



# M4M Migrants for Migrants

## Evidence review on the current of the conditions and services offered of newly-arrived migrants in partners

Final Report O1

*June 2020*



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Afeji



IRTS  
Istituto Regionale  
di Servizi Sociali  
Matera-Mottola

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COMPAGNIA DI VOLONTARIATO ONLUS





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Verein Multikulturell – *Austria*

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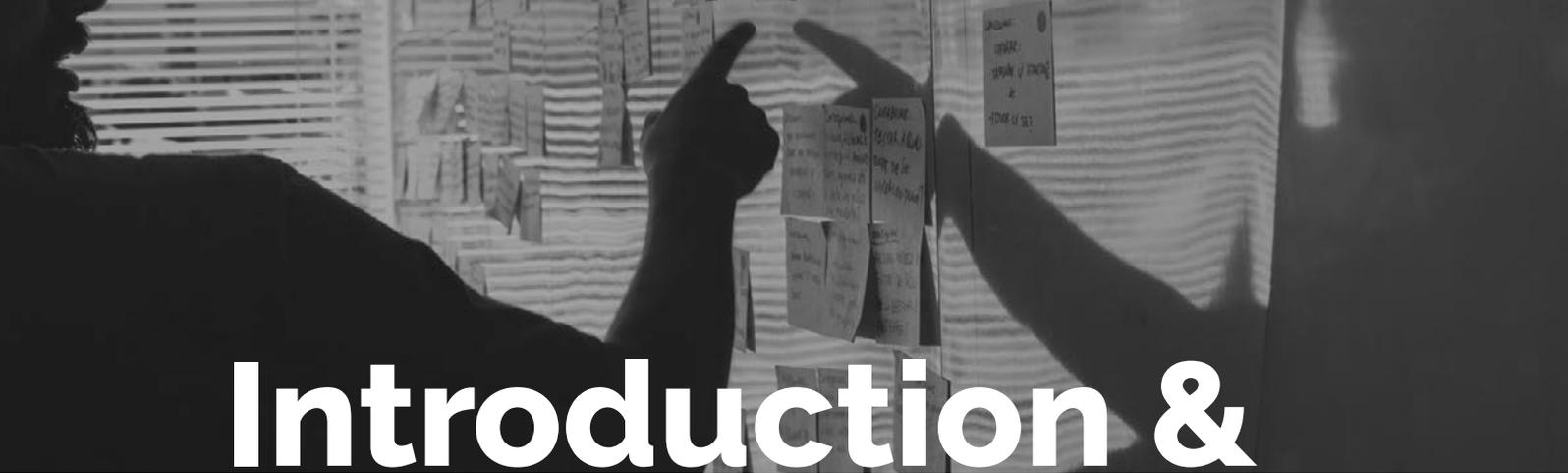
# Foreword

Migration is one of the main issues in our globalized world. The world has never faced such a huge crisis. People are displaced and relocated, against their will. Millions of lives are affected by it every year, but still, very few people are aware of it, or understand it. Migration is a recurrent phenomenon that has been around for thousands of years, but still, in present times, the legislative framework that governs it, as well as the social perception of it, are far from perfect. In this context, the European Union plays an important role in establishing regulations in the field of refugees' social inclusion.

Trying to settle in an unknown country might prove challenging when facing language barriers, social norms differences or educational gaps preventing access to employment. It has been established that migrants face unequal access to society, to the city and its services.

When it is claimed that it is the responsibility of the states to create and implement integration policies in order to allow migrants' economic potential and societal participation, it must be acknowledged that both migrants and host communities also have to be engaged. When it comes to simple acts leading to autonomy such as how to get around the city in public transportation, where to find public services, to get advice on how to get/do well in a job interview, how to get an internet contract, etc. a hand from a community volunteer is the best fit for the job.

The project is focused on fostering the inclusion of newly-arrived migrants in their host society. As it is stated in the 2016 EU Action Plan on the integration of third-country nationals: *"Developing welcoming, diverse and inclusive societies is a process that needs the engagement both of the third country nationals and of the receiving society."* Experience shows that it would have benefits on both sides. For newly-arrived migrants, it would help with fostering the feeling of being part of the community and the participation in the hosting society. For the host communities, it would help build a welcoming society, increase acceptance and a better integration of migrants in the work force, which is a core EU priority defined in the Europe 2020 Strategy.



# Introduction & methodology

This project intention is to promote the inclusion of migrants in their host communities by facilitating their empowerment and by creating links and sustainable contacts between refugee associations, social services, local administrations and volunteer associations. The project targets newly-arrived migrants in the process of settling in a new host country and Integration Services Professionals.

As "the innovative use of technology, social media and the internet needs to be harnessed at all stages of the integration process" (EU Action Plan on the integration of third-country nationals, 2016), the project aims to create a training course including e-learning capsules available for newly arrived migrants, integration services professionals and community mentors.

Migrants for Migrants will build on the successful results of Community Centre 'De Mussen' (Netherlands) Moms for Moms programme: creating a model whereby people who are helped once, are helped for the rest of their lives, which also impacts on any children and breaks the cycle of disadvantage, meaning that the Migrants for Migrants project results will continue to benefit multiple generations.

Families with migration backgrounds make relatively little use of volunteer care but are, on the other hand, overrepresented in the (more expensive) youth protection and juvenile rehabilitation programmes [inter alia Gilsing, Pels, Bellaart & Tierolf, 2015]. For regular care organisations, it is often difficult to reach socially vulnerable families with a migration background. There are several projects throughout the country where (informal) intermediaries are used to assist here. They are used as a bridge between these families and professional care organisations. The Hague project Moms for Moms (Schilderswijk Moeders), an

intervention by community centre De Mussen and several self-organisations from the Schilderswijk, is one of these projects.

The present report has been prepared in response to IO1 - Evidence review on the current conditions and services offered to newly-arrived migrants in partners' countries. The aim of Evidence Review was to identify research evidence on the current conditions and services offered to newly-arrived migrants. The lead partners created a final report which contains not only the good practices but also some policies recommendations to decision makers. Within IO1, partner countries have collected inspiring practices in their countries related with the integration of migrants in different fields. The practices collected were validated through a peer review process during an online validation workshop, implemented by each partner.

What did we mean by good practice? A good practice is a process that is ethical, fair, and replicable, has been shown to work well, succeeds in achieving its objectives, and therefore can be recommended as a model. The essence of identifying and sharing good practices is to learn from others and to encourage the application of knowledge and experience to new situations. A good practice need not be viewed as prescriptive, but

can be adapted to meet new challenges and it is becoming better as improvements are discovered.

Each partner was supposed to collect the best practices related to migrants' integrations from their country. Governments, Public institutions, Association, NGO's were invited to answer the questionnaire, even if the practice that the organizations were performing did not cover a whole range of activities that would define the migrants' integration. We were interested in finding and sharing examples of practices that were experienced to have a positive impact on the process of integration of the new migrants.

***We have chosen 5 dimensions for the best practices:***

- **Accommodation** – e.g. housing
- **Education** – e.g. language training; VET;
- **Labour market integration** – e.g. mentoring programmes,
- **Access to care** – e.g. health assistance; legal Support
- **Social/ Cultural** – e.g. Intercultural dialogue; Family support; Sport/ art activities community activities;

## Methodology

On the first phase of the project we have proposed to conduct a desk research in order to revise the specialized literature about newly-arrived migrants' integration in each country. We have identified research evidence on the current conditions and services offered to newly-arrived migrants in partners' countries and we have made an evidence review on existing projects addressing newly-arrived migrants' integration.

The review was based on books, reports, articles, conference papers and legislation from 6 European countries. During the desk research, we have collected information relevant for our project and we have established several indicators relevant for migrants' integration.

- **For the years 2017, 2018 and 2019**, Total No of immigrants, Total No of asylum seekers, Total No of beneficiary of protection, Unaccompanied minors
- **For the year 2019**, the number of people holding a status of asylum seeker, refugee, Subsidiary protection, Temporary protection visa, Pending
- **For the year 2019**, the Processing times asylum procedure, 0-6 months or 6 months+
- **Existing Legal framework and Social services in partner countries**



In the second part of the O1 output we have established a conceptual framework in order to collect the best practices for newly-arrived migrants' integration from 6 European Countries. In order to achieve the goal of our research we have elaborated a questionnaire which was delivered by e-mail to public institutions, NGOs, Associations that are currently conducting projects in the field of migrants' integration. Each partner was responsible of collecting the best practices in their own country, based on a common methodology. The target group of our questionnaire were part of general entities that are involved in the process of newly-arrived migrants' integration. The proposed methodology has the advantage to reveal complementary ideas and good practices for a better integration of the newly migrants.

The second step of the research was to organize an evaluation of the best practices collected in each country. Within IO1, partner countries have collect the most inspiring practices in their countries related with the integration of migrants in different fields. The practices collected were validated through a peer review process during an online validation workshop, implemented by each partner. The evaluators were Academics or NGO representatives.

## Criteria for assessment

The partnership agreed a set of criteria for assessing if the practice could be considered as one of the national promising practices for the employment of persons with disabilities in the open labour market. The criteria used was innovation, activities, results, impact and sustainability.

Partners have developed a common framework to evaluate the promising practices:

For each practice, the participant was invited to evaluate it in each of the assessment dimensions listed below allocating a score of 1 to 4 (1 for low or insufficient and 4 for very high or very good).

Participants have answered to this assessment with an online questionnaire at the end of the workshop.

CRITERIA	DESCRIPTION
<b>Innovation</b>	Intensity of new and distinctive features in the practice; what differentiates this from other practices with similar characteristics and purposes; the content's added value compared to conventional responses and the development of new skills. <i>'Is the practice an innovative one? How do innovative elements support the integration of migrants in society?'</i>
<b>Activities</b>	Process of identifying and documenting the specific actions to be performed to produce the practice deliverables. Activities provide a basis for estimating, scheduling, executing, monitoring, and controlling the practice delivery. <i>'What is the practice about? Does the practice have different levels of activities that improve its quality and fosters a better integration of migrants? Have the activities been validated?'</i>
<b>Results</b>	Practice results can be divided into three types: outputs; outcomes; impact. Outputs are those results which are achieved immediately after implementing an activity; outcomes can be considered as mid-term results. Impact is usually a long-term result and it may not be achievable even during the project cycle. <i>'Are the results aligned with the activities? Is the client's problem solved? Can we consider that the results of the practice are enough to evaluate it as a 'promising practice?'</i> <i>'Do they measure impact? What value does the practice present in terms of contributing to the integration/quality of life of the target group?'</i>
<b>Sustainability</b>	Sustainability has to do with measures, activities, processes or model that maintain the practice implementation. <i>'Are there any activities, processes or models that maintain the implementation? Is the practice feasible? (Adaptability to organisations' context and/or to different learning domains and context)?'</i>

It's important to bear in mind that the ensemble of them reflects an ideal practice and therefore, for the selection of the promising/ best practices, it was not mandatory to meet all of the criteria.

For M4M, best practices are understood as practices that are ethical, fair, and replicable, that have been shown to work well, that succeed in achieving their objectives, and therefore can be recommended as models.



# European Asylum General Context

The United Nations High Commissioner for Refugees (UNHCR) was created in 1950, with the sole aim of helping millions of Europeans who had fled or lost their homes. The office was first mandated for 3 years, but the mandate was renewed periodically and today, the Commissioner continues to assist refugees from all over the world. UNHCR works closely with national political, economic and social structures in more than 134 countries, to make policies, practices and laws compliant with international standards. (UNHCR, Advocacy, 2020)

The key document of UNHCR's work is the 1951 Refugee Convention, the Commissioner serving as a guardian of the 1951 Convention and the subsequent 1967 Protocol. The Convention is ratified by 145 State parties, with the baseline principle being non-refoulement, which asserts that a refugee should not be forced to return to a country where they face serious life or freedom threats. (UNHCR, Refugee Convention, 2020)

While in the period before the second World War, the migratory masses relocated looking for different climate, working conditions and food, in the period after the war, the terms asylum seekers and refugees appeared, and along with them, the world governments faced the new responsibility to work together under the same legislative framework in order to protect the people in need.

Everyone fleeing oppression, no matter the citizenship, gender, age, education or social background has the recognized right to asylum. Asylum is a fundamental right and State parties, including EU member states, have the international obligation to grant it to people who comply with the criteria set in the 1951 Geneva Convention relating to the status of refugees. (UNHCR, Refugee Convention, 2020) The EU integrated the conditions for qualifications for international protection in its own legal corpus, and broadened the concept by creating a category of beneficiaries of

international protection additional to refugees, i.e. beneficiaries of subsidiary protection.

Article 18 of the EU Charter of Fundamental Rights guarantees the right to asylum. In Article 19, collective expulsions are prohibited and individuals are protected from being removed, expelled or extradited to a state where there is a serious risk of death penalty, torture or other inhuman or degrading treatment or punishment. The EU Member States have agreed to a common European asylum policy, including subsidiary and temporary protection. The procedures to grant asylum must be both fair and effective throughout the Union. (Parliament, Democracy and Human Rights, 2020)

The Asylum Policy is enclosed in the Fact Sheets of the European Union, created in 1979 for the Parliament's first direct elections, where there is simple, straightforward information regarding the EU's institutions and policies.

The objective of the EU, as described by the European Parliament in the asylum policy, is to develop a common policy on asylum, subsidiary and temporary protection with a view of offering suitable status to all third-country nationals who need international protection, and to assure that the principle of non-refoulement is observed. This policy must be consistent with the Geneva Convention relating to the Status of Refugees of 28 July 1951 and the Protocol of 31 January 1967. Neither the TFEU nor the Charter provide a definition of the

terms 'asylum' or 'refugee', but both refer explicitly to the Geneva Convention and its Protocol. (Parliament, Asylum Policy, 2020)

In October 1999, with the adoption of the Tampere Program, the European Council decided that the common European system should be achieved in two phases: the adoption of common minimum standards in the short term should lead to a common procedure and a uniform status for those who are granted asylum valid throughout the Union in the longer term.

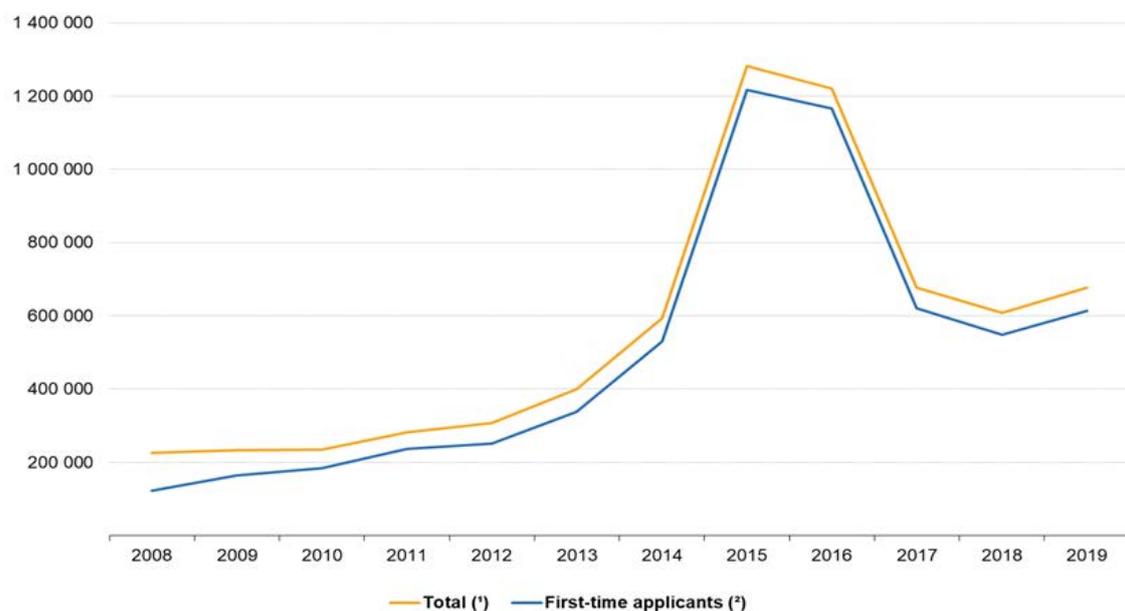
The asylum policies were also impacted by the Treaty of Lisbon in December 2009 through the creation of a common system encompassing uniform status and uniform processes.

This common system must include:

- A uniform status of asylum;
- A uniform status of subsidiary protection;
- A common system of temporary protection;
- Common procedures for the granting and withdrawing of uniform asylum or subsidiary protection status;
- Criteria and mechanisms for determining which Member State is responsible for considering an application;
- Standards concerning reception conditions;
- Partnership and cooperation with third countries.

The objective of enacting a common area of protection and solidarity based on a standard asylum policy and a uniform status for those granted international protection is also reaffirmed by the Stockholm Program, adopted by the European Council on December 2009 for the 2010 – 2014 period. (Eur-lex-Europa, 2020) Other existing legal device overseeing the asylum procedure are the DIRECTIVE 2011/95/EU OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 13 December 2011 on standards for the qualification of third-country nationals or stateless persons as beneficiaries of international protection, for a uniform status for refugees or for persons eligible for subsidiary protection, and for the content of the protection granted, the Eurodac Regulation (REGULATION (EU) No 603/2013 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 26 June 2013) (Eur-lex-Europa, 2020), the Dublin III Regulation (REGULATION (EU) No 604/2013 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 26 June 2013) (Eur-lex-Europa, 2020), the Reception Conditions Directive (DIRECTIVE 2013/32/EU OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 26 June 2013) (Eur-lex-Europa, 2020)

### Number of asylum applicants (non-EU-27 citizens), EU-27, 2008–2019



(\*) 2008–2014: Croatia not available.

(\*) 2008: Bulgaria, Greece, Spain, France, Croatia, Lithuania, Luxembourg, Hungary, Austria, Romania, Slovakia and Finland not available. 2009: Bulgaria, Greece, Spain, Croatia, Luxembourg, Hungary, Austria, Romania, Slovakia and Finland not available. 2010: Bulgaria, Greece, Croatia, Luxembourg, Hungary, Austria, Romania and Finland not available. 2011: Croatia, Hungary, Austria and Finland not available. 2012: Croatia, Hungary and Austria not available. 2013: Austria not available.

Source: Eurostat (online data code: migr\_asyappctza)

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Figure 1 Eurostat (online data code: migr\_asyappctza) [www.eurostat.eu](http://www.eurostat.eu) (Eur-lex-Europa, 2020), and the Asylum Procedures Directive (DIRECTIVE 2013/32/EU OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 26 June 2013).

However, the above legal framework to determine the procedures of all the Member parties to be followed was of no use to respond to the most severe migratory challenge since the Second World War. In 2015, the EU registered 1.25 million first-time asylum applicants; by 2018, this figure had descended to 581,000 applicants. In 2018, 116,647 people reached Europe by sea, compared to more than one million in 2015. In 2018, the total number of illegal border-crossings into the EU dropped to 150,114, its lowest level in five years and 92% below the peak of the migratory crisis in 2015.

According to the EUROPEAN ASYLUM SUPPORT OFFICE persistently high levels of asylum applications were registered in the first two months of this year. In January, more than 65 300 asylum applications were lodged, almost back to the recent peak of October 2019 (66 600); in February, there were more than 61 100 applications, despite it being a short month and there was missing data. Hence, before the COVID-19 outbreak, asylum trends were at the highest point for the past two years. (OFFICE, 2020)

A limited number of EU+ countries receive the highest accumulation of asylum applications, with more than three quarters of all applications lodged being concentrated in the top four countries. As it typically happens over the winter months, detections of illegal border-crossing (IBCs) at the EU+ external borders continued to decrease, witnessing a downward trend

since October 2019. Applications for international protection continue being much higher than detections at the EU+ external border. In fact, in February there were ten times as many applications than detections, on an upward trend from six times as many in January. (OFFICE, 2020)

In March, only 34 737 applications have been lodged in the EU+, dropping by almost a half compared to February. The impact of the COVID-19 outbreak within the single countries together with the extent of the restrictive measures implemented have affected asylum authorities to different degrees. As such, trends for March are not truly indicative of the asylum picture in EU+ countries and will not be analysed in depth in this update. It is unclear to what extent is a backlog in lodgings accumulating in EU+ countries, but asylum trends will reasonably resume after the lifting of the current restrictions.

Before the COVID-19 outbreak, applications were up by 16 % from the same period in 2019 (January-February) but the emergency measures that were enforced in mid-March reduced applications in Q1 (161 563) compared to 2019. As is usually the case, one in every ten applications lodged in February (and one in every eleven in March) has been remade – i.e. filed by third-country nationals having already received a negative decision on a previous application, and approximately 3 % of all applications were lodged by self-claimed unaccompanied minors (UAMs). (OFFICE, 2020)

More first-instance decisions were still issued in the first quarter of 2020 (144 114) compared to 2019 (136 302) despite the reduced level of asylum activities. For example, in January (51 126) more decisions were issued since the beginning of 2018; followed by a drop in the shorter month of February (46 671). (OFFICE, 2020) Notably, despite the emergency measures in place, in March, decision making across the EU+ (46 317) have been maintained in line with February, while far fewer applications have been lodged. As a result, in March, for the first time in about nine months the number of cases closures (decisions, cases withdrawn or otherwise closed) exceeded the number of applications recorded.

Consequently, the number of applications awaiting a decision at first instance (with asylum authorities) did not increase, as was mostly the case in the previous two quarters. At the end of March, 485 478 cases were awaiting a decision at first instance (some 5 700 fewer than in February). Moreover, at the end of January 2020, there were some 855 645 cases pending at all instances. (OFFICE, 2020) Thus, it is reasonable to conclude that somewhat more than half of all cases were pending at first instance with asylum authorities, whereas the remainder were awaiting a decision in appeal/ review.

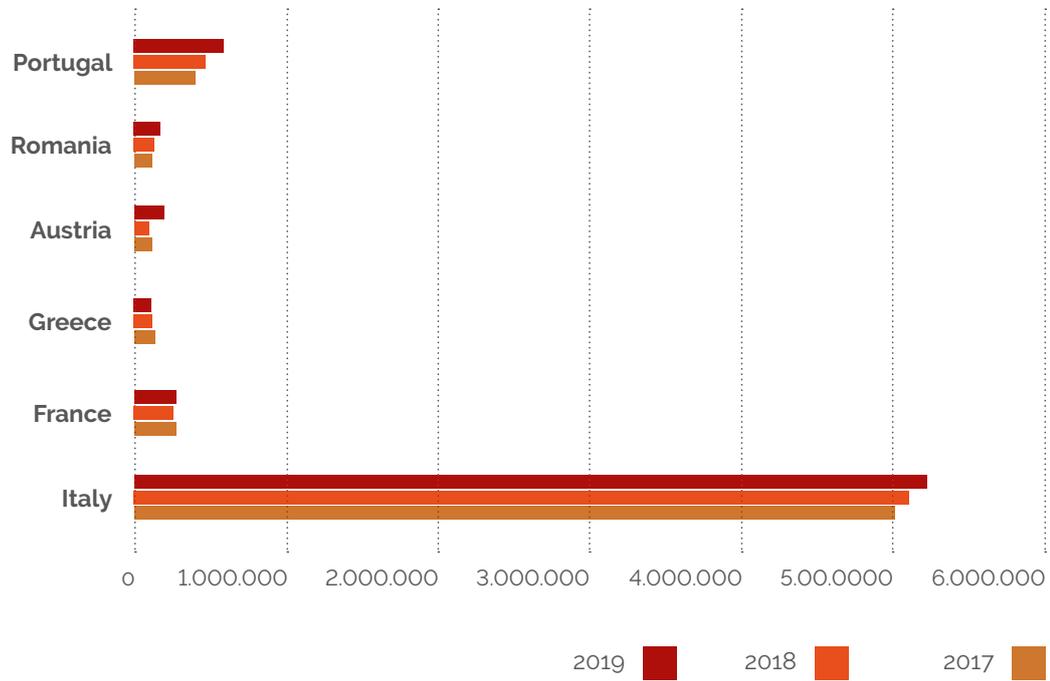
The overall recognition rate for EU-regulated types of protection has been decreasing since for the last year or so. For instance, in February, the share of positive decisions was lower (27 %) than in most months of 2019. The recognition rate increased in March (30 %) but this might have been affected by changes in asylum activities due to the COVID-19 outbreak. From the wider perspective, the recognition rate for decisions issued in Q1 2020 was 28 %, down from 31 % in the previous quarter. A year ago, in Q1 2019, the share of positive decisions was higher at 35 %. It is important to note that the recognition rate is determined by the cases that are decided upon, rather than applications lodged during the same period. (OFFICE, 2020)

Each partner was responsible of collecting data's from its own country. We have decided to compare the data from each country on the following dimensions in order to establish the scale of the migration and the evolution in the last 3 years:

## 1. Total number of migrants:

Table 1 Total number of migrants/See Annex 1 for sources

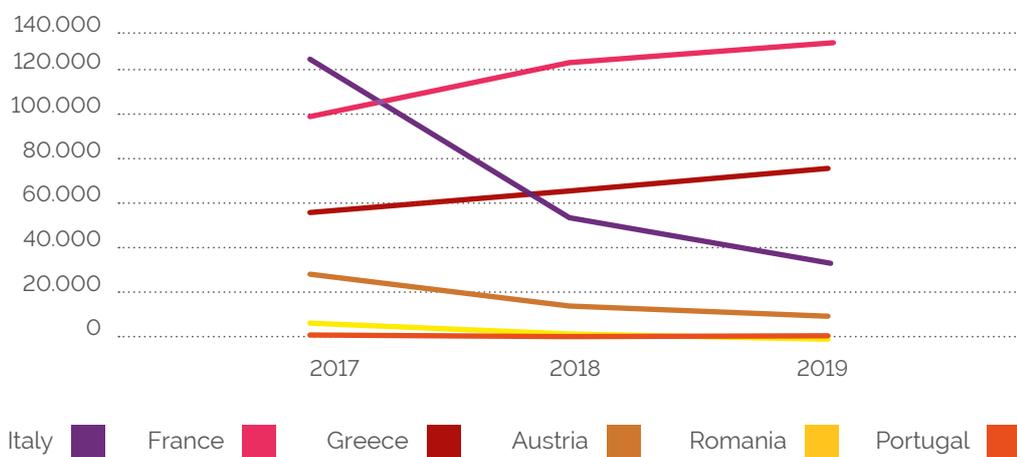
		Italy	France	Greece	Austria	Romania	Portugal
Total No of immigrants	2017	5,046,994	262,000	112,247	111,801	116,830	421,711
	2018	5,144,440	255,956	119,489	105,633	120,358	480,300
	2019	5,255,503	276,576	120,000	186,725	137,619	580,000



## 2. Total number of Asylum Seekers:

Table 2 Total number of Asylum Seekers/ See Annex 1 for sources

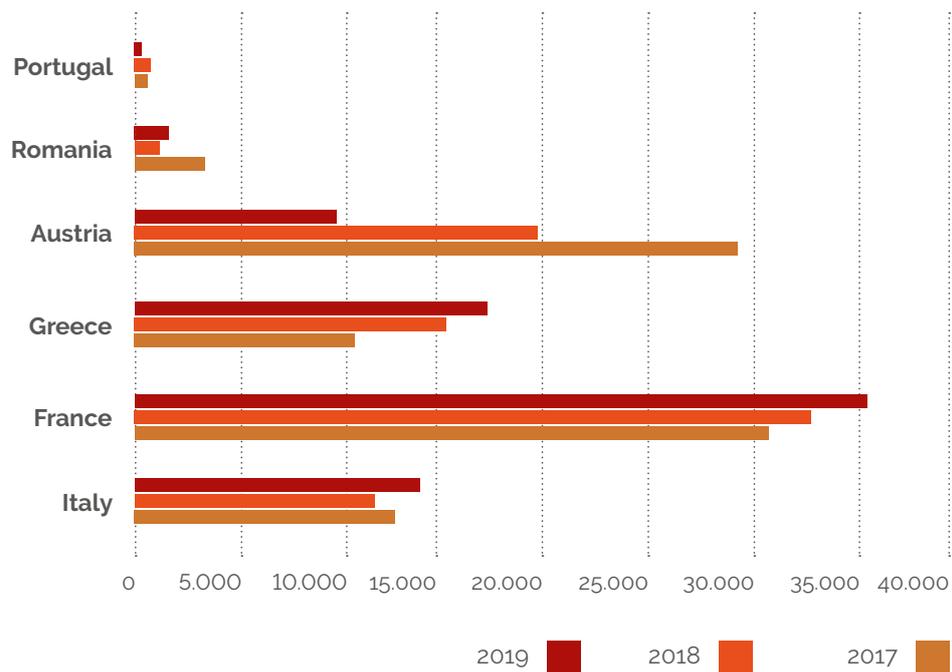
	Italy	France	Greece	Austria	Romania	Portugal
Total No of asylum seekers	2017 130,119	100,755	58,637	24,296	4,820	1,750
	2018 53,596	123,625	66,963	13,400	2,138	1,285
	2019 31,136	132,614	77,287	12,511	2,592	1,849



### 3. Total number of beneficiary of protection:

Table 3 Total number of beneficiary of protection/ See Annex 1 for sources

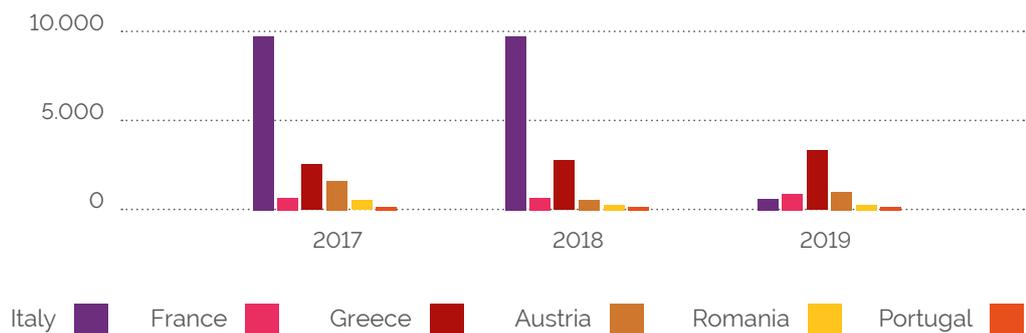
		Italy	France	Greece	Austria	Romania	Portugal
Total No of beneficiary of protection	2017	13,707	31,964	10,347	28,064	3,921	500
	2018	11,415	33,330	15,189	18,478	1,146	691
	2019	14,700	36,512	17,355	9,723	1,183	308



### 4. Unaccompanied minors

Table 4 Unaccompanied minors/See Annex 1 for sources

		Italy	France	Greece	Austria	Romania	Portugal
Unaccompanied minors	2017	9,782	591	2,459	1,751	265	40
	2018	3,676	742	2,638	488	135	45
	2019	571	755	3,303	860	185	55



# Country Context

## Greece

Even though throughout the last couple of centuries population movements in Greece have changed a lot, it is safe to say that Greece has had two major changes in immigration since the 1980s (Petracou, et al., 2018). It was when Greece transformed to a destination point, rather than a place of outward mobility that it had been after the Second World War, that these changes occurred. At the beginning of the 1980s, Greece started receiving small proportions of immigrants originated mainly from Africa and Asia. The biggest shift though, was in the 1990s when Greece, due to a number of reasons (e.g. its geographical location, economic development, and increase in living standards) changed from a transit point to a final destination (Papageorgiou & Tsironis, 2013). Moreover, the collapse of the Soviet Union resulted in a rapid increase in immigrants coming from Central and Eastern Europe (Chindea, Majkowska-Tomkin, Mattila, & Pastor, 2008).

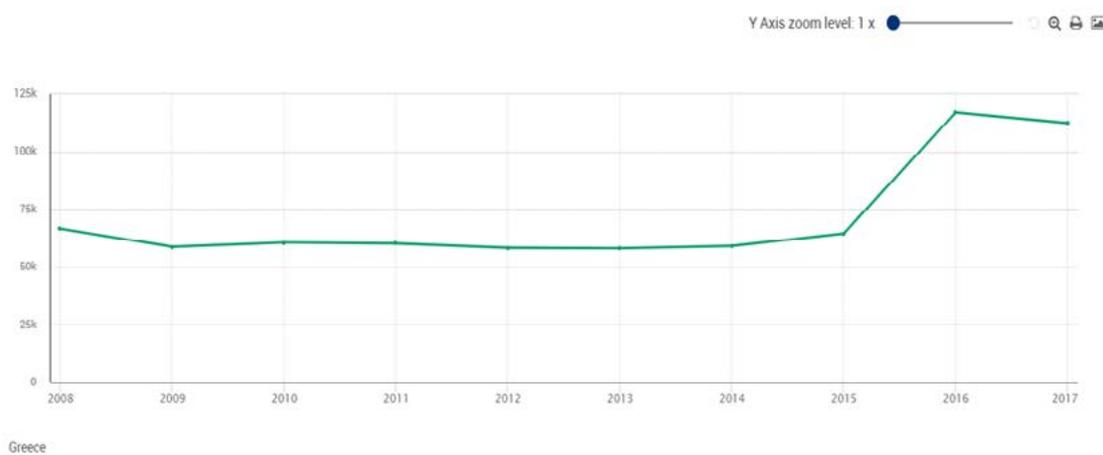


Figure 2 Immigration, Eurostat 2019 <https://ec.europa.eu/eurostat/databrowser/view/tps00176/default/?line?lang=en>

Later, up until 2014, there was a steady immigration influx, which started increasing again in 2015. It was when due to armed conflicts in the Middle East that a vast number of people fleeing violence used Greece as an entry point in order to reach Europe (Petracou, et al., 2018).

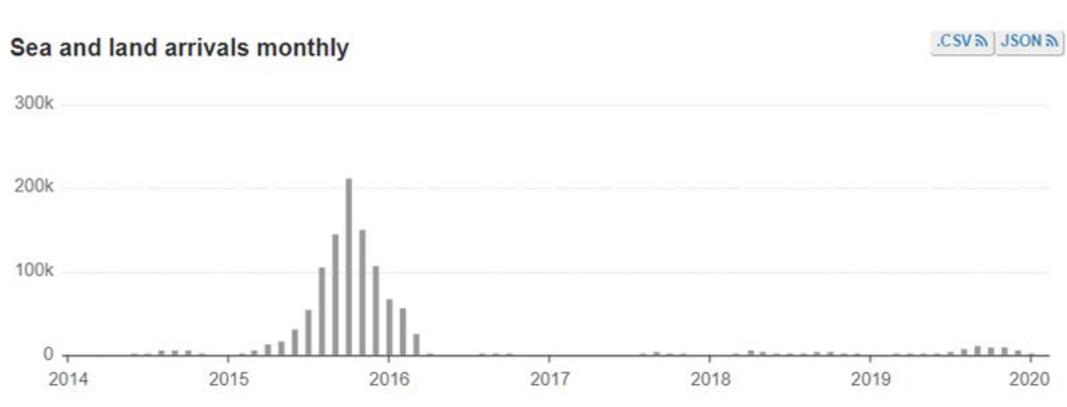


Figure 3 Sea and land arrivals monthly, UNHCR <https://data2.unhcr.org/en/situations/mediterranean>

It is quite impressive that in 2015, 856,723 people arrived in Greece, while in 2014 the number was 41,038. In October 2015 alone, 211,663 people crossed the Greek borders in order to find a safe place in Europe (UNHCR, 2019a). More than half of them originated from Syria fleeing the war there, while 20% were Afghans, and 7% Iraqis (Petracou, et al., 2018). Influxes started decreasing again in 2016 and 2017, mainly due to two developments. The first one was the closure of the Balkan route in 2016, which stranded immigrants in Greece; the second was the EU-Turkey statement, which aimed to control irregular immigration from Turkey to Europe (Petracou, et al., 2018). Thus, people arriving from Turkey are subjected to a geographical restriction to remain in the place of their first reception (mainly the Aegean islands) until their claims for international protection are granted. If denied, they are deported back to Turkey. Asylum seekers who are subjected to the geographical restriction live in reception centres that have exceeded their occupancy. Namely, the capacity of the reception centres in the islands is 5,400 people, while in 2019, 36,400 people were living there (UNHCR, 2019).

### **Description of the main profile of newly arrived immigrants**

According to the Hellenic Statistical Authority, in 2017 and in 2018, 112,247 migrants and 119,489, respectively arrived in Greece (Voulgaris, 2018; Mpakalidou, 2019). In terms of their country of origin, 9,369 were EU nationals and in terms of gender, 44,107 of them were female (Eurostat, 2019; Petracou, et al., 2018).

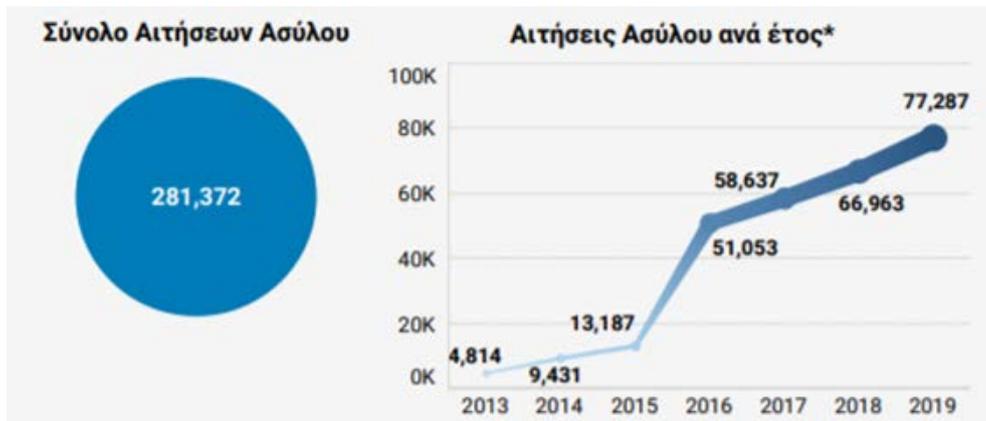


Figure 4 Total number of Asylum Applications in 2018 (Asylum Service)

Table 3 which contains data from the Asylum Service shows that in 2017 there were 58,637 asylum seekers (UNHCR counted 44,221), in 2018 66,963 (while UNHCR counted 76,099), and in 2019 there were 77,287 applicants seeking international protection. Out of those, in 2017, 9,302 were recognized as refugees, while 1,045 were granted subsidiary protection. In 2018, 12,611 applications for international protection were accepted, while 2,578 applicants gained subsidiary protection. In 2019, there were 13,509 refugees and 3,846 beneficiaries of subsidiary protection<sup>1</sup>.

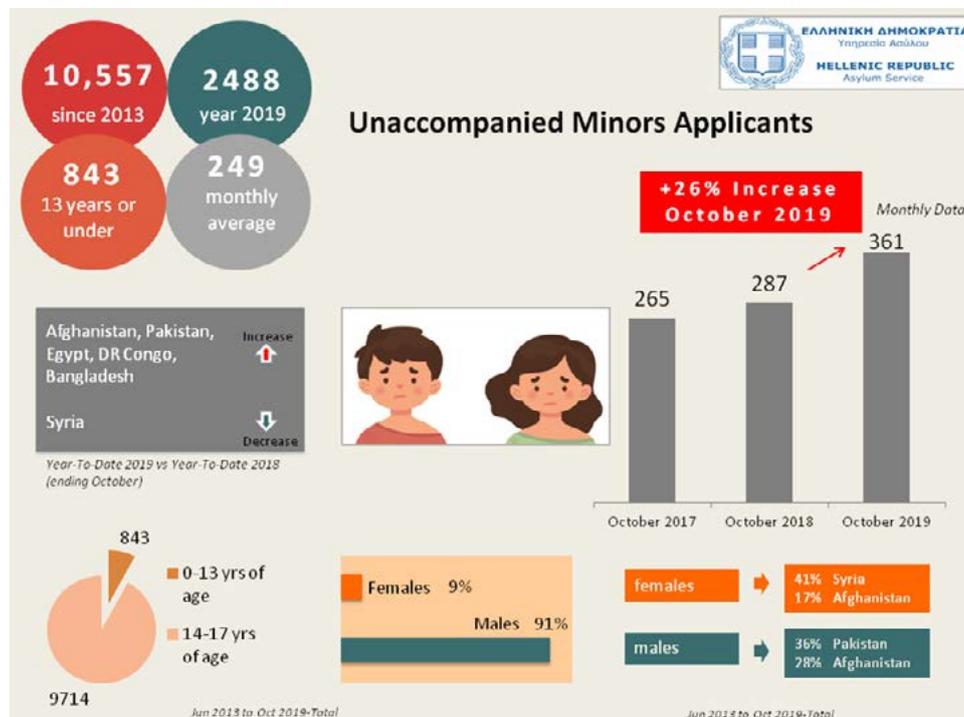


Figure 5 Unaccompanied Minors Applicants, Greek Asylum Service, 2019

<sup>1</sup> Greek Asylum Data Service, December 2019: [http://asylo.gov.gr/wp-content/uploads/2020/01/Greek\\_Asylum\\_Service\\_data\\_December\\_2019\\_gr.pdf](http://asylo.gov.gr/wp-content/uploads/2020/01/Greek_Asylum_Service_data_December_2019_gr.pdf)

Regarding unaccompanied minors, data from table 4 of the Asylum Service show that since 2013, there has been an average monthly influx of 249 children. In 2017, there were 2,459 minors (142 of them were females), while in 2018, there were 2,638 children (193 of them were females). In 2019, there were 2,488 children officially registered, the majority of whom were 14 to 17 years old, whereas 91% of them were male. In terms of place of origin, most of them came from Pakistan, Afghanistan, and Syria.

### ***National current conditions and services offered to newly arrived immigrants & legal framework***

Sometimes, confusion might prevail in the discourse about immigration. From 1930 to 1950 there was not any differentiation between the terms of refugee and immigrant, and countries examined each case according to financial standards. In 1951 though, United Nations distinguished these two terms and defined the term refugee clearly, along with their rights and obligations (Donosie, 2019). Thus, the first article of the Convention and Protocol relating to the Status of Refugees (the so called Geneva Convention) defines a refugee as a person who fears "of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country; or who, not having a nationality and being outside the country of his former habitual residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it" (UNHCR, 2010, p. 14). The UN Agency for the Refugees makes clear that refugees "constitute a legally distinct group" (UNHCR, Forced migration and development, 2007, p. 1), and should not be confused with migrants who choose to immigrate due to financial and social reasons. According to this treaty, all countries who have signed it are bound by its terms and are responsible for refugees (Lawpsot, 2016).

Greece, as one of the 145 states that have signed the treaty, is bound by Law 3989/1959 to follow it. Thus, it has based its asylum system in this treaty and its protocol of New York in 1967<sup>2</sup> (Law 389/1968), as well as the national and European legislation. More specifically, Greece is bound to provide asylum to those who meet the criteria and to follow the principle of non-refoulement (Library of Congress, 2016). In cases of massive influxes of refugees, states can also provide subsidiary protection (Lawpsot, 2016), which is being granted to people who, even though do not qualify for refugee status, there are serious concerns that they face serious threats to their lives and their dignity (Library of Congress, 2016).

<sup>2</sup> In the Geneva Convention in 1951, only people who were affected by the events that occurred in Europe before January 1st 1951 could apply for asylum. With the Protocol of New York in 1967, these geographical and time constraints were removed (Lawpsot, 2016).

Between 1990 and 2005 immigration policies mainly focused on combating the phenomenon of irregular immigration, on exercising border controls, and on registering and granting resident permits to immigrants. At the same time, as a result of long-term inefficiencies, asylum services were very restrictive and time consuming (Petracou, et al., 2018). Namely, up until 2016, they had been handling cases registered up to ten years before (Voutsinou, et al., 2017).

In 2012, the focus on migration policy shifted to the combat of "illegal migration". The government piloted different policies that aimed at controlling the influxes of irregular immigrants (e.g. building a fence in the land borders with Turkey and increasing the detention up to 18 months). In 2015, the picture of immigration in Greece changed drastically. From a destination point, Greece transformed, again, into a transit one and started receiving large amounts of people by sea.

In Greece, ever since 2015 the main focus in the discourse about immigration has been international protection, since the vast majority of immigrants seeks international protection. A reason for this could be that according to law 3386/2005, irregular entry in Greek territory consists in a penal offence. That means that it falls under the jurisdiction of the Public Prosecutor to press charges against those immigrants who do not possess documents to prove their identification, leading the immigrants to court (Petracou, et al., 2018). Even though the Public Prosecutor rarely presses charges, upon arriving, immigrants tend to apply for international protection in order to have their claims fully examined.

### ***National Legal Framework of International Protection***

The Asylum Service was created with the law 3907/2011 following the 2008/115/EC EU Directive<sup>3</sup> and it is being regulated by law 4375/2016. It falls under the operation of the Ministry of Citizen Protection and it first started operating in 2013 (Presidential Decree 113/2013). It is the first autonomous structure responsible for monitoring the registration process by the regional asylum offices. Moreover, on the same year, the Reception and Identification Service started operating, which works as a First Reception Centre and it is responsible for registering and fingerprinting asylum seekers (Konstantinou & Georgopoulou, 2018).

In order to complete an asylum application, the applicant needs to apply in person. For those who cannot do that, in 2014, a new system for application appointments through Skype was created. But, according to the Ombudsman, (Voutsinou, et al.,

<sup>3</sup> This Directive was an effort to create a common policy between all EU state members, concerning the issue of migration and asylum system.

2017) this consists in a rather restrictive system than the solution it hoped to give, because it undermines the continuous and uninterrupted access to asylum procedures (Konstantinou & Georgopoulou, 2018).

According to law 4375/2016 and its greater versions 4399/2016 and 4540/2018, the asylum application process includes the following stages. At first, the person who seeks international protection makes their claim with the concerning authorities (simple registration). Afterwards, a full registration of the applicant will begin, following the full examination of their claims and when that is completed, the application will be considered lodged. If a full registration is not possible at that moment, then a basic registration is taking place where the applicant needs to proceed to a full registration as soon as possible.

When the application has been lodged, applicants will receive an asylum seekers card, which is valid for a period of six months (except for the applicants who make their claims on the hotspots on the islands, where they fall under the geographical restriction and the card is valid only for one month) (Konstantinou & Georgopoulou, 2018). In total, at the end of 2018, the asylum service operated in 23 locations throughout Greece - 12

Regional Asylum Offices and 11 Asylum Units (Konstantinou & Georgopoulou, 2018). The asylum service processes the application via either a regular or an accelerated procedure. The accelerated procedure includes requests from applicants who come from a place of safe origin, have unfounded applications, or have given either false documents or information (Library of Congress, 2016).

Due to the impact of the EU-Turkey statement, asylum seekers who arrived after 20 March 2016 are subjected to fast track border procedures that happen in hotspots<sup>4</sup> established in the islands of the Aegean (Konstantinou & Georgopoulou, 2018). Moreover, the new law 4636/2019 subjects vulnerable groups and minors to fast track procedures, something that might obstruct the seamless examination of their claim (Amnesty International, 2019b).

Regarding unaccompanied minors, according to law 1982/2016, a distinct procedure is being implemented in order to determine the age of the applicant. If the unaccompanied applicant is proven to be a minor<sup>5</sup>, Presidential Decree 141/2013 and 220/2007 and law 4554/2018 state that authorities must appoint a guardian, or a representative to stand for their interests. Moreover, authorities should locate their relatives or appoint appropriate housing, but

<sup>4</sup> Hotspots (First Reception Centers) are temporary reception centers, where asylum seekers stay until their registration. It was first introduced in 2015 by the European Commission, in order to provide immediate assistance to Italy and Greece, which were facing a rapid growth in the migratory influx. In Greece there are currently five hotspots (Konstantinou & Georgopoulou, 2018).

<sup>5</sup> A minor is considered to be anyone from 0-17 years old.

until they do, minors are being held either in detention, or in special hospitality centres. (Library of Congress, 2016). Greece has 402 reception facilities in order to accommodate the minors. However, according to the European Commission recommendation (European Commission, 2016) in 2016, there were concerns regarding the "lack of a properly functioning guardianship system" like suitable accommodation (p.9), and concerns regarding the security of unaccompanied minors. Evidently, in 2018 from the 3,741 unaccompanied minors, only 1,064 were placed in a long-term accommodation facility and 895 in temporary ones.

According to law 3907/2011, a new body of appeals was founded, the Appeals Authority. The appeals authority is a body for filing second degree appeals in denied applications of asylum seekers. Later laws (4375/2016, 4399/2016) established the Appeals Authority as an autonomous service under the Ministry of Migration Policy. It consists of civil servants with a three year term, who enjoy independence. Its head is the Director, who is appointed by the Minister of Migration Policy, after following a selection procedure, which falls under law 4375/2016 (Appeals Authority, n.d.).

### ***Rights of Refugees and Beneficiaries of Subsidiary Protection***

According to the Greek law, a number of rights are being granted to refugees and beneficiaries of subsidiary protection. First of all, authorities are required to ensure the family unity of the granted applicant. This means that their families have the choice to be granted asylum status as well. Also, beneficiaries and their families have a renewable three-year residence permit and are given travel documents which are being regulated by the law 3103/2003.

According to the Presidential Decree 141/2013 authorities also have the obligation to provide the proper assistance to beneficiaries of subsidiary protection if they choose to return to their countries of origin.

### ***Social Services***

According to the Ombudsman, in a state of justice, living conditions of migrants and refugees must correspond in respect to human rights. Even for those whose residency status is not very clear yet, human life, decency and freedom is constitutionally protected (Voutsinou, et al., 2017). Since 2010 though, due to the financial crisis, Greece has implemented a series of austerity measures that caused a massive collapse in the public welfare system. At the same time, pay gap between native and foreign populations grew even more, exposing immigrant communities to more inequalities (Papageorgiou & Tsironis, 2013).

As it is also highlighted by the UNHCR, "provision of basic social rights is currently a challenge for both asylum seekers and beneficiaries of international protection in Greece. The country lacks an overall integration strategy, as well as specific measures targeting the refugee population. Moreover, refugees are not always efficiently included in national social protection measures that aim to address the needs of the homeless and unemployed Greek population. (Pro Asyl & RSA, 2017, p. 10)<sup>6</sup>".

### **Accommodation**

According to the Presidential Decree 141/2013, beneficiaries of international protection have access to accommodation under the conditions and limitations applicable to third-country nationals residing legally in the country (Konstantinou & Georgopoulou, 2018).

Up until 2016 though, adequate safe living conditions for refugees and migrants were not a given (Voutsinou, et al., 2017). The unprecedented numbers of people fleeing violence and war, who arrived in Greece in order to find sanctuary in Europe, caught the state unprepared. The Greek state has been criticized for its inadequacies in this sector, especially due to the poor and sometimes dangerous and humiliating living conditions of asylum seekers. Thus, the majority of the services needed (e.g. rescue, first aid, clothing, food, care, legal assistance, accommodation) were provided by civil society organizations - both national and international (Petraçou, et al., 2018; Voutsinou, et al., 2017). In 2017, the UNHCR in collaboration with other NGOs and municipalities have undertaken an accommodation scheme where refugees are being provided with accommodation and financial assistance. That scheme though, is addressed only to the vulnerable population. Those 14 structures operate in 21 cities throughout Greece and in December 2019, there were 25.800 people housed (UNHCR, 2019). In 2018, there were 27 temporary accommodation centres and 17.037 provided by UNHCR. In 2019, 5.300 children arrived in Greece and there was available accommodation for only one in five unaccompanied minors. NGOs are providing them with temporary accommodation centres in order to minimize their confinement in detention centres and at the same time, they provide counselling and support in order for them to be autonomous (Konstantinou & Georgopoulou, 2018). However, in a research that was conducted by Pro Asylum and Refugee Support Aegean in 2017, it was found that the living conditions of refugees have yet to be improved (Tzeferakou, 2018).

<sup>6</sup> Pro Asyl and Refugee Support Aegean, Rights and effective protection exist only on paper: The precarious existence of beneficiaries of international protection in Greece, 30 June 2017, available at: <http://bit.ly/2FkNoig>, 24, citing correspondence with UNHCR on 10 February 2017.

## ***Welfare System***

It is worth noting that the welfare system in Greece is very limited. Austerity measures resulted in serious cutbacks in many resources of the welfare system, increasing the risk of poverty and social exclusion rate to 35.6% in 2016 (from 28.1% in 2008) (Petracou, et al., 2018).

However, authorities are bound by law 4540/2018 to "provide asylum seekers with an adequate standard of living, ensure their subsistence and promote their physical and mental health, based on the respect of human dignity". Refugees and beneficiaries of subsidiary protection with a valid residence permit are entitled access to the welfare system, with the same provisions as the nationals (Konstantinou & Georgopoulou, 2018). Some of the social benefits that they may enjoy are family allowance (to families residing for at least 10 years in Greece), single mother allowance (with proof of family situation), single child allowance, disability benefits, social solidarity income, uninsured retiree benefit (if they reside in Greece for at least fifteen continuous years). Unfortunately, the lack of documents required often make it very difficult for beneficiaries of international protection to receive social benefits. (Konstantinou & Georgopoulou, 2018)

Furthermore, financial assistance by the UNHCR was also provided by debit cards to 90,500 asylum seekers and refugees, something that gives beneficiaries the opportunity to choose what they need the most. (UNHCR, 2019).

## ***Health Care***

Refugees have the same rights as Greek citizens regarding their provided healthcare, social security and education (Articles 23, 24 2989/1959, Presidential Decree 220/2007). Regarding health care, in order to have access to both hospice and pharmaceutical care and to be ensured of their labour rights, the Greek state provided asylum seekers (from the moment they expressed they wanted to be granted international protection) and refugees a social security number (AMKA) (law 4368/2016). For those asylum seekers who were not beneficiaries of AMKA, article 3 of the same law provided them with an insurance of a special Foreigner's Health Care Card, which allowed them free health care (in public hospitals) (Amnesty International, 2019a).

With the new amendment 4636/2019 - Gazette 169-/1-11-2019, the Greek state now provides a temporary social security number with the registration of asylum seekers. If the application is denied, the temporary security number is being recalled. The state has been criticized for this new amendment by civil society organizations, since

this law does not corroborate with the responsibilities of the state in consonance with the international and EU law. Starting from January 1st 2020, only asylum seekers with lodged applications can have access to the public health system, something that endangers asylum seekers and especially children of irregular migrants who have expressed their will for international protection (Amnesty International, 2019a).

Nonetheless, even those who can obtain the social security number and have access to the public health system do not have the conditions in their merit. Due to the economic recession with the continuous cutbacks, access to the health system is very constrained. For example, unfulfilled health issues from 2009 to 2016 escalated to 12% from the 4% they were before. Quality of health provisions has been limited dramatically, while at the same time unemployment and reduction of family income have increased the demand for public hospice (Souliotis, Papadonikolaki, Papageorgiou, & Oikonomou, 2018; Ambast & Gogou, 2018).

## **Education**

According to law 4540/2018, asylum seeking children have access to education with the same conditions as nationals, and any assistance regarding documents should be provided in order for this access to be facilitated. Minors are being integrated in the educational system three months after their identification, at the latest. Moreover, in order for the integration to be facilitated, special informal educational actions could be implemented in hotspots. Both minors and adults can have access to secondary education (Gazette A-91/22.05.2018).

In 2016, at the end of the morning classes, the state started afternoon preparatory classes in the school premises near the accommodation of refugees, for all children from four to fifteen years old. Children who live in dispersed urban places may enrol at morning schools.

As (Konstantinou & Georgopoulou, 2018) propose, there must be a reinforcement of school attendance and at the same time, there should be guarantees about the education of the children residing in hotspots on the islands. Out of the 27,000 children that were in Greece in 2019, only 11,700 are enrolled in formal education.

In 2018, the Ministry of Migration policy (reformed in July 2019 to Ministry of Citizen Protection) announced a pilot program of Greek language lessons for refugees and migrants (Ministry of Migration Policy, 2018). It was stated that the beneficiaries of the program would be 5,000 people. Unfortunately, up until now, the program has yet to start (Georgiopoulou, 2019). Initiatives which provide Greek language classes have also been made by universities and civil society organizations, in order to help the better integration of asylum seekers, refugees and migrants.

## Employment

Refugees and beneficiaries of subsidiary protection have the right of employment according to article 53 of the law 4636/2019 - Gazette -169/1-11-2019, and have the right to access the labour market and take part in programmes of vocational training as the Greek nationals do, six months after they obtain their asylum seekers card.



Figure 6 Unemployment rate of foreign- born  
[https://migrationdataportal.org/data?i=unemp\\_foreign&t=2018&cm49=300](https://migrationdataportal.org/data?i=unemp_foreign&t=2018&cm49=300)



Figure 7 Unemployment Gap [https://migrationdataportal.org/data?i=unemp\\_gap&t=2018&cm49=300](https://migrationdataportal.org/data?i=unemp_gap&t=2018&cm49=300)

However, in practice, something like that is not applicable. The Greek financial crisis and the escalation of unemployment rates enhanced their "disadvantage", comparing them to Greek speaking job applicants, which can often result in informal employment, something that further deprives them of their social rights. Furthermore, on the one hand, they might have the same conditions to apply for vocational training programmes as the nationals, but on the other hand, it is ignored that very often they are not able to provide the necessary documentation, something that can lead to their exclusion from such programmes. As you can see in the tables above, the unemployment rate of foreign-born reached its peak in the years of financial crisis (38% in 2013), and in 2018, it was at 28.6%. Concurrently, the gap between foreign-born and native populations in 2011 was 11.5% and in 2018, it was 10%.

Initiatives for the inclusion of refugees and migrants in the labour market have been made mainly by civil society organizations. In 2019 and in 2020, seminars that aimed at informing and preparing prospect employees with a refugee background for a future position in the private sector, have been conducted with the collaboration of NGOs, including KMOP (Generation 2.0, 2019).

## **Legal Assistance**

From the time a person states that they want to seek international protection, the State is bound (law 4375/2016) to provide them information in a language they understand. For this reason, the Asylum Service, through a series of interventions, produced an information paper available in 20 languages, translated information on its website in 18 languages, created a landline available in 10 languages, produced 10 video tutorials in 7 languages, and also constructed a mobile application with information about the asylum application procedure.

In the meanwhile, non-state actors have engaged in providing information about the asylum procedure. But according to findings on the field, a very small percentage of asylum seekers had information and legal aid about the asylum process, something that had been a cumulative stress factor for them (UNHCR, 2018; Konstantinou & Georgopoulou, 2018).

The Greek state is not obliged and does not provide free legal aid to asylum seekers regarding their application, so it falls on non-state actors such as non-governmental organizations to provide legal assistance and counselling to asylum seekers. The total number of structures providing counselling in early 2018 was 26. This scheme managed to help over 10,000 claims. Nevertheless, the state is bounded by law 4375/2016 to provide free legal assistance to those asylum seekers who wish to appeal a negative decision of the Asylum Services. This scheme started operating for the first time in Greece in September 2017 and by the end of 2018, it included 31 lawyers. It managed to help 3,351 rejected applicants who wanted to appeal in 2018. Still, this number consists in only the 21.8% of the total appeals in 2018. (Konstantinou & Georgopoulou, 2018).

## **Existing Projects**

There is a variety of projects regarding the integration of newly arrived immigrants in Greece, which is thought to be very promising.

First of all, there are many projects that emphasize the integration of newly arrived migrant and refugee children in the education system. Some of them are:

“Mediterranean Inclusive Schools”- MEDIS<sup>7</sup>. MEDIS is a transnational Erasmus+ Programme of the EU, which is implemented in Greece by KMOP. Its goal is, through the implementation of LIC Plan in specific environments, to promote both the inclusion

<sup>7</sup> [https://www.kmop.gr/files/docs/medis/MEDIS\\_National\\_Report\\_GR\\_final.pdf](https://www.kmop.gr/files/docs/medis/MEDIS_National_Report_GR_final.pdf)

of newly arrived immigrant and refugee children and at the same time, to build the professional skills of their educators.

There are other projects like "AfterSchool" of the NGO Civis Plus<sup>8</sup>, which offers language lessons to both immigrant and refugee children and also to adults, in order to help them integrate better in their host country.

Furthermore, there is "Child Recreational Space" of the NGO METAdrasi<sup>9</sup>, which aims to address the educational needs and to offer recreational activities to children living in hotspots. It started operating in January 2018, and it offers Greek, Mathematics and English lessons, following on the one hand the analytical program of the Ministry of Education, and at the same time, offering a personalized teaching material.

In other sectors of everyday life, NGO METAdrasi created a dictionary<sup>10</sup>, which aims to facilitate the communication of newly arrived immigrants who do not speak the Greek language with the ones that do. Also, other projects like the Vitality Interventions for Migrants-VIM implemented by KMOP , an Erasmus+ funded programme, aim to improve the health of migrants by informing them about the health system and building their confidence in order to use it, and in the meantime, by providing them the necessary information in order for them to foster a healthier lifestyle.

Last but not least, another European project which is funded by the Rights, Equality and Citizenship (REC) Programme of the EU and is also being implemented by KMOP<sup>11</sup> in Greece, is the "Supporting un-Accompanied children with Family-based care and Enhanced protection" -SAFEProject<sup>12</sup>, which aims to build a capacity of professionals and caretakers, in order to promote the welfare and protection of unaccompanied minors in several countries, including Greece.

The buddy system is not yet implemented in Greece, but data from previous projects show that the implementation of that could be very promising. More specifically, data from "Integrated: Promoting Meaningful Integration of 3rd Country National Children to Education" , an AMIF European programme which aims to better integrate migrant and refugee children in the education system and to combat discrimination against them, shows that children have a smooth integration experience when their classmates help them.

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<sup>8</sup> <http://civisplus.gr/portfolio-view/afterschool-social-school-support-for-migrant-refugee-children/>

<sup>9</sup> <https://metadrasi.org/en/campaigns/educational-activities/>

<sup>10</sup> <https://metadrasi.org/en/campaigns/gefyres-bilingual-refugee-support-guide/>

<sup>11</sup> <https://www.kmop.gr/current/416-vim-vitality-interventions-for-migrants>

<sup>12</sup> <https://www.kmop.gr/current/391-supporting-un-accompanied-children-with-family-based-care-and-enhanced-protection-safe>

Meaningful Integration of 3rd Country National Children to Education”<sup>13</sup>, an AMIF European programme which aims to better integrate migrant and refugee children in the education system and to combat discrimination against them, shows that children have a smooth integration experience when their classmates help them.

### ***Policy Recommendations***

According to the OECD (OECD, 2018, p. 34) “Together with the impact of the economic crisis, the absence of a coordinated approach has led, until now, to a rather fragmented policy for migrant integration”. Many inefficiencies have also been recorded by the Ombudsman (Voutsinou, et al., 2017). In order to address it, many changes should be implemented.

First of all, the whole structure of operation of the Greek State should change. The Greek State is highly centralized, leaving few opportunities to local municipalities to implement integration strategies for migrants. Evidently, out of all the others OECD countries, Greece spends the least on integration (7.1% while other countries spent 40.4%) (OECD, 2018).

Moreover, changes in the mechanisms of reception centres should be made, in order for the state to be able to better manage the population and all the needs concerning it (e.g. information, statistics, and accommodation). The record keeping of migration flows is especially a pressing issue, stressed by the Ombudsman. Improvements in that could result in better preparedness and adaptability by local bodies (OECD, 2018). Other propositions regard the creation of spaces which aim to bring migrant communities and native-born ones closer, creating in that way, a space of resilience and trust.

Additionally, in order to combat discrimination, it is proposed to abstain from the use of hostile terminology that may aggravate xenophobic tendencies and increase the threats of hate crimes occurring (Keith, Manieri, & LeVoy, 2014) furthermore, organized structures to help migrants integrate in the labour market should be created. Even though initiatives from other stakeholders exist, as it was already mentioned above, structures for assessing skills and foreign qualifications must be built to not restrict them from a basic pillar of integration (OECD, 2019).

Last but not least, it is strongly advised to include migrant communities and civil society organizations into the decision making processes, both at a national and EU level (Keith, Manieri, & LeVoy, 2014).

<sup>13</sup> <https://www.kmop.gr/current/415-integrated-promoting-meaningful-integration-of-3rd-country-national-children-to-education>



# Country Context

## France

### *Legal framework*

The right to asylum derives from the preamble of the French Constitution, which states that "every man persecuted because of his action in favour of freedom has the right to asylum in the territories of the Republic". It was enshrined by the Constitutional Council in its decision from August 13th, 1993: "Considering that respect for the right of asylum, a principle of constitutional value, generally implies that a foreigner who claims this right should be allowed to remain temporarily in the territory until a decision has been taken on his or her application"<sup>14</sup>.

A person seeking asylum in France can obtain either of the two forms of protection: refugee status or subsidiary protection.

### *Refugee status*

It is recognised, in accordance with Article L. 711-1 of the Code on the Entry and Residence of Foreigners and the Right of Asylum (CESEDA):

- pursuant to the Geneva Convention of 28 July 1951 on the status of refugees, which defines a refugee as "any person (...) who, owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country...";<sup>15</sup>
- in accordance with the preamble of the Constitution, "to any person persecuted for his or her advocacy of liberty";
- to any person over whom the Office of the United Nations High Commissioner for Refugees (UNHCR) exercises its mandate under Articles 6 and 7 of its Statute ("strict mandate").

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<sup>14</sup> Article 31 of the 1951 Convention relating to the Status of Refugees: Non-penalization, Detention and Protection

<sup>15</sup> Convention relating to the Status of Refugees: Adopted on 28 July 1951 by the United Nations Conference of Plenipotentiaries on the Status of Refugees and Stateless Persons convened under General Assembly resolution 429 (V) of 14 December 1950 Entry into force: 22 April 1954. in accordance with article 43

### ***Subsidiary protection***

In accordance with article L.712-1 of the CESEDA, it is granted to a person who does not meet the above criteria but who establishes "that he or she is exposed in his or her country to the death penalty, torture or inhuman or degrading treatment or punishment or, in the case of a civilian, to a serious, direct and individual threat to his or her life or person as a result of widespread violence resulting from a situation of internal or international armed conflict".

Refugee status and the beneficiaries of subsidiary protection are recognised without regard to the perpetrator of persecution or ill-treatment, who may therefore be a non-State actor, if the authorities are unable to provide protection.

The **French Office for the Protection of Refugees and Stateless Persons** (OFPRA) is responsible for the application of the Geneva Convention of 28 July 1951 relating to the status of refugees, then of the New York Convention of 1954, and decides independently on applications for asylum and statelessness submitted to it. The procedure is divided into three parts:

### ***Pre-reception***

To submit an asylum application to OFPRA, a person must go to an association in charge of pre-acceptance, whose task is to make an appointment at the one-stop shop. This association will then give him/her a notice for this appointment, which will take place within three days (ten days in the event of a large number of people).

### ***Registration of the asylum application at a single desk***

Then the person must register his or her asylum application at a single desk attached to his or her place of residence, which is made up of agents from the prefecture and agents from the French Office for Immigration and Integration (OFII), who are specifically assembled to ensure reception. There are 34 single desks throughout metropolitan France.

### ***File processing made by OFPRA***

The asylum application form must be duly completed, signed and sent to OFPRA within 21 days from the date of issue of the asylum application certificate. The asylum seeker then receives an invitation by ordinary mail for an interview at OFPRA's premises.

Under the normal procedure, OFPRA decides on the asylum application within six months of its submission to the Office. The average processing time is three months. Finally, OFPRA's decision is sent by registered post with acknowledgement of receipt.

## ***Social services***

### ***Accommodation***

If an asylum seeker has been accommodated in a reception centre for asylum seekers (CADA) or in another centre under the national reception system during asylum procedure, she/he is granted the right to stay in this centre for 3 months, renewable once with the agreement of the prefect, after you have been granted protection.

As a protected person, she/he can ask the French Office of Immigration and Integration (OFII) for a place in a temporary accommodation centre (CPH). If she/he meets the admission conditions and a place is available, she/he will be accommodated there for a period of 9 months, renewable for 3 months.

The centre's team will assist in the integration process by taking a global approach to each individual situation.

In addition, she/he can benefit from direct access to private or social housing by submitting a file to the relevant institutions or organisations.

## ***Welfare System***

In France, asylum seekers that are granted protection have access to social rights under the same conditions as nationals. This includes health insurance, family and housing allowances, minimum income, and access to social housing. (Cosi, 2020)

Several administrations are in charge of providing these services. These include: the health insurance fund (CPAM) for health insurance (CMU), the family allowance fund (CAF) for family allowances, the housing allowance (APL) and the minimum income (RSA), and Pôle Emploi for job search support and unemployment compensation. (Cosi, 2020)

According to Forum Réfugiés – Cosi, the Supreme Court has ruled in a judgment from January 13th, 2011 that refugees can benefit retroactively from all benefits and other social welfare from the date of their arrival in France.<sup>16</sup> This is linked to the declaratory nature of refugee status, which does not exist for beneficiaries of subsidiary protection.

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<sup>16</sup> Cour de Cassation, Decision N° 09-69986, 13 January 2011, available in French at: <https://bit.ly/2waAemF>.

Beneficiaries of international protection are encountering the same problems as those nationals face and that are linked to the bureaucratic French system, which is sometimes dysfunctional. On the other hand, certain difficulties may remain due to the lack of proficiency in the French language, combined with the lack of cooperation of certain administrative agents.

### ***Health Care***

In the case of a person who has been admitted to stay during asylum procedure and is already affiliated to the basic universal health cover (CMU), this affiliation continues. She/He must nevertheless report the change of administrative situation to the primary health insurance fund (CPAM) of her/his place of residence. If the rights were not opened during the asylum procedure, the person can apply for them to be opened.

### ***Education***

Access to the education system for the families of asylum seekers is the same as for nationals. In accordance with the Education Code (article L. 111-2), "Every child has the right to a school education which, complementing the family's activities, contributes to his or her education". It is recalled that "Education is compulsory for children of both sexes, French and foreign, between the ages of 6 and 16" (article L. 131-1 of the above-mentioned Code)

Enrolment in primary school is done at the town hall. Asylum seekers must present documents attesting to their filiation with the child, their domicile and the fact that the child is up to date with his or her vaccinations.

Enrolment at a secondary school is done directly at the school closest to the place of residence.

### ***Employment***

Refugees have free access to the labour market, as soon as they obtain the first receipt marked "Recognised as a refugee".

Beneficiaries of subsidiary protection can also work, as soon as they obtain the first receipt with the mention "Has applied for a first residence permit".

Both can apply for an employment contract, whether it is a fixed-term contract (CDD) or an open-ended contract (CDI). They can also register on the list of jobseekers and benefit from personalised support. They can undertake a training course to help them with finding a job.

### Legal basis (focus on unaccompanied minors)

According to Law 2016-297 of 14 March 2016 on the protection of children, the concept of "minor temporarily or permanently deprived of the protection of his family" has been recalled within the meaning of Article L. 221-2-2 of the Code of Social Action and Families (CASF).

Articles L112-3 and L221-2-2 of the CASF specify that in the case of young people who are "temporarily or definitively deprived from the protection of their family", they are subject to the ordinary law of protection of children and therefore, fall within the competence of those departments.

### Key numbers

According to the French Ministry of Justice, the number of unaccompanied minors entrusted by judicial decisions for 2019 in France was 15 161. For the Northern Department, the number is 663, equal to 4.53% of the total percentage.

Regarding their age, the majority of unaccompanied minors are in the 16-year-old age group (see table below).

### The age of unaccompanied minors in France in 2018

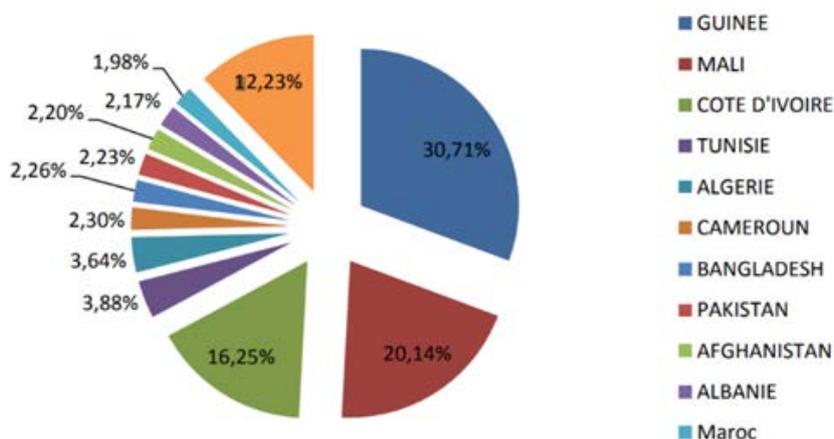


Figure 8 Source : Rapport d'activité de l'année 2018 de la Mission Mineurs Non Accompagnés, published in June 2019.

In what concerns their countries of origins, in 2018, the most represented countries are Guinea, Mali and Cote d'Ivoire. They also come from Maghreb countries (Algeria, Morocco and Tunisia) Pakistan, Bangladesh, and Albania.

## Asylum application

At the age of 18 and one day, a young person does not automatically obtain refugee status. They must, therefore, take the administrative steps early enough to apply for it.

An unaccompanied minor may apply for asylum at any age and without any time limit after arrival in France. Still, a minor's asylum application can only be processed if he or she is represented by an adult mandated to do so. This is called an "ad hoc administrator". They are persons appointed by the judiciary to monitor the administrative file of minors. According to the law, they are supposed to represent the juvenile in the proceedings relating to his or her application for asylum.

### The age of unaccompanied minors in France in 2018

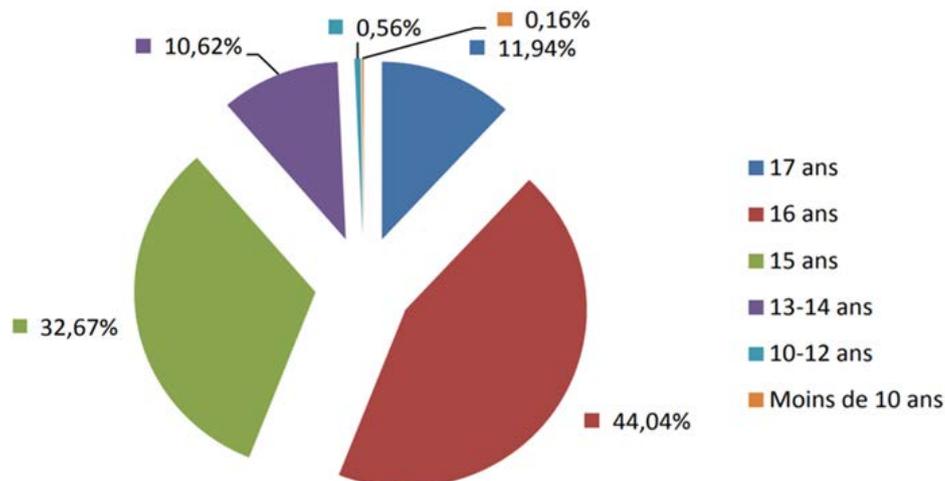


Figure 9 Title: Country of origins of unaccompanied minors in 2018. Source: « Rapport d'activité de l'année 2018 de la Mission Mineurs Non Accompagnés », published in June 2019.

Another element to be taken into account because of the Dublin Regulation, is that if the minor decides to apply for asylum only when he or she is an adult, he or she will have to do so from the European country that first registered his or her fingerprints. He will not be able to do so from France, even if he was protected by the Child Welfare (ASE) before he turned 18. The Dublin regulation does not apply to unaccompanied minors, but is reactivated once they reach adulthood, warn the associations.



# Country Context

## Austria

### *Legal framework*

1. The Austrian migration law has been amended several times in recent years and has, therefore, become one of the most complex legal materials.
2. The Asylum Act regulates the granting and withdrawal of asylum status and subsidiary protection status in Austria.

### *Status and residence*

In Austria, persons recognized as refugees acquire a residence permit valid for 3 years. If the situation in the country of origin has not changed and the status of security is still appropriate, it will be applied ex officio to an unrestricted residence permit. If the information regarding the country of origin indicates that the refugee can return safely, the Cessation procedure may begin. This means that Refugee status can be ceased if the conditions in Article 1C<sup>17</sup> of the Refugee Convention are met, or if the refugee status has been granted in another country.

Persons with subsidiary protection status get a residence permit valid for one year. Renewal of the residence permit must be applied for at the BFA. If protection needs continue to exist, the residence permit is prolonged for two additional years. It may take time to renew residency permits but the right to stay remains even before the BFA decides on a renewal of the application. The subsidiary protection status used to be prolonged without conducting an interview, but this practice has changed in 2018. Since the BFA is now paying attention to withdrawal procedures, the renewal processes are lengthy and sometimes end in a negative decision. The lack of valid documentation pending renewal has a negative impact on access to housing and the labour market. The renewal must be applied before the right to remain expires, but should not be applied more than three months before that date.

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<sup>17</sup> GUIDELINES ON INTERNATIONAL PROTECTION: Cessation of Refugee Status under Article 1C(5) and (6) of the 1951 Convention relating to the Status of Refugees (the "Ceased Circumstances" Clauses)

Family members eligible for family reunification include:

- Parents of a minor child;
- Spouses and registered partners, where the marriage / partnership existed before fleeing the country of origin. In cases concluded in another country, the marriage / partnership must be legally valid in the country of origin;
- Children who are minors at the time of the application;

According to the VwGH, siblings are not considered a family member eligible for reunification.

Beneficiaries of international protection who get married after having arrived in Austria cannot reunite with their spouses under the AsylG. Before entering Austria, spouses must also pass a German examination, in addition to other set requirements. They are also subject to the annual quota on family reunification.

## ***Social services***

### ***Accommodation /Housing***

Refugees are entitled to basic care within the first four months of their status being recognised. Beneficiaries of subsidiary protection have no temporal limit on receiving Basic Care. Refugees can also apply for social housing when they are at risk of becoming homeless. Basic Care is organised accommodation in inns, boarding houses, reception centres of NGOs or of the respective federal province, or a rent subsidy when an asylum seeker rents a flat for him or herself. The prevailing form of Basic Care is organised accommodation, except for Vienna, where private accommodation prevails.

No assistance will be given after Basic Treatment is terminated. Although there are some consulting services that offer advice on finding accommodation and securing a rental deal, there are no financial tools available to support the beneficiaries in actively finding accommodation. The financial support for refugees and beneficiaries of subsidiary protection is a slightly higher amount to account for the size of the family. In this case, it is possible to either completely subsidise the rent (as done in Tyrol) or receive subsidies for the rent. In Vorarlberg however, refugees who receive a minimum income do not receive a housing compensation but are transferred to landlords directly through the social department. Single refugees receive the minimum income, only if they live in shared flats.

## ***Welfare System***

For refugees and beneficiaries of subsidiary protection, access to social benefits will not be the same. Subsidiary protection holders have the right to basic care, which is considerably lower than the minimum needs-based benefit (bedarforientierte Mindestsicherung, BMS) to which refugees are entitled. The eligibility for the minimum value based on the needs is extracted directly from Article 29 of the recast Qualification Directive for subsidiary protection beneficiaries who do not receive Basic Care but reside in a rented flat. Currently, however, some federal provinces (Burgenland, Lower Austria, Salzburg and Styria) do not provide needs-based minimum benefits to beneficiaries of subsidiary protection at all, but only provide so-called "core benefits" under their Basic Care legislation. (Österreich, SOCIAL WELFARE, 2020 )

Beneficiaries of subsidiary protection represent the largest group of the Basic Care beneficiaries, except in Tyrol. As a rule, they can remain in the Basic Care system after being granted the protection status. However, if they live in an organised accommodation, they will only receive the basic care provided for these type of needs; food, pocket money, clothing and school fees. In addition, refugees who apply for the needs-based minimum benefit are no longer on equal terms with nationals in some federal provinces.

## ***Health Care***

As subsidiary security beneficiaries have no fixed time limit for medical treatment, they also receive health benefits such as asylum seekers (see Reception Conditions: Health Care). After 4 months of acknowledgment of their status, refugees receive basic treatment. When participating in courses of the job centres, they are also covered by health insurance. As soon as they start to work more than a few hours, the mandatory health insurance takes effect.

Access to psychological therapy of traumatised refugees and torture survivors is possible as a transitional measure within AMIF projects, when the therapy was already begun during the asylum procedure. Although such projects exist in every federal province, their capacities barely cover the demand. Other costs of psychological therapy are only partly covered by health insurances.

## ***Access to education***

Refugees can receive a public grant, including support for public transport in order to study, which is not available for asylum seekers. As of 1 January 2017, all minors,

including refugees and beneficiaries of subsidiary protection, are under the duty to attend either a high school, to do an apprenticeship or to prepare for an apprenticeship through other courses (Ausbildungspflicht). Although the awareness on the difficulties that refugee children experience has increased and more resources are made available, these are not enough to support the children in regular schools until they obtain sufficient language proficiency. (Österreich, ACCESS TO EDUCATION, 2020)

### ***Access to the labour market***

Starting with the recognition of their protection status, refugees and beneficiaries of subsidiary protection have free access to the labour market. To be successfully integrated in the labour market, however, there are many obstacles to overcome. These include language barriers, lack of qualifications and/or lack of proof thereof. To provide assistance, the budget for language courses was increased significantly and, in most federal provinces, language courses are already offered during the asylum procedures, in limited amounts.

The Act on Recognition and Evaluation entered into force on July 12th 2016 accelerates the procedure for the recognition of education and professional qualifications obtained outside Austria. This decision aims at facilitating access to the labour market for refugees. Refugees or asylum seekers can also apply for recognition of their academic and professional qualifications, even if they cannot provide the documents as proof. (Österreich, ACCESS TO THE LABOUR MARKET, 2020)

Beneficiaries must consult the Austrian Integration Fund (ÖIF) after they have received the protection status. The ÖIF places these persons in language courses and courses on Austrian values. Additionally, they must register with the job centre and then can take part in job-related assistance measures, if their language proficiency is sufficient. If this is not the case, they can participate in language-related assistance measures specifically for employment or workplace knowledge. Since September 2017, beneficiaries of international protection who can work but cannot secure employment are required to complete a one-year standardised integration programme focusing on language acquisition, career orientation and vocational qualification. However, in April 2019 it was decided that financial support for the purpose of the so-called "integration year" should no longer be provided and that persons currently participating to the programme will no longer receive support. This will have drastic limitations in the integration process of beneficiaries of protection. (Österreich, ACCESS TO EDUCATION, 2020)



# Country Context

## Portugal

### *Legal framework*

Decree law no. 31/2014 from February 27th - Creates the High Commissioner for Migration, I.P., for short called ACM, I.P.; it is a public institute integrated in the indirect administration of the State, endowed with administrative and financial autonomy and its own assets. Powers of the Presidency of the Council of Ministers (PCM) continue in the areas of integration and migration, under the supervision of the Prime Minister or another member of the designated Government.

Ordinance no. 203/2016 from July 25th - This ordinance creates the National Support Network for the Integration of Migrants (RNAIM), under the competence of the High Commissioner for Migration, I. P. (ACM, I. P.).

Legal Regime of Immigrant Associations and Sociocultural Mediator - The figure of socio-cultural mediator is created, whose function is to collaborate on the integration of immigrants and ethnic minorities, with a view to strengthening intercultural dialogue and social cohesion. Socio-cultural mediators exercise their respective functions, namely, in schools, social security institutions, health institutions, in the Foreigners and Borders Service, in the Institute for Social Reinsertion, in local authorities and in the services and public bodies in which the exercise of its functions proves necessary.

Resolution of the Council of Ministers no. 12-B/2015 - Strategic Plan for Migration: The Government has committed to implementing policies that are appropriate for the social integration of the immigrant population, taking as a priority the areas of culture and language, education and employment and professional qualification.

Law no 26/2014 from May 5th - This law establishes the conditions and procedures for granting asylum or subsidiary protection and the statutes of asylum seekers, refugees and subsidiary protection, transposing the Community directives into the domestic legal order.

Law no. 93/2017 from August 23rd - Establishes the legal regime for prevention, prohibition and combating discrimination based on racial and ethnic origin, colour, nationality, ancestry and territory of origin.

Decree law nº 67/2004 from March 25th - A national register of foreign minors who are in an irregular situation in the national territory is created.

According to Article 10(2) Asylum Act; the Portuguese asylum procedure is a single procedure for both refugee status and subsidiary protection. There are different procedures applicable depending on whether the asylum application: is submitted to the regular procedure; is deemed unfounded (including in the case of applications following a removal procedure) and therefore submitted to an accelerated procedure; or is presented at a national border.

Based on Articles 13(1) and (2) and 19(1) (d) Asylum Act: Anyone who irregularly enters or stays on Portuguese territory must present their inquiry to SEF or to any other police authority as soon as possible, verbally or in writing. In the latter case, the police authority has 48 hours to inform SEF of the request. SEF is obligated to register the asylum application within 3 days of presentation and to release to the applicant a certificate of the asylum application within 3 days after registration. Moreover, SEF must immediately inform the United Nations High Commissioner for Refugees (UNHCR) and the Portuguese Refugee Council (CPR), as an organisation working on its behalf, of all asylum requests. UNHCR and CPR are further entitled to be informed of the most relevant procedural acts (e.g. interview transcripts and decisions) upon agreement of the applicant, and to provide their observations to SEF at any time during the procedure. (Council, SHORT OVERVIEW OF THE ASYLUM PROCEDURE, 2020)

## ***Social services***

### ***Accommodation***

As mentioned in Freedom of Movement, frontline service providers generally refer asylum seekers to the GTO, following admission to the regular procedure, or in the case of appeals against negative decisions. At this point, the provision of housing is relayed by either local Social Security services for the duration of the regular procedure or by SCML in the Lisbon area at appeal stage. (Council, Housing , 2020)

Based on information provided by ISS, asylum seekers mostly receive private housing (rented flats/houses and rooms), without prejudice to accommodation provided by relatives in Portugal and collective accommodation such as hotels or non-dedicated reception centres e.g. emergency shelters, nursing homes, etc. In the case of SCML, the housing arrangement consists mostly of accommodation in private rooms in the Lisbon area. To address specific vulnerabilities, a very limited number of asylum seekers are sometimes referred to homeless shelters managed by the organisation on a temporary basis. (Council, Housing , 2020)

In the current reception system, adults and families with children are welcome at CPR's Refugee Reception Centre (CAR) or in private housing provided by CPR (rooms in private apartments or hostels) during eligibility (including Dublin) and accelerated procedures on the territory, as per the AIDA . In the case of unaccompanied children, appropriate accommodation and reception is offered during the regular procedure and at appeal stage by CPR's Refugee Children Reception Centre (CACR). (Council, Housing , 2020)

Lisbon hosts the CACR since 2012, which is an open reception house for unaccompanied asylum-seeking children that operates in the framework of MoUs with the Ministry of Home Affairs, the Municipality of Lisbon and the Ministry of Labour, Solidarity and Social Security. The official capacity stands at 13 places, and, in 2019, housing was provided at CACR by CPR for a total of 78 unaccompanied children. In order to address overcrowding in the facility, the CPR accommodation policy for unaccompanied children during the year has been revisited. While some were temporarily hosted at CAR due to a deficit of places at CACR, young applicants at more advanced stages of the integration process were transferred from CACR to CAR II in a process of progressive autonomy. In 2019, a total of 103 unaccompanied children have been accommodated by CPR. (Council, Housing , 2020)

## ***Labour Market***

The Asylum Act provides asylum seekers the right to access the labour market upon admission to the regular procedure and the issuance of a provisional residence permit. In case of admission to the regular procedure, access to the labour market can therefore be granted after 7 days in the context of the border procedure or after 10 to 30 days in procedures on the territory. Additionally, support measures and programmes in the area of employment and vocational training under specific conditions to be determined by the competent Ministries can be approached by asylum seekers who are entitled to access the labour market. (Council, Employment, 2020)

The right of asylum seekers to employment is without limitations like labour market tests or prioritisation of nationals and legally resident third country nationals. Provisional residence permits which clearly state the right to employment are issued and renewed by SEF free of charge. The only restriction on employment preserved in the law consists in limiting access to certain categories of the public sector for all third-country nationals. (Council, Employment, 2020)

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<sup>18</sup> AIDA – Asylum Information Database SHORT OVERVIEW OF THE ASYLUM PROCEDURE  
<https://www.asylumineurope.org/reports/country/portugal/short-overview-asylum-procedure>

<sup>19</sup> SEF – Servico d'Estrangeiros e Fronteiras

## Education

Based on AIDA<sup>20</sup>, the Asylum Act provides asylum-seeking children the right to public education under the same conditions as nationals and third-country nationals whose mother tongue is not Portuguese. This right cannot be halted if the asylum seeker reaches adulthood while already attending school to complete secondary education. The right of children to education is ensured solely by the responsibility of the Ministry in charge of education. (Council, ACCESS TO EDUCATION, 2020)

According to the Portuguese Refugee Council, the enrolment in schools at primary, lower and upper secondary education levels requires a procedure for the acknowledgement of foreign academic abilities, but immediate access to schools and classes must be allowed to children while that procedure is pending. Given that asylum seekers are rarely in possession of properly authorized diplomas and other supporting documents, the procedure generally requires a placement test conducted by the school that takes into consideration the age and school year of the candidate. In accordance with the law, children in these conditions should be offered proper pedagogical support by the schools, to overcome their difficulties on the basis of an individual diagnosis, particularly regarding their Portuguese language abilities. (Council, ACCESS TO EDUCATION, 2020)

The Asylum Act limits vocational training to asylum seekers who are entitled to access the labour market i.e. admitted to the regular procedure and who possess a temporary residence permit.

Adults, on the other hand, continue to have especially limited access to vocational training, as opportunities generally require a good command of the Portuguese language and diplomas that asylum seekers and beneficiaries of international protection rarely have or are unable to validate due to the legal requirements of recognition procedures. (Council, ACCESS TO EDUCATION, 2020)

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<sup>20</sup> AIDA – Asylum Information Database SHORT OVERVIEW OF THE ASYLUM PROCEDURE



# Country Context

## Italy

### *Legal framework*

"Decentralized reception" is an Italian good practice which builds links with the territory and does not keep immigrants separate from the host society. A reception of this type is abbreviated with the acronym SIPROIMI (in the past SPRAR).

Based on the experiences of decentralized and networked reception carried out between 1999 and 2000 by associations and non-governmental organizations, in 2001, the Ministry of the Interior Department for Civil Liberties and Immigration, the National Association of Italian Municipalities (Italian ANCI) and the United Nations High Commissioner for Refugees (UNHCR) signed a memorandum of agreement for the implementation of the National Asylum Program. Thus was born the first public system for the reception of asylum seekers and refugees, spread throughout the Italian territory, with the involvement of central and local institutions, implying sharing of responsibility between the Ministry of the Interior and local authorities.

Law n.189/2002 subsequently institutionalized these organized reception measures, providing for the establishment of the SPRAR - Protection system for asylum seekers and refugees. Through the same law, the system coordination structure has been established by the Ministry of Interior - the Central Service for information, promotion, consultancy, monitoring and technical support to local authorities – assigning ANCI with management responsibility.

The Protection system for asylum seekers, refugees and unaccompanied foreign minors – SPRAR has been renamed to SIPROIMI - Protection system for holders of international protection and for unaccompanied foreign minors, based on The Legislative Decree October 4th 2018, n. 113, converted into Law December 1st 2018, n. 132. Access to the system today is reserved for holders of international protection and all unaccompanied foreign minors. Additionally, the new regulatory arrangement provides that holders of residence permits can access the integrated reception services of SIPROIMI for: victims of violence or trafficking, domestic violence, victims of labour exploitation, disasters, acts of particular civil value, health reasons.

The SIPROIMI protection system consists of the network of local authorities which,

within the limits of available resources, access the National Fund for asylum policies and services for the realization of integrated reception projects. At a local level, authorities together with the precious support of the third sector, ensure integrated reception interventions that go beyond the distribution of food and accommodation alone. They also provide information, accompaniment, assistance and orientation measures through building individual socio-economic insertion paths.

The main features of the SIPROIMI protection system are:

1. The public nature of the resources made available and the politically responsible bodies for the reception, the Ministry of the Interior and local authorities, conforming to a logic of multi-level governance
2. The voluntary nature of local authorities in participating in the network of reception projects
3. The decentralization of integrated reception interventions
4. The synergies initiated on the territory with the so-called managing bodies, third sector entities that contribute to the realization of the interventions in an essential way;
5. The promotion and development of local networks, with the involvement of all the actors and privileged interlocutors for the success of the reception, protection and integration measures.

SIPROIMI's territorial projects are defined by an active role shared by large cities and small towns, metropolitan areas and provincial towns. Unlike the European panorama, in Italy, the realization of SIPROIMI projects spread all over the national territory, conceived and implemented with the direct involvement of local actors - contributes to building and strengthening a culture of hospitality among city communities and promotes the continuity of socio-economic pathways for beneficiaries.

Specialized Projects: The System also includes specialized projects for the reception and support of people with specific vulnerabilities: disabled people or people with health problems (physical and mental), unaccompanied minors, victims of torture, single-parent families, pregnant and lonely women. Based on an approach to reception that provides for a complete opening of SIPROIMI projects to their territories and to networking, initiatives are promoted to inform and sensitize city communities to the knowledge and reality of the right to asylum and the condition of beneficiaries of international protection.

Basic principle: The projects must implement the basic principle of the SPRAR system: integrated reception, which implies the establishment of a local network (with third sector entities, volunteering, but also other actors) to ensure 360-degree integration in the local community, to be achieved through social, scholastic, work and cultural inclusion activities.

Institutions must identify the accommodation in which the beneficiaries are placed, which can be small (15 people), medium (up to 30 people) or large (more than 30 people) apartments or collective centres. In fact, apartments are mainly used, which represent 90% of the available facilities. Refugees and holders of subsidiary protection can stay in the accommodation for six months, extendable for another six months, during which they are assisted to find independent housing. In addition to accommodation, the managing bodies are called upon to provide a series of goods and services: cleaning and environmental hygiene; food; kitchen equipment; basic clothing, linen and personal hygiene products; a telephone and/or recharge card; subscription to urban or suburban public transport, based on the characteristics of the territory.

A series of other services for social inclusion that make the difference for the goal of a real reception and integration are available: registration in the municipal residence registry; obtaining the tax code; registration in the national health service; inclusion of all minors at school; legal support; creation of Italian language courses, or enrolment and accompaniment to local courses; orientation and accompaniment to job placement; orientation and accompaniment to housing insertion; socio-cultural and sporting activities.

Staff is required to develop such a system. The managing bodies hire operators who work on projects to support the beneficiaries. These are usually: coordination and administration staff, social workers, psychologists, legal operators, interpreters and cultural mediators, Italian language teachers, cleaners, drivers, maintenance workers. The figure of experts such as educators and psychologists is fundamental for structuring an educational plan and an individualized project for each SIPROIMI guest.

The network of operators, therefore, activates a series of courses in favour of the migrant, with the specific objective of considering him/her a carrier of "resources", capable of becoming a resource for the territory in which he/she was received. For this reason, he/she has been included in training courses to gain professional skills and tools for strengthening one's manual skills.

Still, the huge challenge of this decentralized hospitality lies in listening to the migrant, accompanying him/her in the course of rediscovering his/her abilities and skills in order to connect them with the territory in which he/she lives. In this perspective, the migrant becomes an active subject, participating in his own development and re-qualification.

The Italian system of migration and asylum policies refers primarily to the Italian Constitution that is the first juridical basis. Par. 3 of Article 10, considered one of the fundamental principles, provides the asylum right in the Italian territory to the foreigner who has been prevented from the "effective execution of democratic liberties", as well as determining that the condition of the foreign national must be regulated by

law. As to the historical-normative development, we recommend the relevant parts of this Report. We consider necessary in the matter of immigration, to underline the relevance of the Legislative Decree no. 286 of July 25th, 1998 (published on the Gazzetta Ufficiale no. 191 8 of August 18th, 1998), containing the "Consolidation Act on Immigration and the condition of the foreigner". Afterwards, the matter was partially modified by Law no. 189 of July 30th, 2002, (published on the Gazzetta Ufficiale no. 199 of August 26th, 2002), that became fully effective beginning from 2005, and by the so called "security package" (Law no. 94 of July, 15th 2009). (Italy, 2020)

### *Italian Asylum Procedure*

As stated in the Italian law, there is no formal timeframe for making an asylum application. The intention to make an asylum request may also be expressed orally by the applicant in his or her language with the assistance of a linguistic-cultural mediator. However, asylum seekers should make their application as soon as possible. Immigration legislation defines, as a general rule, a deadline of 8 days from arrival in Italy for migrants to declare themselves to the authorities. (ASGI, SHORT OVERVIEW OF THE ASYLUM PROCEDURE, 2020)

The asylum application can be made either at the border police office or within the territory at the provincial Immigration Office of the Police (Questura), where fingerprinting and photographing (fotosegnalamento) are carried out. In case the asylum application is made at the border, the Border Police invites asylum seekers to present themselves at the Questura for formal registration. Police authorities cannot examine the merits of the asylum request. However, after the 2018 reform, the Questura is able to automatically declare a Subsequent Application inadmissible in certain cases.

During the registration stage, the Questura asks the asylum seeker questions related to the Dublin Regulation. Then, they contact the Dublin Unit of the Ministry of the Interior, which verifies whether Italy is the Member State responsible for the examination of the asylum application. In the region of Friuli-Venezia Giulia specifically, the Questura does not proceed to lodging the application if the Dublin Regulation is applicable. (ASGI, SHORT OVERVIEW OF THE ASYLUM PROCEDURE, 2020)

After the lodging (verbalizzazione) of the application, the Questura sends the formal registration form and the documents concerning the asylum application to the Territorial Commissions or sub-Commissions for International Protection located throughout the national territory, the only authorities competent for the proper asylum interview. The Questura then notifies the asylum seeker of the interview date with the Territorial Commission. (ASGI, SHORT OVERVIEW OF THE ASYLUM PROCEDURE, 2020)

## **Social services**

### **Accommodation**

In Italy, beneficiaries of international protection face a severe lack of protection regarding accommodation. The reform of the reception system by Decree Law 113/2018, implemented by L 132/2018, provides a clear distinction between asylum seekers, accommodated by first reception centres and CAS, and beneficiaries of international protection, who have access to second-line reception.

Asylum seekers who are granted international protection can later access second-line reception, discussed below. However, provisions dealing with the transition from first reception for asylum seekers to second-line reception for beneficiaries no longer exist. As a consequence, since the enforcement of Decree Law 113/2018 on October 5th 2018, obtaining authorisation from the Prefecture to stay in CAS or first reception centres after a protection status has been granted, has become even more difficult than before. (ASGI, TYPES OF ACCOMMODATION, 2020)

The holder is not allowed to remain in first reception facilities or CAS while having a protection status. This creates a protection gap in practice, given the scarcity of places in the SIPROIMI. Even before the reform, on the basis of a strictly literal interpretation of this Decree, some public administration offices considered that material conditions may immediately cease after the status recognition.

### **Accommodation in SIPROIMI**

Second-line reception is provided through the System for the Protection of Refugees and Unaccompanied Minors (*Sistema di protezione per titolari di protezione internazionale e minori stranieri non accompagnati, SIPROIMI*), the former SPRAR established by L 189/2002. SIPROIMI is a publicly funded network of local authorities and NGOs which accommodates unaccompanied children and beneficiaries of international protection. (ASGI, TYPES OF ACCOMMODATION, 2020)

It consists of small reception structures that provide assistance and integration services. In contrast to the large-scale buildings provided in CARA, CDA, CPSA and CAS, SIPROIMI comprised of over 875 smaller-scale decentralised projects as of January 2019. The projects funded a total of 35,650 housing places. Out of those, 155 reception projects with 3,730 financed places are dedicated to unaccompanied children, while 49 reception projects with 704 financed places are destined to persons with mental disorders and disabilities. (ASGI, SHORT OVERVIEW OF THE ASYLUM PROCEDURE, 2020)

## ***Access to public housing***

The right to access public housing units for refugees and beneficiaries of subsidiary protection is granted under the same conditions as nationals. The plan focuses on accompaniment towards finding accommodation solutions for both those who leave CAS and those who leave SIPROIMI centres, and highlights the importance of starting procedures for residence in due time, in order for beneficiaries to access public housing within the limits of availability in each region. (ASGI, TYPES OF ACCOMMODATION, 2020)

## ***Access to the labour market***

According to AIDA<sup>21</sup>, the residence permit issued to refugees and to subsidiary protection beneficiaries allows access to work and even to public employment, with the only admissible limit of positions involving the exercise of public authority or responsibility for safeguarding the general interests of the State. Nevertheless, the Navigation Code states that enrolment of cadets, students and pupils is reserved only for EU or Italian citizens, a rule that appears to be discriminatory. (ASGI, ACCESS TO THE LABOUR MARKET, 2020)

Beneficiaries are entitled to the same treatment as Italian citizens in matters of employment, self-employment, subscription to professional bodies, vocational training, including refresher courses, for training in the workplace and for services rendered by employment centres.

An amendment introduced to the budget law in December 2017 states that tax incentives are provided for social enterprises which will recruit beneficiaries of international protection with a permanent contract in 2018.

In line with the law, the Prefects, in agreement with the Municipalities, promote any initiative for the voluntary involvement of beneficiaries of international protection in activities of social utility in favour of local communities. The activities are unpaid and financed by EU funds. (ASGI, ACCESS TO THE LABOUR MARKET, 2020)

## ***Education***

As stated in the law, minors present in Italy have the right to education, regardless of their legal status. They are subject to compulsory education and they are enrolled in Italian schools under the conditions provided for Italian minors. The enrolment can be requested at any time of the school year. (ASGI, ACCESS TO EDUCATION, 2020)

<sup>21</sup> AIDA – Asylum Information Database SHORT OVERVIEW OF THE ASYLUM PROCEDURE

The law distinguishes between minors under the age of 16 and over 16.

- Minors under 16 are subject to compulsory education and they are enrolled in a grade corresponding to their actual age. Taking into account the curriculum followed by the pupil in the country of origin and his or her skills, the Teachers' Board can decide otherwise, providing the assignment to the class immediately below or above the one corresponding to the minor's age.
- Minors over 16 are no longer subject to compulsory education and are enrolled if they prove proper self-preparation on the entire prescribed programme for the class they wish to follow.

The current legislation does not allow the establishment of special classes for foreign students and the Circular of the Ministry of Education of January 8th 2010 preserves the idea that the number of non-nationals in school classes should be limited to 30%.

Schools are not obliged to provide specific language support for non-national students but, according to the law, the Teachers' Board defines the necessary adaptation of the curricula and can adopt specific individualised or group interventions to facilitate the learning of the Italian language, depending on the level of competence of foreign students.

As underlined by the Ministry of Education in guidelines issued in February 2014, special attention should be paid to Italian language labs. The Ministry observes that an effective intervention should provide about 8-10 hours per week dedicated to Italian language labs (about 2 hours per day) for a duration of 3-4 months.

The Qualification Decree also specifies that minors holding refugee status or subsidiary protection status have access to education of all levels, under the same procedures provided for Italian citizens, while adult beneficiaries have the right to access education under the conditions provided for the other third-country nationals. (ASGI, ACCESS TO EDUCATION, 2020)

International protection beneficiaries can request for the recognition of the equivalence of the education qualifications.

## ***Social Welfare***

Article 27 of the Qualification Decree specifies that beneficiaries of international protection are entitled to equal treatment with Italian citizens in the area of health care and social security. Social security contributions in Italy are mainly provided by the National Institute

of Social Security (Istituto Nazionale di Previdenza Sociale, INPS), the National Institute for Insurance against Accidents at Work (Istituto Nazionale Assicurazione Infortuni sul Lavoro, INAIL), municipalities and regions. (ASGI, SOCIAL WELFARE, 2020)

The provision of social welfare is not conditioned on residence in a specific region, but in some cases, there is a minimum residence requirement on the national territory. This is namely the case for income support (Reddito di Cittadinanza), to be paid from April 1st 2019, which is subject to 10 years of residence on the national territory out of which at least 2 years of uninterrupted residence. (ASGI, SOCIAL WELFARE, 2020)

This can entail serious obstacles for beneficiaries of international protection in practice, and more so after the implementation of Decree Law 113/2018, according to which signing up at the registry office can only be obtained after the grant of a protection status (see Civil Registration). (ASGI, SOCIAL WELFARE, 2020)

## **Health Care**

According to Article 27 of the Qualification Decree, it is specified that beneficiaries of international protection are entitled to equal treatment with Italian citizens in the area of health care and social security.

Like asylum seekers, beneficiaries of international protection have to register with the National Health Service. They have equal treatment and full equality of rights and duties as Italian nationals concerning the obligation to pay contributions and the assistance provided in Italy by the National Health Service. (ASGI, HEALTH CARE, 2020)

Registration is valid for the duration of the residence permit and it does not expire in the renewal phase of the residence permit. As highlighted by MSF in March 2016, problems related to the lack of accommodation and the lack of a domicile for beneficiaries of international protection also affect the exercise of their right to medical assistance, as the renewal of the health card depends on the renewal of the permit of stay and many health services (such as the choice of a general doctor) are connected with the place of residency given for the renewal of the residence permit. (ASGI, HEALTH CARE, 2020)



# Country Context

## Romania

### *Legal framework*

According to the General Inspectorate for Immigration, the asylum seeker has the right to stay in Romania and is protected against expulsion, extradition or forced return from the border or from the Romanian territory during the asylum procedure. In accordance with the law, the asylum application can be resolved in ordinary procedure or in accelerated procedure, depending on the situation. (immigration, 2020)

Any foreign national or stateless person who is on Romanian territory or at the border has access to the asylum procedure from the time the person manifested his or her intention to request protection from the Romanian state, either in writing or orally. An asylum application may be made at the border or on the territory.

In Romania, there are several institutions authorized to receive asylum applications such as the Border Police operating offices, police units, including pre-trial detention and detention centres, structures of the National Administration of Penitentiaries within the Ministry of Justice and IGI-DAI<sup>22</sup>. The asylum seeker applications are registered by IGI-DAI within a maximum of 3 working days, if the application was made at the General Inspectorate of Immigration, or within a maximum of 6 working days if the application was made with another competent authority. Article 37<sup>23</sup> from the Asylum Law says that the asylum application is individual and is submitted by the applicant personally or, depending on the case, by the guardian or legal representative. The asylum application is filled out in Romanian or in a language that the applicant knows.

### *Social services*

#### *Accommodation*

In accordance with the Law Regarding asylum in Romania, the Asylum Seekers have the right to be housed in the reception and accommodation centers that are subordinated to the Romanian Immigration Office until the right to stay on Romanian

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<sup>21</sup>IGI-DAI – General Inspectorate for Immigration – Asylum and integration direction

<sup>22</sup>LAW Regarding asylum in Romania- The Parliament of Romania

territory expires, for the asylum-seeker who does not dispose of the necessary material means for subsistence; the asylum-seekers that have special needs will benefit from the adaptation of the accommodation and assistance to suit their special needs in the accommodation centers.

IGI-DAI provides accommodation, material and financial assistance to asylum seekers who have no means of support. Most asylum seekers are accommodated in Regional Centres for Accommodation and Procedures for Asylum Seekers, managed by IGI-DAI. The management of reception is decentralised to the level of counties.

The entire capacity of the Regional Centres is 900 places, with the possibility of extension to a total of 1,090 places. At the end of 2019, the number of persons staying in the centres was 575, out of which 461 asylum seekers and 114 beneficiaries of international protection.[1] Until now, there has never been a shortage of places in the reception centres that left asylum seekers without accommodation due. (JRS, Asylum Procedure, 2020)

In addition to the Regional Centres, AIDRom, one of the NGOs implementing the AMIF national programme, runs two Accommodation Centres for vulnerable groups (see Special Reception Needs).



Figure 10 Statistics Romania Asylum seekers <http://igi.mai.gov.ro/>

Asylum seekers have the possibility to stay in private accommodation at their own cost. In this case, they have to present to IGI-DAI a lease agreement registered with the tax authorities or a settled commodity contract in authentic form.

## ***Access to the labour market***

Based on Article 17 from the Asylum Act, the Asylum seekers have the right to be employed by natural or legal persons after a period of 3 months from the lodging of the application, if no decision has been made by IGI-DAI due to no fault of the applicant, or during the appeal stage. This means that if a decision was made in the administrative phase of the procedure, the asylum seeker is allowed to access the labour market even sooner than 3 months. Persons who have a right of residence on the territory of Romania at the time of filing an application for asylum and who are working legally, may continue to work. (JRS, Acces to the Labour Market, 2020)

Access to the labour market is granted under the same conditions set out by law for Romanian citizens.

Article 6 from the Asylum Decree prescribes that upon request, asylum seekers may benefit from mediation services, professional information and counselling services provided to persons seeking employment by the County Employment Agencies (AJOFM).

In order to be registered as a job seeker by the AJOFM and to benefit from the aforementioned services, asylum seekers must present the documents requested by law, except for the civil status documents issued by the country of origin, together with their temporary identity document issued by IGI-DAI and a certificate which confirms their right to work. The same conditions apply for asylum seekers' participation in a vocational training programme or the evaluation of professional competences acquired through non-formal means. (JRS, Acces to the Labour Market, 2020)

Diplomas or certificates of education or graduation, as well as certificates of professional competence, qualification or other relevant documents are accepted only if they are recognised on the territory of Romania according to the applicable legal provisions.

According to Article 17 from the Asylum Act<sup>24</sup>, asylum seekers who have access to the labour market have the right to benefit from measures supporting employment, as well as protection within the unemployment insurance system, under the conditions provided by the law for the Romanian citizens. Moreover, the provisions of the Asylum Decree on access to employment for asylum seekers also refer to the possibility to participate in vocational training programmes. (JRS, Acces to the Labour Market, 2020)

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<sup>24</sup> the right to receive access to the labor market under the same conditions as those stipulated by law for Romanian citizens, after the completion of one year from the submission of the asylum application, if the asylum-seeker is still in the procedure of establishing a form of protection.

## **Access to Education**

The Asylum Act<sup>25</sup> establishes the right of minor asylum seekers to have access to before pre-school (0-3 years), pre-school (3-6 years) and compulsory education (6-18 years), under the same conditions as minor Romanian citizens, as long as no measure is taken to remove them or their parents from Romania.

Compulsory general education consists of 10 grades and includes primary and lower secondary education. Compulsory education ends at the age of 18.

Education is provided in regular schools. In general, children are enrolled at local schools whose territorial jurisdiction covers the respective Regional Centres. Asylum-seeking children are enrolled in normal classes together with Romanian children, as just observers for the first year. Being an observer means that the child is not listed in the class book and he or she does not receive grades. (JRS, Acces to Education, 2020)

According to Save the Children, the representatives of NGOs provide support for the enrolment of children at schools and kindergartens. However, some delays may occur, as the legal representatives of unaccompanied children have to sign the application. In practice, the main obstacles faced by children in accessing education include shortage of places rendering enrolment at the beginning of the school year, difficult, direct or indirect refusal from many schools to enrol asylum-seeking children, as well as several registered cases of discrimination by teachers or peers. (JRS, Acces to Education, 2020)

## **Health Care**

According to the Asylum Law, asylum Seekers have the right to receive free primary medical aid and proper treatment, emergency hospital (in patient) treatment, as well as medical aid and free treatment in case of acute or chronic illnesses that put an imminent threat to one's life, through the National Healthcare and First Aid System<sup>26</sup>.

On a case by case basis, these services are provided through the medical staff working in the Reception Centres or through other authorized medical institutions. The asylum-seekers with special needs have the right to receive adequate medical aid, the right to receive access to the labour market under the same conditions as those stipulated.

<sup>25</sup> the right of minor asylum seekers to gain access to compulsory education, under the same conditions as Romanian minor citizens

<sup>26</sup> LAW Regarding asylum in Romanian - The Parliament of Romania

In addition, asylum seekers have the right to be included in national public health programmes aimed at preventing, monitoring and controlling contagious diseases in epidemiological risk situations. (JRS, Health Care, 2020)

Asylum seekers are assigned a personal identification number which figures on their temporary identity documents in order for them to enjoy all the rights provided by the law. After receiving the personal identification number, asylum seekers may register in the public health insurance system and, if they pay healthcare contributions and register at a general practitioner's office, they have the status of an insured person with the same rights and benefits as nationals. (JRS, Health Care, 2020)

Beneficiaries of international protection who lack the necessary means of subsistence for objective reasons, have the right to receive a monthly non-reimbursable aid for a maximum period of 12 months, upon request and within the limits of the state's financial resources. The amount of the aid is related to the reference social indicator under the terms and conditions established by Government Decision.

## *Social Welfare*

In 2019, a new Integration Ordinance was adopted, which states that to ensure effective access to social rights, the competent authorities take into account the specific situation of the beneficiaries of international protection. New provisions were added by the amendments, stipulating that at IGI's request, local support teams may be set up to integrate beneficiaries of international protection and other foreigners who have a right of residence in Romania, as well as citizens of the Member States of the European Union, the European Economic Area and citizens of the Swiss Confederation. The local support teams are composed of IGI-DAI, local public administration authorities, public institutions and NGO representatives. Further rules will be published, prescribing how these support teams are established, how they operate and what their responsibilities are. (JRS, Social Welfare, 2020)

The timeline for the submission of the application for inclusion in the integration program was prolonged from 30 days to 3 months from the date the international protection was granted, by the amended Integration Ordinance. Another legal provision introduced by the amendment prescribes that NGO representatives may participate at the interview conducted by the integration officer of IGI-DAI with the beneficiary of international protection. The scope of the interview is to establish the type of assistance or activities necessary for the social integration of the applicant. The duration of integration programmes for beneficiaries of international protection is prolonged from 6 months to 12 months, which may be extended with 6 months. (JRS, Social Welfare, 2020)

## ***Policy Recommendation***

According to the European Commission, there is no systematic mentorship scheme in place for asylum seekers' and refugees' integration into the labour market. Under the general scheme of initial support provided to asylum seekers and refugees by the General Inspectorate for Immigration, there may be granted some forms of special assistance which may be designated as comparable to mentorship may be provided in special cases based on need. (Ghinararu, 2016)

The asylum seekers have the right for social housing, but there is no record of a refugee or of an asylum seeker that had the opportunity to access social housing, because of the bureaucracy and the language barriers.

In the first year, the minors don't have the right to become enrolled students and they can just attend classes without receiving marks. At the end of the year, they take a test in order to establish their level of education. Being observer students, they are not registered in the national system of education. The COVID-19 crisis has shown us that because they were not enrolled in the national system of education, the asylum seekers children were not taken into consideration when the Ministry of Education has decided to start e-learning and to provide devices for Romanian children. We would recommend that asylum seekers children should receive the same treatment as Romanian children.



# Good Practices

## Greece

During the first phase of the online surveys, KMOP collected 20 good practices coming from all over Greece.

The participants agreed that 4 out of 9 were the best practices in relation to the suggested criteria.

The validation workshop of M4M was conducted online on behalf of KMOP, having 3 participants and 2 moderators. The 5 best practices presented below.

- 1** **INTEGRATRIN** by Melissa Network of Migrant Women in Greece (NGO)
- 2** **Coding School** by Social Hackers Academy (NGO)
- 3** **Dia-Drasis** by Municipality of Thessaloniki
- 4** **Civil Society Dialogue Programme** by ANCE- Athens Network of Collaborating Experts (NGO)
- 5** **Creative Workshops for Women** by Municipality of Tripoli

<p><i>Title of the 1st practice:</i></p>	<p><b>INTEGRATRIN by Melissa Network of Migrant Women in Greece (NGO)</b></p>
<p> <b>Target group(s):</b></p>	<ul style="list-style-type: none"> <li>• Newly Arrived Migrant Women,</li> <li>• Refugee and Asylum Seeker Women,</li> <li>• Women Third Country Nationals</li> </ul>
<p><b>GENERAL DESCRIPTION</b></p>	
<p> <b>Area(s)</b></p>	<ul style="list-style-type: none"> <li>• Education</li> <li>• Inclusion in the Labour Market</li> <li>• Access to Health</li> <li>• Social/ Cultural Field</li> </ul>
<p> <b>Description of the practice</b></p>	<ul style="list-style-type: none"> <li>• Integration activities that take place in a continuous interaction with the local population, in a place of inclusion.</li> <li>• practical guidelines with examples and activities for the trainings (literacy, psycho-social support, art and creativity, information and referrals, skills &amp; capacity building, media and advocacy, self-care &amp; community engagement)</li> </ul>
<p> <b>Objectives of the practice</b></p>	<ul style="list-style-type: none"> <li>• Exchange knowledge and experience in integration training for migrants from countries with more experience to countries with less.</li> <li>• Increase preparedness and familiarity of refugees with the civic, legal, social and cultural realities in their host countries</li> <li>• To build capacity to offer integration courses to migrants</li> <li>• Develop a set of resources to help the process of planning a life strategy</li> </ul>
<p><b>RESULTS</b></p>	
<p> <b>Challenges and overcoming strategies</b></p>	<ul style="list-style-type: none"> <li>• Needs well trained professionals</li> <li>• Designing interventions in groups of women with completely different educational, linguistic and cultural backgrounds</li> <li>• Individualized learning activities</li> </ul>
<p> <b>Improvement of the lives of target group</b></p>	<ul style="list-style-type: none"> <li>• Holistic integration of women</li> </ul>
<p> <b>Feedback from stakeholders</b></p>	<ul style="list-style-type: none"> <li>• Very well organised.</li> <li>• Focuses on women who are one of the most vulnerable parts of the migrant/refugee population.</li> <li>• 360 approach, focused on a certain amount of people (which is a strength and weakness at the same time) and demands very well trained professionals</li> <li>• It is a holistic method</li> <li>• It is for small-medium groups and not for big groups.</li> </ul>
<p> <b>Sustainability</b></p>	<ul style="list-style-type: none"> <li>• Implemented by an NGO that has great experience on the field. Increased the prospects of social inclusion for the beneficiaries.</li> </ul>

*Title of the 2nd practice:*

## Coding School by Social Hackers Academy (NGO)



**Target group(s):**

- Newly Arrived Migrants
- Refugees
- Asylum Seekers
- Third Country Nationals

### GENERAL DESCRIPTION



**Area(s)**

- Education
- Inclusion in the Labour Market



**Description of the practice**

- Locating the needs of digital companies in human resources
- Developing an educational program in order to give the opportunity to newly arrived migrants and refugees to apply for job positions after being properly trained.
- Connection with a network of companies in order to enhance their hiring opportunities.



**Objectives of the practice**

- Social integration through the development of digital skills
- Hiring the participants in vacant job positions
- Monthly events with network participants

### RESULTS



**Challenges and overcoming strategies**

- Attracting and selecting appropriate beneficiaries
- Candidates must meet strict and specific characteristics in order to be selected



**Improvement of the lives of target group**

- Inclusion of the educated refugee and migrant resources in the labour market



**Feedback from stakeholders**

- Innovative approach, focusing on boosting digital competency.
- Increases the prospects of participants to have better access to the labour market.
- Transnational character.
- Linked to an open work market
- Directed to already educated people who find huge difficulties to continue their studies and be considered equal to the locals
- Not many people can follow this course



**Sustainability**

- Apart from Athens it is being launched in Crete, Barcelona, with future plans for South America, South Africa and Cyprus

<b>Title of the 3rd practice:</b>		<b>Dia-Drasis by Municipality of Thessaloniki</b>
 <b>Target group(s):</b>	<ul style="list-style-type: none"> <li>• Refugee Children</li> <li>• Immigrant Children</li> </ul>	
<b>GENERAL DESCRIPTION</b>		
 <b>Area(s)</b>	<ul style="list-style-type: none"> <li>• Education</li> </ul>	
 <b>Description of the practice</b>	<ul style="list-style-type: none"> <li>• Implementation of literature and cultural activities in order to facilitate better inclusion in the school structures</li> </ul>	
 <b>Objectives of the practice</b>	<ul style="list-style-type: none"> <li>• Interaction between refugee and local community</li> <li>• Employment for educators of refugee origin</li> </ul>	
<b>RESULTS</b>		
 <b>Challenges and overcoming strategies</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	
 <b>Improvement of the lives of target group</b>	<ul style="list-style-type: none"> <li>• Better integration of refugee children in the education system and society</li> </ul>	
 <b>Feedback from stakeholders</b>	<ul style="list-style-type: none"> <li>• Bilingual and intercultural</li> <li>• Offers the opportunity to young refugee children integrate into the Greek educational system, which in turn helps their parents integrate into local society</li> <li>• It has been successfully implemented for two and a half years</li> <li>• They work -among others- with very young children, which in the long term, adds to the integration of refugees and immigrants very sufficiently</li> <li>• Not extremely innovative</li> </ul>	
 <b>Sustainability</b>	<ul style="list-style-type: none"> <li>• Ongoing project</li> <li>• Has already been implemented with success for two and a half years</li> </ul>	

*Title of the 4th practice:*

## Civil Society Dialogue Programme by ANCE- Athens Network of Collaborating Experts (NGO)



**Target group(s):**

- Newly Arrived Migrants
- Refugees
- Third Country Nationals

### GENERAL DESCRIPTION



**Area(s)**

- Education
- Social/ Cultural Field



**Description of the practice**

- Exchange of good practices in domains like unaccompanied minors, inclusion in the labour market, access to education, gender equality, racism and discrimination
- Intensify cooperation and networking among civil society organisations in Europe and Turkey
- Enhance the capacity in migrants' and refugees' integration
- Reinforce the role of Civil Society Organisations in policy making
- Raise awareness on the rights of refugees/migrants



**Objectives of the practice**

- To write suggestions to help migrants' integration
- To launch the EU-Turkey Civil Society Network: it will provide the space for institutional dialogue among Civil Society Organisations

### RESULTS



**Challenges and overcoming strategies**

- Difficulties in cooperation and participation of policy makers
- Administrative processes in all partner countries are time consuming



**Improvement of the lives of target group**

- Capacity building to stakeholders
- Exchange of good practices



**Feedback from stakeholders**

- Long-term implementation
- Transnational character



**Sustainability**

- Ongoing- do not have results yet

<b>Title of 5th practice:</b>		<b>Creative Workshops for Women by Municipality of Tripoli</b>
 <b>Target group(s):</b>	<ul style="list-style-type: none"> <li>• Migrant Women</li> <li>• Refugee Women</li> </ul>	
<b>GENERAL DESCRIPTION</b>		
 <b>Area(s)</b>	<ul style="list-style-type: none"> <li>• Arts</li> </ul>	
 <b>Description of the practice</b>	<ul style="list-style-type: none"> <li>• Art activities for women beneficiaries of the program ESTIA in Tripoli</li> <li>• Women were able to make jewellery and accessories with recycled materials</li> </ul>	
 <b>Objectives of the practice</b>	<ul style="list-style-type: none"> <li>• Integration in the local community</li> <li>• Empowerment in the expression of creativity, imagination, self-expression and teamwork</li> <li>• Enhancement of self- confidence</li> </ul>	
<b>RESULTS</b>		
 <b>Challenges and overcoming strategies</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	
 <b>Improvement of the lives of target group</b>	<ul style="list-style-type: none"> <li>• Improves Socializing through different kinds of art expression and with something close to the habits of women in their countries of origin</li> </ul>	
 <b>Feedback from stakeholders</b>	<ul style="list-style-type: none"> <li>• It is a simple project - this practice is not new.</li> <li>• It gives participants the opportunity to acquire new skills and boost their confidence.</li> <li>• It is very useful as a first step of socializing and meeting the needs of that population.</li> </ul>	
 <b>Sustainability</b>	<ul style="list-style-type: none"> <li>• It was implemented for a very short period.</li> </ul>	



# Good Practices

## France

During the first phase of the online survey, Afeji and IRTS Hauts-de-France have collected 9 good practices coming from the local, regional and national levels.

The evaluation of the practices was made online, by a panel of 7 experts including health and social workers, academics from IRTS Hauts-de-France and researchers. They were contacted by email or telephone and were willing to participate in the validation workshop. Their feedbacks are based on their knowledge and experience on the topics. We would like to thank them for their contribution to the selection of the 5 inspiring practices presented below.

1

**Courses in French as a foreign language and assistance in resuming studies for exile students with a baccalaureate level**

2

**Interreg project France-Wallonie-Vlaanderen AB Réfugiés-Social (2017-2021)**

3

**Cooking workshop**

4

**Hours of conversation between a newly-arrived migrants and a company employee**

5

**Dance workshop at the #104**

<b>Organisation:</b>	<b>University of Lille</b>
<b>Title of the 1st practice:</b>	<b>Courses in French as a foreign language and assistance in resuming studies for exile students with a baccalaureate level.</b>
 <b>Target group(s):</b>	<ul style="list-style-type: none"> <li>Exiled students with a baccalaureate level</li> </ul>
<b>GENERAL DESCRIPTION</b>	
 <b>Area(s)</b>	<ul style="list-style-type: none"> <li>Education</li> </ul>
 <b>Description of the practice</b>	<ul style="list-style-type: none"> <li>As part of the PILOT scheme (linguistic integration and guidance programme for a transitional year), the University of Lille offers places on French as a foreign language courses for asylum-seekers or persons who have been granted refugee status or subsidiary protection.</li> <li>It is also possible to upgrade to university level through DAEU courses (college entrance diploma).</li> </ul>
 <b>Objectives of the practice</b>	<ul style="list-style-type: none"> <li>To enable the public to attain a sufficient level of FLE (French as foreign language) to resume studies.</li> </ul>
<b>RESULTS</b>	
 <b>Challenges and overcoming strategies</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
 <b>Improvement of the lives of target group</b>	<ul style="list-style-type: none"> <li>Learning French at a university level, allowing a successful return to study.</li> <li>At the end of a year, on average: 1/3 of the class needs to repeat a year of FLE, 1/3 leave for short professional training courses or for a job and 1/3 go back to university courses: DUT, DEUST, licence, master.</li> </ul>
 <b>Feedback from stakeholders</b>	<ul style="list-style-type: none"> <li>A first report with testimonials and precise figures is currently being published and will soon be made public.</li> </ul>
 <b>Sustainability</b>	<ul style="list-style-type: none"> <li>The project is renewed every year.</li> <li>The University of Lille is part of the MENS network: migrants in higher education. The members of this network commit themselves to open their doors without controlling the status of the students.</li> <li>The PILOT scheme has been in existence for 4 years, still in partnership with the Prefecture of the North and the CROUS Nord pas de Calais.</li> </ul>

Organisation: **La Vie Active**

Title of the 2nd practice: **Interreg project France-Wallonie-Vlaanderen AB Réfugiés-Social (2017-2021)**



Target group(s):

- Newly arrived migrants
- Asylum seekers
- Unaccompanied minors

## GENERAL DESCRIPTION

Area(s)

- Access to care



Description of the practice

- Creation of a new system, called IntegraPsy, which relies on multidisciplinary teams (social workers, psychologists, with the collaboration of "Ambassadors for Integration" (see below); sworn interpreters.
- The IntegraPsy mobile teams operate in the Hauts-de-France region and the Picardy Wallonia (Tournai-Mouscron area). They accompany people who are going through suffering linked to migration and/or integration in the host country (here, France and Belgium).
- The integration ambassadors are people who come from a migratory background. Having arrived in France or Belgium several months or years ago, they have come to the end of a successful integration process, since these people have settled permanently on our territories.
- They speak rare languages often unknown to our accompanying staff. They have lived through a migratory experience and can therefore provide support as peers. They are an example.



Objectives of the practice

- Testing and adapting the Flemish model of health & social support for mindspring refugees in Wallonia and the FR
- Create a Franco-Belgian network of stakeholders specializing in interpretation-translation, mental health and mediation.
- Fostering peer support with the creation of the function of "Ambassador for Integration".

## RESULTS



Improvement of the lives of target group

- Creation and deployment of mobile health and social support teams: since its launch at the end of June 2019, we have carried out more than 70 interventions throughout the Hauts-de-France region (FR deployment only), which represents an average of 2 interventions per week.
- Creation of a new qualifying training programme for integration ambassadors: since September 2019, we have set up a steering committee bringing together key players from the associative world working on the reception and integration of migrants in the Hauts-de-France region (including AFEJI; l'Audasse; IRTS; etc.). We are currently working on the co-creation of a skills repository.



Feedback from stakeholders

- See the testimony of the Ambassadors for Integration in the following video: <https://vieactive.fr/ambassadeurs-integration>
- This "good practice" is supported by the ERDF (i.e. the European Commission); the General Secretary for Regional Affairs (SGAR); the Regional Directorate for Youth, Sport and Social Cohesion (DRJSCS); the Departmental Directorates for Social Cohesion (DDCS) of Aisne, Nord, Oise, Pas-de-Calais and Somme (i.e. the State); and also by the Regional Health Agency (ARS).



Sustainability

- Work in conjunction with the ARS to ensure the sustainability of the IntegraPsy mobile device after the expiry date of this project (30/06/2021). So potential ARS funding.
- Work on the recognition of the function of Ambassador for Integration through the co-creation of a new certification training program.

<b>Organisation:</b>	<b>Fondation Apprentis d'Auteuil</b>
<b>Title of the 3rd practice:</b>	<b>Cooking workshop</b>
 <b>Target group(s):</b>	<ul style="list-style-type: none"> <li>• Unaccompanied minors</li> </ul>
<b>GENERAL DESCRIPTION</b>	
 <b>Description of the practice</b>	<ul style="list-style-type: none"> <li>• Interculturality: choosing menus together, varying dishes from each other's countries and French dishes. They learn to be interested in other cultures and tastes. They also discover French cuisine and culture.</li> <li>• Work on a balanced diet</li> <li>• Deciphering recipes: reading work</li> <li>• Calculation of necessary proportions: mathematical work</li> <li>• Shopping together: work on the economy, autonomy, how to find your way around a shop, reading labels, how to store food in hygienic conditions.</li> </ul>
 <b>Objectives of the practice</b>	<ul style="list-style-type: none"> <li>• Intercultural sharing and team cooperation</li> <li>• Development of skills that can be mobilized in other areas of young people's lives</li> <li>• Learning the rules of hygiene, safety and security.</li> </ul>
<b>RESULTS</b>	
 <b>Challenges and overcoming strategies</b>	<ul style="list-style-type: none"> <li>• Take the time to co-construct this workshop</li> </ul>
 <b>Improvement of the lives of target group</b>	<ul style="list-style-type: none"> <li>• Familiarisation with French culture, interest in new tastes</li> <li>• Improvement of skills such as reading, numeracy, etc.</li> </ul>
 <b>Feedback from stakeholders</b>	<ul style="list-style-type: none"> <li>• Allows young people who do not often talk about their families to open up: discussions about their country of origin, their family, their mother (who fed them).</li> <li>• Young people and the professionals who accompany them exchange around cultures. Mutual enrichment.</li> </ul>
 <b>Sustainability</b>	<ul style="list-style-type: none"> <li>• Development of other workshops involving the intercultural dimension: sewing, cultural outings, etc.</li> </ul>

Organisation: **Fondation Agir Contre l'Exclusion**

Title of the 4th practice: **Hours of conversation between a newly-arrived migrants and a company employee**



Target group(s):

- Newly-arrived migrants

## GENERAL DESCRIPTION



Area(s)

- Integration to the social market



Description of the practice

- Action complementary to existing actions for learning French (language courses offered by the French Office for Immigration and Integration within the framework of the Republican Integration Contract, courses provided by associations and training organisations in the territories).
- The frequency of meetings varies according to the pairs: weekly, fortnightly or monthly. The pairs are encouraged to meet at the company employee's place of work to enable the refugee to familiarise themselves with the professional environment.
- The aim of the "conversation hours" is to enable people to practice professional French in pairs with a company employee, but also to exchange with him/her on his/her knowledge of the business world and access to employment more widely. These hours of conversation are also an opportunity for each person to learn about the other's culture and to forge professional and human ties which are essential for the integration of people into the host society.
- In order to carry out these hours of conversation, educational materials are given to the pair to facilitate the exchange:
- 5 thematic leaflets to lead 5 hours of conversation. These leaflets contain suggestions of conversation topics, exercises and vocabulary to guide the participants.
- 2 practical sheets, one for the company employee, the other for the newcomer, to set the framework for the conversation times and answer any questions or apprehensions each person may have.
- 2 follow-up sheets, one for the company employee, the other for the newcomer, so that they can give their opinions and suggestions at the end of each hour and throughout the programme.
- 2 illustrated folders to give the materials detailed above to the participants.



Objectives of the practice

- Promote the practice of the French language for professional purposes.

## RESULTS



Challenges and overcoming strategies

- **Mobilisation of companies:**  
the availability of employees, many of whom testified to a busy work schedule;  
as the newcomer public is sometimes unfamiliar with the staff, some apprehensions were noted: not being up to the expectations of the person, encountering difficulties in understanding each other because of the language, not being able to create a relationship of trust... Privileged times were organized by the clubs to better present the specificities of the public and the expectations on this project.

	<ul style="list-style-type: none"> <li>• <b>Privileged times were organized by the clubs to better present the specificities of the public and the expectations on this project.</b></li> <li>• <b>The beneficiaries' level of mastery of French was sometimes too low:</b> We therefore decided to give priority to this programme for newcomers with a minimum level of A2.</li> </ul>
 <p><b>Improvement of the lives of target group</b></p>	<ul style="list-style-type: none"> <li>• Among newcomers, 96% "strongly agreed" that the topics covered were interesting and relevant to their needs.</li> <li>• The newcomers felt that the conversation hours were very useful for them professionally to discover the business world, develop their vocabulary, refine their career plans, work on their skills and on finding a job. Several feel that it gave them the opportunity to develop their professional network and their knowledge of the different professions that exist in France.</li> <li>• Among the companies, 63% of employees say they are very satisfied and 31% are satisfied with the project. More than 80% of the sponsors say that the project enabled them to discover a new culture, which corresponds to the expectations that were formulated at the beginning of the project.</li> <li>• For 74% of them, 5 hours of conversation are not enough time for the person to improve their language skills.</li> <li>• Link to a video illustrating the impact of the action: <a href="https://www.youtube.com/watch?v=2oRD-N5pAMI&amp;t=14s">https://www.youtube.com/watch?v=2oRD-N5pAMI&amp;t=14s</a></li> </ul>
 <p><b>Feedback from stakeholders</b></p>	<p><b>Testimonials:</b></p> <ul style="list-style-type: none"> <li>• <b>Valentine, Eurotunnel:</b> <i>"It was a very rich experience on a human level and very useful for creating a link. I would like to keep in touch and help Anva to enter the job market so that she can integrate into society".</i></li> <li>• <b>Frank, Crédit Mutuel Nord Europe:</b> <i>"I came out of these exchanges with Hussein. The difficulties of understanding were constructive and helped to establish a real climate of trust. This sponsorship must be continued, as follow-up is the key to success!"</i></li> <li>• <b>Selma, goddaughter FACE Opal Coast:</b> <i>"She was super nice to me. We talked about a lot of things, improved my CV and wrote my cover letter. Even with the language problems, we are still able to do a lot of things. I'm happy to have learned and understood how the job market in France works".</i></li> <li>• <b>Lilia, goddaughter FACE Hérault:</b> <i>"Thanks to these hours, I was able to project myself, understand what is expected by the company and above all, that I am capable of it".</i></li> </ul>
 <p><b>Sustainability</b></p>	<ul style="list-style-type: none"> <li>• Search for other funds: AMIF, DAAEN funding, Asylum Directorate funding, BOP 104 funding for actions 12 and 15 (DRJSCS, SDCS), private funding.</li> </ul>

Organisation: **Comité pour la santé des exilé.e.s – Comede (Exiled Health Committee)**

Title of 5th practice: **Dance workshop at the #104**

Target group(s):

- Isolated foreign women, in a very precarious situation in France, living on the street, in emergency accommodation or in private homes for a few days.

## GENERAL DESCRIPTION



Description of the practice

- Proposed by the "Women Coordination" of the Comede. Conceived and animated by a dance psychologist in 2014. The group meets once a week for at least two hours.
- Workshop hosted at the Centquatre-Paris: artistic and cultural establishment, which is both cutting-edge in its programming and open in its operation.
- A device built within a clinical therapeutic framework based on work around trauma and traumatic memory, while proposing to work from the "here and now" to open up to a possible future.
- Co-construction of the workshop by the participants: women hosted at the health centre, volunteers and professionals, trainees, Comede coordinator and facilitator. Integrates the contributions of institutional psychotherapy (Oury).
- Dance and movement introduce the active body and source of pleasure / body suffering and symptomatic that leads to medical or psychological consultation



Objectives of the practice

- To participate in the empowerment and well-being of women in great precarious situations who have been victims of violence.
- Propose an alternative approach to the patient's body and promote innovative therapeutic methods.
- Reflect on the roles and hierarchies between caregiver and care receiver.
- Recreate social links

## RESULTS

Challenges and overcoming strategies

- Shyness on both sides: caregivers and caretakers. It is the patients who are in a position - with the support of the workshop facilitator - to welcome the professionals, to guide them through the workshop, to reassure them, to integrate them, even if these professionals are only "passing through".



Improvement of the lives of target group

- Strength of proposal, active role of women in exile.
- A moment of pleasure, allowing the participants to reinvest their bodies, battered by violence and precarious experiences.
- Decrease in symptoms such as pain, tiredness, sleep disorders, relational isolation.



Feedback from stakeholders

- Moment of pleasure
- A feeling of visibility and existence: "We want to leave our mark on "earth"". Reference: Article « La danse comme foyer d'accueil »
- Reinvestment of the connection to other women, the group and caregivers
- Transformative capacity and creative power of caregivers' perspectives on caregiving: a change of perspective.



Sustainability

- Is regularly the subject of public interventions, including the article "La danse comme foyer d'accueil. Circulation, corps et institution" published in the Nouvelle revue de psychosociologie.
- Source of inspiration in other devices. In 2019, it served as a model for a second dance workshop set up in Saint-Etienne by the Comede Loire team.

# Good Practices

## Austria

During the first phase of the survey we have sent e-mails to 45 stakeholders to collect the best practices. We experienced challenges, as offices were closed due to the COVID-19. We were able to collect 10 good practices, 8 of which were presented during the online meeting with the participants.

Participants for the workshop were contacted privately and were willing to participate and provide the necessary feedback. Therefore, they do not represent their organizations, but rather provided responses based on their academic and employment experiences on the topic. The 5 best practices are presented below.

- 1** The ABC Café Kufstein
- 2** KomIn - Kompetenzorientierte Intensivberatung
- 3** Zemit-Recognition for foreign qualifications
- 4** German courses and integration exam preparation
- 5** Lerncafes

*Title of the 1st practice:*

## The ABC Café Kufstein



**Target group(s):**

- Newly arrived migrants
- Refugees
- Asylum seekers
- Unaccompanied minors
- Third country nationals

### GENERAL DESCRIPTION

**Area(s)**

- Education



**Description of the practice**

- The ABC Café is a low-threshold educational program for people with a non-German first language.
- Individuals can participate without obligation and free of charge, with the focus primarily on improving language skills in German, to support them in their professional and family life.
- Our trainers help them to learn and use the German language by using every day role-playing games, conversations, forms, newspaper articles, excursions and many more. In addition, the ABC-Café offers its participants support for integration by dealing with the culture of Tyrol.
- The ABC Café offers are for Women Men Mothers and kindergarten children Mothers and schoolchildren Children and adolescents (learning support)
- Topics dealt with living, working, school / education, culture / diversity, traffic / orientation, eating / drinking, clubs / leisure, family models / fathers, language / communication in Austria in the men's course and school supplies, body / care, autumn, Family, furniture, clothing, letters



**Objectives of the practice**

- The ABC-Cafe is intended to make it easier for participants to find their way in the Austrian host society, to show perspectives on the job market and to inform the participants how they can best support their children on their educational path.
- It shares important information about living in Kufstein and Austria, such as schools and educational offers, the government and health system, as well as clubs and events on site are discussed with the participants with the aim of leading the participants to an independent lifestyle.

### RESULTS



**Challenges and overcoming strategies**

- The biggest challenge in implementing the project was the high cost. The promotion of regional management made the project feasible for us.
- Through building networks with other institutions, the project can promise longevity which is why opportunities to collaborate have been important.
- In order to draw attention to the offer accordingly, information flyers were printed in the languages German, Turkish, Persian and Arabic for the ABC-Café Kufstein and displayed in places that are often visited by the target group. Thus, both the networking partners and the target group became aware of the project.



**Improvement of the lives of target group**

- As many refugees and migrants in the smaller towns or villages do not have access to programs such as these in their back door, this project opens them up to opportunities.
- This not only teaches the language, but also provides cultural learning and provides them an assistance with everyday life situations such as understanding letter or filling in forms from the bank. This is very important for navigating a new environment.

- Number of teaching units held per year: 255.5 teaching units.
- Number of ABC Café courses: six (three of which were mother-child courses and a men course, a women course and a course for children and adolescents to support learning).
- Number of people who use (or have used) the ABC-Café offer in the municipality of Kufstein: 27 participants (including four men, seven women and 23 mothers with their children).
- Number of registrations by December 31, 2019: a total of 74 people has registered for the ABC Café.



### Feedback from stakeholders

- The need for integration is particularly high among women, since they are less likely to find offers because they often have limited time resources due to the childcare obligation and the care of their families.
- Men are also provided with courses; this is also very necessary as they tend to have great pressure to provide the family with financial support.
- It is also important for the participants to have contact with other people, to exchange ideas, to be active and to close gaps in education, and this is where the ABC Café comes in.



### Sustainability

- The support of the project from the National/regional/local government proves enough for sustainability
- In any case, since the project is very well received and should continue after the expiry date, as there is still demand.
- Further collaborations with other organizations and projects are also on the agenda for sustainability.

Title of the 2nd practice:

## KomIn - Kompetenzorientierte Intensivberatung



Target group(s):

- Newly arrived migrants
- Refugees
- Asylum seekers
- Third country nationals

### GENERAL DESCRIPTION

Area(s)

- Labour market integration



Description of the practice

- KomIn is a project aiming at the labour market integration of migrants.
- It offers counselling in various languages, as well as workshops on certain topics connected to the labour market (application process, digitalization...) and a competence mapping course called "Competence Kaleidoscope".
- The process starts off with a clearing phase, where the individual needs of each participant are analysed, and the following steps are then planned accordingly.
- There is an individual path for each participant, depending on the current life situation, needs and possibilities.



Objectives of the practice

- The project is aiming at the labour market integration of migrants.

### RESULTS



Challenges and overcoming strategies

- We implemented this project together with the local labour market service. (AMS) which limited many challenges



Improvement of the lives of target group

- Inclusion of the refugee and migrant resources in the labour market
- This project started off in 2018 in three regions in Upper Austria (Linz, Wels, Traun). We started with 4 counsellors and two people carrying out workshops and competence courses. It was very successful, so at the beginning of 2020 the number of counsellors rose to 13 with three people doing workshops and competence courses. The project is now spreading to other regions of Upper Austria.



Feedback from stakeholders

- The practice is a very updated and innovative approach, as it combines technologies and digitalization for helping migrants to find their best fit in the labour market.
- Linked to an already huge Austrian institute that is linked to the larger work market.
- Closes the gap by providing tailor made solutions and increases chances of participants
- It is very young, having started only in 2018.



Sustainability

- The project is growing at a very quick rate and even spreading to other parts of Austria.
- The funding for this year is guaranteed and we will apply for future funding at the local labour market service (AMS).

<b>Title of the 3rd practice:</b>		<b>Zemit-Recognition for foreign qualifications</b>
 <b>Target group(s):</b>	<ul style="list-style-type: none"> <li>• Target Group: Newly arrived</li> <li>• Migrants</li> <li>• Refugees, Asylum seekers,</li> <li>• Third country nationals</li> </ul>	
<b>GENERAL DESCRIPTION</b>		
 <b>Area(s)</b>	<ul style="list-style-type: none"> <li>• Education</li> </ul>	
 <b>Description of the practice</b>	<ul style="list-style-type: none"> <li>• Providing counselling services for with migrants' refugees, youth and third country nationals with their education certifications and career development</li> <li>• The centre helps them obtain Austrian recognition for their studies which they have done in their own countries. Additional services such as job counselling</li> </ul>	
 <b>Objectives of the practice</b>	<ul style="list-style-type: none"> <li>• Provide direction, education and career path direction for the target groups.</li> <li>• Creating a link between the target group and Austrian institutions for previous qualification recognition.</li> </ul>	
<b>RESULTS</b>		
 <b>Challenges and overcoming strategies</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	
 <b>Improvement of the lives of target group</b>	<ul style="list-style-type: none"> <li>• Better integration of all migrants group who have access to the service.</li> <li>• Provide options to claim half the funds back from the Austrian government after receiving your qualification.</li> <li>• Provide counselling in various languages to meet the ends of the target group.</li> </ul>	
 <b>Feedback from stakeholders</b>	<ul style="list-style-type: none"> <li>• Multilingual and of high standard.</li> <li>• Offers the opportunity to all groups, even young migrant and refugee children so that they can integrate to the Austrian educational system. This will later help them to find better jobs.</li> <li>• Providing a rare service to a group that needs it.</li> <li>• Additionally, provides opportunities for the target group to get practical experience and training from their organization.</li> </ul>	
 <b>Sustainability</b>	<ul style="list-style-type: none"> <li>• Ongoing project with sustainable funding</li> <li>• It has had this offer since 2013 and as an organization has been running since 1995</li> </ul>	

*Title of the 4th practice:*

## German courses and integration exam preparation



**Target group(s):**

- Newly Arrived Migrants
- Asylum seekers
- Refugees
- Third Country Nationals
- Migrants

### GENERAL DESCRIPTION



**Area(s)**

- Education



**Description of the practice**

- ÖIF The Austrian Integration Fund (ÖIF) advises refugees and immigrants on all important questions of their integration and supports them in their own responsibility to plan the next steps in their integration process.
- In addition to providing advice, the ÖIF offers nationwide value and orientation courses, promotes German acquisition and implements integration programs.



**Objectives of the practice**

- Enhance the capacity in migrants and refugee's integration all over Austria
- Enrolment in funding other institutions which provide language learning services to this target group.

### RESULTS



**Challenges and overcoming strategies**

- The institution is operating in a very political space, especially when it comes to migrant policies in Austria. However, it has been able to extend its services and limit the political influence while additionally playing a role in influencing policy.



**Improvement of the lives of target group**

- Capacity building to stakeholders
- Exchange of good practices



**Feedback from stakeholders**

- Long term implementation
- Transnational character



**Sustainability**

- There are various ÖIF facilities all over Austria.
- The institution has very well-organized administrative processes and long-standing programs.
- More so, it has created a network with stakeholders in the NGO field as well as the European Union.

<i>Title of 5th practice:</i>	<b>Lerncafes</b>
 <b>Target group(s):</b>	<ul style="list-style-type: none"> <li>• Refugees</li> <li>• Third country nationals</li> </ul>
<b>GENERAL DESCRIPTION</b>	
<b>Area(s)</b>	<ul style="list-style-type: none"> <li>• Education and Social/Cultural</li> </ul>
 <b>Description of the practice</b>	<ul style="list-style-type: none"> <li>• In the learning cafés, children and young people aged 6 to 15 are supported free of charge in their learning, homework and preparation for schoolwork. Not all children can cope with school without help. And for many parents it is hardly possible to support their children. No money for extra tuition, a low educational level of the parents, a lack of German language skills and/or too cramped living conditions are only some of the reasons that make it impossible for pupils to achieve the desired learning success.</li> <li>• Against this background, Caritas has launched the "Learning Cafés", a free learning and afternoon care service.</li> <li>• In addition to providing targeted assistance with homework and preparing for schoolwork and tests, the full-time and voluntary staff also aim to make learning fun for the children and strengthen their German language skills. A healthy snack and regular contact with parents are also very important in the Learning Café. During the breaks there is a wide range of indoor and outdoor recreational activities.</li> </ul>
 <b>Objectives of the practice</b>	<ul style="list-style-type: none"> <li>• Integration in the local/migrant community and providing a sense of community.</li> <li>• Empowerment and strengthening competences in children and young people.</li> <li>• Enhancement of self- confidence and social skills.</li> </ul>
<b>RESULTS</b>	
<b>Challenges and overcoming strategies</b>	<ul style="list-style-type: none"> <li>• There were no significant obstacles to be overcome in Tyrol during implementation. Despite initial reservations, the offer of the Learning Cafes is increasingly being used by families of Austrian origin for needy children</li> </ul>
<b>Improvement of the lives of target group</b>	<ul style="list-style-type: none"> <li>• In the school year 2017/2018, 98% of the participants have completed the respective school level positively, while 95% of the project participants had a migration background.</li> </ul>
 <b>Feedback from stakeholders</b>	<ul style="list-style-type: none"> <li>• It is a simple project - this practice is not new.</li> <li>• It gives participants the opportunity to acquire new skills and boost their confidence.</li> <li>• It is very useful as a first step of socializing and meeting the needs of that population.</li> <li>• There is a very well-organized structure and program.</li> </ul>
 <b>Sustainability</b>	<ul style="list-style-type: none"> <li>• The first Caritas Learning Café opened in Graz in autumn 2007. Meanwhile there are 54 Learning Cafes all over Austria, 2 of them in Tyrol (Imst and Reutte).</li> <li>• It is planned that the project will continue to be funded mainly by the BMEIA. Image and response are very positive. Additional private sponsors have been successfully promoted repeatedly (e.g. Coca Cola Foundation) and thus, the range of products and services has been expanded at times.</li> </ul>



# Good Practices

## Portugal

The practices were collected by e-mail requests for organizations to complete online questionnaires.

Participants were asked to analyse the 11 practices collected before the session and we started by detecting the difficulties that are related to the collection and knowledge of practices in the area of immigration, which were: Attract people to participate in the projects – Renovar a mouraria refer attracted participants to its projects through its network of contacts, social networks, Flyers and other communication formats. None of the practices presents forms of sustainability and even the practices that belong to the public institute are financed by specific programs and not by the general state budget Projects with little national dimension. The main burden of these projects is financing because there is no awareness of social responsibility and the contribution of companies, so that these projects can continue. All practices are replicable, while some of the practices presented are the result of policies. The ability to create policies depends on the lobby, openness to listen from institutions and the circulation of employees from the private to the public. The contribution of organizations to policies has to do with their dimension both in the organization itself and in the number of immigrants it supports, as well as the region where they are located.

1

**Living sport - Embracing the future**

2

**Family Side by Side**

3

**Mentors for Migrants**

4

**Migrantour - New Roots**

5

**Batucaria Community Orchestra**

<b>Title of the 1st practice:</b>		<b>Living sport - Embracing the future</b>
	<b>Target group(s):</b>	<ul style="list-style-type: none"> <li>Refugees</li> </ul>
<b>GENERAL DESCRIPTION</b>		
	<b>Area(s)</b>	<ul style="list-style-type: none"> <li>Sport</li> </ul>
	<b>Description of the practice</b>	<ul style="list-style-type: none"> <li>Analysis and registration of the sporting interests of immigrants and refugees living in Portugal;</li> <li>Availability of sports equipment;</li> <li>Integration into sports clubs that can support the integration of these people.</li> </ul>
	<b>Objectives of the practice</b>	<ul style="list-style-type: none"> <li>Promoting social cohesion and the inclusion of refugees;</li> <li>Empower girls and women through social change through sport;</li> <li>Give opportunities for sports careers;</li> <li>Strengthen self-representation and raise awareness of sports activity.</li> </ul>
<b>RESULTS</b>		
	<b>Challenges and overcoming strategies</b>	<ul style="list-style-type: none"> <li>It involved more than 1000 refugees in sports activities;</li> <li>It has a national scope.</li> </ul>
	<b>Improvement of the lives of target group</b>	<ul style="list-style-type: none"> <li>Strengthening learning the Portuguese language;</li> <li>Promoting the social inclusion of the people involved;</li> <li>Women's involvement in social and sports activities.</li> </ul>
	<b>Feedback from stakeholders</b>	<ul style="list-style-type: none"> <li>It is considered that the project should use activities and sports teams already in place so that the sense of team and companionship is already developed.</li> </ul>
	<b>Sustainability</b>	<ul style="list-style-type: none"> <li>The project was only thought for two years, having finished in 2018.</li> </ul>

*Title of the 2nd practice:*

## Family Side by Side



**Target group(s):**

- Immigrant or refugee families

### GENERAL DESCRIPTION



**Area(s)**

- Social/Cultural



**Description of the practice**

- It is an initiative through which a family agrees to welcome in their home a family they do not know, constituting pairs of families - an immigrant or refugee and another indigenous (or vice versa) - for the realization of a lunch-conviviality.



**Objectives of the practice**

- Call for a more effective integration of immigrants in Portugal, strengthening social relations and promoting the cultural diversity existing in our country.

### RESULTS



**Challenges and overcoming strategies**

- Since 2012, the meetings have brought together the equivalent number of immigrant families and indigenous families, with Portugal being one of the countries with the highest adherence to the events.



**Improvement of the lives of target group**

- Respect and understanding of the cultural differences of families.



**Feedback from stakeholders**

- The adherence of the partners in the event is quite evident, 82 municipalities participate annually.



**Sustainability**

- It is funded by the High Commissioner for Migration (CmA).

<i>Title of the 3rd practice:</i>		<b>Mentors for Migrants</b>
	<b>Target group(s):</b>	<ul style="list-style-type: none"> <li>Migrants</li> </ul>
<b>GENERAL DESCRIPTION</b>		
	<b>Area(s)</b>	<ul style="list-style-type: none"> <li>Migrants</li> </ul>
	<b>Description of the practice</b>	<ul style="list-style-type: none"> <li>Mentoring Program for Migrants is an initiative promoted by the High Commissioner for Migration and developed throughout the country by a set of local partners.</li> <li>Links are created between mentors (Portuguese) and mentees (immigrants), and the mentors are tasked with supporting mentees in the development of their professional goals and integration in the host community.</li> </ul>
	<b>Objectives of the practice</b>	<ul style="list-style-type: none"> <li>Provide support, monitoring, guidance for resolving difficulties or concerns of immigrants with a view to their integration.</li> </ul>
<b>RESULTS</b>		
	<b>Challenges and overcoming strategies</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
	<b>Improvement of the lives of target group</b>	<ul style="list-style-type: none"> <li>This diversity allows us to find the most appropriate support for the reality of each mentee, whether it is someone with an innovative idea who needs guidance to develop a business plan, who wants to improve his curriculum in order to be able to apply for new challenges or who wants to find the right college and course to study in Portugal.</li> </ul>
	<b>Feedback from stakeholders</b>	<ul style="list-style-type: none"> <li>There are about 600 mentors available nationwide.</li> </ul>
	<b>Sustainability</b>	<ul style="list-style-type: none"> <li>The program is part of the ACM's assignments.</li> </ul>

*Title of the 4th practice:*

## Migrantour - New Roots



**Target group(s):**

- Migrants

### GENERAL DESCRIPTION



**Area(s)**

- Integration into the Labour Market



**Description of the practice**

- Migrantour Lisboa aims to promote the integration of refugees and immigrants through unique guided tours and awareness-raising workshops in schools. Until December 2019, it was implemented in 5 countries and 10 European cities, namely Belgium (Brussels), Slovenia (Ljubljana), France (Paris), Italy (Genoa, Florence, Milan, Naples and Rome) and Portugal (Lisbon).



**Objectives of the practice**

- Support in the integration of migrant citizens, building mutual understanding and respect.

### RESULTS



**Challenges and overcoming strategies**

- Demanding community mediation;
- Large group and with different agendas;
- Solutions:
- The communication regular, via whatsapp and email, the methodologies / proposals of work, and empathy / dedication to the group created a sense of community and belonging.
- Mobilization of nationals of some third countries and representativeness of nationalities (focus on open call via social networks and partner network).



**Improvement of the lives of target group**

- It gave opportunities for work, for creating friendships, for greater integration into the host society. It also favored greater tolerance and empathy on the part of all involved.



**Feedback from stakeholders**

- It gave opportunities for work, for creating friendships, for greater integration into the host society. It also favored greater tolerance and empathy on the part of all involved.



**Sustainability**

- The team of guides remained united and solid throughout the project, from initial training to field visits and workshops. The project was favored by local partnerships, such as the Festival Todos, Gulbenkian, Santa Casa, Inatel, Lisbon City Hall.
- Application in progress.

<p><i>Title of 5th practice:</i></p>	<p><b>Batucaria Community Orchestra</b></p>
<p> <b>Target group(s):</b></p>	<ul style="list-style-type: none"> <li>Newly Arrived Migrants (less than 1 year)</li> </ul>
<p><b>GENERAL DESCRIPTION</b></p>	
<p> <b>Area(s)</b></p>	<ul style="list-style-type: none"> <li>Social/cultural</li> </ul>
<p> <b>Description of the practice</b></p>	<ul style="list-style-type: none"> <li>The Batucaria is an Orchestra of instrumental percussion, body and sound and voice exploration, directed to the immigrant and non-immigrant community, of all ages, implemented under the European project Intimate Bridges (IB).</li> </ul>
<p> <b>Objectives of the practice</b></p>	<ul style="list-style-type: none"> <li>Explore and create different musical sounds that give an inclusive voice to the cultural diversity of Mouraria and Lisbon. IB defends art as a catalyst for social change, promoting diversity, personal development and empathy.</li> </ul>
<p><b>RESULTS</b></p>	
<p> <b>Challenges and overcoming strategies</b></p>	<ul style="list-style-type: none"> <li>Mobilisation of third-country nationals. Mobilization of the group in a regime of continuous participation and covid 19. At this time, workshops/trials take place online successfully, complemented with challenges.</li> </ul>
<p> <b>Improvement of the lives of target group</b></p>	<ul style="list-style-type: none"> <li>It favors the integration, the spirit of belonging/group, friendship and the exploration of creative talents.</li> </ul>
<p> <b>Feedback from stakeholders</b></p>	<ul style="list-style-type: none"> <li>Unreported (trials started in January 2020).</li> </ul>
<p> <b>Sustainability</b></p>	<ul style="list-style-type: none"> <li>Project doesn't end until 2021.</li> </ul>

# Good Practices

## Italy

During the first phase of the online surveys, San Giuseppe collected 13 good practices coming from the local area of the province.

During the online meeting, experts agreed that 1 out of the 13 were the best practices in relation to the suggested criteria, because most of the practices dealt with the same area and the same projects. Moreover, most of them are included to some extent in macro practice of "decentralized reception", identified as good Italian practice.

1

### Decentralized Reception and Integration

*Title of the 1st practice:*

#### Decentralized Reception and Integration



**Target group(s):**

- International protection holders and unaccompanied minors (The project can be aimed at single adults and families, or single-parent families, single pregnant women, unaccompanied minors seeking asylum, victims of torture, people in need of continuous care or with physical or mental disabilities).

#### GENERAL DESCRIPTION



**Area(s)**

- All the areas

 <p><b>Description of the practice</b></p>	<ul style="list-style-type: none"> <li>• Housing support: through the granting of apartments and/or housing structures free of charge for the duration of the stay in the project.</li> <li>• Socio-economic insertion: through help in finding a job, enrolment in the employment centre and enrolment in agencies, attending training internships.</li> <li>• Health care: by registering with the National Health Service, assisting in booking specialist visits and choosing a family doctor.</li> <li>• Social assistance: through the handling of administrative practices such as the issue or renewal of the residence permit, fiscal code, residence, registration in the civil registry, legal assistance.</li> <li>• Education: through enrolment in schools for minors, or enrolment in training courses for adults or evening courses to obtain a diploma; literacy courses, multicultural activities.</li> </ul>
 <p><b>Objectives of the practice</b></p>	<ul style="list-style-type: none"> <li>• To guarantee interventions of "integrated reception" at a territorial level, in collaboration with the realities of the third sector and the institutions in a real network.</li> <li>• Take charge of the individual beneficiary, activating for him/her an individualized path of (re) conquering his/her autonomy, for effective participation in the Italian territory, in terms of work and housing integration, access to local services, socialization, school placement of minors.</li> <li>• Integrate people with local development and welfare policies with a view to sustainable development.</li> </ul>
<p><b>RESULTS</b></p>	
 <p><b>Challenges and overcoming strategies</b></p>	<ul style="list-style-type: none"> <li>• Make the activities as synergistic as possible, in order to strengthen local services and decentralize reception.</li> <li>• Emphasize the temporary nature of the reception, which is always aimed at the autonomy and social inclusion of the beneficiaries.</li> <li>• Avoid local institutions not continuously supporting projects and letting themselves be guided by political orientation.</li> </ul>
 <p><b>Improvement of the lives of target group</b></p>	<ul style="list-style-type: none"> <li>• The experience in the "decentralized reception" project allows its former beneficiaries to use the tools acquired during the reception period once they leave the system circuit.</li> <li>• The socio-economic insertion of refugees is not based on the conquest of home and work, but on the possibilities/opportunities that has the person to react and interact with the territory, both in conditions of customary life and in situations of difficulty.</li> <li>• The impact of this type of "decentralized reception" on city communities can translate into an "openness to the world" to be understood as: ability to enter into dialogue and comparison with other cultures, willingness to get involved to look for similarities, to accept any diversity.</li> </ul>
 <p><b>Feedback from stakeholders</b></p>	<ul style="list-style-type: none"> <li>• The beneficiaries have the opportunity to undertake autonomy paths that allow them to pass from assisted to protagonists of the reception project and of their own socio-economic integration path.</li> <li>• Local administrations are able to prevent social exclusion and save on expenses for wellness services.</li> <li>• Communities can learn about different contexts and histories of distant countries as mutual enrichment.</li> </ul>
 <p><b>Sustainability</b></p>	<ul style="list-style-type: none"> <li>• The costs of the Protection System are significantly lower than those necessary for the management of the first reception government centres, also because (in addition to the state contribution of the National Fund for asylum policies and services) local authorities are required to participate with co-financing.</li> <li>• The impact of this kind of reception is above all, on an economic, then social and finally, political level.</li> </ul>



# Good Practices

## Romania

In the first phase of the project, ASSOC has organised an online survey. The questionnaires were sent to NGOs and to public institutions that organise activities with migrants, refugees or asylum seekers. During the online survey, we have collected 9 good practices representative for different dimensions. After receiving the good practices, we have sent invitations to 3 evaluators in order to establish which are the best practices.

The validation workshop of M4M was conducted online. We had 3 evaluators and 1 moderator. The moderator of the evaluation workshop started by presenting the project and its objectives, after which we analysed the good practices received. The evaluators have chosen the best 5 practices representative for Romanian integration of the newly arrived migrants.

1

**Together we will succeed**

2

**Timisoara Refugee Art Festival (TRAF)**

3

**Activities for social inclusion**

4

**The Festival of Multiculturalism**

5

**How is my country**

<p><i>Title of the 1st practice:</i></p>	<p><b>Together we will succeed</b></p>
<p> <b>Target group(s):</b></p>	<ul style="list-style-type: none"> <li>• Refugees</li> <li>• Unaccompanied minors</li> <li>• Third country nationals</li> </ul>
<p><b>GENERAL DESCRIPTION</b></p>	
<p> <b>Area(s)</b></p>	<ul style="list-style-type: none"> <li>• Education</li> <li>• Social/ Cultural</li> </ul>
<p> <b>Description of the practice</b></p>	<ul style="list-style-type: none"> <li>• Each Year, in June, the children from Ioan Buteanu High School from Somcuta Mare dedicate one week to the newly arrived migrants. During this week, the newly-arrived migrants have the opportunity to participate to the school and community activities.</li> <li>• Each day of the week is dedicated to a different topic: On Monday, the newly-arrived migrants participate to the school lessons; On Tuesday, we organize a public library activity where the newly-arrived migrants become books for the local community; On Wednesday, we organize country presentations, where we invite each migrant to present its country; On Thursday, we organize a presentation of the Romanian traditional dances and songs and on Friday, we celebrate the Day of refugees and we end with a big party.</li> </ul>
<p> <b>Objectives of the practice</b></p>	<ul style="list-style-type: none"> <li>• Development of cultural exchange (knowledge, food, dance) of foreign communities;</li> <li>• Development of intercultural dialogue and creating a bridge between unaccompanied minors and their classmates.</li> <li>• Promoting positive inter-ethnic relations</li> <li>• Visibility for migrants' communities.</li> </ul>
<p><b>RESULTS</b></p>	
<p> <b>Challenges and overcoming strategies</b></p>	<ul style="list-style-type: none"> <li>• The first obstacle was the lack of financing; the activities are supported by the teachers from the local high school.</li> </ul>
<p> <b>Improvement of the lives of target group</b></p>	<ul style="list-style-type: none"> <li>• The repeated meetings between the newly-arrived migrants and the teenagers have accelerated the process of learning the Romanian language, in non-formal contexts.</li> <li>• The newly arrived migrants have the opportunity to interact with local traditions and to discuss with the local community</li> </ul>
<p> <b>Feedback from stakeholders</b></p>	<ul style="list-style-type: none"> <li>• The newly-arrived migrants are impressed by the hospitality of the local community</li> <li>• After the participation of this activity, some migrants decide to settle down in the local community, to get a job and to get married with local girls</li> </ul>
<p> <b>Sustainability</b></p>	<ul style="list-style-type: none"> <li>• Ongoing project</li> </ul>

*Title of the 2nd practice:*

## Timisoara Refugee Art Festival (TRAF)



**Target group(s):**

- Refugees
- Asylum Seekers
- Third country nationals

### GENERAL DESCRIPTION



**Area(s)**

- Social/Cultural



**Description of the practice**

- Timisoara Refugee Art Festival (TRAF) is an artistic representation of several art genres that brings an interdisciplinary approach in the social sector by using art as a method of dialogue in the field of integration of refugees and migrants in Romania, a contemporary, novel and original subject.
- The presence of persons receiving a form of protection in Romania but also of third country citizens on the one hand, but also the amplification of the phenomenon of discrimination against foreigners (Ditrau Episode - Harghita County), directly, but also in the online environment as well as the amplification of extremist discourse, calls for a complex intervention in the attempt to build bridges between migrants and the host community (Romania).
- Art represents such a construction and Timisoara Refugee Art Festival gives the participating public the opportunity to show their support and solidarity towards the people who leave their place of origin in search of safety. The first editions of Timisoara Refugee Art Festival (TRAF), from May 2017, May 2018 and June 2020 enjoyed a major interest from the Timisoara public, with a direct participation of over 1000 people in three years, together with the artistic community, the NGO environment as well as the local and national press, which gives us confidence that this approach is a necessary and useful one in promoting a tolerant and inclusive discourse towards migrants and refugees. TRAF combines artistic, academic, educational and social approaches in a festival dedicated to understanding and promoting common values. We believe that it is necessary to discover what we have in common, what binds and defines us as human beings, rather than looking for what separates us. At Timisoara Refugee Art Festival, we do not want to feel sorry for refugees or migrants and their situation. On the contrary, we want to create an environment in which they can express themselves with dignity, celebrating intercultural exchange.



**Objectives of the practice**

- Development of cultural practices (dance, music, food, costumes) of foreign communities;
- Development of intercultural dialogue;
- Increasing the degree of cultural knowledge of Romanian society about other nations and different cultures;
- Strengthening the integrated services for migrants through relevant local actors' support;
- Visibility for our organization and for migrants' communities.

## RESULTS



### Challenges and overcoming strategies

- Insufficient financial support : we organized crowdfunding campaigns, asked for local support, getting UNHCR Romania involved to help, involving volunteers and local institutions that offered help
- Discriminatory discourse towards the migrants and refugees: We decided to adopt a "don't feed the trolls" politics on social media, but still addressing the lack of information, stereotypes and racism towards refugees and migrants living in Romania.



### Improvement of the lives of target group

- The first editions of the Timisoara Refugee Art Festival (TRAF), from May 2017, May 2018 and June 2020 enjoyed a major interest from the Timisoara public, with a direct participation of over 1000 people in three years, together with the artistic community, the NGO environment, as well as the local and national press, which gives us confidence that this approach is necessary and useful in promoting a tolerant and inclusive discourse towards refugees and migrants.



### Feedback from stakeholders

- All participants increased their self-confidence, with many situations where they initially did not want perform in front of the others, but slowly realised that there was support from the group for each of its members. TRAF was selected as a model of good practice by the Directorate-General for Education, Youth, Sport and Culture of the European Commission in the document "How culture and the arts can promote intercultural dialogue in the context of the migratory and refugee crisis "



### Sustainability

- Timisoara Refugee Art Festival was born in May 2017 in Timisoara, within the international project NICER, implemented in Timisoara by the AIDRom Association, in partnership with the Timisoara Intercultural Institute and funded by the European Commission through the Asylum, Migration and Integration Fund. Since then, the management team that is beyond AIDRom Association, formed as an informal management group, identified and applied for funding from different financing channels (Romanian Cultural Fund, UNHCR Romania, Timisoara - European Capital of Culture in 2021 Association) and kept the initiative alive. Now, TRAF is well known locally, nationally and international as well.

Title of the 3rd practice:

## Activities for social inclusion



Target group(s):

- Refugees
- Asylum seekers
- Unaccompanied minors
- Third country nationals

### GENERAL DESCRIPTION



Area(s)

- Social/ Cultural



Description of the practice

- Activities for social inclusion in the local community, raising awareness and involvement on the refugee/migrants issues among young people, general population and stakeholders. The activities were done together by Romanians, EVS volunteers and refugees/asylum seekers: socializing on specific occasions (Refugee day, Roma day, Christmas, Easter, June 1st), participating at activities during Baia Mare – Romanian Youth Capital (2018-2019).
- The most important activities which were done in various places in Baia Mare : Flash-mob in the centre of the city, Living Library- where refugees/asylum seekers were, among others, living books to be read by the general public, Theatre-forum to raise awareness about discrimination towards migrants. Also, participation at some trips and sport activities. During the Romanian Youth Summit we had a workshop about migration – problems, ideas, solutions. At each activity, there were around 30-50 persons present, and the Facebook events pages had thousands of views.
- The most important thing during this project was that the refugees were involved 2-3 times every week in activities, mostly out of the Refugee Centre, with other people from Romania, Spain, Turkey, Portugal, Italy, Germany, Denmark, France and at the same time, they were part of activities in different parts of the city, with people who did not know them before.



Objectives of the practice

- Development of cultural exchange (knowledge, food, dance) of foreign communities;
- Development of intercultural dialogue and creating a bridge between unaccompanied minors and their classmates.
- Promoting positive inter-ethnic relations
- Visibility for migrants' communities.

### RESULTS



Challenges and overcoming strategies

- The main difficulties were related to organizing transportation to/from the refugee centre.
- Other difficulties: some people left, some were not able to be present every time. There were also some translation problems, but not very important.
- With the "outside" world or people we had no problems, as most of them had a very tolerant attitude and came into friendly contact, especially in public places.



Improvement of the lives of target group

- The project especially improved their self-esteem, communication and state of mind. They understood that there are a lot of people who don't care where they come from and with whom they can stay and talk about things, and also do some activities. On the other hand, the possibility to go outside the centre (or their houses and house-work routine) had a major impact on their wellbeing.



### Feedback from stakeholders

- Beneficiaries did not formally give feedback because the project was a non-formal type and the activities as well. But at the evaluation after every activity, the feedback was always good. They also thanked us and they kept in touch on social media. On the other hand, the simple fact that they participated in the activities for more than a year gives a good feedback.
- The political institutions were represented in the project, they sent representatives at most activities and they helped with space for activities (rehearsals). The Refugee Centre and the NGO were more involved and gave their recognition.
- Also the evaluations of the reports for the National Agency (For Erasmus Plus) were very positive.
- As we know, some of the organisations involved had in mind to replicate some of the activities.



### Sustainability

- Constantly applying for EU funds (Erasmus Plus, European Solidarity Corps, and others) and not only. We apply at a local and national level as well.
- After the completion of the project, they continued to do activities with the refugees/migrants, but with less intensity (also because there were times when there were fewer of them hosted in the centre).
- Self-funding

*Title of the 4th practice:*

## The Festival of Multiculturalism



**Target group(s):**

- Refugees
- Third country nationals

### GENERAL DESCRIPTION



**Area(s)**

- Social/ Cultural



**Description of the practice**

- The Festival of Multiculturalism is usually organised at the same time as the days of the city (Cluj-Napoca) and it involves a lot of cultural activities which are meant to have impact on the Romanian society through cultural dialogue between foreign communities and the host community.



**Objectives of the practice**

- Development of cultural practices (dance, music, food, costumes) of foreign communities;
- Development of intercultural dialogue;
- Increasing the degree of cultural knowledge of Romanian society about other nations and different cultures;
- Strengthening the integrated services for migrants through relevant local actors' support;
- Visibility for our organization and for migrants' communities.

### RESULTS



**Challenges and overcoming strategies**

- We didn't have challenges because both the migrants communities and the local authorities got involved and we had 9 editions of this festival.



**Improvement of the lives of target group**

- Through this festival, we have created a special relationship between the locals and migrants. Due to this festival, most of our beneficiaries have obtained Romanian citizenship and public institutions helped us and got involved to improve the integration process.



**Feedback from stakeholders**

- The beneficiaries of our project are very involved in each edition because they are happy to share their culture with Romanian society. The Festival of Multiculturalism is recognised by universities, local public institutions and also by the inhabitants of Cluj-Napoca.



**Sustainability**

- Ongoing project
- The project was launched in 2011

*Title of 5th practice:*

## How is my country



**Target group(s):**

- Third country nationals
- Refugees

### GENERAL DESCRIPTION



**Area(s)**

- Education
- Access to care
- Social/ Cultural



**Description of the practice**

- How is my country - a tool that we use to open a connection between the Romanian community and the migrant community. Mainly organized in middle schools and high schools so far (but it can also be used in other contexts or environments), it requires that migrants (TCNs/refugees) prepare a cultural presentation about their country (if possible, they also bring traditional clothes, money, different objects from their culture).
- The activity is always adapted to the age of the youngsters. Generally, we start with a few minutes' introduction in which we present ourselves as an NGO, we ask youngsters questions like: estimate how many foreigners are in the city, why do they think they come in Romania? And how do they feel here? And we give some general information (according to the age); then, the youngsters are asked to ask some of those questions to our guests. And then, the presentations of the migrants start. The youngsters are always encouraged to ask questions during the presentation, but we always try to have 5-10 minutes at the end of the class.
- The outcome is both educational and cultural, migrants have the opportunity to be "teachers" of their culture, children/youngsters have the opportunity to ask any question directly to our migrants and learn information about other cultures, geography, history, some words in other language, etc. All this information, the open dialogue encouraged during the presentations also links to a better prevention of stereotypes and discrimination. For migrants, this activity is also an empowerment opportunity, a chance to feel they are accepted and they have something valuable to share to the Romanian community.



**Objectives of the practice**

- Connect the migrant community to the Romanian community;
- Engage migrants in cultural-educational activities in schools;
- A better awareness in the community about the migration situation;
- Prevent stereotypes and discrimination among youngsters.

## RESULTS



### Challenges and overcoming strategies

- Find and select foreigners to volunteer for this activity,
- The level of Romanian / English skills of the volunteers
- Adapt the presentations and explanations to the age of the youngsters
- Find schools
- Organize the schedule so it's good for the volunteers and for the school, as well



### Improvement of the lives of target group

- The volunteers feel more accepted, more capable in interaction with the Romanian community, volunteers develop new skills, gain experience in communication, Romanian language skills, a better understanding of the education system, youngsters are more open and curious to find information about other cultures and also, very interestingly, they gain more respect towards their own culture and country (they are very surprised when the migrant volunteers tell them they like Romania).



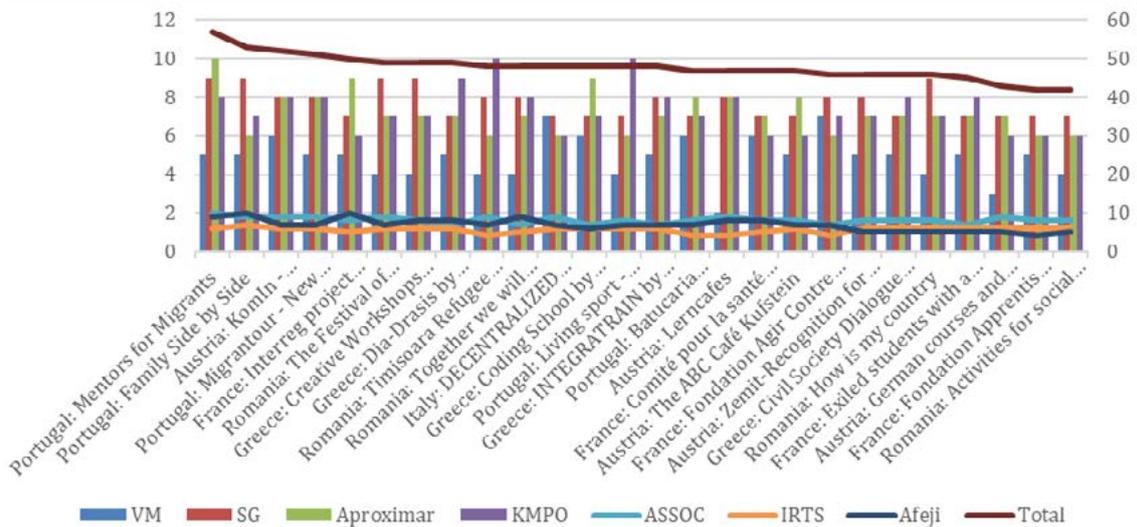
### Feedback from stakeholders

- The project had very good feedback from the youngsters, from the teachers and schools (they call us to come again and make new presentations)
- 'How is my country' project – is well known in the local community, still no official recognition, though, except for the County School Inspectorate that asked to sign an official agreement to organize these activities. I would also mention that this year was the 4th edition of the 'How is my country' project and the feedback was always positive and motivating.

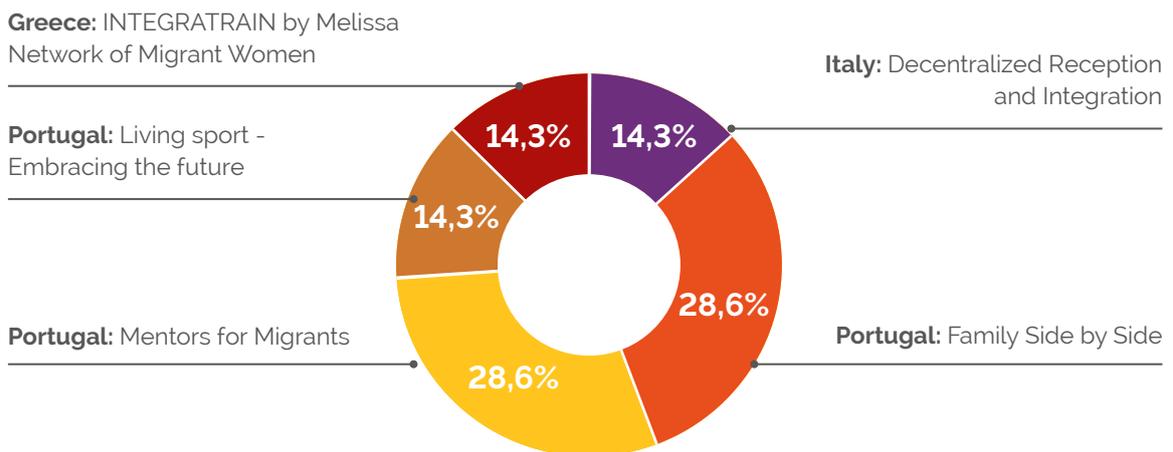


### Sustainability

- Ongoing project



*Each Partner has chosen a good practice other than the ones from their own country:*



## European Best Practices

Portugal: Mentors for Migrants

Portugal: Family Side by Side

Austria: KomIn - Kompetenzorientierte Intensivberatungn

France: Interreg project France-Wallonie-Vlaanderen AB Réfugiés-Social

Portugal: Migrantour - New Roots

Romania: Timisoara Refugee Art Festival (TRAF)

Portugal: Batucaria Community Orchestra

Romania: The Festival of Multiculturalism

Romania: Together we will succeed

Austria: Lerncafes

France: Fondation Agir Contre l'Exclusion Hours of conversation between a newly-arrived migrants and a company employee

France: Comité pour la santé des exilé.e.s – Comede Dance workshop

Italy: DECENTRALIZED RECEPTION AND INTEGRATION

Greece: Coding School by Social Hackers Academy (NGO)

Greece: Creative Workshops for Women by Municipality of Tripoli

Portugal: Living sport - Embracing the future

Austria: Zemit-Recognition for foreign qualifications

France: Exiled students with a baccalaureate level

Greece: INTEGRATRIN by Melissa Network of Migrant Women in Greece (NGO)

Greece: Dia-Drasis by Municipality of Thessaloniki

Greece: Civil Society Dialogue Programme by ANCE- Athens Network of Collaborating Experts (NGO)

Romania: How is my country

Austria: The ABC Café Kufstein

France: Fondation Apprentis d'Auteuil Cooking workshop

Austria: German courses and integration exam preparation

Romania: Activities for social inclusion

## ***Top 5 European Best Practices***

- 1. Portugal:** Mentors for Migrants
- 2. Portugal:** Family Side by Side
- 3. Austria:** KomIn - Kompetenzorientierte Intensivberatung
- 4. France:** Interreg project France-Wallonie-Vlaanderen AB Réfugiés-Social
- 5. Portugal:** Migrantour - New Roots

## ***European Best Practice***

**Portugal:** Mentors for Migrants

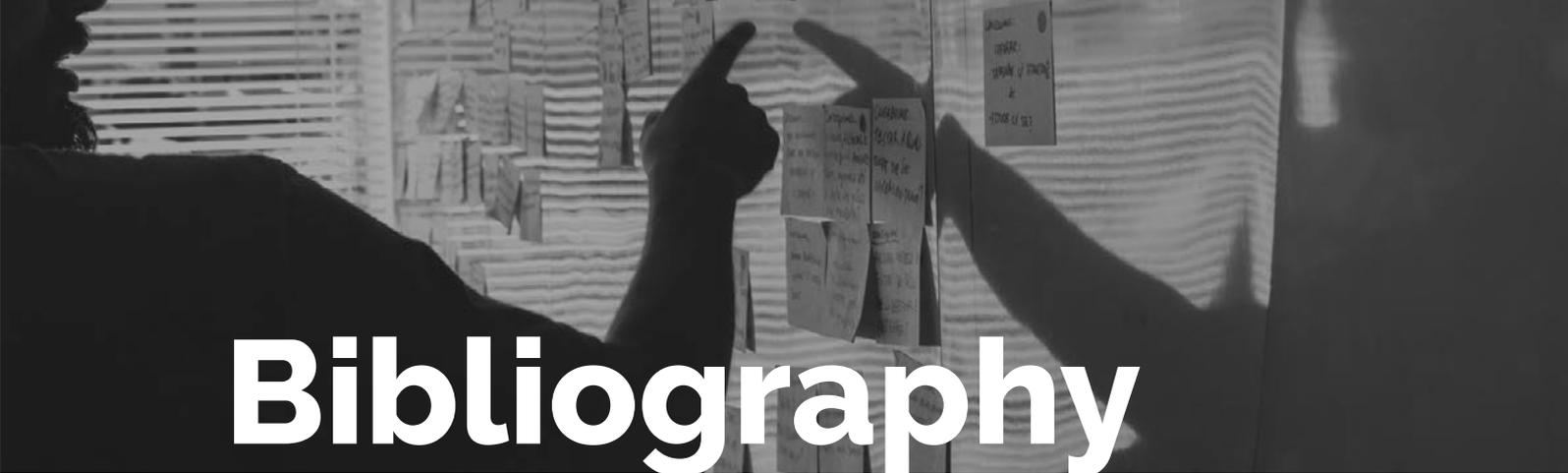
### ***Mentors for migrants***

Mentoring Program for Migrants is an initiative promoted by the High Commissioner for Migration and developed throughout the country by a set of local partners. Links are created between mentors (Portuguese) and mentors (immigrants), and the mentors are tasked with supporting mentors in the development of their professional goals and integration in the host community. Provide support, monitoring, guidance for resolving difficulties or concerns of immigrants with a view to their integration.

### ***Migrants for migrants***

Migrants for migrants will promote the inclusion of migrants in their host communities by facilitating their empowerment and by creating links and sustainable contacts between refugee associations, social services, local administrations and volunteer associations. Migrants for migrants will train migrants to become mentors for newly arrived migrants using based on the concept model whereby people who are helped once, are helped for the rest of their lives, which also impacts on any children and breaks the cycle of disadvantage, meaning that the Migrants for Migrants project results will continue to benefit multiple generations.

The partners have considered that Mentors for migrants is a successful program and it is the most related to M4M project. The innovation in our project comes with the empowerment of migrants to become mentors for newly arrived migrants.



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# Annex 1:

## *Indicators Data Sources*

### *Greece*

<https://ec.europa.eu/eurostat/databrowser/view/tps00176/default/table?lang=en>

<https://www.statistics.gr/documents/20181/63673834-40e3-4eb3-a33a-efc54cb-04deg>

<https://www.statistics.gr/documents/20181/79d452ad-8f9e-c6eb-9f0e-82916e714866>

<https://data2.unhcr.org/en/documents/download/76284>

[http://asylo.gov.gr/wp-content/uploads/2020/01/Greek\\_Asylum\\_Service\\_data\\_December\\_2019\\_gr.pdf](http://asylo.gov.gr/wp-content/uploads/2020/01/Greek_Asylum_Service_data_December_2019_gr.pdf)

[http://asylo.gov.gr/wp-content/uploads/2020/01/Greek\\_Asylum\\_Service\\_data\\_December\\_2019\\_gr.pdf](http://asylo.gov.gr/wp-content/uploads/2020/01/Greek_Asylum_Service_data_December_2019_gr.pdf)

[http://asylo.gov.gr/wp-content/uploads/2020/01/Greek\\_Asylum\\_Service\\_data\\_December\\_2019\\_gr.pdf](http://asylo.gov.gr/wp-content/uploads/2020/01/Greek_Asylum_Service_data_December_2019_gr.pdf)

[http://asylo.gov.gr/wp-content/uploads/2020/01/Greek\\_Asylum\\_Service\\_data\\_December\\_2019\\_gr.pdf](http://asylo.gov.gr/wp-content/uploads/2020/01/Greek_Asylum_Service_data_December_2019_gr.pdf)

<https://appsso.eurostat.ec.europa.eu/nui/submitViewTableAction.do>

<http://hypatia.lb.teiath.gr/bitstream/11400/6063/2/%CE%A0%CE%B5%CF%81%CE%AF%CE%BB%CE%B7%CF%88%CE%B7.doc>

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## *France*

<https://www.insee.fr/fr/Lesdemandesdasile/20janvier202>

<https://www.insee.fr/fr/>

<https://www.ofpra.gouv.fr/>

<http://www.cnda.fr/Demarches-et-procedures>

## *Austria*

<https://ec.europa.eu/eurostat/databrowser/view/tps00176/default/table?lang=en>

[http://www.statistik.at/web\\_de/services/publikationen/2/index.html?includePage=detailedView&sectionName=Bevölkerung&publd=579](http://www.statistik.at/web_de/services/publikationen/2/index.html?includePage=detailedView&sectionName=Bevölkerung&publd=579)

[https://www.caritas.at/fileadmin/storage/global/image/Kampagnen-nachjahren/MIND/CommonHome\\_Webversion.pdf](https://www.caritas.at/fileadmin/storage/global/image/Kampagnen-nachjahren/MIND/CommonHome_Webversion.pdf)

<https://www.bmi.gv.at/301/Statistiken/start.aspx>

[https://www.bmi.gv.at/301/Statistiken/files/2019/Asylstatistik\\_Dezember\\_2019.pdf](https://www.bmi.gv.at/301/Statistiken/files/2019/Asylstatistik_Dezember_2019.pdf)

<https://www.asylumineurope.org/reports/country/austria>

## *Italy*

<http://stra-dati.istat.it/>

<https://www.tuttitalia.it/statistiche/cittadini-stranieri-2017/>

<https://www.unhcr.it/risorse/carta-di-roma/fact-checking/rifugiati-italia-chiarezza-sui-numeri>

[http://www.libertaciviliimmigrazione.dlci.interno.gov.it/sites/default/files/allegati/riepilogo\\_anno\\_2018.pdf](http://www.libertaciviliimmigrazione.dlci.interno.gov.it/sites/default/files/allegati/riepilogo_anno_2018.pdf)

<https://www.tuttitalia.it/statistiche/cittadini-stranieri-2019/>

[http://www.libertaciviliimmigrazione.dlci.interno.gov.it/sites/default/files/allegati/dati\\_asilo\\_2017\\_.pdf](http://www.libertaciviliimmigrazione.dlci.interno.gov.it/sites/default/files/allegati/dati_asilo_2017_.pdf)

[http://www.libertaciviliimmigrazione.dlci.interno.gov.it/sites/default/files/allegati/ottobre\\_2019\\_.pdf](http://www.libertaciviliimmigrazione.dlci.interno.gov.it/sites/default/files/allegati/ottobre_2019_.pdf)

<https://www.tuttitalia.it/statistiche/cittadini-stranieri-2019/>

<http://www.vita.it/it/article/2019/09/27/tutti-i-numeri-del-xxviii-rapporto-immigrazione-caritas-migrantes/152780/>

<http://stra-dati.istat.it/index.aspx?queryid=20083#>

<https://www.asylumineurope.org/reports/country/italy>

## *Portugal*

<https://www.om.acm.gov.pt/documents/58428/383402/Indicadores+de+Integração+de+Imigrantes.+Relatório+Estat%C3%ADstico+Anual+2019/98b-f34e6-f53f-41b9-add6-cdb4fc343b34>

<https://www.om.acm.gov.pt/documents/58428/383402/Indicadores+de+Integração+de+Imigrantes.+Relatório+Estat%C3%ADstico+Anual+2019/98b-f34e6-f53f-41b9-add6-cdb4fc343b34>

<https://www.om.acm.gov.pt/documents/58428/383402/Indicadores+de+Integração+de+Imigrantes.+Relatório+Estat%C3%ADstico+Anual+2019/98b-f34e6-f53f-41b9-add6-cdb4fc343b34>

<https://www.om.acm.gov.pt/infografias>

<https://www.om.acm.gov.pt/documents/58428/383402/Indicadores+de+Integração+de+Imigrantes.+Relatório+Estat%C3%ADstico+Anual+2019/98b-f34e6-f53f-41b9-add6-cdb4fc343b34>

<https://www.om.acm.gov.pt/documents/58428/383402/Indicadores+de+Integração+de+Imigrantes.+Relatório+Estat%C3%ADstico+Anual+2019/98b-f34e6-f53f-41b9-add6-cdb4fc343b34>

<https://www.om.acm.gov.pt/documents/58428/383402/Indicadores+de+Integração+de+Imigrantes.+Relatório+Estat%C3%ADstico+Anual+2019/98b-f34e6-f53f-41b9-add6-cdb4fc343b34>

<https://www.om.acm.gov.pt/documents/58428/383402/Indicadores+de+Integração+de+Imigrantes.+Relatório+Estat%C3%ADstico+Anual+2019/98b-f34e6-f53f-41b9-add6-cdb4fc343b34>

[http://www.refugiados.net/cid\\_virtual\\_bkup/integra/gr\\_pt.html](http://www.refugiados.net/cid_virtual_bkup/integra/gr_pt.html)

## **Romania**

<http://igi.mai.gov.ro/ro/content/analiza-activitatii>

[https://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=migr\\_asyunaa&lang=en](https://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=migr_asyunaa&lang=en)

<http://igi.mai.gov.ro/ro/content/analiza-activitatii>

<https://www.asylumineurope.org/reports/country/romania/statistics>

<https://www.asylumineurope.org/reports/country/romania>

<https://insse.ro/cms/> <http://migrationcenter.ro/wp/>

<https://www.jrsromania.org/>



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