



# Study on policies and good practices addressed to migrants and refugees' social and labour integration

Common Report of the research carried out in the project partner countries: Austria, Cyprus, France, Italy, Germany and Spain



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## Introduction

In recent years the Member States of the European Union have experienced unprecedented migration flows. Several thousand people fleeing extreme poverty, war and conflicts in their countries of origins have sought asylum and protection in Europe.

The reality of a complex multi-ethnic dimension which determines continuous transformation processes, requiring people and institutions be open to social evolution and intercultural perspective, is very often hampered by non-appropriate policies, economic and social problems which consequently generate fear and opposition. Data analysis and statistics show that Third-Country Nationals across the EU continue to fare worse than EU citizens in terms of employment, education, and social inclusion.

The MigrEmpower project (Nº 2017-1-ES01-KA204-038091) financed by the Erasmus + Programme, is in line with the Action Plan on the integration of Third-Country Nationals developed from the European Commission that has been supporting the Member States in their integration policies for several years. Therefore, the MigrEmpower project is aimed at:

- Contributing to the fight against discrimination towards migrants and/or refugees by asking for the recognition of their citizenship rights;
- Promoting the coexistence among society and migrants and/or refugees' communities;
- Considering educational and training as indispensable elements for the promotion of social cohesion and integration processes.

The above mentioned aims are going to be transnationally reached by involving 6 EU countries that have a hosting and transit tradition in migration and/or are facing with the recent increase of asylum request, and where "migration, immigration, integration, asylum" have been the dominant discourse topics among societal and political debates during the last years: Spain, Italy, Cyprus, Germany, Austria, and France.

Project partners consider the need of sharing experiences in education and social inclusion as essential and a key element for migrants and refugees' social and labor integration and they have identified the following specific objectives to be achieved:

- To valorize good practices aimed at migrants and/or refugees' social inclusion and integration;
- To boost social inclusion and cohesion processes involving local communities and society;
- To promote entrepreneurship among the project target group as a way of improving its social and labor situation;

- To provide professionals working with migrants and/or refugees with efficient working tools aimed at supporting target groups' social and labor integration;
- To facilitate migrants and/or refugees' access to training, employment and entrepreneurship by empowering them.

These objectives will be achieved by the carried out research on good practices of social inclusion in partner countries for disseminating and learning from them, the elaboration of intervention tools for empowering migrants and/or refugees, the organization of the pilot experience for testing them and therefore making them immediately usable by professionals and social operators, and the exchange of experiences and good practices on integration and social inclusion processes among stakeholders and EU project partners.

This document is the Common Report of the implemented research activity: the Intellectual Output 1/Activity 2 "Study on policies and good practices addressed to migrants and refugees' social and labor integration", which will present the main aspects of the carried out research in each partner country. In order to deeper know the state-of-the-art of each local context, the reader can consult each national report published on the project website<sup>1</sup>.

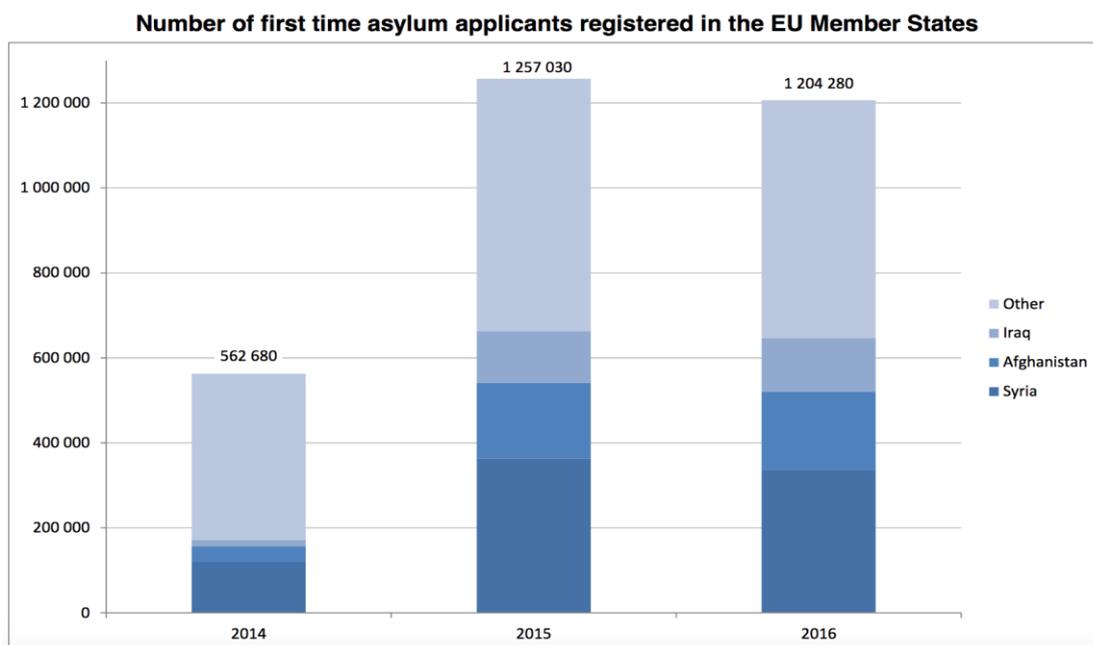
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<sup>1</sup> [www.migrempower.eu](http://www.migrempower.eu)

# 1. State-of-the-art of migrants and refugees in the European context and in the project countries

## 1.1 Migration and Asylum statistics in the European Union

Analysing the data provided by Eurostat, in 2015, 1,257,030 first time asylum seekers applied for international protection in the EU for the overall number of asylum seekers, more than twice the figure for 2014. According to the graph below, in 2016, first-time asylum seekers in the EU there were 1,204,280<sup>2</sup>.



Source: Eurostat news release 46/2017

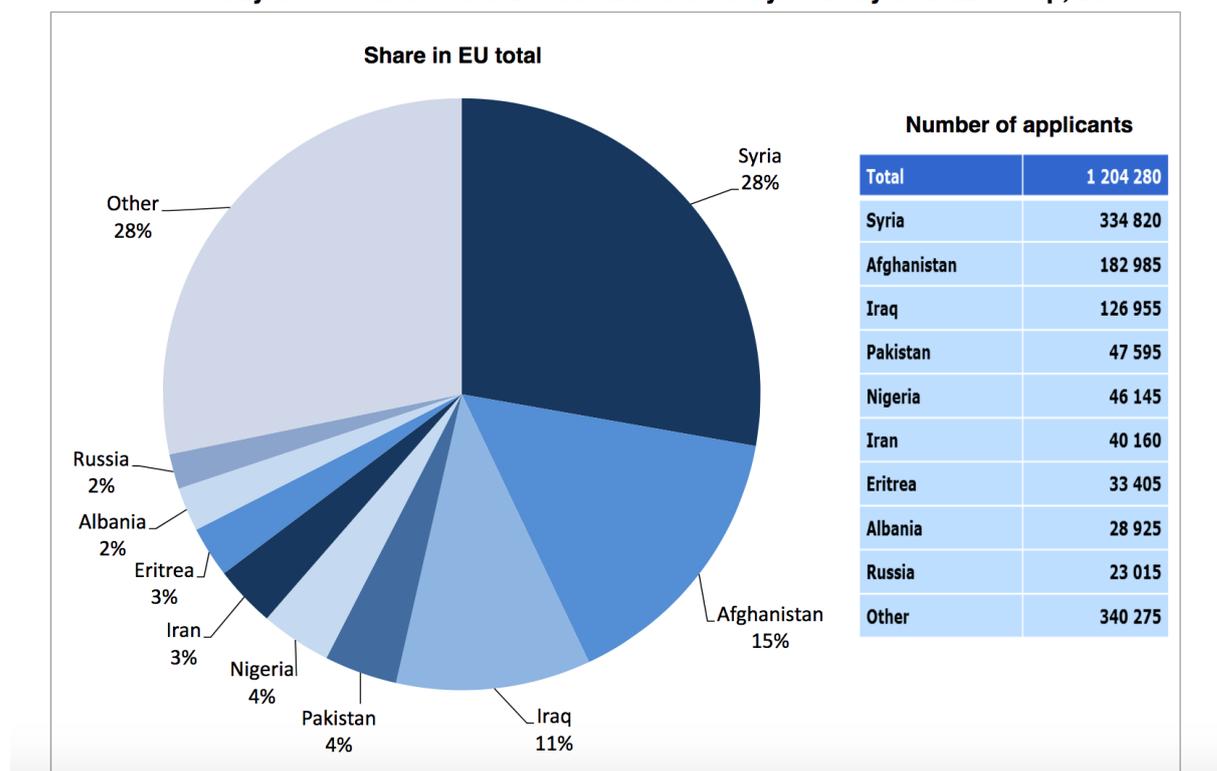
Besides the figures concerning asylum requests, a comprehensive analysis of the migration flows within the European Union includes also migrants from an EU Member State to another one, as well as Third-Country Nationals. According to the latest data available on Eurostat, on 1 January 2016, there were 35,1 million people born outside of the EU-28 and living in an EU Member State while there were 19,3 million people born in a different EU Member State from the one where they were resident.

As stated by Eurostat data, the graphic below shows an overview of the number of foreigners at the end of 2016, according to their country of origin.

<sup>2</sup> Source: Eurostat March 2017 - <http://ec.europa.eu/eurostat/documents/2995521/7921609/3-16032017-BP-EN.pdf/e5fa98bb-5d9d-4297-9168-d07c67d1c9e1>

Around 30% of first-time asylum seekers were Syrians as Syria was again in 2016 the main country of citizenship of asylum seekers in the thirteen EU Member States. Of the 334,820 Syrians who applied for the first time for asylum in the EU in 2016, almost 80% were registered in Germany (266,250), followed by Afghanistan and Iraq. The numbers and the country of origin of the migrants clearly show how wars in the Middle East have been the main reason for people to flee from their countries.

**First time asylum seekers in the EU Member States by country of citizenship, 2016**



Source: Eurostat news release 46/2017

The migrants and refugees' crisis which unfolded in Europe in 2015 represents one of the biggest challenges the EU as a whole has faced insofar, and it still remains high in the political agenda of Member States. The European Union has tried to formulate an adequate response on different levels such as migration and border management, immigration policy, and international protection and asylum. Migration at the EU level comprises legal, illegal migration and return policy, and the Common European Asylum System (CEAS). While integration of migrants and refugees remains a national competence, the European Union may provide incentives and support for measures taken by the Member States to promote the integration of legally resident Third-Country Nationals.

Before further proceeding with the analysis of the relevant EU policy and legislation on migration, it is essential to outline the key definitions referring to the target group of this research.

The International Organisation for Migration (IOM) defines migration as “the movement of a person or a group of persons, either across an international border or within a State. It is a population movement, encompassing any kind of movement of people, whatever its length, composition, and causes; it includes migration of refugees, displaced persons, economic migrants, and persons moving for other purposes, including family reunification”<sup>3</sup>.

This broad definition covers all forms of migration (voluntary/forced migration, internal/international migration, long-term/short-term migration), as well as different underlying causes for migration (political persecution, conflicts, economic problems, environmental degradation, or a combination of these reasons, or migration in search of better economic conditions or conditions of survival or well-being, or other motives such as family reunification) and regardless the means used to migrate (legal/irregular migration). Therefore, it includes migration of refugees, displaced persons, economic migrants, as well as persons moving for other purposes, such as family reunification<sup>4</sup>.

According to the 1998 United Nations (UN) recommendations on the collections of statistics for international migration, an individual is a long-term immigrant if he/she stays in his/her country of destination for a period of 12 months or more, having previously been resident elsewhere for 12 months or more.

The European Migration Network (EMN) has further elaborated the above definitions adapting them to the European context where migration might be considered the action by which a person either:

- establishes their usual residence in the territory of a Member State for a period that is, or is expected to be, of at least 12 months, having previously been usually resident in another Member State or a third country; or ceases having previously been usually resident in the territory of a Member State, ceases to have their usual residence in that Member State for a period that is, or is expected to be, of at least 12 months.

Therefore, the target group of this study will encompass:

- Third-Country Nationals (migrants and refugees) who are in the EU legally;
- Refugees as beneficiaries of international and subsidiary protection, and humanitarian protection;
- Asylum seekers who have been granted a permit of stay;
- Migrants who are in the EU illegally (when data is available);
- Migrants coming from EU countries.

Following the broad definition of migration provided above, also nationals of a European country moving to another EU state, therefore exercising their right to free

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<sup>3</sup> <https://www.iom.int/key-migration-terms#Migration>

<sup>4</sup> [https://ec.europa.eu/home-affairs/content/migration-0\\_en](https://ec.europa.eu/home-affairs/content/migration-0_en)

movement, would be considered migrants as well. However, according to the purpose of this research, they will not be considered as the primary target group of the study, but migrants and refugees who are mainly Third-Country Nationals from non-EU countries.

## 1.2 Migration and Asylum statistics in the project countries<sup>5</sup>

According to the National Reports, provided by each partner, the situation of the migration flows differs in numbers, country of origin of the arrivals and type of migrants.

Table A below shows the numbers of the first asylum seeker for each country involved in the project<sup>6</sup>:

TABLE A: First asylum seekers

Country	2015	2016	2017
Austria	22,160	39,880	85,500
Cyprus	2,105	2,840	4,180 (up to September 2017)
France	80,075	85,726	100,412
Germany	441,899	722,370	198,317
Italy	83,245	121,185	130,119
Spain	14,600	15,570	31,738

Source: Own elaboration. MigrEmpower Partners' National Reports

Table B shows the country of origin of the arrivals (2016):

TABLE B: Citizenship of applicants

Partner	First most common country of origin	Second most common country of origin	Third most common country of origin
Austria	Germany	Serbia	Turkey
Cyprus	Syria	Somalia	Pakistan
France	Albania	Soudan	Afghanistan
Germany	Syria	Romania	Poland
Italy	Romania	Pakistan	Nigeria
Spain	Venezuela	Syria	Ukraine

Source: Own elaboration. MigrEmpower Partners' National Reports

The instability in the Middle East region and in some areas of the Northern and Central Africa led to a drastic increase of the migration flows from Third Countries. The context created a dramatic “refugee crisis” with a drastic increase of asylum seekers,

<sup>5</sup> Austria, Cyprus, France, Germany, Italy and Spain

<sup>6</sup> Eurostat data for the two year period 2015/16 – Local Government data for 2017 as showed in the National reports

but remain steady the migration flow between the Members States due to employment reasons.

As described in the National Reports, different measures were taken from each country to handle and welcome migrants arriving, such as:

- primary reception service for identification;
- first aid service;
- detention and expulsion centers;
- permanent integration services.

Each country deals with different situations, but it seems that the kind of migrants who are struggling more with social and labor integration are from Third Countries.

After having analyzed the state-of-the-art of the following groups of migrants:

- Nationals of EU Member States who migrated to another EU country;
- Migrants and refugees who are nationals of non EU-countries and who are in the EU legally and therefore eligible to benefit from social integration and labor market measures in the host country (Third-Country Nationals, migrants including refugees, is the definition adopted by the EU Commission);
- Refugees, as beneficiaries of international and subsidiary protection;
- Asylum seekers who have been granted a temporary permit of stay;
- Migrants who are in the EU illegally (when the data is available).

Whose results can be consulted in each national report published in the project web page<sup>7</sup>, partners will mainly carry out the foreseen project activities with the target groups shown in table C.

**TABLE C: Main target groups who will participate in the foreseen project activities per partner country**

<b>Austria</b>	Third-Countries national migrants in a regular legal situation (versus migrants in irregular situations, versus EU migrants) because this population is in line with governmental actions on migration and integration.
<b>Cyprus</b>	Migrants coming from outside the EU.
<b>France</b>	Migrants coming from outside the EU and seeking asylum.
<b>Germany</b>	Refugees and Asylum Seekers.
<b>Italy</b>	Third-Country National (migrants and/or refugees and/or asylum seekers) who are legally in the EU. People without a legal status could be accepted for the 1 <sup>st</sup> interview of the IO2/Activity 3, in order to offer them information and 1 <sup>st</sup> orientation service.
<b>Spain</b>	Third-Country Nationals (migrants and refugees), special attention will be given to Third-Country National women.

Source: Own elaboration. MigrEmpower Partners' National Reports

<sup>7</sup> [www.migrempower.eu](http://www.migrempower.eu)

## 2. European Immigration Policy and Legislation

The Lisbon Treaty which entered into force in December 2009 lays down the legal basis for the development of a common EU migration policy. Article 79 of the Treaty on the Functioning of the European Union (TFEU) sets forth the following areas of competence at the European level:

- Regular immigration – the EU establishes the conditions governing entry into and legal residence in a Member State including for the purposes of family reunification, for third-country nationals. Member States retain the right to determine volumes of admission for people coming from third countries to their territories, to seek work, whether employed or self-employed;
- Combating irregular immigration - EU should prevent and reduce irregular immigration, and effectively implement a return policy in line with the fundamental rights<sup>8</sup>;
- Readmission agreements - the European Union is competent to conclude agreements with third countries for the readmission to their country of origin or provenance of Third-Country Nationals who do not or no longer fulfill the conditions for entry into, or presence or residence in, a Member State;
- Integration – the EU may provide incentives and support for measures taken by the Member States to promote the integration of legally resident Third-Country Nationals. EU law makes no provision for the harmonization of national laws and regulations since those remain a national competence.

Finally, art.80 of the TFEU states the principle of solidarity and fair sharing of responsibility including on financial implications between the Member States.

### 2.1 Policy framework

The current EU policy framework comprehends the European Agenda for Migration and the Global Approach to Migration and Mobility<sup>9</sup>. Both policy papers<sup>10</sup> provide strategic guidelines and principles governing the existing and upcoming EU legislation

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<sup>8</sup> The full compliance with the fundamental rights when implementing an EU policy or action is also a requirement set forth by the Charter of Fundamental Rights of the European Union.

<sup>9</sup> The Global Approach to Migration and Mobility (GAMM) which regulates since 2005 the overarching framework of the external dimension of migration and asylum aspects outlining the basis and principles for policy dialogue and cooperation with third - countries. For the purposes of this study we will not analyse the external dimension of the European migration policy which nonetheless remains a key component of the overall EU migration policy.

<sup>10</sup> Commission' Recommendations

on the above migration sectors. The European Agenda for Migration<sup>11</sup>, launched by the EU Commission in May 2015, indicated short-term measures aimed at supporting the Member States coping with the migration and refugees' crisis. However, it also proposed medium-term and long-term provisions outlining a comprehensive response to migration and asylum issues in Europe. Those are structured in four pillars: 1) reducing the incentives for irregular migration; 2) border management – saving lives and securing external borders; 3) Europe's duty to protect - a strong common asylum policy; 4) a new policy on legal migration. In the following pages, the analysis will be focused on the current EU policy and legislative framework concerning the common asylum system and legal migration along with the latest developments and expected headway, being those areas directly relevant to the project target groups and to its main aim of contributing to the integration process of migrants and refugees in the EU.

A new policy on legal migration envisages revising the Blue Card Directive, attracting innovative entrepreneurs to the EU, developing a more coherent and effective model for regular immigration in the EU by assessing the existing framework and strengthening cooperation with the key countries of origin.

Taking stock of the key recommendations ensuing from the Agenda, in 2016 the Commission has also launched a Fitness Check on the existing EU legislation on legal migration. The purpose of this Fitness Check which is still ongoing is to evaluate and assess the existing EU legislation on legal migration in order to identify gaps and shortcomings and simplify the EU framework accordingly.

## 2.2 Main existing legislation

Over the past 10 years, the EU has produced sectorial pieces of legislation regulating third-country nationals' entry and residence in the territories of its Member States for the following purposes: work, family reunification, study, and research. Within this framework, the EU also lays down the legal provisions on the status of long-term residents non-EU nationals. Notwithstanding the national prerogatives of EU Member States on the integration process of third-country nationals, the EU has stepped up financial assistance and resources in order to promote political coordination as well as measures and actions encouraging and promoting the integration process.

The main EU directives related to migration are the following:

1) **EU Blue Card Directive (2009/50/EC)** — entry and residence of highly qualified workers. It sets out the entry and residence conditions for highly-qualified non-EU

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<sup>11</sup> [https://ec.europa.eu/home-affairs/sites/homeaffairs/files/what-we-do/policies/european-agenda-migration/backgroundinformation/docs/communication\\_on\\_the\\_european\\_agenda\\_on\\_migration\\_en.pdf](https://ec.europa.eu/home-affairs/sites/homeaffairs/files/what-we-do/policies/european-agenda-migration/backgroundinformation/docs/communication_on_the_european_agenda_on_migration_en.pdf)

nationals wishing to work in an EU country (other than Denmark, Ireland, and the United Kingdom), and for their families, establishing a fast-track procedure. However, the ensuing Commission reports on its implementation identified several outstanding issues. For instance, many EU countries have parallel rules and procedures for the same category of workers, therefore creating fragmentation. Additionally, the limited number of permits issued demonstrated that the directive is not as effective as envisaged. In June 2016, the Commission presented a proposal to reform the EU Blue Card Directive. The legislative path has started and it is due to be completed by the end of 2018.

2) **Single Permit Directive (2011/98/EU)** establishes single residence and work permit for workers from non-European Union countries. It also defines a range of specific rights to offer equal treatment to the non-EU workers covered by the directive. It is a "framework" or "horizontal" Directive that covers third-country workers also admitted to a Member State according to national migration law.

3) **Seasonal Workers Directive (2014/36/EU)** regulates admission and stay of Third-Country Nationals admitted temporarily to carry out seasonal work often in agriculture and tourism. It includes rights to ensure that these workers are not exploited during their stay.

4) **Intra-Corporate Transferees Directive (2014/66/EU)** outlines the conditions of entry and residence of Third-Country Nationals in the framework of an intra-corporate transfer. The directive simplifies procedures for businesses and multinational corporations to temporarily relocate their managers, specialists and trainee employees to their branches or offices located in the European Union.

5) **Students and Researchers Directive (2016/801/EU)** covers the conditions of entry and residence of Third-Country Nationals for the purposes of research, studies, training, voluntary service, pupil exchange schemes or educational projects and au pairing<sup>12</sup>.

6) **Family Reunification Directive (2003/86/EC)** aims to establish common rules relating to the right to family reunification. The intention is to enable family members of non-EU nationals residing lawfully on the territory of the European Union (EU) to join them in the EU country in which they are residing. The objective is to protect the families and to facilitate the integration of nationals of non-member countries.

7) **Long-Term Residents Directive (2003/109/EC)**, as amended by Directive 2011/51/EU, allows Third-Country Nationals who have legally and continuously resided in a Member State for 5 years to obtain an "EU long-term resident" status and related rights. In 2011, the directive was amended to cover non-EU citizens, such as refugees or the stateless, who enjoy international protection.

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<sup>12</sup> The directive entered into force the day after its publication in the Official Journal of the EU, on 22 May 2016. Member States have two years to translate the directive into their national law.

## A new European legal migration policy - recent developments and way forward

Since 2015, the EU institutions have repeatedly acknowledged the need for a holistic approach to the migrants and refugees' crisis<sup>13</sup>. To this end, the Commission has put forward a set of reforms aimed at implementing the key actions outlined by the European Agenda on Migration. The revision of the Blue Card Directive launched in 2016 represents one of the major developments related to legal migration. It aims at attracting high-skilled workers from non-EU countries ensuring legal access and pathways to the EU while responding to workforce shortages and to demographic challenges caused by an aging European population. In addition, the improvements offered by the reformed directive include less stringent admissions criteria, such as lower salary threshold and shorter required a length of work contracts, better family reunification conditions, facilitated mobility, and the abolishment of parallel national schemes. In December 2017, the Commission published a political roadmap<sup>14</sup> recommending for a swift adoption in 2018 of all the migration reforms package in the pipeline<sup>15</sup>. It also encouraged the EU Parliament and the Council to complete the legislative path of the Blue Card file by June 2018.

### 2.3 Common European Asylum System (CEAS)

The legal basis for the Common European Asylum System (CEAS) is set out by article 68.2 and article 78 (TFEU) of the Lisbon Treaty<sup>16</sup>. In addition, article 18 of the EU

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<sup>13</sup> 12 April 2016 European Parliament Resolution:

<http://www.europarl.europa.eu/sides/getDoc.do?pubRef=-//EP//TEXT+TA+P8-TA-2016-0102+0+DOC+XML+V0//EN>

<sup>14</sup> [https://ec.europa.eu/commission/news/political-roadmap-sustainable-migration-policy-2017-dec-07\\_en](https://ec.europa.eu/commission/news/political-roadmap-sustainable-migration-policy-2017-dec-07_en)

<sup>16</sup> The Union shall develop a common policy on asylum, subsidiary protection and temporary protection with a view to offering appropriate status to any Third-Country National requiring international protection and ensuring compliance with the principle of *non-refoulement*. This policy must be in accordance with the Geneva Convention of 28 July 1951 and the Protocol of 31 January 1967 relating to the status of refugees, and other relevant treaties. 2. For the purposes of paragraph 1, the European Parliament and the Council, acting in accordance with the ordinary legislative procedure, shall adopt measures for a common European asylum system comprising: (a) a uniform status of asylum for nationals of Third Countries, valid throughout the Union; (b) a uniform status of subsidiary protection for nationals of third countries who, without obtaining European asylum, are in need of international protection; (c) a common system of temporary protection for displaced persons in the event of a massive inflow; (d) common procedures for the granting and withdrawing of uniform asylum or subsidiary protection status; (e) criteria and mechanisms for determining which Member State is responsible for considering an application for asylum or subsidiary protection; (f) standards concerning

Charter of Fundamental Rights states that “the right to asylum shall be guaranteed with due respect for the rules of the Geneva Convention of 28 July 1951 and the Protocol of 31 January 1967 relating to the status of refugees and in accordance with the Treaty on European Union and the Treaty on the Functioning of the European Union”.

The objective of the CEAS is to harmonize asylum procedures in all Member States, therefore, establishing common rules ensuring uniform status, procedures and minimum standards for Third-Country Nationals requiring international protection in the European Union. The first version of the CEAS which came into force in 2013 represents the current EU legal framework on asylum. The main existing legislation consists of two regulations and three directives.

### Key EU Legislation on Asylum

1) The revised **Dublin Regulation (EU) 604/2013 (Dublin III Regulation)**<sup>17</sup>, replacing Council Regulation (EC) 343/2003 (Dublin II Regulation), lays down the criteria for determining which EU country is responsible for examining an asylum application. It aimed at preventing the so-called “refugees in orbit” phenomenon which refers to asylum seekers for whom no Member States take responsibility to process their applications. It also aims at preventing multiple asylum applications. In accordance with the Dublin III Regulation, the EU country responsible for processing an asylum application is the first one entered by the applicant. The regulation also clarifies the rules governing the relations between states. It became applicable on 1 January 2014.

2) **The Regulation (EU) 603/2013**<sup>18</sup> establishing EURODAC for the comparison of asylum applicants' fingerprints became applicable on 20 July 2015. The original EURODAC system was established by Council Regulation (EC) 2725/2000 and has been operating since 2003. It established an EU-wide biometric database containing fingerprints of asylum seekers and non-EU/EEA nationals for comparison between EU countries. The 2013 revised EURODAC regulation allows collecting and directly transmitting fingerprints of asylum applicants (and non EU/EEA nationals) to a centralized EURODAC database, therefore, making it easier to identify and determine the responsible EU country in charge of the application process.

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the conditions for the reception of applicants for asylum or subsidiary protection; (g) partnership and cooperation with third countries for the purpose of managing inflows of people applying for asylum or subsidiary or temporary protection. 3. In the event of one or more Member States being confronted by an emergency situation characterised by a sudden inflow of nationals of third countries, the Council, on a proposal from the Commission, may adopt provisional measures for the benefit of the Member State(s) concerned. It shall act after consulting the European Parliament.

<sup>17</sup> Legislative text available here:

<http://eurlex.europa.eu/legalcontent/EN/LSU/?uri=CELEX:32013R0604>

<sup>18</sup> For a more comprehensive explanation: [http://eurlex.europa.eu/summary/EN/230105\\_1](http://eurlex.europa.eu/summary/EN/230105_1)

3) The **Qualification Directive (2011/95/EU)**<sup>19</sup> clarifies the grounds for granting international protection to Third-Country Nationals or stateless persons laying down a uniform status for refugees or for persons eligible for subsidiary protection, and for the content of the protection granted. It also improves the access to rights and integration measures for beneficiaries of international protection. The final deadline for EU countries for its fully-fledged transposition into their legal orders was 21 December 2013.

4) The **Asylum Procedures Directive (2013/32/EU)**<sup>20</sup> aims at fairer, quicker and better quality asylum decisions. Asylum seekers with special needs will receive the necessary support to explain their claim and in particular, there will be greater protection of unaccompanied minors and victims of torture. The directive also specifies that the initial asylum procedure, excluding the appealing process, must not take longer than six months. It entered into force on 19 July 2013 whereas EU countries had to incorporate the directive into national law by 20 July 2015, except for certain aspects pertaining the examination procedure, which will apply from 20 July 2018.

5) The **Reception Conditions Directive (2013/33/EU)**<sup>21</sup> ensures that there are humane material reception conditions (such as housing) for asylum seekers across the EU and that the fundamental rights of the concerned persons are fully respected. It also ensures that detention is only applied as a measure of last resort. The directive applies from 19 July 2015 whereas the EU Member States had to incorporate it into national law by 21 July 2015.

As mentioned in the previous paragraph, the EU Agenda on Migration brought about a set of short-term measures<sup>22</sup> in order to support those countries facing massive inflows of migrants and refugees and therefore experiencing significant strains in their asylum systems. In order to respond to the migration and asylum challenges, the Commission triggered for the very first time art. 78 (3) of the TFEU and put forward some concrete measures. It activated the emergency response mechanism in order to set up a relocation scheme to assist Italy and Greece<sup>23</sup> with the management of asylum seekers and refugees and proposed a resettlement scheme asking Member States to resettle persons in clear need of international protection as identified by UNHCR and providing additional financial support to those adhering countries<sup>24</sup>.

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<sup>19</sup> <http://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX:32011L0095>

<sup>20</sup> <http://eur-lex.europa.eu/legal-content/EN/LSU/?uri=CELEX:32013L0032>

<sup>21</sup> <http://eur-lex.europa.eu/legal-content/EN/LSU/?uri=celex:32013L0033>

<sup>22</sup> For a clear overview of the first EU response: [http://europa.eu/rapid/press-release\\_IP-15-5039\\_en.htm](http://europa.eu/rapid/press-release_IP-15-5039_en.htm)

<sup>23</sup> Council Decision 14 September 2015: [http://eurlex.europa.eu/legalcontent/EN/TXT/?uri=OJ%3AJOL\\_2015\\_239\\_R\\_0011](http://eurlex.europa.eu/legalcontent/EN/TXT/?uri=OJ%3AJOL_2015_239_R_0011)

<sup>24</sup> Commission Recommendation: [https://ec.europa.eu/home-affairs/sites/homeaffairs/files/e-library/documents/policies/asylum/general/docs/recommendation\\_on\\_a\\_european\\_resettlement\\_scheme\\_en.pdf](https://ec.europa.eu/home-affairs/sites/homeaffairs/files/e-library/documents/policies/asylum/general/docs/recommendation_on_a_european_resettlement_scheme_en.pdf)

## Proposed Reforms and Way Forward

The above regulations and directives constitute the backbone of the Common EU Asylum System as currently in place. However, the 2015 massive inflows of migrants and asylum seekers put a strain on many Member States' asylum systems and on the CEAS as a whole exposing its structural shortcomings and gaps. Those issues were partially addressed by the EU Agenda on Migration throughout a set of short-term measures and actions. However, in 2016 the Commission adopted two packages of proposals aimed at reforming the CEAS and developing a fully-fledged fair and humane EU asylum system.

In April 2016, the EU Commission Communication entitled "Towards a reform of the Common European Asylum System and enhancing legal avenues to Europe" identified 5 priority areas to be improved: 1) reforming the Dublin system in order to better cope with large scale arrivals of people in need of international protection, creating a fairer distribution mechanism amongst Member States; 2) reinforcing Eurodac in order to incorporate changes to the Dublin system, and expanding its purpose beyond asylum; 3) achieving higher convergence in the EU asylum system in order to ensure equal treatment across the EU, by reforming the three asylum directives constituting the backbone of the CEAS; 4) preventing and discouraging secondary movements of asylum seekers within the EU in order to avoid abuses and "asylum shopping"; 5) strengthening the EU's asylum Agency (EASO), its policy-implementing and operational role allocating the necessary financial resources and conferring legal means aimed at achieving its ne objectives.

The legislative proposals put forward in 2016 are being discussed by the Council of the EU and the European Parliament.

## 3. Policy framework related to migrants and refugees' social and labor integration

### 3.1 EU policy on integration

In accordance with the art. 79 para. 5 TFEU, “the European Parliament and the Council, acting in accordance with the ordinary legislative procedure, may establish measures to provide incentives and support for the action of Member States with a view to promoting the integration of Third-Country Nationals residing legally in their territories, excluding any harmonisation of the laws and regulations of the Member States”. This paragraph sets forth the legal basis for measures and incentives undertaken at the EU level on the integration of migrants and refugees (Third-Country Nationals) legally residing in the territories of Member States. EU institutions cannot make provisions on the integration of Third-Country Nationals since it is up to each Member State to decide on this process at the national level.

In light of the migratory challenges faced by many EU countries in recent years, the EU has stepped up its efforts towards an enhanced approach on integration. As a result of its coordination efforts, the Commission has adopted in June 2016 the Action Plan on the integration of Third-Country Nationals. The document provides a common policy framework for the Member States as they further develop and strengthen their national integration policies for migrants from third countries, and describes the policy, operational and financial support which the Commission has planned in order to support them in their efforts.

As repeatedly reiterated by the EU Commission and the EU Parliament, migrants and refugees bring both challenges and opportunities that need to be properly addressed and channeled. In the long run, the integration process yields benefits for the hosting communities and societies while protecting the fundamental rights of all migrants, including refugees. To this end social and labor integration should be fostered throughout ad hoc measures and interventions involving the EU institutions, Member States, regional and local authorities as well as social partners and civil society organizations.

In this regard, the Action Plan, which builds on the 2011 European Agenda on Integration, identifies key policy areas such as education, labor market and vocational training, access to basic services, active participation, and social inclusion. The Commission foresees concrete actions and activities to be carried out by the Member States and relevant stakeholders in all those sectors. Here below, a brief overview of the main actions undertaken in 2016 and 2017 on each policy area and financed throughout several EU funds and other EU financial instruments is presented.

## Education

- Providing the Erasmus+ online language assessment and learning for some 100.000 newly arrived Third-Country Nationals, particularly refugees;
- Supporting national and regional authorities on welcome classes, skills and language assessments, intercultural awareness, support for unaccompanied children, and integration into higher education;
- Providing help and support to teachers and school staff how to promote inclusive education and to address specific needs of migrants learners and refugees' integration through online courses;
- Developing a “Skills Toolkit for Third-Country Nationals” under the New Skills Agenda for Europe to support the timely identification of skills and qualifications for asylum seekers, refugees, and other Third-Country Nationals.

## Labor market and vocational training

- Promoting fast track insertion of refugees into the labor market and vocational training for women and refugees;
- Promoting sharing of promising practices on labor market integration through existing programmes and funds;
- Strengthening the capacities of municipalities and local authorities on reception integration practices for refugees with a focus on labor market integration;
- Identifying best practices to promote and support migrant entrepreneurship and fund pilot projects for their dissemination.

## Access to basic services

- Promoting the use of EU funds for the reception, education, housing, health and social infrastructures for Third-Country Nationals;
- Strengthening cooperation with the European Investment Bank to provide funding and accommodation for newly arrived Third-Country Nationals;
- Developing training for healthcare professionals and law enforcement officers involved in the frontline reception aimed at furthering a holistic approach to health care of individuals.

## Active participation and social inclusion

- Promoting active participation of Third-Country Nationals in political, social, cultural life and sports in hosting societies;
- Launching projects to promote intercultural dialogue on European values through culture, films, and arts;
- Funding projects for the early identification, protection, and integration of Third-Country Nationals victims of trafficking, including a focus on children and unaccompanied minors.

According to the EU Commission, the integration of third-country national is a cross-cutting political priority involving all the aforementioned policy areas along with different levels of governance (EU, national, regional, local) and stakeholders (NGOs, civil society organizations, including diasporas and migrant communities, and faith-based organizations).

### 3.2 Policy on integration in project countries

A shared methodology has been applied therefore enabling a comparative analysis of the main elements focused on inclusion and exclusion aspects, and contributing to developing results-based policy recommendations about social and labor integration.

In order to promote the employment of migrants, trying to face the massive inflows of refugees from 2015, each country put in place different measures, in the boxes (tables D and E) below the main activities for each country as reported from the partners:

**TABLE D: Measures promoting migrants' employment undertaken in project countries**

Country	Social inclusion and Education Policies
<b>Austria</b>	<p>3 National Legislative initiatives have been issued at the federal level :</p> <ol style="list-style-type: none"> <li>1. The Recognition and Assessment Act (AuBG) - Special procedures for persons entitled to asylum or subsidiary protection without documents;</li> <li>2. The Integration Act (IntG) - language courses for asylum seekers with a high probability of recognition (§ 68 AsylG);</li> <li>3. The Integration Year Act (IJG) - Competence clearing, language courses from A2 level, clarification and support for the recognition of qualifications and certificates, values and orientation courses, vocational orientation- and application training, work preparation measures, job training, services.</li> </ol>
<b>Cyprus</b>	<ul style="list-style-type: none"> <li>• The Cypriot Ministry of Education and Culture has provided Third-Country Nationals (TCNs) with free classes of Greek;</li> <li>• Services to meet the daily needs of children of Third-Country Nationals (such as the transfer of children to school, guide and support them with homework, keep them busy with creative activities);</li> <li>• Cultural Identity preservation programmes (for example, the provision of lessons in their native language);</li> <li>• Psychological services and social support for Third-Country Nationals (such as Counselling and support services);</li> <li>• Services by the Information and Support Centre for Third-Country Nationals (KEPLYM) – Provision of guidance, information and networking services;</li> <li>• Orientation and information programmes (i.e. an offer of seminars on Cyprus);</li> <li>• Cultural Exchange Events – Festivals and Games;</li> <li>• Sports Activities;</li> <li>• Networking and cooperation between associations of TCNs, NGOs and Local Authorities (Municipality of Nicosia, 2016).</li> </ul>

<b>France</b>	<p>The policy of the President of the Republic of France is inclusive and aims to integrate refugees and naturalized French citizens in French society. In this perspective, the government's action plan "guaranteeing the right to asylum, better controlling migration flows" of 12 July 2017, which provides for new measures in the context of the reception and integration policy, has been developed a reinforcement of the linguistic trainings dispensed to the newly arrived foreigners and mobilization of housing to ensure the reception of beneficiaries of international protection at the national level.</p>
<b>Germany</b>	<p>Recognised refugees, persons entitled to asylum or subsidiary protection have unrestricted access to the labor market and self-employment. When registered as unemployed, they receive a basic sum according to the rules of the Sozialgesetzbuch II (Social Security Legislation). Benefits for foreigners correspond to those for nationals. Those who are not employed can receive social assistance. Services are similar to those for nationals.</p> <p>Recognized refugees, persons entitled to asylum or persons with a subsidiary protection are also entitled to participate in an integration course. When they receive social benefits, participation can be obligatory.<sup>25</sup></p> <p>Asylum applicants and tolerated refugees do not have a residence permit and cannot make use of the full social benefits in Germany. They can, however, receive financial help in case of need and receive support for food, accommodation, clothing, physical care, household needs and medical care. They also receive a certain amount of pocket money between 79 and 135 Euro depending on age and family status.<sup>26 27</sup></p>
<b>Italy</b>	<ul style="list-style-type: none"> <li>• Italy recognizes the right to education to all, young and adult migrants without limitations related to staying permit.</li> <li>• Local authorities and association provide free language courses for migrants.</li> <li>• <b>Humanitarian corridors</b> are a project to allow the refugees, especially the most vulnerable, women and children, elderly and sick, to safely reach Europe, without taking the journeys of death across the Mediterranean Sea. The project, started with other Christian associations (FCEI, Tavola Valdese), is self-financed, and put in place not only the pick-up of the migrant people but has ready for them a system of social inclusion including housing, language courses, education and employment inclusion.</li> </ul> <p>During 2015 the government put in place 17 Integrated Regional plans where the Regional Authorities had to define actions, projects, and experimentation of a Local service for migrants. The aim of the service is to facilitate the access of migrant people to all the services for the social and economic integrations. The main actions of the plans are:</p> <ul style="list-style-type: none"> <li>• Monitoring and data analysis of the local migration flow, using the local network between local services and third sector associations;</li> <li>• Development of a social and job market observatory;</li> <li>• Mapping and scouting of the existing local services (learning and job inclusions services), and focus on the best practice;</li> <li>• Establishment and/or consolidation of the service networks and of the take in charge hot spot for migrants, in place in hub and reception center (Cpl, URP, etc.), and on the web both;</li> <li>• Introduction of the figure of a cultural mediator to support migrants in their job research;</li> </ul>

<sup>25</sup> [https://www.bundesregierung.de/Webs/Breg/DE/Themen/Fluechtlings-Asylpolitik/4-FAQ/function/glossar\\_catalog.html?nn=1419512&lv2=1663008&id=GlossarEntry2085790](https://www.bundesregierung.de/Webs/Breg/DE/Themen/Fluechtlings-Asylpolitik/4-FAQ/function/glossar_catalog.html?nn=1419512&lv2=1663008&id=GlossarEntry2085790)

<sup>26</sup> [http://www.betanet.de/betanet/soziales\\_recht/Auslaender-41.html](http://www.betanet.de/betanet/soziales_recht/Auslaender-41.html)

<sup>27</sup> <https://de.wikipedia.org/wiki/Asylbewerberleistungsgesetz>

	<ul style="list-style-type: none"> <li>• Development of dissemination plans, in a different language, to help migrants to understand their rights and the chance to access different services.</li> </ul>
<b>Spain</b>	<p>The Organic Law 4/2000, of 11th January on the rights and freedoms of foreigners in Spain and their social integration includes the right to education to foreigners. More in detail, in the article 9, the law defines the following points regarding the education rights:</p> <p>Article 9. Right to education:</p> <p>Foreigners under the age of 16 have the right and duty to education, which includes access to basic, free and compulsory education. Foreigners under the age of 18 also have the right to post-compulsory education.</p> <p>The right to education includes also the provision of the corresponding academic degree and access to the public system of scholarships and grants in the same conditions as Spanish citizens.</p> <p>In case of reaching the age of 18 years during the academic year, foreigners shall retain that right until its completion.</p> <p>Foreigners over the age of 18 have the right to education in accordance with what established by the educational legislation. In any case, foreign residents over the age of 18 have the right to access the other post-compulsory educational stages, to obtain the corresponding qualifications, and to have access to the public scholarship system under the same conditions as Spanish citizens.</p> <p>The public authorities will promote that foreigners can receive education for their better social integration.</p> <p>Foreign residents caring minors of compulsory school age must prove their schooling, by submitting a report issued by the competent autonomous authorities, in the applications for the renewal of their authorization or in the ones for long-term residence.</p>

Source: Own elaboration. MigrEmpower Partners' National Reports

**TABLE E: Measures for migrants' access to the labor market undertaken in project countries**

<b>Country</b>	<b>Labor market access measures</b>
<b>Austria</b>	<p>Based on an amendment to the Act Governing Employment of Foreign Nationals (AuslBG), effective as of January 2008, Austria has completely opened up its labor market to international researchers.</p> <p>Researchers from third countries who are in possession of a residence permit or others permits may carry out this activity. Residence permits are only issued for activities that are not subject to the regulations of the Austrian Act Governing Employment of Foreign Nationals. Beyond these activities, no other employment is permitted. The Aliens Employment Act (AuslBG) states that an employer can obtain an employment permit for an asylum seeker 3 months after the submission date of the asylum application, provided that no final decision in the asylum procedure has been taken prior to that date.</p> <p>On 25 January 2017, the Ministry of Social Affairs submitted a decree to the Labour Market Service (AMS). The Decree clarifies that:</p> <p>Asylum seekers are allowed to complete practical experience and internships within the framework of their training in vocational schools or secondary schools;</p> <p>Adult asylum seekers are also allowed to do unpaid volunteer work for companies. An asylum seeker may take 3 months in a one-year period with several companies.</p>
<b>Cyprus</b>	<p>With regards to the Cypriot legislation on immigration, there is currently no law established for the integration itself. Multiple other laws, which relate to</p>

the integration of migrants in Cyprus, have been proposed and are implemented. These are summarised below:

**Aliens and Immigration Law:**

The law was first adopted back in 1952 during the British Colonial Era and refers to all the regulations for Third-Country Nationals to remain legally in Cyprus. Relevant modifications have been made since 1960 and the latest amendment took place in 2017. The law is now in accordance with the EU Directive 2014/36/EU, which is related to the conditions for the TCNs' entry and stay. In addition, the law refers to the employment of migrant seasonal workers and their residence in Cyprus as part of an intra-corporate transfer. Migrants' work permit allows them to switch jobs after a year, in comparison with the previous policy of 5 years, however, the new job must fall within the same sector. In addition, migrants must have a certain level of knowledge of the Greek language, as decided in 2009 and formed a part of the law.

**Nationality Law:**

This law defines the conditions under which a Third-Country National can acquire the Cypriot citizenship. According to the Civil Registry Law, a TCN can apply for the Cypriot Citizenship in the case he/she has completed a minimum of seven years of legal stay in Cyprus or if he/she becomes a parent of a Cypriot citizen. Furthermore, if a TCN marries a Cypriot citizen, the TCN can apply for a Cypriot citizenship after three years of the marriage, if he has been a resident of Cyprus for a minimum of two years.

**Cyprus Refugee Law:**

This law was first adopted by Cyprus in 2000 and after that, an amendment was made in 2016 to be in accordance with the Directive of the EU (2013/32/EU) and complements the Aliens and Immigration Law. Based on this, all Third-Country Nationals coming to Cyprus, included those with an International Protection Status, must have the same rights as Cypriot citizens.

**Anti-discrimination:**

There are many laws, which have been established in Cyprus, with the ultimate aim of combatting any form of discrimination of migrants, who reside in Cyprus. In 2004, the law on "Equal Treatment in Employment and Occupation" was established in order to eliminate any form of discrimination and especially in the fields of education, medical care, access to services and social protection. In addition, another law was adopted, namely the "Equal Treatment in Employment and Work", which addresses exclusively the workplace and the incidents of racism that may exist. In this framework, the "Fighting Racial and Other Discriminations" Law was put into action to prevent and/or combat all possible forms of discrimination in relation to race and ethnicity

**France** The government's action plan "guaranteeing the right to asylum, better controlling migration flows" of 12 July 2017, which provides for new measures in the context of the reception and integration policy, has been developed to facilitate the access to employment, especially for isolated major refugees under the age of 25. The combination of training and accommodation will be developed following the example of the "1000 professional integration pathway for beneficiaries of international protection", combining accommodation, training and access to employment, in partnership with Pôle Emploi and Mission locale, French trade unions, like the CGT, work for the integration of migrants into the labour market.

**Germany** Refugees' access to the labor market depends on their residence status. There is no access to the labor market in the first three months of stay, nor for the duration of stay in an initial welcome facility and for tolerated persons who

are responsible for preventing deportation or who have violated their obligations to cooperate in removing the obstacle to deportation.

Asylum seekers and tolerated persons from safe countries of origin have been prohibited from working since 24 October 2015 if the application for asylum was filed after 31 August 2015.

Asylum seekers or tolerated persons have basically equal access to the labor market. Their waiting period for access to the labor market was recently reduced to three months.

<b>Italy</b>	<p>As Italy is both a member of the European Union (EU) and party to the Schengen Treaty, differing immigration rules will apply to foreign workers coming to Italy, depending on their nationality. EU and EEA nationals are free to work in Italy without the need for a work permit under European free movement principles. Foreign workers from non-EU/EEA countries are generally required to hold a valid work permit from their employer and work visa from the Italian consulate in their country of residence before entering Italy. While the hiring of non-EU/EEA nationals is subject to a yearly quota system, highly-skilled professionals are generally exempt from this quota. However, they are still required to follow the relevant application process to obtain a work permit and visa.</p> <p>The Immigration Single Desk is responsible for the entire process of hiring foreign workers in Italy.</p> <p>To have a regular contract the Immigration Single Desk has to issue an Authorisation request (Nulla Osta). This request is the validation of the office that had a precious check on the documents of the immigrant worker such as:</p> <ul style="list-style-type: none"> <li>• Housing;</li> <li>• Visa;</li> <li>• A written declaration by the employer about the contract and the flight ticket for repatriation.</li> </ul>
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<b>Spain</b>	<p>Access to work and professional training for non EU people is regulated by the Large Business and Strategic Collectives Unit (UGE-CE) was established in 2007 through an Agreement of the Spanish Council of Minister. The UGE-CE with the processing of residence authorizations provided by the Law 14/2013, of 27th September, on support to entrepreneurs and their internationalization that facilitates entry and stay in Spain for reasons of economic interest.</p>
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Source: Own elaboration. MigrEmpower Partners' National Reports

### 3.3 Comparative analysis of the National contexts

The government of each country involved in the MigrEmpower project issued specific laws and put in place action plans and services for migrant people. Following some considerations on the common ground:

- Language is rightly perceived as the main key for social and job market inclusion: each country has developed learning services to help migrant with the mother tongue of the country of reception;
- Residence status and regular documents of staying are needed to access the services for job placement;
- Even if housing is a fundamental aspect of the process of integration to acquire rights and to find a job, specific actions about it are still missing in some countries;

- The Cyprus government seems to be the more careful in the field of non-discrimination, there are many laws, with the ultimate aim of combatting any form of discrimination of migrants.

These aspects will be considered as starting point for the policy recommendations presented in section 5.2 of this report.

## 4. Good Practices

### 4.1 Introduction

In the following pages an overview of the 60 Good Practices (GP) selected by the MigrEmpower partners in 6 countries and a comparative analysis of the main elements are presented, focusing on inclusion and exclusion aspects related to migrants and refugees' social and labor integration in the countries.

### 4.2 Overview

Starting by an overall analysis of the good practices gathered and described by the project partners, in the following table a synoptic view of the experiences has been provided by observing the following dimensions:

- The main type of intervention
- Main managing Entity
- Main funding
- Main Target
- Type of activities carried out in the project

The aim of this analysis is to show a summary data useful for subsequent reflections. For this reason, the complexity of the good practices described in the different countries has been simplified and a criterion of “prevalence” has been indicated for each typological dimension. Therefore, i.e., concerning the type of intervention, it has been considered the main one, but different GP dealt with social inclusion and also with cultural mediation or job placement. This same reasoning applies to all other dimensions, except for the last one (a type of activity carried out in the project) that has been counted in total.

This overall analysis allows starting some first comparative reflections. On the other hand, it can be assumed that the choice made by the project partners is already the first result of a weighted selection work, which can tell which experiences are most relevant, effective, efficient and innovative and sustainable in national contexts.

Concerning the type, the choice of the MigrEmpower partners is mainly focused on interventions that have the “social inclusion/integration” as the main purpose. These GPs are linked to language teaching, housing, counseling and coaching activities, up to the promotion of local networks. In the second place, there are the GPs that have as main objective the “job insertion” and therefore with activities more decisively aimed at the labor market: from the analysis of skills and knowledge to professional orientation. GPs that only concern vocational training or cultural mediation are fewer.

Looking at the typology of the “managers” or “promoters” of the GP, almost half of the GPs selected by the partners are promoted by non-profit organizations, followed by associations and foundations, which are nonetheless subject to the non-profit world but with different legal categories: in the first case, there can be more informality and the use of stronger volunteers; in the second, they are more structured organizations that tend to self-finance their projects. Only one GP was promoted by a representative organization (Mentoring für Migrantinnen und Migranten, Austria).

### GPs selected by MigrEmpower Partners: synoptic table

<b>Main intervention type</b>	<b>N.</b>
Social inclusion / integration	29
Cultural mediation	7
Professional training	10
Job placement	14
<b>Total (N)</b>	<b>60</b>
<b>Main manager/promoter</b>	<b>N.</b>
Association or civic committee	8
Foundation	5
A non-profit organization (including a social cooperative)	28
Migrant's or refugee's organization	2
Social partners (employers' associations and trade unions)	2
National Institutions	5
Local entities (municipalities, provinces, regions and equivalents)	5
School and University	3
Private Company	2
<b>Total (N)</b>	<b>60</b>
<b>Main Financial source</b>	<b>N.</b>
Self-financing (of project partners, voluntary work)	9
Public funding (by international, national or local institutions)	29
Private financing (through the sale of goods and services on the “market”)	8
Donations + self-financing	7
Donations + public financing	5
Self-financing + public financing	1
Public financing + private financing	1
<b>Total (N)</b>	<b>60</b>
<b>Main Target</b>	<b>N.</b>
Non-EU migrants in general	23
Refugees	13
Applicants for political asylum	5
Women victims of human trafficking	3
Unaccompanied minor refugees	5
Disadvantaged individuals (native and immigrant)	7
Migrants and refugees + volunteers, interested citizens	2
Trainers	2
<b>Total (N)</b>	<b>60</b>
<b>Project's activities</b>	<b>N.*</b>
Housing	7
Language teaching	15
Recognition of migrants 'and refugees' qualifications and competencies	8
Professional training	18

Orientation, counseling & finding jobs	24
Group training (workshops, roundtables, simulations, urban gardens, etc.)	13
Public events (cultural, political, fundraising, etc.)	4
Awareness (brochures, publications, events, readings)	5
Political promotion	4
Reports	3
Voucher	2
<b>Total (N)</b>	<b>103</b>
* The total is more than 60 because the projects could carry out more activities.	

Source: Own elaboration. MigrEmpower Partners' National Reports

There are only 10 GPs promoted by the national and local public institutions: this confirms that the reception of refugees takes place mainly in the public-private cooperation regime, where the contact with the beneficiaries is entrusted to the non-profit world. It is significant that there are no GPs promoted by private for-profit entities. Obviously, this aspect can be the result of the sensitivities and of the sources consulted by the project partners, but it remains an element to underline.

Private individuals participate in selected GPs through financial support: donations are for 6 GPs; but donations are not enough to support projects, as they are always accompanied by self-financing or public funding (12 GPs). Only two projects are mainly financed by selling products or services on the market: Barikamà, a migrants' cooperative in Rome, and the "Siamo" Cooperative, which produces solidarity favors.

The public funding is the most representative type of funding of the selected GPs (29 out of 60). This aspect must be considered seriously for the following reasons:

- dependence on public funding can be a problem of sustainability of the interventions;
- often these are loans with a time limit (linked to EU funds or to non-systematic national programs);
- often dealing with funding provided in a framework of "immigration emergency" or "refugee emergency". This entails funds tied to specific costs (language teaching, meals, first reception, housing), activities that do not translate into integration but rather prolong the conditions of separation from the local society.

This reasoning applies in particular to projects aimed at refugees and asylum seekers, which account for just under one-third of the GPs collected by the partners (18 out of 60). In fact, analyzing the "prevailing target" dimension, the selected GPs mainly concern projects aimed at non-EU migrant citizens (23). There are more specific projects aimed at victims of human trafficking. Some interesting GPs were instead addressed to "disadvantaged people" in general, without distinction of nationality. These projects are very useful and should be replicated, because they are based on the principle of "normalization" of the reception of migrants, whose needs should not be considered "extemporaneous" or "exceptional", but should be made systematic

and united to those expressed by the bands disadvantaged so-called “native” countries of the countries of arrival.

As well, the GPs who have the “trainers” as beneficiaries seems to be very effective, such as the “Us and Them” project (Cyprus) or the Young Citizens Project for the Benefit of Street Children project EVS (France) where the training of volunteers takes place with an exchanging experiences in the countries of origin (in particular, Morocco).

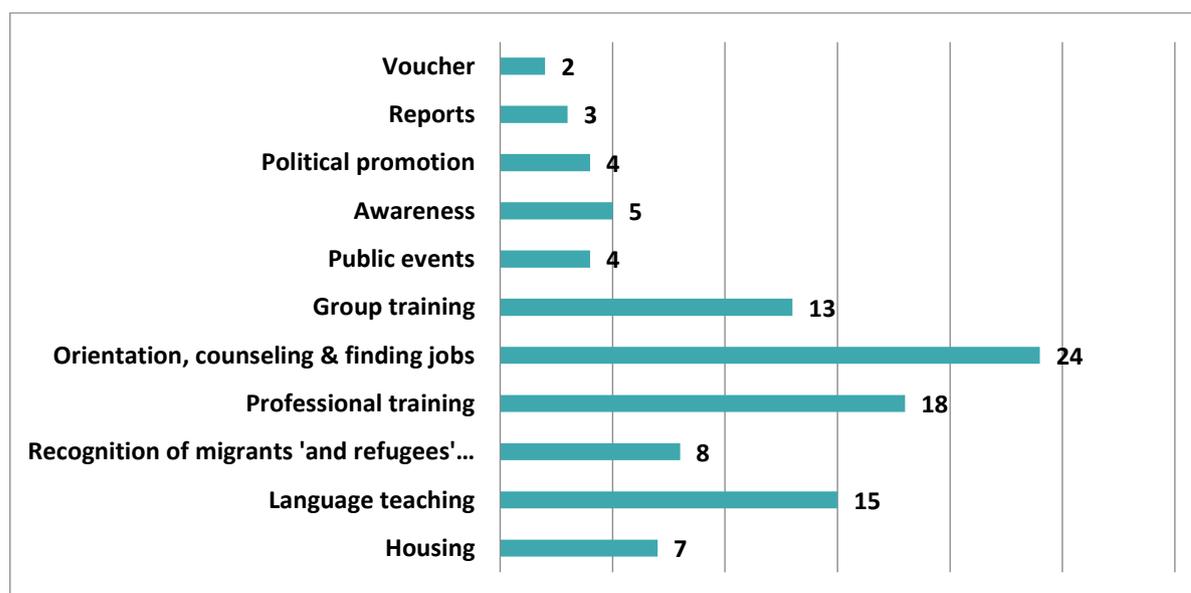
Concerning the type of activity carried out within the GPs selected by the partners, as shown in the chart, orientation, counseling and finding jobs are the most widespread activities (24), followed by vocational training (18) and language teaching (15). Group training (workshops, roundtables, simulations, urban gardens, etc.) was also quite widespread and stimulated innovative practices, as explained below in the table related to Innovativeness.

There are only two projects that promote voucher business: “Integration and Diversity” in Austria and “INSIDE – INSerimento Integrazione nordsuD inclusion” in Italy.

Before proceeding to the comparative analysis of the dimensions of the GP, an analysis of the 13 GPs having, among their activities, also forms of “activism” of a political nature is presented. The forms of activism have been implemented through:

- Public events such as cultural and intercultural events, conferences and political events, readings, fundraising events, etc.;
- Awareness through brochures, publications, etc.;
- Political promotion towards national and international institutions.

**Graph: Activities carried out within the GPs (alphabetic order)**



Source: Own elaboration. MigrEmpower Partners’ National Reports

These are very important experiences because they combine “services” with the political mission and have a search for relevance with respect to the context in which they take place. In fact, these are situations where the intolerance towards foreigners is very evident, with waves of xenophobia and fundamentalism that can undermine every integration process. This is why awareness of the political scope of hosting should be more widespread among the organizations dealing with immigration.

### 4.3 Cross-national analysis

Regarding the comparative analysis of the main elements of the selected GPs, focusing on inclusion/exclusion aspects related to social and labor integration of migrants and refugees in the partner countries, here below an analysis per dimension is presented.

The same outline box that partners were used to describing national GPs. In particular, the dimensions analyzed are:

- **Relevance** - the way through which the actions of the project/intervention are important for the beneficiaries, to what extent the intervention has built problems solutions;
- **Innovativeness** - the ability to produce new, creative and qualitatively consistent solutions for improving initial conditions or for the satisfaction/solution of the original need/problem;
- **Effectiveness** - the extent to which the services/products/added value brought by the project/intervention allow to the beneficiaries to achieve the expected benefits;
- **Efficiency** - the quality and the quantity of the services offered in response to the intervention, in relation to the overall costs incurred for their delivery;
- **Impact** - the changes that the intervention intends to achieve are related to conditions that tend to remain stable over time;
- **Sustainability** - the orientation of the project/intervention to rely on existing resources or the ability to generate new resources itself. Beyond the ability to financially self-regenerate, the aspects of the sustainability that are intended to emphasize also concern the stability of the benefits of a job placement path for beneficiaries;
- **Gender approach** – the attention of good practice to take into account gender aspects in its implementation, making visible, identify and consider the circumstances, needs and specific problems of migrant/refugee women.

During the development of the analysis, main factors have been identified for each dimension that showed “mode” and “issues” about the GPs. From each experience, essential aspects were taken into account to underline the more effective strategies.

Valorization of self-employment, linked to the migrant empowerment concept, is a good and relevant example in some GPs. Such as the focus on the skill set valorization of each migrant, that most of them are not able to use to seek a job.

It is crucial to consider in the integration actions, training process (also understood like an internship) to facilitate the access to the labor market and to the achievement of the economic emancipation.

Even if the realization of this kind of path is not simple, there is a wide network of local stakeholder and third sector association that can support the measures proposed.

One of the best aspects emerged during the analysis is the value of these local networks and their functional cooperation with every single project.

As mentioned above are involved in this local networks:

- third sector associations,
- local governments,
- private stakeholder (even if not directly involved in the projects).

Thanks to the collaboration between these actors successful experiences have been achieved with a high level of efficacy and efficiency even in situations of low economic development.

Criteria	Description
<b>Relevance</b>	<p><u>For inclusion/integration</u>  <b>- Sharing social and daily spaces</b>            The possibility to share the same daily social spaces between citizens and migrants, it was relevant and useful to respond to the needs of the context and beneficiaries of GP. For example, the “Nachbarinnen in Wien” project (Neighbours in Vienna) provides various sharing activities, including the “Educational Breakfast”, in which a person can invite a “neighbour” of the same cultural background for a “one hour breakfast”, ask questions and raise all the topics they want to know or share. Between the topics in Educational Breakfasts: deadlines at certain authorities, educational system, info and bridge-building events to the services of the Youth Welfare Office, leisure time management and opportunities, (anti) radicalization, right of residence, mental health, family living here and elsewhere and many more.            Alongside these activities, it is relevant to mention those GPs that push migrants or refugees to civic and political participation (i.e. “WIR Zusammen” project (We Together), “Accompanying by Integration Processes” in Austria and the “Zona 8Solidale” project in Italy).</p>

On the sharing of social spaces, a separate analysis should be made for the projects of wide hosting or wide hospitality. A model consolidated by the Cooperative Cadorse S.C.S. in Italy, for example, that provides the diffusion of refugees into small groups uniformly distributed in the various municipalities of the territory. This formula promotes faster integration because migrants tend to interact with Italians; at the same time, a too strong impact on the local community is avoided. The “Urbagri4Women” project promotes social inclusion and female empowerment, through the rehabilitation of urban outskirts, currently in a situation of abandonment or decay, where the practice of urban agriculture is applied through practical laboratories that aim to foster intercultural dialogue and more sustainable cities and communities.

**- Promoting the autonomy and capacity for self-determination of migrants and refugees**

Self-determination, the autonomy of choices, independence of everyday life are all recurring elements in the selected GP. The autonomy goes first of all through the knowledge of the new territory in which migrants must live: the Digital house specific training courses in computer and digital training project (France), for example, provides for a knowledge of public services (as the Multilingual Guide of The Cyprus Guide project), or the Individual support for the creation, improvement or control of insertion tools in connection in the framework of the “PANTINE” project, also in France. To promote the autonomy it’s also possible to work on a positive vision of people’s country of origin, on their history, their person contributes to a positive self-image, improvement of foreign language learning and labor market access (i.e. Black Women Community, Austria).

The emotional and psychological aspect is also connected to the projects that aim at social integration through the work: As the “Bolsa de empleo” project (Job Bank programme) in Spain, focused not only in providing beneficiaries with all the information needed for their labor insertion but also in developing the right proactive attitude for dealing with the job search. Consequently, beneficiaries of this programme have not only the right tools for their labor orientation, but they acquire those skills needed for finding a job, working in the same time on their personal attitude to address an efficient job search. The users usually belong to the most vulnerable groups due to their low educational level.

For training and job placement

**-Recognition of migrants’ and refugees’ qualifications and competencies**

This is a traditional aspect of work orientation projects, yet there is still an ancestral problem: the difficulty in recognizing the qualifications held by migrants, the understanding of their skills: this is why many of them are working below their skills.

For this reason, the act of recognition of migrants’ and refugees’ qualifications and competences (non-formal competences also) is very important, as well as important the preparation of official documents (i.e. the “Public Writer” project in France).

**-Attention to job matching**

The most relevant projects related to job placement are those that have been able to adapt the training offer and the professional orientation towards the economic sectors in which there is more demand for work. Some examples are provided below:

The "Vocational Pedagogical Institute" project founded by the Austrian Young Workers Movement – ÖJAB in Austria has oriented the beneficiaries’ in working and processing wood, glass, metal and electronics, aiming for the participants to get first insight in professions like mechatronics, electrical engineering, metal technology, glass building technology and tinsmithing; the fields which is needed to qualify as a skilled worker in Austria.

The professional areas of coding and programming have also been relevant, such as i.e. Asylum Coordination in Austria, or the use of digital tools for education and training of newly arrived migrants in “Digital Inclusion” project (Cyprus).

The computer skills and the promotion of scientific subjects for migrant women were achieved within the “Digital literacy” project through mobile group workshops in ZUS neighborhoods, France.

Another relevant way of job orienting was enhancing the linguistic skills of migrants to be included in companies operating on international markets (i.e. “Mentoring for Migrants” project from Cyprus).

The agricultural sector and the ecology, in general, have also shown important examples of relevance, the Gateway, and Actions for the employment of Roma people (France) project for example, where there is market gardening activity, production, and drying of aromatic and medicinal plants, a vegetable processing laboratory (canning factory), carpentry. On the agricultural front, however, the phenomenon of “caporalato” must be taken into account, especially in Italy.

On this matter, there is “Casa Scalabrini 634” project, which supports housing to work integration in agriculture and to

	<p>denounce and contrast to the “caporalato” (illegal manpower intermediation). Finally, another very important sector for the employment of migrants concerns the household sector: the aging of the European population and the demand for domestic and nursing services (so-called white jobs) is an important outlet and a vehicle for integration. (i.e. “Hacia la Igualdad en el Empleo del Hogar” project, Spain).</p> <p><b>-Networking</b>  A triangular methodology has been implemented (from workers, intermediary entities, and employers’ perspective) in several GPs. I.e., the “Hacia la Igualdad en el Empleo del Hogar” project (Spain) with the methodological support of the Universidad Loyola Andalucía. The “Red de Centros de empleo Ítaca” project (Spain) also, promotes the design of activities in cooperation with companies (not regarding them as mere suppliers of offers) and networking. As well, the “Asylum Coordination” project (Austria) and “INSIDE – INSerimento Integrazione nordsuD inclusion” project (Italy) are examples of inter-institutional networking activities to encourage cooperation between offices and services in the area. Also in the field of agriculture, the “Campi riapertiti” project (Italy) has activated a large network of private companies operating in the field of social agriculture, providing the project with a significant boost, with a positive impact on the creation of labor inclusion of migrants. Although with economic difficulties, companies that welcome trainees in many cases are able to offer migrants the opportunity to continue the experience with a new contract.</p>
<p><b>Innovativeness</b></p>	<p>The most innovative aspects of the selected GPs are:  Usage of new media (i.e. “Asylum Coordination” project in Austria): the use of sharing economy and shared training, the Communities of Practice (i.e. “We Together”, “Accompanying by Integration Processes”, Austria) or the artistic activities of singing, picturing workshops and theatre plays, circus for young Roman girls, just like “Artistic Workshops” (France) and “MigrArte” (Italy).</p> <p>The “BLEND-IN” project (Cyprus) aims at developing a language and culture orientation toolkit in the form of a mobile application, which will address the early days’ needs of young migrants, refugees and asylum seekers, such as language and communication, finding a house and a job, medical services etc.</p>
<p><b>Effectiveness</b></p>	<p>For job placement, some GPs have been effective for the following aspects:  Promotion of self-employment, self-financing, fundraising and crowdfunding: this is an interesting orientation to make efficient inclusion in the market even with self-employment. I.e., “Servicio de atención integral” project. A comprehensive care service</p>

	<p>(Spain) is the service «Self-employment offers»: this training aims at promoting self-employment and although targeted to the entire population it stresses the participation of the group of immigrant women as they are most vulnerable when it comes to finding a job. Once these pre-trainings are completed, they consider the users to have the tools and skills enough to look for a job autonomously. At the same time, the entity receives a series of job offers and makes a preselection through the people who meet the profile the employer is requesting. They provide him/her with their telephones to contact the candidates and make the interviews. In addition, the entity finds offers through the network or related entities, screening who meet the profile through the database. They contact them by phone and explain them the offer personally at the office. They have then forwarded the offer and they begin to do the interviews.</p> <p>Accompanying the job placement: The “Job Sponsorship” project tends to help individuals integrate the labor market thanks to a sponsorship put in place between a sponsor and a sponsored person. Often sponsored people are refugees, qualified workforce, but giving their language or insertion difficulties, they cannot find a suitable job. This Good Practice makes them feel supported by someone and gives them motivation for finding a job. This is not innovative, but very necessary, as human contact and support are essential to good social inclusion. Sponsors are already working and have experience in labor market which makes their intervention effective and suitable for sponsored ones. The fact that the system is based on a voluntary basis makes difficult to find new sponsors and motivate people to participate in this program.</p>
<p><b>Efficiency</b></p>	<p>The good practices collected show, generally, a high degree of efficiency in the relationship between realized actions and available resources. This concerns a variety of aspects ranging from the management of the economic resources allocated for the implementation of the initiatives, to the management of the costs for the payment of the human resources involved.</p> <p>The careful management of the economic aspects is often facilitated by the support offered by the network of actors involved in the activities, whose contribution allows obtaining results sometimes exceeding expectations, with the results achieved in terms of significant results.</p> <p>There are also cases where good results have been achieved with the limited resources. In these cases, the contribution of volunteers has made possible an increase in the performance of</p>

	<p>the activities even with scarce resources and in the face of a growing demand for assistance to migrants and refugees.</p> <p>Also in terms of the process, the actions proposed were efficient. The social and/or labor insertion of migrants has been accompanied by interventions that propose well-balanced integration models between the training dimension, the professional orientation, and job placement paths. Along this supply chain, starting from the didactic materials used for training, until the phase of “scouting” of the opportunities for job placement of migrants/refugees, the efficiency of the interventions is reflected by the ability to build stable and lasting relationships with the participants, to activate resources of social capital in the territory, feeding informal networks that can make integration processes more fluid.</p>
<p><b>Impact</b></p>	<p>In terms of training and work, good practices seem to have a significant impact on the recipients of the interventions. The conditions acquired during the numerous actions proposed were stable and lasting. The reference goes, for example, to the language learning pathways, to the formal recognition of the skills already acquired by the migrant, as well as to the possibilities offered to the migrant/refugee to use in an autonomous way, tools and channels for job search. In many of the good practices collected, the number of subjects involved grew progressively, and positive effects were also found on the organizations that carried out the interventions, which in some cases became models inspired by other local actors and over- locals.</p> <p>From the “cultural” point of view, very often the interventions have also involved native citizens, in order to create a system of relations between migrants/refugees and local people to facilitate integration processes. The main goal found in several good practices is to transmit to foreign migrants/refugees and citizens of the host countries a better understanding of the foreigner. This perspective has given participants the ability to better cope with conflicts and prevent forms of misunderstanding and lack of integration.</p> <p>Following this logic, for example, the activities that have been described in the good practices on various topics, aimed at fostering the creation of intercultural groups as well, in which each migrant has the opportunity to share their experiences and needs and through mutual learning.</p> <p>Furthermore, the positive impact on migrants/refugees from self-employment experiences is not to be underestimated. In this case, the experiences gathered offer positive indications: after</p>

	<p>several years from the start-up of their own work activity, migrants have acquired their own independence, perceiving themselves as fully integrated subjects.</p> <p>It is possible to affirm that the main indicator that represent the positive impact of the interventions on the target of reference, is a general improvement of the living conditions and the activation of integration processes that bring together language learning, professional training, activation of job placement, even with the use of ad hoc tools built on purpose - and social integration.</p>
<p><b>Sustainability</b></p>	<p>The sustainability of the identified projects/initiatives should be analyzed on three sides:</p> <p>a) the first aspect concerns the intervention models applied, with characteristics that can be replicated in different contexts and sectors. This is the specific case of work placement pathways, as well as in the case of training courses for the transfer of language skills or specific skills to be spent in the labor market. The element of transferability is a focal point for most of the good practices detected.</p> <p>b) the second aspect concerns the economic element, which in many cases makes the initiatives sustainable even in the medium to long-term, in others presents a critical aspect, on which the politicians should pay attention.</p> <p>c) the third aspect concerns the value of territorial networks and partnerships that allow overcoming a series of problems both economic and organizational, through a strong enhancement of the networks that revolve around the project.</p>
<p><b>Gender -- approach</b></p>	<p>The gender mainstream is present in several good practices; some of them concern projects specifically for women, with particular attention to discrimination processes. In some cases, for example, it was paid attention to women and youngsters, to show a strong interconnection between the wellbeing of women and the well-being of their children.</p> <p>In other cases, the projects aimed exclusively at migrant women, a vulnerable group because of the double discrimination they suffer (because they are women and because they are migrants, i.e. “Black Women Community” project). The process of social and work integration was imagined not only to intervene in situations of material and immaterial need, but also to provide, on a cultural level, a concrete response to dominant stereotypes. “Urbagri4Women” project i.e. is a European project, which aims to foster the integration of migrant women, including asylum seekers and beneficiaries of international protection, in the receiving society, enabling them to develop innovative and self-</p>

	<p>sufficient agricultural initiatives that contribute to urban rehabilitation.</p> <p>The project promotes social inclusion and female empowerment, through the rehabilitation of urban outskirts, currently in a situation of abandonment or decay, where the practice of urban agriculture is applied through practical laboratories that aim to foster intercultural dialogue and more sustainable cities and communities.</p>
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#### 4.4 Good practices selected in each partner country

The following table shows the Good Practices that project partners have selected in their countries according to the abovementioned criteria:

AUSTRIA	
<b>Name GP 1</b>	<b>Nachbarinnen in Wien – Female Neighbours in Vienna</b>
<b>Promoter</b>	Neighbours in Vienna – Nachbarinnen in Wien
<b>Main topic</b>	Interculturality, trans-cultural knowledge as well as social work
<b>Name GP 2</b>	<b>refugees{code} coding school for integration</b>
<b>Promoter</b>	refugees{code]
<b>Main topic</b>	The field is educational with a specified focus on labor market demands in the sector of IT (coding and software development)
<b>Name GP 3</b>	<b>Asylum Coordination Austria</b>
<b>Promoter</b>	Asylkoordination
<b>Main topic</b>	Empowerment of refugees (with a focus on UMF – Unaccompanied Minor refugees); enforce an open asylum policy in Austria and in Europe; services for migrant communities and interested civil society
<b>Name GP 4</b>	<b>Vocational Pedagogical Institute</b>
<b>Promoter</b>	Austrian Young Workers Movement (ÖJAB)
<b>Main topic</b>	Vocational orientation and vocational training in technical sectors and German language; empowerment and recognition of migrants' and refugees' qualifications and competencies with a focus on labor market qualification
<b>Name GP 5</b>	<b>Integration and Diversity</b>
<b>Promoter</b>	Municipal Authority of Vienna
<b>Main topic</b>	Service offered by Municipal Institutions for all new inhabitants of Vienna; the main field is coaching offered by the public administration.
<b>Name GP 6</b>	<b>Accompanying by Integration Processes</b>
<b>Promoter</b>	We Together
<b>Main topic</b>	Social integration and political participation with a focus on empowerment of and active participation of volunteers, refugees and interested citizens in small municipalities.
<b>Name GP 7</b>	<b>Black Women Community</b>
<b>Promoter</b>	Black Women Community

<b>Main topic</b>	Community work in Vienna for interculturality, trans-cultural knowledge, antidiscrimination, cultural awareness as well as social work with a focus on youngsters and women
<b>Name GP 8</b>	<b>Housing &amp; Integration project</b>
<b>Promoter</b>	Ute Bock Association
<b>Main topic</b>	Counseling throughout the first steps of the integration process, education and housing project
<b>Name GP 9</b>	<b>Mentoring for Migrants</b>
<b>Promoter</b>	Chamber of Commerce of Austria
<b>Main topic</b>	Labor market integration for educated migrants as well as strengthen the intercultural competencies of experts in enterprises.
<b>Name GP 10</b>	<b>Integration Centre of the state government of Lower Austria</b>
<b>Promoter</b>	Integration Centre of the state government of Lower Austria
<b>Main topic</b>	Integration

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**CYPRUS**

<b>Name GP 1</b>	<b>“Us and Them” project</b>
<b>Promoter</b>	Cardet
<b>Main topic</b>	The aim of the project was to train people, who work with adults, to become more tolerant and understanding towards people coming from another background
<b>Name GP 2</b>	<b>LIGHTHOUSE project</b>
<b>Promoter</b>	Cardet
<b>Main topic</b>	Financial and employability empowerment of migrants to be integrated into the hosting country
<b>Name GP 3</b>	<b>Digital Inclusion</b>
<b>Promoter</b>	University of Nicosia
<b>Main topic</b>	E-learning for migrants and/or refugees
<b>Name GP 4</b>	<b>miHub (Migrant Information Center)</b>
<b>Promoter</b>	miHub (Migrant Information Center)
<b>Main topic</b>	Social Support, Job Finding Assistance, Advocacy, Mobile Psycho-social support And Psychological Support
<b>Name GP 5</b>	<b>BLEND-IN</b>
<b>Promoter</b>	Cardet
<b>Main topic</b>	Language, cultural and social orientation for young refugees
<b>Name GP 6</b>	<b>URBAGRI4WOMEN</b>
<b>Promoter</b>	Cardet
<b>Main topic</b>	Migration, social and civic empowerment and entrepreneurship
<b>Name GP 7</b>	<b>L2M (Mothers and children in L2)</b>
<b>Promoter</b>	Cardet
<b>Main topic</b>	Social empowerment, civic empowerment, migration, language empowerment, educational empowerment

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<b>Name GP 8</b>	<b>Upgrade of the Cyprus Information Guide</b>
<b>Promoter</b>	Innovade
<b>Main topic</b>	Guide with general information about Cyprus to facilitate social integration
<b>Name GP 9</b>	<b>Mediterranean Migration Network</b>
<b>Promoter</b>	Mediterranean Migration Network
<b>Main topic</b>	Support the exchange of ideas, good practices and collaboration among the relevant stakeholders, policymakers, the general public, public and private organizations, who work with migrants in the fields of diversity and integration
<b>Name GP 10</b>	<b>iLearn Greek</b>
<b>Promoter</b>	Agios Athanasios Municipality
<b>Main topic</b>	Greek Language Courses for Third-Country Nationals

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**FRANCE**

<b>Name GP 1</b>	<b>Citizenship and French Culture Workshops</b>
<b>Promoter</b>	ARSEA (Ass. Régionale Spécialisé d'action sociale d'Éducation et
<b>Main topic</b>	Integration of young refugees, giving them the codes and values they need to communicate, interact and live in the most comfortable way.
<b>Name GP 2</b>	<b>Artistic Workshops</b>
<b>Promoter</b>	City of Strasbourg
<b>Main topic</b>	Sociocultural integration
<b>Name GP 3</b>	<b>Language lessons</b>
<b>Promoter</b>	Caritas
<b>Main topic</b>	Informal educational field, to learn basic communication skills
<b>Name GP 4</b>	<b>Digital House</b>
<b>Promoter</b>	Amsed
<b>Main topic</b>	Specific training courses in computer and digital training for migrants
<b>Name GP 5</b>	<b>Public Writer</b>
<b>Promoter</b>	Amsed
<b>Main topic</b>	Access to rights of different groups of beneficiaries
<b>Name GP 6</b>	<b>Sensitive Urban Areas</b>
<b>Promoter</b>	Amsed
<b>Main topic</b>	Digital literacy through mobile group workshops in ZUS neighborhoods (Socio-professional integration field)
<b>Name GP 7</b>	<b>Gateway and Actions for the employment of Roma people</b>
<b>Promoter</b>	Les Jardins de La Montagne Verte
<b>Main topic</b>	Social and labor inclusion by several activities: market gardening, production, and drying of aromatic and medicinal plants, vegetable processing laboratory (canning factory), carpentry
<b>Name GP 8</b>	<b>PANTINE project</b>
<b>Promoter</b>	Amsed

<b>Main topic</b>	Professional integration (job coaching for job seekers and inactive people): individual support for the creation, improvement or control of insertion tools.
<b>Name GP 9</b>	<b>Job Sponsorship</b>
<b>Promoter</b>	Amsed
<b>Main topic</b>	Supporting individuals integrate the labor market thanks to a sponsorship put in place between a sponsor and a sponsored person
<b>Name GP 10</b>	<b>Resume Writing</b>
<b>Promoter</b>	Pole Emploi
<b>Main topic</b>	The Good Practice is used during accompaniment of young adults towards labor and social inclusion
<b>Name GP 11</b>	<b>Young citizen initiatives for the benefit of street children EVS</b>
<b>Promoter</b>	Amsed
<b>Main topic</b>	Sending volunteers from France to a partner organization in Morocco.

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**GERMANY**

<b>Name GP 1</b>	<b>Mosaik Leipzig e.V. - Centre of competence for transcultural dialogue e. V.</b>
<b>Promoter</b>	Mosaik Leipzig e. V, Charitable organization, NGO
<b>Main topic</b>	Migration counseling, psychosocial support, treatment, therapy, energy efficiency advice.
<b>Name GP 2</b>	<b>Honorary Hotel – Intercultural meeting center</b>
<b>Promoter</b>	Honorary Hotel (HELDEN WIDER WILLEN e.V.) Charitable organization
<b>Main topic</b>	The Honorary Hotel is a house where local artists open their doors to facilitate encounters between the local cultural community, residents of the region and newcomers.
<b>Name GP 3</b>	<b>Start with a Friend e.V.</b>
<b>Promoter</b>	Start with a Friend e.V. (Charitable organization)
<b>Main topic</b>	Strangers can be friends': social integration through creating tandems between locals and refugees. Start with a Friend wants to give everyone a chance to participate according to their personal interests. A framework of volunteers is created to organize life around family, job, and voluntary work.
<b>Name GP 4</b>	<b>Event Catering Leipzig GmbH</b>
<b>Promoter</b>	Event Catering Leipzig GmbH (Gastronomy service/Restaurant)
<b>Main topic</b>	Providing work and learning opportunities for migrants in gastronomy/restaurant
<b>Name GP 5</b>	<b>Integration courses</b>
<b>Promoter</b>	Wisamar Bildungsgesellschaft gGmbH
<b>Main topic</b>	To offer migrants and refugees an introduction to the language and culture of their host and thereby facilitate their integration.
<b>Name GP 6</b>	<b>Professional Language Courses</b>
<b>Promoter</b>	Wisamar Bildungsgesellschaft gGmbH

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<b>Main topic</b>	Raising people with migration background to a B2 German professional language level and helping them prepare for a job application or a vocational training.
<b>Name GP 7</b>	<b>EU Roadmap</b>
<b>Promoter</b>	Wisamar Bildungsgesellschaft gGmbH
<b>Main topic</b>	The EU Roadmap aims to facilitate the access to work and fosters integration in the workplace of migrants, by implementing concrete initiatives and by the exchange of experiences of the employers.
<b>Name GP 8</b>	<b>International Guesthouse</b>
<b>Promoter</b>	International Guesthouse
<b>Main topic</b>	Providing work opportunities and the possibility of gaining work experience in the hotel sector to migrants and refugees in Leipzig.
<b>Name GP 9</b>	<b>Agentur Punktde</b>
<b>Promoter</b>	Agentur Punktde
<b>Main topic</b>	Learning and WorkOpportunities for talented migrants/refugees in the IT
<b>Name GP 10</b>	<b>MyStory</b>
<b>Promoter</b>	Wisamar Bildungsgesellschaft gGmbH
<b>Main topic</b>	My Story is an initiative to raise awareness, promote discussion and assist journalists, migrants, and refugees and the organizations working with them, to contribute to improving the media narratives of displaced people in a fair way.
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<b>ITALY</b>	
<b>Name GP 1</b>	<b>“Campi riaperti” project</b>
<b>Promoter</b>	Casa Scalabrini 364
<b>Main topic</b>	It has adopted an integral program that goes from reception to the social-working integration of migrants, from 2014 they have defined and started the reopened Fields project, an individualized path and job placement of the young refugees (in the specific young people aged over 18) in the world of social agriculture.
<b>Name GP 2</b>	<b>Solidarity party favors production</b>
<b>Promoter</b>	Cooperativa sociale SIAMO
<b>Main topic</b>	The project goal is to build job opportunities where migrants can identify themselves, bringing out "talents" and "passions". The emotional involvement in the initiative is indeed considered an essential element to start a path of socio-employment that has a significant impact on the life of the migrant.
<b>Name GP 3</b>	<b>Support for migrant self-entrepreneurship - innovative start-ups</b>
<b>Promoter</b>	Social Enterprise Less Onlus
<b>Main topic</b>	Supporting migrant self-entrepreneurship - innovative start-ups with a view to achieving social and working autonomy in the territory.
<b>Name GP 4</b>	<b>Theatre workshop MigrArte</b>
<b>Promoter</b>	Association Traparentesi Onlus
<b>Main topic</b>	The MigrArte theatre workshop is first and foremost calibrated to the needs of the users who habitually frequent the association in response to a need for sociality and creative expression, which was released from the daily working and canonical learning of the language.

<b>Name GP 5</b>	<b>Barikamà</b>
<b>Promoter</b>	Social Cooperative Barikamà
<b>Main topic</b>	Organization created by a group of young African men to produce organic products independently, without the role of exploited agricultural laborers.
<b>Name GP 6</b>	<b>Ex Caserma Montello – No one is illegal</b>
<b>Promoter</b>	Zona8Solidale (Citizens' committee)
<b>Main topic</b>	The purpose of Zona 8Solidale is to experiment forms of active citizenship aimed at welcoming refugees hosted in the Centre of Extraordinary Reception (CAS) for asylum seekers in the spaces of the former Montello barracks, located in Milan City Hall 8.
<b>Name GP 7</b>	<b>Hosting Cadore SCS</b>
<b>Promoter</b>	Cadore S.C.S. (Social Cooperative)
<b>Main topic</b>	Cadore S.C.S. offers a model of "wide hosting" or "wide hospitality" for refugees requiring international protection. A model consolidated by the cooperative that provides the diffusion of refugees into small groups uniformly distributed in the various municipalities of the territory.
<b>Name GP 8</b>	<b>Lighthouse in the city</b>
<b>Promoter</b>	Albero della Vita Foundation
<b>Main topic</b>	The "Faro in città" project aims to cover basic needs of families with children seeking asylum in Italy such as accommodation, food, healthcare and access to basic information and promote the social inclusion of families.
<b>Name GP 9</b>	<b>INSIDE – INSerimento Integrazione nordsuD inclusion</b>
<b>Promoter</b>	ANPAL (Agenzia Nazionale Politiche Attive del Lavoro)
<b>Main topic</b>	Job placement: promotion of traineeships aimed at social-work placement, intended for holders of international protection hosted in the SPRAR System (Protection System for Asylum Seekers and Refugees). The SPRAR system is a network of local authorities and NGOs accommodating asylum seekers and refugees.
<b>Name GP 10</b>	<b>Non solo asilo</b>
<b>Promoter</b>	Cooperativa O.RSo SCS
<b>Main topic</b>	The project had his main objective the strengthening of the pathways of socio-economic insertion of the recipients, through the implementation of interventions aimed at improving the professional skills and health status of migrants with personalized paths of social inclusion and access to services on the territory in autonomy.
<b>SPAIN</b>	
<b>Name GP 1</b>	<b>Bolsa de empleo (Job Bank programme)</b>
<b>Promoter</b>	Fundación Acobe
<b>Main topic</b>	Integrated itineraries aimed at beneficiaries' labor insertion with a social perspective
<b>Name GP 2</b>	<b>Hacia la Igualdad en el Empleo del Hogar (Towards Equality in Household Employment)</b>
<b>Promoter</b>	Asociación Claver

<b>Main topic</b>	Labour field: analysis of the impact of the revised law on migrant women employed in the household sector from the perspective of employed women, intermediary entities and employers
<b>Name GP 3</b>	<b>Red de Centros de empleo Ítaca (Employment Centres Network “Ítaca”)</b>
<b>Promoter</b>	Cepaim Foundation
<b>Main topic</b>	Labour field: call for proposals launched by the Integration service for non-EU people
<b>Name GP 4</b>	<b>Actúa, Empléate y TRATAME bien</b>
<b>Promoter</b>	Cepaim Foundation
<b>Main topic</b>	Labour field. Employment service framed within the host program
<b>Name GP 5</b>	<b>Labour field. Employment service framed within the host program</b>
<b>Promoter</b>	AD Los Molinos
<b>Main topic</b>	Social and labor fields. The program promotes the social and labor insertion of migrants through the development of personalized insertion itineraries.
<b>Name GP 6</b>	<b>Fortalecimiento y promoción de mujeres inmigrantes en situación de vulnerabilidad mediante atención integral y formación para el empleo (Strengthening and promoting migrant women in vulnerable situations through comprehensive care and training for employment)</b>
<b>Promoter</b>	MZC – Mujeres en Zona de Conflicto
<b>Main topic</b>	Social and labor insertion project.
<b>Name GP 7</b>	<b>Enredaderas por el empleo (Vines for employment)</b>
<b>Promoter</b>	Prodiversa
<b>Main topic</b>	Social and labor insertion project.
<b>Name GP 8</b>	<b>Servicio de atención integral (A comprehensive attention service)</b>
<b>Promoter</b>	Code NAF
<b>Main topic</b>	Social and labor insertion of migrants, paying special attention to women due to their double discrimination.
<b>Name GP 9</b>	<b>Siempre hay tiempo (There is always time)</b>
<b>Promoter</b>	Accem
<b>Main topic</b>	The field is the social and educational area since the aim of the project would be integrating migrant population through training.
<b>Name GP 10</b>	<b>RAI</b>
<b>Promoter</b>	Fundació Surt
<b>Main topic</b>	This project seeks to provide social and labor integration to women victims of human trafficking through the development of several aspects.

The following table shows the Good Practices that synthesize most of the aspects analyzed. In the following pages, 2 Good Practices are presented per country by way of example. For having a deeper knowledge about all the GPs selected in the 6 project countries, please, visit the corresponding section in the project website<sup>28</sup>.

<sup>28</sup> www.migrempower.eu

AUSTRIA	CYPRUS	FRANCE
<b>WIR Zusammen project - We Together - Accompanying by Integration Processes</b>	Upgrade of the Cyprus Information Guide	Digital house specific training courses in computer and digital training project
<b>MA17 – City of Vienna Integration und Diversität</b>	URBAGRI4WOMEN	Gateway and Actions for the employment of Roma people
GERMANY	ITALY	SPAIN
<b>Mosaik Leipzig e.V. - Centre of competence for transcultural dialogue e. V.</b>	Zona 8Solidale project	Bolsa de empleo (Job Bank programme)
<b>Start with a Friend e.V.</b>	Casa Scalabrini 634 project	Hacia la Igualdad en el Empleo del Hogar

## Austria

### GP: WIR Zusammen - We Together – Accompanying by Integration Processes

#### Synthetic Description

<p>Title of the Good Practice:</p>  <p>BEGLEITUNG von INTEGRATIONSPROZESSEN</p> <p>We Together – Accompanying by Integration Processes</p> <p>Wir-ZUSAMMEN – Begleitung von Integrationsprozessen</p>	<p>Contact:</p> <p>Empathy Now!</p> <p>Entity: association (Verein)</p> <p>Profile: NGO (Empathy Now!)</p> <p>Address: Gloriette 9, 3423 St. Andrä Wördern</p> <p>Phone: +43 650 84 88 168</p> <p>E-Mail: ssteyrer@wir-zusammen.at</p>
<p><b>Field:</b></p> <p>We Together is a non-profit organization offering their expertise in supporting long-term integration processes in certain regions in Lower Austria. The field is social integration and political participation with a focus on empowerment of and active participation of volunteers, refugees and interested citizens in small municipalities.</p>	
<p><b>Funding:</b></p> <p>Government funds of Lower Austria for one offered activity of the NGO Empathy Now!, the Communities of Practice (CoP);</p>	

Caritas Diocese St. Pölten

Co-Financing-strategies with local NGOs and smaller funds for certain specific activities within the project (individual application process necessary)

**Description of the Good Practice:**

Objectives:

- to learn from and with each other (we are all experts!);
- to work together on a common culture of living peacefully and respectfully in a changing, multicultural environment – facing the fact that we all are creating culture together;
- to learn and teach how to listen carefully;
- to work together on solving current and future challenges and problems;
- creating creative solutions, ideas, answers and deeper questions about challenges;
- to foster empathy & the ability to change perspective;

with intercultural understanding, a society can become one without (or with less) prejudice and free of discrimination → the aim of the activities is to foster and build intercultural competencies;

make the multiple engagements of society visible and provide a platform for sharing good-practices;

...finally: “We want to make us unnecessary again”<sup>29</sup> → teach tools and methods to empower for (political) processes in their own small municipalities, encourage for empowerment;

Methods implemented:

Within the Communities of Practice (CoP) the process facilitators use methods according to the purpose of the topic as well as to the current situation in each CoP-session. Some of them were mentioned in the interview<sup>1</sup>: Art of Hosting (including Circle Practice, World Café, Storytelling, drawing, rituals etc.), Theatre of the Oppressed, Non-Violent-Communication or Constellation Work. Important is that the topic is always community-driven and decided together in a small group (everybody is invited to join) during a preparation meeting.

One method in all the meetings carried out by the NGO “WiR-ZUSAMMEN” is the formation of the participants and facilitators in a circle with chairs – (called “The Circle Practice”) as well as participatory communication tools like a “talking stick”<sup>30</sup>.

Activities:

<sup>29</sup> Note: According to the interview with Mrs. Steyrer on 12<sup>th</sup> of February 2018.

<sup>30</sup> Meaning for example an object (stone, marble, ball) that is passed around in the circle. Only the person holding it can talk. The others are supported by the object’s presence to listen fully focussed.

## Community of Practice (CoP) for living better together

### Time duration:

1 CoP is structured in a preparation phase (with the meeting) and the actual event as well as post-processing called “harvest” in the form of written minutes (outcome, highlights, questions, topics, host for the next round, ...) with pictures attached, prepared by “WiR-Zusammen”;

1x 3h preparation session (finding topic and 1 question for invitation)

[time for organizing the event/CoP] ~3-4 weeks

1x 3h CoP-event in the host community

Participants decide by themselves in the process which municipality/region within the federal district of Lower Austria will be the next host. In approx. 80 % of the conducted CoPs topic and host were already nominated at the end of the main session.

### Number of people involved in the action:

...1 CoP → every 6-8 weeks a new CoP somewhere in a community/village in Lower Austria

2-3 members of the “WiR-ZUSAMMEN”-team

1 person from the cooperation partner Caritas (person in charge of volunteer coordination)

1 person from Diakonie – which is a non-financial cooperation partner (person in charge of volunteer coordination)

sometimes 1-2 persons from regional authorities (if available)

6-8 people from host & local stakeholders at the first preparation period

35-45 participants

journalists from local newspapers (if available)

### Target group:

“Alle, die jetzt da sind” “All that are here now”

Everyone who gets to know from this event and wants to come. 1/3rd of the participants so far were refugees (Asylberechtigte, AsylwerberInnen) or migrants. Most of the participants are engaged in volunteer work in their region in some kind.

The CoP is conducted in German; therefore, a minimum of language skill is necessary. Often there are whisper interpreters in different languages present to support. Additionally, there is the possibility to contact “WiR-ZUSAMMEN” beforehand to organize volunteer translators for the CoP (whisper interpreting).

<p>Web page:  <a href="http://www.wir-zusammen.at/">http://www.wir-zusammen.at/</a></p>
<p>Additional comments:</p> <p>Without the volunteer work and motivation of the “WiR-ZUSAMMEN”- the team for 1,5 years, this project would not have been possible. Constant applying for funds and the drive to go further with this form of empowering support for 1,5 years made it happen.</p> <p>Refugees might be more in need of the majority society in a country, but this cannot be the leading aspect of an interaction or communication processes. → e.g. the communication with all participants after the first contact is per E-Mail – never through an institution/supervisor/... even if participants are registered in diverse (supporting) systems. Communication between all – participants, hosts and facilitators - is on same eye level.</p>

### Analytical description

Criteria	Description
<b>Relevance</b>	<p>Fostering (political) participation and creating safe places „to get to know each other” with expertise guiding through a process;</p> <p>Migration movement and the arising new challenges in living together need this form of empowering settings;</p>
<b>Innovativeness</b>	<p>The format of the whole process itself → procedural approach! → needs-based support through CoPs for a specific region/target group;</p> <p>Sharing economy is emerging practice all over the world – this project is based on the belief that we all learn from each other – sharing expertise, ideas, feelings, power, and energy; we all are experts; → Communities of Practice!</p> <p>CoPs are a form of low-threshold (niederschwellig) “supervision” that is not provided by other systems or institutions (in case of volunteers/active citizens);</p> <p>The great diversity of participants in each CoP;</p> <p>Experience-based learning during the process of integration.</p>
<b>Effectiveness</b>	<p>From the very beginning of the process → effective solutions as they come from the community itself;</p> <p>Needs-based approach for individual support and services;</p> <p>Basic commitment from participants because they take the active role as hosts from the beginning of a new CoP-cycle.</p>

<b>Efficiency</b>	<p>Participants are multiplier and ambassadors for „the good living together“ → with little input a snow-ball-effect can widen the range of learning examples;</p> <p>Challenges and problems of people in Austrian’s communities are often similar – a CoP gives the chance that other regions can also learn from the current CoP.</p>
<b>Impact</b>	<p>Regions and municipalities learn from each other → great empowering effect and impact on motivation to proceed; the idea that culture is something actively shaped by humans living together – no outsider does sth. for someone – it’s a building together;</p> <p>Participants get a better understanding of “the unknown”, “the stranger”;<sup>31</sup> they stated to be able to solve conflicts better and prevent misunderstanding;</p> <p>Volunteers stated<sup>3</sup> that they feel strengthened, supported and motivated by regular CoP-activities → Burnout prevention.</p>
<b>Sustainability</b>	<p>Transferability is not just given 100% it is even a goal for „WiR-ZUSAMMEN“ – they work with collaborative platforms for sharing the minutes (outcome) of each CoP and are open for any inquiry from other NGOs for collaboration.</p>
<b>Gender approach</b>	<p>Volunteer work is mostly done by women currently – therefore most of the volunteer-participants are women → through the selected methods and the format (see above) stereotypical challenges (e.g. men talk and ask more, are louder, women are not eager to say anything loud in public, ...) have no space;</p> <p>According to the interviewed person the team of the facilitators is well trained in gender mainstreaming – they will always have an eye on meta-processes with a focus on gender issues, but they also share the belief that in non-violent, open, appreciative communication gender is no category anymore;</p> <p>Of course, the whole team of “WiR-ZUSAMMEN” speaks gender-balanced.</p>

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<sup>31</sup> According to an online survey the team of “WiR-ZUSAMMEN” carried out after one year of CoP.

## GP: MA17 – City of Vienna Integration und Diversität

### Synthetic Description

<p>Title of the Good Practice:</p>  <p>Integration and Diversity – Municipal Authority of Vienna</p> <p>MA17 – Integration und Diversität</p>	<p>Contact:</p> <p>Entity: Public administration of Municipality of Vienna</p> <p>Profile: governmental</p> <p>Address: Friedrich-Schmidt-Platz 3, 1080 Wien</p> <p>Phone: +43 1 4000-10 926</p> <p>E-Mail: fatme.khalil-hammoud@wien.gv.at</p>
<p><u>Field:</u></p> <p>Start coaching – getting a head start in Vienna – is a special service offered by Municipal Department 17 - Integration and Diversity (MA 17) for all new inhabitants of Vienna who [...see target group]. Employees of MA17 who speak the client’s native languages will assist in finding the way around Vienna. The main field is coaching offered by the public administration.</p>	
<p><u>Funding:</u></p> <p>MA17 – Integration and Diversity underlies the structure of the Municipal Authority of Vienna</p> <p>Working with many partners (e.g. VHS, intervace, Wirtschaftsagentur Wien, WKO, AK, AMS, migrant.at, WAFF).</p>	
<p>Description of the Good Practice:</p> <p><u>Objectives:</u></p> <ul style="list-style-type: none"> <li>- Providing the Vienna education booklet and the Vienna language vouchers for EU citizens worth € 150,-- and worth € 300,- for non-EU citizens</li> <li>- Consultation and coaching for the clients’ next steps</li> <li>- Providing help with finding a suitable German Integration Course</li> <li>- Providing additional information modules</li> <li>- Giving recommendations for counseling centers (finding a job, getting your qualifications recognized, ...)</li> </ul>	

- Provide a friendly environment for the basic questions of the clients (e.g. registration for schools, leisure care, and health care system, ...)

Methods implemented:

Coaching and help from the first day in Austria

Information-Modules in many different languages (e.g. Arabic, Farsi, Pashtu, Somali) for refugees

Activities:

Start-Coaching

Start Wien – Refugees Core → integration and assistance for asylum seekers in Vienna; orientation and support for “Grundversorgung” = Primary Care, free Info-Modules in four languages, focusing on topics and offers for young people

Many cooperation’s e.g. Jugendcollege (see GP04 – BPI)

A number of people involved in the action:

(statistical data for 2017 – not included constant services provided by phone):  
1.157 clients – 65,2 % female, 34,8 % male

...get service in 8 different languages (24 % Arabic, 18 % Hungarian/Polish/Ukrainian/Bulgarian, 16 % Albanian, 14 % Russian/Ukrainian, 9 % Bosnian/Croatian/Serbian, 8 % Turkish, 7 % English, 4 % French)

(statistical data from the interview – showing numbers since 2008 – without telephone services)

17.000 “Bildungspässe” – Educational Licence

35.000 clients

24 languages

1.400 public speeches (PR)

24 languages in general – including all services provided by the MA17 “Start Vienna”

7 administrative workers at MA17 providing 2nd level coaching for 1.157 clients

Target group:

Start coaching is a service offered for all new inhabitants of Vienna who receive their ‘confirmation of registration’ as EU citizens or receive their ‘residence card’ as Third-Country Nationals and family members of EU citizens for the last two years you have received a certificate of registration for family members, employees or self-employed.

Web pages:

<http://www.startwien.at/de-eu/startcoaching>  
<http://www.wien.gv.at/menschen/integration>

### Analytical description

Criteria	Description
<b>Relevance</b>	A capital city is, of course, a starting point for asylum seekers, refugees, and migrants in general – therefore the city must provide services for integration; The city of Vienna is a safe and balanced place to live, also by the constant involvement of governmental resources in integration and diversity management.
<b>Innovativeness</b>	Interest from many other countries in Europe and the world may be a prove for the innovative concept of “Start Vienna”; Within the concept of the € 300, -, provided in the form of a voucher is the “carrot”, the lure, of “Start Vienna”; As a reaction to the enormous need, the so-called 2nd level coaching was developed – intensive coaching over a longer period.
<b>Effectiveness</b>	Services and programs provided by the MA17 work for the very first day of arrival in Austria; The motivation in the team, which does not point an incriminating finger at any one group but is encouraged to learn from each other → those factors were mentioned as positive on the effectiveness of their work. Topics vary based on the demand; The internal team of MA17 is diverse itself, often having the same cultural background – bringing in intercultural competence which helps to foster mutual trust and work together on those topics that are relevant when coming new to Austria.
<b>Efficiency</b>	Long-term expertise and well-functioning networks and cooperation’s lead to an efficient working structure; Building trust allows efficient work in the light of the limited time provided.
<b>Impact</b>	With flexible programs and the long-term relationships with other institutions and NGOs might have a positive impact on the city of Vienna; Numbers growing over time and the stable funding situation as well as the motivated team.
<b>Sustainability</b>	Transferability was proven by a list of countries that contacted already for the exchange of the idea of “Start Vienna” and guidance alongside the way & Dr.in Ursula Eltayeb is responsible for dealing with this sort of inquiries

	(e.g. Germany, China, Norway, Sweden, Serbia, Slovakia, Chechen); <sup>32</sup> Long-term relationships and partnerships with NGOs and other associations are built – they can provide expertise in specific areas.
<b>Gender approach</b>	Intensive supervision for the internal team every month – for difficult cases (7 workers are female).

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<sup>32</sup> From an interview with Fatmé Khalil-Hammoud on the 25<sup>th</sup> of January 2018.

## Cyprus

### GP: Upgrade of the Cyprus Information Guide

#### Synthetic Description

<p>Title of the Good Practice :</p> <p>The Cyprus Guide (2011 – today)</p>	<p>Contact :</p> <p>Entity: INNOVADE</p> <p>Profile (NGO, SME, Public administration, etc): NGO</p> <p>Address: Lykavitou 29, Engomi, Nicosia</p> <p>Phone : +35722080981</p> <p>e-mail: <a href="mailto:andreas.georgiou@innovade.eu">andreas.georgiou@innovade.eu</a></p>
<p>Field:</p> <p>Social empowerment, financial empowerment, educational empowerment, civic empowerment, migration</p>	
<p>Funding:</p> <p>The action “Upgrade of the Cyprus Information Guide” (Action A1 – CY/2016/AMIF/SO2.NO1.1.1) is co-funded by the Asylum, Migration and Integration Fund (90%) and the Republic of Cyprus (10%).</p>	
<p>Description of the Good Practice:</p> <p>Migration is a global phenomenon affecting all times and communities in terms of social, economic and political context. Cyprus, as well as the other EU Member States, has shown an increased migration stream where almost 10% of its total population is Third-Country Nationals (TCNs). Although many efforts have been made for the integration of TCNs in the Cypriot context, individuals still find it difficult to access information relevant to employment, education, economy, and healthcare services.</p> <p>Within this framework, the consulting firm INNOVADE, in collaboration with the international research center CARDET, received support for the action “Upgrade of the guide with general information about Cyprus” (A1, – CY/2016/AMIF/SO2.NO1.1.1). The Guide includes information about Cyprus, in an effort to help to the TCNs integration process, as well as to facilitate their integration, their employment, and their social integration, while benefiting the local community and economy.</p> <p>The expected outcomes of this project were to acquire the necessary data in order to upgrade the content of the guide, update the design of the guide, to translate the guide in 6 languages (English, Russian, Sri Lankans [Sinhala and Tamil], Arabic and Filipino) by specialised translators, develop a mobile APP for the guide, distribute the printed guide to the relevant services and authorities (e.g. Civil Registry and Migration Services, NGOs, Aliens and Immigration Unit, Local</p>	

authorities etc.), inform all the relevant stakeholders of the island and facilitate the integration of Third-Country Nationals in the local community.

The Cyprus Information Guide, the first version of it being developed in 2011, is consisted of 11 thematic units, which provide all the essential information that a Third Country National will need for his/her everyday life needs. In addition, these units aim at supporting TCNs with their integration in Cyprus with regards to the cultural, economic and social life. The 11 thematic units are the following:

- Introduction: general information on the guide and some important information on Cyprus
- Geography: main cities, demographic information and climate of Cyprus
- History: a history of Cyprus from the Prehistoric Period up until the contemporary era
- Culture: information can be found here on museums, religious monuments, historical monuments, theatre, music, dance, events, Cyprus customs and traditional Cypriot flavors
- Political system: readers can find information on the island’s political system, the official languages, processes for civic participation, the process on becoming Cypriot citizen, the position of Cyprus in the EU and information on human rights and protection for Third-Country Nationals (TCNs)
- Economy: information is included on the currency of Cyprus, taxation, banking information for Third-Country Nationals (TCNs) and banking system
- Employment and labor: the procedures for residence and work permit are explained, as well as the obligations and working rights of TCNs in Cyprus
- Education: information is included on the rights of students, the structure of the education system and the options that TCNs have on levels of education
- Health Care Services: a chapter on the health insurance coverage, public health services, and pharmacies can be found
- Access to Utilities: all the necessary information for setting up accounts for electricity, internet, water and phone at a new house is included, as well as information on transportation, citizen service centers, and post.
- Useful Contacts: all the contacts to facilitate the TCNs’ everyday lives are included, among those all the private and public organizations in Cyprus.

The updated version of the Guide is currently being printed and 13000 copies and will be available in the 6 following native languages: English, Sri Lankans (Sinhala and Tamil), Russian, Arabic and Filipino. The complete guide can be accessed [here](#).

Target groups :

Third-Country Nationals, social workers.

Web page :

<http://cyprus-guide.org/en/>

Additional comments :

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### Analytical description

Criteria	Description
<b>Relevance</b>	<p>The Upgrade of the Cyprus Information Guide is relevant to the social and labor inclusion of Third-Country Nationals (TCNs), as it constitutes a complete handbook for a TCN to be integrated effectively in the Cypriot context with regards to the social, economic and cultural life on the island. Specifically, the Cyprus Information Guide includes thematic units to provide information covering all aspects of life in Cyprus in order to support TCNs' social and labor inclusion; and also their participation in the economic, social and cultural life of the island.</p>
<b>Innovativeness</b>	<p>This guide is an essential tool for a migrant to have in order to be integrated in Cyprus and have access to all the information they might need, which is gathered and categorized for their own convenience. The biggest improvement of the previous version of the "Guide with general information about Cyprus" lies in the fact that the information is now available in 6 native languages of the TCNs: English, Sri Lankans (Sinhala and Tamil), Russian, Arabic and Filipino. Also, the "Upgrade of the Cyprus Information Guide" provides new general information in order to help migrants to understand their rights and responsibilities; as well as to identify opportunities for employment, access to education, healthcare, social security and increase their civic engagement.</p> <p>In addition, the guide responds to the new challenge of the last years that Cyprus has to face, which is migration. Cyprus, as well as the other EU Member States, has shown an increased migration stream where almost 17% of its total population is Third-Country Nationals (TCNs). Although many efforts have been made for their integration in Cyprus, many individuals found a difficulty in doing so.</p> <p>Furthermore, this initiative shows a possibility to initiate a social and labor change in Cyprus, as the main aim of the Cyprus Information Guide is to provide general information on Cyprus and addresses new migrants coming in Cyprus. Within this framework, INNOVADE and CARDET have identified some issues related to the integration of migrants, such as problems with learning the language, bureaucracy etc. Also, Cyprus should review the existing EU immigration and asylum measures, which provide migrants with a secure legal status, rights, and responsibilities. For this reason, the Information Guide was upgraded in 2011, 2013, 2014 and 2015.</p>
<b>Effectiveness</b>	<p>The Cyprus Information Guide has contributed to a great extent in the achievement of social and labor inclusion of migrants in</p>

	<p>the Cypriot context. More than 10000 guides were distributed to relevant stakeholders during the last year and the mobile APP, which was developed for the purposes of the project, was downloaded over 1000 times by users in Cyprus. In addition, the overall feedback acquired from migrants was excellent. Specifically, many migrants have stated that this guide is essential for them due to the fact that they can get the information they need in a timely manner and easily.</p> <p>The factors that affected the project’s effectiveness at the beginning of the project were the following: the difficulty in reaching migrants and convincing them to use the toolkit, as well as to gather all the information that they might need and present them in a user-friendly manner to them. However, the willingness of embassies, universities, municipalities and other public authorities to distribute the Information Guide to beneficiaries and their cooperation with the public authorities in order to collect the relevant information, has contributed positively in maximizing the effectiveness of the project.</p>
<b>Efficiency</b>	The Cypriot partners used the minimum resources possible to develop and disseminate the Information Guide.
<b>Impact</b>	The Information Guide was disseminated widely among the beneficiaries, offering them a high-quality product. Since 2011, the Cypriot partners have distributed more than 50,000 guides all over Cyprus. In addition, the Information Guide was circulated among migrants through the website, where users can find the guide as a PDF form, and also download it as a mobile application. The APP has so far been downloaded more than 1000 times in Cyprus, which indicates that more than 1000 migrants have used or are currently using the APP to get information related to their stay in Cyprus. Taking into consideration that approximately 13000 copies of the Information Guide will be distributed again soon, more than 60000 stakeholders have been informed about or have access to the Information Guide.
<b>Sustainability</b>	The sustainability of the project is guaranteed due to the fact that a variety of relevant stakeholders has been contacted and engaged that they will incorporate the Guide’s content in the work of their organization and will continue to promote the Guide. In addition, many stakeholders are being informed about the latest progress of the Guide through emails every 6 months. Furthermore, CARDET and INNOVADE have developed strong alliances and collaboration with public authorities, embassies, and other relevant stakeholders, which will continue to disseminate the Guide.

<b>Gender approach</b>	The guide provides information for all migrants, regardless of gender. All gender aspects have been taken into account to meet the needs of everyone.
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## GP: URBAGRI4WOMEN

### Synthetic Description

<p>Title of the Good Practice :</p> <p>URBAGRI4WOMEN</p>	<p>Contact :</p> <p>Entity: CARDET</p> <p>Profile (NGO, SME, Public administration, etc): NGO</p> <p>Address: Lykavitou 29, Engomi, Nicosia</p> <p>Phone : +35799333249</p> <p>e-mail: elena.xeni@cardet.org</p>
<p>Field: Migration, social and civic Empowerment, entrepreneurship</p>	
<p>Funding: The project is funded by ERASMUS+.</p>	
<p>Description of the Good Practice:</p> <p>Urbagri4Women is a European project, which aims to foster the integration of migrant women, including asylum seekers and beneficiaries of international protection, in the receiving society, enabling them to develop innovative and self-sufficient agricultural initiatives that contribute to urban rehabilitation.</p> <p>The project has marked its initiation in Cyprus in December 2016 and is expected to reach its completion in 2018. Co-funded by the Asylum, Migration and Integration Fund of the European Union, the Urbagri4Women project implements several initiatives, promoting the integration of migrant women in Cyprus and 6 other European countries. The project promotes social inclusion and female empowerment, through the rehabilitation of urban outskirts, currently in a situation of abandonment or decay, where the practice of urban agriculture is applied through practical laboratories that aim to foster intercultural dialogue and more sustainable cities and communities.</p> <p>The main activities of the project are the following:</p> <ul style="list-style-type: none"> <li>• Creation of 7 Urban Agriculture Labs</li> <li>• 21 Focus Groups with regional communities with specific know-how methodology</li> <li>• Transnational Workshop of Good Practices in Strasbourg, France</li> <li>• Transnational Gardening Contest</li> <li>• Green Paper and Manifesto on the integration of migrant women</li> </ul>	
<p>Target groups :</p> <p>Third-Country Nationals, asylum seeker, and refugee women.</p>	

Web page : <a href="http://www.urbagri4women.com/">http://www.urbagri4women.com/</a>
Additional comments : -

### Analytical description

Criteria	Description
<b>Relevance</b>	<p>The project is linked to social and labor inclusion, since it is conceived as good practice on its whole, due to its innovative topic, practices, and impact in the context of migration and integration, especially for women. The increasing migratory flows in EU, make the need for organized refugee/migrant integration mechanisms more urgent than ever. Thus, this good practice is to a high extent relevant to the objectives of the EU policies in the field of social and labor inclusion. On the other hand, in the absence of an effective EU migration integration policy In the Urbagri4Women project implements several initiatives promoting the integration of migrant women in Cyprus and 6 other countries.</p>
<b>Innovativeness</b>	<p>In the context of this project, new initiatives are introduced: e.g., Urban agriculture labs, the Vocational training, Urban agriculture and migration integration photo contest, a Green Paper, a Manifesto, etc.</p> <p>Good practices deriving from Urbagri4women project that is seen as a good practice in migration integration as a whole itself, address a number of challenges that EU societies face, from the revival of the empty and potentially green spaces in the cities to migration integration.</p> <p>Since Cyprus has identified a number of empty or potentially green places in some schools/ schoolyards, where migrant women along with local women may get together and thrive, we may declare that change is being introduced in our local context. This change is initiated in the context of the Urbagri4women context.</p>
<b>Effectiveness</b>	<p>The project's partners are in the process of inviting migrant women through schools as they are mothers of children with migration biographies. The first results of the initiatives will be out by May 2018, however, the first reactions are very encouraging and they consider that this project will be a success based on the level of preparation and resources produced.</p> <p>In general, this is an innovative initiative that was well received as a project in Cypriot schools and all partner-institutions involved (e.g. municipalities, public institutions, private</p>

	institutions, NGOs, etc.). Stakeholders involved welcomed the planned initiatives and signed a partnership form with CARDET to support the smooth flow of the project's implementation in Cyprus.
<b>Efficiency</b>	The general consensus is that actually more resources should have been approved so as to further support facilities, partner-institutions, and practices (e.g. gardening and cultivating land, the training, the contest, etc.).
<b>Impact</b>	Cyprus is in the process of inviting migrant women through schools as they are mothers of children with migration biographies. The first results are very encouraging so far.
<b>Sustainability</b>	It would have been a great idea to get migrant men involved, even migrant children, in order to exploit the results of the project at the maximum possible. At the same time, urban agriculture as a topic at its own right could stand on its own or in joint initiatives in future proposals for EU funding or other initiatives/ contexts. A number of stakeholders from the public and private sector in Cyprus have been approached in order to bring into expertise, experience and good practices (e.g. municipalities, public institutions, private institutions, NGOs, etc.).
<b>Gender approach</b>	The project is tailored to the needs of migrant women.

## France

### GP: Digital house specific training courses in computer and digital training

#### Synthetic Description

<p>Title of the Good Practice :</p> <p>Digital house specific training courses in computer and digital training</p>	<p>Contact :</p> <p>Project officer</p> <p>AMSED</p> <p>17 rue de Boston 67000 Strasbourg 0388849009</p> <p>jamilabousetta.amsed@gmail.com</p>
<p>Field :</p> <p>Social inclusion and professional integration</p>	
<p>Funding :</p> <p>A private foundation, the Eurométropole, own funding of the association.</p>	
<p>Description of the Good Practice :</p> <p>Objective :</p> <p>Introduce people who have little or no command of French to the basic command of office and internet tools from collective computer initiation workshops.</p> <p>Support these people so that they become autonomous, take confidence in themselves, use digital techniques, methods and tools to acquire and/or enhance their computer and digital skills.</p> <p>Reintegrate socially, economically and sustainably these people through professional digital training.</p> <p>Methods: Specific training course for computer workshops in the form of an intensive session (from 20 to 25 hours)</p> <p>Activities: The most requested topics in line with the target audience are the following:</p> <p>The computer (components, grip ...)</p> <p>Word Processing (Open Office, Word, Drafting, Layout)</p>	

<p>The resume (functions, construction, practical workshop, do's and don'ts)</p> <p>Cover letter (templates, practical workshop, do's and don'ts)</p> <p>Email (interface, creating a Gmail account)</p> <p>Apply via mailbox</p> <p>Browse the Internet and essential sites (CAF, AMELI, download, Print and fill online documents on sites ...)</p> <p>Pôle Emploi website (use, update, features, registration...)</p> <p>Online CV (Employment Center)</p> <p>Apply online</p> <p>Internet searches for his professional project</p> <p>Use tablet/smartphone for job searches and social needs</p> <p>Time duration: One year project (2 or 3 workshops per week)</p> <p>A number of people involved in action: 2 employees, interns, and volunteers.</p>
<p>Target group :</p> <p>People with little or no command of French and from a French lessons training course followed in partner structures or associations (Pôle Emploi, CSC Koenigshoffen and Cronenbourg, CIR, L'Escale, Plurielles).</p> <p>People of migrant origin, newly arrived, refugees.</p>
<p>Web Page : -</p>
<p>Additional comments : -</p>

## Analytical description

Criteria	Description
<b>Relevance</b>	<p>The language difficulties are a real handicap for this audience leading to a social and professional confinement and making them dependent on others on a daily basis. The recommendation of a specific comprehensive training via language lessons (set up by the partner structures) and computer courses (by AMSED) simultaneously is beneficial since it promotes the social and professional integration of these marginalized people.</p>
<b>Innovativeness</b>	<p>It is a non-existent GP in Strasbourg that works for the equal opportunities and autonomy of the most disadvantaged, marginalized society by the difficulties of a sociolinguistic order. Demand is strong both with our partners and the target audience. In this case, the advantage of this specific course in the form of intensive sessions of workshops mobilizes both a trainer Employment and ICT but also other employees who speak just several foreign languages (Arabic, Russian-speaking, German-speaking, Turkish-speaking) thus facilitating the smooth running of learning.</p>
<b>Effectiveness</b>	<p>This GP is happening within AMSED. The advantage of doing the specific workshops in our structure forces these very isolated people to move and thus get out of their daily isolation and learn to become independent.</p> <p>63 people have been welcomed to date in this project. (100 / year are planned).</p>
<b>Efficiency</b>	<p>The difficulties encountered essentially boil down to attendance at the workshops of certain participants, but also although Amsed has a multi-lingual team, it is difficult to satisfy all beneficiaries coming from all over the world.</p> <p>The GP was facilitated by the existence of an already established language lessons group which ensures a certain homogeneity of participants in the specific course.</p> <p>It could be possible to have fewer means, but only if there are more volunteers.</p>

<b>Impact</b>	<p>This GP aims to promote and put in place a dynamic of local development, links of solidarity and the socio-professional inclusion of the target audience. It works for the equal opportunities and autonomy of the most disadvantaged and isolated and now offers the various partner structures (CSC, associations ...) a specific component giving the possibility of benefiting actions to a larger number of beneficiaries and touches the poor.</p> <p>The impact of the project has more than favorable effects on the improvement of the living conditions and the raising of the level of qualifications of these people a real device facilitating and promoting the social and professional integration.</p>
<b>Sustainability</b>	<p>This GP is adaptable to a wider audience, regardless of age group since the digital divide affects a large number of people. This GP can be modulated because it takes into account the social context of the intended audience.</p> <p>The target audience was mobilized thanks to the active participation of local partner organizations that have a regular French lessons audience. We have formed different groups with them to follow these intensive sessions that take place within our structure.</p>
<b>Gender approach</b>	<p>No gender approach</p>

## GP: Gateway and Actions for the employment of Roma people

### Synthetic description

<p>Title of the Good Practice :</p> <p>Gateway and Actions for the employment of Roma people</p>	<p>Contact :</p> <p>Les Jardins de La Montagne Verte (Gardens of Montagne Verte)          5 Avenue du cimetière          67 200 Strasbourg          03 88 29 36 33</p> <p>e.kayser@association-jmv.org</p>
<p>Field :</p> <p>The promoter is an insertion structure by economic activity with several working supports: market gardening, production, and drying of aromatic and medicinal plants, a vegetable processing laboratory (canning factory), carpentry. All of its products are labeled organic (AB) by Ecocert.</p>	
<p>Funding:</p> <p>European, City, State and Departmental public funding.</p>	
<p>Description of the Good Practice :</p> <p>Objective: Allow people far from employment to access a job while solving the related difficulties (access to housing, health, various rights ...).</p> <p>Methods: Work contract of 24 hours/week to put people back in the dynamics of employment, parallel socio professional support to build a long-term project, acquire additional training, and solve social difficulties.</p> <p>Activities: market gardening, production, and drying of aromatic and medicinal plants, a vegetable processing laboratory (canning factory), carpentry.</p> <p>Time duration: maximum 24 months.</p> <p>A number of people involved in action: thirty or so migrants.</p>	
<p>Target group :</p> <p>Young migrants, Roma and on the integration project all types of migrants</p>	
<p>Web Page : -</p>	

Additional comments : -

### Analytical description

Criteria	Description
<b>Relevance</b>	It allows migrants to access the first job and thus learn to decrypt all the necessary codes related to the access to a job.
<b>Innovativeness</b>	Innovative because it focuses on inserting people with very specific issues (elderly Roma people, young adults isolated ...) and finding adapted solutions.
<b>Effectiveness</b>	The main limit for this GP is for young migrant adults, the nature of the residence permit is adapted to their situation and it is almost impossible to change the situation. We may be restricted in our effectiveness in those cases.
<b>Efficiency</b>	There is a strong involvement of the staff and relevant partnerships, but we couldn't be efficient with fewer means.
<b>Impact</b>	Access to work for people who have the most difficulty accessing it. Change of outlook, overcoming stereotypes thanks to a mix of people in the workplace, partnership work. This GP constitutes a virtuous circle, work, housing, care, handicap recognition, training, language.
<b>Sustainability</b>	This GP could be adapted to every target group as long as a need is identified. This project is sustainable because of our close partnerships with the City, the State, and other associations. We must also try to be less dependent on actual financing to make this project sustainable.
<b>Gender approach</b>	No gender approach

## Germany

### GP: Mosaik Leipzig e.V. - Centre of competence for transcultural dialogue e. V.

#### Synthetic description

<p>Title of the Good Practice :</p> <p>Mosaik Leipzig e.V. - Centre of competence for transcultural dialogue e. V.</p>	<p>Contact :</p> <p>Entity: Mosaik Leipzig e. V.</p> <p>Profile Charitable organization, NGO</p> <p>Address : Peterssteinweg 3 , 04107 Leipzig</p> <p>Phone : 0341 60479907</p> <p>e-mail: mbe@mosaik-leipzig.de</p>
<p>Field:</p> <p>Migration Counselling and Psychosocial support, Energy conservation measures support (NGO)</p>	
<p>Funding:</p> <p>Local funding, Federal funding, donations</p>	
<p>Description of the Good Practice:</p> <p>Objectives:</p> <p>The MBE offers migrants from 27 years of age individual counseling and assistance. Concrete support includes arranging German language, education and occupational issues, housing, access to welfare benefits, family and childcare, issues regarding residency status and leisure time.</p> <p>Psychological counseling is provided through PSZ Leipzig and is intended for adult refugees who suffer from psychological trauma.</p> <p>Support in household Energy Efficiency: The project is funded by the City of Leipzig and functions as a coordination office for energy efficiency counseling for low-income households in Leipzig, particularly those housing refugees.</p> <p>Methods implemented:</p> <p>In accordance with the diversity approach, the projects are based on diverse and multidisciplinary teams. The offers are transcultural and aligned with professional standards. The term "transcultural" indicated the absence of clearly marked cultural boundaries. The focus is on individual life contexts. Professional migration counselors start from individual support requirements and develop an action plan</p>	

together with the clients. After this, the implementation of the agreed integration measures can take place. This happens within a fixed time frame and is regularly reviewed with the active participation of the clients. When necessary, clients' needs are passed on to other advisory and support institutions. Counseling services are modeled on the concept of systemic counseling, thereby trying to include all involved and possibly helpful persons of a (family) system in the counseling process. Mosaik Leipzig e. V. makes use of the creative and efficient methods of the systemic concept and treats clients with respect and appreciation.

Activities:

Migration counseling, psychosocial support, treatment, therapy, energy efficiency advice.

Time duration:

Founded in 2013, psychological support started in 2015.

Number of people involved in the action

Over 700 individuals and families reached in 2017

Target groups :

MBE

Migrants with a prospect of long-term residence status and ethnic German resettles above the age of 27, their spouses/partners and children

EU residents above the age of 27

Migrants having lived in Germany for some time

PSZ

adult refugees who suffer from psychological trauma

KEB

low-income households in Leipzig, particularly those housing refugees

Web page :

<http://www.mosaik-leipzig.de>

### Analytical Description

Criteria	Description
Relevance	The organization's relevance is apparent through their emphasis on personalized support towards the target group of migrants in general and specifically refugees. It offers a broad range of services, from social counseling

	and practical assistance through psychological support and treatment.
<b>Innovativeness</b>	The combining of psychological, social and practical support with a multidisciplinary team emphasizing cultural diversity can be considered an innovating approach.
<b>Effectiveness</b>	The work is effectively organized and most interventions take place on a one-to-one basis and all are carried out by qualified personnel.
<b>Efficiency</b>	The work could not be carried out with fewer funds.
<b>Impact</b>	Participation on many local as well as national events and conferences. Strong presence locally and extensive networking activities on a local level with the local government as well as other organizations active in the migration field.
<b>Sustainability</b>	By offering support with energy usage, households are encouraged to use their resources more efficiently, so that not only do they manage better financially; the environment also benefits.
<b>Gender approach</b>	There is no specific gender approach.

## GP: Start with a Friend e.V.

### Synthetic Description

<p>Title of the Good Practice :</p> <p>Start with a Friend e.V.</p>	<p>Contact :</p> <p>Entity: Registered Association</p> <p>Profile: Charitable organization</p> <p>Address: Wiciefstr. 17, 10551 Berlin</p> <p>Phone :</p> <p>e-mail: info@start-with-a-friend.de</p>
<p>Field: Strangers can be friends': social integration through creating tandems between locals and refugees.</p>	
<p>Funding:</p> <p>Donations and financial support through the program "Menschen stärken Menschen" of the Federal Ministry of Family Affairs, Senior Citizens, Women, and Youth.</p>	
<p>Description of the Good Practice :</p>	

<p><b>Objectives:</b></p> <p>Start with a Friend is a charitable organization that promotes social participation of refugees. They are brought together with locals to help them one on one with the new challenges they are facing in Germany because integration can only work if people get a chance to play an active role in society. They promote encounters that are personal and uncomplicated, as well as long-term connections as equals.</p> <p><b>Methods implemented:</b></p> <p>Start with a Friend wants to give everyone a chance to participate according to their personal interests. A framework of volunteers is created to organize life around family, job, and voluntary work. There are different ways to become active with Start with a Friend: If a local wants to get in contact with refugees, he can sign up as a tandem partner. If one would like to train their intercultural competencies, they can become an intercultural mediator at the SwaF Academy. And if one wants to contribute their professional expertise, they can become a member of the SwaF task force. Time management is always highly flexible and the role customized according to the volunteer's situation.</p> <p><b>Activities:</b></p> <p>The organization of networking events and also 1-year training for cultural mediators. Volunteers engage in the following supporting activities:</p> <ul style="list-style-type: none"> <li>Spending free time together and building a social network</li> <li>Orientation help with papers</li> <li>Support in finding a language course or an apartment</li> <li>Looking for job opportunities</li> </ul> <p><b>Time duration:</b></p> <p>The organization was founded in 2014</p> <p><b>Number of people involved in the action</b></p> <p>8 employees and over 2,500 volunteers</p>
<p><b>Target group :</b></p> <p>Refugees in Germany</p>
<p><b>Web page :</b></p> <p><a href="http://www.startwithafriend.de">www.startwithafriend.de</a></p>

## Analytical Description

Criteria	Description
<b>Relevance</b>	The good practice is highly relevant viewed against the background of the difficulties refugees face in integrating. Often, they lack a network with locals (Germans) and are unable to make enough social connections in their new home country. It is also beneficial to learn and practice the German language.
<b>Innovativeness</b>	Similar volunteering initiatives exist on a local level but lack the strong organization of an organization with a professional staff. There are clear guidelines and assistance is provided for those interested in volunteering and the organization matches individuals and families according to profile/preferences.
<b>Effectiveness</b>	The organization is effective in that it reaches many in the target group and also it was able to spread nationally over a period of three years, engaging more than 2000 volunteers.
<b>Efficiency</b>	The organization is efficiently run and there is a strong presence in many important German cities so far. The funding is well organized and the funds are efficiently used to finance and expand activities. It is easy to start a new branch in a city that is not yet covered.
<b>Impact</b>	Current impact is 2500 participants (1250 Refugees) and activities in 8 major German cities.
<b>Sustainability</b>	A sustainable effort is accomplished through the use of volunteers that can act locally, within their own limited geographical area. The good practice is well run and professionally managed, thereby improving the chances of standing the test of time.
<b>Gender approach</b>	Matches are made according to preferences, gender, family composition and more.

## Italy

### GP: Zona8Solidale – No one is illegal “Ex Caserma Montello”

#### Synthetic Description

<p>Title of the Good Practice :</p> <p>Ex Caserma Montello – No one is illegal</p>	<p>Contact :</p> <p>Entity : Zona8Solidale</p> <p>Profile (NGO, SME, Public administration, etc): Citizens' committee</p> <p>Address : via Caracciolo n. 29 Milano</p> <p>Phone : -</p> <p>e-mail : <a href="mailto:info@zona8solidale-milano.org">info@zona8solidale-milano.org</a></p>
<p>Field :</p> <p>Zona 8 Solidale is a network created in September 2016 in the 8th Municipality of Milan (north-west of the city). It includes associations, parties, trade unions, activists, and individuals. The purpose of Zona 8Solidale is to experiment forms of active citizenship aimed at welcoming refugees hosted in the Center of Extraordinary Reception (CAS) for asylum seekers in the spaces of the former Montello barracks, located in Milan City Hall 8.</p>	
<p>Funding: Self-financing through fundraising, social dinners, public events</p>	
<p>Description of the Good Practice :</p> <p>Zona 8Solidale was established on September 14, 2016, with the aim of building an open hosting model and facilitating the exchange of experiences between the inside and the outside of the former Montello Caserma.</p> <p>In August 2016, the news of the opening of an Extraordinary Reception Center (CAS) was received at the former Montello Caserma and several neo-Fascist and neo-Nazi groups had created a "Hands off the Montello" committee with xenophobic purposes.</p> <p>Zona 8Solidale is born as a coordination of associations, political parties, and citizens to give an opposite sign and develop innovative projects inspired by 2 principles: anti-racism and participation.</p> <p>In particular:</p>	

In order to stop racism episodes, it is necessary to show the citizens that the arrival of new citizens is an opportunity to start positive processes of sociality and solidarity;

Welcoming does not imply a model of " militarized reception" based on the closure: Zona 8Solidale goal is to open the Ex Caserma to the citizenship for at least some initiatives;

Zona 8Solidale works in three different way:

- properly inform citizenship by involving it in socialization and solidarity initiatives;
- get in touch with the asylum seekers hosted in the Ex Caserma;
- put pressure on institutions to obtain the opening of reception centers.

The most important interventions:

"Welcome party for new citizens", organized on 1 November, opening day of the reception center in the former Montello Caserma;

"Mappa Solidale", to find out about the opportunities for social support and concrete help in the neighborhood;

interventions by asylum seekers in neighborhood schools

opening a legal advisory desk

professional training activities in agreement with the Municipality of Milan

the establishment of the " Montello Women Group", created by Italian and refugee women, with the aim of focusing on the specific problems of the women who are hosted by the structure, many of them with children;

"Public Assembly of refugees in Milan", participated by the guests of the former Montello Caserma and then by migrants from other reception centers in Milan, from which were born paths of self-organization and common action still active.

Since April 2017 the Mishikamano Association (Solidarity in Swahili) has been created, formed by Italians and migrants, with the aim of developing business creativity in three branches: folk cuisine, tailoring, bicycle repair.

18 months after its foundation, Zona 8Solidale carries out numerous recreational and cultural activities on various fronts, merged into the network "No one is illegal".

Target group :

300 asylum seekers, mainly from sub-Saharan Africa

Web page :

[https://www.facebook.com/pg/zona8solidale/about/?ref=page\\_internal](https://www.facebook.com/pg/zona8solidale/about/?ref=page_internal)

<p>Additional comments :</p> <p>This good practice has been described in two types of research on the topic:</p> <p>Naga Onlus, (Extra) ordinary reception. Survey on the reception system for asylum seekers in Milan and provincial, report October 2017</p> <p>School of Architecture, Urban Planning, Construction Engineering, Caserma Montello: between emergency and experimentation Transformation of a contested space, report January 2018</p>
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### Analytical description

Criteria	Description
<b>Relevance</b>	<p>This good practice is relevant for the following peculiar aspects:</p> <ul style="list-style-type: none"> <li>- it is a "spontaneous", bottom-up experience.</li> <li>- has put in the network dozens of associations and organizations of civil society.</li> <li>- was born to stem racism and fascism in the city of Milan</li> <li>- has involved 300 refugees.</li> </ul>
<b>Innovativeness</b>	<p>The elements of innovativeness are:</p> <ul style="list-style-type: none"> <li>- Openings of the Hosting Centre: in general in Italy the Centres are closed and guests have an only rapport with social workers, in this case, has been given maximum importance to the activities outside the Ex Caserma.</li> <li>-Co-design of services between refugees and Italian citizens</li> <li>- Creation of public assemblies in which the guests decide the conditions of their stay.</li> <li>- Openness and promotion of reception in the neighborhood's citizens.</li> </ul>
<b>Effectiveness</b>	<p>The open approach and the co-planning allowed increasing the social and civic inclusion of the guests.</p> <p>Attending the neighborhood also to carry out social activities has been a vehicle for inclusion and sharing with the Italians.</p> <p>The effectiveness must also be registered on the "native", who over time have joined the Zona 8Solidale network to take part in the reception activities.</p>
<b>Efficiency</b>	<p>Efficiency is high because the project is self-financed with leisure activities, public events, and fundraising.</p>
<b>Impact</b>	<p>In addition to welcoming 300 refugees, Zona 8Solidale has allowed activating associations and civil society to self-organize in the reception.</p>

<b>Sustainability</b>	The initiative was born as a form of reaction but over time has been consolidated with self-financing and continues independently increasing volunteers and activities.
<b>Gender approach</b>	The attention to the condition of women has been guaranteed through mixed groups of refugees and Italians who co-design the conditions of the permanence of foreign women according to women's needs.

## GP: Casa Scalabrini 364 – Progetto Campi riaperti

### Synthetic Description

<p>Title of the Good Practice :</p> <p>Progetto “Campi riaperti”</p>	<p>Contact :</p> <p>Entity : Casa Scalabrini 364</p> <p>Profile : Casa accoglienza per richiedenti asilo</p> <p>Address : Via Casilina, 634 - 00177 Roma</p> <p>Phone : +39 06 241 1405</p> <p>e-mail : <a href="mailto:info@scalabrini634.it">info@scalabrini634.it</a></p>
<p>Field:</p> <p>Casa Scalabrini 634, a program of the Scalabrinian Agency for Development Cooperation (ASCS Onlus), is the operational center of the CAI program “Comunità Accogliente e Inclusiva” of the Congregation of the Missionaries of San Carlo - Scalabriniani. It Implements the projects to promote the culture of reception and integration between refugees, migrants and the local community.</p>	
<p>Funding:</p> <p>Catholic church</p>	
<p>Description of the Good Practice :</p> <p>Casa Scalabrini 634 is the operational center of the Comunità Accogliente e Inclusiva (CAI) program of the Scalabrinian Congregation and is administered by the Foundation for Scalabrinian Activities (FAS). It has adopted an integral program that goes from reception to the social-working integration of migrants, from 2014 they have defined and started the reopened Fields project, an individualized path and job placement of the young refugees (in the specific neomaggiorenni) in the world of social agriculture.</p> <p>In its first year of activity, the project was financed mainly with resources from the Catholic Church of Italy and subsequently, regional funds were requested (Lazio) to guarantee continuity of the project.</p>	

<p>The project is structured as follows:</p> <ul style="list-style-type: none"> <li>a six-month training program, involving a small group of migrants, composed of four subjects</li> <li>a training internship course on farms to expand the training of the subject</li> <li>intermediation activities to offer the migrant opportunities for "stable" and "continuous" insertion in the world of work</li> </ul> <p>The social value of the project, already evident in the initiatives described, is consolidated through actions of contrast and fight against the illegal form of recruitment and organization of the workforce. Many of the young refugees who took part in the project activities were victims of exploitation. The possibility of entering into guided paths of training and work placement through internships gave them the opportunity to get out of a deep state of discomfort, supported by educators and pedagogues that follow the trainee during the entire journey of insertion into the farm.</p> <p>The experience in the company is built around the principle of multi-functionality, or the ability to offer the refugee the opportunity to expand his training through a complete knowledge of all the activities that are carried out within the company. This stage, therefore, precedes the definition of an individualized path, built not only on basis of the subject's specialization and abilities but also in consideration of the assessments expressed by the company with respect to the migrant's attitudes.</p> <p>To increase the impact of the project on the paths of social and labour integration of migrants is, moreover, the possibility to move within a network of actors, composed of cooperatives, public subjects and private subjects who collaborate in the activities of the project, expanding the range of possible opportunities to propose to migrants for the activation of internships.</p>
<p>Target group :</p> <p>Refugees and asylum seekers</p>
<p>Webpage :</p> <p><a href="http://scalabrini634.it/">http://scalabrini634.it/</a></p>

### Analytical description

Criteria	Description
<b>Relevance</b>	<p>The project activates pathways for the employment of migrants, adopting an intervention methodology that combines together training and direct learning moments through internship experiences.</p> <p>The ability of the organization to activate a wide network of private companies operating in the social agriculture</p>

	<p>field in the territory, provides the project with a significant boost, with a positive impact on the creation of paths of work exclusion of migrants. Although with economic difficulties, companies that welcome trainees in many cases are able to offer migrants welcomed in the company the opportunity to continue the experience with a new contract. The project is in line with the objectives of the European policies as the theme of socio-labor inclusion in the social farming world is supported by the regional and rural development programs and Europe</p>
<b>Innovativeness</b>	<p>The attempt to combine both the training and the working dimension within a single training path represents an interesting aspect of the project. In this logic, the "indirect" purpose that the project pursues is the activation of a process of migrant empowerment aimed at:</p> <ul style="list-style-type: none"> <li>-the development of skills to be able to spend on the labor market;</li> <li>-to the conquest of one's own autonomy that progressively leads the migrant;</li> <li>-to perceive yourself as an independent subject.</li> </ul>
<b>Effectiveness</b>	<p>The effectiveness of the project should not be "measured" exclusively by the presence of a work contract offered to migrants at the end of the training course. The experience in the company, in addition to the transfer of specific skills, introduces the young migrant within a system of relationships between companies that increase the chances of migrants to find employment, even after the end of the training experience. There are not a few cases in which migrants were contacted after a few months by companies where they had spent the period of training. A contact kept active even without the mediation of Casa Scalabrini 364.</p>
<b>Efficiency</b>	<p>The project has significant costs. It could also be achieved with fewer resources, but only if companies are to take on the costs of managers and trainers of traineeships.</p>
<b>Impact</b>	<p>After completing the traineeship path, many migrants are able to get a continuous and stable job. Especially for those who during the entire journey are able to acquire broader skills in the social farming sector.</p>
<b>Sustainability</b>	<p>The project can be replicated in other contexts. The model of employment inclusion adopted can also be implemented in sectors other than social agriculture, offering interesting implications on the level of social and labor integration of migrants.</p>
<b>Gender approach</b>	<p>Not many women have taken part in the project so far. However, in the next year, the organization intends to extend the integration model proposed also to other</p>

	sectors, in order to facilitate the conveying of women in the proposed initiatives.
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## Spain

### GP: Job Bank programme – Fundación Acobe

#### Synthetic description

<p>Title of the Good Practice :</p> <p>Bolsa de empleo (Job Bank programme)</p>	<p>Contact :</p> <p>Entity: FUNDACIÓN ACOBE          Profile: NGO          Address: C/ Virgen de la Alegría, 7          28027 Madrid - Spain          Phone : +34 91 404 95 02/ +34 91 375 78 62          e-mail: acobe@acobe.org</p>
<p>Field :</p> <p>Labour field: Integrated itineraries aimed at beneficiaries' labor insertion with social perspective (it foresees activities for working on their social skills and emotional care and in a parallel way carrying out awareness actions in companies).</p>	
<p>Funding:</p> <p>Project funded by the Spanish Ministry of Employment and Social Security (MEySS) and the European Social Fund (ESF).</p>	
<p>Description of the Good Practice :</p> <p>Objectives:</p> <p>To achieve the greatest possible autonomy of beneficiaries, supporting them in job search, sending CV, direct presentation to companies, with the final aim of inserting them in the labor market.</p> <p>Methods implemented:</p> <p>Implementation of a workshop on active job search every week (on Thursday), with a total duration of 2 hours (depending on the number of participants). During the workshops, participants, registered in the job bank, receive some training courses on the knowledge and tools necessary for undertaking an active job search.</p> <p>The initial activity is one interview in order to analyze participants' interest in the project. Based on this interview, the foundation organizes specific training courses such as a basic computer course for the active job search and geriatric assistant.</p> <p>Activities:</p> <ul style="list-style-type: none"> <li>• Social labor training courses</li> </ul>	

<ul style="list-style-type: none"> <li>• Training courses addressed to labor insertion, in situ or in other entities. Participants work on social skills and emotional care, carry out awareness actions in companies, prospection of their labor opportunities and assisted active job search.</li> <li>• Regardless training courses, each area has some workshops planned:</li> <li>• Workshops on labor rights and obligations, recognition of qualifications, delivered by the Foundation’s lawyer.</li> <li>• Workshops on equal opportunities and gender equality delivered by the social workers.</li> <li>• Workshops on emotional care delivered by the Foundation’s psychologist.</li> </ul> <p>Time duration: one year (01/01/2018 - 31/12/2018).</p> <p>Number of people involved in the action: the objective is 46/48 people. Currently, 12 people are involved.</p> <p>Any other relevant aspects: Project implemented since 2015, given its positive results.</p>
<p><b>Target group:</b></p> <p>People with residence and work permits, therefore Foreigner's Identification number holders, not nationalized and who do not come from an EU country.</p> <p>Unemployed people, people who want to extend their working day, change job or improve it.</p>
<p><b>Web page :</b></p> <p><a href="http://www.acobe.org/">http://www.acobe.org/</a></p> <p><a href="http://www.acobe.org/index.php?option=com_content&amp;view=article&amp;id=365&amp;Itemid=228">http://www.acobe.org/index.php?option=com_content&amp;view=article&amp;id=365&amp;Itemid=228</a></p>
<p><b>Additional comments : -</b></p>

### Analytical description

Criteria	Description
<b>Relevance</b>	<p>The project is focused not only on providing beneficiaries with all the information needed for their labour insertion, but also in developing the right proactive attitude for dealing with the job search.</p> <p>Consequently, beneficiaries of this programme have not only the right tools for their labor orientation, but they acquire those skills needed for finding a job, working in the same time on their personal attitude to address an efficient job search.</p>

	«Before having all the tools needed for job search, we need to know how beneficiaries feel. If they are not ok, no matters how many tools they have, they cannot deal with the job search in the right way» (M <sup>a</sup> Jesús de la Morena, Fundación Acobe)
<b>Innovativeness</b>	The innovation aspect of this project resides in its holistic approach counting with a multidisciplinary team who work in a join way with each beneficiary. If in some workshops needs from different areas aside work (legal, social, etc.) are detected and specific staff addresses them.
<b>Effectiveness</b>	The users usually belong to the most vulnerable groups due to their low educational level. The changes of the Spanish labor system have greatly affected the working conditions, in terms of reduced wages, extended working hours, etc., finally affecting people working in the Foundation. The effectiveness of this project resides in the importance given to developing awareness-raising processes among potential employers about the importance of hiring people with these difficulties. This adds to the labor intermediation activities the Foundation carries out.
<b>Efficiency</b>	The project could be not carried out with less human or financial resources. Acobe is a very small foundation, and the work done is not always considered within the project. The multidisciplinary work implemented by the responsible of the labor and training area, the social worker, and lawyer, is carried out in this way, as it is the methodology of the foundation. The Foundation misses an extension of the economic aid for users in order to be able to pay a training course not provided by the Foundation which is helpful for their job search and to take public transport in order to reach the Foundation.
<b>Impact</b>	The project impact is closely linked to its continuity. As the project is a continuous process, and it does not foresee an ending, users who found a job can be involved again.
<b>Sustainability</b>	Within the project, the foundation gets in contact with companies it collaborates with and to which it carries out awareness actions on the need for hiring users. In addition, the project helps and improves users' skills. "The fact of accompanying users during their itinerary for searching for a job or improving their skills, gives them a positive empowerment, not only for that moment but for the future, being this transferable and adaptable to other contexts." ( staff of Fundación Acobe)

<b>Gender approach</b>	The gender perspective is applied by the project. Equal opportunities and gender equality are dealt in a transversal way during the project duration. They make positive discrimination, giving priority to women in equal conditions. The social worker delivers workshops on equal opportunities and gender equality.
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## GP: Towards Equality in Household Employment – Asociación Claver

### Synthetic description

<p>Title of the Good Practice :</p> <p>Hacia la Igualdad en el Empleo del Hogar (Towards Equality in Household Employment)</p>	<p>Contact :</p> <p>Entity: Asociación Claver</p> <p>Profile: NGO</p> <p>Address: Avda. Eduardo Dato, 20 B, Madrid - Spain</p> <p>Phone : +34 954 93 21 79/+34 640 21 85 08</p> <p>e-mail: <a href="mailto:claver@asociacionclaver.org/">claver@asociacionclaver.org/</a></p>
<p>Field :</p> <p>Labour field. Situation diagnosis in the context of the change of employment law of household sector. Analysis of the improvement process of the conditions included in Law of Employment in Household sector, 1985, and its subsequent inclusion in the General Social Security System with special conditions, in 2012.</p>	
<p>Funding:</p> <p>The project was financed by a call managed by the Directorate of the Coordination of Migration Policies of the Regional Government of Andalucía funded by the European Social Fund (ESF).</p>	
<p>Description of the Good Practice :</p> <p>Objectives:</p> <p>To know about the impact of the revised law on migrant women employed in the household sector from the perspective of employed women, intermediary entities, and employers.</p> <p>Methods implemented:</p> <ul style="list-style-type: none"> <li>• Work planning and contact with entities</li> <li>• Definition of the triangular methodology</li> <li>• Diagnosis of the sector</li> </ul>	

<ul style="list-style-type: none"> <li>• Identification of good practices</li> <li>• Development of dissemination material</li> </ul> <p>Activities:</p> <p>Diagnostic phase:</p> <p>Visit several entities</p> <p>In-depth interviews with technical staff, to employed women and employers (triangular methodology)</p> <p>Presentation of the project progress in a seminar:</p> <p>Recommendations</p> <p>Creation of a household employment platform in Seville.</p> <p>Time duration: December 2014 – May 2015</p> <p>Number of people involved in the action: 12 well-known entities who provide support for employment to many users, mostly migrant women.</p> <p>Any other relevant aspects: -</p>
<p>Target group :</p> <p>Migrant women of the household sector.</p>
<p>Web page :</p> <p><a href="http://asociacionclaver.org/">http://asociacionclaver.org/</a></p> <p><a href="http://asociacionclaver.org/wp-content/uploads/2016/07/Plataforma-empleo-hogar.pdf">http://asociacionclaver.org/wp-content/uploads/2016/07/Plataforma-empleo-hogar.pdf</a></p>
<p>Additional comments :</p> <p>-</p>

### Analytical description

Criteria	Description
<b>Relevance</b>	The initial study allowed those workers already organized as a collective creating and formalizing of the association. Thanks to the study, they found a space for dialogue and joint work with organizations (currently 12 entities are forming

	part of the platform), which gives them strength and greater visibility.
<b>Innovativeness</b>	<p>The triangular methodology has been implemented (from workers, intermediary entities, and employers' perspective) and a combination of quantitative and qualitative aspects (through in-depth interviews), with the methodological support of the Universidad Loyola Andalucía.</p> <p>During the fieldwork, regulation aspects related to occupational safety and health, difficulties in complying with the regulation, the perspective of all the subjects involved, and the analysis of the networking performed were addressed through a questionnaire aimed at the different entities involved.</p> <p>It was very important to facilitate the process of drawing common objectives of the action and procedures, in that way the entities that provide labor intermediation and orientation could handle certain common criteria.</p> <p>The project took into account the perspective not only of the women employed in the household sector but also of the employers, an aspect that is not developed by almost any entity.</p> <p>To make the project visible and to generate public creating spaces, it considered as relevant the possibility they had to join the forces: the demand and pressure for the Spanish Government to ratify ILO Convention 189 was a fundamental objective.</p>
<b>Effectiveness</b>	<p>In the field of the work carried out by the association towards equality in employment in the household sector, the need for an improvement of women workers' conditions was detected. The fact of being able to undertake data collection work with the related entities only confirmed the high vulnerability to which women workers are exposed.</p> <p>"There was a lot of interest among people in the subject and we received a lot of collaboration to articulate the platform. Usually, it remains as a study: it stays there and we reflect on it. It was as something appropriate, as a response to a need in a determined context. I think this aspect was very important and gave strength to the project". (Sylvia Villalba - Asociación Claver)</p>
<b>Efficiency</b>	<p>The study was considered as rigorous, being developed in a very short time, from December 2014 to May 2015, with no high financial resources. It was carried out with the effort and optimization of few resources, but with very positive results, which allowed the association to strengthen the area (both at the level of internal organization and in a network with other organizations) and to have a public presence.</p>

	<p>For a more exhaustive study, the association would have required more time. With more resources, it could have given continuity to this project.</p>
<b>Impact</b>	<p>At the project beginning, all the publications related to the employment in the household sector were considered as a priority for reforming the law.</p> <p>When salary tables and agreements were uploaded to the platform, a consultation process was opened between the platform and the entity, at the level of communication media and research work. It was possible to have a presence and represent a support to women workers. It was possible to create in a common space the double (independent) way of workers and organizations.</p>
<b>Sustainability</b>	<p>In the presentation of the study progress during the seminar, some recommendations arose and, as a result beyond the project, the creation of a platform for employment in a household in Seville emerges as a relevant good practice, not created before and still existing.</p> <p>Currently, this joint work continues, with a common agenda and presence in Seville, but also articulating in other participation spaces at the regional and national level. They participate in conferences, and as a promoter of the platform, they approach this work through the service of Jesuits to migrants in Bilbao, Valladolid, Madrid, and Valencia.</p> <p>Starting from the needs and contact with reality, having reflection and research, processes of participation in other contexts could be articulated.</p>
<b>Gender approach</b>	<p>The project explicitly focused on migrant women's situation working in the household sector.</p>

The relevant aspects arisen during the research and comparative analysis of the good practices will be considered for the policy recommendations presented in section 5.2 of this report.

## 5. Conclusions and policy recommendations

During the last years, migrants' integration has been one of the most important challenges the European Union had to handle, along with the fight against illegal immigration, the link of legal migration to the labor market needs and the implementation of development cooperation programs in the countries of origin.

After having analyzed the legal framework concerning migrants and refugees, it is clear that a common European policy is necessary, as the integrations of these groups is a topic issue not done in the same way from one European country to another. Moreover, the distribution of refugees from Europe and the quota system have different effects in each country. To fully understand these effects it has been considered the relevant damage derived from prejudice on immigration.

### 5.1 Misperception and political exploitation of migration

The International Organisation for Migration (IOM) in its annual migration report, focusing on the importance of communicating more effectively about migration, notes that misinformation and misperceptions about migration have been fuelled by opportunistic politicians and poor media reporting.

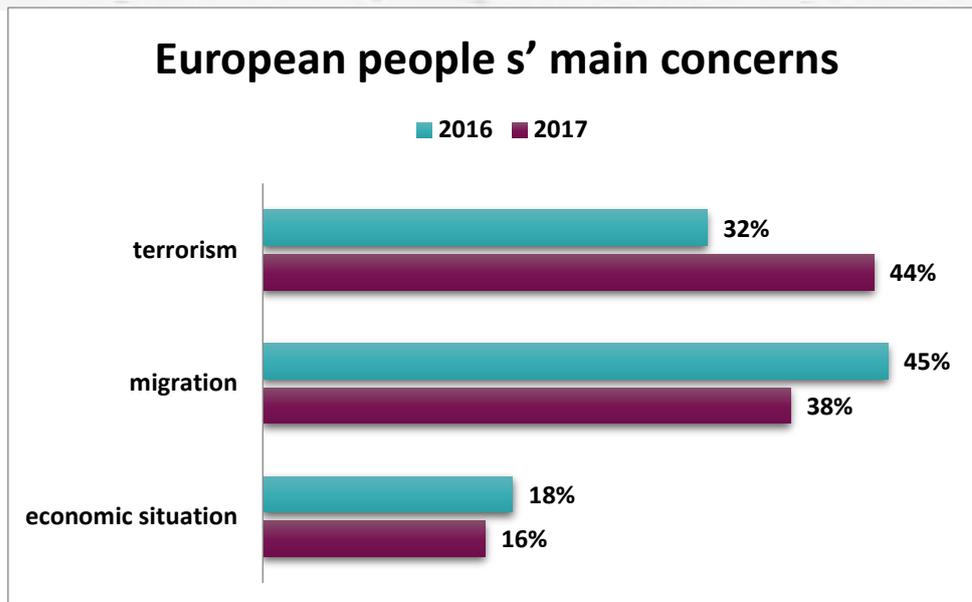
The gap between reality and perception had widened, with reinforced stereotypes, misconceptions, and prejudices about migrants. The political change toward anti-European and nationalist factions, raise the level of populism that use the period of economic recession to promote the idea that migrants are increasing unemployment and draining public resources.

More than ever, there is a strong need to overcome myths and misconceptions about migration and migrants and to engage in more balanced and fact-based dialogue about a phenomenon that has shaped humanity.

“Standard Eurobarometer 87”<sup>33</sup> is an annual report carried out in 34 countries or territories of the European Union. The results about the main concerns of Europeans show that migration is the second main concern after terrorism and come before the one about the economic situation.

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<sup>33</sup><http://ec.europa.eu/commfrontoffice/publicopinion/index.cfm/Survey/getSurveyDetail/instruments/STANDARD/surveyKy/2142>



Source: Standard Eurobarometer 87

Migration of Third-Country Nationals became a dominant topic in EU societies. Across the continent, there is a perception of a huge flow everywhere, but during the “2015 refugee crisis”, the 1.3 million people who reached the continent represented only 0.2% of the EU total population. In 2017 migrants’ arrivals to Europe decreased by 60%, rising 204,300 people and reaching similar values than 2015.<sup>34</sup>

All that should have been manageable. However, across Europe, the anti-migrant sentiment has been demonstrated in public support for restrictive immigration and asylum policies, negative reporting on TCNs in the popular press, discrimination and racist or anti-migrant harassment and violence. The following data concerning the partners’ countries show the overall situation:

- **AUSTRIA:** total population 8,747,000. Public opinion in Austria concerning the influx of refugees is strongly divided. Still, a high number of individuals as well as civil society organizations are helping refugees - often voluntarily. Contradictory and often populist and alarmistic statements by politicians, selective reporting of criminal acts by refugees and asylum seekers public perception changed. As a consequence, many people felt justified in rejecting further admission of refugees, questioned the lack of solidarity of other EU partners and stressed that it was right to be worried.
- **CYPRUS:** Total population 847,008 - Foreigners born coming from non-EU are 69,321 people (8.18%). Despite the Refugee Law (2000), according to which all TCNs have equal rights with Cypriot citizens, there are concerns over the actual implementation of such laws and policies to reach the integration. Many attempts have been made to combat discrimination, however, CY

<sup>34</sup> <http://www.migrationpolicycentre.eu/opam/about/>

citizens hold anti-immigrant attitudes and the percentage of these attitudes is higher than the average of all Member States of the EU.

- **FRANCE:** total population 65.186.074. Fifty-seven percent of French people believe that there are "too many migrants" in France. Six out of ten people in France believe immigration has had a "negative impact", said the IPSOS Polling Institute. The media bombardment of images of migrants and refugees arriving on Europe's shores "have heightened the fear of uncontrollable migration throughout most of Europe, with the key issue being their ability to integrate". Indeed, 63% of those surveyed in France said most refugees "won't be able to integrate" which 60% were concerned about the effect of immigration on public services.
- **GERMANY:** Total population 81,197,537 - Foreigners born coming from non-EU are 6,210,058 people (7.65%) – Misperception represents 11.31%. Migration is discussed in society and politics and even influenced the past election. In some parts of the population, an anti-immigrant sentiment is taking the upper hand – a situation which is used by right-wing populist movements and parties that have claimed to represent "common people" and their fears.
- **ITALY:** Total population 60,795,612 - Foreigners born coming from non-EU are 3,989,783 people (6.56%). Compared to a decline in arrivals (- 34% compared to 2017), 23% of Italian citizens think that migrants are increasing more and more. There is a concern for racism: at least 7 cases of discrimination per day are reported, 69% of which for ethnic-racial reasons. Some media outlets and some political parties strengthen prejudices proclaiming that the basis of the social and economic problems is the TCNs presence.
- **SPAIN:** Total population 46,449,565. The foreign population in Spain has always been characterized by having a lower proportion of people from the EU than people from non-EU countries. In recent years, Spain has had a devastating economic crash, an influx of migrants and corruption scandals that left people fed up with politicians. All these factors might make Spain fertile ground for the sort of right-wing, anti-immigrant political parties gaining ground in other parts of Europe. But unlike much of the continent, Spain has no such far-right movement.

## 5.2 Conclusions

The carried out research, aimed at providing a picture of the state-of-the-art about legislation and first analysis of the initiatives focused on migrants' and/or refugees' labour and social integration, had pointed out that different measures were taken from each country to handle and welcome migrants arriving. Moreover, even if each country was dealing with different situations, migrants who were and are currently the most affected are Third-Countries Nationals. For this reason, the MigrEmpower partners decided to build and implement targeted interventions addressed to them.

The research undertaken on the legal framework both at European level and national level arise some considerations on the common ground:

- Language is rightly perceived as the main key for social and job market inclusion: each country has developed learning services to help migrant with the mother tongue of the country of reception;
- Residence status and regular documents of staying are needed to access the services for job placement;
- Even if housing is a fundamental aspect in the process of integration to acquire rights and to find a job, specific actions about it are still missing in some countries;
- The Cyprus government seems to be the more careful in the field of non-discrimination, there are many laws, with the ultimate aim of combatting any form of discrimination of migrants.

Lastly, the research, as well as the analysis of selected Good Practices, show that to promote civil coexistence and mutual respect against discriminations two fundamental aspects are pivotal:

- The promotion of educational and training interventions in the labour and social fields;
- The definition of a single, coherent and European political directorate that provides national legislation with right parameters.

### 5.3 Policy Recommendations

Bearing in mind the cultural differences of each country involved in the project and considering that in some of them there is a major issue about intolerance (for instance in Italy, Germany, France, and Cyprus, as reported in the National Reports) where “the hate climate” towards migrants has become an emergency, given the presence of different backgrounds such as:

- Geographic positions who define as border countries like Italy and Spain;
- The attractiveness of some countries like Germany and Austria for their Welfare and their reception system;
- The reality of the “transit” countries as Cyprus and Italy;
- Cultural attractiveness due to the main language of hosting countries as for France and Spain.

As challenged in the project proposal, the MigrEmpower project pursues “education and social inclusion as essential and key elements for migrants and refugees”. So, if:

- Pursuing an active dialogue with European institutions,
- Enabling exchanges of best practice, experiences and expertise,
- Disseminating information on key issues in the lifelong learning sector,

are considered as common reference points in many projects focused on migration, the following policy recommendations are proposed:

1. To ensure a fair asylum procedure for all refugees based on the factual situation in their countries of origin and to recognize the current dangers people have to face in countries on the war zone or simply reaching a better place to live. Moreover, efforts should be made to shorten its length and meanwhile the asylum seekers are waiting, to provide more support services to facilitate integration.
2. To widen the scope of the measures before the arrival, in order to prepare the hosting community for the reception and to the asylum system. It is a matter of a fact that the more successful experiences are those where the local community is involved.
3. To inform and support the local community about the situation that will have to face receiving migrants can induce positive behaviors. Where the inclusion projects involved citizens, it was found that improvement toward the overcoming of fears and prejudice were taken.
4. The principle of family reunion should be considered a right for all those who have a longer perspective of staying in the chosen country. Reunified families can ensure a better social inclusion of migrant people and also an improvement of the economies of hosting countries.
5. To simplify homologation processes and the recognition of migrants' previous education careers.
6. To promote education about migrants of local people living in the hosting countries by undertaking language courses and cultural activities. With the aim to a better local spread, as the reception facilities in some countries are often located in very remote areas.
7. Programmes should be more oriented to adapt migrants' educational and professional background in the hosting society in order to reduce their overqualification rate and to offer them more appropriate jobs, suited to their professional and educational profile.
8. To make it easier for foreigner people, non-formal qualifications to be recognized when applying for work. People with much experience in a certain field should be given chance to prove their abilities and skills when they lack the formal certificates or degrees and thus obtain work or a training position.
9. Need of establishing closer synergies among social and labour insertion programmes addressed to migrants and Public Administration is clear. Synergies should be created in all the fields related (health, education, housing, etc.), in order to provide a more efficient insertion in the hosting society, to elaborate common paths and objectives aimed at guarantying migrants and refugees' social and labour integration in the hosting society.
10. To strive towards simplifying the rules for job market access in order to promote the labour integration of migrant people or refugees. Asylum applicants who are in the often lengthy process waiting for a decision should have easier access to work. This makes them less reliant on benefits and allows them to feel useful in contributing to society.
11. To boost migrants' talent for entrepreneurship by making investments on migrant entrepreneurs.

12. To counter prejudices and facilitate a full integration of migrants that can contribute to society.
13. To promote intercultural understanding by implementing networking activities and initiatives.
14. To facilitate communication between hosting and origin countries in order to provide support to migrants since the country of origin.
15. More visibility of civil society organizations engaged in welcoming process of migrant and refugees and asylum.
16. To empower migrant women by organizing tailor-made activities.
17. To support more vigorously measures of educational intervention, of vocational training, of labor market inclusion and implement measures to facilitate the migrant's access to basic services (housing, healthcare, social inclusion activities).
18. Carrying out awareness campaigns in companies on the need of recruiting vulnerable groups and/or groups at risk of exclusion, providing them with specific training, cooperating in social dialogue roundtables, as well as by insisting on those differentiating factors which put them in a disadvantage position.

## 6. References

### EU level

- > European Union Agency for Fundamental Rights (FRA)
- > European Commission
- > Consortium for Applied Research on Migration (CARIM-East)
- > DG Home - General Directorate of Home Affairs
- > European Migration Network (EMN)
- > Eurostat
- > European Asylum Support Office (EASO)

### National level

- > All the information were taken from the National reports

### Additional sources:

- > International Organization for Migration
- > The UN Refugee Agency
- > The United Nations
- > OPAM, Observatorio Permanente Andaluz de las Migraciones