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Towards a successful
integration of young
refugees

A guide for NGOs

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The iMAPPY guide for NGOs

Aims and objectives of the guide

This guide **aims** to support the capacity building process of NGOs supporting the integration of young refugees in their host communities.

The objectives of the **guide**:

- Raise awareness of the role of NGOs in the refugee integration process;
- Provide tools and guidance for improvement of activities and services of NGOs supporting a more effective refugee integration process;
- Introduce the outputs of the iMAPPY project and provide guidance for their use.

Who is it for?

This guide is meant for the managers, staff, volunteers and members of non-governmental organisations active in the integration process of young refugees:

- The organisations working exceptionally in the field of refugee integration;
- The organisations to which working in the field of refugee integration is a part of their regular activities.

The guide will be useful for those organisations willing to assess their policies and practices and strengthen their capacity in the process of refugee integration.

The guide can also be useful for the NGOs which are still not active but want to extend their field of work and start activities supporting refugee integration as well as engaging them more successfully in their regular activities.

How to use this guide?

[to be completed]

Key definitions

- **Asylum seekers** – people in the process of applying for refugee status. This is a legal process that can take several years. Refugee status may be granted depending on the merits of the case and the ability of the person to show that they have a well-founded fear of persecution in their country of origin. Those who are refused can apply for leave to remain or subsidiary protection.
- **Culture** is in the way in which ethnicity is expressed. It includes the customs, values, behaviours and means of communication by which we belong to a community.
- **Diversity** is about empowering people by respecting and appreciating what makes them different, in terms of age, gender, ethnicity, religion, disability, sexual orientation, education, and national origin. Diversity allows for the exploration of these differences in a safe, positive, and nurturing environment. It means understanding one another by surpassing simple tolerance to ensure people truly value their differences. This allows us both to embrace and also to celebrate the rich dimensions of diversity contained within each individual and place positive value on diversity in the community and in the workforce.
- **Equality** means that everybody is of equal value and deserves equal respect, dignity and opportunity. It is based on four key objectives:
 - Access to services
 - Inclusion in decision making and shaping one's own community
 - Relationships based on love, care, respect and solidarity, and
 - Acknowledgement of diversity and the right to social status.
- **Ethnic minority** refers to a culture or ethnicity that is identifiably distinct from the ethnic majority.
- **Inclusion** – a term used widely in social and educational policy making to express the idea that all people living in a given society (should) have access and participation rights on equal terms. This means, on the one hand, that institutions, structures and measures should be designed positively to accommodate diversity of circumstances, identities and ways of life. On the other hand, it means that opportunities and resources should be distributed so as to minimise disadvantage and marginalisation. In the sphere of European youth work and non-formal education, inclusion is considered an all-embracing strategy and practice of ensuring that people with fewer opportunities have access to the structures and programmes offered.

- **Integration** reconciles difference(s) in the sense of a synthesis that creates a coherent entirety – “wholeness”. Well-achieved, integration is pleasing in that it constructs a genuine harmony – an equilibrium – between disparate elements. In everyday use, the term nowadays frequently connotes the social integration of foreigners or of persons living with disabilities on equal terms with the mainstream or majority. Currently, European socio-political discourses on integration are focusing above all on linguistic and religious issues arising from immigration from third countries, especially (but by no means only) from world regions beyond Europe. But what is the reference point for integration? How is it possible to ensure that everyone can make an equally valued contribution to the integrative synthesis? Will or should the synthesis be a “melting pot” or a “mixed salad”? Typically, those who do not “fit” the mainstream or the majority have to assimilate, at least in part. This means they have to take on (some of) the values and practices of the mainstream or majority in order to be socially accepted. Depending on the circumstances, integration could become another word for assimilation. But integration is necessarily (at least) a two-way process, so minorities and majorities (whose composition shifts according to what is in the foreground) have to negotiate multiple reconciliations in order to create together a mutually pleasing synthesis. It would be difficult to argue that European societies are currently doing particularly well on this count, although most of them are making some sort of progress and some can reasonably claim to be well-established multi-ethnic and cosmopolitan polities.
- **Interculturalism** – an approach aimed at achieving social harmony in a multi-ethnic society. It actively promotes dialogue, understanding, co-operation, collaboration and respect between and within all cultural and religious groups in society. It supports the idea that residents will develop their communities together.
- **Refugee** - someone who has been forced to flee their country because of persecution, war, or violence. A refugee has a well-founded fear of persecution for reasons of race, religion, nationality, political opinion or membership in a particular social group. Most likely, they cannot return home or are afraid to do so. War and ethnic, tribal and religious violence are leading causes of refugees fleeing their countries.

Towards a successful integration of young refugees. The role of NGOs

Thousands of young refugees are currently looking for a better and more secure life in Europe. Back home, most were exposed to war, situations of conflict, poverty and social insecurity, and thus left their countries looking for better life conditions in Europe. But in most cases, the new host community offers them a totally different social, cultural or economic framework. To be able to deal with the new context, they need special support. Poor and uncertain living conditions, the lack of access to education as well as discriminatory attitudes and the stigma they are exposed to are imposing barriers to the social inclusion of young refugees.

When young people from migrant and refugee backgrounds are well connected to services, they are more likely to successfully:

- negotiate identity and independence during their transition to adulthood;
- develop resilience and a sense of belonging, particularly in the face of discrimination, negative experiences and/or recent arrival to the host country;
- navigate complex cultural differences between the country of their (or their parents') birth and mainstream local culture, including intergenerational differences in acculturation;
- develop flexibility and adaptability to diverse cultural contexts;
- maintain strong relationships with their families and communities;
- develop strong relationships with peers and the broader community.

Young people who have been empowered through participation in inclusive organisations are better able to meaningfully participate in and contribute to their host society throughout their lives. This promotes social cohesion and allows the broader community to benefit from the diverse perspectives, knowledge and skills of the whole population. Organisations can also benefit in this way, by capitalising on diverse ways of understanding and innovative ways of 'doing business'.

Organisations also have a social responsibility to become more inclusive. A fair and equal society, founded upon human rights principles, can only be realised when no groups are excluded, unintentionally or otherwise. However, young people from migrant and refugee backgrounds are too often under-served by generalist organisations, which can contribute to social exclusion. It is therefore essential that organisations work towards implementing culturally inclusive good practice.

Become a refugee-friendly organisation!

Creating a service based on the fundamental principles of equality and inclusion means asking if our projects, programmes and activities are based on the norms and values of the majority group or do they include the needs of young people from diverse living circumstances and identities. An inclusive service is one that reflects the range of diversity within a community.

This chapter will help you to go through the different stages of the organisational development process and enable you to initiate changes towards becoming an organisation supporting a successful integration of young refugees. The chapter will:

- help you to assess how much your organisation is inclusive in the contexts of integration of young refugees;
- help you to plan improvements and changes within your organisation;
- provide some guidance how to ensure equality and inclusion of young refugees while applying inclusive policies and practices within your organisation.

Assess your organisation!

The self-assessment tool will allow you to revise the organisational policies and practices of your organisation in the context of refugee integration.

The tool covers the following areas of the organisational policies and practices:

- Organisational culture and core values;
- Organisational policies and procedures;
- Professional development;
- Activity/programme planning and delivery;
- Communication.

How to use the self-assessment tool?

- You can use the tool for various purposes:
 - o Initiation of developmental changes of your organisation;
 - o Monitoring of the daily activities and their compliance with the key principles of equality and inclusion;
- Try to run the self-assessment process as a team and engage people with different roles in your organisation – from management to the representatives of your target audience;

- Try to be as honest as possible while answering to the questions of the tool;
- Feel free to adapt the tools to your local context and the needs of your organisation.

Indicator	Questions to answer	Your comments
<i>Organisational culture and core values</i>		
The fundamental values of human rights, antidiscrimination, inclusion and diversity are in the roots of our organisation	<ul style="list-style-type: none"> - What is the mission of your organisation? - How are the fundamental values of human rights, antidiscrimination, inclusion and diversity being addressed in the mission of your organisation? 	
<i>Organisational policies and procedures</i>		
Our organisation has a written commitment to deliver an equal and inclusive service	<ul style="list-style-type: none"> - What mechanisms and procedures to protect your participants from discrimination and racism does your organization have? - Does your organisation have a written commitment to anti-racism, equality, inclusion and interculturalism? If yes, what? 	
<i>Professional development</i>		
Our staff and volunteers are trained and supported to deliver an inclusive service for young refugees	<ul style="list-style-type: none"> - How much are you and people in your organisation aware of human rights and specifically the rights of refugees and asylum seekers? How do they get the knowledge about them? - What kind of training do your staff and volunteers receive in the fields of interculturalism, cultural 	

Indicator	Questions to answer	Your comments
	awareness, racism and other issues young people from minority ethnic backgrounds face?	
<i>Activity/programme planning and delivery</i>		
The activities and programmes of the organisation are designed and delivered to consciously include the diverse needs and identities of all young people in the community	<ul style="list-style-type: none"> - Is your organisation open for people with migrant background? How do you involve them in your activities? - Are you aware of the ethnic groups that are most highly represented in your area? How do you collect the information about them? - How do you ensure that your activities and programmes are relevant to the diversity of ethnicities and cultures in your area? - How do you meet the specific needs, issues and experiences of young people from minority ethnic backgrounds in your activities and programmes? - Are your activities and programmes considerate of different religious needs? How do you meet them? - How do you ensure the safety and respect of all young people in your activities? 	

Indicator	Questions to answer	Your comments
	<ul style="list-style-type: none"> - Can any young person from your area participate in your programmes on anti-racism, equality, inclusion and intercultural learning? 	
<i>Communication</i>		
<p>Our organisation puts necessary efforts to ensure proper communication, both with the target group (young refugees) and the wider audience</p>	<ul style="list-style-type: none"> - Do you ensure the communication with the young refugees and asylum seekers in proper language? How? - Do you use communication channels that are relevant to refugees and asylum seekers engaged in your organization? What are they? How do you identify them? - How do you promote equality and human rights, both internally and externally? - Do you apply the key ethical principles while promoting your activities with refugees to a wider audience? What and how? 	

Plan organisational changes!

After the self-assessment process of the policies and practices of your organisation in the context of refugee integration, we would like to suggest you to plan some concrete actions how you could become more inclusive and provide quality service to young refugees. Here are few simple steps for planning organisational changes:

1. Refer back to the self-assessment process you have conducted;
2. Identify concrete areas in which you would like to make some improvements;
3. Brainstorm on concrete actions;
4. Prepare an action plan leading to the changes within your organisation. You can use the template of the action plan provided below (feel free to adapt it to the needs of your organisation!):

	Actions to be taken	By when?	Who is responsible?	What supports will you need?
Short term <i>(1-2 weeks)</i>				
Mid term <i>(1-3 months)</i>				
Long term <i>(6-12 months)</i>				

Apply inclusive policies and practices in your organisation!

In this section, you will find some guidelines for capacity building of your organisation and apply inclusive strategies in the policies and practices while supporting refugee integration process in your country. The guidelines are followed by some practical examples from the project partner countries which could, hopefully, inspire you for improvements and changes within your organisation.

Organisational culture and core values

- Outline the values on which you build your organisation;
- Reflect critically upon the values and behaviors of your organisation: openness to difference, willingness to embrace diverse ways of knowing and being, and commitment to non-discrimination and equity in your activities and programmes;
- Reflect upon the guiding statements of your organisation, such as vision, mission, working principles and assess how engagement with young people from migrant and refugee backgrounds is incorporated into the purpose of your organisation;
- Ensure the ongoing investment in actively promoting an organisational culture which embraces, invests in, and operates according to, a broad diversity of cultures;
- Work in partnership with colleagues and young people from migrant and refugee backgrounds to identify their views and any concerns regarding inclusion, equality and the valuing of diversity in your organisation.

GOOD PRACTICE FROM LITHUANIA

The fundamental values of Global Citizens' Academy

While developing Global Citizens' Academy, the founders of the organisation defined a set of core values on which the organisation was built. This set includes the fundamental values of solidarity, respect, responsibility for oneself and for other people, open-mindedness, active participation, cooperation and belief in making a difference. Furthermore, the organisation promotes the fundamental values of equality, justice, tolerance, peace, respect for diversity, etc. among young people through their projects and educational activities and awareness raising campaigns.

Organisational policies and procedures

- Consult relevant legal requirements to inform how inclusion, equality and diversity as well as safety and protection should be promoted in your organisation;
- Revise your existing policies and procedures to make sure that anti-discrimination, anti-racism and social inclusion are well rooted in the organisational culture;
- Define concrete procedures of development a safe environment, both physical and emotional, for all young people in your organisation;
- Create the measures to ensure that the personal data of your participants is collected and stored according to the legal requirements of the personal data protection;
- Involve colleagues and young people from migrant and refugee backgrounds in consultations regarding relevant policies and procedures and practices towards developing and enhancing a culture that promotes inclusion, equality and diversity;
- Motivate colleagues and young people to put the policies and procedures into practice;
- Monitor the policies and procedures, and their application, agreeing enhancements where required;
- Think of procedures for reporting the issues of discrimination in your organization, especially if it is big.

GOOD PRACTICE FROM SLOVAKIA

Transfer of Experiences in Refugees Integration Process

Bilateral cooperation with the Norwegian partner and some good practice which can help with integration into society:

- good adjusted system of work with refugees and asylum seekers;
- well-structured system of information's (web, manuals, guide books) -it is keeping to self-activity and independence;
- supporting system - to learn language of country, where they live, lot of type of assistance.

More information about the good practice: http://charitanitra.sk/wp-content/uploads/2016/05/REPORT_NORWAY_ENG.pdf

Professional development

- Provide opportunities for training and professional development in cultural competency and working with young people from migrant and refugee backgrounds for all staff, including managers and volunteers;
- Provide professional development opportunities for the staff and the volunteers of your organization in cultural competency in order to:
 - o ensure that individual interactions genuinely respond to the needs of young people from migrant and refugee backgrounds;
 - o ensure that responding to cultural diversity is built into service and program design;
 - o enhance the welcoming environment of the organization;
 - o contribute towards greater cohesion among culturally diverse staff members;
 - o enhance the culture of the organisation by ensuring values are reflected in practice;
- Think of increasing the number of culturally diverse staff members – it can contribute to an inclusive organisational culture by providing diverse perspectives and understandings;
- Encourage continued up-skilling for staff who are client facing or project orientated and who are regularly required to work with young people from migrant and refugee backgrounds (e.g., supporting their attendance at relevant network meetings);
- Where relevant, provide opportunities for professional development in responding to specific challenges some young people from migrant and refugee backgrounds may face.

GOOD PRACTICE FROM GREECE

SILO project

IASIS NGO implemented a project SILO (Skills and Competences for trainers/ counsellors for organizing their work/ services providing awareness and support through participatory arts) with the aim to address issues of adult social exclusion, expounded by lack of basic competencies and lifelong learning opportunities, with a special focus in migration for Greek case. The objective is to provide pedagogy, to enable target group of practitioners to engage and support their beneficiaries i.e. socially excluded adults, to achieve validated comp Participatory Art covers the full range of art forms e.g. film-makers, musicians, writers,

painters, etc. and involves an artist working with at least one other person to take part in a process that the artist has facilitated.

SILO addresses (a) the need to engage socially excluded adults in learning as well as (b) the need to utilize non formal learning and fulfils those needs by providing new pedagogy for practitioners to engage socially excluded adults in participatory arts projects utilizing non formal learning, to develop and validate competencies, by engaging in non-formal learning via participatory arts projects.

More information about the project: <http://www.silo.media/>

GOOD PRACTICE FROM GREECE

LIGHTHOUSE project

LIGHTHOUSE has established an innovative model and tools for supporting lifelong learning and career paths for migrants by tailored counselling and recognition of prior learning to improve skills, employability and mobility, drawn from the combination of two successful frameworks: the Austrian model LOT-House (learning, orienting, trying-doing), developed by the Austrian project partner, BEST; and the well-established French system for the recognition of non-formal and informal learning. From September 2014 till August 2017, a consortium of seven partners from Spain, Norway, Greece, France, Cyprus and Austria, with relevant know-how and expertise, was responsible for the project implementation.

Lighthouse supports lifelong learning and career paths for migrants by tailored counselling and recognition of prior learning to improve skills, employability and mobility.

Lighthouse: Skills and Competences for trainers/ counsellors for facilitating migrants into their:

- Sociocultural integration
- Recognition of prior learning
- Training and lifelong learning guidance
- Vocational assessment and career guidance
- Mobility challenges, success factors and possibilities

More information about the project: <http://www.lighthouse-project.eu/>

GOOD PRACTICE FROM SLOVAKIA

Educational material for teachers "We are at home here"

International Organization for Migration (IOM) published a set of educational materials on migration: a documentary film, a didactic material and an information poster. The educational materials serve as a wide-range presentation tool to the introduction of migration and migrants to the public. It should help especially teachers and lecturers when introducing migration into multicultural education at all levels of formal education and into trainings in intercultural skills of professionals working with migrants.

The educational material can be found here: <http://www.iom.sk/en/activities/17-aktivita/integracia-migrantov/285-we-are-at-home-here-educational-materials-for-teachers-and-lecturers>

Program planning and delivery

- Find out how many people in your local area are with migrant and refugee backgrounds, identify the main countries of origin and languages spoken;
- Learn more about the youngster with the migrant and refugee background in your area, taking into consideration their religious and cultural backgrounds;
- Identify the needs, issues and barriers to youth work that might face people from migrant and refugee backgrounds;
- Find out about services in your area that work with migrants, refugees and asylum seekers;
- Network with other local organisations dealing with the same target group;
- Prepare your staff and the young people you currently work with by delivering cultural awareness and anti-racism programmes;
- Develop a strategy how you will ensure opportunities for long-term engagement of the youngsters with migrant and refugee backgrounds, as one-off projects with no opportunities for continued contact can damage the trust you have built up;
- Allow more time for youth from refugee and migrant backgrounds to become involved in your organization;

- Translate the basic information about your organisation and activities to the language understandable for the young refugees; be very specific - explain exactly where and when they can join your activities and programmes;
- Don't be afraid to ask about the cultures of the participants from migrant and refugee backgrounds – this is the best way to learn;
- It is better to take action rather than not for fear of offending someone, don't be afraid to make mistakes, see it as a valuable learning opportunity for all;
- Seek input from available expertise wherever possible; share your experiences with others; network with other support services;
- Consider that young people from migrant and refugee backgrounds may not have adequate financial resources to take part in many activities;
- Do not expect young people to be the representatives for their culture - they may not want to be differentiated from others while in a youth group setting;
- Create a welcoming environment – make your community safe for new people to join;
- Respect difference - have visual imagery in your organisation that demonstrates your openness to diversity, e.g., Images of people from different parts of the world, welcome signs in several languages etc.;
- Make an effort, talk and listen to the young person's story;
- Be flexible while planning and delivering your activities and programmes – explore what activities are the most relevant, translate materials, encourage and be patient;
- Art, drama, photography, video, music, sports and games work well especially where language proficiency is a concern;
- Culture proof your activities - ask yourself will it work for the youngster from different cultural backgrounds;
- Gender issues can arise. Deal with them as sensitively as possible;
- Take into consideration the fact that many fun activities and games might be not appropriate to people from diverse cultural backgrounds;
- Avoid activities that contain war-like themes e.g., laser games, paint ball;

- Create networks with other organisations to promote inclusive actions and exchange of good practices.

GOOD PRACTICE FROM ITALY

Training for migrants and refugees by CARITAS Italy

A huge number of Caritas organisations in Italy offer training programmes to refugees and migrants as part of their efforts to encourage integration and help them to build their future.

Here are some examples:

- *Wine Making* – Refugees and asylum seekers are taught how to make Grechetto wine in Todi, Umbria as part of a Caritas project supported by the UN refugee agency and the anti-Mafia organisation Libero. The project also sees the refugees make olive oil.
- *Solidarity farm* – Caritas Palermo runs a farm outside the Sicilian capital where migrants and unemployed Italians raise animals, grow vegetables and learn techniques useful for future jobs. The focus is on the promotion of migrants and Italians living together
- *Saffron cultivation* – Saffron is one of the world's most expensive spices and a key ingredient to one of Italy's favourite dishes 'risotto alla milanese'. Refugees and migrants in Ragusa, Sicily are taught techniques to grow saffron and they can also learn dry stone walling and other agricultural techniques, as part of the "Let's build knowledge" (Costruiamo saperi) project.
- *University degree* – Refugees and asylum seekers have the opportunity to apply for a grant to study for a university degree in Italy. The grants are given in memory of Lê Quyê n Ngô Dì nh, Caritas Rome's former head of migration services, who herself had been a migrant from Vietnam in the 1960s.

More information about the good practice:

<https://sconfinati.caritasambrosiana.it/mappa/index.html>

<http://www.caritasperugia.it/news/diocesi-umbria/grechetto-doc-asylon-progetto-rifugiati-todi>

<https://www.facebook.com/Vino-Asylon-un-progetto-per-i-rifugiati-a-Todi-190245954392643/>

GOOD PRACTICE FROM ITALY

"Orienta - Strumenti di orientamento al lavoro per richiedenti asilo" (Orienta - Career guidance tools for asylum seekers)

The project aims at providing useful information to asylum seekers and refugees when looking for a job in Italy.

The tool provided is a multilingual video for asylum seekers and refugees. The video tutorial is very simple to use and very useful. It is designed as a support during the informative and orientation interviews carried out by operators working in the field and it is also accessible for people with a low level of education.

The video is available in different languages: English, French, Arabic, Urdu, Bengali, Bambara, Mandinka, Fula and Wolof.

The video tells the story of Adam, a hypothetical asylum seeker engaged in the search for an occupation. Thanks to his story, two possible ways of finding work are illustrated, the less effective way of working "in the black market", and the regular job, in which Adam implements the main good practices of a job search in today's Italian context. The video suggests the main steps to be taken: targeted search for a job for which he is qualified, to attend Italian courses, preparation of the CV, orientation interviews at the work desk of the Municipality of reference, etc.

More information about the good practice:

<http://www.laimomo.it/a/index.php/it/altre-notizie/299-cercare-lavoro-in-italia-piu-facile-con-i-video-multilingue-di-orienta-guida-pratica-per-richiedenti-asilo>

The tool in Italian: <https://www.youtube.com/watch?v=opyMmqmTCaY>

The tool in English: <https://www.youtube.com/watch?v=MjbUmpb53RU>

GOOD PRACTICE FROM SLOVAKIA

Movie night with youth from Iraq organized by Mareena NGO

In February 2018 young volunteers from Nitra invited to watch a movie produced in Iraq together. The movie was in its original language and every 10 minutes it was stopped and explained what the story was about. The movie evening was hosted by young Iraqis in an Iraqi community centre in Nitra on Saturday evening. The pilot intercultural movie night was successful and this event will be happening on a monthly basis.

Moments from the event:



GOOD PRACTICE FROM SLOVAKIA

“Sunday brunch” with cooking by Iraqi people organized by Mareena NGO

“Sunday brunch” is a one-day market on monthly bases (not in the winter due to weather) in art-cafe in Nitra. Iraqi refugees have joined this event and prepared their favorite dishes and offered them to citizens of Nitra.

Moments of the event:



More information about the event:

https://www.facebook.com/pg/trafacka/photos/?tab=album&album_id=1571155396274862

GOOD PRACTICE FROM SLOVAKIA

STEP 3 project

Marginal NGO in partnership with ADRA NGO is implementing in Slovakia project STEP 3 focused on integration of beneficiaries of international protection - with granted asylum and subsidiary protection.

- providing of social, legal and psychological support and assistance
- providing financial and material support
- providing supplementary health support
- assistance while getting proper accommodation and employment lessons of Slovak language and social-cultural education
- reimbursement of retraining courses
- free time activities

More information about the good practice: <https://marginal.sk/wp-content/uploads/2018/02/Z%C3%A1kladn%C3%A9-inform%C3%A1cie-DOPLNKOV%C3%81-OCHRANA-Basic-information-SUBSIDIARY-PROTECTION-STEP-3.pdf>

GOOD PRACTICE FROM TURKEY

KIZILAYKART

The KIZILAYKART is a bank card that will be provided by TRC and distributed through Halkbank branches. It can be used at all Point of Sale (POS) and ATM machines across Turkey, although only withdrawals at Halbank ATMs are free of charge.

The ESSN delivers cash assistance to vulnerable people under Temporary and International Protection in Turkey and aims to allow all refugees and asylum-seekers living outside of camps to cover their basic needs such as food, shelter, and clothing in dignity.

Following an assessment against the eligibility criteria households will receive monthly cash assistance of 120 TL per family member through TRC's KIZILAYKART.



GOOD PRACTICE FROM TURKEY

SIHHAT Project by the European Union Delegation to Turkey and T. C. Ministry of Health

The SIHHAT project was established to supply the expenses of establishment, equipment and operation of 178 migrant health centers and 10 community mental health centers. These centers will develop primary and secondary health services offered to Syrian refugees through the employment of 1,500 health personnel, including Syrian doctors and nurses. With this project assurance is given to Syrian refugees that their health needs and rights will be better handled. Women and children are among the disadvantaged groups of particular importance to the project.



Communication

While communicating with the young people from migrant and refugee backgrounds:

- Introduce written communication gently to determine the literacy skills of the potential participants with migrant and refugee background;
- Provide information on meeting times, places and dates in written form as well as verbally;
- Repeat instructions if it is not clear that someone has understood;
- Don't be afraid to ask someone to repeat themselves if you have not understood what they have said – give your conversations time; ask questions to clarify things but make sure you have understood enough to move the communication forward;
- Telephone conversations are usually more difficult for people from minority ethnic backgrounds, so they can be reluctant to ring up for information, registration etc. A drop-in service should be provided so that the person can get information and familiarise themselves with your premises;
- Translated permission notes for activities would be useful. Consider asking someone relevant in your community to help you translate your current forms;
- Everyone has a right to confidentiality and professionalism, so do not use children, relatives, friends or unqualified bilingual staff members as interpreters in any conversations that might be personal or sensitive;
- Use short statements and avoid use of jargon or the vernacular in conversations. If necessary repeat what you are trying to say using different and simpler terms;
- Interpreting can take place face to face or alternatively over the phone;
- Look at the service user and not the interpreter helping you in the conversation.

GOOD PRACTICE FROM ITALY

Language Support for Adult Refugees

The Council of Europe has made available a toolkit to support all those collaborating with NGOs and charitable associations in providing language support for refugees and asylum seekers.

The toolkit includes 57 ready to use didactic tools and materials providing guidelines for the interaction with the refugees in the first meetings, and encouraging positive group dynamics.

The toolkit is the final product of a long activity of collection, selection, and experimentation of already existing materials. It was designed as part of the CoE's project Linguistic Integration of Adult Migrants (LIAM) involving groups of experts in Italy, UK and Romania.

Find here the list of the experts who collaborated to the creation of the toolkit.

The Italian experts were: Alessandro Borri (Provincial centre for adult education "Montagna" of Castel di Casio – Bologna); Orazio Colosio (Provincial centre for adult education Treviso); Sabrina Machetti (Università per Stranieri of Siena); Fernanda Minuz (Researcher); Emilia Paonne (Association "Bambini + Diritti"); Mariangela Recchia ("Auxilium" Cooperative); Lorenzo Rocca (Università per Stranieri of Perugia). The experimental implementation in Italy was carried out in 36 centres from April to February and involved 18 LIAM local coordinators, 150 volunteers and 2.076 refugees.

The toolkit is available in 7 languages – Italian, English, French, German, Dutch, Greek and Turkish and is organised into the following sections:

- Getting started
- Learning vocabulary
- Thinking about language learning
- Scenarios for language support
- Mapping journeys and interacting with the host community

The toolkit can be found here: <https://www.coe.int/en/web/language-support-for-adult-refugees/home>

More information about the good practice: <https://www.coe.int/it/web/lang-migrants>

While promoting equality, inclusion and diversity to a wider public:

- Choose images and related messages based on values of respect, equality, solidarity and justice;
- Truthfully represent any image or depicted situation both in its immediate and wider context so as to improve public understanding of the realities and complexities of the issues you want to address;
- Avoid images and messages that potentially stereotype, sensationalise, or discriminate against people, situations or places;

- Use images, messages, and case studies with the full understanding, participation and permission;
- Ensure the protection of people whose stories are being presented.

GOOD PRACTICE FROM LITHUANIA

Following the core principles of the Code of Conduct of Images and Messages

Global Citizens' Academy (GCA) carefully follows the core principles of the Code of Conduct of Images and Messages developed by the Irish Association of Non-governmental Development organisations. The code offers a set of guiding principles for NGOs to use while designing and implementing their public communications strategy. The Code is build on the three core values:

- Respect for the dignity of the people concerned;
- Belief in the equality of all people;
- Acceptance of the need to promote fairness, solidarity and justice.

GCA implements the core principles of the Code in all communication activities of the organisation as well as while selecting the materials (images, texts, videos, etc.) for their projects and educational programmes.

More information about the guide: <https://dochas.ie/images-and-messages>

Use existing opportunities!

In this section, you will find some important information about opportunities which you could use for the capacity building of your organisation and improvement of your work in the field of refugee integration.

Asylum, Migration and Integration Fund (AMIF)

It promotes approach to ensure high standards of protection for migrants and refugees throughout the Union and is dedicated for development of accessibility of rights and integration measures of people from outside the European Union at not only national, but also local and regional levels.

Supported actions can relate to different stages of the asylum procedure and to the different aspects of asylum policies. Specific attention is paid to vulnerable groups, such as unaccompanied minors, women, young people, children and the elderly. Fund is working on education, language courses, preparing for labour market, infrastructure development, providing material goods (food, clothes, hygiene products), medical and psychological care, juridicial help, inclusion in cultural life, strengthening NGO's administrative systems and staff trainings.

The majority of the funds is implemented through shared management on the basis of multiannual national programmes. The maximum EU-cofinancing rate is 75 % (90 % in specific cases). The rest of the funds goes to Union actions, emergency assistance, technical assistance and the European Migration Network and is implemented through direct or indirect management. Applications on the EU level are based on calls for proposals, calls for tenders, calls for external experts and emergency assistance.

Internal Security Fund (ISF)

On topics about area of Borders and Visas, the Fund aims to establish uniform and high-standard control of the external borders, harmonise border management and ensure smooth border crossing by providing support for the effective processing of visas and sharing of information among EU countries. With regard to migrants it facilitates legitimate travel to the EU and ensures a high-quality service for visa applicants and their equal treatment. In the area of Police, the Fund is dedicated to combating organised cross-border crime and strengthening the capacity of EU countries to effectively manage security-related risks.

Detection and investigation of organised crime, detection and investigation of child sexual abuse, prevention of terrorist activities, visa-related training, training of staff in language and

intercultural skills, information-sharing and prevention of violent radicalisation, IT security, visa issues solving, communication infrastructure is supported by this fund.

The bulk of the ISF is implemented through shared management in the form of annual national programmes (calls for proposals, public procurement and direct awards). Projects are co-financed at a rate of up to 75 % or 90 % for specific actions and up to 100 % for technical assistance. The remaining funds are managed directly or indirectly by the Commission and can be delivered through calls for proposals, calls for tenders, Union actions or emergency and technical assistance.

European Social Fund (ESF)

The ESF supports access to employment and sustainable integration into labour market. Special attention is given to people at risk of social exclusion and people from marginalised communities. Through active inclusion and equal opportunities, the ESF provides support for the socioeconomic integration of marginalised communities and combats all forms of discrimination. Education and training: With regard to disadvantaged groups, the ESF promotes equal access to quality education and lifelong learning, helping to upgrade skills and promoting career guidance and validation of acquired competences. To reduce the administrative burden and enhance efficiency, the ESF is investing in institutional and administrative capacity building of all stakeholders delivering education, training and employment and social policies.

The ESF is implemented according to the shared management mode. Funding is always accompanied by public or private financing. Co-financing rates vary between 50 % and 85 % of the total project costs. Support is provided in the form of operating grants, calls for proposals and calls for tenders.

EU Programme for Employment and Social Innovation (EaSI)

EaSI is dedicated to strengthening EU objectives and coordination of action at EU and national levels in the areas of employment, social affairs and inclusion. With regard to migrants, two subprogrammes may be of great importance. Progress supports the development of adequate EU policy for employment, social inclusion and social protection, with special focus on anti-discrimination. It fosters national and international dialogue in order to develop solutions to real needs, and provides financial support to implement social and labour market policy innovations. Microfinance and Social Entrepreneurship aims at increasing access to microfinance for vulnerable groups, especially migrants, women, young people and low-

skilled workers, who want to set up their own micro- or social enterprises. EaSI's third sub-programme, EURES, encourages intra-EU mobility of workers by ensuring that jobseekers across the Union can access the same vacancies and support services.

Progress and EURES are managed directly by the European Commission through calls for tenders and proposals. To apply for the Microfinance and Social Entrepreneurship guarantee, reply to a call for expression of interest on the European Investment Fund website.

European Regional Development Fund (ERDF)

The ERDF is one of the key financing tools within EU cohesion policy, aimed at reducing inequalities in development among European regions. It focuses its investments on innovation and research, the digital agenda, support for SMEs and the low-carbon economy. With regard to migrants and refugees, the ERDF can complement the ESF in supporting their integration process through investment in infrastructure and urban regeneration. Priority is given to promoting employment and social inclusion, combating poverty and discrimination, and investing in education, training and lifelong learning.

Fund supports building of reception centres and shelters, infrastructural development in hotspots, infrastructural development for social and healthcare services, mobile hospitals, sanitation and water supply, infrastructural investments in educational facilities, etc., primary healthcare services, community-based social care, mediation, social work activities, language courses, integration of migrants and refugees.

The ERDF is managed in a shared management mode through the Member States in the form of national operational programmes implemented by regional authorities. It provides support in the form of grants, prizes, repayable assistance and financial instruments.

Creative Europe

The programme supports European cultural, audio-visual and cross-sectoral projects fostering social integration and mutual cultural understanding. It may enhance the visibility of European values and cultures, and promote international co-production. The funded activities celebrate the contribution of migrants to cultural diversity in Europe. Culture can be a way for them to meet, communicate and become part of the community.

The programme is managed directly by the European Commission through its Education, Culture and Audiovisual Executive Agency based on annual work plans outlining the funding activities and amounts to be allocated. Projects can help migrants socialise and express themselves without relying on a specific language and can raise awareness about the causes and effects of migration.

Europe for Citizens

With a specific focus on combating the stigmatisation of migrants and fostering intercultural dialogue and mutual understanding, Europe for Citizens promotes democratic and civic participation in the form of town twinning projects mobilising participants to discuss concrete European political issues and developing opportunities for societal engagement and volunteering, networks of towns supporting municipalities working together on a common theme, and civil society projects providing an opportunity for direct participation in the policy-making process.

Partnerships between towns to debate European political issues (town twinning), networks of towns to explore common issues and share resources, civil society projects enabling direct participation in the EU policy-making process (debates, campaigns, activities for gathering the opinions of EU citizens, promotion of civic engagement and solidarity, volunteering), peer reviews, expert meetings, awareness-raising activities, etc. Europe for Citizens is managed directly by the European Commission and implemented through its Executive Agency for Education, Audiovisual and Culture on the basis of annual work programmes.

Rights, Equality and Citizenship

The programme ensures that the rights and freedoms of people are respected in practice by making them more visible and more consistently applied across the EU. Its aim of promoting nondiscrimination and the rights of children, raising awareness, and combating racism, xenophobia and violence against women and children is strongly focused on migrants.

Fund supports exchange of good practices, conferences and campaigns to raise awareness, analytical activities (studies, bench marks, surveys), information material, actions protecting equality and human rights, care for unaccompanied migrant children and promotion of their rights, one-stop-shop information for new arrivals, actions with European added value, etc. Also, capacity building and training for professionals (staff exchanges, expert meetings, workshops), development of training modules and online/offline training tools, mutual learning, peer reviews, train-the-trainer events, language trainings on legal terminology, educational material, etc.

The RECP is managed and implemented directly by the European Commission (DG Justice) through action and operating grants, published in a form of calls for tenders and calls for expression of interest. The co-financing rate for projects is usually 80 %.

Erasmus+

The programme provides funding in the fields of education, training, youth and sport. It supports people's mobility for better employability and transnational cooperation with a view to sharing innovative practices. Actions fostering social inclusion of migrants, preventing radicalisation, supporting the recognition of qualifications and promoting multilingualism, tolerance and common values are being encouraged.

Fund supports training for refugee and migrant children, intercultural classrooms, promoting classroom tolerance and diversity, capacity building of education and training institutions, enhancing media literacy, training in competences to deal with complex classroom realities and early school leaving, actions supporting youth workers, recognition of skills and competences, supporting learners with special needs, online language assessments courses, training of volunteers to provide advice on study and employment, mediation services, tests in case of undocumented education, reimbursement of costs associated with studying at higher education institutions, non-formal learning activities, volunteering, etc. Also, actions promoting integration, debates and conferences to raise awareness, legal advice/medical services provided by students, orientation courses, training for adaptation to the local culture, etc.

The programme is implemented either by national agencies in the Member States or directly by the European Commission through its Education, Culture and Audiovisual Executive Agency.

Useful links for getting more information about the issues of migration

If you are interested and want to know more or want to keep up on latest news about migration, we are suggesting:

- International organization for migration are giving you numbers and statistics about changes every minute in whole world. (<https://www.iom.int/>)
- United Nations are working with aid and integration programmes all around the world. You can read more about their work and interesting stories of people experience- <http://www.un.org/en/index.html>
- If you are looking for nice stories and examples of good practices of integration of refugees, visit this site: <https://ec.europa.eu/migrant-integration/home>

iMAPPY application

iMAPPY app - what is it?

[to be completed]

How to use the iMAPPY application?

[to be completed]

Annexes



Refugee integration system in Turkey

Turkey, is a state party to Geneva Convention on Refugees in 1951 and its protocol in 1967. The Directorate General of Migration Management (DGMM) is the responsible governmental body for all asylum procedures in Turkey, including the temporary protection (TP) regime. Syrian integration process is considered as essential. Integration activities conduct with NGOs. Mainly participated NGOs are Turkish Red Crescent, IOM (?), ICMC (?), UNHCR (The United Nations High Commissioner for Refugees). Also, education accessibility and attendance is priority for integration. Syrian refugees take Turkish lessons for giving them same opportunities with Turkish citizens about education. Also there are many EU funded Project runned by different NGO's. Vocational training courses are conducted by many different NGOs. On the other hand, organization such as ASAM (?), IGAM (?), YUVA (?) with many municipalities organize activities to integrate Turkish people and refugees.

If a person is seeking for asylum in Turkey, the procedure legally takes 6 months but in practice there are huge delays and sometimes it may take up to 2 years. Main decision making body in Turkey is DGMM but UNHCR is still carrying its authority Refugee Status Determination. A small number of refugees and asylum seekers are settled in camps while their asylum applications are being examined. Rest of them lives in rural and urban areas. During registration, you need to provide correct identification information, submit any available documents you have. If you are asked to comply with a reporting duty from the Turkish authorities, you need to abide by this duty as well. You are obliged by law to inform the Turkish authorities of any changes to your identity information or civil status (address, marital status, birth and death, etc.). Who fail to comply with their obligations in Turkey may face administrative sanctions or criminal proceedings in line with the Turkish law. Therefore, it is extremely important that you follow the rules, laws and obligations in Turkey during your residence here. After refugees crossed the border, they registered by Turkish authorities (DGMM). Registration of refugees is taking all 81 of the Turkish cities. Since working is depend on permit and it requires initiative of employers, it leads to unregistered employment which leaves refugees in an unprotected situation. While asylum seekers applications are being examined, they benefit from health care with their identification card at the same time they can also visit municipalities to take language courses or vocational training courses and legal advice. These service suppliers lead them to related government bodies to take

necessary action to solve specific problems. The KIZILAYKART is a bank card that are given to refugees and asylum seekers, that are provided by TRC (?) and distributed through Halkbank branches. Households are receiving monthly cash assistance of 120 TL per family member. It can be used at all Point of Sale (POS) and ATM machines across Turkey, although only withdrawals at ATMs are free of charge. While staying in Turkey, refugees need to comply with the laws and administrative requirements of the Turkish authorities if you wish to receive effective protection.

UNHCR provides direct operational support, capacity building and technical advice to the Turkish authorities. As the refugee agency, UNHCR also coordinates the efforts of UN agencies and partners to support Turkey's refugee response and to avoid gaps in assistance.

In certain provinces, some Public Education Centres have special programmes which provide skills training and vocational education. Turkish classes are offered by Public Education Centres (Halk Eğitim Merkezi) free of charge. UNHCR partners and Anadolu University can also provide more information on language courses. The Ministry of Family and Social Policies (MoFSP), the Ministry of National Education (MoNE), Turkish Red Crescent (TRC) and United Nations Children's Fund (UNICEF) are implementing a nationwide social assistance programme called the 'Conditional Cash Transfer for Education' (CCTE) for refugees. All refugees who are residing in off-camp settings, regardless of nationality, can benefit from this assistance (if they meet the eligibility criteria).

After registering with the Provincial Directorate of Migration Management in the province where refugee reside, they will obtain your identification document (Kimlik) from the Turkish authorities. It is eligible for almost all the assistance provided by the Turkish authorities, including medical and medication assistance within the province of their registration. By the accordance with the Health Care Implementation/Budget Law . The costs of health services at all levels would be covered for you on an equal footing with Turkish citizens.



Refugee integration system in Greece

Greece, as a state party to the Geneva Convention on Refugees of 1951 and its 1967 Protocol, is bound to adhere to the fundamental asylum-law principle of nonrefoulement and thus to provide asylum to those who meet the criteria. In addition, as a Member State of the European Union (EU) and the Schengen area, Greece is required to comply with the directives and regulations that constitute the Common European Asylum System (CEAS) and the Schengen Borders Code, which requires that the external borders be secured. Greece is also obliged to respect the binding Charter of Fundamental Rights of the European Union, which recognizes the right to asylum.

Asylum applications are submitted before the Asylum Service. Twelve Regional Asylum Offices and ten Asylum Units were operational at the end of 2017. The Asylum Service is also competent for applying the Dublin procedure, with most requests and transfers concerning family reunification in other Member States, and to conclude pending relocation applications. Access to the asylum procedure still remains an issue of concern.

A fast-track border procedure is applied to applicants subject to the EU-Turkey statement, i.e. applicants arrived on the islands of Eastern Aegean islands after 20 March 2016, and takes place in the Reception and Identification Centres (RIC) where hotspots are established (Lesvos, Chios, Samos, Leros, Kos) and before the RAO (?) of Rhodes. Under the fast-track border procedure, inter alia (ar reikia tokų frazių čia?), interviews may also be conducted by European Asylum Support Office (EASO) staff, while very short deadlines are provided to applicants. The concept of “safe third country” has been applied for the first time for applicants belonging to a nationality with a recognition rate over 25%, including Syrians. First instance decisions of the Asylum Service are appealed before the Independent Appeals Committees under the Appeals Authority. An appeal must be lodged within 30 days in the regular procedure, 15 days in the accelerated procedure, in case of an inadmissibility decision or where the applicant is detained, and 5 days in the border procedure and fast-track border procedure. The appeal has automatic suspensive effect.

An application for annulment may be filed before the Administrative Court of Appeals against a negative second instance decision within 60 days from the notification. No automatic suspensive effect is provided.

Integration process of minors is considered as essential. Education accessibility and attendance is a priority for unaccompanied minors as a mean for integrating them in the society. Integration in education should not be later than three months after becoming (getting?) the asylum permission. Given the very small number of refugees/asylum seekers provided with the refugee status in Greece it is difficult to draw on conclusions about the integration after their recognition. Those who have the refugee status usually remain in the accommodation hosting units in which they lived before, and the efforts towards integration and gradually becoming autonomous are led by those hosting units.

The ESTIA programme sets up large scale rental project to improve living conditions of refugees. A number of municipalities in Greece are also formally part of this project. It aims to enable refugees to meet their basic needs in a dignified manner. The allocations are consistent across the country, and pegged to the Greek emergency social safety net, as well as being based on the refugees' family size.

The remaining funding will go to humanitarian NGOs to top up existing projects addressing pressing humanitarian needs in Greece, including shelter, primary health care, psycho-social support, improved hygiene conditions as well as informal education.

In general, after the recognition of refugee status of an unaccompanied minor, the integrative measures concern: access to education and language support, access to health services, employability prospects and rights, family reunion right, travel permissions.

Hosting units are mostly responsible for minors' integration (education, navigation, employability, cultural exchange). Additional workshops and activities might be provided under this framework. Education is provided by intercultural schools.



Refugee integration system in Italy

Italy has adhered to or ratified the most important international treaties providing for the protection of refugees and their families. To date, there are no international instruments providing for a universal right of asylum that Italy has adopted. The Italian Constitution provides that “A foreigner who, in his home country, is denied the actual exercise of the democratic freedoms guaranteed by the Italian constitution shall be entitled to the right of asylum under the conditions established by law.” Beginning with the Constitution, several legislative and regulatory instruments regulate asylum and asylum seekers in Italy.

Italian law defines “refugee” as “a foreign citizen who, on the basis of on a well-founded fear of being persecuted by reason of race, religion, citizenship, belonging to a particular social group (or holding a particular) political opinion, is found outside of the territory of his/her country of citizenship and cannot or, on the basis of such fear, is unwilling to avail him/herself of the protection of his/her country. A stateless person found outside the territory in which he/she previously had his/her usual residence for the same reasons mentioned above, who may not or, on the basis of such fear, does not want to return to his/her country of citizenship, also falls into the definition of “refugee” for legal purposes in Italy.

The law also defines “status of refugee” as the recognition of a foreign citizen as a refugee by the state. Persons eligible for “subsidiary protection” are foreign citizens who do not qualify to be recognized as refugees but with respect to whom there are reasonable grounds to consider that, if they return to their country of origin or, in the case of stateless persons, if they return to their country of previous usual residence, they would face a serious risk of suffering serious harm and, as a consequence of such risk, they may not avail themselves of the protection of that country. A “claim for international protection” is one aimed at obtaining the status of refugee or the status of person eligible for subsidiary protection. A “requester of international protection” is a citizen of a third country or a stateless person who requests to be admitted to an internationally protected category. “Humanitarian protection,” in turn, is the protection granted to citizens of a third country who are found in objective and serious personal conditions that do not allow their removal from Italy and whose request for international protection is denied. “Unaccompanied minors” are those foreigners younger than eighteen years of age who are found, for whatever reasons, in the national territory, deprived of assistance or legal representation.

International protection may be offered by the Italian state, political parties, or organizations that “control the state or part of its territory”. International protection consists of the adoption of adequate measures to prevent the persecution of or infliction of serious harm on the affected persons.

The Italian asylum system foresees a single regular procedure, the same for the determination of both refugee status and subsidiary protection status. Within this procedure the Territorial Commissions may decide those cases falling under the prioritised procedure or in the accelerated procedure. There is no formal time-frame for lodging an asylum request. The intention to make an asylum request may be expressed also orally by the applicant in his or her language with the assistance of a linguistic-cultural mediator. The asylum claim can be lodged either at the border police office or within the territory at the provincial Police station (Questura), where fingerprinting and photographing are carried out. In case the asylum request is made at the border, police authorities invite the asylum seekers to present themselves at the Questura for formal registration. The police authorities send the registration form and the documents concerning the asylum application to the Territorial Commissions or Sub-commissions for International Protection (Commissioni territoriali per il riconoscimento della protezione internazionale, CTRPI) located throughout the national territory, the only authorities competent for the substantive asylum interview within 30 days. The asylum seeker will then be notified by the Questura of the date of the interview with the Territorial Commission. Whereas, interview appointments and decisions can be notified by managers of reception centres, a Circular of the National Commission for the Right of Asylum (Commissione nazionale per il diritto di asilo, CNDA) issued a few days before the entry into force of the law has suspended the implementation of this procedure and requires Questura to continue to carry out notifications.

These bodies belong to the Department of Civil Liberties and Immigration of the Italian Ministry of Interior. They are independent in taking individual decisions on asylum applications and do not follow instructions from the Ministry of Interior.

The asylum procedure may last for a maximum period of 18 months.

Due to the large number of simultaneous applications, the 30 day time limit is never respected in practice. The Procedure Decree provides an accelerated procedure and a prioritised procedure. The President of the CTRPI identifies the cases under the prioritised or accelerated procedures.

Asylum seekers can appeal against a negative decision issued by the Territorial Commissions within 30 days before the competent Civil Tribunal.

In April 2017, Italy started implementing its first official migrant National Integration Plan. The project provides rights and duties for those who benefit from international protection. Migrants signing up to the plan are committed to learning Italian. Linguistic training and access to the education system are paramount. Under Italian immigration law, minors cannot be expelled and have the right to education, regardless of their or their parent's/responsible adult's immigration status. Moreover, they are entitled to obtain a "minor" residence permit.

Those who are accepted in the country are obliged to share the fundamental values of the Italian Constitution and respect the laws. A principle considered important because essential rights deriving from their status must be recognized, which must, as with every Italian citizen, correspond to the same duties and responsibilities to ensure orderly civil coexistence.

Integration and inclusion of migrants in the country's also by inserting them into the world of work. For this reason, the integration strategy defined in the Plan considers the socio-occupational integration of the international protection holder as a priority.

The Plan also focuses on effective access to health care for all refugees, with particular reference to the needs of those in most vulnerable categories. Access to the healthcare system is a right enshrined in the Italian Constitution. All citizens of non-EU states who are residents, registered with the National Health Service, are guaranteed equal treatment and full equality of rights and duties vis-à-vis Italian citizens.

Individuals leaving the Sprar Centers (Protection System for Asylum and Refugees) have the right to a home. This part of the plan focuses on self-sufficiency, including choosing their home by consulting real estate ads, leasing rooms in apartments with fellow countrymen, or the economic support of rent. Asylum seekers hosted in first reception centers receive €2.50 per day per person as pocket money, although not in all centers. Families may get a bigger amount of money.

The law aims at promoting appropriate initiatives that address the disadvantages refugees and protected persons face after losing the protection of their country of origin, and to remove all obstacles that impede full integration. In order to obtain professional qualifications and revalidate professional degrees obtained abroad, refugees and protected persons must comply with legal requirements. Refugees and protected persons have the right to the same treatment afforded to Italian citizens in matters of social and health assistance.

The main institutions/organizations responsible for the refugees integration process is The General Directorate of Immigration and Integration Policies, The Department for Civil Liberties and Immigration (within the Ministry of Interior). Also a certain degree of autonomy in some spheres of government, thanks to decentralization provided by the Italian Constitution. Italian non-state actors provide support for newcomers and defend their rights.



Refugee integration system in Slovakia

Undocumented applicants must apply for refugee status after entering Slovakia (written or oral intention to apply for recognition of refugee). Police department anywhere in Slovakia is obliged to prepare a written record about it and send it to the Ministry of Interior of the Slovak Republic. Person must arrive to the reception center within 24 hours after being released from the police department. If the applicant will not reach Reception center within 3 days, Migration office will stop asylum process. There is just one reception center in Slovakia – the Reception camp in Humenne (near Kosice, eastern part of Slovakia) and this is an ordinary (not emergency) reception center.

During this period (90 days), freedom of movement is limited for medical reasons. Also, interviews are taken in Migration office and it contains an obligation to summon the asylum seeker for an interview by means of a written notice in the language which the asylum seeker is assumed to understand.

Unlike asylum, with subsidiary protection status person has to apply at the Migration Office for an extension of subsidiary protection. Upon meeting all requirements and submitting an application, the subsidiary protection status will be extended always by two years. Person is obliged to submit the application at the earliest 90 days. Decision taken on appeal against decision is taken within 90 days by regional court.

An unaccompanied minor is placed in the children's care home after his arrival to Slovakia, but once they submit the asylum application, they are moved to Reception centre (in Humenne) and afterwards to the Accommodation centre in Opatovska Nova Ves.

As a person granted asylum person have the right to live at the integration center in Zvolen for 6 months. A social worker will help refugees to navigate in life in Slovakia and will accompany to all important offices. Refugees are attending a Slovak language course. They have half a year to find a job placement or a school, if they want to study, as well as a suitable accommodation and to start an independent life in Slovakia.

During the provision of subsidiary protection, person can stay accommodated in a facility that accommodates foreigners granted subsidiary protection. Apart from accommodation, there will be meals, basic hygiene needs and allowance (pocket money) provided. As a foreigner

granted subsidiary protection they will be issued a foreigner's passport by the police that entitles you to travel abroad.

The Migration Office of the Ministry of Interior is the first-stage decision body on granting asylum or subsidiary protection to refugees. The Migration Office is also responsible for the integration of refugees into the Slovak society. Cooperating on a contract-basis with relevant non-governmental organisations, it provides integration services in, among others, the fields of education, accommodation, and employment.

The departments of the Border and Alien Police, part of the Presidium of the Police Force, are responsible for issuing documents on decisions of permanent, temporary or tolerated residence of foreigners in the Slovak Republic.

Ministry of Education of the SR - Centre for the recognition of Diplomas (ar tikrai toks pavadinimas?) is responsible for executing all tasks connected to recognition of foreign diplomas as well as other certificates of educational or professional qualifications.

Local Labour offices of the Central office of Labour, Social Affairs and

The Local Labour Offices, Social Affairs and Family are carrying out all tasks related to employment services, social and family affairs. This includes the provision of the RE-PAS financial support for refugees for training courses, support with creation of Individual Action Plans, and ensuring the correct implementation of the Labour.

Asylum procedure begins with statement of asylum seeker given in relevant police department anywhere in Slovakia. In following, foreigner is transported to reception asylum centre within 24 hours and after 1 month, to one of two open camps: Rohovce or Opatovska Nova Ves. The first asylum interview (in the language which the asylum seeker is assumed to understand) with the asylum authority (the Migration office) is held at the Reception centre in Humenne. Migration office is obliged to make decision within 90 days from the day when the petition was submitted.

Subsequently, the decision can be reviewed by the court. Free legal assistance to unsuccessful asylum seekers in appealing against a negative decision taken in the asylum procedures.

There is no special reception centre for unaccompanied minors. An unaccompanied minor is placed in the children's care home after his arrival to Slovakia, but once they submit the asylum application, they are moved to Reception centre and afterwards to the Accommodation centre in Opatovska Nova Ves.

There is not specific time frame in within, which should be the migrant integrated in the Slovak society. For the migrant integration process is responsible mainly Migration Office and NGO's. Currently is part of these processes mainly Marginal based, Human rights league, Nadácia pokoj a dobro and IOM (which deals with the integration of refugees only partially). Every asylum seeker has the right to be accommodated in a designated Migration Office that provides accommodation in dwelling units. There are also social workers available to help them integrate into everyday life. During the provision of subsidiary protection, person can stay accommodated in a facility that accommodates foreigners granted subsidiary protection. Apart from accommodation, there will be meals, basic hygiene needs and allowance (pocket money- 0,40€ per day) provided. At the same time, a Slovak language course will be provided too. As a foreigner granted subsidiary protection to person will be issued a foreigner's passport by the police that entitles you to travel abroad. Human rights league provide services in integration particularly management of legal advice for residence, citizenship and unaccompanied minors and Online counselling, as well as representing the interests of migrants in the legislation process.



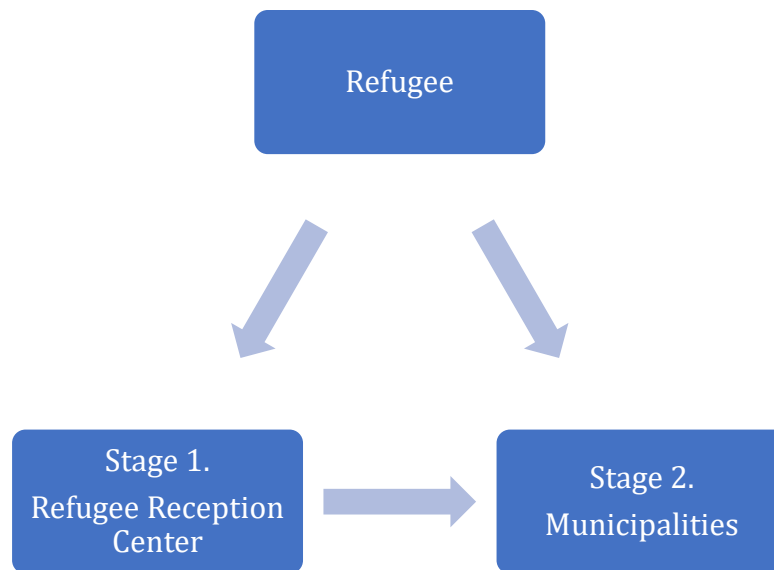
Refugee integration system in Lithuania

Asylum in the Republic of Lithuania is defined as a status of asylum or additional protection granted to an alien in the Republic of Lithuania on the basis of the Law on the Legal Status of Aliens of the Republic of Lithuania.

Lithuania creates the following conditions for refugees:

- provides temporary accommodation,
- organises education and employment;
- ensures social security and health care,
- informs the public about aliens who have received asylum in order to prevent their isolation, public xenophobia and promote tolerance.

Integration support for refugees in Lithuania is provided according to the following model:



Stage 1: Support at the Refugee Reception Center

First assistance is provided to refugees at the Refugee Reception Center (www.rppc.lt).

Refugee Reception Centre, which is located in Rukla, provides support for a period of up to 3 months. During this period, social workers from the Refugee Reception Centre, in collaboration with the Labour Exchange, assess refugees' skills and qualifications, check their health, perform an assessment of any health problems, disabilities and others. Refugees are intensively taught Lithuanian language and Lithuanian culture so that they are properly prepared to integrate into the Lithuanian society and labour market.

Refugees living in the Refugee Reception Centre receive a monthly allowance (according to a set procedure) enabling them to pay for food and pocket expenses.

Stage 2: Integration support at a municipal territory level

Once first stage of integration is complete at the Refugee Reception Centre, further integration support is provided at local municipality territory and lasts for up to 12 months. This stage of support is coordinated by the Refugee Reception Centre.

Currently there are two non-governmental organisations that won the public tender to support refugees during their integration on a municipal territory level. They are Caritas of Vilnius Archdiocese and Lithuanian Red Cross Society. Other non-governmental organisations, municipal social support centers and other organisations are also invited to participate in tenders.

Non-governmental organisations provide curator services. Curators help refugees buy necessities; rent an apartment; pay out cash benefits; organise Lithuanian language training for refugees; organise kindergarten attendance and school education for children; advise foreigners on all issues, ensure that refugees attend Labour Exchange Office, help them complete and prepare all necessary documents and other. Institutions implementing the integration process report monthly to the Refugee Reception Centre about the services provided to refugees and their integration progress (through an administrative information system).

During the period of integration support on a municipal territory level, refugees receive a monthly allowance for their essential needs (apartment rent, utilities, food, transport and others).

References

[to be completed]