



THE DIFFERENCE WE MADE
AND WHAT IS TO COME

NEMA PROBLEMA

IMPACT REPORT 2019



INTRODUCTION

OUR VIEW OF IMPACT

The core objective of most non-profit organisations is to have a positive impact on the world. Thus it might seem obvious that non-profits would take great care in measuring and reporting their impact. Unfortunately that is not the case. Many non-profits use the word impact rather vaguely, often as a way of talking about their overall outputs or outcomes. Further, if someone asks 'what is your impact?', they are often told stories from the field and general output numbers.

This is to some extent understandable, because measuring impact is challenging and costly. We know this as we have experienced it ourselves. However, we are proud to say that we have increased our efforts in measuring impact and are now able to answer the question 'what is your impact?', not with vague stories or general output numbers, but with quantitative and qualitative data regarding the change we have made.

" We are proud to say that we have increased our efforts in measuring impact and are now able to answer the question 'what is your impact?' "

Of course this data is far from perfect and disentangling impact from outcomes is very hard. Nonetheless we can now confidently say that Nema Problema has created positive change!

And we will continue to increase our efforts, because we believe measuring and reporting our impact is crucial. It holds us accountable for what we do and how we do; informs our strategies; lets us allocate resources more effectively; and helps us stay true to our mission.

Photo: Lisa Olsson

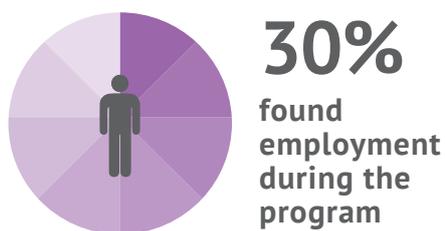


In sum, measuring impact helps us to help the world.

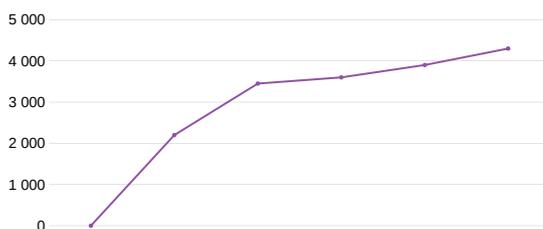
Philip Robertsson & Vilhelm Skoglund
Founders & Executive managers

INTRODUCTION

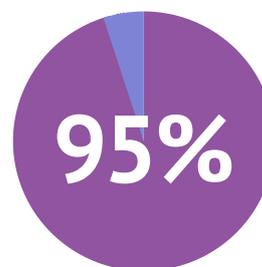
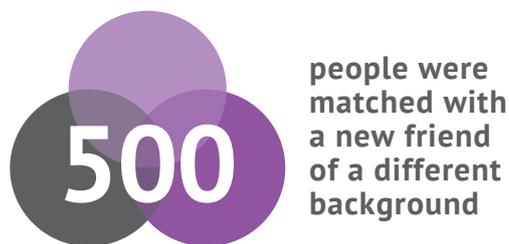
HIGHLIGHTS FROM 2019



Among newly arrived youth, grades improved by 2 points, from just below C to slightly above C



4300+ participated in our integration events



of participants would recommend Nema Problema to a friend

We became a main partner in Stockholm's integration efforts

INTRODUCTION

ABOUT THIS REPORT

In this report, we describe and discuss inputs, activities, outputs, outcomes and impact from all our activities in 2019. The report is written in accordance with Giva Sveriges "Riktlinjer för effektrapportering". For more information about how we measure results see part 7 of this report or visit nemaproblema.se/resultat. If you have any questions about the report or underlying data, please get in contact with us.

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Photo: Kajsa Silow



HOW WE CREATE CHANGE

OUR FOCUS: INTEGRATION

Nema Problema is a non-profit organisation (ideell förening) working with integration in Stockholm. We focus on creating encounters between people of different backgrounds and helping newly arrived in Sweden find occupation. To date we have enabled 10 000+ people to meet through our various activities and helped 200+ people to a job. Our main activities are:

Nema Problema Ungdomsmentor

A mentor program where newly arrived youth are matched with young adult Swedes, who help them reach goals related to long term occupation.

Nema Problema Yrkesmentor

A mentor program where newly arrived professionals are matched with established Swedes with relevant experience, who help them take steps toward the labour market.

Högtider för Alla

On big Swedish holidays we facilitate events where newcomers and established Swedes can meet, have fun and create lasting relationships.

Further, since all sectors of society - state actors, companies and civil society - are needed if we are to succeed in achieving an integrated Stockholm, Nema Problema works actively to foster cooperation. We facilitate a network for organisations working with integration and partner up with different actors, most importantly local governments, to help them and us use resources more effectively and have greater impact.

The illustration on the next page shows our overarching Theory of change*.

Photo: Kajsa Silow

*A theory of change is a description of how and why a desired change is expected to happen in a given context. It focuses in particular on filling in what has been described as the "missing middle" between what a program does (its activities) and how these lead to desired goals being achieved (outputs and outcomes). It does this by first identifying the desired long-term impact and then works back from there to identify all the steps that must be taken (and how these causally relate to one another) for the impact to occur.



HOW WE CREATE CHANGE

OUR THEORY OF CHANGE

Activities 2020	Outputs 2020	End of 2020	Impact in 3 years
Improved academic and professional achievement			
Nema Problema Ungdomsmentor	<ul style="list-style-type: none"> • 100 participants • 2 new partnerships 	<p>Newly arrived youth show:</p> <ul style="list-style-type: none"> • improved academic motivation (75 %) • attainment of part time occupation (50 %) • increased well being (75 %) • increased prosocial behaviour (75 %) <p>Mentors show</p> <ul style="list-style-type: none"> • increased knowledge of the integration situation <p>All participants show</p> <ul style="list-style-type: none"> • increased intra ethnic ties (90 %) • satisfaction with the program (90 %) 	<p>400 newly arrived youth show:</p> <ul style="list-style-type: none"> • increased academic achievement • increased contact with labour market • increased well being
Nema Problema Yrkesmentor	<ul style="list-style-type: none"> • 400 participants • 5 new partnerships • New project manager running the program 	<p>Newly arrived professionals show:</p> <ul style="list-style-type: none"> • improved professional network, language, social skills, motivation, confidence, context specific labour market knowledge (75 %) • attainment of relevant occupation (30 %) • enrollment in relevant vocational training (10 %) <p>Mentors show</p> <ul style="list-style-type: none"> • increased knowledge of the integration situation <p>All participants show</p> <ul style="list-style-type: none"> • increased intra ethnic ties (90 %) • satisfaction with the program (90 %) 	<p>500 newly arrived professionals show:</p> <ul style="list-style-type: none"> • increased academic achievement • increased contact with labour market • increased well being
A new view of integration			
Media & information outreach	<ul style="list-style-type: none"> • 200 social posts • 5 social media campaigns • 1 podcast appearance • 3 lectures given 	<ul style="list-style-type: none"> • 500 people have a new view on integration • 500 (new) people coming to events • 1000 people report learning something new about migration • improved brand recognition 	<p>10 000 Swedes have a less dramatic view and more positive view of integration</p>
Meetings and cooperation for integration			
Events	<ul style="list-style-type: none"> • 4 big events • 2 events with company employees • 5000 participants 	<ul style="list-style-type: none"> • 2000 participants connected with someone of a different background • 400 participants created lasting relationships • 90 % of participants happy with the events 	<p>10 000 people connected with someone of a different background</p> <p>3000 people have created lasting relationships</p>
Institutional collaboration	<ul style="list-style-type: none"> • 4 meetings with Integrationsnätverket • Developed cooperation with Stockholms stad 	<ul style="list-style-type: none"> • More effective use of resources in 3 state, 3 corporate and 3 civil society actors (context specific) • More effective use of internal resources through cooperation 	<p>Mentorship is a core activity in Stockholm public sector</p> <p>Increased cooperation between civil society organisations and joined lobbying activities</p> <p>15 companies have incorporated iintegration activities in their corporation</p> <p>Provenly effective Nema Problema activities are implemented in other parts of Sweden</p>

Sweden best at integration

HOW WE CREATE CHANGE

MIGRATION AND SUSTAINABLE DEVELOPMENT

"No longer is human mobility seen as just background context for development, or worse merely seen as a consequence of lack of development. Rather, with the SDGs, migration is an issue to act upon to enhance sustainable development..."

- William Lacy Swing, IOM Director

In the preamble of the UNs action plan for achieving Agenda 2030 migration is acknowledged as an important and positive factor for inclusive and sustainable development. Though the word integration is never used it is evident that successful integration is necessary to achieve many of the agendas Sustainable Development Goals (SDGs), not least goal 10 focusing on equality. Among other things goal 10 says that we should "empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status". This in turn is directly dependent on progress within goal 3 Good Health and Well-being, goal 4 Quality Education and goal 8 Decent Work and Economic Growth. Nema Problema is working with all of these areas.

The SDGs reflected in Nema Problema's activities



We assist newly arrived youth, giving them a social context, talking about psychological illness and helping them formulate and reach goals.



Everything we do is ultimately meant to empower and promote the social, economic and political inclusion of all migrants.



We conduct various resettlement activities including language practice and cultural orientation.



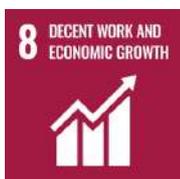
We create meetings and common spaces for people from different backgrounds and parts of Stockholm, to tackle segregation and support an inclusive city.



We focus especially on empowering girls and women to address educational and job segregation.



We promote non-discriminatory policies for sustainable development and work to make institutions more effective and accountable.



By matching migrant youth and professionals with a personal mentor and facilitating workplace visits and job focused workshops we create a more prosperous and inclusive labor market.



We partner up with actors from all sectors of society and facilitate forums for organisations working with integration.

WHY WE DO WHAT WE DO

THE PROBLEM AND EVIDENCE FOR OUR SOLUTION

SUSTAINABLE OCCUPATION

Education and labour market participation are essential driving forces in the integration process. And Sweden is facing big challenges in this area, much due to the amount and composition of migrants who have come here in late years. The employment rate among foreign-born is 62 %, compared to 70 % among native-born and unemployment rates are almost four times higher among foreign-born¹. Further, less than 30 % of newly arrived pupils are eligible for high school when completing elementary school² and among refugees coming here as teenagers (the target group of Nema Problema Ungdomsmentor) less than 30 % have graduated high school at the age of 24.³

This affects their chances of finding a job in Sweden. In 2019, the unemployment rates among those missing a high school degree was 22 %, compared to 5 % for those with a high school degree.⁴

For the sake of the newly arrived, well-established Swedes and the long term prospering of Sweden, we need to make sure newly arrived get relevant education and employment.

Here, research suggest mentoring can be an effective tool. In a meta study of 55 large mentorship programs targeted at youth in the United States the authors found that high quality mentoring can lead to improved academic performance and school attendance; reductions in substance use, violence and other risk behaviors; and improved well-being. In another paper looking at studies of 106 mentor programmes with a focus on labour market outcomes the authors find that in general, mentoring programmes have positive impacts on the possibility of establishing a career, on job satisfaction and on the possibility of combining work and family life.⁵ Apart from academic research there are many papers and policy recommendations in the field. For example the OECD often promotes mentoring as an effective tool in integration efforts.⁶

In sum there is good reason to believe that mentor programs can be an effective way of helping newly arrived integrate and find occupation. However, it should be noted that the effectiveness will vary with the quality of the program and mentoring is no panacea for integration.



WHY WE DO WHAT WE DO

THE PROBLEM AND EVIDENCE FOR OUR SOLUTION

CONNECTIONS AND ENCOUNTERS

Much research shows that social networks play an important role in recruitment processes.⁷ And reports suggest that in Sweden informal contacts is the most common recruitment channel and it is used by seven out of ten companies.⁸ Both the size and composition of networks are important with regards to finding a job, where those who have a larger network consisting of people with higher rates of employment are more likely to themselves be employed. Further, it is important to have contacts relevant for the particular job one is looking for. One study shows that the likelihood of getting a job at a certain company increases tenfold if you have some kind of relationship to an employee at that company.⁹

Those who are newly arrived in Sweden, for obvious reasons, tend to have small networks characterized by high rates of unemployment. And it is not uncommon that they completely lack connections to people in the sector they want to work in.

Accordingly it is no surprise that there are many academic studies showing positive effects on labour market integration from connections between newly arrived and well-established in a country!¹⁰ Further, Öppna Dörren, a Swedish NGO working with integration, last year published a report showing that single primarily social encounters between newly arrived and well-established Swedes was correlated with higher chances for newcomers of finding employment!¹¹

Thus we believe we can have a positive impact on labour market integration by



Photo: Malin Fränberg

creating encounters, even brief and social, between people who are new in Sweden and those who have lived here for a long time.

It is also important to highlight that social contacts can have many other positive effects on integration. It can lower discrimination, build trust in society and help integrating well established Swedes by increasing their knowledge of everyday life as a newcomer.

OUR RESOURCES

What makes Nema Problema possible is the generous support we receive, both in time and money. In 2019 we used 2 630 000 SEK, **2 400 000 in financial assets** and an estimated **230 000 in sponsored products and services**. Our biggest costs were personnel costs and rent for our office and activities. Four people have been working full time at Nema Problema and two people have been working part time. Further over **280 volunteers** have helped us carry out our mission, each contributing an average of almost 14 hours (although there are large differences between volunteers). This means our volunteers have contributed with an estimate of 3 880 hours of integration and happiness - that is equal to almost 2 full time employments!

Below is a break down of how we have allocated our resources between activities.

Nema Problema Ungdomsmentor

Total financial cost: 990 000 SEK
Additional sponsoring: 40 000 SEK
Number of volunteers: 50 (mentors)
Estimated time of volunteering: 1 800 hours

Högtider för alla

Total financial cost: 230 000 SEK
Additional sponsoring: 150 000 SEK
Number of volunteers: 145
Estimated time of volunteering: 700 hours

Yrkesmentor

Total financial cost: 660 000 SEK
Additional sponsoring: 30 000 SEK
Number of volunteers: 86 (mentors)
Estimated time of volunteering: 1 380 hours

Outreach and cooperation

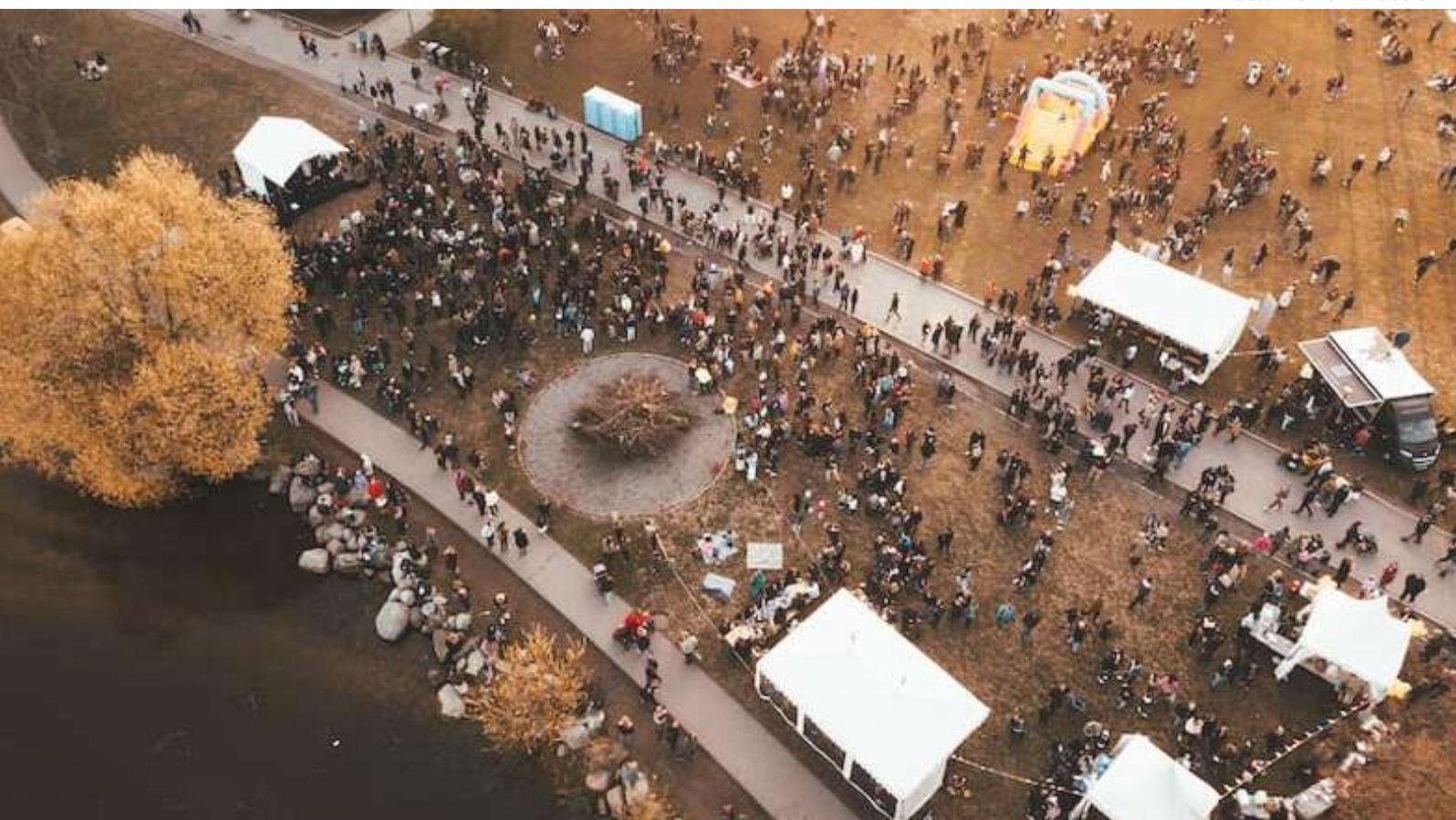
Total financial cost: 300 000 SEK
Additional sponsoring: 5 000 SEK

Administration and fundraising

Total financial cost: 220 000 SEK
Additional sponsoring: 5 000 SEK

Read more about our use of resources in our annual financial report.

Photo: Pierre Nordström



WHAT WE HAVE ACHIEVED

UNGDOMSMENTORER

ACTIVITIES AND OUTPUTS

Nema Problema Ungdomsmentor er is a one year program where newly arrived youth are matched with young adult Swedes who help them reach goals related to long term occupation. As explained in further detail above, research shows that mentoring can be an effective tool to increase enrollment and achievement in education, as well as support youth career engagement and workforce development. This seems especially true for refugee youth who often are “at risk” and lack social support available to other youth. Happily, results from our program confirm these findings.

In 2019, **102 people participated in Nema Problema Ungdomsmentor er**, whereof 51 newly arrived youth and 51 established young adult mentors. During the year participants have met individually in their respective mentor couples on average 6 times. Moreover, Nema Problema has arranged **12 group events**, where all have been able to join. Among other things we have facilitated workshops on goal setting and CV-writing and done workplace visits to Google and Karolinska University Hospital.

We are proud and happy to be able to report that **over 90 % of participants thought it was fun to be part of the program**. They got to respond to the statement “I think it has been fun to be part of the mentor program”. Answers were given on a scale of 0-5, where 0 means that you strongly disagree and 5 means that you strongly agree. The average answer was 4.2. See the diagram to the right for further detail.

Contribution to the SDGs and Agenda 2030



We provide social support to at risk youth and promote mental health and well-being.



We help refugee youth to build relevant skills, including social, academic and vocational skills, for sustainable occupation.

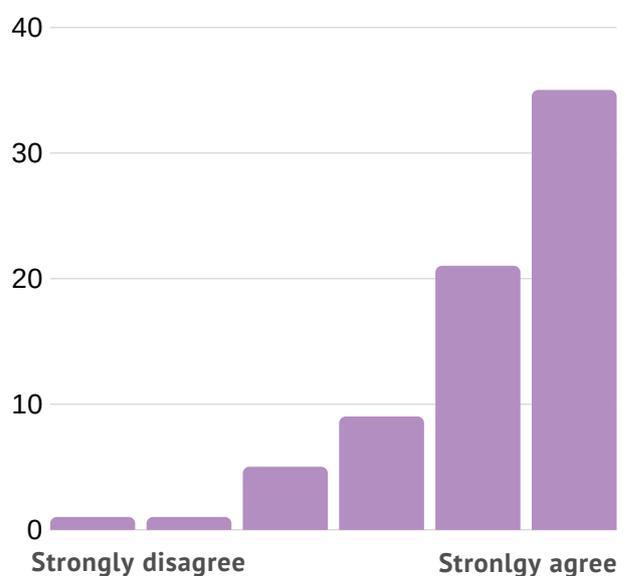


We focus especially on empowering girls to address educational and job segregation



We empower and promote the social and economic inclusion of all, irrespective of race, ethnicity or origin.

I think it has been fun to be part of the mentor program.



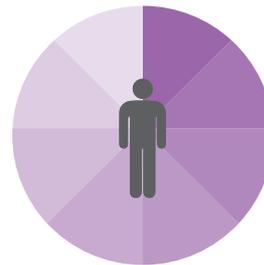
WHAT WE HAVE ACHIEVED

UNGDOMSMENTORER

OUTCOMES

The main focus of Nema Problema Ungdomsmentor er is to help newly arrived youth begin their journey towards long term occupation, which they seem to have done.

- **30 % of mentees got a job during the program** (15 before and 30 after) and 35 % of all mentees say their mentor helped them in this regard.
- On an aggregate level the **grades of mentees increased** somewhat and 50 % of all mentees say that their mentor helped them in this regard.
- **85 % say they have formulated a goal** for their future in the program.
- **75 % say they have gotten motivation** and higher hopes for the future from the program.



30 %
found a job
during the
program

Further, inter-ethnic relationships and engagement for integration has arisen.

- **75 % of mentees say they got a well established Swedish friend** in the program and the share of mentees reporting having no well established friends decreased by 25 %.
- **75 % of mentors say they got a newly arrived friend** in the program and the share of mentors reporting having no newly arrived friends decreased by 40 %.
- **95 % of mentors say they have gotten a better understanding** of life as a newly arrived in Sweden.
- **50 % of participants have engaged in other activities for improved integration** within and outside Nema Problema.

To what extent these outcomes can be derived from Nema Problema Ungdomsmentor er - that is the actual impact the program had - is discussed below, together with the impacts of Yrkesmentor er.

Grades improved by
2 points, from just
below C to
slightly
above C



Photo: Kajsa Silow



WHAT WE HAVE ACHIEVED

YRKESMENTORER

ACTIVITIES AND OUTPUTS

Yrkesmentorér is an eight month program where newly arrived professionals are matched with a mentor, who has at least 10 years experience of working in Sweden. They meet on a regular basis, trying to help the newly arrived take steps towards the Swedish labour market. They also have the opportunity to part take in networking sessions and Nema Problema provides advice relevant for finding a job.

In 2019, **172 people participated in Yrkesmentorér**, whereof 86 newly arrived professionals and 86 well established mentors. During the year participants have met individually in their respective mentor couples on average 5 times. Moreover, Nema Problema has arranged **3 group events** for participants.

We are proud and happy to be able to report that **over 90 % of participants seem to be pleased with the program**. They got to respond to the statement "Overall I am pleased that I took part in the program". Answers were given on a scale of 0-5, where 0 means that you strongly disagree and 5 means that you strongly agree. The average answer was 4.3.

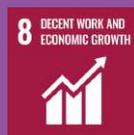
OUTCOMES

As said the main focus of the program is to help newly arrived mentees take steps towards the Swedish labour market, which they seem to have done.

- **80 % have improved their CV** and cover letter.
- **75 % have improved their professional Swedish.**
- 75 % have improved their understanding of Swedish social norms and workplace culture.
- **70 % have increased their professional network.**

Most importantly, we are happy to report that **30 % have gotten a paid job** during the program and 75 % directly say that the mentor program helped them in this regard.

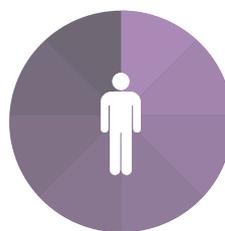
Contribution to the SDGs and Agenda 2030



We contribute to productive employment and decent work for newly arrived women and men and help Swedish companies find relevant competence.



We empower and promote the social and economic inclusion of all, irrespective of race, ethnicity or origin.



30 %

have gotten a paid job during the program

Further, **95 % of all participants say their mentor helped them enter or take steps toward the labour market.**

Further, mentors say they have grown and gotten important insights.

- **100 % say they have a better understanding** of the life of a newly arrived in Sweden.
- **95 % have experienced an increased sense of meaning.**
- 95 % have developed their ability to lead others.

WHAT WE HAVE ACHIEVED

IMPACT

- to what extent this change can be ascribed to the mentor programs

Nema Problema cannot claim all of the change described above. Factors such as time in Sweden, the inputs from our partners and external activities must also be considered. In the following we will discuss these factors. We will focus on labour market outcomes, but the analysis is to a large extent relevant for other things, such as academic performance and social connections.

As indicated, around 30 % of participants in the mentor programs have gotten a job during the mentor programs. To isolate Nema Problemas impact we can try to compare the change among our participants with the change in other people from the same target group.

According to the data we have looked at it seems that it takes around 5 years before 50 % of the population in our main target groups (refugees and family migrants) to find a job in Sweden.¹² Nema Problema Ungdomsmentororer lasts one year and Nema Problema Yrkesmentororer lasts 8 months. This means that during the programs 10 % of youth mentees and 7 % of professional mentees should find a job, irrespective of the program. Thus Nema Problemas impact should be adjusted down accordingly.

Further, it is important to consider whether the participants in Nema Problema display characteristics that set them apart from other refugees and family migrants in Sweden. The most important considerations in this regard is probably that we operate in Stockholm where it is somewhat easier to find a job and that participants in Yrkesmentororer has higher levels of education than average refugees and family migrants, making them more attractive on the labour market. Also participants in the mentor programs might be especially motivated to find a job, as it is voluntary to participate.

Also it should be mentioned that Nema Problema cooperate with municipalities in the mentor programs, most notably Stockholms stad. Thus they are contributing to these results.

As evident from the discussion above, it is very hard to say anything certain about the impact of the mentor programs, other than that the outcome number of 30 % must be adjusted. We are nevertheless confident that the programs have contributed to the positive change described above.



WHAT WE HAVE ACHIEVED

HÖGTIDER FÖR ALLA

ACTIVITIES AND OUTPUTS

On big Swedish holidays Nema Problema arrange large events where newcomers and established Swedes can meet, have fun and create lasting relationships. During 2019 we arranged five events, in sum gathering over **4300 people**.

- Walpurgis (2200+)
- Midsummer (1250+)
- Cinnamon Roll Day (150+)
- Separate event with Ben & Jerry's (300+)
- Christmas (400+)

We are happy to report that more than **95 % of participants would recommend Nema Problemas events** to a friend and most seem to really have enjoyed themselves. Participants at the various events got to answer the question "Overall, how would you rate the event?". Answer were given on a scale of 0-5, where 0 is terrible and 5 is great. The average response was 4.5.

OUTCOMES

During the events we actively **matched 500 people**, who go to sit down together with a person of a different background to practice Swedish and get to know one another. Over **50 % of these people say they have met again**. This matching was done together with the non-profit organisation Kompisbyrån, who should be ascribed part of these outcomes.

Nema Problema conduct online surveys with guests after the events. In these we find that:

- **70 % say they have met a new friend** with a background different from their own during the event.
- **25 % say that they have met their new friend again** after the event or exchanged contact information and plan to meet again.
- **95 % say they felt happy** from the event.

These numbers are very uncertain for Nema Problemas largest events, Walpurgis and Midsummer, as response rates are very low.

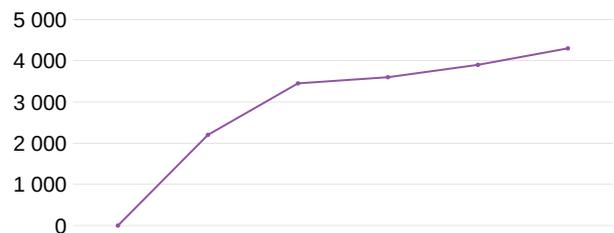
Contribution to the SDGs and Agenda 2030



We empower and promote the social and economic inclusion of all, irrespective of race, ethnicity or origin.



We support positive economic and social links between people of different backgrounds and different parts of Stockholm.



4300+ participants in integration events during 2019

IMPACT

To date we have not been able to measure the impact of our events. However, as explained in more detail above there is evidence suggesting positive effects on labour market integration, trust and discrimination from encounters between people of different backgrounds. Further, Kompisbyrån, the non-profit organisation who helps us with matchings during the events, has evaluated the impact following from these kinds of matchings, which you can read more about in **their impact report**.

WHAT WE HAVE ACHIEVED

OUTREACH

COOPERATION

Activities and output

If Sweden is going to be successful in integrating newly arrived people state actors, companies and civil society must all contribute. And cooperation, both within and between sectors, is crucial. Further, research suggest improving institutional decision making is an effective, yet overlooked method for achieving social impact. Therefore, Nema Problema works actively to partner up with different actors, helping both us and others to use resources more effectively to create a better world.

Public sector cooperation

In 2018 we initiated a pilot project of Nema Problema **Ungdomsmentor** in **Nacka Municipality**. Since Nacka was happy with the results of this pilot we continued this year, with a more extensive partnership. We also launched a new pilot of **Nema Problema Ungdomsmentor** in **Lidingö Municipality**.

Further, in 2019 we became a **main partner in Stockholm stads integration efforts**, helping them facilitate Yrkesmentor and being a link to the non-profit sector. And as Stockholms stad are happy with the results and high participant satisfaction of Yrkesmentor they have decided to greatly increase their efforts and resources geared towards mentor programs.

Private sector cooperation

Last year we launched a new model for recruiting mentors and financing Yrkesmentor through corporate partners. We are happy to see that this models seems to work. In 2019 we initiated **two new partnerships, with S&P Global and Stratsys**.

Contribution to the SDGs and Agenda 2030



We promote non-discriminatory policies for sustainable development and work to make institutions more effective and accountable.



We encourage and create partnerships between public-, private- and civil society actors, using the particular experiences and skills of all sectors.

And two more companies - Stockholmshem and Stadsteatern - got involved in Yrkesmentor, via our cooperation with Stockholms stad.

Further, Nema Problema receives tremendous financial and organisational support from many other company partners (see more below).

Civil society sector cooperation

Nema Problema has founded and facilitates **Integrationsnätverket**, a network for organisations working with integration. The main purposes of Integrationsnätverket is to share knowledge and enhance cooperation between member organisations. In 2019 Integrationsnätverket grew by 5 members and now consists of **40 impactful integration organisations**. During the year we facilitated four workshops for Integrationsnätverket and we are very happy to see that more and more members are cooperating, allowing them to use resources more effectively. Especially noteworthy for Nema Problema is that we formalized a **partnership with Kompisbyrån** - who takes part in Nema Problema's events and are doing a fantastic job of matching guests with new friends - and **Mitt Livs val** - who we share participants with in our youth mentor programs.

WHAT WE HAVE ACHIEVED

OUTREACH

ADVOCACY

Activities and output

Integration is often viewed as a dramatic and negative issue. And surely, integration holds lots of challenges. But it also holds lots of opportunities and we at Nema Problema know that parts of **integration can be both fun and simple**. Integration can really be about making new friends and laughing together. However, as implied above, this is rarely noted in public debate, which inevitably will influence public opinion. Nema Problema wants to change this. We want to nuance the term integration and fill it with more happiness and simplicity. By doing so we can enrich public perception of integration and make way for more productive debate on this issue. Thus, we work actively to spread our message. At the end of the year we had **5 500 followers on social media**. And Nema Problema figured in more than **20 articles, 5 radio shows and 2 TV-shows** in 2019, whereof one international, five nationwide and several local. Amongst others media outlets we figured in TV4, SVT, SR, DN, Expressen and Aftonbladet.

In the rather negative public debate regarding integration, many misconceptions circulate. In an attempt to counter such misconceptions Nema Problema, with support from Gapminder Foundation, last year developed a **lecture concept which presents facts and mental rules** to promote better understanding of integration. During 2019 **we gave this lecture 10 times**, three times at schools, 1 time at an NGO and 6 times at companies. In total **we reached more than 1000 people**.



Photo: Madeleine Ahlström

Impact

We have not measured the impact of our work for outreach. This is because outreach activities are of relatively low priority for the organisation. And it is very hard to measure the impact of these kind of activities, that are meant to contribute to change indirectly. Accordingly, we have not deemed it effective to allocate resources in this domain.

GOAL COMPLETION & LESSONS

GOALS FROM LAST YEAR

Below is an overview of our goals for 2019. For more details see our impact report from 2018.

Nema Problema Ungdomsmentor

- 100 participants
- One new community partner
- New project manager who runs the program

Yrkesmentor

- Extended partnership with Stockholms stad
- 140 participants
- 25 people gaining relevant employment

Högtider för alla

- 5 events (2 with 500+ guests and 4 with 100+)
- Long term cooperation with relevant actors
- 400 people directly matched

Outreach

- Create a communication strategy
- Raise 100 000 SEK through digital campaigns
- Attention in 20 media outlets (5 nation wide)

Other

- Improved impact measurement
- 5 employees thriving in Nema Problema
- Developed format for alumni

We are happy to report that we reached most of our goals, including all the most important ones. However, we did not succeed in our digital media fund raising efforts and still lack a relevant format for alumni. As we still believe these goals are important we will work on them during 2020.

LESSONS LEARNED

Generally we are very happy with Nema Problema's activities and impact during the year. Nonetheless we have faced many challenges and made important lessons:

Equality - Our ambition is to have equal parts male and female mentees in the mentor programs. However, in the beginning of the year we had trouble finding girls for Nema Problema Ungdomsmentor. We have fixed this by letting current female mentees give input on how we can improve equality, include more girls in recruitment communication and cooperate with schools where many girls are.

Handover - During the year we have hired two new project managers. This has overall gone well and the new managers have contributed greatly to the organisation. However, the handing over of responsibility showed more demanding than anticipated, leading to lacking communication with some participants. For future recruitments and handovers, we have established new routines and are planning to have a longer overlap.

Finding the right balance between quantity and quality - Throughout Nema Problema history we have had a hard time finding the right balance between quantity and quality in our activities. During the year we have made some preliminary conclusions. It is of vital importance that mentor programs are of high quality. At the same time it seems inevitable that some participants drop off. Rather than allocating excessive amounts of resources towards keeping struggling couples afloat, it seems we can have a greater impact by having a little higher intake, letting a few drop off and focus on couples that are making progress.

During the year we tried a new approach for events, focusing more on activities helping people interact and less on attracting large amounts of guests. This seem to be positive for impact, as events with fewer but more engaged guests result in more matches and closer interaction

HOW WE MEASURE RESULTS

Nema Problema use different methods for measuring results of different activities. Below we describe the overarching methods used for different activities, including their strengths and weaknesses in our measurements. We also give definitions for some of the most important indicators we use to measure results.

For further information and definitions, see our website and program specific Theories of Change.

Mentor programs

Result and impact measurement in Nema Problema Ungdomsmentorer and Yrkesmentorer is primarily done through self administered online surveys. Before each program participants answer a "base case survey", with questions regarding social contacts, work, education and overall well-being. After the program we follow up with "result surveys", containing corresponding questions, together with questions about what they have thought of the program and to what extent it has contributed to the potential change they have gone through.

Questions are as far as possible gathered from large and reputable sources. However, many questions have been adjusted to meet language skills of participants. And when we have not been able to find relevant questions corresponding to our indicators we have written our own questions, doing our best to adhere to best practices.

Surveys are answered anonymously. We strive for at least 85 % response rate. Surveys underlying this report were answered by 82 % of participants in Nema Problema Ungdomsmentorer and 80% of participants in Yrkesmentorer, equal parts mentors and mentees. The online surveys are combined with documented observations and internal records, regarding things such as number of participants.

Overall we are happy with the measurements used for our mentor programs, but they can most certainly be developed. The most important improvement is to find better methods for disentangling impact from outcomes. Further we will start conducting focus group interviews.



HOW WE MEASURE RESULTS

Högtider för alla

The main method for measuring results of events is also self administered online surveys. The surveys ask questions regarding participants interaction and contact with other people and what they thought of the event. Surveys are sent out directly after events via Social Media and email, in cases where we have relevant email addresses.

During the year we started to complement online surveys with simple evaluations on location. When leaving the event, participants get to indicate on a plaque whether they have made a new contact and what they thought of the event.

Apart from participant evaluations we use documented observations and internal records, regarding number of participants, number of matched individuals and number of people signing up for further engagement within integration.

We want to develop our measurements regarding events considerably. The most important improvement is to ensure higher response rates for participant evaluations. We also want to gain a better understanding of the change events cause and we will do this by interviewing a number of people before and after events, to check if and how the event changed them.

Outreach

Today we only use observations and internal records for result measurement of our outreach activities. This is evidently inadequate for measuring impact. However, we have no concrete plans for developing impact measuring regarding outreach. That is because outreach activities are of relatively low priority for Nema Problema. And it is very hard to measure the impact of these kinds of activities, that are meant to contribute to change indirectly. Accordingly, we have not deemed it effective to allocate resources in this domain.

CENTRAL INDICATORS

- **Participants** - Individuals who took part in activities during the reporting period. In mentor programs, people who take part in programs that end during 2019.
- **Volunteers** - Unique individuals who without payment undertook tasks for the organisation during the reporting period.
- **Volunteer hours** - Number of hours worked by volunteers who supported the organisation during the reporting period.
- **Job** - In Nema Problema Ungdomsmentorere any type of employment, independent of length and extent. In Yrkesmentorere ongoing employment of at least 50 %.
- **Higher grades** - Self reported increase in average grade in official education.
- **People matched** - Total number of documented cases of people who have been paired with one or more persons of a different background and sat down to talk for 30 minutes.
- **(New) Friend** - Someone who a person on a direct question deems a friend.
- **Partnership** - Formal cooperation stretching over at least 8 months.

PARTNERS

WE WANT TO ACKNOWLEDGE AND THANK ALL WHO SUPPORTED US DURING 2019



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