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The Helpdesk is a two-year project that started in May 2022 and is funded by the European Commission (ESF+).

It launches the building blocks for a Social Services Helpdesk. The proposed Helpdesk will have two main priorities:

- ➔ To support social services in accessing and using EU funds (ESF+ and ERDF in particular);
- ➔ To help managing authorities use EU funds (ESF+ and ERDF in particular) to finance quality interventions in the field of social services.



## Project outcomes

### Bridging the knowledge gap

- A survey aimed at managing authorities and Social Services;
- Evidence gathering events in 10 EU countries;
- Helpdesk needs Report.

### Knowledge sharing

- Project website, a MOOC and training material to help social services access, use and report ESF+ & ERDF (and other funds);
- A booklet of promising practices;
- The online Helpdesk - which will enable users to ask questions regarding accessing funds.

### Facilitation

- Toolkit on Facilitating ESF+ & ERDF for social services, including templates and tools, to reduce the technical and administrative burden of EU funds
- 7 Cross-Sectoral and 15 thematic simplification and facilitation Workshops

### Policy guidance

- Facilitate the exchange and cooperation between Managing Authorities, social services, and the European Commission via workshops and guidance.



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