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# **Report on Good Practices (Deliverable 1.1 LION-Project)**

## **Synthesis Report**

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## List of Abbreviations

ACCMR	Athens Coordination Centre for Migrant and Refugee Issues
AMIF	Asylum, Migration and Integration Fund
AMKA (in Greek)	<i>Arithmos Mitroou Koinonikis Asfalisis</i> (Social Security Number)
CARE	Common Approach for Refugees and other Migrants' Health
Cedefop	European Centre for the Development of Vocational Training
Ciré	Coordination and Initiatives for Refugees and Foreigners
CSCs (KEP in Greek)	Citizens' Service Centres (CSCs, KEP in Greek)
CSO	Civil society organization
CUMG (KEDE in Greek)	Central Union of Municipalities of Greece
EASO	European Asylum Support Office
EC	European Commission
ECCAR	European Coalition of Cities against Racism
ECEC	Early childhood education and care
ECRE	European Council on Refugees and Exiles
EESC	European Economic and Social Committee
EFT	European Training Foundation
EIF	European Integration Fund
EIN	European Integration Network
EKEPY	<i>Ethniko Kentro Epixeiriseon Ygeias</i> (National Health Operations Centre)
E.K.K.A	<i>Ethniko Kentro Koinonikis Allileguis</i> (National Centre for Social Solidarity)
EMF	European Migration Forum
EMN	European Migration Network
ESDE	Employment and Social Developments in Europe
ESF	European Social Fund
EU	European Union
EURES	European Job Mobility Portal
FEPS	Foundation for European Progressive Studies
FGM	Female genital mutilation
FRA	European Union Agency for Fundamental Rights
GBV Protocol	Gender-based violence Protocol
GRC	Greek Refugee Council
HEN	<i>Health Evidence Network</i>
HRC	Hellenic Red Cross
IILT	Integrate Ireland Language Training
IO	International organization
IOM	International Organisation for Migration
KEELPNO	Hellenic Center for Disease Control & Prevention
LGBT	Lesbian, gay, bisexual, transgender
LION	Local Alliance for Integration
MdM	Médecins du Monde/Doctors of the World
MICs (SEMs in Greek)	Migrant Integration Councils
MIPEX	Migrant Integration Policy Index
MIR	Multicultural Initiatives and Resource Network
MLP	Mutual Learning Programme
MPI	Migration Policy Institute
MSF	Médecins sans Frontiers/Doctors without Borders
NCC	National Consultative Committees
NGO	Non-Governmental Organization
NHS	National Health System
OAED (in Greek)	<i>Organismos Apascholis Diagitikou Dinamikou</i> (Manpower Employment Organization)
OECD	Organisation for Economic Co-operation and Development
OMC	Open Method of Communication
OSS	One Stop Shop
PHAME- Programme	Public Health Aspects of Migration in Europe Programme
PPMI	Public Policy and Management Institute
PRAKSIS	Programmes of Development, Social Support and Medical Cooperation
PUO (DEKO in Greek)	Public Enterprise and Organization
RC	Reception Classes
RSER/DYEP	<i>Domes Ipodothis ke Ekpaidefsis Prosfygon</i> (Reception Structures for the Education of Refugees)
RVRN	Racist Violence Recording Network
TCNs	Third country nationals
TF MED	Taskforce Migration, Equity and Diversity
UAM	Unaccompanied minor
UNHCR	United Nations High Commissioner for Refugees
VAT	Value Added Tax
WHO	World Health Organisation
YWCA	Young Women's Christian Association

## Introduction

This report is part of the implementation of the Project funded by the European Union under the title: “Local Alliance for Integration (LION) (Start day: December 1 2017, duration: 24 months) funded by the European Union’s Asylum, Migration and Integration Fund (AMIF-2016-AG-INTE). The aim of this project is geared in that direction by creating a platform whereby consultations between actors of local society and third-country nationals (TCNs) will take place. Via this platform, both groups will have the chance to exchange opinions, share experiences and practices, establish strong relationships, enable common activities, and becoming the representative voice in the Migrant Integration Councils (MICs) which have operated since 2010 in Greece. The project has chosen the city of Thessaloniki to implement its actions since there is a large number of TCNs in Northern Greece and especially in and around the city of Thessaloniki<sup>1</sup>. In this project, integration is defined as “access to and participation in the following domains; employment, education, health care, social care and intercultural coexistence”. Methodologically, this report was based on desk research, three focus groups<sup>2</sup> and interviews<sup>3</sup>. The focus groups and interviews were conducted with an interview guide, which contained open questions concerning specific themes. This report attempts to present the policy and good practices on the EU-level and the level of EU-member states with particular attention to the case of Greece, regarding the social integration of TCNs through employment, education, health care, social care and intercultural coexistence, that have been adopted and implemented by the State, International Organizations (IOs) and NGOs. For practical reasons, this report will merely focus on the following groups of TCNs: asylum seekers and beneficiaries of international protection.

There exist a large amount of local initiatives to promote integration of TCNs in the different member states of the EU. The EU has undertaken several actions to collect good practices and to organise platforms where knowledge and experiences can be shared. This report will start off by describing a number of coordinating initiatives and will then discuss integration actions in the following domains; (i) employment, (ii) education, (iii) health care, (iv) social care and (v) intercultural coexistence. The list of practices mentioned in this report is not exhaustive, many more illustrations of good practices in the EU can be found. To describe good practices concerning integration, this report describes for each integration domain, good practices on the EU-level, in Greece and in other EU-member states, to allow for comparison between Greece and another EU-member state. The report concludes with a summary of important aspects of the good practices per domain and a summary of the situation in Greece per domain.

Good practices will be defined here as follows<sup>4</sup>;

1. Good Practices are **innovative**. A good practice has developed new and creative solutions to common problems that are consequence of immigration, poverty and social exclusion.
2. Good Practices **make a difference**. A good practice demonstrates a positive and tangible impact on the living conditions, quality of life or environment of the individuals, groups or communities concerned.
3. Good Practices have a **sustainable effect**. A good practice contributes to sustained eradication of poverty or social exclusion, especially by the involvement of participants.
4. Good Practices have the **potential for replication**. A good Practice serves as a model for generating policies and initiatives elsewhere.” This model of good practices however is not exhaustive.<sup>5</sup>

Before starting off, the general integration policy framework on the EU-level and on the national level in Greece are briefly described in the following paragraphs.

In the EU, migrant integration is formulated based on the Common Basic Principles for Immigrant Integration Policy (2004) and the Common Agenda for Integration (2005). In 2014, the Justice and Home Affairs Council reaffirmed the **EU Common Basic Principles for Immigrant Integration Policy** adopted in 2004, which set out a common approach to the integration of

<sup>1</sup><http://allianceforintegration.eu/the-project/>

<sup>2</sup>Note: the focus groups were conducted in Greece with practitioners and experts in the field of integration. The focus group on integration in the domain of health care and social care included representatives of the Ministry of Health, KEELPNO (CDC), MSF, IRC, EKPE – Society of Social Psychiatry and Mental Health, SRC – Spanish Red Cross, BABEL – Day Center for Migrants’ Mental Health (SYN-EIRMOS), EPAPSY- Association for Regional Development and Mental Health, PRAKSIS – NGO. The focus group on integration in the domain of employment, education and intercultural coexistence included representatives of representative of the Directorate for Social Integration, Ministry for Migration Policy Greece, the Hellenic Red Cross (HRC), UNHCR Greece, Ecumenical Refugee Program of the Church of Greece, GCR, the Municipality of Korydallos, Greece/Member of the Central Union of Municipalities of Greece (KEDE).

<sup>3</sup>Note: Concerning good practices in EU member states other than Greece, interviews were conducted with practitioners and experts from international organisations and NGOs. The interviews on the EU-level included representatives of the following organisations; the Center for societal wellbeing Brussels, Refugee Taskforce Ghent, Refugee Taskforce West-Flanders, IOM, Brussels reception agency for integration, Cell for Intercultural Mediation and Policy Support of the Federal Public Service Health, Food Chain Safety and Environment, Mentor Escale, Doctors without borders and Doctors of the world Brussels and PhD-researchers on Integration and refugees.

<sup>4</sup>Note: This definition is in line with the definition of good practices in the CARE project (CARE, 2016).

<sup>5</sup>CARE, 2016.

TCNs across the EU.<sup>6</sup> The **European Agenda on Migration** aims to provide the member states with tools to better manage all of the challenges related to migration.<sup>7</sup> Based on the European Agenda on Migration, the European Commission has put forward several proposals to address some of the integration challenges that EU Member States are facing. Central element is the Action Plan on the Integration of TCNs. With this **Action Plan on the Integration of third country nationals** (Supra), the Commission sets out policy priorities and tools for concrete actions to be undertaken at EU level in support of the action on integration taken at Member States' level, with a view to further develop and strengthen integration policies across the EU.<sup>8</sup>

Since 2015, Greece has been confronted with the largest number of refugees and migrants of recent years<sup>9</sup>. In 2018: 11.133 arrivals were recorded (until May 24th, 2018). From 2015 until now, there have been at least 48,000 migrants displaced within mainland Greece and in the islands.<sup>10</sup> Regarding the country of origin of those who applied for asylum through full registration procedures, from the starting date of the EU-Turkey Joint Statement implementation until March 18, 2018, it is noted that the vast majority (76.0%) of the applicants come from Syria (42.3%), Iraq (17.1%), Afghanistan (12.6%) and Pakistan (4.0%)<sup>11</sup>. Displaced persons who remain on the islands live in a state of limbo and are excluded from targeted state integration policies, as they fall under the 2016 EU-Turkey Statement. Yet, little information is available regarding the situation of those who reside in the mainland, and fall under the Greek State's integration strategy.

In Greece, the **"National Strategy for the Integration of Third-Country Nationals"** of the Ministry of Interior General Secretariat for Citizenship and Social Cohesion of 2013, included the following measures: Promoting the participation of TCNs through brochures, websites, telephone helpline, information campaigns, etc.); access to programmes and services of social welfare organizations for all TCNs (developing the intercultural skills of the providers of social services at all levels of the Government); training of professionals and front-line services on the specific needs of various groups of the population through the development of the intercultural competence of civil servants (training and information for school teachers attending migrant children, police, detention staff, healthcare professionals, etc.); education - Greek language courses; orientation courses; vocational training (training courses based on working conditions, and demand for professionals); entrepreneurship development (encouragement of Business and Innovation, support for business start-up by TCNs); recognition of professional qualifications; access to housing (ensuring equal opportunities in housing, fighting ghettoization, etc.); access to health (facilitating access to health services for TCNs, provision of emergency health care in temporary accommodation and reception structures, health care information); participation in social life (promoting active participation in all aspects of co-existing life, representation in associations and organizations, etc.).<sup>12</sup>

The draft of this National Strategy for the Integration of Third-Country Nationals which is under debate, was characterised during the focus group as "a good project" because it leaves the sphere of declarations and noble intentions and is more practical and entails essential interventions.<sup>13</sup> It addresses a number of issues that resulted from the presence of tens of thousands of people who have applied for protection.<sup>14</sup> It has not been published<sup>15</sup> yet.

The new target of the Ministry of Migration Policy is to render great importance to the local level; local integration. Education and employment are considered by the Ministry of Migration Policy as vital in order to enable all these individuals to move forward. Also, emphasis has been given to the issue of interculturalism and awareness of the host society, because unrecorded matters like acts of racist and xenophobic behavior exist.<sup>16</sup>

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<sup>6</sup>COM(2015) 240 final.

<sup>7</sup>[https://ec.europa.eu/home-affairs/what-we-do/policies/european-agenda-migration\\_en](https://ec.europa.eu/home-affairs/what-we-do/policies/european-agenda-migration_en).

<sup>8</sup>COM (2016) 377 final.

<sup>9</sup>UNHCR, 2018.

<sup>10</sup>Skleparis, 2018.

<sup>11</sup>Asylum Service, 2018.

<sup>12</sup>Ministry of the Interior/General Secretariat for Population and Social Cohesion National, 2013.

<sup>13</sup>Focus group on integration in the domain of employment, education and intercultural coexistence, Greece.

<sup>14</sup>Focus group on integration in the domain of employment, education and intercultural coexistence, Greece.

<sup>15</sup>Focus group on integration in the domain of employment, education and intercultural coexistence, Greece.

<sup>16</sup>Focus group on integration in the domain of employment, education and intercultural coexistence, Greece.

## Coordination initiatives

There exist a lot of small local initiatives and activities initiated by citizens related to different domains of integration of refugees. Consequently, it is important to establish a **platform** that gives an overview of the existing initiatives and/or enforces collaboration between these initiatives, exchange of information on good practices, and provides a space to establish new initiatives.

### Good practices on the EU-level

On the EU level a number of interesting initiatives exist to develop an **overview of 'good practices'**, to enforce cooperation and to promote integration activities.

**Migration Policy Group** is a working group that aims to work towards a Europe-wide knowledge base on migrant integration at urban/regional level and that aims to develop a **toolbox** for evidence-based local integration policies.<sup>17</sup>

**Mutual Learning Programme** (MLP) coordinates and promotes mutual learning between EU Member States. For example a thematic event on measures to support the integration of asylum seekers and refugees was held in Brussels on 22 June 2016. Given the many organisations working on the issue of integration, some member states are considering integrated data systems.<sup>19</sup>

On the **European website on integration**<sup>20</sup>, the publications of the European Integration Forum<sup>21</sup> are published. The European Integration forum is a platform for the greater involvement of civil society in the EU-level promotion of policies for the integration of TCNs. Initiatives to collect knowledge and expertise on integration: European Website on Integration<sup>22</sup> provides information on: action at EU-level in all policy areas relevant to integration; country-specific data (for instance responsible authorities and indicators); integration practices (that have been evaluated and) considered as good; access to EU funding (for instance to AMIF or ESF funded opportunities); and a library with news, documents and relevant events.

**European Integration Network**<sup>23</sup> (EIN) was established as a key measure of the 2016 EU Action Plan on the integration of third country nationals, the National Contact Points on Integration have undergone a make-over to become the European Integration Network- EIN brings together representatives of national public authorities<sup>24</sup>. Its primary role is to promote cooperation among EU Member States and to foster dialogue with European, national, local and regional authorities, as well as civil society organisations. EIN organises targeted study visits, peer reviews, workshops and mutual assistance actions on specific integration aspects.

The **European Migration Forum** (EMF)<sup>25</sup> is a platform for dialogue between civil society organisations and European institutions which meet once a year for two days of work. Its scope now covers topics related to immigration and asylum, in addition to integration issues. Based on a proposal from the EESC, a structured collaboration between civil society organisations, the EESC and the European Commission is in place via the European Migration Forum, which deals with all questions related to migration, asylum and integration. One of the achievements of this forum are the Common Basic Principles on Integration (Supra).

**Urban Agenda for the EU**<sup>26</sup> on **Inclusion of Migrants and Refugees** brings together European cities, the European Commission, national governments as well as civil society organisations to discuss and develop concrete actions and recommendations on integration. The focus is on reception, housing, employment and education.

**Integration Futures Working Group**, an initiative of MPI Europe<sup>27</sup>, is working to develop a new agenda for integration policy in Europe by bringing together senior integration policymakers and experts, civil-society officials, and private-sector leaders to create a platform for brainstorming. One of the pillars of the agenda is integration on the local level.

Moreover, the EU **Zaragoza Integration Indicators** are developed to evaluate integration of TCNs. The aim is to support the monitoring of the situation of immigrants to compare integration policies between the EU Member States. The EU's migrant integration indicators use Eurostat data and come from the Zaragoza Declaration (2010).

<sup>17</sup>Working group meeting of the Partnership on Inclusion of Migrants and Refugees, 22 November 2017, Brussel.

<sup>19</sup>MLP, 2016.

<sup>20</sup><https://ec.europa.eu/migrant-integration/home>.

<sup>21</sup>EESC and EC, 2012.

<sup>22</sup><https://ec.europa.eu/migrant-integration/>.

<sup>23</sup><http://www.ein.eu/>.

<sup>24</sup>Note: National authorities from all 28 EU countries and 2 EEA countries: Iceland and Norway.

<sup>25</sup><https://ec.europa.eu/migrant-integration/about-european-integration-forum>.

<sup>26</sup>European Commission; Urban Agenda for the EU, <https://ec.europa.eu/futurium/en/inclusion-of-migrants-and-refugees>.

<sup>27</sup>Note: MPI Europe is a nonprofit, independent research institute that aims to provide a better understanding of migration in Europe and thus promote effective policymaking. MPI Europe provides authoritative research and practical policy design to governmental and nongovernmental stakeholders who seek more effective management of immigration, immigrant integration, and asylum systems as well as successful outcomes for newcomers, families of immigrant background, and receiving communities in Europe (<https://www.migrationpolicy.org/programs/mpi-europe>).

### Good practices on the national level

The **Migrant Integration Policy Index (MIPEX)** project aims to measure, compare and assist public authorities concerning integration activities with the aim of improving the fair treatment, equal opportunities, empowerment and participation of legally resident third-country nationals in social, economic, political and cultural life.<sup>28</sup> **MIPEX** indicators were developed by IOM and allow to measure to what extent policies create equal opportunities and create the full participation of migrants across 8 key areas of integration.<sup>29</sup> Therefore it allows to compare different policies and to compare different practices.

A good practice that appeared to be crucial, is to have a **point of contact**: someone to address in case of any kind of questions; a coordinator. For example the OECD/EC Study 2016/2018 suggests the importance of improved vertical coordination and implementation at the relevant scale.<sup>30</sup> In Belgium, at the city-level, **Taskforce Refugees Ghent** is a good example thereof and is a good practice. It is a platform that covers the coordination of several organisations working in the field of asylum and migration, bridging organisations, refugees, companies, citizens, policy and stakeholders. In particular its activities entail the coordination of housing (professionals and volunteers help refugees find housing, availability of transit-housing); volunteers and sensitization (digital platform with overview of activities (mapping of existing activities) vacancies for volunteers, supply and demand, local map with all initiatives/organisations related to integration, organisation of groups to exchange information related to integration, documents of workgroup integration etc.); employment (sensitization of employers, job coaching, volunteering...); reception; education; language and intercultural coexistence (language classes); leisure (guiding towards existing activities, sports, youth organisations etc., and initiatives targeting refugees where refugees and citizens sport together, cook together, stroll around the city,...); establishment of networks (buddy-systems and establishing networks between refugees and local community).<sup>31</sup> Moreover, an interactive map was developed to guide newcomers towards service facilities in this city. This is the result of a cooperation with city services, the Public Social Welfare Centre, partner organizations, the University of Ghent, the civil society and volunteers to take coordinated and broadly-supported decisions to address the challenges facing the city. The role of the coordinator of Taskforce Refugees Ghent is to form a 'bridge' between the newcomers, the city and the citizens. Another important role of the coordinator, is to be a 'point of contact', and to give the message that all ideas are welcome. An inclusive approach on several life domains is being put into practice. Moreover, it is important to have another point of contact for each of those life domains (for example through cooperation with a responsible of the local housing service). Another task of the coordinator is to bring together organisations and also to establish working groups concerning particular topics/activities (Infra).<sup>32</sup> The first important element, is the importance of involving the citizens. Thereto they have organized an information session for the citizens in the neighborhood of the asylum center. In the information session answers were provided to the following questions; 'Who are refugees?', 'Who are asylum seekers?', 'What is the exact number of newcomers in this particular region?', 'What is the profile of the newcomers?', pictures of the asylum center were shown, and clear information was provided on how would be dealt with this, what the role of the coordinator would be etc. Moreover, 14 days later, in this neighborhood 2 brainstorm-sessions were organized; one for local organisations and one for the citizens, where everyone with constructive ideas was being welcomed. All kinds of initiatives led by local organisations, or by citizens, were being welcomed (for example a choir sung for the newcomers, newcomers cooked for the local citizens on the occasion of a neighborhood festivity, initiatives organized by schools etc.). Organisations and citizens were informed and their engagement was being supported; "Not to force anything, but to sincerely exploit the proposed/existing initiatives to the fullest."<sup>33</sup> Organisations and citizens approached the coordinator themselves. Newcomers access most of the activities through the asylum centers, public centers for societal wellbeing, institutions that organise integration courses, through the organisation of local initiatives in neighborhoods where a lot of newcomers live etc. TCNs are involved in the organisation of initiatives through the involvement of the Eritrean community organisation, the Syrian, the Somalian, the Afghan community organisations, but mostly they are involved on the level of the local organisations.<sup>34</sup>

Another good practice related to coordination is **Taskforce Refugees West-Flanders**<sup>35</sup>; this coordinating platform aims to inform about (mapping of existing initiatives etc.), coordinate (placing people from different organisations together, developing new projects, notice needs etc. ) and co-create different activities/initiatives (supporting initiatives and streamline). Moreover, they signal important needs/issues that organisations are facing. For example based on the detected needs, they organise trainings for volunteers and professionals because they heard that several organisations were planning to organise trainings, to prevent overlap, they brought together those particular organisations, to start a trajectory together and to clarify which organisation would want to organise which particular training.<sup>36</sup> In the framework of this Taskforce, a

<sup>28</sup>[www.mipex.eu](http://www.mipex.eu).

<sup>29</sup>MIPEX, *Indicators of Integration Policy Beneficiaries*, [http://www.mipex.eu/sites/default/files/downloads/Definitions\\_of\\_Who\\_Benefits\\_Outcome\\_and\\_Beneficiaries\\_Indicators.pdf](http://www.mipex.eu/sites/default/files/downloads/Definitions_of_Who_Benefits_Outcome_and_Beneficiaries_Indicators.pdf).

<sup>30</sup>OECD, 2017, Cf. [https://ec.europa.eu/futurium/sites/futurium/files/oecd\\_territorial\\_approach\\_to\\_migrant\\_integration.pdf](https://ec.europa.eu/futurium/sites/futurium/files/oecd_territorial_approach_to_migrant_integration.pdf).

<sup>31</sup>Taskforce Vluchtelingen Gent, 2018.

<sup>32</sup>Interview representative Taskforce Refugees Ghent.

<sup>33</sup>Interview representative Taskforce Refugees Ghent.

<sup>34</sup>Comparable initiative Cf. <https://www.gastvrijegemeente.be/initiatieven/lokale-migratiecoalitie-tielt>.

<sup>35</sup>Provincie West-Vlaanderen, *Taskforce Vluchtelingen Provincie West-Vlaanderen. Draaiboek*.

<sup>36</sup>Interview representative Taskforce West-Flanders.



welcome-module'<sup>37</sup> was organized.<sup>38</sup> The organisations they work with are non-profit organisations/initiatives set up by organisations/citizens, employment organisations, employers (also within the private sector) and local governments. Strengths of this project are the following aspects; quickly adapting to the existing needs; working on a local level; cooperation with companies (involving the private sector and cooperation private sector, non-profit organisations and local governments allows to really anchor the initiatives, and making use of each other's expertise). Challenges are the cooperation with employers and obtaining financial means for the continuation of projects that are working well. Another challenge are regular information-exchanges between projects, to allow them to learn from each other. In August 2016, Community support for Refugees in Belgium and the NGO Flemish Refugee Action launched a new **website** for asylum seekers and refugees in Belgium ([www.asyluminfo.be](http://www.asyluminfo.be)). In seven languages, the website provides advice, information and addresses that will help the asylum seeker through the asylum application and make integration easier.

The NGO Ciré updated the website on living in Belgium ([www.vivreenbelgique.be](http://www.vivreenbelgique.be)), within the framework of the creation of the welcome office for newcomers in Brussels, the introduction of a compulsory integration programme in Wallonia and the growing offer of citizenships workshops. 'Living in Belgium' is an information tool in French, composed of twelve thematic workbooks designed to enable trainers to have a wide range of useful information to familiarize newcomers in Belgium with their host society and to provide newcomers with information on Belgium's history, institutions, socio-economic characteristics, cultural life and fundamental values and norms.<sup>39</sup>

#### The case of Greece

In Greece the situation is similar in the sense that a lot of initiatives (organized by NGOs, citizens, municipalities etc.) are present, a coordinating platform would be very useful on the national and local level. A good example regarding 'coordination' is the **Athens Coordination Center for Migrant and Refugee issues** (ACCMR) was implemented by the Municipality of Athens in 2017 and is a good practice.<sup>40</sup> This initiative aims at the efficient coordination between the municipal authorities and stakeholders operating within the city, such as national and international NGOs, international organizations, and migrant and refugee community groups. Its goal is to shape the necessary conditions for the smooth integration of migrants and refugees currently living in the city of Athens, but also to deal with emergency situations linked with increased number of refugees. The ACCMR has been operating since June 2017 with an exclusive grant from Stavros Niarchos Foundation under the "Migration and Refugees Coordination Center & Observatory" project and with the support of Athens Partnership which manages the implementation of the project. The ACCMR operates within the framework of the Vice – Mayor's Office for Migrants and Refugees.

## Labour market

### EU-level

#### Legal/policy framework

On the EU-level, the right to work of persons with refugee status and persons under subsidiary protection is protected by art. 26 of Directive 2011/95/EU.<sup>42</sup> §1 "Member States shall authorise beneficiaries of international protection to engage in employed or self-employed activities subject to rules generally applicable to the profession and to the public service, immediately after protection has been granted."; § 2 "Member States shall ensure that activities such as employment-related education opportunities for adults, vocational training, including training courses for upgrading skills, practical workplace experience and counselling services afforded by employment offices, are offered to beneficiaries of international protection, under equivalent conditions as nationals."; §3 "Member States shall endeavour to facilitate full access for beneficiaries of international protection to the activities referred to in paragraph 2."; §4. The law in force in the Member States applicable to remuneration, access to social security systems relating to employed or self-employed activities and other conditions of employment shall apply."<sup>43</sup> Access to vocational training relating to an employment contract shall depend on the extent to which the applicant has access to the labour market.<sup>44</sup>

On the EU-level, even though asylum seekers' right to work is not protected by article 15§1 and §2 of the EU Charter of Fundamental Rights and Freedoms, the European Union has established a framework concerning asylum seekers' access to the labour market. Article 15 §1 of Directive 2013/33/EU (hereafter: recast Reception Directive) states that asylum seekers should be allowed to obtain effective access to employment "no later than 9 months from the date when they applied for international protection, if the decision has not yet been taken and the delay can not be attributed to the applicant".

<sup>37</sup>Note: the intention of this module is that people feel welcome, acquire a first knowledge about a number of topics within the society – such as health care, eating and drinking, documents and services - and get a first language course enabling them to express themselves.

<sup>38</sup>Cf. EMN, 2017.

<sup>39</sup>CIRÉ: <https://www.cire.be/le-cire/presentation/le-cire-pour-coordination-et-initiatives-pour-refugies-et-etranagers>; [https://www.cire.be/services/structure-d-accueil-des-demandeurs-d-asile/le-cire-et-laccueil-des-demandeurs-d-asile-en-belgique/coup-de-projecteur-sur-les-initiatives-citoyennes#13495393\\_10359505\\_79829678\\_5274180615887276065\\_o](https://www.cire.be/services/structure-d-accueil-des-demandeurs-d-asile/le-cire-et-laccueil-des-demandeurs-d-asile-en-belgique/coup-de-projecteur-sur-les-initiatives-citoyennes#13495393_10359505_79829678_5274180615887276065_o).

<sup>40</sup>Cf. <https://www.accmr.gr/el/%CF%84%CE%BF-%CE%BA%CE%AD%CE%BD%CF%84%CF%81%CE%BF-%CF%83%CF%85%CE%BD%CF%84%CE%BF%CE%BD%CE%B9%CF%83%CE%BC%CE%BF%CF%8D.html>;

<https://www.facebook.com/ACCMR.gr/>.

<sup>42</sup>Directive 2011/95/EU.

<sup>43</sup>Art. 26 Directive 2011/95/EU.

<sup>44</sup>Art. 16 Directive 2013/33/EU.

Nevertheless, although refugees and persons under subsidiary protection within the EU can access the labour market under the same conditions as foreign nationals, the legal framework concerning asylum seekers' access to the labour market leaves a much larger margin of appreciation for the member states. Consequently, large differences between member states exist in the way asylum seekers' access to the labour market is organised.

In the framework of the **Action Plan on the Integration of TCNs** (Supra), the European Commission will develop an online programme/tool to promote sharing of promising policies on labour market integration of refugees and, where there are good prospects of granting them protection, for asylum seekers.<sup>45</sup>

#### Good practices

In June 2016, the European Commission adopted the **New Skills Agenda for Europe**,<sup>47</sup> stating that the Commission will propose measures to promote the upskilling of low-skilled and low-qualified persons which could also be beneficial to TCNs.<sup>48</sup> Under the New Skills Agenda the EC has developed a "**EU Skills and Qualifications Toolkit**"<sup>49</sup>. This toolkit is designed for use by services providing assistance to TCNs (for example reception centres, employment assistance services etc.), and was developed for use in an interview situation to get to know the individual, his/her skills, qualifications and experiences.<sup>50</sup> The tool is multilingual and available in all EU languages (except Irish) and in Arabic, Farsi, Pashto, Sorani, Somali, Tigrinya and Turkish.<sup>51</sup> It allows to see two languages at the same time on the screen, to lower language barriers between practitioners and TCNs. The tool is available online and can be used free of charge. to support timely identification of skills and qualifications for newly arrived TCNs; to ensure that better information about qualification recognition practices and decisions in different countries is collected through the Europass portal; to improve the transparency and understanding of qualifications acquired in third countries, through the revision of the European Qualifications Framework.<sup>52</sup> This tool can be considered a good practice since the early assessment of skills is very important. This rests in assessing and validating non-formal and informal acquired skills and competences for sustainable, long-term labour market placement.<sup>53</sup> Educational skill-levels and age are two good criteria for designing different approaches: the measures that are most effective for older, low-skilled refugees may not be right for younger, highly educated refugees.<sup>54</sup> Findings suggested that positive effects of early access to the labour market may partially depend on applying a tailored approach and taking into account group-specific factors when organising facilitating services and programmes concerning asylum seekers' access to the labour market. For example OECD recommends early guidance according to the asylum seekers' educational level.<sup>56</sup> Therefore it is useful to map their knowledge, expertise and skills.

Employers who are providing apprenticeships for migrants and refugees, can join the **European Alliance for Apprenticeships**<sup>57,58</sup>. The European Alliance for Apprenticeships has effectively mobilised EU Member States, but also EFTA and EU candidate countries and a large number of stakeholders to engage in quality apprenticeships. It has facilitated networking, cooperation and sharing of good practices and Cedefop and the European Training Foundation (ETF) have provided strategic expert support.

Another initiative established by the EU to enforce labour market integration, is '**Employers together for integration**'.<sup>59,60</sup> It is an initiative that employers can join by describing their current and future actions to support the integration of refugees and other migrants in their workforce and beyond.<sup>61</sup> The aim is to give visibility to what employers are doing to support the integration of refugees and other migrants into the labour market.

#### National level

##### Legal/policy framework

Based on the MIPEX criteria, concerning the labour market integration, targeted/tailored support appears to be the major area of weakness in most countries. General services are only rarely able to address specific needs of foreign-trained, low-

<sup>45</sup><https://ec.europa.eu/migrant-integration/news/europe-integration-action-plan-of-third-country-nationals-launched>.

<sup>47</sup><http://ec.europa.eu/social/main.jsp?catId=1223>.

<sup>48</sup>COM(2016), 381 final.

<sup>49</sup><https://ec.europa.eu/migrant-integration/news/europe-eu-skills-profile-tool-for-third-country-nationals-released>.

<sup>50</sup><http://ec.europa.eu/social/main.jsp?catId=1412&langId=en>.

<sup>51</sup><http://ec.europa.eu/social/main.jsp?catId=1412&langId=en>.

<sup>52</sup><https://ec.europa.eu/migrant-integration/news/europe-integration-action-plan-of-third-country-nationals-launched>.

<sup>53</sup>MLP, 2016.

<sup>54</sup>McKinsey Global Institute, 2016.

<sup>56</sup>OECD, 2016<sup>1</sup>.

<sup>57</sup>Note: European Alliance for Apprenticeships is a platform that brings together governments with other key stakeholders, like businesses, social partners, chambers, vocational education and training (VET) providers, regions, youth representatives or think tanks. The common goal is to strengthen the quality, supply and image of apprenticeships in Europe, and more recently mobility of apprenticeships.

<sup>58</sup><http://ec.europa.eu/social/main.jsp?catId=1147&langId=en>.

<sup>59</sup>[https://ec.europa.eu/home-affairs/what-we-do/policies/legal-migration/european-dialogue-skills-and-migration/integration-pact\\_en](https://ec.europa.eu/home-affairs/what-we-do/policies/legal-migration/european-dialogue-skills-and-migration/integration-pact_en).

<sup>60</sup>Note: The Alliance was launched in July 2013 with a joint declaration by the European Social Partners (ETUC, BusinessEurope, UEAPME and CEEP), the European Commission and the Presidency of the Council of the EU. This was followed by a Council Declaration by EU countries.

<sup>61</sup>[https://ec.europa.eu/home-affairs/what-we-do/policies/legal-migration/european-dialogue-skills-and-migration/integration-pact\\_en](https://ec.europa.eu/home-affairs/what-we-do/policies/legal-migration/european-dialogue-skills-and-migration/integration-pact_en).

educated, young arrivals or migrant women.<sup>62</sup> In 10 EU member states, targeted work-related trainings are available.<sup>63</sup> Uptake of education and training was much higher (around 1/3) and more equitable for men/women and high/low-educated in the Netherlands and Nordics (up to 42% in Sweden). Hardly any non-EU adults (<9%) were accessing education and training in several parts of Central and Southern Europe (Greece, Italy etc.). Overall, uptake of education and training was only slightly higher among women, but much higher among high-educated men and women in most Western European countries (esp. Austria, Denmark, France, Italy and Switzerland). For many decades **Sweden** has been considered as being at the forefront of integration, as reflected in its high standing in the Migrant Integration Policy Index (MIPEX). An important element that could contribute to that is the multi-faceted comprehensive package, including Swedish language training, civic orientation and activities to promote labour market integration. At the start of the programme an individualised introduction plan is created for each refugee. During the programme the participants receive a benefit, conditional on their participation in agreed activities<sup>64</sup> greater training, coaching and assessment of skills (Luxembourg, Austria, Portugal); greater information for employers regarding employment of asylum seekers.<sup>65</sup>

In Germany, the Federal Employment Agency has developed programmes with a focus on the special needs of asylum seekers and refugees. For example, programmes such as **“Prospects for Refugees”**, **“Prospects for Young Refugees”** and **“Prospects for Female Refugees”** help these groups to gain occupational orientation combined with practical work experience in companies. The goal of these programmes is helping them to access the labour market and vocational training in Germany, the mapping of skills, skills assessments and qualification checks, as well as teaching job-related German. Young refugees can obtain information about access, structure and functionality of the dual vocational training system and the labour market. That helps to empower them to make an independent choice for an occupation, preferentially for dual vocational training. In 2016, about 7500 young refugees started just within the Project for Young Refugees. With the measuring system for skill assessment, early activation and language acquisition (Kompetenzfeststellung, frühzeitige Aktivierung und Spracherwerb), participation in an activation measure is combined with participation in an integration language course. Language skills are immediately and successfully used in practise, which increases learning effectiveness. Furthermore, participants become better acquainted with the requirements of the labour market.<sup>66</sup>

#### Good practices

The public employment service has a particular role to play in labour market integration.<sup>67</sup> It should actively fulfil its role as a facilitator of sustainable employment and also has to decide on additional qualifications the refugee may need to acquire to succeed in the national labour market.<sup>68</sup> An **employment service** that can be considered a good practice is for example **ManpowerGroup**<sup>69</sup>. They assess skills and scout talent in EU member States by implementing the EU Skills Profile Tool Kit for Third-Country Nationals (Supra) combined with ManpowerGroup’s own Testing system to identify employees’ potential and provide coaching, training, guidance and insights that help migrants and refugees identify the right experiences and exposure to foster achievement of their integration in the labor market. Moreover, ManpowerGroup engages employers by offering training, motivation and by showcasing Third-Country Nationals’ professional profiles. They aim to reach employers and actively engage them in debate to drive integration of refugees in the labour market. Manpower provides mentoring, training, support and follow-up to both Third-Country Nationals job seekers and employers in order to ensure continuity and sustainability in job placement. They aim to promote fast and long-term employment through upskilling and reskilling on the job mentoring program, diversity training and by providing language specific online safe spaces for peer support.<sup>70</sup> Another good practice is **RSL for Work**.<sup>71</sup> In the city of Roeselare, in Belgium, that project aims to guide immigrants to the labor market. One of the strengths of the project is that it combines an integration course with intensive job-coaching.<sup>72</sup> Moreover, attention was paid to a tailored approach, language learning and the development of intercultural networks. During group sessions, role-plays were organized to prepare for solicitation interviews, information was provided and they discovered the labor market (through visits to employment services, companies etc.). In discussion groups, they discussed barriers and conditions when entering the labor market in their city. Language coaching is provided, internships etc. RSL for Work is a collaboration between employment services, the Integration Agency and the city Roeselare. **Trainings, internships, and apprenticeships** are useful tools to give people easier access to the labour market: easy and equal access to those training possibilities, and to vocational education should be granted to refugees, even before they start working.<sup>74</sup> For newcomers

<sup>62</sup><http://www.mipex.eu/labour-market-mobility>.

<sup>63</sup><http://www.mipex.eu/labour-market-mobility>.

<sup>64</sup>OECD, 2016<sup>2</sup>.

<sup>65</sup>MLP, 2016.

<sup>66</sup><http://www.bamf.de/EN/Willkommen/DeutschLernen/DeutschBeruf/Bundesprogramm-45a/bundesprogramm-45a-node.html>. Cf. WHO European Region, 2018.

<sup>67</sup>OECD, 2016<sup>1</sup>.

<sup>68</sup>SOC/532.

<sup>69</sup><https://www.manpower.com/wps/wcm/connect/manpowergroup-en/home/about/>.

<sup>70</sup>Cf. [https://ec.europa.eu/home-affairs/what-we-do/policies/legal-migration/european-dialogue-skills-and-migration/integration-pact\\_en](https://ec.europa.eu/home-affairs/what-we-do/policies/legal-migration/european-dialogue-skills-and-migration/integration-pact_en).

<sup>71</sup>Interview representative Taskforce Refugees West-Flanders.

<sup>72</sup>“36 kwetsbare nieuwkomers zetten stappen naar werk terwijl ze Nederlands leren”, 2017, <https://www.roeselare.be/sites/default/files/bijlage/1214rsl4work.pdf>.

<sup>73</sup>Interview representative Taskforce Refugees West-Flanders.

<sup>74</sup>Stetter and Reuter, 2016.

vocational trainings and gaining job experience are one of the most effective interventions to improve labour market integration.<sup>75</sup>

Another good practice is JobRoad. JobRoad is a **networking**-project a collaboration between several employment services. The objective is for recognized refugees to more easily and efficiently find a job in Belgium. Local employment and a good working attitude are the basis of this project. Newcomers were invited to several companies to get to know the companies, afterwards selection interviews were organized. Further guidance and job counseling were provided for those who were not selected for the job.<sup>76</sup> The idea behind this project is 'integration through work'.<sup>77</sup> 40% of the participants has found a job in West-Flanders through this project. Their starting point are the existing needs in the labor market. They are usually contacted by Public centers of societal welfare or local governments, and then the employment services look for vacancies where the employer is willing to hire newcomers. They contact the employer, afterwards discuss again with the Public centers of societal welfare, profiles of potential candidates are screened, afterwards a group of 12 to 15 candidates is selected to visit a couple of companies. Afterwards it is possible to apply for the job. Their individual counselor working for the Public centers of societal welfare can be present there, that allows the counselor to obtain insight in barriers that a certain client encounters when looking for a job.<sup>78</sup>

**Refu-Interim** helps refugees to access **voluntary work** in Belgium, the association forms a bridge between employers and newcomers and creates a win-win situation for both through the volunteering that the newcomers do. The organisation moreover provides jobcoaching and trainings for refugees. Refu-Interim aims to enforce the social and professional self-reliance of newcomers and, help them establishing a network in Belgium and support them in developing their talents.<sup>79</sup> The aim is to allow newcomers to gain experience in the labour market, to allow them to practice the national language in the work place, to bring them into contact with employers and to enforce integration in society as a whole.<sup>80</sup> **Workplace Refugees Gent** is an ESF-funded project, that guides refugees and foreign speakers from third countries, including asylum seekers, in their search for a job in Belgium. The project started in 2016 and lasts until 2019. The project is a cooperation between several public services and the city of Gent and the aim is to establish a sustainable cooperation model. The project provides jobcoaching, access to voluntary work, language trainings in the work environment and activates employers.<sup>81</sup>

In Denmark '**Mentoring for Migrants**' can be considered a good practice. The goal of "Mentoring for Migrants" is to bring together experienced individuals from the business world – mentors – and people from a migrant background – mentees – and help them integrate into the Austrian labour market.<sup>82</sup> 'Mentoring for Migrants' was established in 2008 at the initiative of the Federal Economic Chamber (WKO) in cooperation with its project partners, the Austrian Integration Fund (ÖIF) and the Labour Market Service (AMS). Mentor and mentee set goals in their first meeting, then work together for six to 12 months to meet them.<sup>83</sup> Only migrants who have completed an apprenticeship or higher-level training, and have sufficient knowledge of the national language and have legal access to the Austrian labour market, can be selected for this programme. In 2017, nearly 1800 mentoring pairs had been formed, and many of the mentees had found a job. 34% of the mentees had been integrated in the labour market, 86% of the mentors indicated that they themselves had benefited from the programme.<sup>84</sup> Another good practice is **Duo for a Job**<sup>85</sup>. This project matches a young (between 18 and 30 years) TCN with a national citizen (more than 50 years old) in Belgium, to guide the young TCN in his/her search for a job. This service exists in the following cities; Brussels, Antwerp, Gent and Liège. The association recruits the "mentors" and "mentees", all mentors participate on voluntary basis. After a four-day training, the mentor accompanies for 6 months, a few hours a week, the mentee in his/her research work. Duets, once made, are guided receive individual attention throughout the accompaniment. DUO for a JOB also organizes trainings and regular meetings between mentors.<sup>86</sup> So far 687 mentors have participated in Belgium, 1296 duos have been trained, 71% of the participants has a positive result after 12 months and 53% of the mentees was employed after 12 months. Having a mentor (with an immigrant background or at least culturally sensitive) can play a particularly important role<sup>87</sup> for immigrants' labour market integration. An example of an organisation that starts from a skills-based approach is "**From Syria with love**"<sup>88</sup>. It is a refugee-based catering-organisation in Belgium started by a female refugee/mentor and employs female refugees and asylum seekers. That project starts from the belief in the capacities of

<sup>75</sup><http://www.mipex.eu/labour-market-mobility>; Vandermeersch, De Cuyper, De Blander & Groenez, 2017.

<sup>76</sup><https://www.accentjobs.be/nl/blog/2017/11/15/201711-jobroad-refugees-on-the-road-to-a-job>.

<sup>77</sup><https://www.voka.be/nieuws/jobroad-integratie-door-werk>.

<sup>78</sup>Interview representative Taskforce Refugees West-Flanders.

<sup>79</sup><https://www.refuinterim.be/missievisie/>.

<sup>80</sup><http://www.refuinterim.be/missievisie/>.

<sup>81</sup><https://stad.gent/gent-stad-werking/initiatieven-van-gent-stad-werking/esf-project-werkplek-vluchtelingen-gent>.

<sup>82</sup>[wko.at/mentoring](http://wko.at/mentoring).

<sup>83</sup>McKinsey Global Institute, 2016. For a similar initiative Cf. "Women at work: The KVINFO Mentor Network", Cities of Migration, October 2009, [http://citiesofmigration.ca/good\\_idea/mentoring-that-takes-the-other-out-of-the-picture/](http://citiesofmigration.ca/good_idea/mentoring-that-takes-the-other-out-of-the-picture/).

<sup>84</sup><http://hafh.eu/mentoring-for-migrants-2/>; <https://www.wko.at/site/Mentoring/MigrantInnen/en/english.html>.

<sup>85</sup>Duo for a job, *Jaarverslag 2017. Duo for a job. Intergenerational coaching.* <https://www.duoforajob.be/wp-content/uploads/2018/06/Annual-Report17-NL-web2.pdf>.

<sup>86</sup><https://ec.europa.eu/migrant-integration/intpract/mentoring-project---duo-for-a-job>.

<sup>87</sup>Cedefop, 2014.

<sup>88</sup><https://www.fsyrilovlove.com/>.

female asylum seekers and moreover, the female refugee who leads the organisation may function as a role model/mentor for (female) asylum seekers.

**Part-time and combination options to integration** (for example, combining different training modules and/or combining job placement/training) instead of sequential approaches to integration, can be more effective and support the participation of those with other responsibilities (for example, those with childcare responsibilities).<sup>89</sup> In the existing literature<sup>90</sup>, knowledge of the national language is mentioned as the biggest obstacle, asylum seekers tend to learn a language quicker when their linguistic skills are directly applied in the context of a vocational training or in a work environment.<sup>91</sup> In France **ACCELAIR** can be considered a good practice, implemented in the framework of a renewing, complex network of actors (firms, public institutions, private actors), it combines accommodation and vocational training including **language training linked to the vocational training**. ACCELAIR aims to promote the socio-professional inclusion of people with refugee status or persons under subsidiary protection in France.<sup>92</sup> This programme allows them to more quickly find a job. Furthermore, the complex network of actors involved, seems to meet the need<sup>93</sup> for close inter-institutional cooperation between the Public Employment Service (PES) and educational/vocational system as well as public authorities for asylum seekers. **Cooperation with employers** is crucial for the labour market integration of refugees, and it should be presented as a win-win since refugees can fill in different types of shortages/skill-gaps.<sup>94</sup> Through providing employers with guidance on the legal framework, supporting measures from the PES (e.g. facilitating meeting between the employer and the candidate) and involving them to offer individual job placements, for example in Sweden a number of ‘company advisors’ are employed for that purpose.<sup>95</sup> In Denmark, the volunteer-based organisation Venligboerne (Kind Neighbours) that has more than 90 Facebook groups based in different districts, towns and cities in Denmark and abroad is being widely praised by its 150,000 or so members and refugees as being one of the country’s most accessible support networks for newcomers. For many, it offers the first opportunity to participate in the labour market and receive practical information on different domains.<sup>96</sup>

Supporting TCNs to become **entrepreneurs** can also be a good practice. In the UK, for instance, 17.2 percent of non-UK nationals have started their own businesses, compared with only 10.4 percent of UK nationals.<sup>97</sup> Moreover, startups founded by migrants are on average more growth-oriented than those of non-migrants in countries of all economic development levels. Initiatives that support refugees in starting their own businesses thus could be particularly effective. For example in Germany in Berlin the Chamber of Commerce and Industry organises monthly **start-up classes for refugees**, in German and Arabic. In those classes they are informed on the requirements and available support when starting a business.<sup>98</sup> Moreover, those classes connect them with successful refugee entrepreneurs that can act as mentors and can link newcomers with networks of businesses, clients etc.<sup>99</sup> **Project AZO** is an ESF-project that supports refugees to become entrepreneurs in Belgium and to start their own enterprise. They organise information sessions for refugees and together with their consultant, they help the refugee decide what way to entrepreneurship would be most suitable.<sup>100</sup>

When guiding TCNs to employment, it is important to take into account their **level of education** (Supra). ‘**Alfa to work**’ is an initiative supporting illiterate immigrants to find a job, organised by the Center for Basic Education in Belgium. It provides intensive education to learn the national language, and entails a societal orientation course, basic ICT course and a basic math course. The aim is to work on illiterate immigrant’s reading and writing skills and at the same time to provide basic competencies that are necessary to access the labor market in Belgium. In parallel with the courses, an individual counselor, is provided to guide them towards education or employment.<sup>101</sup> This group of immigrants is mostly guided towards cleaning services, gardening services, and bottleneck professions.<sup>102</sup> The employment of illiterate immigrants is considered as a challenge, the project ‘Alfa to work’, focuses on the employment of illiterate immigrants, taking into account their needs and is thus considered a good practice. Another strength is the provision of specific training in labour sector-specific domains such as agriculture etc.<sup>103</sup> Another good practice is **@Level2Work**. It is an AMIF-funded project that guides high-educated immigrants towards employment in Belgium.<sup>104</sup> The website provides practical information for the immigrants related to working in Belgium; an overview of elements needed to look for a job in Belgium, referrals to job counseling and job sites. Moreover, it provides information on diploma-recognition. It also provides practical information on studying in Belgium; an overview of elements needed to look for a job in Belgium; referrals to study counseling and information about Dutch courses. Furthermore, the website provides information for employers who would want to hire a high-educated newcomer; a practical

<sup>89</sup>MLP, 2016.

<sup>90</sup>Cebulla, Megan & Zurawan, 2010; UNHCR, 2013.

<sup>91</sup>EQUAL, 2007.

<sup>92</sup><http://www.forumrefugies.org/missions/missions-aupres-des-refugies/programme-d-integration-des-refugies-accelair>.

<sup>93</sup>MLP, 2016.

<sup>94</sup>MLP, 2016.

<sup>95</sup>MLP, 2016.

<sup>96</sup><http://www.venligboerne.org/afdelinger/>.

<sup>97</sup>McKinsey Global Institute, 2016. Cf. OECD, 2010; Centre for Entrepreneurs and DueDil, 2014.

<sup>98</sup>[https://www.ihk-berlin.de/English/en/Working\\_in\\_Berlin/Visa/Business\\_and\\_start\\_up\\_entrepreneurs\\_from\\_third\\_countries/2260072](https://www.ihk-berlin.de/English/en/Working_in_Berlin/Visa/Business_and_start_up_entrepreneurs_from_third_countries/2260072).

<sup>99</sup>Papademetriou & Benton, 2016.

<sup>100</sup><https://projectazo.be/home-en/>.

<sup>101</sup>[https://www.vdab.be/opleidingen/aanbod/E24311/Alfa\\_naar\\_werk](https://www.vdab.be/opleidingen/aanbod/E24311/Alfa_naar_werk).

<sup>102</sup>Interview representative Taskforce Refugees West-Flanders.

<sup>103</sup>EEESC, 2016.

<sup>104</sup><https://www.atlevel2work.be/nl/>.

checklist for employers hiring an immigrant (residence permits and work permits, the value of foreign diploma's, how to enter into contact with high-educated immigrants), information about trainings in the workplace, support for employers (language-support, legal support, financial support), mentoring a high-educated immigrant, and information based on experiences of other employers. For the immigrants, the project provides a sector-focused integration trajectory for high-educated TCNs, since they often end up working in jobs for which they are overqualified. "The objective is to recognize their know-how (degrees and/or experience) and to lead them towards a job 'on their educational level' and to also make use of their potential in the national economy, therefore it is a win-win situation."<sup>105</sup> In Brussels for example the project focuses on IT and on the other hand on the health care sector, because there are a lot of employment opportunities in those sectors. Workshops were organized in cooperation with companies and organisations working in the particular sectors. The project is the result of a cooperation between local employment services, the Integration Agencies and HIVA.<sup>106</sup>

A good practice focusing on labour market integration of a vulnerable group is 'Growtework', it is a project adapted to the needs of young newcomers, first the OKAN-teachers are being trained to teach a part of the 'adapted integration trajectory' (information about the labor market in Belgium, deciding on a job target, and an individual job counselor of the employment services, develops a training-plan. At the same time they already go to an employment service and work for 1 day in different sectors. Currently 72 youngsters are participating.<sup>107</sup> In Austria, the **DYNAMO**-network (Integrationshaus, Volkshochschule Ottakring and Volkshochschule Rudolfsheim) organizes 3 different sub-programmes. The "**J-u-L-I-A**" courses aim to facilitate labor-market integration of young migrants, refugees and beneficiaries of subsidiary protection (between fifteen and twenty-one years)<sup>108</sup> occupational orientation, application training and presentation techniques, training in relevant terminology for specific professions, IT trainings, English language training, social studies, psychosocial counselling. One important aspect of the subprogramme is to provide practical experience in terms of internships in various businesses. During these phases of getting to know the world of labour market they are accompanied by so called 'mentors' who received a specific training offered by the Integrationshaus. After the final stage of the project the participants should have signed a contract on apprenticeship or even employment.<sup>109</sup> Female asylum seekers and beneficiaries of international protection face even more challenges in accessing the labour market,<sup>110</sup> and they integrate less successfully in general.<sup>111</sup> One initiative in Spain called **The Lighthouse**, focused on strengthening and empowering migrant women in their linguistic, emotional and social skills in order to improve integration. Other actions covered information and support for women who were victims of trafficking and prostitution. Social interpreting initiatives run by female migrants aimed at making medical and social interpreters available to institutions, providing linguistic training for migrant women and promoting the recognition of women's skills and qualifications.<sup>112</sup> The Lighthouse was an initiative by the non-profit organisation Fundació Privada La Salut Alta. The aim of the initiative was to offer migrant women a place that, like a lighthouse, would guide them on their path to integration. The initiative created spaces where locals could connect with migrants. The Lighthouse also offered them training and assistance in their contact with educational, medical and social services. In addition, the initiative also provided training to migrant children in order to help them begin attending schools with local children as soon as possible.<sup>113</sup> In Italy, a good practice focusing on women who have been trafficked is Casa Rut. 'Casa Rut'<sup>114</sup> is a shelter for immigrant women (no matter their legal status) who were victims of human trafficking, in the shelter vocational trainings are provided. This organisation has earned respect in the local community, important was that "people started to see that the people they were bringing in were adding value to the community." Another strength is that the staff know the language and culture well and have established good links with the police, local stakeholders and community. A challenge is the risk of prejudices for example towards particular cultural backgrounds.

#### The case of Greece

##### Legal/policy framework and context

Following a Joint Statement by 25 NGOs in August 2017, a Circular from the Secretary General of the Ministry for Migration Policy issued 13 February 2018 clarifying the process of **issuance of social security number (AMKA) to beneficiaries of international protection and asylum seekers in Greece** provisions on the employment of beneficiaries of international protection and other provisions"<sup>115</sup>, includes, inter alia, provisions on the conditions, rights and obligations for incoming third country nationals - beneficiaries of international protection.

A circular was issued for the granting of Social Security Number (AMKA) to beneficiaries of international protection and asylum seekers, by which: The procedure for the granting of Social Security Number (AMKA) to beneficiaries and applicants for international protection and to unaccompanied minors is facilitated. Due to the special status of unaccompanied minors,

<sup>105</sup>Interview representative Brussels reception agency for integration.

<sup>106</sup><https://www.atlevel2work.be/nl/>.

<sup>107</sup>Interview representative Task Force West-Flanders.

<sup>108</sup>EMN, 2012.

<sup>109</sup>EMN, 2012.

<sup>110</sup>Sansonetti, 2016; OECD, 2008.

<sup>111</sup>OECD, 2015; COM(2016) 377 final.

<sup>112</sup>EESC, 2016.

<sup>113</sup>[www.fundaciolasalutalta.org/que-fem/far/](http://www.fundaciolasalutalta.org/que-fem/far/).

<sup>114</sup>Caretta, 2015.

<sup>115</sup><https://www.synigros.gr/resources/docs/n-4375-2016.pdf>.

it is stipulated that the Social Security Number (AMKA) field of the representative is not required. Simplification of the extradition procedure in case of mass representation (one application with all names) is required.<sup>116</sup>

Rights of the beneficiaries of international protection in Greece (recognized refugees and beneficiaries of subsidiary protection) are regulated by Presidential Decree 141/2013, which incorporates the recast Directive 95/2011/EC on the procedures of determining refugee status. Beneficiaries of refugee status and beneficiaries of subsidiary protection, in order to have access to employment, need valid residence permits, according to Law 4375/2016, Art. 69. In accordance with Article 35 of Presidential Decree 141/2013<sup>117</sup> and Article 128, Paragraph 2 of Law 4251/2014, "Integration policies and the actions that are included in them, apply to all legal residents - TCNs - and to members of their families". Article 27 of the same Law, Presidential Decree 141/2013<sup>118</sup>, entitles the beneficiaries of international protection to work as wage/employed/employees or as self-employed/independent professionals/occupational workers, in accordance with the provisions of Presidential Decree 189/1998. For the beneficiaries of international protection, the existing provisions concerning remuneration, access to the social security system, employed/wage or self-employed activities, as well as to the working conditions, apply.

Asylum seekers and beneficiaries of protection status for humanitarian reasons who were recognized before 2013 by the Hellenic Police and thus belong to the old system (Presidential Decree 189/1998), are entitled to receive work permits, on condition that a research of the labour market is conducted, according to Article 4 of the same Presidential Decree, by the Manpower Employment Organization (OAED) and depending on whether there are Greeks, European Union nationals, or other foreigners, who have already been living in Greece, or legal migrants who are interested in this particular job position and specialty in which the foreigner is interested, the permit is given or not, by the related services of the Region. , they do not receive any special assistance and face serious difficulties in fulfilling their tax obligations, a matter which affects their ability to enjoy social rights, such as access to welfare and unemployment benefits.<sup>119</sup>

Law 4375/2016, Articles 69 and 71, provide for complete and automatic access to the labour market for persons with refugee status. However, in reality, unemployment rates are very high, which is partially but not exclusively attributed to the lack of Greek language skills. Additionally, refugees face obstacles in enrolling in vocational training programmes as the majority of them cannot provide evidence (high school degrees, diplomas etc.) of their educational background, which is a prerequisite for participating<sup>120</sup>. The rigidity of the formal labour market is somewhat offset by a relatively large informal economy. Although by law the Greek state stipulates that beneficiaries of international protection have the right to work, the state cannot guarantee them recruitment, as it is unable to secure jobs for Greek citizens either.<sup>121</sup> Access to the labor market is one of the major pillars of the integration process. The challenge for Greece, a country with an official unemployment rate of over 20%, is to find ways to facilitate migrant integration.<sup>122</sup> In principle, legally residing TCNs enjoy equal access to the labour market as Greek nationals, with a few exceptions (e.g. restricted access to public sector jobs). In practice, however, they are still mainly employed in low status/low-wage, low-skilled and high-precariousness jobs, while they also face large percentages of unemployment<sup>123</sup>. In Greece, migrants, refugees and beneficiaries of subsidiary and humanitarian protection are concentrated and entrapped in manual labour, agriculture, constructions, crafts, domestic work, food services, hotel, cleaning, personal care services and itinerant trade. Also, a proportion TCNs who cannot be recorded due to a lack of detection or control is trapped in illegal employment, exploitative and/or forced labour via organised crime and/or human trafficking networks. The work and employment of migrants, persons with refugee status and beneficiaries of subsidiary and humanitarian protection is not attractive, does not offer social status and is socially inferior. 24% of GDP of Greece is shaped by the informal economy.<sup>124</sup> The country has one of the highest rates of uninsured workers (37.3%) and the highest percentage of irregular third-country-national workers (4.4%).

The **National Strategic Reference Framework (NSRF)** (2014-2020), includes **actions of social integration** of marginalized communities, such as immigrants, asylum seekers and refugees, et al., based on four pillars: housing, employment, education and health, aiming at: a) The establishment of new and/or improvement of existing housing facilities for individuals experiencing, or are faced with the problem of homelessness, b) The decline of school dropouts, c) The provision of services of health, sanitation and welfare, d) Information and individual empowerment, e) Vocational and business counselling and training, and f) Strengthening of employment via community service and social entrepreneurship. (AMIF), which was approved by the European Commission in 2015, an Action is planned/provided for with the title "Strengthening the relations of Greece with the countries of origin of third country nationals and implementation of programmes for the better integration of third country nationals in the host society". One of the corresponding actions are those of the Manpower Employment Organization (OAED in Greek) carried out for the battle against unemployment through economic contributions by the Organization. This scheme applies indiscriminately<sup>125</sup> to Greek citizens and citizens of third countries legally residing in the

<sup>116</sup><http://mindigital.gr/index.php/pliroforiaka-stoixeia/2386-2018-2>.

<sup>117</sup>Directive 2011/95/EU.

<sup>118</sup>UNHCR Greece, 2014; *Presidential Decree No. 141*.

<sup>119</sup>UNHCR Greece, 2014. Cf Hatzopoulos et al., 2017<sup>2</sup>; Fouskas & Tseveris, 2014.

<sup>120</sup>Directorate-General for Internal Policy, 2017.

<sup>121</sup>Grizis, Tsinisizelis, Fouskas, Karatrantos & Mine, 2015.

<sup>122</sup>Cf. Fouskas et al., 2018.

<sup>123</sup>Konstantinou et al., 2017.

<sup>124</sup>Schneider & Williams, 2013.

<sup>125</sup>Sousourogianni, A., Hellenic Manpower Employment Organization (OAED in Greek), interview on 14/06/2018, in Fouskas et al., 2018.



Greek territory<sup>126</sup>. Targeted actions of the Ministry of Labour, Social Security and Social Solidarity for Refugees are planned (2018).

In the focus group it was stated that one should understand the needs of the country and then implement operational projects. It was said that regarding the employment, solutions will be found by recording the labor force profile, assessing the labor needs of the country, and by the division of labor, i.e. division by categorizing job opportunities according to the skills required. UNHCR's funding instruments and the EU can be used to implement a local employment pact<sup>127</sup> participation of active individuals, professionals who can organize relationships and have the necessary qualifications, such as teachers, that is also needed.

According to Article 3-1 of Presidential Decree 189/1998 regarding the **vocational training** of refugees/ foreigners, those who have been granted refugee status in Greece can enroll in the training programmes of the Manpower Employment Organization (OAED) on the same terms and conditions that apply to Greek nationals<sup>128</sup>. Greece is one of the three EU member states with no support programmes for job finding which specifically target individuals with a low or high level of education.

The Employment Office considers the knowledge of the language an essential parameter, as well as having a Social Security Number (AMKA), Taxpayer's Identification Number etc., in order to be able to include the asylum seeker or the refugee in the above process. Beyond that, work and accommodation are what essentially complements and completes the "integration puzzle".<sup>129</sup> Presently, the Citizens' Service Centers (CSCs, KEP in Greek), systematically refuse to issue Taxpayer's Identification Numbers. The necessity to remove this obstacle was emphasised in the focus group. Moreover it was stated that there is a need for a macroeconomic approach apart from the micro-approach to individual parts.<sup>130</sup>

One of the action lines of the new National Strategy for Integration of the Ministry of Migration Policy is "Targeted Policies for Vulnerable Social Groups of Immigrants, Applicants and Beneficiaries of International Protection", focusing on vulnerable groups of TCNs (such as UAMs, LGBTs, the elderly, pregnant women, disabled migrants, etc.). That includes counseling by migrant female workers (mentoring) to same gender individuals who face problems of joining the labor market; promotion of the 'host family' institution for UAMs and Pilot programmes for learning the Greek language adapted to the needs of people with disabilities.

### Good practices

**Job counseling services**- Ministry of Labour, Social Security and Social Welfare as the Official Authority, designed, announced, commissioned CSOs to implement, and monitored the implementation, of counseling programmes under the Multiannual Programme 2008-2013 (operational period January 1, 2009-June 30, 2015), under the co-funding of the European Refugee Fund (ERF), that were addressed to asylum seekers and individuals under international protection<sup>131</sup>. The Manpower Employment Organization (OAED) aims at the strengthening of the provision of employment services to unemployed individuals, and the development of policies and measures through targeted interventions, to tackle unemployment. A key field of priority of the organization, is the provision of counseling services, which constitute dynamic interventions for activating and mobilizing unemployed individuals and facilitating their integration into the labour market. **The Manpower Employment Organization**, following the decision of its Board of Directors, now provides for the first time the possibility to record in the Organization's Unemployment Register groups of the population including beneficiaries and applicants (asylum seekers) of international protection. In order to prove the place of residence of the above unemployed populations, the following documents are now accepted: certificate of temporary accommodation facilities or certificate of residence in a concession or concession contract for unemployed refugees and asylum seekers. Within the framework of the above initiative, the Ministry will activate programmes for the integration of refugees into employment, including through the Social and Solidarity Economic Bodies<sup>132</sup>. Manpower Employment Organization (OAED) offers Counseling and Professional/Occupational Orientation Services regarding Career Management, so that the beneficiaries are able to decide which occupation/profession they could exercise, according to their professional/occupational profile, the characteristics of the job position and the prospects of the labour market. The Orientation Service is addressed either to individuals who are entering the labour market for the first time without a clear career prospect/goal, or to individuals, who need to decide on a change of profession<sup>133</sup>. The benefits from the participation of the unemployed individual to a group of Counseling of Vocational Orientation, are: Investigation of their skills, abilities, values, interests and personal characteristics; Professional/occupational development; Information on educational opportunities, vocational training, employment; Composition of the professional/occupational profile (professional/occupational interests, values, skills, abilities and personal characteristics) in relation to the prerequisites of the requested job position. The counseling services offered by the

<sup>126</sup>SousourogianniA., Hellenic Manpower Employment Organization (OAED in Greek), interview on 14/06/2018, in Fouskas et al., 2018.

<sup>127</sup>Focus group on integration in the domains of employment, education and intercultural coexistence, Greece.

<sup>128</sup>Presidential Decree 189/1998 (Official Gazette of the Hellenic Republic 140, issue A').

<sup>129</sup>Focus group on integration in the domains of employment, education and intercultural coexistence, Greece.

<sup>130</sup>Focus group on integration in the domains of employment, education and intercultural coexistence, Greece.

<sup>131</sup>Ministry of Labour, Social Security and Social Welfare Greece, 2015.

<sup>132</sup><http://mindigital.gr/index.php/pliroforiaka-stoixeia/2386-2018-2>.

<sup>133</sup>Cf. [http://www.oaed.gr/index.php?option=com\\_content&view=article&id=453&Itemid=789&lang=en](http://www.oaed.gr/index.php?option=com_content&view=article&id=453&Itemid=789&lang=en).



Manpower Employment Organization (OAED), are: Counseling and Career Guidance Career Management, Counseling regarding Job Searching and Counseling regarding Entrepreneurial Initiatives<sup>134</sup>.

**Information** regarding their rights in terms of access to the labour market is of particular importance as well, because many, even though they reside in Greece for years, are unaware of their rights.<sup>135</sup> The **Hellenic Labour Inspectorate (SEPE in Greek)** will publish **informative material** on the labour rights of third-country nationals living and working in Greece. The material will be translated into several languages and will be available in electronic and printed form.<sup>138</sup>

In addition, the **NGO PRAKSIS** implements the Programme “**Employability Center**”, PRAKSIS implements the Programme “**Employability Centre**”, within the context of the Athens Solidarity Centre in the Garrison headquarters (Athens Solidarity Centre at Froufarchio), where free of charge supportive services for unemployed men and women are provided in Greek, English and French. Vocational counseling, online job searching with the support of specialized consultants, group workshops, seminars and networking activities are some of the actions taken, aiming at the support and development of the skills of the beneficiaries of the programme. In addition, an innovative element of the “**Employability Centre**” comprises the online networking platform for the beneficiaries with enterprises/businesses/companies that participate through their Corporate Social Responsibility programmes. Employment counseling services are addressed to, among other vulnerable groups, immigrants, asylum seekers and refugees<sup>139</sup><sup>140</sup>. NGO PRAKSIS operate with the support of the NGO Solidarity Now<sup>141</sup>, the Municipality of Athens<sup>142</sup>, the EEA Grants<sup>143</sup>, and the Embassy of Norway<sup>144</sup>.

**NGO CARE** assists refugees to acquire essential national documentation. This service is vital not only for refugees but also for a series of public authorities in Greece. In collaboration with the national public authorities, CARE has already assisted more than 150 refugees and asylum seekers by providing valuable information in their own languages regarding their labour and social rights<sup>145</sup>. In March 2015 the Municipality of Thessaloniki in cooperation with the NGOs PRAKSIS and ARSIS implemented the programme “**Housing and Reintegration**” funded by resources of the General Secretariat of Welfare of the Ministry of Labour, Social Security and Welfare, with Management Authority the National Labour and Human Resources Institute (NLHRI). The programme lasted one year and aimed at the direct transition to autonomous forms of living for seventy five individuals or families that face homelessness, by providing services of housing and social care. The Programme included both refugees and migrants. It aimed at a broader and more complete management of social needs via integration, either via the provisions offered or through interconnection with specialized institutions. The ultimate goal was the complete independence and reintegration in the social fabric of at least sixteen (16) individuals who were facing housing problems, via the provisions of services of employment reintegration and return to the labour market, or securing of an adequate income (e.g. pension). The beneficiaries emerged after social surveys from those registered in social structures of the Programme “**Social Structures of Addressing Poverty in the Municipality of Thessaloniki**” operating in the Municipality of Thessaloniki. The services that were provided to the beneficiaries of the programme were the following: Financial support in relation to housing, debts for Utility Companies (DEKO), food, clothing and footwear; Monitoring of financial management; Psychosocial support; Work Counseling/Promotion in the labour market; Subsidized employment reintegration; Linking/Interconnection to a network of services according to the needs; Referrals to specialized services.<sup>146</sup> Moreover, **Hellenic Red Cross (HRC)** provides special counselling service regarding procedures and rights, the required documents etc. In addition, the HRC provides Social Aid. Families, friends and other individuals, regardless of their legal status, can visit the HRC offices and use the Wi-Fi, the library, as well as the computers. Also, computer literacy courses are offered. Regarding employment, the HRC implements the “**City Workshop**” project where a social worker helps individuals to write their CV and identify ways of accessing the labour market. They also have a mobile unit in collaboration with the Spanish Red Cross and they offer health check-ups with a medical doctor and a nurse twice a week. Regarding the intercultural coexistence, the HRC uses volunteers from both the Greek and the migrant population for various activities.<sup>147</sup> For vulnerable groups and groups of women, the Hellenic Red Cross (HRC) provides teaching of crafts and, through this, it shows them, for example, how they can have access to the labour market.<sup>148</sup> **Ecumenical Refugee Program of the Church of Greece**, a non-governmental organization since 1995, which started in 2012 as a non-profit organization, implements a program for integration of asylum-seekers into the national asylum application process, funded by the Diakonie Katastrophenhilfe<sup>149</sup>. Asylum seekers are referred by guesthouses and camps, which means they are assisted in a first phase<sup>150</sup>. There are auxiliary social workers concentrating on the issue of the

<sup>134</sup>Cf. [http://www.oaed.gr/index.php?option=com\\_content&view=article&id=451&Itemid=606&lang=en](http://www.oaed.gr/index.php?option=com_content&view=article&id=451&Itemid=606&lang=en).

<sup>135</sup>Focus group on integration in the domains of employment, education and intercultural coexistence, Greece.

<sup>138</sup><http://mindigital.gr/index.php/pliinfoiaka-stoixeia/2386-2018-2>.

<sup>139</sup>Cf. <http://www.praksisemployability.gr/index.php/GR/pliinfoiories>.

<sup>140</sup>Cf. <http://www.praksisemployability.gr/index.php/GR/>.

<sup>141</sup>Cf. <http://www.solidaritynow.org/our-work-gr/centers-gr/athens-center-gr.html>.

<sup>142</sup>Cf. <http://www.cityofathens.gr/node/26022>.

<sup>143</sup>Cf. <http://eeagrants.org/News/2015/Helping-people-in-need-in-Greece>.

<sup>144</sup>Cf. [http://www.norway.gr/News\\_and\\_events/The-EEA-and-Norway-Grants1/EEA-Grants-Greece/Funding-period-2009-20141/Norway-provides-humanitarian-aid-to-Greece/#.Vi4JzH5giko](http://www.norway.gr/News_and_events/The-EEA-and-Norway-Grants1/EEA-Grants-Greece/Funding-period-2009-20141/Norway-provides-humanitarian-aid-to-Greece/#.Vi4JzH5giko).

<sup>145</sup><https://www.care.org/blog/refugees-take-first-steps-toward-integration-greece>.

<sup>146</sup>NGO Arsis, Press Release, March 12, 2015, <http://goo.gl/FB3tk3>.

<sup>147</sup>Focus group on integration in the domains of employment, education and intercultural coexistence, Greece.

<sup>148</sup>Focus group on integration in the domains of employment, education and intercultural coexistence, Greece.

<sup>149</sup>Focus group on integration in the domains of employment, education and intercultural coexistence, Greece.

<sup>150</sup>Focus group on integration in the domains of employment, education and intercultural coexistence, Greece.

Social Security Number (AMKA), the issue of the Taxpayer's Identification Number, the supply of information on procedures, the gradual introduction of children to the formal education, the monitoring of the stage they are in and if they are able to have the required medical services.<sup>151</sup> They are trying to create a protective network of services for beneficiaries for whom they are accountable. The legal service carries out the entire procedure of counselling and representation in the asylum process, plus the preparation for the interview and other issues involved. In addition, they participate in all European Refugee Programs, in groups of the City of Athens and the UNHCR, which have refugees as their target group. They participate in the network dealing with racist violence<sup>152</sup>. According to a representative of the Ecumenical Refugee Program of the Church of Greece, even though they do not have any experience with employment programs, they work and serve individuals at the early stages after their arrival. Ecumenical Refugee Program of the Church of Greece is trying to empower them and mobilize them to integrate. At this stage, it is best to refer them to the Manpower Organization (OAED), which will evaluate their skills and any work experience they may have. Since most of their jobs have been informal, e.g. self-employed agricultural work, barber shops, sewing workshops, etc., there is no written proof of such experience. The Ecumenical Refugee Program of the Church of Greece directs them to formal ways of employment by seminars like the vocational training seminar that existed until recently.

**The Employment Offices of GCR<sup>154</sup>** can be considered a good practice. The GCR<sup>155</sup> has been operating since 1989 and, it mainly provides legal support and services through social workers. Staffing includes lawyers, social workers and interpreters. It has an open-door policy, i.e. the refugee comes to the GCR and he/she is served<sup>156</sup> according to his/her needs. The process involves communication and, when there are job vacancies, the employer asks for someone to work for him. The the Employment Office<sup>157</sup> talks to the social workers, gives them details concerning the job and, if they think they have the right person, he/she is referred accordingly. The GCR has been operating an employment office since 2000, helping hundreds of newly arrived and recognized refugees to make their transition to the labour market and find paid employment. The main objective of the GCR's employment office is to support job-seekers to prepare themselves and then to find their first job in Greece. The GCR has established partnerships with a large group of Greek employers and domestic companies of various professional specialties and activities ranging from Cleaning and Facility Management to Tourism and Hospitality and Building, Construction and Manufacturing companies. The strong cooperation of the GCR with Greek companies and employers allows the organization to request employers to guide and support job seekers while helping to overcome obstacles often encountered by refugees who lack opportunities and employment networks. Moreover, they provide support services to support asylum seekers' and refugees' integration into the labour market, through the following actions<sup>158</sup>: Provision of information regarding labour rights and obligations; Support regarding practical issues (work permit issue, VAT, number, health booklet, etc.); Psychosocial support; Referral to programmes of Greek language and vocational training; Employment counseling (skills development, curriculum vitae writing, preparation for self-presentation in selection interviews); Advisory services (Vocational Guidance Counselling, Job Search Counselling and Business Involvement Counselling) to integrate/reintegrate the unemployed refugee into the labour market; Work progress monitoring; Networking actions with organizations and raising awareness campaigns of employers and the wider community; Investigates the profile of the unemployed refugee, his needs, the barriers to his/her entry into the labour market and activates him/her to determine his/her professional purpose; Lists the unemployed refugee's profile on a specially designed platform; Performs the process of pairing between unemployed and vacancy profiles; Monitors the progress of the employee during both job search and job placement; Collaborates with private sector organizations and other organizations, aiming at more effective interconnection of the GCR with the labour market and the local community; Holds meetings with employers (within the organization of the GCR or at the headquarters of the company) with the aim of informing them about the actions of the SPC and entering into cooperation; Seeks vacancies offered by employers; Records the profile of the offered job; Refers and escorts beneficiaries to offered jobs for interviews with employers and supports them for their placement in the jobs.

Another program that can be considered a good practice, is funded by the Municipality of Madrid, Spain, FAIR<sup>159</sup>, and is essentially based on legal support and on social and psychological support in general. There are individuals who already have their own apartments, others who are renting one, and the social workers of the Hellenic Council for Refugees refer vulnerable families that fall within the criteria for the program. They evaluate if the family is vulnerable, if it has a rental contract in its name and, from then on, they decide whether to register it in the rent subsidy program or not. Once the family joins the rent subsidy program, it receives overall family support, regardless of whether it consists of a single woman or single man, depending on its vulnerability, so that it can network with other organizations<sup>160</sup>. Six months support is given by rent subsidy to pay their rent, but the aim is for the family to find a job. They try to find work, their children go to school, and they are assisted to join other groups so, in the end, they are able to discuss integration.

<sup>151</sup>Focus group on integration in the domains of employment, education and intercultural coexistence, Greece.

<sup>152</sup> Focus group on integration in the domains of employment, education and intercultural coexistence, Greece.

<sup>154</sup><https://www.gcr.gr/el/donate-el/item/838-grafeio-apasxolisi-esp>; <https://www.gcr.gr/en/our-programs/itemlist/category/61-integration>.

<sup>155</sup><https://www.gcr.gr/en>.

<sup>156</sup>Focus group on integration in the domains of employment, education and intercultural coexistence, Greece.

<sup>157</sup>Focus group on integration in the domains of employment, education and intercultural coexistence, Greece.

<sup>158</sup>Cf. <http://www.gcr.gr/index.php/el/about-gcr/what-we-do>.

<sup>159</sup><https://www.gcr.gr/en/our-programs/item/572-fair-enisxysi-tis-prosvasis-gia-ta-dikaionomata-ton-paidion-ton-metanaston>.

<sup>160</sup>Focus group on integration in the domains of employment, education and intercultural coexistence, Greece.

**Innovative Response to Facilitate the Social Support to Young Refugees (I\_ReF\_SoS)**<sup>161</sup> implemented by the Manpower Employment Organization, in the framework of the ERASMUS + Youth Programme, designed and implemented a project aimed at developing an effective reception, social support and smooth integration of new refugees aged 16-24. This is project “I\_ReF\_SoS”<sup>162</sup> with the Manpower Employment Organization (OAED in Greek) as coordinator, in which the Educational Policy Development Center (KANEP) of the General Confederation of Greek Workers (INE-GSEE in Greek), the Turkish Ministry of Education, a country of entry point for refugees, and the DEKRA Akademie Training Organization of Germany, a country where potential refugees could be finally settled, participate as partners. This project entails a new approach to the vocational training of newcomers, enriched with innovative educational counselling, mentoring, language and intercultural training and career guidance for trainers and trainees, which will be designed and implemented at a pilot level for asylum seekers. It attaches particular importance to the evaluation and wide dissemination of this work and its outcome. The central aim is to incorporate these new methods and approaches not only in the strategies and practices of the organizations involved but also in the countries' policies to address the problem of new refugees of this age group. The Plan is under implementation, has a two-year duration (2017-2019)<sup>163</sup> and is funded by the European Commission under the ERASMUS+ Youth Sector.

Generation 2.0 for Rights, Equality & Diversity, in cooperation with the International Rescue Committee, officially launched a four-month programme entitled “**Facilitating Access to the labour market for Vulnerable Populations in Athens**” during 2017. This programme aims to help refugees and asylum seekers to improve their living conditions by finding a job through the Generation 2.0 RED Work Advisory Service, supported by the International Rescue Committee. The programme includes the support of an individualized Job Advisory Service, along with the organization of a series of employability workshops and the development of personal and technical skills. The first series of workshops has already been successfully carried out at Generation 2.0 facilities/structures, and in 2017 a large number of workshops were held to provide information, tools and develop employability skills of refugees and asylum seekers<sup>164</sup>. An **Employability Guide**<sup>165</sup> and **two tutorial videos**, which contain valuable information discussed in the workshops were also posted and distributed, including the necessary tools like a newcomer's needs to gain access to the Greek labour market. Apart from empowering and preparing refugees and asylum seekers to enter the Greek or the European labor market in general, one crucial activity is to sensitise and mobilise employers in Greece to offer job opportunities to diverse groups. This means boosting diversity in the workplace, resulting in significant benefits for the companies' profitability, the empowerment of the work environment and, thus the enhancement of the living conditions and the wellbeing of refugees and asylum seekers. As a result, the message “Diversity in the Workplace” brings to the labour market the video that promotes the importance of diversity in the workplace and supports equal participation in Greek society. The campaign was released and distributed across all social media platforms and platforms entitled “Embrace Diversity”<sup>166</sup>.

**“Stepping Stone” Educational Integration Program**<sup>167</sup> by NGO METAdrasi. Stepping Stone is supported by the “Captain Vasilis and Karmen Konstantakopoulos” Foundation. The Stepping Stone programme started by METAdrasi in May 2017 and is an innovative action aimed at facilitating the integration of refugees and migrants through educational activities and internships. METAdrasi supports the efforts of the beneficiaries by evaluating and strengthening their abilities, as well as preparing them for finding a job through the experience of paid apprenticeship. This programme offers the following activities; intensive Greek language courses, Counselling and support in legal matters related to employment, Curriculum to strengthen social skills, Guidance seminars on professional ethics and CV preparation, Technical training (for example, sewing and cooking workshops), Computer courses and English lessons. 90 beneficiaries took part in the first 10 months of the program, of which more than 22 have already begun a traineeship and four have received scholarships. The Ministry of Labour, Social Security and Social Welfare as the Authority responsible for the European Refugee Fund in Greece, designed, announced, assigned the implementation, in the framework of the Multiannual Programme 2008-2013 (operational period January 1, 2009-June 30, 2015) under the co-funding of the European Refugee Fund (ERF), to Civil Society institutions and monitored the implementation educational of programmes. These programmes were addressed to asylum seekers and recognized refugees<sup>168</sup>. A characteristic example of these programmes was the actions of the private educational institution **AKMON S.A.** in cooperation with the Association of Afghan Immigrants and Refugees in Greece, with the objective of implementing training courses for refugees in the greater area of Athens. These actions aimed at improving the skills of

<sup>161</sup>[http://www.oaed.gr/nea-arthro/-/asset\\_publisher/ebcGfvDrjPsQ/content/i-ref-sos-ergo-oaed-gia-ten-koinonike-yposterixe-ton-neon-prosphygon?redirect=http%3A%2F%2Fwww.oaed.gr%2Fnea-arthro%3D101\\_INSTANCE\\_ebcGfvDrjPsQ%26p\\_p\\_lifecycle%3D0%26p\\_p\\_state%3Dnormal%26p\\_p\\_mode%3Dview%26p\\_p\\_col\\_id%3Dcolumn-3%26p\\_p\\_col\\_count%3D1](http://www.oaed.gr/nea-arthro/-/asset_publisher/ebcGfvDrjPsQ/content/i-ref-sos-ergo-oaed-gia-ten-koinonike-yposterixe-ton-neon-prosphygon?redirect=http%3A%2F%2Fwww.oaed.gr%2Fnea-arthro%3D101_INSTANCE_ebcGfvDrjPsQ%26p_p_lifecycle%3D0%26p_p_state%3Dnormal%26p_p_mode%3Dview%26p_p_col_id%3Dcolumn-3%26p_p_col_count%3D1).

<sup>162</sup><http://www.avgi.gr/article/10836/8764733/ergo-oaed-gia-ten-koinonike-yposterixe-ton-neon-prosphygon>;  
<http://socialpolicy.gr/2018/03/i-ref-sos-kainotomiki-apantisi-gia-ti-dieu.html>.

<sup>163</sup>Note: Funded by the European Commission under the ERASMUS+ Youth Sector (Key Action 2: Youth Partnership Strategies).

<sup>164</sup><https://g2red.org/el/facilitating-access-work-vulnerable-populations-athens/>; <https://g2red.org/el/employability-workshops-for-refugees-asylum-seekers/>; <https://g2red.org/el/access-work-employability-workshop-series/>;

<sup>165</sup><https://g2red.org/el/employability-guide-tutorial-videos/>; [https://g2red.org/wp-content/uploads/2017/11/Guide\\_online.pdf](https://g2red.org/wp-content/uploads/2017/11/Guide_online.pdf)

<sup>166</sup><https://youtu.be/Y-sslwumvOY>.

<sup>167</sup><http://metadrasi.org/campaigns/stepping-stone-integration/>.

<sup>168</sup>Ministry of Labour, Social Security and Social Welfare Greece, 2015.

116 refugees and asylum seekers, promoting their faster and smoother integration into Greek society, and also included free of charge training of 20 beneficiaries on issues of “Organization and Operation of an Office”<sup>169</sup>.

**Entrepreneurship Without Borders/Entrepreneurial Capacity Building for Young Migrants: “Entry Way”**<sup>170</sup>, the launch of the First Cycle of Training regarding Entrepreneurship for Young Migrants in the framework of the European project “Entry Way” was implemented by the Business and Cultural Development Centre (KEPA, for Greece). The first training took place in the City Hall of Thessaloniki, with the active support of the Migration Integration Council (SEM). The educational programme is part of the strategic objectives of the project to support immigrants in entrepreneurship issues through thematic modules such as the development of a business plan, methods and tools for market research and marketing planning, business promotion and development policies and educational programmes delivered through lectures, business activities, simulations, case studies, and through solving interactive issues<sup>171</sup>.

In the framework of the project “**Cities Grow: Cities integrate refugees and migrants through economic activity**”<sup>173</sup> Athens and Munich collaborate on the basis of four themes: access to public and private contracts for migrant entrepreneurs, cooperation with businesses, local employment services and local educational institutions, development of support services for migrant entrepreneurs and development of anti-discrimination strategies in local labour markets.<sup>174</sup> In the framework of this Program an action plan for the integration of refugees and immigrants into the labour market in the city of Athens was developed. Taking into consideration the local features and following consultation with local authorities, a detailed text was presented which, among others, highlights the key role that can be played by the Center for Coordination of the Municipality of Athens on Immigrants and Refugees (ACCMR) (Infra).<sup>175</sup> It is a living text adaptable to needs, since the refugee population in Greece is changing and non-homogeneous.<sup>176</sup> The project team includes: one member of Eurocities, two members of the social service of the municipality of Munich, two members of the Department of Support and Social Integration of Immigrants and Refugees of the Social Solidarity and Health Directorate of the Municipality of Athens<sup>177</sup> as well as a member of the Migration Work CIC, a non-profit organization in the role of facilitator.

## Education

### EU-level

#### Legal/policy framework

On the EU level, art. 14 of the Recast Reception Directive protects access to the education system for asylum seeking minors under similar conditions as their own nationals for so long as an expulsion measure against them or their parents is not actually enforced. Such education may be provided in accommodation centres. It shall not be postponed for more than three months from the date on which the application for international protection was lodged by or on behalf of the minor. Preparatory classes, including language classes, shall be provided to minors where it is necessary to facilitate their access to and participation in the education system.<sup>178</sup> For adult asylum seekers, Member States may allow applicants access to vocational training irrespective of whether they have access to the labour market.<sup>179</sup> Art. 27 of Directive 2011/95/EU protects full access to education for all persons with refugee status and persons under subsidiary protection, under the same conditions as nationals.<sup>180</sup>

#### Good practices

The **European Quality Framework for Early Childhood Education and Care (ECEC)**, aims to remove barriers to the participation of TCN girls and boys to early childhood education through the development of including assistance to ECEC staff to respond to the specific situation of families.

<sup>169</sup><http://v1.akmon.edu.gr/3>.

<sup>170</sup>Note: The Institute for Entrepreneurship Development as part of the implementation of the SENTIM - Social ENTREpreneurship for Immigrants project has created the first part of the online platform to help educators and professionals who, in turn, will help to develop social entrepreneurship by immigrants. <http://athena.entre.gr/en/courses/social-entrepreneurship-for-immigrants>.

<sup>171</sup><http://www.entrywayproject.eu/el/>; [http://www.entrywayproject.eu/wp-content/uploads/2018/01/brochure-entry-way\\_ING.pdf](http://www.entrywayproject.eu/wp-content/uploads/2018/01/brochure-entry-way_ING.pdf) and <http://www.epixeiro.gr/article/91519>.

<sup>173</sup><http://www.eurocities.eu/eurocities/projects/CITIES-GroW&tpl=home>;

<https://www.accmr.gr/el/véa/619-cities-grow-αθήνα-και-μόναχο-ενώνονται-για-την-ένταξη-προσφύγων-και-μεταναστών-στην-αγορά-εργασίας.html?art=1>.

<sup>174</sup><https://www.accmr.gr/el/véa/619-cities-grow-αθήνα-και-μόναχο-ενώνονται-για-την-ένταξη-προσφύγων-και-μεταναστών-στην-αγορά-εργασίας.html?art=1>.

<sup>175</sup>See also: «Promoting Migrant And Refugee Integration In Athens Through Work Opportunities», event (2017) <https://www.accmr.gr/en/news/611-promoting-migrant-and-refugee-integration-in-athens-through-work-opportunities.html?art=1>

<sup>176</sup><https://www.accmr.gr/el/véa/619-cities-grow-αθήνα-και-μόναχο-ενώνονται-για-την-ένταξη-προσφύγων-και-μεταναστών-στην-αγορά-εργασίας.html?art=1>.

<sup>177</sup>See also synAthena “Education and Employment Integration Program for Refugees and Immigrants”, <https://goo.gl/XHAVCg>.

<sup>178</sup>Art. 14 Directive 2013/33/EU.

<sup>179</sup>Art. 16 Directive 2013/33/EU.

<sup>180</sup>Art. 27 Directive 2011/95/EU (recast).

**Sirius Network**, launched in 2011 focuses on the education of young people with an immigrant background. This network facilitates experts, policymakers and practitioners to share knowledge on policy and practices to improve education outcomes for this group.<sup>181</sup>

The COM online platform **School Education Gateway** aims to support the school community in promoting inclusive education and addressing specific needs of migrant learners through. That online platform provides teachers with several adapted teaching materials, and materials to support teachers in dealing with diversity in the classroom.<sup>182</sup> European Toolkit for schools was developed to promote inclusive education and to prevent early drop-out.<sup>183</sup>

**Skills Profile Tool for TCNs**<sup>184</sup>(Supra).

#### *National level*

##### *Legal/policy framework*

Based on the MIPEX-indicators, education seems to be the greatest weakness of integration policies, in most countries immigrant pupils receive little adapted support.<sup>185</sup> The Nordic countries nevertheless, take an individualised needs-based approach for all pupils. In the major new destinations such as Greece, Italy and Spain, weak targeted education policies have not caught up with the now relatively large numbers of immigrant pupils.

In Finland the 'National core curriculum for instruction preparing immigrants for basic education' (2009), in Finland states the right for immigrants to learn their mother tongue. Inclusion principle, except special preparatory classes immigrant children, each has an individualised systematic education plan. Moreover, teacher trainings concerning diversity are organized.

##### *Good practices*

**Empowering teachers** plays an important role; a combination of training programmes, additional support, and the sharing of best practices can enable teachers to help refugee children more effectively in the classroom.<sup>186</sup> In Austria, teachers can easily access extensive materials on teaching German as a second language and attend trainings on how to teach to children who are just beginning to learn the language. The Federal Ministry has also introduced a central information point where teachers can get answers to specific questions. Moreover, special courses for language literacy are provided.<sup>187</sup> Almost all member states recognise the importance of teacher training, but consensus about the needed competencies is lacking. For example in Germany diversity is a part of the curriculum, that generalises the impact of teacher trainings and prepares all teachers to teach about diversity.<sup>188</sup> In Ireland teachers have developed the **Together Towards Inclusion toolkits**<sup>189</sup><sup>190</sup>. This is an innovative initiative addressed to all stakeholders involved in the educational integration of foreign pupils. These toolkits aim to help schools create and sustain a welcoming and inclusive environment for pupils and parents from all backgrounds, and ensure equal access for all. These toolkits provide very concrete and practical tools for teachers. Knowledge base '**Confessing Color**' (kleur bekennen) in Belgium, supports teachers, to teach in a diversity-sensitive way, provides support for projects relevant for diversity at school, provides relevant courses for teachers, unique learning trajectories, provides online tools for teachers teaching newcomers. Approaching students as 'world-citizens'. A collection of inspirational tools for teachers teaching about and for refugees,...<sup>191</sup> **Entreculturas** in Portugal provides intercultural education materials, and training plans to promote inclusive practices in schools.<sup>192</sup>

**Teacher trainings** are for example being organized in Norway: In subjects for bilingual teachers, the teachers can get work in Grade 1-7 in primary school in disciplines where they have at least 30 study-points (half a year study), and also in grade 8-10 in secondary school in several subjects. Employment in secondary school requires 60 study-points (one year's fulltime study) in each subject. This gives professional and pedagogical proficiency to work in Norwegian primary and secondary schools in the different subjects studied, and as a bilingual teacher for those who choose 30 study-points in their mother-tongue. NAFO (National Center for Multicultural Education) provides scholarships to teachers who want to take this course or other courses that will help them formalize their teacher education.<sup>193</sup> Research has shown that to facilitate the integration of newcomers, teachers should be trained in dealing with classes of diverse cultural backgrounds, as well as skills in intercultural learning

<sup>181</sup><http://www.sirius-migrationeducation.org/>.

<sup>182</sup>Note: For example PPMI, 2017.

<sup>183</sup><https://www.schooleducationgateway.eu/en/pub/resources/toolkitsforschools.htm>.

<sup>184</sup><https://ec.europa.eu/migrant-integration/news/europe-eu-skills-profile-tool-for-third-country-nationals-released>.

<sup>185</sup><http://www.mipex.eu/education>.

<sup>186</sup>McKinsey Global Institute, 2016.

<sup>187</sup>McKinsey Global Institute, 2016.; Austrian Federal Ministry for Education and Women, 2015.

<sup>188</sup>PPMI, 2017.

<sup>189</sup>Note: language games, storytelling, creating a safe environment etc. (Together towards inclusion toolkit for diversity in the primary school, [https://www.schooleducationgateway.eu/files/esl/downloads/87\\_Together\\_Towards\\_Inclusion.pdf](https://www.schooleducationgateway.eu/files/esl/downloads/87_Together_Towards_Inclusion.pdf)).

<sup>190</sup>Note: welcoming environment, contacts with parents, preparing students, (Together towards inclusion toolkit for diversity in the post-primary school, <http://www.elsp.ie/Toolkit%20for%20Diversity%20in%20Post%20Primary%20Schools.pdf>).

<sup>191</sup>[www.klascement.net](http://www.klascement.net).

<sup>192</sup>Issa, Olabarieta, Hollingworth & Severiens. Cf. Essomba, 2014.

<sup>193</sup>Issa, Olabarieta, Hollingworth & Severiens.

and communication. Integration assistance should be provided not only by the employees of social assistance services and NGOs, but also by already integrated individuals who share refugees' own ethnic backgrounds.<sup>194</sup>

The **Buddy Programme** of the Dublin Vocational Educational Committee targets unaccompanied minors with the “**Big Brother Big Sister Mentoring Programme**” in Dublin, which matches young people with a designated adult volunteer to develop a long-term supportive friendship.<sup>195</sup> Affiliate associations of this project are working in 13 different countries. Participation in the BBBS program, positively impacted young people's wellbeing and educational success.<sup>196</sup> **TOGETHER Austria** has been organized since 2012 by the Austrian Integration Fund (ÖIF), which provides language and other services to help integrate asylum seekers and migrants into Austrian society.<sup>197</sup> The programme asks successful migrants (so-called ‘integration ambassadors’) to visit schools, clubs, and associations under an initiative called Your Chance! in order to help motivate young people with a migrant or refugee background to see education as an opportunity.<sup>198</sup>

Moreover, informing parents, and consultation and participation of **parents** is crucial. Trust of the parents in the school system and integration of the parents themselves is very important for the education of the children.<sup>199</sup> The Intercultural School in the **Multicultural city** (where initial intercultural training events were held) was attended not only by children and teachers, but by parents as well.<sup>200</sup> An approach developed by school and immigrant communities together can be beneficial, also involving migrant families, creating a sense of belongingness and creating a relationship between the parents and the school.<sup>202</sup> **‘Sure Start’** is a systemic practice that involves community based interventions where the parents, professionals and children participate in.<sup>203</sup> For example drop-in consultation events and information sessions are provided for the parents to ensure that all parents have an equal saying in the decision making concerning the care for the children. In Norway, **Multicultural Initiatives and Resource Network (MIR)** is a voluntary organization and run by parents. Members are multicultural parents who want to collaborate with the schools, and take responsibility for their children's learning.<sup>204</sup> In Sweden, the National Agency for Education is responsible to carry out integration initiatives in the school system and for preparing municipalities to receive recently arrived students offering support to teachers, and has developed support materials in different languages to inform and guide immigrant parents on school choice, to support successful communication between school and immigrant families, the families of newly arrived students have a right to interpreters for special meetings for newcomers as well as for key parent teacher meetings. Explanatory materials in various languages can provide helpful information on the school system.<sup>205</sup>

One of the good practices in the field of education for adults is the **integration trajectory**, adapted to needs of particular groups. In Sweden's “**Introduction Programme**”, all immigrants draw up an individualised plan with a counsellor from the Public Employment Service. The plan often includes language acquisition, employment preparation measures, and civic orientation.<sup>206</sup> Combining language courses and additional language training in a work environment was regarded as more effective integration more towards part-time and combination options (for example, combining different training modules and/or combining job placement/training).<sup>207</sup>

The **integration courses** (Integrationskurse) organized in Erlangen in Germany. These courses include 600 hours of language training and 60 hours of general orientation about Germany (the political system, the economy, the social system, laws and rights, culture etc.). This concept is partly based on the Dutch model. The gaps are mostly filled by volunteers, churches etc, supporting the municipalities. The number of volunteers is enormous and only with them it is possible to give so many migrants the chance to participate in a language course.<sup>208</sup>

In Brussels in Belgium the reception agency for integration organizes integration courses.<sup>209</sup> The Brussels reception agency for integration welcomes people of foreign origin, non-newcomers and newcomers (with at least a 3 month residence permit). They provide counseling and workshops on work/the labour market and leisure time, a basic course in Dutch, a social orientation course, individual life coaching etc. The integration program is free of charge. The need for childcare is taken into account and parents are supported to access childcare as soon as possible to be able to enroll in courses. Moreover, a societal orientation course adapted to young parents is provided, focusing on the specific questions they have related to young children, nutrition, parenting, health, multilingualism and the combination of a young family and challenges they want to take on for themselves. Another important aspect of the trajectory is the life-career orientation approach: thematic

<sup>194</sup>EMN, 2012.

<sup>195</sup><https://www.foroige.ie/our-work/big-brother-big-sister>.

<sup>196</sup><https://www.foroige.ie/our-work/big-brother-big-sister/about-big-brother-big-sister>.

<sup>197</sup><https://www.bmeia.gv.at/en/integration/the-austrian-integration-fund/>; <https://www.zusammen-oesterreich.at/startseite/>

<sup>198</sup><https://www.bmeia.gv.at/en/integration/the-austrian-integration-fund/>.

<sup>199</sup>EMN, 2012.

<sup>200</sup>EMN, 2012.

<sup>202</sup>Essomba, 2014.

<sup>203</sup>National Evaluation of Sure Start (NESS) Team, Institute for the study of children, families and social issues & Birkbeck University of London, 2010.

<sup>204</sup><http://www.sirius-migrationeducation.org/norway-the-multicultural-initiatives-and-resource-network/>. Cf. Issa, Olabarieta, Hollingworth & Severiens.

<sup>205</sup><https://www.informationsverige.se/Engelska/Barn-och-foraldrar/Pages/Start.aspx>. Cf. McKinsey Global Institute, 2016.

<sup>206</sup>OECD, 2016<sup>2</sup>.

<sup>207</sup>MLP, 2016.

<sup>208</sup>Stetter & Reuter, 2016.

<sup>209</sup><http://bon.be/en/you-and-bon/the-package-consists-of>.

workshops are being organised for which people enrolled in the societal orientation course can register. The workshops are tailored based on the questions of the people enrolled in the societal orientation course and organized by different experts. Strengths of this activity are the learning opportunities it provides for the immigrants. Another strength is that they try to provide direct, tailored referrals to other organisations and towards courses provided within the organisation. Another strength is the provision of tailored trajectories, based on the needs of a particular person and the challenges he/she faces. Moreover, on a regular basis, staff discuss the needs of their students in thematic working groups. Immigrants access the services through referrals by partnering organisations, moreover they inform the target group through their physical presence on local markets, with flyers, approaching people etc. Staffing includes next to the employees a couple of volunteers who work at the reception, often with a migration background, some of them were enrolled in the integration trajectory themselves. They cooperate with (regular) employment services and language institutes.<sup>210</sup> Another good practice is ‘**Masir Avenir**’, (AMIF-funded project) it is an integration trajectory for immigrants between 15-19 years old who have resided in Belgium less than 5 years. It includes Dutch courses, information on Belgium and activities adapted to the age group (workshops, small outings, cooking workshop, workshop ecology). Moreover, each participant is provided with an individual consultant (for questions related to work, education, leisure etc.). The project provides a learning opportunity for the young immigrants, through the societal orientation course they learn about the country and they learn the national language. Moreover, this project provides emotional support for the youngsters. In the framework of this project, the Brussels reception agency for integration collaborates with shelters for unaccompanied minors, reception courses in schools etc. Furthermore the project provides them with new experiences through leisure activities, visit to the parliament etc.<sup>211</sup> In Austria, DYNAMO organized **BaJu** (Basic education for adolescents and young adults with migration background) was a course on basic education for young migrant, refugee and asylum-seeking children (15-21 years old). It aimed at enhancing language competences (especially reading and writing), extending basic knowledge and improving basic arithmetical operations in order to enable completing Secondary Education Graduation and improving the opportunity to integrate in the working process. Accompanying measures are psychosocial counselling and individual coaching. School-based psychosocial supports are important to meet the complex needs of migrant adolescents<sup>212</sup>Volunteers trained by the Integrationshaus support the participants in language training, professional orientation but also in social and cultural matters. sub-programme **ISIS** (Integration of students in schools) was carried out by the Volkshochschule Rudolfsheim and provided individual counselling and coaching for students attending higher secondary schools. It offered tutoring to enhance competencies in linguistic and writing abilities as well as learning strategies and provided supporting groups for accompanying learning assistance. These programs are adapted to the particular needs of the target groups and were overbooked, had a drop-out rate below 10% and educational success and work placement success was between 80% and 100% (impact measured in the framework of the INTEGRACE-project).<sup>213</sup>

#### *The case of Greece*

##### **Legal/policy framework and context**

Children of citizens of TCNs can enroll at public schools with incomplete documentation if they: (a) are granted refugee status by the Greek state; (b) come from regions where the situation is turbulent; (c) have filed an asylum claim; (d) are third-country nationals residing in Greece, even if their legal residence has not been settled yet. Registration may not take longer than three months, or one year where special language training is provided to facilitate access to the education system.<sup>214</sup>

Law (4415/2016) introduced separate preparatory reception classes (DYEP) for refugee children in public schools, (neighboring camps and places of residence) as a temporary solution to their urgent need to pursue education. All refugee children have the right to access school education provided they are vaccinated, which falls under the responsibility of the Ministry of Health. Therein, they have the opportunity to attend courses of the English language, Greek as a second language, mathematics, sports, arts and computer science. The aim of this educational programme (“Reception/Preparatory Classes for the Education of Refugees”) is to facilitate the integration of refugee and migrant children into the educational process in a way that should gradually allow them to join mainstream classes in Greek schools. These classes are part of the mandatory formal educational system with “substitute teachers” of public schools. It is estimated that under the school year 2016/17 2 643 children joined 145 afternoon classes in 111 public schools. Children aged between 6 and 15 years, living in dispersed urban settings (such as relocation accommodation, squats, apartments, hotels, and reception centres for asylum seekers and unaccompanied children), may go to schools near their place of residence, to enroll in the morning classes “Reception Classes” alongside Greek children, in schools that will be identified by the Ministry. Such “Classes” have been in operation in certain public school units since 2010. This is done with the aim of ensuring a balanced distribution of children across selected schools, as well as across preparatory classes for migrant and refugee children<sup>216</sup> where Greek is taught as a second language. According to the Ministry of Education, approximately 2 000 refugee and migrant children attended such morning “Reception

<sup>210</sup>Interview representative Brussels reception agency for integration.

<sup>211</sup>Verhaeghe, De Dobbeleer, Peere & Derluyn, 2013. Cf. Interview representative Brussels reception agency for integration.

<sup>212</sup>McMahon et al., 2017.

<sup>213</sup>QualiMoVet, 2009.

<sup>214</sup>Law 4531/2018 and Law 4251/2014.

<sup>216</sup> See also: Afterschool – Social school support for migrant & refugee children <http://civisplus.gr/portfolio-view/afterschool-social-school-support-for-migrant-refugee-children/>.

Classes” in the school year 2016/17. Furthermore non-formal educational activities also took place in the official refugee sites. These are mainly funded by the UNHCR and implemented by NGOs<sup>217</sup>.

In practice in Greece the support provided for newly arrived immigrant children at regional/local and school level was meagre and teachers, parents and local communities were left without clear guidelines<sup>218</sup>. Moreover, in several schools in central Athens, the vast majority of students consisted of immigrant children, as the geographic concentration of immigrants in urban community ghettos leads to immigrant children being overrepresented in certain schools resulting in **school segregation**. Frequently, due to their irregular state/job precariousness/lack of time and education, **parents** are unable to support their children’s learning process, while facing subjective difficulties too (e.g., when registering their children at school). In Greece, Spain and Italy more than 40% of young immigrants were early school leavers<sup>219</sup>. Moreover, there were complaints from immigrant parents proclaiming that not enough attention was paid to their children’s special needs. They felt tolerated and not accepted by Hellenic society and Greek parents felt that the quality of education was negatively affected due to the presence of immigrant pupils<sup>220</sup>. Moreover, in the focus group it was mentioned that awareness should be raised to encourage more children to come to school and also to tackle the school’s drop-out issues.

In this context, it is important to highlight the efforts of the Hellenic Ministry of Education and the Hellenic Government that has prepared and implement since October 2016 a pedagogically correct method to enable Hellenic schools to accommodate the children of refugees. On the basis of international treaties and of values and principles, Greece has developed and implements a **Programme of incorporation of the children of refugees into the country’s formal school system according to accepted pedagogical and educational practices**. The educational programme of the Hellenic Ministry of Education aims to ensure psychosocial support and education for children of refugees and the smooth integration into the Greek educational system after a transitional period of preparation<sup>221</sup> of those who will remain in Greece. The educational programme addresses all refugee children without discrimination. In the first phase of implementation of the educational programme, emphasis is given to levels of compulsory education – from kindergarten up to high school. With regard to the number of potential refugee students who are currently in the country, the Hellenic Ministry of Education estimates that about 9.000 students who have been registered through the pre-registrations for asylum, comprise half of the total, which means that the Hellenic Ministry of Education is in the process of establishing infrastructures in the sector of schools and camps for approximately 18.000 refugee students<sup>222</sup>. Teaching staff assigned to Reception Classes (RC) and Reception Structures for the Education of Refugees (RSER/DYEP), will be trained accordingly.

The Ministry of Education is responsible for the design and implementation of the curriculum, while the International Organisation for Migration (IOM) is responsible for the transportation of refugee children with buses from their place of accommodation to the designated public schools. It is estimated that approximately 2.643 refugee pupils aged between 6-15 years old attended reception classes in public schools in 2016-2017 out of a total 7.700.14. Children aged between 4 and 5 years old are eligible to attend kindergarten facilities which are established within open temporary accommodation sites (i.e. camps). Responsible for the design and provision of courses in these facilities are the UNHCR and NGOs and have been issued with certification from the Greek Institute of Education Policy.<sup>223</sup>

In 2015, Action 1.3b/13 “**Courses of the Greek Language, History and Culture for Migrants, Mothers, Disabled Persons and Illiterate Individuals**” was implemented under the 2013 Annual Programme financed by the European Integration Fund (95% community contribution, 5% national contribution). The total number of beneficiary migrants/migrants of the target group was 303 people. More specifically, 183 unemployed persons, 163 mothers and 27 disabled participated in the courses (Note: many migrants have joined more than one category of courses).<sup>224</sup>

Up until now, state efforts have concentrated more on facilitating the access of refugee children to schools, rather than on providing vocational training services to the adult refugee population and integrating it in the education system.<sup>225</sup>

The Ministry for Migration Policy, in cooperation with the Ministry of Education, will launch teaching programmes of the Greek and English languages, as well as elements of Greek culture for migrants/applicants/beneficiaries of international protection, aged 15-18 years old and for adults. The programmes are aimed at supporting migrant and refugee populations aged 15-18 and adults (18+), through education in order to ensure their better adaptation to both Greek reality and the wider European context. Greek language programs<sup>226</sup> will, depending on the level of learners and the pace of learning (intensive or regular courses), result in the acquisition of a recognized B1, B1 + B2 certificate of language as defined in the Common

<sup>217</sup>Koulocheris, 2017

<sup>218</sup>Dumčius, et al., 2013.

<sup>219</sup>Dumčius, et al., 2013.

<sup>220</sup>Triandafyllidou & Kouki, 2012.

<sup>221</sup>Hellenic Ministry of Education, Research and Religious Affairs, 2016.

<sup>222</sup>Athens News Agency - Macedonian Press Agency (ANA-MPA) (2016). “The school bell will ring for 18,000 refugees at the end of September,” August 28, 2016, <http://www.amna.gr/article/122684/Teli-Septembriou-to-scholiko-koudouni-gia-18.000-prosfugopoula>.

<sup>223</sup>Skleparis, 2018.

<sup>224</sup><http://www.ece.uth.gr/main/el/content/2076-%C2%ABekpaideysi-kai-epimorfosi-ton-nomimos-diamenonton-ptx%C2%BB-ergo-13b-13-%C2%ABmathimata-elliniki>.

<sup>225</sup><http://lawsdocbox.com/Immigration/75237443-Refugee-integration-in-mainland-greece-prospects-and-challenges.html>.

<sup>226</sup><http://migrant.diktio.org/node/66>.



European Framework of Reference for Languages<sup>227</sup>. The above programmes in their planning and implementation will also take into account the particular needs of vulnerable groups of migrants and applicants/beneficiaries of international protection.<sup>228</sup>

#### Good practices

**The Multilingual guide for education in Greece<sup>229</sup> “MAZI (Together):** The Multilingual guide for education in Greece” was developed to support actions for the educational integration of vulnerable social groups. It targets TCNs who mainly speak Arabic and Farsi or have basic communication skills in English. It provides, in the form of “Frequently Asked Questions”, basic and understandable information regarding the structures, the operations and the procedures of formal and non-formal education in Greece to inform them and help them establish fruitful communication with the institutions that provide educational services and understand the requirements for accessing these services. “MAZI” was developed in the framework of the project “European Agenda for adult learning” under the coordination of The General Secretariat for Lifelong Learning.

The Youth and Lifelong Learning Foundation, with the aim of educating migrants in the **Greek language and Greek culture**, implemented in 2015 “**Odysseus**” in the Prefecture of Western Attica<sup>230</sup>. This programme is addressed to European Union citizens and TCNs, from the age of 16 and older, who are legally residing in Greece, is integrated in the Operational Programme “Education and Lifelong Learning” of the Hellenic Ministry of Culture, Education and Religious Affairs and is co-funded by the European Union and the Hellenic State. The purpose of the Training Programme is to help learners acquire the language skills and practices, social and intercultural skills that are required for the social integration of themselves and of their families. The courses are provided free of charge.<sup>231</sup> 30 beneficiaries participated in the Greek language learning courses<sup>232</sup>. Moreover, in the Multiannual Programme (2014-2020) (AMIF) an action was planned with the title “**Programmes of integration for learning the Greek language and Programmes of promotion of interculturalism**”, with main objectives: learning (and/or improvement of knowledge) regarding the Greek language, Greek culture, as well as of the institutions and values of Greek society; provision of information regarding everyday life matters as well as the rights and obligations of migrants in the country and their access to public goods and services; promotion of mutual understanding and communication between different cultures; increase of interaction between TCNs and Greek society; improvement of services provided to TCNs; promotion of social cohesion.

In the framework of the Annual Programme 2013 of the European Integration Fund (EIF), Project 1.1.f/13 was implemented in 2015, entitled “**Programme of information, awareness raising/sensitization and provision of counseling for immigrant mothers**”, which aimed at facilitating: the access of immigrant mothers to services related to residence permits, health and social security, as well as, access to educational institutions and learning the Greek language. Moreover, it aimed to support immigrant mothers in finding employment, ; to promote their participation in collective forms of organization, and the active participation in society. Thereto the programme provided integrated “circles” of information, awareness raising/sensitization and counseling on the abovementioned subject areas to the beneficiaries-immigrant mothers with simultaneous creative involvement of their children. Furthermore, information was provided to raise awareness of the benefits of participation in migrant associations, and active participation in the host society (e.g. via the participation in Migrant Integration Councils) (Infra)<sup>233</sup>.

**Adapted Greek Language Courses<sup>234</sup>** for asylum seekers and refugees have been implemented by METAdrasi since 2010. Those courses have been specifically designed for the needs of the target group: the courses are intensive and adjusted to the language particularities or abilities of the participants, as well as to their subsistence and integration needs. The main aim is to achieve fluency in oral communication for beginners (mostly in order to facilitate access to the labour market) in a short period of time, and to certify proficiency in Greek through the appropriate University exams at an advanced level. This particular action is implemented in cooperation with the Modern Greek Language Teaching Centre of the University of Athens (an institution with long experience in the Teaching of Modern Greek as a Foreign Language). The cooperating professors, the methodology and the teaching material all come from this particular University Department. In order to be effective, teaching of a language to non-native speakers should not be isolated from the surrounding social and cultural conditions; therefore, cultural orientation sessions, visits to museums, as well as intercultural activities also form part of the curriculum.

NGO ARSIS in Thessaloniki and Epirus, with the support of the NGO ASB and funded by the European Commission - Civil Protection & Humanitarian Aid Operations, runs the “**Learn By Playing**” **workshop for children and teenagers** on a daily basis.

<sup>227</sup> <https://government.gov.gr/wp-content/uploads/2018/01/Πρόταση-για-Πρόγραμμα-Ελληνομάθειας-στα-παιδιά-του-TAME.pdf>.

<sup>228</sup> Hatzopoulos, Fouskas, Grigoriou, Karabelias, Kazanas, Mine, De Maio, Novakand Pechlidi, 2018.

<sup>229</sup> <http://metadrasi.org/en/campaigns/mazi-multilingual-guide-for-education-in-greece/>.

<sup>230</sup> Theodoridis, 2017.

<sup>231</sup> Cf. Ministry of Education, Research and Religious Affairs, General Secretariat for Lifelong Learning, <http://www.gsae.edu.gr/en/press/275-lr-l-r>.

<sup>232</sup> <http://assyrians.gr/index.php/2011-01-12-10-06-08/2011-01-12-10-07-57>.

<sup>233</sup> <http://ete.ypes.gr/wp-content/uploads/2015/03/proskl-1-1-13.pdf>; <https://www.eurotraining.gr/πρόγραμμα-πληροφόρησης-ευαίσθητοπο/>.

<sup>234</sup> <http://metadrasi.org/en/campaigns/greek-language-courses/>.

In the “Learn by Playing” workshop, through experiential learning and play, children and teenagers initially come into contact with the Greek language and become familiar with communication codes. At the same time, they are entertained, they work creatively, and through group actions they develop skills such as team work, self-expression and empathy<sup>235</sup>.

The “Open Schools” programme of the Municipality of Athens operates with Stavros Niarchos Foundation as its exclusive donor, under the coordination of Athens Partnership. The “Step2School – Supplementary teaching” activity is implemented with the valuable support and funding by European Commission’s – Civil Protection & Humanitarian Aid Operations department – (ECHO)<sup>236</sup>. **Step2School – Summer educational programme**<sup>237</sup> was organized in 2017 by METAdasi, in cooperation with “Open Schools” of the Municipality of Athens, initiated a summer educational programme and continued the implementation of relevant educational activities throughout the school year 2017-2018, with the participation of more than 1,500 children. In the summer of 2018, METAdasi carries out the new summer educational programme in schools of Athens. This is a non-formal education programme, addressed to minors aged 6 to 18, who live in temporary hosting facilities, in accommodation facilities for unaccompanied minors and in apartments, but it also welcomes the children that live in the neighborhood. The activity provides lessons of Greek, English and German, as well as mathematics, history, geography, arts and culture. The activity’s primary aim is their preparation for integration in formal education. It offers remedial education in the form of afternoon support classes, emphasizing language acquisition, mathematics and homework support. Additionally, intensive lessons of Greek, English, German and computer skills are offered to teenagers aged 16 to 18, in METAdasi’s space. Additionally, Farsi and Arabic lessons are offered to children and adults, during weekends, as well as intensive lessons in Greek, English, German and computer skills for teenagers aged 16 to 18.

One of the activities of the “**Multipurpose Integration Centre for Immigrants and Refugees**” of the HRC, near the center of Athens (Exarchia Square), is that it registers children in primary schools, and some in high schools and lyceums. However, there are not enough places in the schools, since the demand is quite high. They attempt to address this by inviting a teacher to prepare the many children who are waiting.<sup>238</sup>

There are also **reception structures (classes, RC) for the integration of refugees (RSER/DYEP)**. There were children who attended classes, although not for a long time<sup>239</sup>, moreover there were some negative reactions from local societies, parents’ associations and guardians, but they were manageable. In the focus group it was considered essential to expand this project for the adults as well.<sup>240</sup> The Ecumenical Refugee Program of the Church of Greece assisted a lot by informal education programs. These are preparatory classes which can be attended by older children as well.<sup>241</sup>

**Tools for teachers** are provided by the “**Non Formal Methods into language Education for Immigrants**” project<sup>242</sup>: (Project duration: 2015-2017) The project aimed at improving the adult education field in order for it to more effectively address immigrants’ language needs, contributing thus to the personal development and social inclusion. Target groups were people working in formal and non-formal education, especially in language education for immigrants. The goals of this project were the following: exploring the dynamic of non-formal methods in adult education, specifically in language education; promotion of peer learning among people active in language education for adult immigrants in formal and non-formal education; improving the capacity of people working (or willing to work) in language education for immigrants to use non-formal learning activities. Moreover, the project aimed to create a series of activities based on non-formal methods of learning, which can be integrated in language education for immigrants and to make the learning process more attractive and fun for immigrants with the use of participatory and innovative activities and to reduce the drop-out of TCN children. The outcomes can be easily transferred across all schools that harbour refugee students by applying the concept of OER (Open Educational Resources), common creative licensing and free mobile and online applications.<sup>243</sup> Activities were the following: Creation of a booklet (intellectual output) including innovative activities based on the principles of non-formal learning addressing people working in language education for adult immigrants (or willing to work in the field) and 6 interactive seminars for adult educators on how to apply the activities of the booklet which was implemented after the multiplier events. Their aim was to train adult educators on how to apply the booklet’s activities in their work with adult immigrants<sup>244</sup>. Partners: Yildirim BeyazitUniversitesi, SofiiskiUniversitetSvetiKlimentOhridski, Ankara Milli EgitimMudurlugu, GocIdaresiGenelMudurlugu, Narhu-National Association of Professionals Working With People with Disabilities, PhoenixKM, SoftQNR.

**Handbook: Human Rights in Practice - Educational Handbook on learning the Greek language**<sup>245</sup> was developed by igma2 - “EU Integration Agent” – Development of the European Professional Standard for effective counselling of the low-skilled into the labour market through adult education, on Education, Audiovisual and Culture Executive Agency (EACEA)<sup>246</sup> (2014-2016) with the following partnership: Folkuniversitetet , Sweden, Revalento, Netherlands, ECWT European Centre For Women And Technology , Norway, BekirGokdag Anadolu Lisesi, Turkey. The overall objective of the IGMA-II project was to improve the

<sup>235</sup><https://www.facebook.com/ArsisDiavataEpirus/videos/209745769638650/?t=2>.

<sup>236</sup><http://metadasi.org/en/campaigns/step2school-education-programme/>.

<sup>237</sup><http://metadasi.org/en/campaigns/step-2-school-summer-programme/#1496056220681-35e93a04-70d9>.

<sup>238</sup>Focus group on integration in the domain of employment, education and intercultural coexistence, Greece.

<sup>239</sup>Focus group on integration in the domain of employment, education and intercultural coexistence, Greece.

<sup>240</sup>Focus group on integration in the domain of employment, education and intercultural coexistence, Greece.

<sup>241</sup>Focus group on integration in the domain of employment, education and intercultural coexistence, Greece.

<sup>242</sup><https://nonformalmethods.wordpress.com>.

<sup>243</sup><https://nonformalmethods.wordpress.com/>; <https://nonformalmethods.files.wordpress.com/2017/10/booklet-final.pdf>.

<sup>244</sup><https://nonformalmethods.wordpress.com/about/>.

<sup>245</sup>[https://www.human-right.net/hrinpractice/images/trainingmaterial/HR-inPractice\\_Book-GR.pdf](https://www.human-right.net/hrinpractice/images/trainingmaterial/HR-inPractice_Book-GR.pdf).

<sup>246</sup><https://www.igma2.eu>.

quality of culture in adult education and counseling of **low-skilled learners**, paying special attention to the professional development of staff, as well as delivery by different providers. Moreover, the specific objectives were the development of a European Professional Standard “EU Integration Agent” for professionals in the area of career counseling/coaching/guidance of the low-skilled through adult education, a Training Curriculum “EU Integration Agent” for professionalization of adult education staff and other professionals working with integration and an ICT-based Management Information System as a platform for good governance by different stakeholder organizations in the region.<sup>247</sup>

## Health care

### EU-level

#### Legal/policy framework

The recast reception directive states that EU ‘Member States shall ensure that material reception conditions provide an adequate standard of living for applicants for international protection, which guarantees their subsistence and protects their physical and mental health’. It furthermore states that ‘Member States shall ensure that that standard of living is met in the specific situation of vulnerable persons, in accordance with Article 21, as well as in relation to the situation of persons who are in detention. Member States may make the provision of all or some of the material reception conditions and health care subject to the condition that applicants do not have sufficient means to have a standard of living adequate for their health and to enable their subsistence’.<sup>248</sup> In other words, asylum seekers should have access to health care in the host country. Persons with refugee status and persons under subsidiary protection also have legal access to health care under the same conditions as citizens as stated in art. 30 of Directive 2011/95/EU.<sup>249</sup>

#### Good practices

**Taskforce MED**, funded by WHO’s International Network of Health Promoting Hospitals & Health Services (HPH) is a good practice related to integration in health care.<sup>250</sup> TF MED was established in December 2016 within the international network of Health Promoting Hospitals and Health Services (HPH). It is continuing the work carried out by the Task Force on Migrant Friendly & Culturally Competent Healthcare (TF MFCC 2005-2016), which was a successor to the Migrant Friendly Hospitals project (MFH 2002-2004). TF MED aims to support member organisations in developing policies, systems and competences for the provision and delivery of accessible health care to patients from diverse populations. Thereto it has developed and pilot tested in several countries a set of **Standards for Equity in health care**.<sup>251</sup> The new TF MED aims at developing strategies to ensure the effective implementation of the Standards for Equity and the identification and sharing of good practices and innovative ideas. Standards for equity in health care: 1) Equity in Policy, aiming to define how organisations should develop policies, governance and performance monitoring systems, which promote equity; 2) Equitable Access and Utilisation, aiming to encourage health organisations to address barriers which prevent or limit people accessing and benefiting from health care services; 3) Equitable Quality of Care, aiming to ensure that organisations develop services that are responsive to the diverse needs of patients and families along the whole care pathway, ensuring a safe environment and continuity of care; 4) Equity in Participation, aims to support organisations in developing equitable participatory processes that respond to the needs and preferences of all users; 5) Promoting Equity, aiming to encourage organisations in promoting equity in its wider environment through cooperation, advocacy, capacity building, disseminating research and effective practices. A strength is that it researches important questions like ‘How to deal with diversity?’, ‘What are the barriers to access health care?’, ‘What are the barriers to high-quality care?’ for migrants and ethnic minorities and other vulnerable groups.<sup>252</sup> Challenges are that the Standards for Equity require an online platform that allows health care organisations to easily collect, monitor and use information about their performance; The Standards for Equity should be available in a range of languages; the lack of supportive legislation, adaption to local circumstances and resource constraints. The standard ‘Equity in Participation’ is the least developed standard at the moment.

Another good practice is the system of **monitoring of health status** that IOM has established.<sup>253</sup> Building upon EU’s / IOM’s Personal Health Record, which was provided in a hard copy format, an integrated electronic system for tracking and monitoring the health status of migrants and refugees was developed in the framework of the CARE-project.<sup>254</sup> Health assessments are often very inconsistent, that makes this tool particularly important. In this system of monitoring of health status, electronic personal health records are combined with the training of health staff and non-health staff and law enforcement staff.<sup>255</sup> A targeted training programme was developed adaptable to the country context and the needs of health professionals, encompassing the following topics: the migratory phenomenon, legal area, medical and social-medical

<sup>247</sup><https://www.igma2.eu>.

<sup>248</sup>Art. 17, 2); 3), Directive 2013/33/EU.

<sup>249</sup>Directive 2011/95/EU (recast).

<sup>250</sup>[http://www.hphnet.org/index.php?option=com\\_content&view=article&id=291:task-force-on-migrant-friendly-a-culturally-competent-health-care&catid=20&Itemid=95](http://www.hphnet.org/index.php?option=com_content&view=article&id=291:task-force-on-migrant-friendly-a-culturally-competent-health-care&catid=20&Itemid=95).

<sup>251</sup>[http://www.hphnet.org/index.php?option=com\\_content&view=article&id=291:task-force-on-migrant-friendly-a-culturally-competent-health-care&catid=20&Itemid=95](http://www.hphnet.org/index.php?option=com_content&view=article&id=291:task-force-on-migrant-friendly-a-culturally-competent-health-care&catid=20&Itemid=95).

<sup>252</sup>Interview representative cell for Intercultural Mediation and Policy Support of the Federal Public Service Health, Food Chain Safety and Environment.

<sup>253</sup>IOM, 2007.

<sup>254</sup><http://careformigrants.eu/monitor-of-migrants-refugees-health-status/>.

<sup>255</sup><http://careformigrants.eu/training/>.

<sup>256</sup>Interview representative IOM.

area (epidemiological picture of migration, health determinants), psychological area (mental health, stress identification) and anthropological area (principles of cultural anthropology). Part of the training of professionals who were involved in the implementation of the healthcare model of the CARE project focused on the use and practical application of the tools developed, in order to increase their effective implementation. Moreover, specialist trainings focused on: dermatological issues, communicable diseases, hygiene and safety, cultural issues and communication skills, psychological issues, how to work with unaccompanied minors and human trafficking, among other thematic areas.<sup>257</sup> The development of this tool was based on a needs-assessment and interviews with the staff working with the immigrants. The electronic personal health records is “a good practice, both as a tool to promote better health assessment and appropriate health provision, including continuative care, because it is a platform, so it can be accessed from anywhere, within countries or between countries, so it also promotes cross-border cooperation”, moreover it “allows to have an aggregated report, so that you can then, apply to services or at least at minimum advocate for needed services” “quite practical tool, and at the same time it can be used for access to services and advocacy and specifically at the individual level for continuity of care”<sup>258</sup>; moreover, the tool encourages a proper health assessment. Another strength mentioned is ‘continuative care for the migrants, when transferred to another location within the country, or to another country, practitioners can continue updating the file, and procedures (for example vaccinations) don’t need to be repeated, therefore it is cost-saving. Moreover the tool can be used for advocacy because it shows the health of the immigrants and the involvement thereof after entering the host country.’<sup>259</sup> Challenges are language, lack of knowledge about health and health care system and the responsiveness of the health care system.

**EQUI-HEALTH** was launched in February 2013 by the Migration Health Division of the Regional Office for Europe of IOM. EQUI-HEALTH can be divided in 3 sub-actions a Roma-health sub-action and available information on national legal and policy frameworks will be aggregated in the form of country reviews for policy makers linking to the MIPEX (Migrant Integration Policy) index by developing a Health Strand and actions related to migrant health at the southern borders of the EU (Bulgaria, Croatia, Greece, Italy, Malta, and Spain).<sup>260</sup> The latter includes the following: situational assessments: Through these Situational Assessment Reports, EU MS and accession countries will have increased understanding of the priorities for improving migrant health in detention and border facilities, collection of data and increased capacity to facilitate access to and provision of healthcare for migrants.<sup>261</sup>, discussions about data collection mechanisms and referral systems: 11 National Consultative Committees (NCCs) to discuss and further validate SARs and support inter-institutional and in-country dialogue. This fostered cooperation between public sector actors in the Southern EU Member States and stimulated multisectoral dialogue at the regional and national level.<sup>262</sup> as well as trainings to meet the capacity building needs. Training packages for continuing education on migrant health for law enforcement officers and healthcare providers, are part of actions related to migrant health at the southern borders of the EU. The Training of Trainers (ToT) package is a set of interactive educational materials on migration and border management including information on migration, health and cultural competence. Module are the following: ‘Migration Health’, ‘Occupational Health and Wellbeing’ and ‘Intercultural Competence’.<sup>263</sup> Trainings are a good entry point to also discuss issues like general culture and issues related to the practitioners’ own health. Trans-sectoral trainings can be useful because of the importance of trans-sectorial cooperation, especially in the reception process.<sup>265</sup> Since fundings are a challenge, a ‘train the trainer’ can be particularly useful. The trainings include Regional Peer Reviews, Trainings of Trainers (ToT), and Roll Outs on Migration and Health.<sup>266</sup>

#### *National level*

##### *Legal/policy framework*

Based on the **MIPEX**-indicators relating health, policies concerning migrant integration in the domain of health care, are at least slightly favourable in the Nordics (Norway, Sweden, Finland) and major regions of destination in Switzerland, Italy and Austria. Staff are only prepared for migrants' specific needs at national level in UK, Switzerland and Norway.<sup>267</sup>

In Norway, the Public Health Act contributes to the promotion of public health and the reduction of social inequalities in health. The Norwegian strategy to reduce social inequalities in health (2007–2017) has four priorities: (i) reduction of social inequalities that contribute to inequalities in health; (ii) reduction of social inequalities in health behaviour and use of health services; (iii) targeted initiatives to promote social inclusion; and (iv) the development of knowledge and cross-sectoral tools.<sup>268</sup> Moreover, Cyprus, Estonia and Croatia have improved the services to assist victims of torture and sexual violence at the reception centres or related health institutions. In Estonia, for example, an ongoing project implemented by the Estonian Sexual Health Association creates networking and readiness in hospitals to provide specialised support for rape victims. Similarly, Slovenia has in place Standard Operating Procedures to prevent and react in cases of sexual violence and gender-

<sup>257</sup><http://careformigrants.eu/training/>.

<sup>258</sup>Interview representative IOM.

<sup>259</sup>Interview representative IOM.

<sup>260</sup><http://equi-health.eea.iom.int/>; IOM Equi-Health Information Sheet: [http://equi-health.eea.iom.int/images/EH\\_infosheet.pdf](http://equi-health.eea.iom.int/images/EH_infosheet.pdf).

<sup>261</sup>Cf. IOM, 2013<sup>2</sup>.

<sup>262</sup><http://equi-health.eea.iom.int/index.php/southern-eu/milestones-and-deliverables-eu>.

<sup>263</sup><http://equi-health.eea.iom.int/index.php/southern-eu/milestones-and-deliverables-eu>; IOM, 2013<sup>1</sup>.

<sup>265</sup>Interview representative IOM.

<sup>266</sup><http://equi-health.eea.iom.int/index.php/9-uncategorised/314-trainings>.

<sup>267</sup>IOM, 2016.

<sup>268</sup>WHO European Region, 2018.

based violence (SOPS) and established an inter-ministerial working group with representatives of the Ministry of the Interior, UNHCR and non-governmental organisations to this purpose.

### Good practices

The Sicily Region in Italy has become the pioneer within the WHO European Region in the development of an operational strategy to respond to the public health implications of sudden and large arrivals of immigrants.<sup>269</sup> The **contingency plan** identified all actors involved in the public health response to migration, integrating their roles in a coherent process, and established a homogeneous procedure to improve the organizational aspects of the public health response by increasing the efficiency of both logistical and human resources. The contingency plan also addressed the various risks and challenges faced by migrants during the different phases in which they arrive, providing a detailed overview of these from rescue at sea to reception in migration centres, and the medical triages conducted throughout the process. For example, the plan includes mandatory monitoring and evaluation of the conditions in migration centres on a periodic basis. The contingency plan has been produced by the regional health authorities in Sicily with the technical assistance of the WHO Regional Office for Europe. It has been produced on the basis of the assessment mission carried out by the Regional Office with officials of local and national authorities specifically with the aim of coordinating the health response to large arrivals of refugee and migrant populations by identifying good practices and potential gaps in the health sector. It makes use of the **WHO Toolkit for Assessing Health System Capacity** to Manage Large numbers of Refugees, Asylum Seekers and Migrants.<sup>270</sup>

Another good practice is the provision of clear **information on the national health system** for newcomers. “Syrians Healthy” (“Syriërs Gezond”) initiative uses the social platform Facebook in order to provide refugees with easy access to information about the Dutch healthcare system, even before their arrival. Their Facebook page also allows refugees to put forward questions to teams of Dutch and Syrian healthcare professionals.<sup>271</sup> The German Ministry of Health, released an information brochure in seven languages specifically to introduce the German health-care system to refugees.<sup>272</sup>

A good practice related to integration in health care, is **intercultural mediation**<sup>273</sup> in health care services, organized by the cell for Intercultural Mediation and Policy Support of the Federal Public Service Health, Food Chain Safety and Environment. ‘Intercultural mediation allows people to participate in the care system and to express themselves. The role of mediators is to facilitate the contact, and for the immigrants to be aware of the role they can take up in the contact with the practitioner.’<sup>274</sup> On the one hand, the Federal Public Service provide ‘face-to-face intercultural mediation’<sup>275</sup> in hospitals, on the other hand they offer ‘intercultural mediation through videoconferencing’<sup>276</sup>, with the latter you lose a part of the one-on-one contact. A strength of face-to-face intercultural mediation is that the mediator can start a conversation with the patient and detect what is going wrong, and can report that to the hospital staff, so that they can deal with it to improve the competencies of the practitioners. The strength of mediation through video-conferencing is that it can be low-budget and that many people can be reached.<sup>277</sup> When it comes to accessibility of cultural mediation, patients are not informed about the existence of intercultural mediation by the Federal Public Service, only the responsables of the intercultural mediators in the hospitals are being informed about the availability of cultural mediation. It is visible on their website, through posters, leaflets for practitioners and hospitals.<sup>278</sup> Each year during one month, mediators register their work and the impact. Moreover, twice a year, all mediators sit together in relatively small groups to present and discuss ‘trouble cases’. One of the challenges is the accessibility, because whether or not the patient obtains a mediator depends mostly on his/her practitioner, (and of course it also depends on the availability of the mediator). Whether or not information-sessions concerning intercultural mediation are organized, depends on the particular hospital. If high-quality care doesn’t become more accessible for immigrants, segregation risks to increase. Increasing the cultural competency of the organisations/institutions, through systematic use of mediators and in certain cases of translators, and to monitor to what extent an institution makes use of strategies that can increase the cultural competency; to obtain some kind of systematics and to follow-up, is important.<sup>281</sup>

Another good practice is the **ETHealth project**, established by the cell for Intercultural Mediation and Policy Support of the FPS Health in Belgium.<sup>282</sup> The aim of this project was to provide a set of recommendations for the administration and the FPS

<sup>269</sup><http://www.euro.who.int/en/health-topics/health-determinants/migration-and-health/news/news/2014/09/sicily-presents-the-first-contingency-plan-in-the-european-region-to-address-the-public-health-needs-of-large-immigration>.

<sup>270</sup>Priebe, Giacco & El-Nagib, 2016; WHO European Region, 2018.

<sup>271</sup>[www.facebook.com/syriersgezond](http://www.facebook.com/syriersgezond).

<sup>272</sup>McKinsey Global Institute, 2016; [www.ratgeber-gesundheit-fuer-asylsuchende.de](http://www.ratgeber-gesundheit-fuer-asylsuchende.de); Papademetriou and Benton, 2016.

<sup>273</sup>Interview representative IOM.

<sup>274</sup>Interview representative cell for Intercultural Mediation and Policy Support of the Federal Public Service Health, Food Chain Safety and Environment.

<sup>275</sup><https://www.health.belgium.be/nl/gezondheid/organisatie-van-de-gezondheidszorg/kwaliteit-van-zorg/interculturele-bemiddeling>.

<sup>276</sup><https://www.health.belgium.be/nl/gezondheid/organisatie-van-de-gezondheidszorg/kwaliteit-van-zorg/interculturele-bemiddeling-0>.

<sup>277</sup>Interview representative cell for Intercultural Mediation and Policy Support of the Federal Public Service Health, Food Chain Safety and Environment.

<sup>278</sup>Interview representative cell for Intercultural Mediation and Policy Support of the Federal Public Service Health, Food Chain Safety and Environment.

<sup>281</sup>Interview representative cell for Intercultural Mediation and Policy Support of the Federal Public Service Health, Food Chain Safety and Environment.

<sup>282</sup><https://ec.europa.eu/migrant-integration/intpract/belgium-ethehealth--towards-intercultural-health-care>.

Health to improve access to health care for migrants and ethnic minorities in Belgium.<sup>283</sup> It sets out 42 recommendations concerning 'most important policy-actions necessary in the care for migrants and ethnic minorities', and 'who is responsible for that?', and 'what are the priorities?'.<sup>284</sup> The target group for this study includes irregular migrants and regular migrants entitled to the national insurance coverage.<sup>285</sup> It gives an idea of the current challenges in the domain of health care in Belgium. The recommendations can be summarized as follows; i) Provide the strategic bases for information on ethnic health inequalities and for culturally competent health care in institutions and among professionals; ii) Provide the equal opportunities for migrants and ethnic minorities in the field of prevention and health promotion; iii) Pay particular attention to the most vulnerable groups such as migrants who do not have health coverage, female immigrants and immigrants with mental health disorders; iv) Make health care accessible to all migrants and ethnic minorities, by reducing barriers and by promoting culturally competent and non-discriminatory health care.<sup>286</sup> Striking findings were the lack of data/information to base policies on, the lack of sufficient amount of translators and intercultural mediators and the lack of good mental health care and the lack of a coherent policy concerning undocumented migrants. Another weakness is that currently a feedback-mechanism is lacking. Another challenge is the lack of good mental health care, that is due to long waiting lists (for example a person with PTSD often needs to wait 6-8 months), and moreover, specialized care is not well spread over the country and many asylum centers are situated in distant locations.<sup>287</sup>

Another good practice is the **provision of information** about culture-sensitive health care for health practitioners. In the Netherlands there is a website for private doctors informing them about culture sensitive health-care.<sup>288</sup> This website provides information on dealing with illiterate patients, culture-sensitive detection of health problems, basic cultural information.

**Migrant-Friendly health care** in the Local Health Authority of Reggio Emilia (Italy)<sup>289</sup> organized by the Research and Innovation Department of the LHA of Reggio Emilia applies a whole organisational approach. Since 2005 a strategy to ensure equity of access and treatment for migrants has been established at the central level of the organisation. The strategy comprises the following areas of interventions and is coordinated by a multidisciplinary team: Ensure the right to health care through a dedicated service for undocumented migrants and asylum seekers; Improve accessibility to health services through a coordinated language support service available for all professionals and patients (addressing linguistic and communication barriers); Improve service utilization through the provision of information on health and health services (providing information on how to navigate the system; improve Health literacy); Ensure quality of care and responsiveness to migrant's health needs through systematic staff training programmes; Foster organisational change and improvements through the assessment of quality/equity of health care services (making use of HPH-TF MFH standards of equity in health care); Promote involvement and participation of users and community through the establishment of partnerships and networks in the community with other services, out-reach interventions, formal agreements and protocols; Promote research to achieve change through the participation at research projects and networks at local as well as international level (COST Actions; EU funded projects; National/Regional funded projects) (in the framework of the SH-CAPAC Project<sup>290</sup>). These activities have contributed to improved integration of the migrant population in the health care system, reduced inequities in health care and reduced health inequalities. The creation of **competence networks of health experts** is a good practice: for example on mental health - especially post-traumatic stress - of refugees, in close collaboration among health authorities, NGOs and health professionals' organisations for prevention and early detection of problems and provision of support and treatment.<sup>291</sup>

A good practice in the field of health care and also related to social care, is **the Humanitarian HUB** in Brussels. Oxfam Solidarity, Doctors without borders, Ciré, Vluchtelingenwerk Vlaanderen, Doctors of the World, Red Cross and BXLRefugees (citizens Platform to provide support to refugees), together with Commission d'Aide juridique française de l'arrondissement judiciaire de Bruxelles established a temporary humanitarian hub in September 2017 with common services to deal with the urgent needs of migrants in transit.<sup>292</sup> For example in January 2018, they received approximately 200 migrants in transit on a daily basis. Doctors of the world is responsible there for medical care and provision of medication<sup>293</sup>, follow-up of pregnancies and screening for contaminable diseases in cooperation with specialized services (for example FARES for Tuberculosis), and referrals to specialized services. Oxfam Solidarity is responsible for the collection and provision of second-handed clothing, sleeping bags, recharging mobile phones etc. Ciré provides judicial support on the Belgian and European aspects of the asylum

<sup>283</sup><https://ec.europa.eu/migrant-integration/intpract/belgium-ethehealth--towards-intercultural-health-care>.

<sup>284</sup>Interview representative cell for Intercultural Mediation and Policy Support of the Federal Public Service Health, Food Chain Safety and Environment.

<sup>285</sup><https://ec.europa.eu/migrant-integration/intpract/belgium-ethehealth--towards-intercultural-health-care>; Dauvrin, Derluyn, Coune, Verrept & Lorient, 2012.

<sup>286</sup><https://ec.europa.eu/migrant-integration/intpract/belgium-ethehealth--towards-intercultural-health-care>.

<sup>287</sup>Interview representative cell for Intercultural Mediation and Policy Support of the Federal Public Service Health, Food Chain Safety and Environment.

<sup>288</sup><https://www.huisarts-migrant.nl/>.

<sup>289</sup>[www.mfh-eu.net](http://www.mfh-eu.net).

<sup>290</sup><https://www.sh-capac.org/>.

<sup>291</sup>COM(2016) 377 final.

<sup>292</sup><https://www.doktersvandewereld.be/humanitaire-hub-voor-migranten-brussel>; <https://www.doktersvandewereld.be/humanitaire-hub-brussel-krijgt-dagelijks-zo%2E80%99n-200-migranten-over-de-vloer>; <https://www.vluchtelingenwerk.be/nieuws/wat-is-de-humanitaire-hub>.

<sup>293</sup><https://www.doktersvandewereld.be/humanitaire-hub-voor-migranten-brussel>.



procedure, they also bring migrants into contact with individual lawyers to follow-up on their situation. BXLRefugees mobilises citizens to provide shelter for migrants in their homes and to collect food and sleeping bags. The Red Cross is responsible for everything related to family reunification, and restoring family links, thereto it provides access to wifi-hotspots and spreads search requests for international tracing of family members. Doctors without Borders provides psychological support. The volunteers of 'Vluchtelingenwerk Vlaanderen' help people to access the humanitarian HUB, moreover some of their volunteers provide translations and legal aid.<sup>294</sup> Strengths are the low-threshold access and the transversality of services. That is in line with the good practice of providing outreach services to facilitate access to care; coordinating different services within the health care system to ensure the integration of physical and mental health care and appropriate care pathways, defined by WHO/Europe in a Health Evidence Network synthesis report. There is a coordinator who coordinates all the operations, and defines the operational plan, a steering committee that includes the representatives of the different organisations, in charge of defining the objectives, and the responsables of all the different organisations are responsible for the implementation of the operational strategies. Immigrants access the HUB through a mobile team. Members of the mobile team go up to immigrants living on the street, informing them about the services they are providing, the schedule, that it is free of cost and that they don't have anything to do with the state. There is an open-door policy. TCNs have a saying in the sense that the organisations are present in the field and constantly discussing with them, but there are differences between expectations of TCNs about the services and the reality. There is external cooperation with Citizens Platform for Refugees in Brussels, also referrals to medical services and local organisations where homeless people can take a shower etc.. Children, women, unaccompanied minors (cooperation with SOS Jeunesse), elderly and urgent medical cases don't have to wait in line in front of the building to access the services. For women a weekly medical session is organized where there is a midwife present. For people who have a medical or health condition, BXLRefugees, with whom they cooperate for housing, gives with priority to those with skin diseases clothes in priority etc.<sup>295</sup>

### *The case of Greece*

#### **Legal/policy framework and context**

In Greece, the wrecked economy ravaged medical supplies and drugs, shrunk the number of medical practitioners, revealed the "lack of female medical staff" and absence of interpreters, while medical examinations are not always free of charge, which makes access to health care for TCNs more difficult.<sup>296</sup> The state recently introduced a new health programme for migrants and refugees in the islands, recruiting so far 200 health professionals so as to invigorate busy hospitals (Boussias, 2018:1). Integration policy is pending since the country still works on the level of emergency. The EU barometer revealed that around 68% of the Greek population believes that poor access to health care "is a major obstacle" towards integration.<sup>297</sup> In contrast, and according to WHO, "support for integration ... is associated with better health outcomes" (Bradby, et al, 2015: x). IOM in 2016<sup>298</sup> The MIPEX-study suggests that up until now no Greek government has acted upon or published any measures regarding migrant health policy, even though the country has attracted funded research on health policy so as to address migrants' health and social care needs.<sup>299</sup> However, **IOM's MIPEX** revealed that TCNs have not been included - so far - in any research study, and medical staff has not received "professional education" or training in order to meet the former's special needs.<sup>300</sup> Moreover, a 2018 study published on the European Web Site of the EU Commission *on Migrant Integration Information and good practices*, describes analogous trends on the Greek front, as there is no "health strategy targeting migrants", "integration strategy targeting health", "standards on cultural mediators", "free interpreters", or "health indicators for migrants".<sup>301</sup> Over the past few years and especially in the aftermath of the increased number of migrants, the **emergency** programmes that were implemented in Greece were carried out by local and international NGOs. Those 'emergency' programmes were funded by International Organizations in order to deal with the emergency crisis of the new populations who were seeking family-reunification, EU relocation and asylum within the European Union. Past programmes targeted registration, emergency health care, accommodation through shelters and apartments in many parts of the country, psychosocial support, and food distribution through vouchers and cash assistance to migrants, refugees and vulnerable groups. The new post-emergency programmes (funded by AMIF) shifted their policy; namely, from crisis-management to integration, aiming to design a policy that will enable TCNs who reside in the country to adjust and integrate in the new society. There are many gaps regarding integration on matters of health and social care at national level. Second, the absence of literature regarding integration reveals the lack of integration policy and vice versa. Third, the literature on good practices and the identification of those on empirical level derive mainly from the work of NGOs that highlight simultaneously the networks of collaboration. And fourth, good practices in Greece relate more to the management of the increased number of refugees rather than integration.

<sup>294</sup><https://www.doktersvandewereld.be/humanitaire-hub-voor-migranten-brussel>.

<sup>295</sup> Interview representative Humanitarian HUB Brussels.

<sup>296</sup> Skleparis, 2018.

<sup>297</sup> Cf. EC, 2018.

<sup>298</sup> MIPEX, 2016.

<sup>299</sup> MIPEX, 2016.

<sup>300</sup> MIPEX, 2016.

<sup>301</sup> Cf. P. Mikaba (MPG), 2018.

On the **national policy** level two programmes started under the auspices of the State; the first (*Philos Programme*<sup>302</sup>) kicked off in October 2017 (which runs in the islands), and the second (*Polydynamos Programme*) has started in July 2018 and will last for approximately two years. The Ministry of Health and the Ministry of Migration Policy set up a 'national plan' during the last fifteen months in order to identify the basic needs of TCNs and put them into practice. Keystone of the Greek policy is to provide and guarantee social security numbers (AMKA)<sup>303</sup> to all refugees who hold registration number, in order to have free access to the NHS. In 2016 the Greek State passed new legislation, which allows all citizens of the country including TCNs to apply for **AMKA** (social security number), paving the way towards free access to the NHS (Article 33, law 4368/2016). That will also enable beneficiaries to seek medication within the Greek hospitals and local clinics, avoiding the current situation of seeking for instance insulin in local 'set-up' pharmacies. It has been argued, that the integration policy foresees the removal of 'ghetto services', the 'strengthening of health services', 'building up new spaces', and improving the conditions of hygiene. Another key aspect of the funded programme<sup>304</sup> as it has been suggested, is that 'information desks', (otherwise 'help desks'), and 'intercultural offices' will be set up within hospitals, to act as facilitating mechanisms, guarantying free and easy access to TCNs in the Health System. At a later stage, the intention is to introduce the 'registry of intercultural mediation in health' which will establish the role and ethical code of intercultural mediators in hospitals. Another key feature of the programme is geared towards promoting education and training among medical staff and intercultural mediators, strengthening the currently 'underweighted' departments of Gynecology and Midwifery, and boosting social services within public hospitals. The new programme of integration policy as it was mentioned does not seek to exclude NGOs from the field, 'supervise' or 'monitor' them; on the contrary, it calls for a more organised and coordinated affinity with the latter, in the form of 'specialized interventions'. Specifically, the Ministry of Health will lead on issues of 'direct hospitalisation' and 'primary care', and collaborate with specialized NGOs on more sensitive health issues, such as mental health, unaccompanied minors, victims of torture, the health of mother-child, and victims of violence.

With regards to **vulnerable groups**, it was stated during the focus group that there is no actual care provided on the national level. The only care that is being offered to vulnerable groups specifically is offered by NGOs, a main provider is PRAKSIS NGO among other NGOs (e.g. MSF, MDM, METAdrasi etc.) that actively participate on the provision of social care. Concerning the shift from the emergency programmes of the past (NGOs funded by EU) to the new ones (i.e. national integration programmes of *Philos* and *Polydynamos*), there is 'no appropriate transition' of prioritized care for vulnerable groups which used to be provided by the latter.

**Collaboration** between the Ministry of Health, Red Cross, MSF and Doctors of the World occurred in the past to implement the programme of vaccination (Infra). During the focus groups the collaboration networks in Greece are called 'atypical' and 'informal'. Other collaboration-schemes can be found within municipalities, through meetings, that bring together 'urban and legal' teams with 'representatives from organisations and members of migrant community'. Moreover, collaboration occurred in the past between the Red Cross and community mediators, as it involved people who lived in the structures and 'worked voluntarily' in the camps.<sup>305</sup>

At the moment in Greece an integration policy concerning health care integration is lacking, efforts are not well planned and lack coordination. Moreover, even though there is wide acceptance of the sincere efforts made on national level, still, those, remain 'spasmodic' and '**fragmented**'. During the focus group<sup>306</sup>, it was stated that there must be a stronger coordinated mechanism between the different stakeholders and a 'central planning' from the part of the state; while others argued that there are gaps in the current integration policy which fall under the general crisis that has affected the local population. **Lack of information:** Significance in promoting "equal access to primary health care" especially with respect to "maternal health" at EU level as well as Greek level. To do so, it has been argued that, "the recruitment of bilingual health workers, medical and care providers [...] would be in position to better meet migrant women's needs"; hence, the latter reveals that migrant patients are often unaware of their health rights.<sup>307</sup>

### Good practices

The **vaccination campaign** of 2016 can be considered a good practice relating health care integration.<sup>308</sup> The design and coordination of the latter programme was carried out by the Ministry of Health and KEELPNO (Hellenic Centre for Disease Control and Prevention), and implemented by the Ministry of Health in collaboration with major NGOs, such as MSF, MDM, Red Cross, PRAKSIS and many municipalities, offering extra spaces (such as "municipal clinics") to NGOs in order to implement the programme.<sup>309</sup> This common initiative not only targeted the vaccination of migrant/refugee children in major hosting structures, but focused upon "minor's health assessment and preventive measures".<sup>310</sup> At the same time, the vaccination

<sup>302</sup><https://philosgreece.eu/el/home/about>.

<sup>303</sup>Note: The Hellenic Republic in 2016 with the *article 33 of the law 4368/2016*, passed a new legislation for all citizens in the country (including Third Country Nationals). In doing so, all citizens are eligible to apply for social security number (AMKA) and have free access to the NHS.

<sup>304</sup>Note: Cf. *Polydynamos* programme which will start in July 2018.

<sup>305</sup>Focus group on integration in the domain of health care and social care, Greece.

<sup>306</sup>Focus group on integration in the domain of health care and social care, Greece.

<sup>307</sup>Country Coordinator Greece, 2017.

<sup>308</sup>Care, 2016.

<sup>309</sup>Ibid.

<sup>310</sup>Ibid.



programme brought together different organisations and state institutions, proving that collaboration and *networking* is possible and can be actualised in an exemplary way. Flexible cooperation between services of the National System and NGOs in the field of vaccinations in Greece proved to be a good example of efficient synergy in a field of public health priority”.<sup>311</sup> In addition, the *National Health Operations Centre* (EKEPY), in collaboration with the Ministry of Health, undertook the role of surveilling the whole procedure and supervising NGOs in the field, while all state and non-state parties were exchanging information regarding the smooth operation of the programme (i.e. the progress of referrals, medical appointments, discussion and follow-up of strengths and weaknesses).<sup>312</sup> The vaccination programme remains intact and the Ministry of Health publishes weekly reports as to the migrants-refugee’s epidemiological surveillance.<sup>313</sup> At the same time, EKEPY still operates in the camps and continues to collaborate with the Ministry of Health along with many NGOs since 2015. In the past, EKEPY collaborated with PRAKSIS, MSF, MDM, BABEL Day Centre, Spanish Red Cross (SRC), IFRC/HRC etc.<sup>314</sup>

Another good practice is the work of pioneer NGOs like **PRAKSIS NGO** that provides social and medical care to asylum seekers, refugees and migrants, and vulnerable populations such as SGBV, LGBTQI, and unaccompanied minors. PRAKSIS’ work is geared towards a holistic approach that aims not only to assist migrants, refugees, and socially excluded populations on the level of psychosocial support and health provision, but on the level of integration as well.<sup>316</sup> PRAKSIS provides services and support since 1996, collaborating with the Doctors of the World, MSF and other NGOs in the medical field. It runs polyclinics in Athens and Thessaloniki; holds a general medical practice in downtown Athens, a department of Gynecology, Dentistry, Child Psychiatry, Social Pharmacy, and mobile medical units.<sup>317</sup> At the same time PRAKSIS is constantly present not just in mainland Greece, but also on the islands.<sup>318</sup> At the polyclinics, free primary medical care is provided to socially and economically excluded and marginalized social groups. Specific services provided are health services (primary care) and where necessary psychosocial support services, legal counseling, pharmacy, job counseling and awareness/mobilization of the wider community. Services are provided by physicians who are either on salary or volunteers: general practitioners, pediatricians, gynecologists, dentists, dermatologists, ophthalmologists and Pharmacy. Referrals to regular services take place very often, mostly to hospitals. Newcomers access the services through the reach-out team that approaches people on the street, through mouth-to-mouth advertisement, and also through referrals by other service providers.

Regarding collaborations, the UNHCR department in Greece, proved to be catalytic with reference to funding local and international NGOs in order to enable and sustain their humanitarian work. At the same time UNHCR collaborates with the state on issues of integration, health, housing, social care, education etc. Some of the partners are PRAKSIS, ARSIS, METADRASI, FAROS, Mercy Corps, Network for the Rights of Children, IFRC, EPAPSY, Solidarity Now, Doctors of the World, *Diotima*, Greek Council for the Refugees, INTERSOS, FAROS, KEAN, as well as many municipalities throughout Greece.<sup>319</sup>

**Intercultural mediation at Metadrasi:** At national level there is no policy yet that foresees the recruitment of highly trained interpreters within hospitals so as to enable proper consultation between medical staff and migrant/refugee patients. On a NGO level however, there are many organisations where intercultural sufficiency is a precondition. METADRASI NGO is an example of intercultural efficiency *par excellence*, and a good practice to serve as an integrationist model on national grounds.<sup>320</sup> For seven years now, METADRASI not only focuses on medical and social provision, but invested greatly upon intercultural mediation within Hospitals. Highly trained personnel and volunteers are constantly present within medical premises throughout Greece and has a “team of 350 interpreters in 43 languages and dialects” that collaborate with major Hospitals in order to assist TCNs.<sup>321</sup> Lack of intercultural mediation conserves health rights unawareness from the part of TCNs. Without intercultural efficiency and representation within Public Hospitals, proper consultation renders impossible for TCNs.<sup>322</sup> Given the absence of interpreters at national level, EKEPY collaborated in the past with NGOs in the camps in order for the latter to assist them with interpreters. EKEPY in partnership with the Ministry of Health (via **PHILOS**<sup>323</sup> Programme), organises trainings since 2017 in order to inform NGOs as to the GBV protocol.<sup>324</sup>

<sup>311</sup>Ibid.

<sup>312</sup>Ibid.

<sup>313</sup>Note: the weekly reports of epidemiological surveillance are available on the official page of Philos Programme of the Ministry of Health: <https://philosgreece.eu/en/informative-material/epidemiological-surveillance>.

<sup>314</sup>Cf. EKEPY, 2017<sup>2</sup>.

<sup>316</sup><https://www.praksis.gr/el/>. Cf. Marouda et al., 2014.

<sup>317</sup>Cf. <https://www.praksis.gr/el/%CF%80%CF%81%CE%BF%CE%B3%CF%81%CE%AC%CE%BC%CE%BC%CE%B1%CF%84%CE%B1/%CF%84%CF%81%CE%B5%CF%87%CE%BF%CF%85%CF%83%CE%B5%CF%82-%CF%80%CE%B1%CF%81%CE%B5%CE%BC%CE%B2%CE%B1%CF%83%CE%B5%CE%B9%CF%82>.

<sup>318</sup>Cf. <https://www.praksis.gr/el/%CF%80%CF%81%CE%BF%CE%B3%CF%81%CE%AC%CE%BC%CE%BC%CE%B1%CF%84%CE%B1/%CF%84%CF%81%CE%B5%CF%87%CE%BF%CF%85%CF%83%CE%B5%CF%82-%CF%80%CE%B1%CF%81%CE%B5%CE%BC%CE%B2%CE%B1%CF%83%CE%B5%CE%B9%CF%82>.

<sup>319</sup><http://www.unhcr.org/gr/complete> ; Cf. list of partners of the UNHCR department in Greece at: <http://www.unhcr.org/gr/%ce%b5%cf%84%ce%b1%ce%af%cf%81%ce%bf%ce%b9-%cf%84%ce%b7%cf%82-%cf%8d%cf%80%ce%b1%cf%84%ce%b7%cf%82-%ce%b1%cf%81%ce%bc%ce%bf%cf%83%cf%84%ce%b5%ce%af%ce%b1%cf%82>

<sup>320</sup><http://metadrasi.org/en/home/>.

<sup>321</sup>Metadrasi NGO, 2018.

<sup>322</sup>Marouda et al, 2014.

<sup>323</sup> <https://philosgreece.eu/en/home/about>.

<sup>324</sup>Cf. EKEPY, 2017<sup>1</sup>.

## Social Care

### EU

#### Legal/policy framework

The recast reception directive states that EU 'Member States shall ensure that material reception conditions provide an adequate standard of living for applicants for international protection, which guarantees their subsistence and protects their physical and **mental health**', thus it ensures asylum seekers' access to psychological care. Art. 30 of Directive 2011/95/EU states that persons with refugee status and persons under subsidiary protection have the right to mental health care under the same conditions as citizens.

Moreover, art. 29 of Directive 2011/95/EU protects the right to **social care** of persons with refugee status and persons under subsidiary protection; Social welfare 1. "Member States shall ensure that beneficiaries of international protection receive, in the Member State that has granted such protection, the necessary social assistance as provided to nationals of that Member State." 2. "By way of derogation from the general rule laid down in paragraph 1, Member States may limit social assistance granted to beneficiaries of subsidiary protection status to core benefits which will then be provided at the same level and under the same eligibility conditions as nationals." The preamble of the Directive furthermore states "Especially to avoid social hardship, it is appropriate to provide beneficiaries of international protection with adequate social welfare and means of subsistence, without discrimination in the context of social assistance. With regard to social assistance, the modalities and detail of the provision of core benefits to beneficiaries of subsidiary protection status should be determined by national law. The possibility of limiting such assistance to core benefits is to be understood as covering at least minimum income support, assistance in the case of illness, or pregnancy, and parental assistance, in so far as those benefits are granted to nationals under national law."

#### Good practices

The recently developed **Knowledge Hub on Health and Migration**<sup>325</sup> provides a forum to promote the exchange of knowledge, information and good practices related to priority aspects of migrant health, with specific attention on mental health. The Knowledge Hub offers a platform for governments, programme implementers, academics and researchers, international organizations, non-governmental organizations and civil society to build upon available evidence, and creates a platform for dialogue and critical thinking on this complex and interdisciplinary field. The platform works across five priority areas including strengthening the evidence available on migration and health, webinar series, summer school, policy dialogues and high-level summits. In collaboration with the European Commission, WHO/Europe offers technical guidance materials, interactive online seminars and migrant health toolkits on mental health topics. This innovative Knowledge Hub aims to bridge the gap between science, policy and practice in the area of migration and health and aims to improve the care for migrants and integration.<sup>326</sup>

The **Migration and Health Programme (MIG)**, formerly known as Public Health Aspects of Migration in Europe (PHAME programme)<sup>327</sup>, was established in 2011 to support Member States to strengthen health sector capacities to provide evidence-informed responses to the public health challenges of refugee and migrant health. The programme operates in the framework of the European health policy framework Health 2020<sup>328</sup>. The programme provides support to Member States under four pillars: technical assistance, health information, research and training, partnership building, and advocacy and communication. The programme promotes a collaborative inter-country approach to migrant health by facilitating cross-country policy dialogue and encouraging homogeneous health interventions along the migration routes to promote the health of refugees and migrants and protect the public health of host communities. Using an innovative toolkit<sup>329</sup> developed by MIG, several public health and health system assessment missions have been conducted (in Albania, Bulgaria, Cyprus, Greece, Hungary, Italy, Malta, Portugal, Serbia, Spain and the former Yugoslav Republic of Macedonia) to analyse and improve the response of these countries to large-scale migration.<sup>330</sup>

### National level

#### Legal/policy framework

Positive policy initiatives relating to social care integration shared by EU several member states, include a Tripartite agreement between state, municipalities and social partners in Denmark which saw a common discussion on the problems and possible ways to solve them as well as common commitment.<sup>331</sup> **Childcare** arrangements during integration courses still leave room for improvement in the EU member states. Such arrangements can help to ensure that parents who come with

<sup>325</sup><http://www.euro.who.int/en/health-topics/health-determinants/knowledge-hub-on-health-and-migration>.

<sup>326</sup><http://www.euro.who.int/en/health-topics/health-determinants/knowledge-hub-on-health-and-migration>;  
<http://www.euro.who.int/en/health-topics/health-determinants/migration-and-health/news/news/2017/04/migrant-populations,-including-children,-at-higher-risk-of-mental-health-disorders>.

<sup>327</sup><http://www.euro.who.int/en/health-topics/health-determinants/migration-and-health/migrant-health-in-the-european-region>.

<sup>328</sup><http://www.euro.who.int/en/health-topics/health-policy/health-2020-the-european-policy-for-health-and-well-being/about-health-2020>.

<sup>329</sup>WHO, 2016.

<sup>330</sup>WHO European Region, 2018.

<sup>331</sup>EC, 2017.

children do not have to drop out of their course to take care of their children. Two thirds of Member States offers such possibilities to refugees, but only half of them offer childcare and flexible arrangements as part of integration courses provided to asylum seekers<sup>333</sup>

More than half of Member States provide systematic **mental health screenings** to asylum seekers and refugees,<sup>334</sup> which is a good practice.<sup>335</sup> Moreover, virtually all Member States offer mental health support for those who need it.<sup>336</sup> In Finland, The PALOMA<sup>337</sup> (Developing National Mental Health Policies for Refugees) project (2016– 31.12.2018) works to develop a national model for mental health work with refugees and individuals from comparable backgrounds. The project aims to provide guidelines and build capacity among professionals working with refugees on the prevention, recognition and treatment of mental health problems. The PALOMA model is targeted to different levels of administration and different contexts and will be implemented nationally to ensure mental health services are better and equally organized throughout Finland. The model covers primary and specialized care, as well as preventive initiatives outside of the social and health service sectors to promote quality and continuity of care.<sup>338</sup> The project involves collaboration with Tampere University Hospital, Turku University Hospital, Oulu University Hospital, Helsinki, Espoo, Turku, Tampere, the Centre for Torture Survivors in Finland, the Moniheli Network of Multicultural Associations, and Tampere University.

### Good practices

Providing **information** on care entitlements and available services to migrants is important for asylum seekers' and refugees' access to social care.<sup>340</sup> In Belgium (in Flanders and the Dutch-speaking part of Brussels), regular services that provide information relating social rights, like for example **Centre for societal wellbeing (CAW)**<sup>342</sup>, inform asylum seekers and refugees and other vulnerable groups about their social rights and help them to access social benefits and if necessary they refer them to regular services with specialised knowledge on a particular social right. At the Centre for societal wellbeing, social workers provide practical and legal assistance concerning social rights. The services are free of charge and make use of an open-door-policy.

In Sweden, a national and international **telepsychiatry service** between Sweden and Denmark has been implemented to enhance access for refugee groups to adapted **mental health care** in terms of the bilingual proficiency and cultural competence of the health professionals.<sup>343</sup> The service is free of charge and was offered to 45 refugees and 12 asylum seekers, with a total of nine languages being spoken over the 34 months of the project. Each had an average of 5.2 telepsychiatry sessions with referrals either for diagnostic assessment and subsequent treatment or for treatment via the videoconferencing service. Clinicians spoke the same language as their patient but also had a comprehensive knowledge of the health care system in both the host country and the patient's original country. A questionnaire was administered to patients in the final session. The questions explored their attitudes towards aspects of telepsychiatry, including technology, confidentiality, preference and information. Two open-ended questions investigated participants' views on the benefits and disadvantages of this type of service. Patients reported a high level of satisfaction with the service, stating that they would be happy to use telepsychiatry again and to recommend it to their peers. Telepsychiatry sessions with a clinician who spoke their native language were preferred over a normal interpreter-assisted consultation as the latter also increased their concerns regarding confidentiality.<sup>344</sup>

Child and adolescent psychotherapy (London, UK) provided by the Refugee Therapy Centre<sup>345</sup> can also be considered a good practice. The Centre provide psychotherapy and associated treatments to people who have been tortured, giving priority to children. The Centre receives referrals for children and young people from schools, colleges, refugee community organisations, social services and health professionals. In order to meet the needs of children, two booklets, "**Information for Parents**" and "**Information for teachers**" were provided, stressing the importance of early support to prevent later emotional suffering. Professionals working at the Centre address the needs of the individual child, working through past experiences, providing support to tackle current difficulties and rebuilding confidence and self-esteem which helps children to make a positive contribution to their new environment. The centre works with families and communities with the aim of restoring social structures and a sense of normality. Conditions are: access to in-depth information about refugees children's cultural environment, about the nature of trauma they have endured and on family dynamics.<sup>346</sup>

<sup>333</sup>ESDE, 2016.

<sup>334</sup>E ESDE, 2016.

<sup>335</sup>Priebe et al., 2014.

<sup>336</sup>ESDE, 2016.

<sup>337</sup><https://thl.fi/en/web/thlfi-en/research-and-expertwork/projects-and-programmes/the-paloma-project-improving-mental-health-services-for-refugees>.

<sup>338</sup>Cf. [http://ec.europa.eu/chafea/documents/health/migrants-health-actions/Koponen\\_Maamu\\_UTH.pdf](http://ec.europa.eu/chafea/documents/health/migrants-health-actions/Koponen_Maamu_UTH.pdf); WHO European Region, 2018.

<sup>340</sup>Priebe et al., 2014; <http://www.euro.who.int/en/health-topics/health-determinants/migration-and-health/news/news/2017/04/migrant-populations,-including-children,-at-higher-risk-of-mental-health-disorders>.

<sup>342</sup><https://www.caw.be/over-het-caw/wie-zijn-we/>.

<sup>343</sup><https://www.telepsykiatri.se/english/>.

<sup>344</sup>WHO European Region, 2018.

<sup>345</sup><https://www.refugeetherapy.org.uk/about-us/>.

<sup>346</sup><http://www.refugeetherapy.org.uk/>. Cf. Escuela Andaluza de Salud Pública, 2016.

**Mindspring** is a psychoeducation group program for refugees. In the refugees' native language if necessary, trainings exist to gather necessary knowledge to guide the psychoeducation sessions, the mindspring trainer, who has a refugee-background, is assisted by a professional in the field of social care/health care. The program consists of psychoeducation, relaxation exercises and group-conversations on the following themes.<sup>347</sup> Mindspring is being organised in Belgium, Germany, the Netherlands and Denmark. In Brussels in Belgium, Mindspring is organized by the Centre for societal wellbeing (CAW). Many access the psychosocial services through mouth-to-mouth advertisement. To facilitate newcomers' access to psychosocial care, staff goes to other organisations and for example they have given an information-session for newcomers following courses with that organisation, to inform the newcomers about the project. Since psychosocial support, the way it is organized in the West, doesn't exist in many cultures, they explain to newcomers what it is and what it is not and why it can be useful. That approach was effective.<sup>348</sup>

Organisations often don't cooperate, strengthening the collaboration and cooperation between different services active in the field of psychological support for asylum seekers and refugees is considered an important aspect of good practices.<sup>349</sup> For example related to mental health, a **case-intervision** was organized in the city of Ghent by Taskforce Refugees Ghent where several organisations providing psychosocial support for refugees, discuss cases and provide feedback about working with newcomers in the mental health domain.<sup>350</sup> A similar initiative are the monthly intervention sessions (project culture-sensitive care) organised in the framework of the Center for Social Wellbeing's 'Refugees Project' in collaboration with Center for Mental Wellbeing in Brussel. It has helped the practitioners to grow in their role and to better understand the behavior of clients with an immigration background. For the intervention sessions there were certain themes or cultures, for example polygamy, family roles etc.<sup>351</sup> In the **Humanitarian HUB** (Supra), staff of MSF provide low-threshold psychological support for the migrants. The HUB, as well as the low-threshold care centres<sup>352</sup> organized by Doctors of the World in Belgium, combine social care services, health care services and mental health care services and that way facilitates access to services that provide different aspects of health care, including mental health care, and thus reducing the need for further referrals, moreover the HUB strengthens the collaboration and co-ordination between different services.<sup>353</sup>

Another good practice is the combination of specialized psychological treatment of victims of torture with vocational courses for youth organized in this setting and the close cooperation with social workers, with attention for the social environment of the youngsters in the German NGO **Zentrum Überleben**.<sup>354</sup> Zentrum Überleben in Berlin supports rehabilitation and integration of refugees and migrants. Services include medical and therapeutic treatment and immediate psychosocial care for newly arrived traumatized refugees. The Center also provides basic psychological, social and legal counseling, qualification courses together with vocational preparation and training to refugees and migrants. Additionally, they develop scientific research and the development of treatment approaches as well as documentation of the causes, the consequences and the treatment of traumata.<sup>355</sup> **Host to Options** is an initiative of the Portuguese Red Cross (PRC). Among other things, its Psychosocial Support Team offers assistance to asylum seekers. They also provide them with an initial health assessment and offer them a "safe & well" telephone call.

**Information** about culture-sensitive psychological care for practitioners is for example provided by Pharos. **Pharos** is the Dutch centre of expertise on health(care) disparities between different groups of people, they publish information for practitioners on the (mental) health of asylum seekers and refugees, providing basic information as well as practical information and tools for practitioners.<sup>356</sup> They also organise trainings for practitioners working with asylum seekers and refugees.<sup>357</sup>

### *The case of Greece*

#### *Legal/policy framework and context*

In Greece any method and/or policy on health integration and social care of migrants is lacking so far, as the country went through an unprecedented crisis, with massive inflows since 2015.<sup>358</sup> However, in 2016 the Greek State passed new legislation, which allows all citizens of the country including Third Country Nationals to apply for AMKA (social security number), paving

<sup>347</sup><https://www.caw.be/hoewijhelpen/preventie/mind-spring/>.

<sup>348</sup>Interview representative Center for societal wellbeing Brussels.

<sup>349</sup>Priebe et al., 2014.

<sup>350</sup>Interview representative Taskforce Refugees Ghent.

<sup>351</sup>Interview representative Center for societal wellbeing Brussels.

<sup>352</sup>Cf. <https://www.doktersvandewereld.be/belgie/7-zorgcentra>.

<sup>353</sup>Priebe et al., 2014.

<sup>354</sup>Interview psychologist working with refugees in 2015 in Germany.

<sup>355</sup><https://www.ueberleben.org/en/home-en/>.

<sup>356</sup><https://www.pharos.nl/nl/kenniscentrum/asielzoekers-en-vluchtelingen/asielzoekers-en-vluchtelingen>.

<sup>357</sup><https://www.pharos.nl/nl/kenniscentrum/algemeen/training-en-advies>.

<sup>358</sup>IQM, 2016.

the way towards free access to the NHS (Article 33, law 4368/2016).<sup>359</sup> Article 33 of the law 4368/2016 binds the Greek State to insure all TCNs on exactly the same legal grounds as the rest of the Greek population.<sup>360</sup>

In Greece at the moment there is need for a sustained model of health on a *statist ground* that goes beyond the mere call of meeting the basic needs of migrants/refugees; it should also encompass the issue of social care and mental well-being, since the social provision is currently and almost exclusively in the hands of NGOs. Moreover, during the focus group, it was argued that more efforts need to be made on the level of structures and their maintenance, and on the establishment of an 'open system' that would allow patients- treated for mental issues- to be referred to other parts of the NHS for needs that are not directly linked to mental health issues (cf. when mental patients need to access the NHS for the treatment of influenza in the pathology department). Another crucial challenge in the field of mental health regarding access to mental and social care services are the information tools.<sup>361</sup>

### Good practices

ARSIS and CARITAS HELLAS NGOs that focus again on integration of TCNs in the Greek society, offer social support and social housing.<sup>362</sup> A good practice is that in 2017, PRAKSIS NGO opened a shelter (*Youth Shelter 18-22*)<sup>364</sup> for those children who turned 18 years old and would stay in Greece, offering psychosocial, legal, medical support and job counseling.<sup>365</sup> Regarding collaboration related to social care and specifically on social housing, worth mentioning is the indispensable work of E.K.K.A in collaboration with UNICEF, which processes numerous applications of unaccompanied refugee children per month in order for them to be granted shelter, and has become the mediator between the Asylum Service and NGOs (WHO, 2015: 9).<sup>367</sup> E.K.K.A publishes every month an updated report of new referrals but also informs the relevant stakeholders as to the current situation of the yet homeless minors.<sup>368</sup>

With regards to mental health, it was mentioned during the focus group that the opening of **BABEL Day Centre**, ten years ago, with the approval and support of the State, still constitutes today an exemplary case of care. Apart from this initiative, there have been no other developments on national level, as there is no other unit from the part of the state that deals with the mental health of migrants. The Babel Day Centre runs since 2007 and is considered a solid foundation for meeting refugees' social and mental health needs.<sup>369</sup> Over the past eleven years, BABEL has focused on psychosocial support and provides assistance to people irrespective of national, cultural, religious, ethnic and socio-economic background.<sup>370</sup> Nevertheless, there is an unsurpassed scale of needs of immigrants since 2015.<sup>371</sup>

### Intercultural coexistence

#### EU

#### Legal/policy framework

Art. 34 of Directive 2011/95/EU<sup>372</sup> states that Member states should provide refugees access to integration facilities that they consider to be appropriate. Moreover, the 2000/43/EC Equality Directive the aim of that Directive is to lay down a framework for combating discrimination on the grounds of racial or ethnic origin, with a view to putting into effect in the Member States the principle of equal treatment (art. 1). Everyone in the EU is protected by law from discrimination at work or in access to work on the grounds of racial or ethnic origin, religion or belief and from discrimination in education, social protection and access to goods and services on the grounds of racial or ethnic origin. Enforcement of these rights needs to be ensured by Member States and early agreement is needed on the Commission proposal to complete the anti-discrimination framework on the grounds of inter alia religion.<sup>373</sup>

### Good practices

On the EU level online language learning is available for stakeholders and TCNs, '**online language service portal**' and an **OLS site for refugees** has been created. The website provides language courses in several languages, including Greek.<sup>374</sup> Access to the OLS is granted to refugees who wish to improve their knowledge of one of the languages available in the OLS (Bulgarian, Czech, Danish, German, Estonian, Greek, English, Spanish, French, Irish, Croatian, Italian, Latvian, Lithuanian, Hungarian, Maltese, Dutch, Polish, Portuguese, Romanian, Slovak, Slovenian, Finnish and Swedish) by an Erasmus+ beneficiary institution/organisation. Such organisations include universities, vocational and training organisations, NGOs, youth

<sup>359</sup>Art. 33 of Law 4368/2016.

<sup>360</sup>IOM, 2017.

<sup>361</sup>Focus group on integration in the domain of health care and social care, Greece.

<sup>362</sup>Cf. [http://caritas.gr/caritas\\_prg/stegasi/](http://caritas.gr/caritas_prg/stegasi/); <http://arsis.gr/en/>.

<sup>364</sup>Note: funded by ECHO and CARE International.

<sup>365</sup><https://www.praksis.gr/el/%CF%80%CF%81%CE%BF%CE%B3%CF%81%CE%AC%CE%BC%CE%BC%CE%B1%CF%84%CE%B1%CF%84%CF%81%CE%B5%CF%87%CE%BF%CF%85%CF%83%CE%B5%CF%82%CF%80%CE%B1%CF%81%CE%B5%CE%BC%CE%B2%CE%B1%CF%83%CE%B5%CE%B9%CF%82>

<sup>367</sup>Cf. Asylum Service, 2018.

<sup>368</sup>E.K.K.A, 2018.

<sup>369</sup>Gkionakis, 2016.

<sup>370</sup><http://syn-eirmos.gr/babel/>.

<sup>371</sup>Ibid.

<sup>372</sup>Directive 2011/95/EU (recast).

<sup>373</sup>COM(2016) 377 final.

<sup>374</sup><https://erasmusplusols.eu/ols4refugees/>.

organisations, civil society associations, etc. Once they receive the invitation-email to the OLS, refugees must first take a language assessment to find out their current language level. Upon completion of this assessment, they can access the language course (if available at the required level) for a duration of maximum 13 months.

**Cultural awareness and expression handbook EU** (anti-discrimination measures) developed by the open method of coordination (OMC) working group of EU Member States' experts on the development of the key competence 'cultural awareness and expression'. Cultural awareness and expression is one of the 8 key competences fundamental for every individual as set by the EU in 2006. The handbook aims to provide policymakers with inspiring practices and targeted recommendations with regards to cultural awareness and expression.<sup>375</sup>

The European Coalition of Cities against Racism has developed the **ECCAR Toolkit for Equality**, which entails a 10 points action plan, applicable to large and small cities.<sup>376</sup> Point 8 of the action plan 'Welcome Services for New City Inhabitants'. Welcome services provide information to immigrants who are new inhabitants of the city. The services help the new arrivals with orientation in the city, information on the necessary administrative/legal steps and guidance concerning accommodations, schools, medical care, recognition of qualifications etc. The services therefore contribute to integration and participation. Welcome services are recommended to include: (i) individual orientation counselling shortly after arrival in the migrants' native language; (ii) a module-programme of group coaching conducted in the migrants' native language; (iii) a module-programme of individual counselling regarding e.g. recognition of qualification; (iv) a general information desk.<sup>377</sup>

#### National level

##### Legal/policy framework

The following Member states have introduced measures aimed at combating discrimination and reducing segregation at the national level: Belgium, Latvia, Finland, Estonia and Denmark. Inclusive policies can be said to reduce the level of perceived threat while exclusionary policies tend to reinforce perceptions of threat.<sup>378</sup> Moreover, the fact that people tend to grossly overestimate the share of migrants in the population, shows that there is an urgent need to provide information concerning migration and to improve public awareness.<sup>379</sup>

##### Good practices

**Carousel of languages**<sup>381</sup> is an intercultural language-café in Belgium (Ghent, Antwerp) that promotes informal language learning through the organisation of evenings during which conversations are started between newcomers and native citizens. The aim is to allow the newcomers to learn/practice the national language and for them in return to exchange the language(s) that they master and that their conversation partners want to learn. Anyone can participate and it is free of charge. A handbook on 'Language carousel' was developed describing the aim of language carousel and providing practical tools and examples for the organisation of language carousel sessions.<sup>382</sup> Another good practice are the **conversation tables organized** in Belgium to practice Dutch in an informal way, organized by Vluchtelingenwerk Vlaanderen. On a weekly basis, volunteers come to that event to speak Dutch with asylum seekers and refugees related to the particular theme of that day.<sup>383</sup> One of the strengths is that it allows immigrants to learn Dutch in an informal way and at the same time to build their social networks in the host country. For example in those conversation tables, reciprocity is something very important.<sup>384</sup>

**Visual dictionary** with the most commonly used home care related images<sup>385</sup>, is a good practice to facilitate communication. This tool was created in order to overcome language barriers between elder immigrants and home caretakers. This tool targets older refugees to improve access to services. Visualization of information can be considered a good practice with regards to the provision of information among immigrants.<sup>386</sup>

**Language-learning through Asylothek**, short for Refugee Centre Library (Asylbewerberheimbibliothek) is a volunteer-run library for asylum seekers and refugees in Germany. A central part of the Asylothek's work is to inform refugees about their rights and responsibilities, as well as about their host country's value system. They are also active in providing emotional and

<sup>375</sup> Directorate-General for Education, Youth, Sport and Culture (EC), 2016.

<sup>376</sup> <http://www.eccar.info/en/eccar-toolkit-equality>.

<sup>377</sup> Meier, Nicoletti, Starl & Lappalainen, 2017.

<sup>378</sup> Callens, 2015.

<sup>379</sup> ESDE, 2016.

<sup>381</sup> <https://www.vormingplusgent-eeklo.be/taalcarousel/>; <https://www.vormingplusantwerpen.be/projecten/elkaars-taal-oefenen-en-cultuur-verkennen-taalcarousel/18/#130>.

<sup>382</sup> <https://www.vormingplusantwerpen.be/themas/inburgeren-en-participeren/215/handboek-taalcarousel-elkaars-taal-en-cultuur-verkennen/42/>.

<sup>383</sup> Interview PhD-researcher integration Belgium, 2018.

<sup>384</sup> Interview PhD-researcher integration Belgium, 2018.

<sup>385</sup> <https://in-gent.be/publicaties/uitgaves/beeldwijzer-thuiszorg>. Cf. <https://ec.europa.eu/migrant-integration/intpract/home-care-image-dictionary>.

<sup>386</sup> EASO, 2016.



educational primary care.<sup>387</sup> The **Communication Fan**, developed in the framework of a project financed by Fedasil in 2016 and refined by ALL aims to inform practitioners about communicating with foreign speakers.<sup>388</sup>

Cultural mediation and translation: **Translators telephone** one central and 8 decentralised interpretation and translation offices. As part of that effort a 'telephone social interpretation office' was developed.<sup>389</sup>

Another good practice concerning integration is the **Service of Intercultural and Social Mediation** (Service de Médiation Interculturelle et Sociale)<sup>390</sup>; organized in Charleroi in Belgium, the service includes intercultural mediation (through videoconferencing) and social interpreters in the domain of education, family, health (in hospitals), safety, housing, public services, employment and apprenticeships. Social permanences are being organized concerning immigration (foreigners rights, education, work permit, diploma recognition etc.). Moreover, they organise alphabetization courses focusing on newly arrived women, school remediation (organisation of language courses and other courses in organized in schools for newcomers), support with preparation of exams to obtain a driving license (with special attention to mother with little educational background), cultural festivities and excursions are being organized. Moreover, information sessions are being organized and publications and seminars on the following topics; education, health, rights etc..

Another good practice are the services provided by the Brussels Reception Agency's integration service<sup>391</sup> focusing on the larger society; local governments, organisations and companies to **counsel the broader society in dealing with diversity**. On the one hand, the aim is to make services more accessible for people with a migration-background. On the other hand, the aim is to promote diversity in staffing and to provide information on how best to deal with diversity when the organisation is more diverse. They provide information related to language, volunteering, buddy-programs, accessibility of services and information on how to deal with diversity. This service has the following tasks: advising (trying to provide an answer to questions or referring), informing (making information available in a broad variety of ways, through education; workshops, inspiration moment, 'train the trainer' etc.); learning- and coaching-trajectories (some kind of process-guidance of the organisation/local government and take them along in the process of change during an extended period of time, including work-sessions where they sit together and come up with something together. That includes guidance about dealing with diversity when the organisation/local government doesn't feel ready yet to deal with it themselves, by means of an example allowing them to experience and practice so that the next time they can deal with it themselves. For example: providing information and helping to organise a 'table of dialogue'; gathering people from the neighborhood for them to enter into dialogue with one another. A challenge is that often staffing of services in very diverse neighborhoods is still very 'white' or attracting a very limited public and they sometimes don't know how to attract them, one of the strengths is that within the Brussels Reception Agency, there is an integration service focusing on the immigrants, that allows to advise them based on the expertise that has been collected there, and that also allows to make referrals to those services and vice versa.<sup>392</sup> They try to create support/motivation within the companies through more accessible, low-threshold activities, like for example Café Coloré (Infra).<sup>393</sup> Collaborations: Partner-organisation: 'Minorities Form', through them they can also reach a broader group of immigrants. When they organise something in for example a local services center, they try to involve the client's own network and neighborhood as much as possible.

**Informing newcomers about the existence of services** is important, a good practice is '**citizens week**' ('semaine citoyenne') organized in Brussels (Belgium) by Mentor Escale.<sup>394</sup> During 5 days, recently arrived UAMs, often in collaboration with other youth and organisations, obtain more concrete insight in Belgium through entertaining activities. The first day is about 'cultural differences', the second day about 'the functioning of Belgium' ('school obligations?', 'where does the money of the public centers of societal wellbeing come from?' etc.), also informing them about the public transport in the city, etc.; a series of sensitizations. The fourth day there is a panel with all possible information, the articulation of finding a job, explaining all the possibilities, for them to have an idea about the existing options, and what will lead to what kind of profession after how much time. The last day is closed with a treasure hunt, in the morning the UAMs search on the internet, and in the afternoon, they survey the city and visit a series of places, to discover the different services provided in several settings in the city. Mentor Escale considers it one of their strengths that their activities try to fulfill several objectives at the same time, but slowly. Moreover, since it is often very difficult for UAMs to trust others, another strength is that they give the UAM's the opportunity to meet other people, also in an informal context where they do not identify as refugees. Another aspect is that certain afternoons an open-door-policy is in place. Moreover, they provide a combination of formal and informal activities, the informal activities are more accessible and can lower the threshold for UAMs to one day also access the more formal activities. A challenge is that "There is not one pathway for integration, the only way is for the integration process to develop in the order that it comes." and "It differs from person to person".<sup>395</sup> When it comes to staffing, they often work with volunteers. They also work with people who usually work with a different target group or who are not professionals, but that

<sup>387</sup>[www.asylotheek.de](http://www.asylotheek.de).

<sup>388</sup><https://www.integratie-inburgering.be/communicatiewaaijer>.

<sup>389</sup><http://www.vlaamsetolkentelefoon.be/>.

<sup>390</sup><http://www.chu-charleroi.be/patients/qui-peut-vous-venir-en-aide/mediation-interculturelle>. Cf. <https://ec.europa.eu/migrant-integration/intrapct/service-de-meditation-interculturelle-et-sociale-smis>.

<sup>391</sup><https://www.integratie-inburgering.be/wat-doen-we/integratie>.

<sup>392</sup>Cf. Interview representative (integration service of the) Brussels reception agency for integration.

<sup>393</sup>Interview representative (integration service of the) Brussels reception agency for integration.

<sup>394</sup><http://www.mentorescale.be/onze-werking/collectieve-activiteiten/?lang=nl>.

<sup>395</sup>Interview representative Mentor Escale.

requires sensitization and preparation. They collaborate with other local youth organisations, asylum centers, communal youth services to have more impact.<sup>396</sup> Another activity that provides basic information to inform young newcomers about how to start life in the city they moved to is the **Start Vienna Integration programme**<sup>397</sup>.

**Intercultural activities** are an important part of intercultural coexistence. Bringing along local civil society to make proximity with migrants a reality, is important for integration.<sup>398</sup> Direct contact between neighbours is a very important antidote to discrimination. Getting local citizens on board for the integration process and encouraging interaction in settings such as sport clubs, cultural associations, and festivals can help to build a more inclusive community where refugees can gain a sense of belonging.<sup>399</sup> Several member states organise intercultural activities to promote **intercultural dialogue**. For example in the Netherlands: 'week of the dialogue'<sup>400</sup>, in Germany 'intercultural week'<sup>401</sup> and 'Islamic Communities as local actors'<sup>402</sup> in Germany: aim to facilitate and improve dialogue and collaboration between different voluntary organisations, citizens and community associations and to strengthen networks. Moreover, it offers seminars and courses on local topics, representatives of communities consequently spread the knowledge they gain there in their communities. **Helsinki Multicultural Education Services** (HMES) also aim to increase dialogue and multicultural understanding. Thereto HMES organizes multicultural workshops for social workers, day care workers and TCNs, also public exhibitions and seminars are being organized to foster intercultural dialogue.<sup>403</sup> Moreover, **YoungMuslimActive** (YUMA) organizes activities to improve the perception of Muslims in society, working closely with mosques and muslim organisations, and training young Muslims to bridge between the community and the local community. An example of a good practice is **Café Coloré**; a dialogue between Belgian citizens and immigrants integrating in Belgium.<sup>404</sup><sup>405</sup> Another good integration practice organized in the city Namur in Belgium are **Intercultural Meetings**, for residents of asylum centres and citizens interested to participate in group discussions with the residents about topics of their choice.<sup>406</sup>

The organisation of **sport activities** can be another good practice related to intercultural coexistence. Sports can offer a 'universal language', which can transcend social, cultural and national boundaries and can bring people with different backgrounds together (through attracting people to programs that include employment support, personal and social development, volunteering as a sport coach etc.).<sup>407</sup> For example Mentor Escale organizes sports activities for UAMs in Belgium.<sup>408</sup> They thereto cooperate with for example football clubs, moreover they partner with the university to access sporting facilities of the university, there each youngster can choose the sport of his/her preference and sport together with university students. That also allows the newcomers to meet another public and also to try out new sports. It allows UAMs to express themselves and is also accessible for those who don't master the national language yet.<sup>409</sup> Another good practice is the **"4 days of bicycling for newcomers"**.<sup>410</sup> This activity was organized by ES Gent, in collaboration with MENA, SINGA, KAJ De Mug, Odisee, Tumult vzw, Circolito and Rising You(th) in Belgium. This activity allows UAMs and refugees in Belgium to get to know a number of big cities in Belgium in a different way and to get into contact with national citizens during this cycling activity. **Leisure activities** are easily accessible and can allow newcomers to express themselves. A challenge is the fact that youngsters often have to move, that makes it difficult to integrate them within for example a certain football team. Other challenges are language, self-care of practitioners and that practitioners often lack knowledge about the culture of the newcomers.<sup>412</sup> Tumult vzw is a youth organisation that aims to connect Belgian citizen youth with youth with a refugee-background. Thereto they organise camps for those youngsters.<sup>413</sup>

In the Netherlands, in the city of Rotterdam, the NGO 'Society and me', organizes activities **matching a local family with a family of newcomers**. The aim is for the 2 families to do activities together, and that way to broaden the network of the newcomers. A main challenge for this project is the polarization present in the society in Rotterdam, since 2015. For this project the organisation makes use of 'bridgebuilders'; people with a migration background who have moved to the country years before and know the national language and culture and the language and culture of their country of origin. The NGO starts off by selecting and supporting those 'bridgebuilders', the bridgebuilders in turn search and contact refugee families

<sup>396</sup><http://www.mentorescale.be/>.

<sup>397</sup><http://www.startwien.at/en-eu/startcoaching/>; Cf. European Foundation for Democracy, 2018.

<sup>398</sup>OECD, 2017. Cf. [https://ec.europa.eu/futurium/sites/futurium/files/oecd\\_territorial\\_approach\\_to\\_migrant\\_integration.pdf](https://ec.europa.eu/futurium/sites/futurium/files/oecd_territorial_approach_to_migrant_integration.pdf).

<sup>399</sup>McKinsey Global Institute, 2016.

<sup>400</sup><http://www.utrechtindialoog.nl/nederland-in-dialoog/>.

<sup>401</sup><https://www.deutschland.de/en/topic/life/society-integration/intercultural-week-0>.

<sup>402</sup><http://www.goethe.de/lhr/prj/daz/uen/ima/koa/enindex.htm>.

<sup>403</sup>Cf. FRA, 2017.

<sup>404</sup><https://bon.be/nl/cafe-colore>.

<sup>405</sup>Note: The aim of Café Coloré is sensitization and imaging. The project has always received positive evaluations from participants (groups of 12-20).

<sup>406</sup>Note: In 2012 six meetings took place inside the centre and four outside the asylum centre in Namur (at a citizen's home, in a museum, exploration of the city). It creates social bonds between participants and improves their wellbeing. Participants have created a brochure after those intercultural meetings (<https://ec.europa.eu/migrant-integration/intracpract/rencontres-interculturelles>).

<sup>407</sup>Bertram, Diep, Fox, Pelka, Ruitinga & Sennett, 2016.

<sup>408</sup><http://www.mentorescale.be/onze-werking/collectieve-activiteiten/?lang=nl>.

<sup>409</sup>Interview representative Mentor Escale.

<sup>410</sup><https://www.jes.be/blog.php?id=213>.

<sup>412</sup>Interview psychologist working with refugees in 2015 in Germany.

<sup>413</sup><https://tumult.be/activiteiten>.



and Dutch families to participate in this project. Right now 10 refugee families and 8 Dutch families are willing to participate. The project starts with an information session to further inform participants about the project, possible activities (visiting each other's home/sporting/activity for the children/helping to learn the national language/..) to take part in etc., families can already enter into contact with each other and families who get along can already be matched. After the families are matched, also a number of common activities are being organized by the NGO for all the families. For each of the couples of families that has been matched, 1 bridgebuilder is appointed as person of contact. The role of the bridgebuilder then is to monitor the relationship between those families, answer questions related to the language or culture, or to inform the families about each other's cultural backgrounds and what to pay attention to. Staff includes a number of bridgebuilders who were already part of their cooperation network, others were approached through online advertisements or local migrant organisations. One of the strengths of this activity is the diversity which is present in this organisation. Diversity among the bridgebuilders and other staff members in cultural backgrounds, gender, age, religion, that allows them to constantly learn from each other, and enriches their perspectives. they cooperate with other local organisations; they exchange information, organise activities together sometimes, mainly on a thematic basis, to prevent overlap and to exchange experiences.

Another good practice, is the **Buddy-project**, organized by YWCA<sup>414</sup> in cooperation with the Women's council, which focuses on **female** refugees and asylum seekers.<sup>415</sup> Right now, mostly Syrian and Iraqi women are participating. Those women often are part of a 'closed' community, and often only had contact with people from their own cultural background in Belgium. Informal, accessible activities are being organized for women, children, and for several activities also their husbands come to the activities. Activities that are being organized include the following; trip to an amusement-park, to the zoo, a pick-nick, a reading group, yoga classes organized by Indian women etc. After participating in such an informal activity, many women want to become a member of YWCA. Such fun activities allow to build a relationship of trust with the immigrants which can allow them to also refer them to more formal activities. The activities are organized by volunteers; often women who first became members of YWCA and later on became volunteers. Monthly meetings take place with a representative of the YWCA-groups in the different regions of the country to exchange ideas and experiences. The focus of YWCA's activities changes with time, in the past they have also organised certain activities focusing on single mothers with children vulnerable to grow up in poverty. Currently, flyers for example are handed out in the asylum centers. The activities organized by YWCA allow to practice the national language and improve language skills and contribute to their wellbeing. Aim is strengthening the women and providing opportunities to integrate and further develop their talents. The starting point are similarities as human beings," meeting each other from one human being to another human being".<sup>416</sup>

Another important challenge related to the integration of women, is the lack of knowledge among professionals about certain **taboo-topics** like FGM, child marriage, and other traditions.<sup>417</sup> It would be important to inform professionals about those topics since they greatly influence female immigrants from Egypt, Somalia, Eritrea, Guinea and other countries.<sup>418</sup> A good practice in that area is GAMS: an organisation in Belgium that sensitizes and informs practitioners and organizes trainings for practitioners about the medical, socio-cultural and psychological aspects of FGM.<sup>419</sup>

To counter prejudices and discrimination, the NGO Ciré implemented an anti-prejudice campaign to deconstruct preconceived ideas, judgments and myths relating refugees and foreigners in Belgium. An '**anti-prejudice guide**'<sup>420</sup> was developed and distributed as part of a larger campaign including films, radio jingles, posters etc. aimed at inviting the population to fear prejudices rather than refugees and foreigners.<sup>421</sup> Amnesty International developed an educational package entitled '**Migration here and elsewhere**', which also aims at deconstructing stereotypes and prejudices towards refugees and migrants. The educational package is intended for teachers in primary and secondary schools. The exercises aim to place students in the shoes of persons fleeing their country of origin, informing on reception conditions and the asylum procedure in Belgium, deconstructing prejudices and sensitizing on human rights.<sup>422</sup> **Youth in Action** was an initiative which connected students of UWC Adriatic and refugees (organized in 2016). Using music as a medium for expressing uniqueness, Youth in Action allowed the students to learn from different cultures through different musical traditions and narratives. The goal of the initiative was to move away from the stereotypical "refugee" and rediscover the "human being".<sup>423</sup> Moreover, to keep the debate on migration and border control alive, in collaboration with Laboratorio 53, Radio Ghetto and Amisnet, in 2014 Città dell'Utopia organised the "**No Border Fest**". Now in its seventh season, the festival hosts many cultural events and discussions on the issues of migration, hosting workshops, exhibitions, debates, music and theatre. Over the years, Città dell'Utopia has been able to build a strong network at institutional, local, national, and international levels.<sup>424</sup>

<sup>414</sup><http://www.worldywca.org/>.

<sup>415</sup><http://www.ywca-antwerpen.org/buddy-project.html>.

<sup>416</sup>Interview representative Center for societal wellbeing.

<sup>417</sup>Cf. Interview representative Society and me NGO, the Netherlands.

<sup>418</sup>Interview representative Society and me NGO, the Netherlands.

<sup>419</sup><http://gams.be/nl/vorming/>.

<sup>420</sup><https://www.cire.be/sensibilisation/outils-pedagogiques/refugies-etranagers-petit-guide-anti-prejuges>.

<sup>421</sup><https://www.cire.be/sensibilisation/campagnes/prefugies/defense-de-nourrir-les-prejuges>.

<sup>422</sup><https://jeunes.amnesty.be/jeunes/le-coin-des-profs/nos-dossiers-pedagogiques/dossierpeda2016?lang=fr>.

<sup>423</sup><https://www.uwcad.it/en/17201/2016-Project-Youth-in-action-breaking-the-wall>.

<sup>424</sup>Stetter and Reuter, 2016.

### *The Greek case*

#### **Legal/policy framework and context**

When Law 3852/2010 came into force, the Migrant Integration Councils (SEMs in Greek) were established. **Migrant Integration Councils** aim to activate and sensitize people. This policy implies the existence of a sense of belonging in the host society and involves the active participation of migrants, beneficiaries of international protection and the applicants, and the co-shaping of the conditions of social and intercultural coexistence. The involvement of third-country nationals themselves in the design and implementation of integration policies is essential to improve their participation and the effects of their integration. They collaborated to network the municipalities in Thessaloniki, Athens and some other cities, **co-ordinating activities through networking**, which were not completed as they should. Currently, there is no joint network; what exists now is a network of individuals.<sup>425</sup> A unity in their efforts for social policy and equality would be important.<sup>426</sup> Moreover, the intensity of the refugee-migrant increase brought important changes at the local level. In the past, there was a “traditional relationship” with migrant communities even during the time when the phenomenon and its density increased, via mediation, information on equal rights, integration efforts, and emphasis on language learning. But now, the communication has decreased. It was mentioned in the focus group that after some years, with the events that have occurred and the rise of the far-right, as well as other practices and the lack of implementation of migration policy in the country, everything seems to lead to a dead end.<sup>427</sup>

Regarding networks, it seems that, according to the example of the ACCMR (Supra), the municipalities will play the main role and all other organizations will support their work. Via the Municipality services, Municipalities visited the refugees, held some cultural events, and offered material assistance, giving them a sense of solidarity and greater organization. They have been in contact with various agencies, especially during the last two years, for the foundation of a kindergarten. They provided educational materials and toys and they stood by them; they offered services and sports activities. This is also their contribution to the reception centers.<sup>428</sup> One major request is to encourage the formation of the Migrant Integration Councils (SEMs in Greek), that now will be renamed including the word “refugees”. A second issue is the lack of administrative support and resources at the Migrant Integration Councils (SEMs in Greek). During the focus group it was mentioned that social awareness needs to be boosted within the society and among TCNs but that only the Greek state can do that and that Municipalities don’t have the tools to do that. Furthermore, it was mentioned during the focus group that a municipality can implement specific actions and the concept of sports is crucial. A municipality with specific associations, societies, and clubs might be able to organize such events but it has to start at grass roots level. Moreover, it was added that a very important role will be played by the school, the parents’ associations and the teachers’ associations because these collectivities are radical and also anti-xenophobic in areas affected by the Golden Dawn party and its rhetoric, where underground action exists.<sup>429</sup> A municipality could implement actions to sensitize its teachers, its trainers etc. Sports. In the past, literary works or theatrical activities that refer to interculturalism were seen in some schools.

Ministry of Migration Policy cooperates with IOs and civil society institutions, especially concerning the refugee crisis. As for the integration, there aren’t any organized networks, but they cooperate with each other on critical issues. During the focus group, it was stated that they form networks as needed, once the necessity emerges, depending on the issue. It was mentioned that since early 2018, the funding for non-governmental organizations has been channeled to the municipalities, which practically means that the NGOs lose operational staff, while the refugees turn to them for their needs.<sup>430</sup> During the focus group, it was also stated that there must be a very good basis for cooperation between non-governmental organizations and municipalities in order for them to coexist.<sup>431</sup>

There is a **Division of Interculturalism** being formed in the Ministry of Migration Policy that will record all the planned activities and will use the Citizens’ Service Centres (CSCs, KEP in Greek) so that, via the European Integration Fund, one will be able to check the latest events in sports, common cultural activities, artistic festivals etc.; such information may prove to be very valuable. HRC carried out an assessment of the needs of vulnerable groups, cases of single family supporters without a husband/wife<sup>432</sup>

One of the axes of action of the planned National Strategy for the Integration of the Ministry for Migration Policy is ‘**Fighting Racism and Xenophobia**’. The aim of this particular axis is to raise public awareness regarding racist and xenophobic phenomena and to support the recording of such phenomena in order to design policies to combat them effectively. Key tools for implementing this policy are education, information and awareness, the existence of Independent Authorities as an intermediate administrative control of the Administration, organizations monitoring violations and monitoring of this policy (e.g. the Greek Ombudsman), the proper functioning of state agencies for the control of legality and respect for the rights of foreign workers (Labour Inspectorate Corps) and the punishment of the offenders who did not adhere to the relevant law (Law 4285/2014, 191, A’)<sup>433</sup>.

<sup>425</sup>Focus group on integration in the domain of employment, education and intercultural coexistence, Greece.

<sup>426</sup>Focus group on integration in the domain of employment, education and intercultural coexistence, Greece.

<sup>427</sup>Focus group on integration in the domain of employment, education and intercultural coexistence, Greece.

<sup>428</sup>Focus group on integration in the domain of employment, education and intercultural coexistence, Greece.

<sup>429</sup>Focus group on integration in the domain of employment, education and intercultural coexistence, Greece.

<sup>430</sup>Focus group on integration in the domain of employment, education and intercultural coexistence, Greece.

<sup>431</sup>Focus group on integration in the domain of employment, education and intercultural coexistence, Greece.

<sup>432</sup>Focus group on integration in the domain of employment, education and intercultural coexistence, Greece.

<sup>433</sup>Hatzopoulos et al., 2017<sup>1</sup>.

## Good practices

**HELIOS (HELlenic IntegratiON System)**<sup>434435</sup>: In the framework of the HELIOS pilote program, the Ministry for Migration Policy undertakes the coordination of the actions already provided and IOM will strengthen the social services of the municipalities of Thiva and Livadia with specialized staff and interpreters to provide advice on labour market integration, social participation, and respect for human rights, with the ultimate goal of successful integration into the local community. The social services of the Municipalities will contribute as appropriate. The initial duration of the programme is set at six months, with the option of extending it for another six months if necessary and after securing financial back-up. The Programme was presented February 2018 by the Minister for Migration Policy, IOM, the Municipality of Livadia and the Municipality of Thiva.

**Mini Lexicon for Basic Communication in 6 languages**<sup>436</sup>: Mini Lexicon for Basic Communication is a tool to facilitate day-to-day communication between refugees and migrants with Greek or English-speaking persons. All entries are phonetically transcribed in Arabic, Farsi, Sorani, Kurmanji, Urdu, French and Greek and are available in English. The six mini-lexicons have been printed in 15.000 pocket-size copies, to be distributed to beneficiaries for free. Electronic versions of the Mini Lexicon are also available online and can be downloaded and printed according to the needs. **ENTAXEI – Multilingual Support Guide**<sup>437</sup>: “Entaxei” is a multilingual support tool for children and teenagers who speak Arabic or Farsi and have little or no knowledge of the Greek language. Its purpose is to help cover basic communication needs during the first period of their stay in Greece and their first steps in Greek school. It includes common, everyday phrases translated into Arabic and Farsi, an illustrated vocabulary, a brief grammar guide and simple exercises. It is accompanied by an electronic dictionary with word search from Greek to Arabic and Farsi and vice versa. **GEFYRES – Bilingual Refugee Support Guide**<sup>438</sup>: “GEFYRES” is a bilingual support tool for refugees, asylum seekers and migrants with little or no knowledge of the Greek language. Its purpose is to help cover basic communication needs during their first period of stay in Greece. It is accompanied by an electronic dictionary with word search as well as translation from Greek to Arabic and vice versa. It was created in 2016 by the Center for the Development of Educational Policy of the General Confederation of Workers of Greece in the context of its actions to support the social integration of migrants and refugees.

**Programme of Support of Migrant Integration Councils (MIC)** in the framework of the Annual Programme 2013 of the EIF was implemented for the design and implementation of integration initiatives at local level” which via the implementation of workshops (in which members of Migrant Integration Councils (MICs) and Municipal Councilors participated) regarding the design and implementation of integration of actions at local level and the elaboration and distribution in the municipalities of the country of a “Joint Manual of Configuration of Local Policy for the Social Integration of Third Country Nationals”. This was aimed at identifying the needs of the local society and designing actions of integration, and on the other hand, identifying and using tools to implement local actions of integration.

**“Intercultural Further Training of employees of the former Hellenic Ministry of Public Order and Citizen Protection and now the Hellenic Ministry of Interior and Administrative Reconstruction, deals with discrimination based on ethnic origin, gender and skin colour”**, (EIF-funded) with which, via the implementation of training programmes in thirteen regions of Greece (and in the seven (7) Integrated Decentralized Administrations of the country), 356 individuals were further trained (two hundred seventy four (274) employees of the Hellenic Ministry of Citizen Protection and 82 municipal police officers), aiming at: the acquisition of intercultural skills; raising awareness regarding issues of discrimination against TCNs based on ethnic origin, gender and racial origin, and the facilitation of their work/mission, and ;the protection of human rights of TCNs and the promotion of their communication with employees/officials relevant to their issues.<sup>439</sup>

The **Intercultural Centre “PYXIDA”**<sup>440</sup> was established in 1996 by the Greek Council for Refugees (GCR) after having been approached by refugees and their families who were suffering from social isolation. Over the last two decades the Centre has grown using primarily volunteers and a functional network of supporters<sup>441</sup> and a small team of paid staff to offer a wide range of integration programmes including: Greek language and educational classes for all levels (Beginners, Intermediate & Advanced); Guidance with all school enrolments and school support programmes that facilitate the integration of refugee children into mainstream schools; Psychosocial and recreational activities for refugee children and teenagers; Employment preparation counseling and vocational courses in particular computer classes; Advocacy and community awareness regarding the integration barriers and challenges faced by newly arrived refugees seeking to settle in Greece; Anti-racism and cultural training courses for school students, teachers and parents. PYXIDA’s family-centered approach seeks to empower all members of the refugee child’s family and this often begins with assisting families in enrolling their children into mainstream

<sup>434</sup><https://greece.iom.int/el/helios-hellenic-integration-system>.

<sup>435</sup><https://greece.iom.int/el/helios-hellenic-integration-system>; <https://government.gov.gr/parousiasi-programmatos-helios-gia-tin-kinoniki-entaxi-prosfigon-ke-metanaston/>.

<sup>436</sup><http://metadrasi.org/en/campaigns/mini-lexicon-for-basic-communication/>.

<sup>437</sup><http://metadrasi.org/en/campaigns/entaxei-multilingual-support-guide/>.

<sup>438</sup>GEFYRES – Bilingual Refugee Support Guide: <http://www.kanep-gsee.gr/sitefiles/files/GEFYRES.pdf>

;The electronic dictionary: [http://www.kanep-gsee.gr/sitefiles/files/Lexico\\_ellinika\\_aravika.pdf](http://www.kanep-gsee.gr/sitefiles/files/Lexico_ellinika_aravika.pdf).

<sup>439</sup>[http://www.sem-ete.gr/?page\\_id=783&lang=en](http://www.sem-ete.gr/?page_id=783&lang=en). Cf. Fouskas, 2011<sup>1</sup>; Fouskas, 2011<sup>2</sup>; Fouskas, 2013; Fouskas & Tseverenis, 2014.

<sup>440</sup><https://www.gcr.gr/en/pyxida-multicultural-center>.

<sup>441</sup><https://www.gcr.gr/index.php/en/pyxida-multicultural-center>.

schools, tutoring and homework support clubs. Small activity teams are formed: women, yoga, children, which involve all the people.<sup>442</sup>

GCR has a network of volunteers, which also exists in PYXIDA, with various activities and direct involvement. GCR has an open-door policy; every day, there are queues of refugees at the door to the GCR offices, where the interpreters refer them to social workers or lawyers.<sup>443</sup> A challenge is that there is a large demand for the service and PYXIDA registrations close very fast.<sup>444</sup>

**Informal language classes and communication support:** Hellenic Red Cross (HRC) fosters activities where volunteers from both the Greek and the migrant population participate; they include activities for: children, psychosocial direction and school lessons' support, where volunteer Greek teachers help children from primary to high school classes, with their courses, through tutoring. They also teach Greek and English courses to adults in different sections, a popular activity since the immigrants understand that they have to know the language in order to be integrated, and these classes have almost two hundred students. The HRC also has a telephone service (helpline) for refugees with interpreters who speak 12 languages, which operates from 8 a.m. to 8 p.m. and covers the whole country.<sup>445</sup> HRC uses interpreters, a helpline, and people know that they can get in touch with it, not only by phone, but also through mobile chat applications with which some nationalities are very familiar. TCNs access through word of mouth, via their participation in other services of HRC, via municipalities, and international organizations.<sup>446</sup> HRC mentioned that volunteering is one of the basic principles of the Red Cross. HRC always has volunteers through the support of the migrant population that contribute to its activities, making use of assistance of those volunteers with a migration background in a peer education model.<sup>447</sup> Moreover, interpreting and mediation could create many jobs, plus an internal administration of the people who will be responsible for the coordination and communication. A peer education model is needed, since it is the most efficient one.<sup>448</sup>

One Stop Services - **One Stop Shops (OSS)** (2014 –2016 GCR with action partner: Greek Forum of Refugees) aim to identify key communication problems in the dealings of these individuals with the public administration and not only resolve them but also record the needs for interpretation/intercultural mediation, evaluate the services provided by the One Stop Services - One Stop Shops (OSS) and highlight good practices.<sup>449</sup> The project was funded by Iceland, Liechtenstein and Norway under the EEA Grants Greek NGO Programme "We are all Citizens".

Regarding informing and sensitizing migrants, the following projects among others were implemented in the framework of the Annual Programme 2013 of the EIF: Radio broadcasts regarding issues that concern immigrants, production and wide distribution of structured printed, audio and audio-visual material, aimed at facilitating TCNs' (especially of those having difficulty reading Greek texts and have been in Greece for a short period) access to goods and services and at strengthening the integration process of immigrants through provision of basic information on issues directly related to the smooth adaptation of TCNs to Greek society; their information on issues of migration policy and on actions/services of integrating character (which are provided by their associations, public institutions and the civil society) and also via strengthening their participation in the areas of information and communication.<sup>450</sup>

Moreover, related to intercultural mediation, Project 1.2.a/13 was implemented entitled "**Promoting Intercultural Mediation in institutions providing social services to vulnerable migrant groups, as well as to units-rehabilitation centres of the Country**" which, via the provision of services of intercultural mediation in social and healthcare services in the country but also in rehabilitation units aimed at facilitating the access of vulnerable groups and of TCNs patients in these services, in the facilitation of the work of social workers, of the administrative, medical and nursing staff of these services, in the awareness raising/sensitization of public officials and of the wider social actors regarding friendly attitudes towards immigrants, provision of preventive and treatment services and ultimately of the strengthening of the integration of these groups and of the prevention of their social exclusion.<sup>451</sup>

**After School – Social school support for migrant & refugee children (2015-ongoing)**<sup>452</sup>: The aim of the program is the smooth integration of migrant and refugee children into the "After school" Greek school environment and society. The academic aid for children of migrant background will directly help towards limiting the dropout rate from school and the reduction of discrimination and social exclusion rates. The social school support "After School" offers support lessons for children of immigrants and refugees, creative activities for children, museum and art exhibition visits, Greek lessons for the parents,

<sup>442</sup>Focus group on integration in the domain of employment, education and intercultural coexistence, Greece.

<sup>443</sup>Focus group on integration in the domain of employment, education and intercultural coexistence, Greece.

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<sup>447</sup>Focus group on integration in the domain of employment, education and intercultural coexistence, Greece.

<sup>448</sup>Focus group on integration in the domain of employment, education and intercultural coexistence, Greece.

<sup>449</sup><https://www.gcr.gr/en/our-programs/item/448-ypiresies-mias-stasis-endynamosi-kai-entaksi-prosfygon>.

<sup>450</sup><https://www.bee.gr/el/projects-el/81-communication/355-radio-broadcasts-on-issues-relating-to-migrants-breeding-and-wide-distribution-of-structured-paper-sound-and-audiovisual-material-gr.html>.

<sup>451</sup><http://www.intermediation.gr/?q=el/node/88>.

<sup>452</sup><http://civisplus.gr/portfolio-view/afterschool-social-school-support-for-migrant-refugee-children>.

Greek lessons for unaccompanied minors (asylum seekers, immigrants and refugees). An immediate plan is to start a children's choir and a music-kinetic class.

**Youth-Included project!**<sup>453</sup> (2014- 2016): The Project aimed to increase the participation of TCNs in youth activities with a view to their smooth integration into society. The main targets of the project were the improvement of the skills of those active in **youth work** and to organise joint youth activities and improve collaboration with the representatives of immigrant communities. The above mentioned led to an increase of TCNs' participation in youth activities which in the future will help to combat their marginalization and will facilitate their integration into society. Specifically, the proposed project aimed to: research and record good practices across Europe for the participation of TCNs in youth activities; strengthen the abilities of those active in youth work and joint activities and managing teams with a strong element of diversity; strengthen the abilities of immigrant communities to motivate their members for increased participation and to organize joint youth activities and strengthen cooperation between youth organizations and immigrant communities/organizations. During the project a research took place across Europe to identify best practices on the integration of TCNs in youth activities and tools for managing mixed teams, while a series of tools, ideas and activity plans were created by the participants themselves in the workshops and focus groups. These activities led to the creation of two **guides**: one targeted at migrant communities and the second at youth organizations. A series of meetings and networking activities between youth organizations and immigrant communities also took place.

The 21st National Student Contest on refugees entitled "**We live Together**" for the school year 2017-2018, was held by UNHCR, in cooperation with the Youth Awareness Committee. The 21st National Student Contest called on students across Greece to share ideas and experiences on living in a world that brings "Together" refugees and local communities – at school, in the neighborhood, at work, in higher education, in every new beginning. More than a thousand students, including refugee children, participated the contest with the valuable support of their teachers. In 30 cities, from Crete to Alexandroupoli and from Samos to Preveza, in 130 primary and secondary schools, including evening schools, schools for children with special needs, and intercultural schools, children worked together or individually on texts, posters, comics, sketches, videos and photographs. Awards were given to 63 students from various parts of Greece who submitted drawings, wrote poems and created powerful messages.<sup>454</sup>

In the framework of the **Art Exhibition "The Shape of Life"** (2018) <sup>455</sup> five migrants and refugees currently living in Greece joined their talents to present their artwork at the exhibition organized by IOM. The aim of the painting exhibition was to empower the artists to pursue their talent and aspirations while also introducing the local audience to the migrant communities through art.

**"Crossroads of Art"**<sup>456</sup> (2013-2015), is a project that had as objective the contact, interaction and exchange of experiences of natives and migrants through artistic creation and expression, the use of art as a common language that helps to bridge differences and promote intercultural dialogue, the ultimate goal being both the empowerment of migrants through their artistic expression and the promotion of their particular culture, as well as the encouragement of intercultural cooperation and artistic expression that results from the coexistence and cooperation of different cultures. The main goal of the Crossroads of Art programme is the integration of TCNs through art. TCNs and Greek artists participate in theatrical and musical events, using multimedia that combat xenophobia and negative stereotypes. The project aims at developing joint actions between TCNs and Greek artists in the field of theater, music and multimedia, at enhancing collaboration by creating new shapes and highlighting the multiculturalism of art. The aim is to bring together Greek and TCNs to exchange thoughts and experiences on issues of artistic expression and art as a global language, to show Greek society the talent of the Greek and immigrant artists who participated in the events that took place in Athens and Thessaloniki. The main actions of the project were: 4 theatrical workshops in Athens and Thessaloniki that aimed to target 80 artists, including introduction to acting, dance, improvisation, body theater, drama, stage design and the aim of creating groups that would present their performances in outdoor events; 4 musical workshops in Athens and Thessaloniki that will target 80 artists, including the introduction to musicology, musical cultures, acoustics, electronic music, composition, orchestra, chorus, traditional music of various cultures with the aim the emergence of different artistic expressions that will be presented at outdoor events; 2 video art workshops in Athens and Thessaloniki that would target 40 artists, including video theory and techniques, image composition, basic visual and acoustic principles, digital media and image and sound processing to create their own videos. Implementation of 2 outdoor events in Athens and Thessaloniki to present the musical and theatrical works of the groups participating in the workshops. The aim was to promote the multicultural outcome to the general public; Production and distribution of DVDs with the presentation of the theatrical and musical performances of the outdoor events in order to promote the work of the artists; Development of a site to show the profile of the participating artists and the artistic creations of the resulting groups.

An **anti-discrimination initiative** under the Programmes of integration for learning the Greek language and Programmes of promotion of interculturalism (Supra) the Action "**Establishing Migrant Support Centres**", included the operation of

<sup>453</sup><https://youthincludedblog.wordpress.com/>; [https://youthincludedblog.files.wordpress.com/2015/11/guide-youth-included\\_youth1.pdf](https://youthincludedblog.files.wordpress.com/2015/11/guide-youth-included_youth1.pdf); [https://youthincludedblog.files.wordpress.com/2015/11/guide-youth-included\\_immigrant1.pdf](https://youthincludedblog.files.wordpress.com/2015/11/guide-youth-included_immigrant1.pdf).

<sup>454</sup><http://www.unhcr.org/gr/en/7257-live-together-results-national-student-contest-refugees.html>.

<sup>455</sup><https://greece.iom.int/en/news/art-exhibition-%E2%80%9Cshape-life%E2%80%9D>; <https://greece.iom.int/en/news/art-exhibition-%E2%80%9Cshape-life%E2%80%9D>.

<sup>456</sup><https://www.crossroadofarts.gr>.

**coordination centers** of various actions of integration, with emphasis on campaigns for combating discrimination racism<sup>457</sup> and xenophobia, as well as on actions of strengthening vulnerable groups of migrants. The Action includes the following objectives: increase participation of TCNs in the process of integration; the provision of comprehensive legal services, integrated/comprehensive social and psychological services; the improvement of access of TCNs to public goods and services; combating xenophobia and racism<sup>458</sup> and increasing the degree of interaction of TCNs with Greek society as well as encouraging participation in collaborative processes. The **Anti-Racist Festival**<sup>459</sup> **Athens** takes place every year. In 2018 the 21st event was held, in June, at Goudi Park in Athens, and hosted a number of discussions, concerts, as well as stalls selling multicultural cuisine. The festival featured a lineup of prominent Greek music artists, the folk stage hosted Greek folk and rebetiko artists, while actors performed on the migrant communities' stage. **African Fest 2018**<sup>460</sup> is a migrant food festival (including African food and music) that took place on Saturday 21 July for the second consecutive year in Athens. It is organized by the African Network in Greece, in collaboration with other organisations. In cooperation with the Greek Forum of Migrants and the support of Inter Alia, Connect Athens, United African Women Association and the Integration Council of Migrants - Municipality of Athens, the African Network of Greece invited all on the afternoon of Saturday July 21 to get to know the action of their organizations accompanied by African music and famous dishes and drinks. An open workshop was held by the United African Women Organization on "Violence Against Women". There were also creative workshops for children by Connect Athens. Participation of all the citizens of the area, Greeks and foreigners, migrants and locals were anticipated.

The **Antiracist Tournament - Fare Football 2017**<sup>461</sup> was co-organised with Fare Network was another reminder concerning the fight against discrimination in sports - athleticism, as part of Greek Forum of Migrants (GFM) actions against discrimination. Members of GFM, as well as athletes that participated in this football tournament all chanted NO TO RACISM. The match was held in Panellinios Gymnastic Association - Club of Athens, with the help and collaboration of: The Georgian Community Caucasus-Cultural Centre; The football team of the Community of Cameroon in Greece; Alef School; Hope Refugee FC.

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<sup>457</sup> Cf. <http://www.gcr.gr/index.php/en/action/gcr-projects/2015/item/450-increasing-the-capacity-of-law-enforcement-authorities-to-tackle-racist-crime-hate-crime-and-homophobic-crime-through-experiential-learning-experience-crime/450-increasing-the-capacity-of-law-enforcement-authorities-to-tackle-racist-crime-hate-crime-and-homophobic-crime-through-experiential-learning-experience-crime>.

<sup>458</sup> Racist Violence Recording Network (RVRN) (2016) *2015 Annual Report*. Athens: Racist Violence Recording Network (RVRN).

<sup>459</sup> <https://www.antiracistfestival.gr>.

<sup>460</sup> <https://goo.gl/LC8Adv>.

<sup>461</sup> <https://goo.gl/JBQfHo>.

## Conclusion and Recommendations

Based on the previous sections, it could be concluded that the provision of clear, understandable information to TCNs about their rights and about access to and participation in the existing services, is a precondition for integration in the labour market, education, health care, social care and for intercultural coexistence. Moreover, trainings for practitioners to enhance cultural competence and intercultural communication skills, are vital. Furthermore, contact between national citizens and TCNs (for example mixed schools, festive intercultural activities etc.) is crucial since it allows national citizens to have positive interactions with TCNs and to meet each other from human being to human being. Integration is a two-way process and requires efforts of the local community, stakeholders, policy makers as well as TCNs.

Based on the good practices described in the previous sections of this report, for each domain a number of important aspects of good practices related to integration based on 1.2 desk research and focus groups came to the fore. Below those aspects are listed per domain together with a brief summary of the situation in Greece per domain.

### Coordination

- ✓ Coordinator:
  - Point of contact for all initiatives related to integration
  - Point of contact for organisations, citizens, TCNs
  - In contact with 'sub-coordinator'/point of contact for each sub-domain
- ✓ Platform (online and/or physical) bringing together all initiatives/activities related to integration (eventually also including a 'map' of all existing activities)
- ✓ Information session for citizens in the neighbourhood where a physical platform would be developed and/or where many newcomers are located
- ✓ Brainstorm sessions with local citizens, stakeholders and TCNs about constructive initiatives
- ✓ Working groups on specific topics
- ✓ Signaling important needs that organisations/practitioners are facing

In Greece, a lot of initiatives (organized by NGOs, citizens, municipalities etc.) are present, a coordinating platform thus would be very useful on the national and local level. At the city-level the ACCMR in Athens could already be considered a good practice.

### Employment

- ✓ Early skills-assessment based on the EU Skills Profile Toolkit of TCNs<sup>462</sup> (cf. for example Manpower)
- ✓ Networking with employers (also private labour market)
- ✓ Mentoring
  - Matching TCN with national citizen to support finding a job
  - Matching TCN with successful TCN employees/entrepreneurs
- ✓ Intensive job-coaching in combination with cultural information
- ✓ Trainings/apprenticeships/internships
  - Job counseling and trainings adapted to specific needs of TCNs and adapted to educational background
  - Vocational trainings adapted to needs in particular region
  - Start-up classes for entrepreneurs
- ✓ Information regarding work rights in order to combat informal employment and labor discrimination
- ✓ Language-learning linked to the job/vocational training (and in the job setting)
- ✓ Job coaching focused on vulnerable groups: young refugees, female TCNs

A closer look at the case of Greece shows a lack of tailored job counseling/job trainings that take into account the educational background even though NGOs provide vocational counselling, information and trainings (Supra). Moreover, even though job counselling services are available (in particular Manpower Organisation), there is need of mapping of skills and further trainings associated with labour market needs. Furthermore, many TCNs don't know they have the right to work in Greece, therefore the provision of information on their rights is needed. Regarding employment in Greece, the general labour market situation, with a very large unemployment rate, should be kept in mind.

### Education

- ✓ Culture-sensitive education materials/ toolkits
  - (Online) Platform for sharing of tools
  - For example: "Together towards inclusion toolkit for diversity in the primary school"<sup>463</sup>
- ✓ Teacher trainings in cultural diversity
- ✓ Information for TCNs on the educational system
- ✓ Informing parents and participation of parents
- ✓ Mentoring/Buddy programmes
- ✓ Tailored integration courses for adults (focusing on language learning and information about the national labour market, taking into account childcare needs, thematic workshops tailored to the particular group etc.)
- ✓ For adults: tailored education, starting from the Skills Profile Tool

<sup>462</sup><https://ec.europa.eu/migrant-integration/news/europe-eu-skills-profile-tool-for-third-country-nationals-released>.

<sup>463</sup>[https://www.schooleducationgateway.eu/files/esl/downloads/87\\_Together\\_Towards\\_Inclusion.pdf](https://www.schooleducationgateway.eu/files/esl/downloads/87_Together_Towards_Inclusion.pdf).



In Greece, currently many TCN children do not have access to formal education, there is school segregation and a very high drop-out rate among TCNs. Emphasis therefore should be on children's access to schools. Several informal education programs are organised by NGOs, and a multilingual information guide to inform TCNs about the Greek education system and teacher tools have been developed. Currently, little attention is being paid to adult education, there is necessity of ongoing programs of adult education (language classes etc.).

#### Health care

- ✓ Information for TCNs about the health care system
- ✓ (Online) Information for health practitioners about culture-sensitive health care provision
- ✓ Standards of equity in health care
- ✓ Trainings for health practitioners and train-the-trainer
- ✓ Electronic patient files/system of monitoring of health status
- ✓ Intercultural mediation (face-to-face and through videoconferencing)
- ✓ Networks of health-experts
- ✓ Low-threshold, holistic services

In Greece, the policy is still on the level of emergency rather than integration. The following can be recommended: 'better recording' of the problems at stake, active involvement of local communities, 'central planning', 'stronger coordination' between the ministries and the NGOs in order to record the needs of those parts of the country that are not yet addressed, and a 'unified plan' that will not only target migrants' needs, but the whole population. Moreover, it is important to invigorate existing structures, and to increase the numbers of medical and paramedical personnel for the continuity of these actions. Furthermore, there must be an 'intercultural efficiency' within hospitalisation, 'task sharing' and 'task-seeking' towards mental health, 'decentralisation', as well as an active participation of TCNs in trainings, having a leading role in the local communities. Moreover, municipalities should be more involved since they have better knowledge of 'the different needs' and 'problems in each area'. Again, with regards to health, emphasis must be on education, training, awareness of cultural differences, and 'sensitization'.

#### Social care

- ✓ Information on mental health and services for TCNs
- ✓ Information on social rights and social services for TCNs
- ✓ Mental health screenings
- ✓ Psychoeducation
- ✓ Case intervention
- ✓ Sharing of tools and information for practitioners
- ✓ Cultural diversity trainings for psychologists, social workers,...

In Greece at the moment the provision of social care needs and mental health care needs are almost exclusively in the hands of NGOs. Moreover, an 'open system' is needed that would allow patients- treated for mental issues- to be referred to other parts of the NHS for needs that are not directly linked to mental health issues. Furthermore, the provision of information regarding their rights should be stressed, information tools are crucial for TCNs to be better informed about access to psychological and social care services. It is significant for migrants to be aware of the services that are currently available, and learn how to reach the NHS, including many NGOs alongside BABEL Day Centre, that have capacity buildings, mobile units, day centres and apartments. Moreover, emphasis should be on intercultural mediation as well as on 'training the system' to establish links between the NHS and TCNs.<sup>464</sup>

#### Intercultural coexistence

- ✓ Dialogue between TCNs and national citizens (physically bringing them together in an informal context, stimulating a conversation that allows them to get to know each other)
- ✓ Informal language learning (language exchange activities, online language learning)
- ✓ General cultural mediation and translation services
- ✓ Trainings for volunteers and staff on cultural diversity
- ✓ Informing companies about dealing with diversity, attracting diverse employees etc.
- ✓ Combination of formal and informal activities
  - Starting out with informal, low-threshold activities can allow TCNs to later on participate in more formal activities
  - Informal activities aiming to inform young newcomers about social services, the country, the city, in a playful way (Cf. Citizen's week)
  - Sport activities
  - For companies informal intercultural activities can be a first step towards sensitization
- ✓ Mentorships
  - TCN youth with youth-national citizen,
  - TCN-family with a local family
- ✓ TCNs as mentors

<sup>464</sup>Focus group health care and social care, Greece.

- ✓ TCNs as bridgebuilders
- ✓ Sensitization
  - Educational materials
  - Cultural festival
  - Art

In Greece several initiatives exist that aim to improve intercultural coexistence through intercultural activities, communication tools and sensitization programs. Nevertheless, there are still several challenges: (i) bureaucratic obstacles, (ii) lack of networking and existing networks of collaboration, (iii) lack of participation at local level and re-operation of the Migrant Integration Councils (SEMs in Greek), (iv) lack of awareness of cultural characteristics, (v) need for interaction and engagement with local communities and (vi) need for more cultural and sports events.

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ACCMR: <https://www.accmr.gr/el/%CF%84%CE%BF-%CE%BA%CE%AD%CE%BD%CF%84%CF%81%CE%BF-%CF%83%CF%85%CE%BD%CF%84%CE%BF%CE%BD%CE%B9%CF%83%CE%BC%CE%BF%CF%8D.html> and <https://www.facebook.com/ACCMR.gr/>

Alliance for integration: <http://allianceforintegration.eu/the-project/>

Arsis NGO Greece: <http://arsis.gr/en/>

Asylothek: [www.asylothek.de](http://www.asylothek.de)

Atlevel2Work: <https://www.atlevel2work.be/nl/>

BABEL Day Centre for Migrants, Official Web Page (Syn-Eirmos NGO): <http://syn-eirmos.gr/babel/>

CARE: <http://careformigrants.eu/training/>

Caritas Hellas: [http://caritas.gr/caritas\\_prg/stegasi/](http://caritas.gr/caritas_prg/stegasi/)



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Centre for societal wellbeing, Belgium (CAW): Mindspring Programme Belgium: <https://www.caw.be/hoewijhelpen/preventie/mindspring/>

CHU, Intercultural mediation service: <http://www.chu-charleroi.be/patients/qui-peut-vous-venir-en-aide/mediation-interculturelle>

Ciré Belgium: <https://www.cire.be/le-cire/presentation/le-cire-pour-coordination-et-initiatives-pour-refugies-et-etranagers>

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EU, Website on Integration: <https://ec.europa.eu/migrant-integration/>

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Federal Public Service Health, Food Chain Safety and Environment: <https://www.health.belgium.be/nl/gezondheid/organisatie-van-de-gezondheidszorg/kwaliteit-van-zorg/interculturele-bemiddeling>

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Greek Council for Refugees NGO: <https://www.gcr.gr/index.php/en/>

Greek Council for Refugees NGO: Employment Office: <https://www.gcr.gr/el/donate-el/item/838-grafeio-apasxolisis-esp>; <https://www.gcr.gr/en/our-programs/itemlist/category/61-integration>

Greek Council for Refugees NGO: Legal Service: <https://www.gcr.gr/index.php/en/our-work/our-services/gcr-legal-unit>

Greek Council for Refugees NGO: PYXIDA Multicultural Centre: <https://www.gcr.gr/en/pyxida-multicultural-center>

Greek Council for Refugees NGO: Social Unit: <https://www.gcr.gr/index.php/en/our-work/our-services/social-unit>

Home Away From Home Programme: <http://hafh.eu/mentoring-for-migrants-2/>

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PHILOS Programme: <https://philosgreece.eu/el/home/about>

Praksis NGO: <https://www.praksis.gr/el/>

Praksis Employability Centre: <http://www.praksisemployability.gr/index.php/GR/>.

OLS for refugees: <https://erasmusplusols.eu/ols4refugees/>

Reception Agency Belgium: <https://www.integratie-inburgering.be/wat-doen-we/integratie>

Reception Agency Belgium: Integration Programme Belgium: <http://bon.be/en/you-and-bon/the-package-consists-of>

Reception Agency Belgium: Café Coloré: <https://bon.be/nl/cafe-colore>

Refugee Therapy Centre UK: <https://www.refugeetherapy.org.uk/>

Refuinterim NGO: <https://www.refuinterim.be>

SIRIUS Network: <http://www.sirius-migrationeducation.org/>

Solidarity Now NGO: <http://www.solidaritynow.org/our-work-gr/centers-gr/athens-center-gr.html>

Taskforce Refugees Ghent: <https://stad.gent/samenleven-welzijn-gezondheid/migratie-integratie/asiel-en-vluchtelingen/taskforce-vluchtelingen>

Task force West-Flanders: <https://www.west-vlaanderen.be/vluchtelingen>

Telepsychiatry service Sweden: <https://www.telepsykiatri.se/english/>

Tumult: <https://tumult.be/activiteiten>

UNHCR GREECE: <http://www.unhcr.org/gr/>

UNHCR Greece: Complete list of partners: <http://www.unhcr.org/gr/%ce%b5%cf%84%ce%b1%ce%af%cf%81%ce%bf%ce%b9-%cf%84%ce%b7%cf%82-%cf%8d%cf%80%ce%b1%cf%84%ce%b7%cf%82-%ce%b1%cf%81%ce%bc%ce%bf%cf%83%cf%84%ce%b5%ce%af%ce%b1%cf%82>

United World College (UWC): <https://www.uwcad.it/en/17201/2016-Project-Youth-in-action-breaking-the-wall>

Venligboerne: <http://www.venligboerne.org/afdelinger/>

WHO, Health 2020: <http://www.euro.who.int/en/health-topics/health-policy/health-2020-the-european-policy-for-health-and-well-being/about-health-2020>

wko.at/mentoring

YWCA: <http://www.worldywca.org/>

YWCA Buddy Project: <http://www.ywca-antwerpen.org/buddy-project.html>

Youth Included Project: <https://youthincludedblog.wordpress.com>

Zentrum Überleben: <https://www.ueberleben.org/en/home-en/>

