projects, information and orientation for foreign residents, citizenship and integration; its representative attended the Palermo roundtable.	Clarify accessible municipal contact routes and eligibility, and consider whether project guidance can improve referrals and help residents understand procedures.	Documented stakeholder at the CSC event and CSC interlocutor.
University of Palermo (UniPa) - ItaStra , School of Italian for Foreigners	ItaStra teaches Italian as a second language, undertakes intercultural and teacher education, and offers language courses and CILS examination preparation. Palermo	Check current language levels, course availability, fees and entry conditions; consider signposting suitable courses or exchanging teaching practice for an adapted	CSC interlocutor and part of past collaborations.

Stakeholder / type	Why HumanityHub is relevant	Possible contribution	Relationship / status
	participants requested Italian practice beyond basic levels, for everyday life, services and work.	Italian-speaking module if relevant.	
Giornate della Cultura Ucraina a Palermo (city cultural initiative)	The February 2026 edition, curated by Kateryna Filyuk and Olena Moskalenko, included events supported by CESIE/IMMERSED, including at Radici. It offers an established local connection between culture and belonging.	If organisers are interested, share the project experience and explore whether future cultural encounters could include refugee-led stories, dialogue or peer participation.	Documented collaboration for the HumanityHub social media campaign.
Local employers, social enterprises and training providers (private/CSO)	Employment contracts, entry pathways and flexible work conditions are recurrent practical concerns.	Test employer-informed workshops, career information and introductions where appropriate.	Potential partners.

2.2 RCT

Stakeholder / type	Role or interest	Potential contribution	Current relationship (partner report)
1. Plavi ured - ZICER Type: Public (public business support)	Supports entrepreneurship development and	Entrepreneurship training, business mentoring, expert	Participated in expert consultations during the development of

Stakeholder / type	Role or interest	Potential contribution	Current relationship (partner report)
organization / entrepreneurship support institution)	economic integration by promoting self-employment and business creation opportunities for project beneficiaries	advice, workshops on business start-up and self-employment, networking opportunities and access to the local entrepreneurship support ecosystem.	the HumanityHub training curriculum, providing expertise on entrepreneurship support and contributing to the design of a practical program for refugee employment and entrepreneurship. A stakeholder meeting was also held on 30 January 2026, during which the project results, employment and entrepreneurship opportunities, access to local services and the needs and potential of project beneficiaries were discussed directly with a ZICER representative and beneficiaries.
2. Institute for Labour Market Development Type: CSO / Research organization (NGO)	Interested in improving labor market inclusion, employability and social innovation for vulnerable groups, including refugees.	Expertise on labor market integration, skills development, research, policy recommendations, training design and dissemination of project results.	Participated in expert consultations during the development of the HumanityHub training curriculum, contributing labor market expertise and recommendations for strengthening employability pathways for refugees.
3. City Office for Economy,	Interested in promoting local	Policy expertise, coordination with	Participated in expert consultations during

Stakeholder / type	Role or interest	Potential contribution	Current relationship (partner report)
Environmental Sustainability and Strategic Planning of the City of Zagreb Type: Public – local authority	economic development, social inclusion and policies supporting sustainable integration of newcomers into the local community.	city services, support for dissemination, facilitation of cooperation with local stakeholders and contribution to the sustainability of project outcomes within local development strategies.	the curriculum development phase, providing insights into local policies, strategic priorities and opportunities for strengthening refugee integration through local initiatives.
4. Business Development Department – ACT Group Type: CSO (Social enterprise support organization) / HumanityHub project partner	Interested in fostering social entrepreneurship, social innovation and inclusive employment opportunities for vulnerable groups through sustainable business models.	Expertise in social entrepreneurship and business development, mentoring, capacity building, support for developing sustainable business ideas, networking with social enterprises and dissemination of good practices.	Participated in expert consultations during the development of the HumanityHub training curriculum, contributing expertise on social entrepreneurship and inclusive business development for refugee integration. As a project partner responsible for WP8 and WP9, ACT Group is directly involved in developing and testing entrepreneurship and economic empowerment support.
5. Croatian Employment Service Type: Public	Supports labor market integration and employment of beneficiaries under temporary protection.	Referral of beneficiaries, labor market counselling, information on employment measures, vocational guidance and	Participated in expert consultations during the development of the HumanityHub training curriculum and continues to be a key stakeholder in

Stakeholder / type	Role or interest	Potential contribution	Current relationship (partner report)
		cooperation in dissemination.	supporting labor market integration. Representatives also participated in the community event held in Zagreb on 25 May 2026, contributing to cross-sector exchange on employment, services and the integration of Ukrainian refugees.
6. Croatian Chamber of Economy Type: Public / Business support	Supports entrepreneurship, business development and employer engagement.	Networking with businesses, dissemination, promotion of entrepreneurship and connections with potential employers and mentors.	Potential strategic stakeholder for strengthening links between beneficiaries and the business community.
7. Croatian Chamber of Trades and Crafts Type: Public / Business support	Promotes self-employment and vocational entrepreneurship, particularly in the crafts sector	Information on establishing craft businesses, mentoring, networking and access to vocational entrepreneurship support.	Potential stakeholder for supporting beneficiaries interested in self-employment and craft-based businesses.
8. Croatian Employers' Association Type: Business association	Interested in labor market needs, employer engagement, inclusive employment practices and access to potential employees with	Connections with employers, dissemination of project results among member companies, information on labor market needs,	No formal cooperation has been established to date. It remains a potential strategic stakeholder for strengthening links with employers and promoting inclusive

Stakeholder / type	Role or interest	Potential contribution	Current relationship (partner report)
	different professional and cultural backgrounds.	employment opportunities, workplace mentoring and feedback on barriers to employing persons under temporary protection	employment practices.
9. Jesuit Refugee Service Type: CSO	Supports the social inclusion and well-being of refugees through integration, language learning and psychosocial services.	Referral of beneficiaries, psychosocial support, language learning, community outreach and dissemination of project results.	Existing cooperation through the refugee support ecosystem and shared interest in improving integration services for displaced persons. Jesuit Refugee Service also participated in the community event held on 25 May 2026 and 20 June 2026, supporting exchange and networking among organizations working with refugees.
10. Croatian Red Cross – City Red Cross Society Zagreb Type: CSO	Supports the reception, protection and integration of displaced persons and other vulnerable populations.	Referral of beneficiaries, outreach, community engagement, information dissemination and cooperation in local integration activities.	Existing cooperation within the broader refugee support network and complementary service provision. A stakeholder meeting was held on 20 April 2026 with representatives of the City Red Cross Society Zagreb. The meeting included a

Stakeholder / type	Role or interest	Potential contribution	Current relationship (partner report)
			presentation of HumanityHub results and an exchange on current beneficiary needs, challenges and possible areas of cooperation. Representatives also participated in the community event held on 25 May 2026.
11. Caritas Croatia Type: CSO	Provides humanitarian and integration support to refugees and other vulnerable groups.	Referral of beneficiaries, outreach activities, psychosocial and social support, dissemination and local networking.	Existing cooperation through the refugee support network and complementary integration activities.
12. Croatian Business Women Association KRUG Type: CSO / Business association	Promotes women's entrepreneurship, leadership and economic empowerment, with a potential interest in supporting refugee women's labor market integration.	Mentoring, networking opportunities, inspirational speakers, entrepreneurship promotion and connections with women entrepreneurs.	No formal cooperation established to date. Potential stakeholder to be engaged during project implementation.
13. Ukrainian community organizations (formal and informal; including the Ukrainian Community of the City of Zagreb) Type: Community	Represent the interests of Ukrainian refugees and promote community participation and mutual support.	Outreach to beneficiaries, peer support, cultural mediation, dissemination of project activities and feedback on beneficiaries' needs.	Informal cooperation through community networks and engagement with project target groups. The Ukrainian Community of the City of Zagreb participated in the community

Stakeholder / type	Role or interest	Potential contribution	Current relationship (partner report)
			event held on 25 May 2026. Ukrainian refugees and community members were also engaged through the World Refugee Day community event held in Park Ribnjak on 20 June 2026.
14. Local employers and SMEs Type: Private	Interested in accessing skilled workers and promoting inclusive employment practices.	Employment opportunities, internships, mentoring, workplace exposure and feedback on labor market needs.	Potential cooperation through employer engagement activities and project networking events.
15. Udruga MI - Split Type: CSO	Works in the field of social inclusion and community support and is interested in accessible and needs-based support systems for refugees and other vulnerable groups.	Exchange of practical experience, dissemination of project results, local networking, referral and outreach, and possible adaptation of relevant HumanityHub approaches in community-based services.	A stakeholder meeting was held in Split on 22 January 2026. The project and its results were presented, and participants exchanged experiences concerning the integration of Ukrainian refugees, social inclusion and possibilities for future cooperation and mutual support.
16. NGO "Ukraine without Torture" Type: CSO / Human rights organization	Interested in trauma-informed, rights-based and long-term support for victims and witnesses	Exchange of experience concerning trauma and psychological support,	Representatives visited RCT on 16 April 2026 as part of an international study visit. HumanityHub

Stakeholder / type	Role or interest	Potential contribution	Current relationship (partner report)
	of alleged international crimes and other persons affected by war and displacement.	dissemination of information about available services and strengthening cooperation between organizations assisting war-affected populations.	activities and results were presented, together with RCT's experience in psychological support for victims and witnesses of alleged international crimes.
17. National Preventive Mechanism of Ukraine Type: Public / Independent monitoring and human rights mechanism	Interested in human rights protection and in approaches that respond to the needs of people affected by conflict, displacement and trauma.	Professional exchange, awareness raising, dissemination of relevant support models and contribution to international knowledge exchange on rights-based and trauma-sensitive assistance.	Representatives participated in the meeting held at RCT on 16 April 2026, during which HumanityHub and the support available to Ukrainian refugees were presented.
18. The Netherlands Helsinki Committee Type: International CSO / Human rights organization	Interested in strengthening civil society, human rights protection and sustainable support for people and organizations affected by conflict and displacement.	International networking, exchange of good practices, dissemination of project results and support for transferring relevant experience across different national contexts.	The organization participated in the study visit and meeting held at RCT on 16 April 2026, which created space for exchange on trauma-informed, systemic and needs-sensitive support.
19. Human Rights House Zagreb Type: CSO / Human rights network	Interested in human rights protection, access to support and the social inclusion of	Networking with human rights organizations, dissemination,	Representatives participated in the meeting held at RCT on 16 April 2026,

Stakeholder / type	Role or interest	Potential contribution	Current relationship (partner report)
	refugees and other vulnerable groups.	awareness raising, advocacy-oriented exchange and cooperation in improving access to rights and services.	where HumanityHub activities and results were presented and discussed.
20. Other civil society organisations working with vulnerable groups Type: CSOs	Interested in social inclusion, protection of vulnerable groups and strengthening community-based support systems.	Exchange of experience, outreach, referrals, dissemination and strengthening cooperation among organizations working directly with beneficiaries.	Some of them participated in the HumanityHub community event held in Zagreb on 25 May 2026 (GIMG Sisak, CZŽZR ROSA, Borders:none, Initiative).
21. Social-service institutions Type: Public social-service institutions	Interested in improving access to services, coordination of support and strengthening institutional responses to the needs of refugees and vulnerable groups.	Service provision, referrals, institutional cooperation, feedback on system gaps and support in integrating project approaches into existing services.	Representatives participated in the HumanityHub community event held in Zagreb on 25 May 2026.
22. Academic organizations Type: Academia	Interested in research, policy development, child protection, education and international cooperation in the field of social inclusion and refugee support.	Research, policy input, dissemination, international networking, exchange of good practices and support for scaling project results.	Representatives participated in the HumanityHub community event held in Zagreb on 25 May 2026.
23. Embassy of Ukraine in the Republic of Croatia	Interested in the well-being, protection and integration of	Facilitation of communication with Ukrainian citizens,	No formal cooperation has been established to date.

Stakeholder / type	Role or interest	Potential contribution	Current relationship (partner report)
Type: Public / Diplomatic mission	Ukrainian citizens in Croatia and in strengthening cooperation with organizations supporting refugees.	dissemination of information, support in outreach and strengthening institutional cooperation between Croatian and Ukrainian stakeholders.	Potential stakeholder to be engaged.
24. City of Zagreb – Integration services / One-Stop-Shop for refugees Type: Public – local authority	Interested in coordinated, accessible and efficient integration services for refugees at the local level.	Direct service provision, coordination of integration measures, referrals, dissemination and integration of project approaches into local service systems.	Existing indirect cooperation through city structures; potential for stronger operational collaboration and integration of project results into One-Stop-Shop services.
25. Relevant national ministry (e.g. Ministry of Labour, Pension System, Family and Social Policy / Ministry of Interior) Type: Public – national authority	Interested in policy development, labor market integration, migration management and social inclusion of persons under temporary protection.	Policy support, alignment with national strategies, dissemination, scaling of project results and potential integration into national programs and measures.	No direct cooperation established within the project so far; identified as a key stakeholder for sustainability and policy uptake.
26. ESFA (Granting Authority) Type: EU / Public – funding authority	Interested in effective implementation, impact, innovation and transferability of project results within EU priorities on inclusion, employment and refugee support.	Funding, strategic guidance, visibility, dissemination at EU level and support for scaling and replication of successful practices.	Formal relationship through project funding, reporting and monitoring processes.

Stakeholder / type	Role or interest	Potential contribution	Current relationship (partner report)
27. Local community members and persons with refugee experience Type: Community / Target group	Interested in accessible support, opportunities for participation, social connections, employment and economic independence, and a more inclusive local environment.	Direct feedback on needs and barriers, participation in project and community activities, peer support, sharing lived experience and contribution to the design and improvement of relevant services.	Beneficiaries participated directly in the stakeholder meeting with ZICER Plavi ured on 30 January 2026. Persons with refugee experience and members of the local community also participated in the World Refugee Day community event held in Park Ribnjak on 20 June 2026, which promoted encounter, solidarity, creative participation and project visibility.
28. Project beneficiaries (users of HumanityHub) Type: Target group / End users	Primary users of project activities, interested in improving employability, entrepreneurship skills, social inclusion and access to services.	Active participation in trainings, workshops and community activities; providing feedback on needs, barriers and effectiveness of project interventions; co-creation of solutions and peer support.	Directly engaged throughout project implementation as participants in trainings, consultations, stakeholder meetings and community events; continuous interaction ensures that project activities are tailored to their needs and realities.
29. CSC Danilo Dolci (listed as 'CSC Danillo Dolci' in the RCT table) Type: CSO /	Interested in promoting social inclusion, education, community development and empowerment of	Expertise in non-formal education, community engagement, capacity building,	Project partner actively involved in the implementation of HumanityHub activities, contributing to project

Stakeholder / type	Role or interest	Potential contribution	Current relationship (partner report)
HumanityHub project partner	vulnerable groups through participatory and innovative approaches.	dissemination of project results and contribution to international cooperation and knowledge exchange.	development, delivery of outputs and transnational cooperation.

2.3 ACT Group

stakeholder / type	Role or interest	Potential contribution	Current relationship (partner report)
1. Ukrainian refugees in Croatia and Italy / end-users (incl. refugee-led businesses from WP9 and those who want to start something on their own for WP8) Type: Community / End-users	Primary beneficiaries of psychosocial support, language training, job clubs, entrepreneurial education and acceleration - ie. the whole HumanityHub project.	Peer-to-peer dissemination; testimonials; participation in programmes.	Direct – involved in HumanityHub support programmes.
2. European Competence Centre for Social Innovation (Community of Practice on Social Innovation) Type: EU / Public (EU-funded structure)	Interested in innovative models that are tested for refugee integration such as HumanityHub; hosts mutual learning events attended by the ACT Group as lead participant.	Informal dissemination of the model – spreading the model among other organisations across the EU; peer learning; visibility via the Social Innovation Match (SIM) database; connection to other projects.	Active – AG will participate in at least 2 mutual learning events (Vilnius, Brussels); project uploaded to SIM database.

stakeholder / type	Role or interest	Potential contribution	Current relationship (partner report)
3. National Competence Centres for Social Innovation (NCCs), incl. the Croatian NCC Type: Public-CSO consortia	Potential to promote and scale proven social innovations at national level if applicable.	Channel for national replication, recognizing HumanityHub model	Established – ACT Group is connected to the NCC ecosystem in Croatia
4. Community of Practice (CoP) on Social Innovation Type: EU network / Community	Informal exchange of practices such as HumanityHub among other ESF+ Social Innovation+ projects and intermediaries.	Peer exchange, spreading the model among other support organisations across the EU.	Active – ACT Group is a member of the CoP on Social Innovation.
5. Local and regional public authorities (LPAs) Type: Public / Local-Regional	Responsible for local integration, employment and community services; potential to spread the news on ready-to-use programmes for refugees and other vulnerable groups, such as the HumanityHub model	Potential to see if there is a possibility to adopt HumanityHub support program in local services. Raising awareness among local communities on refugees' needs and challenges.	Trying to establish local dialogue.
6. Croatian Employment Service (CES; HZZ) – regional offices Type: Public / National-Regional	Interested in the active career planning programme, job-club approach and entrepreneurial education as complements to standard employment measures.	Potential to build dialogue on economic integration - to present HumanityHub model. Referral of beneficiaries; integration of training elements.	To try to establish contact through project outreach and dissemination.

stakeholder / type	Role or interest	Potential contribution	Current relationship (partner report)
7. CSOs and NGOs working with refugees, migrants, asylum seekers and displaced persons in Croatia (incl. project coordinator RCT and other relevant NGOs) Type: CSO	Long-term allies in refugee integration.	Potential for replication of programmes etc.	RCT is project coordinator; wider NGO community reached via published deliverables and social media engagement.
8. Social enterprises and social economy entities; entrepreneurial network in Croatia (incl. those supported/incubated by ACT Group) Type: Private / Social economy	Interested in expanding networks and social capital to improve the social integration of Ukrainian refugees and those who led their own business.	Networking and collaboration.	Continuous – part of ACT Group's regular support portfolio. All the mentees and beneficiaries who were part of WP8 and WP9 are now connected with AG's portfolio of entrepreneurs and will be invited to future networking events.
9. Academia partners in the field of social innovation, migration and integration (universities and research centres in Croatia and the EU) Type: Academia	Interested in the WP3 findings, but also the Impact Report (WP4) and our support model	Further research, publications, insights into identified needs and what works for integration.	Established cooperation through ACT Group's network and taking part as a speaker on the panel) at an in-person International Scientific/Expert Workshop: The Migration Transition in Croatia – Current State and Perspectives which will be held in Zagreb.

stakeholder / type	Role or interest	Potential contribution	Current relationship (partner report)
10. Pool of mentors, trainers and experts (ACT Group pool of mentors and experts) Type: Professional community / Private	Interested in the HumanityHub model of economic integrations (support model in WP8 and WP9).	Peer learning from AG's approach as lead experts.	Continuous – part of ACT Group's regular support portfolio and program implementation phase
11. EU-level networks of social impact and social innovation support organisations (e.g. networks in which ACT Group participates, such and Social Value International, EUCLID, Diesis etc.) Type: EU network / CSO	Interested in transferable models of social innovation and in the impact measurement approach, ie. social impact report.	Informal dissemination to members across the EU.	AG has an active membership

3 - STAKEHOLDERS MATRIX

The matrix is a practical contact-planning tool. 'Influence' refers to an actor's realistic capacity to enable a particular action - for example delivering training, managing a referral or funding a new service. 'Interest' indicates documented engagement with the project or an as-yet-unconfirmed prospect of using its results.

3.1 Italy / CSC

Influence / interest quadrant	Named stakeholders and engagement response
High influence / lower or unconfirmed interest	Regione Siciliana labour/social-policy departments; Comune di Palermo; Centro per l'Impiego di Palermo; local employers. Action: offer a short documented practice note and request an exploratory technical exchange.
High influence / high or directly evidenced interest	CSC and the two project partners; Centro PENC (in the established pilot collaboration). Action: test ownership of assets, safeguarding, referral conditions and a feasible small adaptation.
Lower influence / lower or unconfirmed interest	Radici as a cultural venue; other training providers or community contacts not yet involved. Action: targeted information only, subject to demonstrated relevance.
Lower influence / high interest	WP5/Job Club participants; other self-organised Ukrainian peer groups; potential refugee-support CSOs such as Centro Astalli if interest is confirmed. Action: offer co-design, accessible feedback and opt-in involvement.

3.2 Croatia / RCT

Influence / interest quadrant	Named stakeholders and engagement response
High influence / lower or unconfirmed interest	1. Local public authorities and integration services (City Office for Economy, Environmental Sustainability and Strategic Planning of the City of Zagreb; City of Zagreb – Integration Services / One-Stop-Shop for Refugees) 2. Croatian Employment Service

Influence / interest quadrant	Named stakeholders and engagement response
	3. Relevant national ministries (Ministry of Labour, Pension System, Family and Social Policy and/or Ministry of Interior) 4. Granting Authority (European Social Fund Agency) 5. Business and entrepreneurship support institutions (Plavi ured – ZICER; Croatian Chamber of Economy; Croatian Chamber of Trades and Crafts) 6. Croatian Employers' Association 7. Local employers and SMEs 8. Embassy of Ukraine in the Republic of Croatia
High influence / high or project-connected interest	1. HumanityHub project partners (Business Development Department – ACT Group; CSC Danilo Dolci)
Lower influence / lower or variable interest	1. Institute for Labour Market Development 2. Croatian Business Women Association KRUG 3. Civil society organizations and organizations engaged through dissemination events (CNZD, CZR Stančić, GIMG Sisak; CZŽZR ROSA; Human Rights House Zagreb, Sirius, "Ukraine without Torture", S. Kinderperspektief; SOS Children's Village Croatia) 4. Academic and international organizations engaged through the dissemination events (Faculty of Law, National Preventive Mechanism of Ukraine, The Netherlands Helsinki Committee) 5. Social-service institutions engaged through the community event (Croatian Institute for Social Work – Hrvatska Kostajnica;)
Lower influence / high interest	1. Project beneficiaries – users of HumanityHub services 2. Local community members and persons with refugee experience 3. Ukrainian community organizations, formal and informal (including the Ukrainian Community of the City of Zagreb)

Influence / interest quadrant	Named stakeholders and engagement response
	4. NGO's and organizations working with vulnerable groups and refugees (Jesuit Refugee Service, Udruga MI – Split, Croatian Red Cross – City Red Cross Society Zagreb, Caritas Croatia, Initiative, Borders:none).

3.3 Croatia / ACT GROUP

Influence / interest quadrant	Named stakeholders and engagement response
High influence / lower or unconfirmed interest	1. Local and regional public authorities 2. Croatian Employment Service (HZZ) 3. National policy makers in the field of integration and social policy 4. Media (as amplifiers of the awareness campaign) 5. EU-level networks of social economy / social innovation support organisations 6. Academia and researchers
High influence / high or directly connected interest	1. Project partners (RCT – coordinator, CSC Danilo Dolci) 2. European Competence Centre for Social Innovation (ECC-SI), ie. Community of Practice (CoP) on Social Innovation 3. National Competence Centres for Social Innovation (NCCs), incl. the Croatian NCC - connected with putting HumanityHub on SIM Database
Lower influence / lower or variable interest	1. General public (reached through the social media awareness campaign, 5,000–10,000 people) 2. Wider business community not yet engaged in inclusive employment 3. Other CSOs outside the refugee-integration and social economy field
Lower influence / high interest	1. Ukrainian refugees – end-users of the HumanityHub

Influence / interest quadrant	Named stakeholders and engagement response
	2. Refugee-led businesses and entrepreneurs from WP8/WP9 3. Refugee community organisations and informal support groups 4. Mentors, trainers and experts from ACT Group's associate pool 5. Grassroots NGOs working with displaced persons at local level

4 - DELIVERABLE ANALYSIS

In the current section, all the partners have assessed for each deliverable developed during the project implementation about their use and potential exploitation after the project closure, thus providing specific information on the future of the main project products. Below, “past use” refers only to reported or independently documented actions as of this draft. “Planned output” never establishes final publication or measurable impact. The dissemination level follows the Grant Agreement; permissions for sensitive teaching materials and participant information must be respected. For each result the table mirrors the partners’ exploitation / future use / mainstreaming / stakeholder logic.

4.1 D003.002 - Transnational Report on the Demands and Needs of Refugees Fleeing from Ukraine (WP3; AG; public)

Field	Exploitation and sustainability assessment
Previous / current use	The report is publicly published on the AG’s website and distributed within social media channels. The report served as the evidence base for designing all pilots (WP5, WP7, WP8, WP9). Refugee personas developed within the research were used to tailor the training and acceleration programmes to real needs in cultural orientation, employability and entrepreneurship in Croatia and Italy. Findings and best-practice mapping were shared with partners and presented in project events.

Field	Exploitation and sustainability assessment
Future use and why sustain	As a public deliverable, the report remains a reference needs assessment for refugee economic and social integration in Croatia and Italy. ACT Group will use it in designing new services and project proposals for refugees and other vulnerable groups, and as a demonstration of a replicable qualitative research methodology (desk research, semi-structured interviews, focus groups, persona design) for other support organisations.
Mainstreaming opportunities	Input for Managing Authority; for local integration plans of LPAs; for academia and researchers; other NGOs and organisations providing support to the target audience; reference for NCCs and the CoP on Social Innovation when supporting similar initiatives, etc.
Product audiences numbers	Already: three partners and research participants (ACT Group reports 9); wider online readership. Future: CSOs, educators, local authorities, researchers, NCCs and EU networks.

4.2 D004.002 - Impact Report (WP4; AG; public)

Field	Exploitation and sustainability assessment
Previous / current use	The impact report will be published at the very end of the project.
Future use and why sustain	The Impact Report is the core evidence that the HumanityHub model works and is worth scaling – essential for advocacy, follow-up funding and replication.
Mainstreaming opportunities	Evidence for ESF+ Social Innovation+ scaling calls and national ESF+ programming; input for policy makers on refugee integration; verification-ready practice for impact measurement standards; dissemination through different streams.
Product audiences numbers	We are planning to reach AG followers, partners and stakeholders such as Croatian and international NGOs, managing authorities and funders, support organisations and NCCs, academia, social enterprises; wider audience, NGOs in the field of integration, partner websites and SIM database.

4.3 D005.001 - Needs-Assessment Report (WP5; CSC; public)

Field	Exploitation and sustainability assessment
Previous / current use	D005.001 documents how the WP5 programme was designed: contextual analysis from Croatia and Italy was combined with two participatory RMA workshops in Palermo, each approximately 90 minutes, involving ten Ukrainian women and cultural mediation. Participants identified priorities and practical participation conditions; these findings directly shaped the five training modules and the organisation of meetings.
Future use and why sustain	Keep the report available as an example of participant-led assessment rather than a fixed list of needs for all refugees. A new organisation can use the workshop questions and decision process, then carry out its own contextual check and dialogue before choosing training content. The participants' specific circumstances - including qualifications, care responsibilities and service-access difficulties - should not be generalised automatically.
Mainstreaming opportunities	Participatory programme design; adult and non-formal education; consultations with refugee/migrant groups; planning of local employment- and service-orientation activities. Relevant where a receiving service can act on the concerns raised rather than only collecting testimonies.
Product / audiences / numbers	Implemented with ten Ukrainian women in the Palermo needs-assessment workshops; used by CSC to design D005.002 and subsequently explained in D005.003. 10 women took part in the RMA workshops.

4.4 D005.002 - Refugee Job-Inclusion Training Programme (WP5; CSC; public)

Field	Exploitation and sustainability assessment
Previous / current use	D005.002 is the complete 20-hour pilot training design, co-developed through RMA and delivered to ten Ukrainian women. Its five modules cover psycho-physical well-being and healthcare; navigating Palermo and its services; legal and cultural frameworks for work, housing and institutions; practical Italian conversation; and belonging and future planning. Sessions

Field	Exploitation and sustainability assessment
	combined case work, expert Q&A, place-based learning and a final Job Club exchange. Cultural mediation supported delivery.
Future use and why sustain	Its value is an adaptable, ready-to-examine programme showing why access to employment is connected to language, public services, health, housing and social relationships. Other facilitators can reuse a module or method after checking learners' priorities and adapting documents, contacts and procedures to their location. Provide the final English-language document and any approved translations.
Mainstreaming opportunities	Refugee and migrant support programmes; adult learning; community work; women's social and economic participation; preparation for employability services; practical civic, healthcare and housing orientation. Where specialised information is needed, combine facilitators with competent local professionals and mediators.
Product / audiences / numbers	20 women were involved in the pilot, with 10 of them regularly attending (including the Job Club). The training design contains five four-hour sessions and reusable methods. Future audiences: CSC and the other partners, adult educators, cultural mediators, employment advisers, CESIE, LAND, PENC and other interested local organisations, subject to agreements and verified access to the final file.

4.5 D005.003 - Guidelines for Effective Refugee Engagement Strategies (WP5; CSC; public)

Field	Exploitation and sustainability assessment
Previous / current use	D005.003 translates the Palermo experience and Croatian learning into guidance on recruiting participants, cultural mediation, shared decisions about timing and access, needs exploration through RMA, the combination of expert input and practical activities, peer learning, well-being and evaluation. It explains the reasons behind these choices rather than prescribing an unchanging curriculum.

Field	Exploitation and sustainability assessment
Future use and why sustain	This is the clearest transfer resource for practitioners considering a comparable initiative: use it to plan a new needs assessment, define the mediator's role, distinguish verified service information from peer experience and decide how a Job Club could be facilitated. A new setting will require its own specialists, accessibility arrangements, safeguarding decisions and review of participant feedback. Training of trainers, if organised, should use this final guidance and report actual attendance.
Mainstreaming opportunities	Staff learning within CSC, RCT and ACT Group; local refugee and migrant support; adult education, mediation, trainer induction and cross-project exchanges. It can also help services decide which aspects they cannot responsibly offer without additional staff or financing.
Product / audiences / numbers	Grounded in the Palermo pilot and the project's contextual research. Future users include partnership trainers, Palermo third-sector organisations, language educators and service professionals. It could be disseminated through ToT sessions.

4.6 D005.004 - Job Club Impact Report (WP5; CSC; public)

Field	Exploitation and sustainability assessment
Previous / current use	D005.004 evaluates ten women who completed both pre- and post-programme questionnaires across nine self-rated domains, supplemented by qualitative feedback and a concluding group discussion.
Future use and why sustain	Use these findings to understand the point of view of the programme's users, and thus as a basis for future implementations or programme design.
Mainstreaming opportunities	Practical evidence for redesigning training or informing new local pilots; professional discussions with employment, migrant-support and psychosocial services; careful funding proposals that clearly state the sample, method and evaluation limits. Further editions should include longer-term follow-up if feasible and consented.

Field	Exploitation and sustainability assessment
Product / audiences / numbers	Ten pre- and post-questionnaire respondents. Readers potentially include CSC and partners, CESIE, SEND, Centro Astalli, PENC, and other community support organisations and education services, researchers and funders. The final report supplied is the evidentiary source.

4.7 D006.001 - Preliminary programme and materials for active career planning (WP6; RCT; public)

Field	Exploitation and sustainability assessment
Previous / current use	D6.1 was developed as a preliminary, pre-evaluation version of the “Small Steps to Success” program and provided the methodological and practical basis for its piloting under WP7. It was used internally by RCT to implement the complete program with two groups comprising 20 Ukrainian participants. Its development was supported by consultations with eight experts outside RCT: four experts representing relevant Croatian institutions and four experts from the HumanityHub partner organizations. The consulted organizations included the Institute for Labour Market Development, the City Office for Economy, Environmental Sustainability and Strategic Planning of the City of Zagreb, ZICER Plavi ured, the Croatian Employment Service, ACT Group and CSC Danilo Dolci. The consultations informed the program guidelines, structure and content. The program was subsequently piloted by RCT with two groups, the first comprising 11 and the second 9 Ukrainian participants. All 20 participants took part in the complete program, and both groups completed the full cycle of 24 workshops. The experience gained through implementation, together with participant feedback and trainers’ observations, was used to revise the program and prepare the final D7.3 version. D6.1 has so far been used primarily as an internal implementation document for program piloting. It has not been separately distributed to the consulted experts, presented as a stand-alone document at stakeholder or community events, or published online. At project events, the development of the

Field	Exploitation and sustainability assessment
	program was mentioned as part of the wider presentation of HumanityHub activities.
Future use and why sustain	The preliminary D6.1 version is not intended to be actively promoted as the main implementation resource after the project. Its content, implementation experience and lessons learned are being fully exploited through D7.3, the final tested and revised training program. As D6.1 is classified as public, it may remain available in the project deliverables archive for transparency, clearly identified as a preliminary version and linked to D7.3. Future use, dissemination and adaptation will focus on D7.3.
Mainstreaming opportunities	No separate mainstreaming of the preliminary version is planned. The methods, materials and lessons developed through D6.1 will be mainstreamed through the final D7.3 program.
Product audiences numbers	Reached during program development: eight experts outside RCT, including four representatives of relevant Croatian institutions and four experts from the partner organizations. Reached through piloting: 20 Ukrainian project beneficiaries in two groups, all of whom participated in the complete program. No wider public or stakeholder dissemination of the preliminary document has been carried out. No separate future dissemination target is planned for D6.1, as wider professional and public dissemination will focus on the final D7.3 program.

4.8 D007.002 - Report on exchanges of good practices (WP7; RCT; public)

Field	Exploitation and sustainability assessment
Previous / current use	Partly. The final report is still to be completed and published (by month 17). The exchange of good practice was implemented in Split on 22 January 2026 with 10 professionals from the 3 partner organizations. The immediate exploitation of the activity consisted of peer learning, professional reflection and the exchange of complementary approaches to psychosocial support, community-based work, non-formal education, user empowerment, employability and entrepreneurship support.

Field	Exploitation and sustainability assessment
	The three organizations presented their established methodologies and examples of program that may be relevant for work with refugees, migrants and other vulnerable groups.
Future use and why sustain	Once completed, the report will be published on the RCT and HumanityHub websites. Subject to the final consortium dissemination arrangements, it may also be shared through the partners' professional and organizational networks. The report may be used as a reference for internal organizational learning, professional capacity building, the development of future projects and the design of support program for refugees, migrants and other vulnerable groups. It brings together complementary practices from three organizations working in different national and professional contexts.
Mainstreaming opportunities	Internal staff learning and professional development; training and capacity building for NGOs and support organizations; development of future psychosocial, integration, employability and entrepreneurship programs; adult and non-formal education; partner networks and preparation of future national or European project proposals. The report may also serve as an introductory resource for organizations exploring participatory, individualized, solution-focused or community-based support methods.
Product audiences numbers	Reached: 10 professionals from RCT, ACT Group and CSC Danilo Dolci who participated directly in the exchange To be reached: NGOs, trainers, educators, counsellors, psychologists, project managers, mentors, and other professionals from NGOs, adult-education organizations, refugee- and migrant-support organizations, psychosocial support services, social-innovation organizations and entrepreneurship-support structures. These stakeholders may use the report to identify methods that could be adapted to their organizational capacities and local contexts. No quantified target has yet been set for the future online reach of the report.

4.9 D007.003 - Published revised training programme (WP7; RCT; public)

Field	Exploitation and sustainability assessment
Previous / current use	D7.3 is currently being finalized (translation in process). However, its content has already been developed through the implementation and piloting of the preliminary D6.1 program.
Future use and why sustain	The final program will be published in Croatian, English and Ukrainian and made freely available for download and use by other organizations through the RCT and HumanityHub websites. RCT will continue to use or adapt the full program and its individual modules within future projects and services for refugees, migrants and other groups experiencing barriers to social and economic inclusion. Subject to coordination with CSC and the final project dissemination arrangements, the publication may also be announced through RCT's newsletter, social-media channels and targeted communication with relevant stakeholders. The result should be sustained because it is a practical, multilingual and implementation-oriented resource for professionals supporting refugees, migrants and other vulnerable groups. It combines psychosocial empowerment, social inclusion and active career planning with preparation for employment and self-employment. It also provides guidance for trauma-sensitive, culturally responsive, solution-focused and participatory group work.
Mainstreaming opportunities	Integration or adaptation within RCT's future psychosocial support and empowerment services; refugee and migrant integration programs; career-guidance and employability services; employment preparation; adult and non-formal education; community-based programs; social services; and training and capacity building for NGO professionals, counsellors, educators and project staff. Individual modules and workshops may also be used independently when a shorter or more targeted intervention is required.
Product audiences numbers	/ / Reached during development and piloting: 20 Ukrainian pilot participants; RCT trainers responsible for implementation. These groups are relevant because they may use the program directly,

Field	Exploitation and sustainability assessment
	adapt individual activities, refer it to other professionals or integrate parts of it into existing services. No quantified target has yet been established for future online or newsletter reach. To be reached: RCT followers, NGOs and public services working with refugees and migrants; trainers, counsellors, psychologists, social workers and adult educators; employment and career-guidance professionals; local integration services; psychosocial support providers; Ukrainian community organizations; wider audience, partner websites and SIM database. These stakeholders may use the full program, adapt individual modules or recommend the resource within their professional networks.

4.10 D008.002 - User Evaluation Report of Early Entrepreneurial Education (WP8; AG; public)

Field	Exploitation and sustainability assessment
Previous / current use	User evaluation confirmed learning outcomes, and the EEE Workshop for project partners. It is a public document.
Future use and why sustain	/
Mainstreaming opportunities	/
Product audiences numbers	Reached: up to 20 refugee participants, 3 partner organisations, ACT Group's mentors/trainers. To be reached: new cohorts of vulnerable-group entrepreneurs, other support organisations and trainers across the EU, employment services.

4.11 D009.003 - User Evaluation of Entrepreneurial Acceleration Course (WP9; AG; public)

Field	Exploitation and sustainability assessment
Previous / current use	/

Field	Exploitation and sustainability assessment
Future use and why sustain	The accelerator is the most advanced tier of the HumanityHub support pathway. Sustaining it lets ACT Group offer a full support chain for refugee- and migrant-led businesses and strengthens the Croatian ecosystem with inclusive entrepreneurship services.
Mainstreaming opportunities	Integration into ACT Group's portfolio; potential entrepreneurial networks and relevant stakeholders
Product / audiences / numbers	Reached: 10 refugee entrepreneurs, mentors and experts, partners. To be reached: future cohorts of refugee/migrant entrepreneurs, business support organisations, etc.

4.12 D010.003 - Report on awareness campaign performance (WP10; CSC; public)

Field	Exploitation and sustainability assessment
Previous / current use	D010.003 reports an awareness campaign coordinated by CSC with the goal to highlight the challenges surrounding the social and economic participation of Ukrainian refugees in host societies, while showcasing the practical solutions developed throughout the project.
Future use and why sustain	Maintain the official accounts as an archive for advocacy and links to the final project resources. The campaign's useful editorial approach is to explain concrete problems faced by Ukrainian refugees and connect it to the project's tested responses.
Mainstreaming opportunities	Partners' networks, including organisations' websites, social media pages and digital platforms.
Product / audiences / numbers	Documented final totals: 68 feed posts, 1,550 followers and 307,791 views across the two accounts. Future audiences include local institutions, social services, educators, professional networks and participants choosing to follow the accounts.

4.13 D010.006 - Community Event Report (WP10; CSC; public)

Field	Exploitation and sustainability assessment
Previous / current use	Three community events (two in Croatia, one in Italy; minimum 60 attendees in aggregate) are foreseen in the Grant Agreement. RCT documents Croatian community events on 25 May and 20 June 2026. CSC publicly advertised a Palermo roundtable at Radici on 6 October 2026; its actual participation and discussion outcomes still require final event evidence.
Future use and why sustain	Publish a grounded report containing the participants' categories, actual attendance, concrete topics, obstacles and any follow-up requests with consent-aware documentation. Use these events to identify realistic local adoption partners, not merely to demonstrate visibility.
Mainstreaming opportunities	Local integration service dialogue, referrals, partner networking, transfer of RMA/Job Clubs and other tested approaches.
Product audiences numbers	Already: RCT-reported Croatian activities and CSC-announced Italian event; no verified combined total. Target of at least 60 refers to the proposal. Future: follow-up with contacts who expressly opt in or request materials.

4.14 D010.008 - Social Innovation Match (SIM) project record (WP10; RCT responsible; public)

Field	Exploitation and sustainability assessment
Previous / current use	The Grant Agreement provides for publication of project information in SIM. ACT Group's July draft refers to an upload, while the definitive publicly accessible record/version has not been independently checked for this document.
Future use and why sustain	Confirm the entry, accuracy, active links and contact holder; update it to lead to final public outputs and final impact findings. Use SIM for potential matching and replication discussions, not as proof that another organisation has adopted the model.
Mainstreaming opportunities	EU-level transfer, NCC/CoP learning, matchmaking with organisations seeking evidence-based social innovations.

Field		Exploitation and sustainability assessment
Product audiences numbers	/ /	Already: EU/consortium network engagement reported by ACT Group. Future: NCCs, social innovation intermediaries, researchers, programme managers; no numeric reach available.

4.15 Other project results, networks and communication assets

RCT describes dissemination through its website, social media and stakeholder meetings; ACT Group cites the Early Entrepreneurial Education landing page (<https://hh.act-grupa.hr/>) and the Zlet acceleration website (<https://zlet.hr/>), and CSC has a public project page on its site. A project website and project social-media channels are actively being used for dissemination.

The most valuable non-documentary outcomes are the partnership's professional knowledge, contact and referral pathways, mentoring relationships, participant-led peer exchange and a practical understanding of the conditions needed for culturally sensitive work. Partners should maintain an opt-in contact list or professional network rather than assuming participant contact consent extends automatically beyond the grant. Aggregated findings should be retained in accordance with the agreed data-protection arrangements and the Grant Agreement.

5 - FUNDING AND RESOURCE ANALYSIS

The following entries are credible programmes or partnership avenues, not confirmed grants or assertions that calls are currently open. Each opportunity requires eligibility, call timing, co-financing and partnership due diligence. However, this is a first strategy partners can follow after the end of the project in order to have further fundings and ensure sustainability on a long-term perspective.

Source / programme	Level	Suitable application	Follow-up / ownership
ESF+ Social Innovation+ (future relevant transfer/scaling calls)	European / transnational	Scale or transfer selected components after verified impact evaluation, local adaptation and receiving partner capacity.	RCT / AG / CSC - monitor suitable calls, scope and project readiness.

Source / programme	Level	Suitable application	Follow-up / ownership
PR Sicilia FSE+ 2021-2027 (employment, inclusion and social innovation priorities)	Italy / Sicily	Explore a new Italian inclusion, women's employability or participatory pathway where a specific call fits. Not all regional measures are accessible to every CSO.	CSC - check official Regione Siciliana programme/notice requirements and partner eligibility.
FAMI / AMIF 2021-2027, Italian national programme	Italy / national / EU	Potential multilingual and integration-oriented support and service coordination, subject to the precise eligible groups and call rules.	CSC with relevant local service partner - assess call eligibility.
Croatian national ESF+ programmes and local authority grants	Croatia / national / local	Integration, employability, psychosocial and entrepreneurship-support activities if national/local programme priorities permit.	RCT for psychosocial pathways; AG for entrepreneurship; verify calls.
Municipal / county service partnerships in Croatia	Croatia / local-regional	Small-scale, embedded training or referral cooperation with existing public services; a direct public funding or contracting route is not assumed.	RCT and AG - approach service leads with evidence and a costed proposal.
Erasmus+ adult education and cooperation partnerships	European / transnational	Trainer competence and non-formal methodology transfer (RMA/Job Clubs, inclusive entrepreneurship), not a direct substitute for permanent refugee support funding.	CSC with partners - assess educational objectives and programme eligibility.
NGO partnerships, donations and in-kind professional	Local / mixed	Maintain a modest evidence-sharing and practitioner community; any	All partners - distinguish free network

Source / programme	Level	Suitable application	Follow-up / ownership
exchange outside the grant		funded service needs written commitments and clear budgeting.	exchange from resourced delivery.

6 - KEY MESSAGES

At the end of the project implementation, the key messages coming from all the implementation period from the diverse contexts are the following :

1. Economic participation starts with daily-life conditions.

In the Palermo pilot, language, bureaucracy, understanding contracts, housing and health interactions, and caring responsibilities were connected to participation. Employment support should address these practical access barriers rather than only CV-writing.

2. Psychosocial support and career planning are complementary.

The RCT pathway demonstrates a practical way of linking group support, self-advocacy and active career-planning activities. Funding models should allow cooperation between psychosocial professionals and employability services where needed.

3. Refugees are contributors to the design, not only recipients.

RMA and Job Clubs can make priorities visible and enable mutual help, provided participation is voluntary and facilitated in accessible, non-stigmatising conditions.

4. Evaluate before claiming success or transferability.

HumanityHub has generated pilot experience. Broader claims of impact, cost-effectiveness or employment results should be based on the final evaluated data and must state the limits of small-group testing.

5. Fund the conditions that make a method usable.

Publishing a manual is useful but is not equivalent to funding translation, safe spaces, facilitator training, childcare adjustments or individual referral support.

6. Transfer principles and evidence, not a one-size-fits-all service.

The combination of participatory needs assessment, psychosocial support, employability and entrepreneurship support can inform other contexts, but each receiving organisation must re-assess needs, legal settings and resources.

8 - IMPLEMENTATION ROADMAP,

MONITORING AND RISKS

The roadmap operationalises A010.002 in the Grant Agreement. Ownership below is proposed for consortium approval and does not imply agreement to unfunded work. "Post-project" periods are indicative relative to 10 October 2026.

Window	Action / milestone	Evidence of completion
By project close / final report	Confirm public/sensitive classification; collect final approved files, actual event figures, key links and consortium feedback.	Approved file index; resolved metadata and evidence queries.
0-3 months after end	Check accessibility and hosting of public outputs, archive preliminary versions, verify SIM entry, reply to targeted stakeholder requests.	Live links checked; no unresolved broken public-result links.
3-6 months after end	Offer limited technical exchange to contacts who request adaptation; assess availability for RMA/Job Club or psychosocial modules.	Number of requests, documented contacts, at least a recorded feasibility decision.
6-12 months after end	Review any initiated adaptation or new project concept using final impact evidence; update	Recorded pilot/proposal status, evidence of use and lessons or a justified no-continuation decision.

Window	Action / milestone	Evidence of completion
	dissemination summary and resource responsibilities.	

8.1 Indicators and verification

Dimension	Measure	Evidence source	Interpretation / safeguard
Availability	Count and verify unique approved public deliverables with working URLs, format, languages and a version date.	Partner publication checks.	A deliverable is counted only when the final public file is live.
Professional uptake	Record organisations requesting materials, adaptations or meetings (with their consent).	Partner stakeholder logs.	Do not equate website exposure with adoption.
Participant continuity	Record opt-in peer activity, requested information/referrals and participant feedback, only if a feasible follow-up exists.	CSC / RCT when applicable.	No assumed contact beyond the project; respect data minimisation.
Transfer / training	Record delivered trainer exchanges, actual attendance, use of a method and named receiving organisations.	Partner training records and event reports.	Separate planned “up to 12” ToT from real attendance.
Finance and scale	Track eligible calls screened, expressions of interest, submitted proposals and awards, if any.	Partners’ funding follow-up notes.	No numeric target or funding commitment is claimed here.
Impact	Use assessed changes from approved impact/evaluation reports	D004.002 / D005.004 final evidence.	Differentiate outcomes,

Dimension	Measure	Evidence source	Interpretation / safeguard
	with limitations, not unsupported employment claims.		feedback and causal claims.

8.2 Main risks and response

Risk	Practical mitigation
No follow-on funding / staff turnover	Prioritise low-maintenance public assets, name a minimal custodian and avoid pledging continuing funded services.
Languages, time, care and access costs	Build schedule, interpretation, accessibility and care constraints into feasibility checks rather than blaming low participation.
Confidentiality and safeguarding	Use anonymised data, opt-in contact and permission checks. Never reproduce sensitive WP8/WP9 curricula without authorisation.
Overstating evidence	Label application targets, partner-reported counts and final evaluated results separately; wait for end-of-project reports before outcome claims.
Institutional uptake does not materialise	Treat exploratory stakeholders as prospective; monitor specific responses and document a no-adoption decision when appropriate.



HumanityHub

Where Cultural Inclusion Meets Economic Empowerment



GOVERNMENT OF THE REPUBLIC OF CROATIA
Office for Cooperation with NGOs



RCT
Zagreb



ACTGRUPA



**CENTRO SVILUPPO
CREATIVO
DANILO DOLCI**

**Social
Innovation ⁺
Initiative**



**Co-funded by
the European Union**

ESF+ Social Innovation +

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