



EmpowerMap

MINI-REPORT

MAPPING ORGANISATIONS SERVING
ECONOMICALLY VULNERABLE WOMEN IN
FRANCE, POLAND, ROMANIA AND SPAIN

Spain



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Citizenship and
Equality Programme.



Foundation



EmpowerMap

EmpowerMap is a joint project of the European Women's Lobby (EWL) —the largest umbrella organisation of women's associations in Europe— and the Orange Foundation.

The goal of the project is to gather information about grassroots women's organisations in Spain, France, Romania and Poland which have on-the-ground programmes aimed at the socio-economic empowerment of vulnerable women.

This mini report is based on empirical data collected by Kitti Baracsi, from March 2017 to October 2017 in Spain, on behalf of the European Women's Lobby and the Orange Foundation. The collected data were drawn from desk research, in-depth and semi-structured interviews and a free online survey in Spanish.

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Table of Contents

Introduction	02
Background: The Spanish Case	04
Mapped Organisations and their Programmes	06
The Situation of Vulnerable Women in Spain	09
Case Studies	12
Recommendations	15
References	17

Introduction

Women and the Digital Divide

Today, in a world where more people have cell phones than toilets, basic digital skills are essential for a vast number of activities ranging from simple communication to finding decent employment. But even in the most developed regions, including throughout Europe, women are less likely than men to have these skills, putting them at a severe disadvantage from an economic perspective.

For women who are already in situations of economic difficulty because of poverty, lack of education, their immigration status, or surviving violence, a digital skills deficiency only increases a woman's vulnerability. The digital skills gap creates an additional barrier to seeking information, communicating with support networks, and finding a job.

The Orange Foundation's Women's Digital Centres

The lives of vulnerable women, whether they are in Africa or Europe, can be improved by learning digital skills and gaining access to information and communication technology. Telecommunications company Orange has recognised this and devoted part of the work of its charitable foundation to providing grassroots women's organisations with the means to empower vulnerable women by teaching them digital skills.

The scope of Orange's Women's Digital Centres Programme has been ambitious, with hundreds of Centres being opened globally. However, the Orange Foundation is limited in its ability to be impactful by the fact that it does not have a comprehensive sense of the needs of the women it aims to serve with its Centres, nor an understanding of which grassroots organisations are the most successful at actually enabling women's empowerment.

Knowing more about the needs of the economically vulnerable women in its operating countries, as well as more about the grassroots organisations which work with these women, will allow the Orange Foundation to make more informed decisions about which organisations they choose to partner with, and which groups of vulnerable women would be the most positively impacted by their training programme.

The EmpowerMap Project

In response to this need for information, this six-month project provides a mapping of the needs of vulnerable women and the practices and capacities of grassroots organisations which assist them, in four Orange operating countries in Europe, (France, Spain, Poland and Romania).

Tapping into the European Women's Lobby's network of over 2,500 member organisations, this project illuminates the various issues and struggles that women in situations of economic difficulty face across diverse countries, how service-provision organisations assist them in their journey to empowerment, and how digital education has the potential to help them become independent.

This information will enable the Orange Foundation to make better-informed and more strategic choices about which kinds of organisations and which groups of vulnerable women can be best served by the Orange Foundation's 'Women's Digital Centres' Programme.

The European Women's Lobby

Comprised of 2,500 members, the European Women's Lobby (EWL) is the largest umbrella organisation of women's associations in Europe with 25 years of experience promoting the participation of women's organisations at the EU level and in designing and leading campaigns with its members across Europe.

The European Women's Lobby has strong national members in the four selected countries, all of whom serve as a hub for dozens of grassroots organisations working with diverse groups of vulnerable women, in different ways. Each of the four members represents the voice of women in the country and is staffed by experts who have a deep understanding of the local, regional and national economic and social contexts in which women live, as well as best practices for overcoming obstacles to empowerment and independence.

The European Women's Lobby is also known for its proprietary feminist mapping research methodology, which it debuted in 2015 with a ground-breaking ten-country study of the needs, experiences and profiles of women social entrepreneurs (WEstart). This best practice methodology has been continually refined over the course of the past two years, as the EWL has undertaken additional country mappings at the request of the governments of Belgium and Luxembourg. Using research tools that have been crafted by a group of international experts and successfully used to gather data on over 1,200 women and organisations to date, the EWL has a unique ability to quickly and efficiently gather data that would otherwise be inaccessible.

Background

Long-existing structural differences intersect with post-crisis processes in the current situation¹ regarding the economic independence of women in Spain. There are several common challenges faced by both women and men, but “the austerity measures introduced in response to the economic and financial crisis have had a severe and disproportionate impact on women. Women have faced unemployment, cuts and reductions in social security and dependent care, wage freezes, and transformation of full-time into part-time jobs with overtime hours.”² The latter contributes to the increase of the ‘working poor’.³ Many job seekers still cannot find a job, and women’s unemployment rate is even higher than men’s unemployment rate: 20.7% versus 17.4% in 2016.⁴ Long-term unemployment has increased, and many women have severe employability problems.⁵ However, regarding the period of 2005-2015, the Gender Equality Index Report shows a notable improvement in labour market participation.⁶

We can enumerate four aspects of the crisis’ impact on gender equality:

1. Intensification of women’s work.
2. Privatisation of responsibility regarding caring activities.
3. Increase of precarity.
4. Reinforcement of traditional stereotypes and intersection with other inequalities.⁷

Regarding the latter, the International Labour Organisation (ILO)’s recommendations call for adopting “temporary special measures to accelerate the equal participation of women from disadvantaged groups, including migrant women, Roma women, single mothers, older women and women with disabilities in the labour market”.⁸ The post-crisis austerity occurs in a context characterised by both horizontal and vertical segregation of the labour market: women are underrepresented in managerial and decision-making positions and overrepresented in lower remunerated occupations and sectors.⁹

¹ Besides the publications in the topic, to have a more complete picture about the situation of vulnerable women in Spain, we conducted an expert interview with Ana Alcazar Campos from the University of Granada who works in the fields of social work and gender studies.

² ILO (2016): *The state of application of provisions for social security of the international treaties on social rights ratified by Spain 2016. Technical note.* International Labour Organization: 35.

³ Molina, Oscar – Miguélez, Fausto (2016): *Post-crisis social dialogue in Spain: The calm after the storm.* International Labour Organization: 5

⁴ European Union (2017): *Report on equality between women and men in the European Union.*

⁵ Molina-Miguélez, 2016

⁶ European Institute for Gender Equality (EIGE) (2017) *Gender Equality Index. Measuring gender equality in the European Union 2005-2015.* Report.

⁷ Gálvez Muñoz, Lina (2013): *Una lectura feminista del austericidio. Feminismo frente al Neoliberalismo: Estrategias y Alianzas XXIII Taller de Política Feminista.* 2013. 5-24.

⁸ ILO, 2016: 35

⁹ ILO, 2016

Nevertheless, the Gender Equality Index shows improvement in these fields, indicating that in the absence of the crisis, the situation would have likely improved with time.¹⁰ However, it is important to note that the persistent gender wage gap in Spain is still higher than the European average.¹¹

The Heterogeneity of Poverty and Social Exclusion

According to the Gender Equality Index, Spain is among the nine Member States that count a fifth or more of their female population as being at risk of poverty but is among the four Member States where there is a similar share of the male population in poverty.¹² As the FOESSA (Fomento de Estudios Sociales y Sociología Aplicada) report on social vulnerability and family strategies¹³ highlights, the crisis is still having an impact not only on its first-hand victims who continue to be in a bad or worse situation, but we can see also the appearance of new poverties: energy poverty, child poverty, feminisation of poverty, an ethnic component of poverty and so forth.

It leads us to an important characteristic of poverty and exclusion: its heterogeneity, to which we must add another factor: the territorial differences, not only between urban and rural context but also between the different regions of the country. According to the FOESSA VI report about exclusion and social development in Spain¹⁴, while precarity or vulnerability¹⁵ is a much more extensive phenomenon among women, the incidence of severe social exclusion is higher in households led by men.¹⁶

Social Policies

The role of social policies is essential in understanding the current Spanish context: the lack or inefficiency of interventions directed towards the most excluded groups, especially regarding social rights like housing, education, and health is responsible for the reproduction of such situations.¹⁷ However, the situation of women has received particular attention in the context of employment policies; in the case of women, significant difficulties have been encountered in achieving quantitative employment targets, despite the significant growth of part-time work, mostly by women.¹⁸ The policy measures have not seriously addressed the pay gap *and* occupational segregation. The promotion of entrepreneurship and self-employment, often presented as a solution, has several weak points. For example, women who are self-employed are not covered by labour legislation, which has a much more

¹⁰ European Institute for Gender Equality (EIGE) (2017) Gender Equality Index. Measuring gender equality in the European Union 2005-2015. Report.

¹¹ ILO, 2016

¹² EIGE, 2017

¹³ FOESSA (2017): *Desprotección Social y Estrategias Familiares*.

¹⁴ FOESSA (2011): *VI Informe sobre exclusión y desarrollo social en España. Capítulo 3. La exclusión social en España: un espacio diverso y disperso en intensa transformación: 290-291.*

¹⁵ Or precariousness and vulnerabilisation

¹⁶ « Women's and men's risk of poverty is affected by a range of intersecting inequalities (Figure 22). The groups showing the highest risks of poverty (above the EU-28 average), regardless of sex, include single people, foreign born people, lone parents, young people (15-24), people with low educational levels and people with disabilities. Among these groups, gender differences in exposure to poverty are minimal, with the exception of lone parents. Approximately one in three lone mothers is at risk of poverty in the EU, compared to one in five of lone fathers.» (EIGE, 2017: 26)

¹⁷ FOESSA, 2011

¹⁸ Molina-Miguel, 2016: 40

negative impact for women (as compared to men) due to the intensification of work, the cuts of social policies and their disadvantages in accessing credit.¹⁹

There is an entity called the Institute of Women and Equal Opportunities²⁰ which belongs to the Ministry of Health, Social Services, and Equality. It has multiple roles: the promotion of gender equality, boosting active policies for the employment or self-employment of women and the application of equal treatment and non-discrimination principles. There are regional institutes and also departments of municipalities responsible for the “area of equality”. While this system of institutions plays a vital role in funding the realisation of projects, training and networking of women and their organisations, the cuts in social policies have significantly affected this field.

Digital Literacy and Women

According to the 2016 European Literacy Policy Network (ELINET) report, the Spanish government has significantly invested in the field of digital literacy in the last decade. As one of the results, there are web-based programmes for adult basic skill learners both at the national²¹ and regional level.²² Among the best practices regarding ICT, we can find initiatives financed by foundations (e.g. EducaRed) and public funds at various levels (e.g. Guadalinfo). Sometimes these actions work in municipality-operated (even if from national or EU funds) women’s centres which often serve as a hub for women’s organisations for networking, training, professional exchange, and support. On the one hand, ICT training is part of many initiatives related to labour market insertion. On the other hand, there are only a few specially women-focused initiatives that have ICT as their primary focus.²³

The Mapped Organisations and their Programmes

12 organisations have been surveyed (6 current members of EWL Spain), and interviews have been realised with four of them. The scale and resources of the surveyed organisations show a high diversity: four of the respondent organisations operate with less than 10,000 euros per year, while six of them have a budget of at least 100,000 euros annually. Similarly, four organisations do not have paid staff, while there are four others with at least 21 employees. The situation is similar in the case of volunteers: some organisations count on only a few volunteers, while others work with 7-20 volunteers who participate at least once a week in their activities.

The most typical areas of interventions that target economically vulnerable women are social-emotional counselling/mental health support (54.55%), job preparation (interviewing soft skills, resume writing) (45.45%) and legal assistance (45.45%). Only roughly a quarter of

¹⁹ Gálvez Muñoz, 2013: 15

²⁰ inmujer.gob.es/elInstituto/conocenos/home.htm

²¹ For example: CIDEAD (Centro para la Innovación y Desarrollo de la Educación a Distancia)

²² ELINET (2016): European Literacy Policy Network. Literacy in Spain. Country report. Adults. p. 16-17

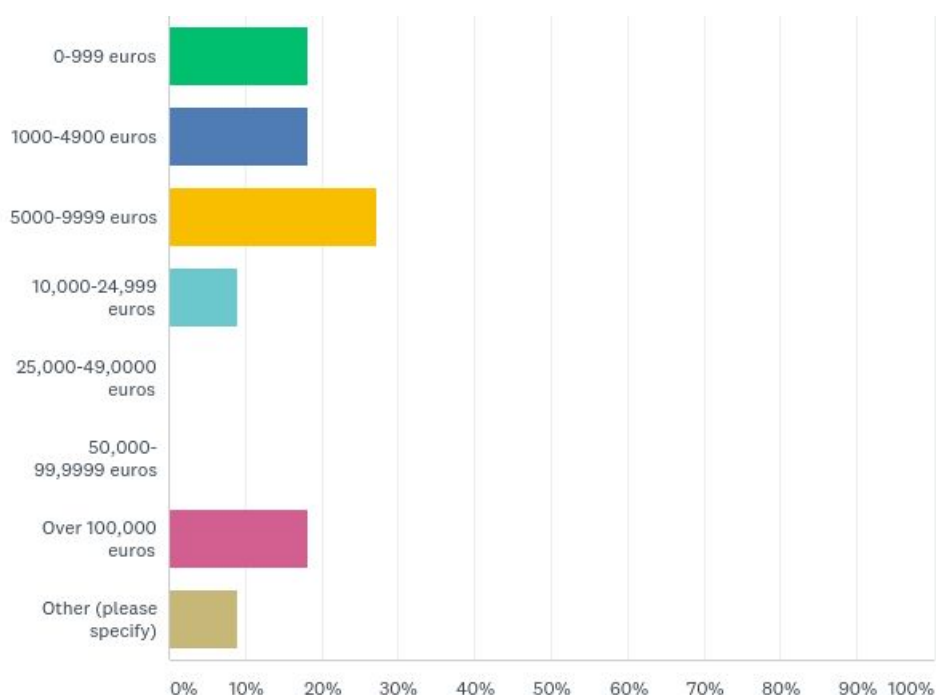
²³ For instance, the [ADA project operated by the Women Foundation \(Fundación Mujeres\)](#) aims to facilitate the access of unemployed and entrepreneur women to ICT through a digital network that provides collaboration and individual and collective empowerment in the processes of job seeking and entrepreneurial management.



the respondents work on job skills training, i.e., on hard skills, and less than one fifth on basic literacy, and just two organisations have projects on financial literacy.

Several organisations mention the need for information and guidance: the women they attend to do not know where to look for jobs, information about training opportunities and so forth. *“We started a group for women without papers who are very socially isolated, to create social capital and networks, to build community... we also explain their rights, labour rights (minimum salary) and so forth”*

The project financing shows a great variety: EU funds (including regional development programmes), public funds and private donors, or sometimes a combination of these.



Regarding the budget of socio-economic empowerment programmes per year, there are examples in almost every category, which is the consequence of the broad and diverse interpretation of such programmes. One of the organisations emphasised: *“empowerment is a transversal theme which is present in almost every intervention that is a part of our holistic programming”*.

We can see two peaks regarding the number of staff or volunteer hours spent on the programme per week: one is the case of 2-4 hours per week and the other, more than 25 hours weekly, which again can be explained by the different nature of these programmes.

For instance, where the socio-economic empowerment programme is a regular activity focused on labour insertion, the identification of needs, the design of a personal plan and its follow-up or support in job preparation, it is part of the organisations' daily activities in the long-term.

One organisation emphasises the importance of building trust with women over a long period of time, explaining:

“We are a connection with the women. They know we are there for them, they remember us, and come back to us, even fifteen years later, if they need something, if something happens”

Indeed, 40% of the respondents run programmes over the course of several years, while 20% realise projects of one year. The rest consist of one-day training or other events and projects of a few weeks. The number of women served in these programmes shows a similar trend: 40% involve more than 100 people per year, while another 40% serve a maximum of 5 women.

Some programmes have a stable number of participants, organised in permanent groups; others have regular activities (e.g. classes) several days a week. In some organisations they count on the participation of as many as 10-30 women daily, others work with lower numbers due to different reasons: either because of the ad-hoc character of their interventions and the self-organised character of the group or because of the specific difficulties of the women and the need for a highly personalised intervention.

“We help them to do CVs, cover letters, and prepare them for interviews. We work in depth with a few women rather than lots of women”

The intervention, moreover, is prolonged and sometimes, due to the lack of resources, becomes even slower: *“The women have lots of limitations, so they need lots of years and time, and the organisation can only offer classes once a week due to lack of resources, so it's super slow”*.

“There is no established time: some women need it for three months, others need it for two years”.

90% of the respondent organisations employ not more than six people to work on their socioeconomic empowerment project, while the number of volunteers varies widely.

45% responded that most of their staff or volunteers have good digital literacy, while the rest report that they have only basic digital literacy. Most of the organisations have desktop or laptop computers onsite, dedicated to their socio-economic empowerment project, while half of them use tablets for this purpose. 80% of the respondents have either landline or wireless internet access. However, according to the interviews, these computers are often not modern enough and can be used only for basic operations. They also mentioned that buying adequate software is often complicated.

The problem of physical space also comes out in various interviews: the lack of a training centre with digital infrastructure makes their work more difficult. *“The places (that lend us space for computer classes) only give us space once a week, and its public and we have many people, and this delays the empowerment and training of these women, not having access to resources”*.

On the other hand, some organisation's profiles –working with rural women, for example– makes it necessary to have mobile training: *“we go to villages, and we use public spaces there, also because there we can reach better the local population”*.

The organisations tend to offer holistic interventions, not only regarding supporting women in multiple aspects but also placing them in a network of actors who can provide them with opportunities and information. They do not always work on their own when placing women in jobs, but often through partnerships with foundations. Some have direct contacts with companies, and sometimes the requests for applicants to fill available roles comes from the companies directly.

According to one organisation's experiences, it is essential for women to start to work and have a practical experience and to not stop at the training phase. They mentioned their experience with the EUROMI project as a particularly good practice in this aspect: the women that participated in the project had the chance to create their own initiative and directly experience being productive. One woman who participated in the programme, for example, created her own tourism business. Another organisation also works with the companies and household that hire their service users to educate them about labour laws, in order to ensure that the women are hired legally and avoid bad labour conditions.

The Situation of Vulnerable Women in Spain

The organisations' target groups include survivors of physical and psychological violence, survivors of trafficking, young mothers, women living in inadequate housing conditions, those who face territorial disadvantages (they live either in urban margins or rural zones), and Roma women. The organisations emphasise the heterogeneity of their target group:

One organisation explains:

“We work with all different types of women, from different backgrounds and ages, professional women, women who are workers, immigrants... all of them are in situations of violence”.

The composition of the groups is also changing: *“In the 90s many women were not working, or after having kids they stopped working, and they had to re-enter the labour market. Now the situation is changing; it is different, women come from many different places in the world, including those who have migrated, women from different backgrounds, women of many different races”*.

More frequently, women also need a different type of guidance, including legal help, as multiple organisations point out:

“We serve lots of different types of women, including women who do not have papers. In the past year, we have had a lot more women who are undocumented”.

“We work with women who have studied at universities and also with others who have not, women from cities and villages, and with excluded groups that face multiple inequalities” .

Types of vulnerability

According to the survey, the top 5 situations of vulnerability are the following: unemployed (88.89%), experiencing systematic discrimination due to an element of their identity, domestic violence, social isolation: lack of community and social network, and underemployed.

“90 percent of the women who come here have had experience violence at some point in their lives, including sexual violence, violence by their partner and so forth ”.

When asking about the main barriers that prevent women from getting a job that provides a decent living wage, all those who answered this question (8) indicate low self-esteem and add to it a lack of social and emotional skills. *“They have really bad self-esteem, they need to be helped to see their own strengths” .*

Besides this, the most frequent answers were: taking care of others (children, family members, and so forth), lack of education, lack of job skills, and discrimination. 50% of the respondents considered lack of digital literacy a barrier.

Among the leading causes of vulnerability, organisations often cited the responsibilities of caring for extended families and the lack of reconciliation between work and family. This often occurred because working conditions in places of employment are incompatible with their family responsibilities, as well as the lack of shared parenting within the home.

As one organisation highlights in describing a success story: one critical element of the woman's success was the fact that the organisation worked with the woman's whole family, including with her children and partner, to redistribute the roles and workload in the family.

In many cases, especially regarding Roma women, the organisations highlight the role of racism in creating and reproducing vulnerabilities.²⁴ In the case of immigrant women in these programmes, they depart from a situation characterised by the lack of resources in their country of origin and face other types of vulnerabilities as the consequence of their migration.

The organisations in most cases work with women of the age 26-50. According to the organisations' estimates, the majority of the women were born in Spain. Also, the rate of those from other Spanish-speaking countries is quite high, followed by those born in a formerly Soviet state and those born outside of the EU, while the rate of those born in another country of the EU seems quite low.

According to the estimates, approximately 44% of the women receive state benefits related to work/employment, while 56% do not access such aid. 88% percent struggle with financial

²⁴ Gender in different social groups can activate diverse processes, sometimes create major potentialities for social progress for women within the group, while at the same time the entire group can be severely affected by social exclusion, see the case of gitano population in Spain. (see FOESSA, 2011)

insecurity and poverty issues, which is in line with the deepening of poverty and the emergence of new poverties in Spain.

A vast majority are caring for others, and nearly half of them are the main breadwinners. As one organisation emphasises:

"Many women are in charge of their kids; the labour market is not accessible for them because they have to take care of kids. Social services are also not super accessible, especially for single women. You cannot get childcare until you have work, so you cannot look for work".

According to another organisation, when it comes specifically to Roma women, there is a strong (completely inaccurate and damaging) stereotype that women have exclusively caring responsibilities, and do not engage in income-generating activities. In reality, they do have their shares in family businesses, yet, as for all women, the reconciliation is not easy in many cases.

The majority of women served by the studied organisations have completed only primary school education or less (71%), and according to the estimates, only 28% have finished high school. Most of the women targeted by these projects typically have no job skills or professional training but have basic speaking, reading and writing skills in the national language.

They rarely have good digital literacy; most of them either do not have digital literacy at all or it remains on a quite basic level. *"They have a deep need for digital knowledge, and they cannot access the labour market"*. It also depends on the age group: younger women tend to have better digital skills than older women.

Some organisations work with women of very diverse professional backgrounds, some of them are highly qualified, while others do not have a qualification at all.

Potential Impact of Technology

The organisations think that they could widen their programmes using more technology in various ways:

"With more technology, tablets, and computers, we can help more people, the women will feel better and more comfortable because at the moment, each woman is accompanied personally by a organisation employee when working on the computer because they feel so insecure. With tablets and more computers, women could work together, in small groups, and support each other. We could have classes for women of different levels".

They see other utility too, other than labour market insertion:

"Young women who are subject to online violence are also vulnerable and need online training about proper use of technology".

Case Studies

During the research, we have learned about several good practices; here we selected a few cases to show how these projects usually work. One example describes a project, its phases, activities and the number of involved participants, while the other two examples show the details of how personalised and long-term holistic attention results in empowerment.

The examples show that digital education would be of benefit in various ways and contexts.

• **Empléate – a project of Romi Sersení**

Romi Sersení is an organisation run by and for Roma women in Madrid. The project is one of many run by the organisation in the field of labour inclusion, and it was co-financed by the city of Madrid and the European Social Fund (ESF). The project's duration was 12 months, and it took place in the Usera district.

Activity	Number served in 2015	Number served in 2016
Evaluation of needs	82	86
Information and orientation	81	86
Personal, social and labour skills	57	65
Active job seeking	60	79
Labour insertion	13	8
ICT workshops	55	64
Follow-up and support	10	63
Professional training: trade clerk and floral base technique	23	20
TOTAL	88	85

The project's objectives were:

- Understand the social and labour profile of the applicants. Design and follow-up of individual paths.
- Provide skills and techniques for job search.
- Support the access of the *gitana* community to the ICT and information society to improve their employability and social participation.
- Improve access to employment and increase self-employment.



- Provide training and professional qualification.
- Realise a coordinated work with the social services.

The project provided integral attention from orientation to professional training, designing a path individually for each of the participants. A high number of them participated in ICT workshops during this process.

Results:

While this project reached a large number of *gitana* people, ultimately not many participants were placed in jobs, and the majority were men (the project served both men and women). One of the most successful female participants went on to be hired by the organisation as a trainer herself, and another participant began work cleaning houses.

The many intersecting vulnerabilities and discrimination faced by the *gitana* community make labour market insertion particularly challenging.

• **Comisión para la Investigación de Malos Tratos de Mujeres**

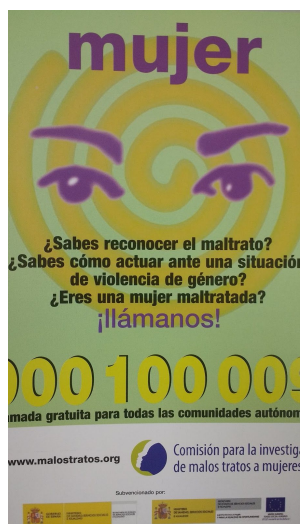
This organisation works with survivors of violence. They work transversally on the topic of socio-economic empowerment throughout their projects. They have a programme for labour orientation, which utilises a social worker (paid staff) who offers the service of helping women find a job. They have partnerships with foundations who are contractually required to help them place women in jobs. 101 women used the services in the past year, of which 27 women were able to find jobs, ranging from waitresses, telephone operators, maids and hotel hostesses or cashiers in supermarkets.

The organisation described the case of a 45-year old woman with family responsibilities who had been unemployed for 15 years. She had previously undertaken studies in the field of administration. She participated in a nine-month-long psychological therapy in the organisation to overcome problems derived from violence against women.

The organisation applied various interventions related to her labour market insertion: preparation of her CV; registration at the INEM (State Public Service of Employment) to apply for a subsidy; and facilitating contact with social services to legally recognise her status of being at the risk of social exclusion.

Moreover, they simulated job interviews, provided information and counselling about job seeking, facilitated contact with the local employment agency (labour centre), and provided her with information about curricular training and information and registration at the most important employment portals.

Additionally, they put her in contact with the Red Cross and Fundación Integra to include her in their programmes. She



participated in a dependent care training, certified by the INEM, but she could not complete it because she started to work at a private company and training was offered to those with an unemployed status. Nevertheless, she persisted and entered into a recruitment process of an administrative agency and got selected, but at the same time got selected for another job too. She ultimately chose to start to work at a company as telephone manager and signed an indefinite contract with the company.

As a result of her personal motivation and the holistic and comprehensive services she received, including being accompanied during her journey by a social worker and career counsellor, she has achieved her goals and is employed in a stable, long-term job.

● **Asociación Mujeres Opañel**

Opañel runs various projects for women in situations of social exclusion. One of these projects is a holistic labour insertion process, which aims to increase the employability of the women participants. The organisation has two paid staff members who work individually with around 37 women over time, teaching them digital skills, helping them create their CVs, connecting them to employment, etc. Opañel feels it has been very successful in helping women to increase their employability, with its long-term, holistic approach.

The organisation described the case of a woman who was in a very vulnerable situation, emotionally damaged, and unemployed. They began working with her on an emotional level, then delved into employment issues. She went to all the different services offered by the organisation.

Originally from Romania, this participant first came to the organisation because she was having panic attacks and fainting due to extreme stress. She and her husband were both working both day and night, but barely able to support their two children, and had accumulated financial debts. As a result, they fought often about money and work, which caused intense emotional distress. When she first arrived at the organisation, she was totally overwhelmed from working all day and night cleaning houses illegally for almost no money, her self-esteem was shattered, and she was in a very bad state.

Opañel began working with the whole family, including her children and partner. She began to slowly improve. The organisation then arranged for her family to enter subsidised housing, which meant she no longer needed to work both day and night to afford the rent, which reduced the tension with her partner. In the evenings, when she had previously been working, she began going to training courses.

As *she* improved, her entire family dynamic improved, and was happier and healthier. Currently, she is working legally, for good pay as a house cleaner. The organisations' social workers shared how happy they were when they received a phone call from this participant, who informed them that she was at the beach with her family, taking her first-ever vacation.

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- FAKALI. Federación de asociaciones de mujeres gitanas, Seville (Fakali. Federation of Roma Women's Associations)
- AIO.cat - Associació per la igualtat d'oportunitats i recerca amb perspectiva de gènere (Association for the equal opportunities and research from gender perspective), Barcelona.
- Asociación de mujeres españolas gitanas Romi Serseni (Association of Spanish Roma Women Romi Serseni), Madrid.



- APRAMP Asociación para la Prevención, Reinserción y Atención a la Mujer Prostituida (Association for the Prevention, Reinsertion and Attention to Prostitute Women)
- Asamblea Feminista Unitaria de Maracena (Unitary Feminist Assembly group), Maracena
- Asamblea Feminista Unitaria de Granada (Unitary Feminist Assembly of Granada), Granada
- Asociación Mujeres Opañel, Madrid
- Ashimudi – Asociación Hipólita de Madrid
- Agrupación de Madrid del Forum de Política Feminista (Madrid Group of Feminist Political Forum)

Interviews

- Comisión para la Investigación de Malos Tratos a Mujeres, Madrid, 19.09.2017.
- Asociación de Mujeres de Opañel, Madrid 19.09.2017.
- Asociación de Mujeres Gitanas Romi Serseni, Madrid, 19.09.2017.
- Fakali Federación de Mujeres Gitanas, Seville, 28.09.2017.



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