




# CONSULTATION APPROACH

## INITIAL AND REFERRAL COUNSELING

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**1** Community and language proficiencies  
Access to established Digital Communication hubs  
Identification of potential questions in Social Media Spaces
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**2** Providing legally reliable initial information and referral advice  
Establishing credibility  
Correcting false information and combating hate comments
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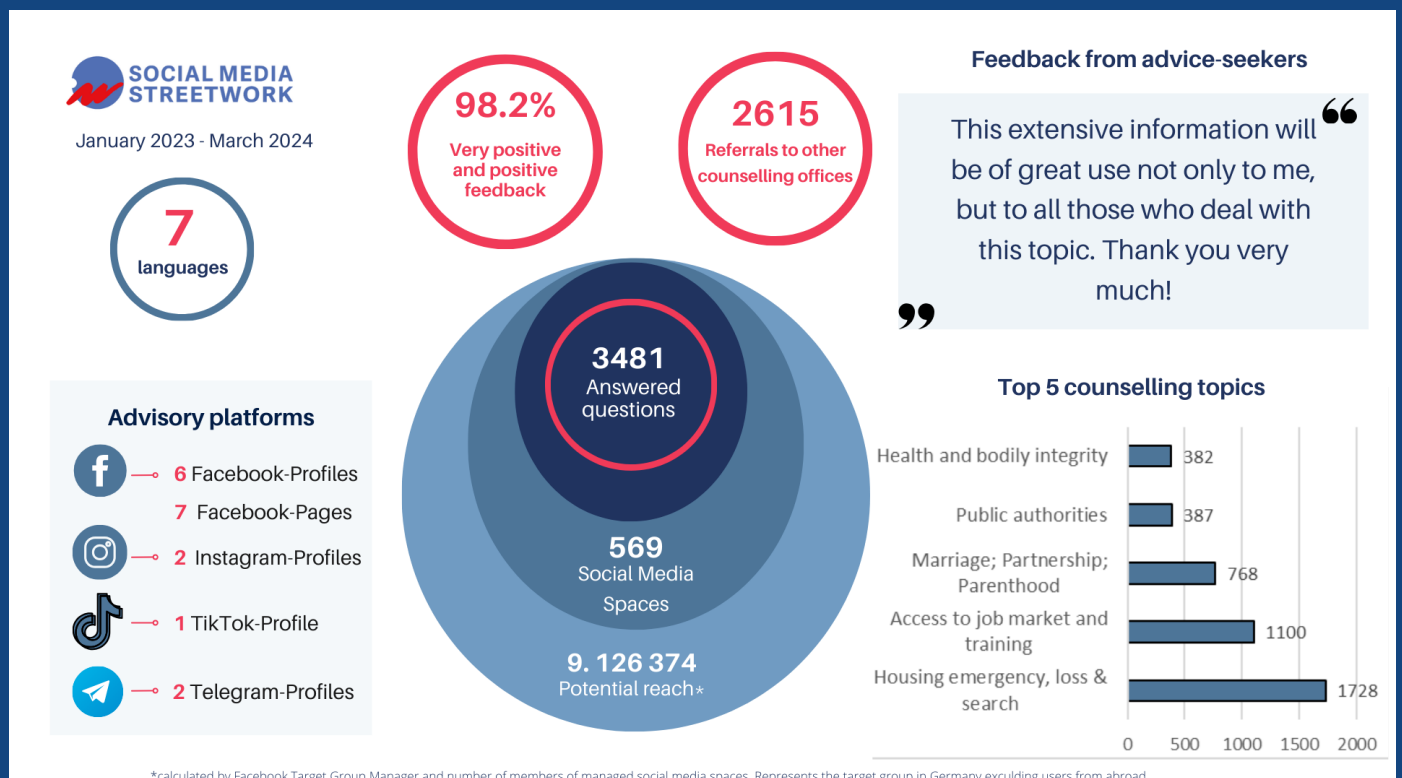
**3** Quality assurance and documentation  
Collecting and categorizing questions  
Evaluating responses

# SOCIAL MEDIA STREETWORK PROJECT

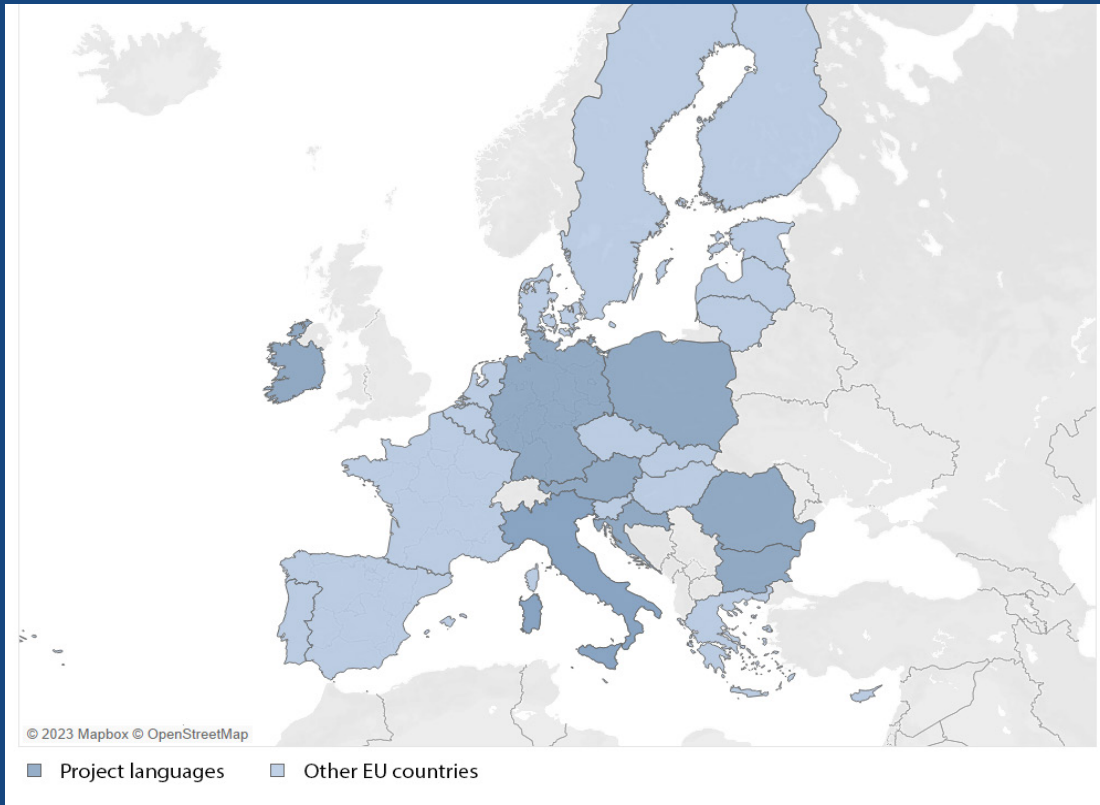
The model project Social Media Streetwork provides outreach and legally reliable initial information and referral counseling in social media for marginalized newcomers from the EU, minority groups and people who are homeless or at risk of homelessness.

It focuses on informing and supporting the target groups by providing access to housing, social services, as well as the job market and healthcare.

This involves correcting false information and combating hate speech on these topics in social networks.



# COUNTRIES OF ORIGIN



## INITIAL INFORMATION AND REFERRAL COUNSELING IN 7 LANGUAGES

Bulgarian, Croatian, English, German, Italian, Polish, Romanian

A project partner is the Organization Bundesarbeitsgemeinschaft Wohnungslosenhilfe, for homeless people or people at risk of homelessness and their children under the age of 18.

As a part of the “EhAP Plus – Inclusion helps against the exclusion of the most disadvantaged people” program, this model project supports the participating projects by facilitating networking, providing trainings and handouts to help them enhance their online expertise.

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## CONTACT



Minor – Projektkontor für Bildung und Forschung gemeinnützige GmbH  
Dr. Christian Pfeffer-Hoffmann  
Alt-Reinickendorf 25  
13407 Berlin

Social Media Streetwork Project  
Agnieszka Skwarek  
a.skwarek@minor-kontor.de  
[www.minor-kontor.de/social-media-streetwork](http://www.minor-kontor.de/social-media-streetwork)

Bundesarbeitsgemeinschaft Wohnungslosenhilfe e.V.  
Sabine Bösing  
Waidmannsluster Damm 37  
13509 Berlin

Project partner  
Juliane Laubichler & Mona Hörtnagl  
soms@bagw.de  
<https://www.bagw.de/de/projekte/soms>



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