



empathy



ORIENTATION BEST PRACTICES
Empowering Migrants Promoting Inclusion via
Capacity Building and Communities Engagement
621405-EPP-1-2020-1-DE-EPPKA3-IPI-SOC-IN



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DISCLAIMER

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INTRODUCTION

The collection of best practices included in this document corresponds to the WP2-Orientation, under the project Empowering Migrants Promoting Inclusion via Capacity Building and Communities Engagement, a project developed by the consortium of partners. All best practices have been collected after the identification and review of the best orientation actions and tools available within the consortium. Best practices available at the EU level have also been evaluated.

The purpose of this publication is to provide guidelines for developing an orientation program aimed at newly arrived young migrants covering all relevant aspects of daily life across areas such as education and learning, transport, administrative issues, counseling, leisure, social networks, well-being, and mental health.

In this regard, it includes an overall assessment of the best practices and a set of criteria to select the most relevant ones.

In addition to the overall assessment and the set of criteria used, this collection includes a detailed description of all the initiatives, providing thus further insight into the needs addressed, mirroring the situation in each country and the involvement of the relevant institutions.

Particularly, each best practice contains a fact sheet stating clearly the name of the project, its geographical coverage, and the organization responsible for carrying out the initiative. A short description of the best practice, focusing on the main goals, the target group, and the achieved results, is also included. Furthermore, importance has been given to the challenges encountered in applying the best practice and to the institutional, economic, social, and environmental conditions that need to be in place for the best practice to be successfully replicated. Finally, relevant resources developed by the best practice have also been displayed.

An overview of all the initiatives according to the area of action can also be found in the Annex, at the end of this document.

OVERALL ASSESSMENT OF BEST PRACTICES

For the purpose of this work, best practices have been defined as methods or initiatives that have been generally accepted as superior to any alternatives and can be replicated elsewhere, applying norms and principles considered to be effective in contributing to beneficiaries' livelihoods, and therefore deserve to be disseminated and recommended as initiatives to be adopted to other contexts. Moreover, the selected best practices have been considered to be ethical, fair, and replicable and have been shown to work well.

In line with this guidance, the best practices have been selected based on the criteria discussed and agreed upon at a partnership meeting. As shown in the ranking below, partners have given importance to welcoming followed by communication and language activities, education and training, legal and social advice, social networking, employment and entrepreneurship, housing and settlement, governance, political and public participation, healthcare coverage, and last but not least, awareness.

RANKING

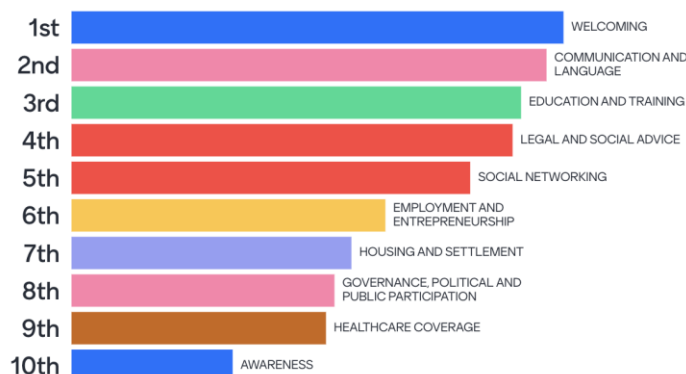


Chart 1 - Categories for best practices¹

Regarding the categories for best practices agreed upon, it should be pointed out that all the collected templates include at least one of the criteria above mentioned.

Namely, setting their sights on supporting the social inclusion of the migrants, partners have selected best practices covering aspects such as providing information, advice, and guidance on language and culture, employment and entrepreneurship, education and training, social networking and awareness, including governance, political and public participation.

On the whole, the initiatives are focused on the following:

- Providing introduction to culture, customs and traditions (Ankommen. Unterkommen. Zurechtkommen! - Pro Arbeit; Cultural orientation - Migrant Brasov; Country presentation - Migrant Brasov; Braşov Multicultural Day - Migrant Brasov).
- Organizing language courses (Language course - Migrant Brasov; A welcome classroom for foreign students - Babelia, Open School - Empatia).
- Providing migrants the knowledge related to the values and democratic coexistence rules (A welcome classroom for foreign students - Babelia; Ankommen in Deutschland - Pro Arbeit; Learning place stadium - Pro Arbeit).
- Fostering social inclusion (Social Integration - Migrant Brasov; Blend In - Project School, STRIPS on the integration road - Project School).
- Building inclusive communities through community-based entrepreneurship (WELCOMESHIP - Project School; La Bottega di Lamin e Teresa - Pro Arbeit).
- Organizing employment training courses (I find a job - Empatia).
- Building networks (Mentoring Program for Migrants - Project School; La Bottega di Lamin e Teresa - Pro Arbeit).
- Improving the procedures for recognition of prior knowledge (Like Home - Babelia).

¹ Data compiled by Babelia by using <https://www.mentimeter.com/>

- Fostering the participation of the social agents in the process of building a supportive, tolerant and integrated community (ADMin4ALL - Project School; PANGEA - Babelia, Transparent City - Pro Arbeit, Intercultural and Community Mediation Service - Babelia).
- Providing guidance and practical support to UK citizens (UK Nationals Support Fund - Babelia).
- Providing guidance and support to new and recent arrivals to the city (Welcome to Milan – Guide - Empatia).
- Facilitating the interaction between different disciplines to address the issues of war and the phenomenon of migration (Close stories to look into the distance - Empatia).
- Offering health services and assistance to vulnerable groups (Free health care service + legal and immigration services - Empatia).

As to the type of institutions involved, the best practices included in this document come from different organizations and tend to respond to the needs of the migrants in the host country. Not surprisingly, most of the actors responsible for implementing the initiatives are non-governmental organizations, a fact that proves the vital role these promoting institutions play in supporting the migrants' integration in all of the countries involved. However, international organizations, such as the International Organisation for Migration Office in Rome, the High Commission for Migration, public institutions, and state authorities are also represented.

The geographical range where the best practices have been implemented is rather extensive expanding to local (Brasov, Alicante, Mutxamel, District of Offenbach, Ingolstadt, Pirna, Cassano all'Jonio), national (Spain, Germany, Portugal, Italy), European, and international levels. The best practices are mainly concentrated in cities where migrants constitute a large portion of the total population, which reveals the importance of deploying resources necessary to attend to their needs.

With respect to the target groups, the selected best practices aim mostly at migrants, thus reflecting the complexity of the migration phenomena in the countries concerned. Specifically, the target groups are comprised of newly arrived migrants, refugees, and migrants residing in the host country of all age groups, from minors to adults. Nonetheless, it is worth mentioning that the initiatives seek to engage the local community to foster the participation of all social agents in the process of building a supportive, tolerant and integrated community. In this regard, some initiatives count on the involvement of government authorities, public institutions, and immigration associations, often involving education centers, teaching communities, job centers, training providers, as well as entities from the private sector.

In conclusion, the basic orientation toolkit offers a selection of the most relevant initiatives, gathering at the same time 25 best practices submitted by the partners involved in the project. Such practices imply strategies, initiatives, approaches, and activities proved to be effective, sustainable, and transferable, leading to the desired result. They show a variety of inspiring initiatives which provide further ideas on how to address a particular topic or a target group and could therefore provide the guidelines necessary for the development of the orientation program envisaged within the WP2 as a first pillar of the capacity-building action that the EMPATHY project seeks to deliver.

SET OF CRITERIA TO SELECT BEST PRACTICES

In order to select the most relevant best practices, the criteria have been assessed pursuant to EMPATHY'S main objectives :

- Support the orientation of newly arrived young migrants through the active engagement of local communities formed by young people.
- Support the empowerment of local stakeholders and young people in the project countries to enable them to become actors and champions of the prevention of different forms of intolerance through creativity aimed at attitude change.
- Build the capacity of local communities to spread an “attitude revolution” against prejudice and intolerance of diverse groups and individuals through non-formal training.
- Develop the evidence - base for attitude change in the field of social inclusion and active communities’ engagement and support the spread of an intolerance - prevention model throughout the EU.

Accordingly, criteria based on the area of action, core and qualifier criteria have been taken into consideration.

Criteria based on the area of action. This criterion refers to the relevant aspects of the target groups’ daily life covered by the initiative. The criteria based on the area of action assessed the following aspects:

- Communication and language.
- Education and training.
- Legal and social advice.
- Social networking.
- Employment and entrepreneurship.
- Housing and settlement.
- Governance, political and public participation.
- Healthcare coverage.
- Awareness.

Core criteria. This criterion defines the extent to which the initiative was successful in producing a desired result. Particularly, it entailed the assessment of the following aspects:

- Target group.
- Needs of participants at the beginning of the initiative.
- Main goals.
- Achieved results.
- Impact of the best practice on the beneficiaries’ livelihoods.
- Relevance given the context.

Qualifier criteria. This criterion evaluates the possibilities of extending the best practice more widely, focusing on the conditions that need to be in place for the best practice to be successfully replicated. It assessed the following aspects:

- Adaptability to other contexts.
- Constraints.
- Replicability and/or up-scaling.

With these criteria in mind, the following best practices have been considered relevant and could therefore be included in the basic orientation toolkit:

- Ankommen in Deutschland
- Learning place stadium
- Country presentation
- Social Integration
- Welcomeship
- BLEND IN
- PANGEA
- A welcome classroom for foreign students
- Free health care service (+ legal and immigration services)
- I find a job

However, this document includes all the best practices submitted by the partners as they provide not only an overview of the activities implemented to support the integration and coexistence between the migrants and the host community but it is also a valuable collection of positive practices to be potentially replicated more widely in the future.

BP 1 - Ankommen in Deutschland**FACT SHEET**

Name of the initiative: Ankommen in Deutschland

Location/geographical coverage: District of Offenbach

Start/end date: 14.10.2019 – 03.07.2020

Responsible and/or promoting organization: Pro Arbeit in cooperation with USS

Type of initiative: Public

Description:

The measure was designed to offer migrants an initial orientation in the "Germany" system. The contents are: clarification of rights and obligations, responsibilities, authorities.

Job and labor market, consumer protection, and contract law (especially bank account, Schufa and debt collection, mobile phone contract, tenancy agreement, paid leisure activities).

In addition, an introduction to role models and family (especially upbringing, childcare, pregnancy, equal rights for men and women) and School and education system (kindergarten, types of school, qualifications, dual training, vocational school, university studies, recognition of foreign qualifications).

Furthermore, health (statutory health insurance, "nutrition and exercise").

Topic Housing: Housing/rent (especially tenancy agreements, deposit, loans, registration, adequacy of rent, housing counseling).

Main objectives:

The basic objectives are to guide newcomers through the various information modules to the particularities of German public life.

Target group:

- Newly arrived migrants.
- The target group is very wide and varied. Since 2015, many exiles from Syria have arrived in Germany, often whole families.
- The group is extremely heterogeneous.

Needs of participants:

People arriving in Germany often from war-torn countries need a nativist orientation in the host society.

Achieved results:

Training initiatives such as these are designed to be part of a counseling architecture for newcomers and are combined and enhanced with language courses and specific job search actions.

Impact on participants:

After the period in which they have applied for asylum, when they acquire a residence permit, they have to change their perspective and become pro-active in finding a job. This transition from forced waiting to forced proactivity is often not easy to understand.

Relevance given the context:

These kinds of initiatives facilitate cooperation between institutional actors and groups of assisted persons and are therefore very relevant.

Constraints:

The system that takes care of refugees once they have received a residence permit is the same one that takes care of the labor market integration of the long-term unemployed. This is an obligatory context that can be difficult to accept.

Replicability:

A public administration that wants to communicate more clearly with its users.

Training measures understood as facilitation mechanisms can be designed and implemented in different contexts and forms.

Relevant resources developed by the best practice:

No information available

BP 2 - Ankommen. Unterkommen. Zurechtkommen!

FACT SHEET

Name of the initiative: Ankommen. Unterkommen. Zurechtkommen!

Location/geographical coverage: Ingolstadt, Bavaria

Start/end date: Running

Responsible and/or promoting organization: ANU Arbeitsgemeinschaft Natur und Umweltbildung e.V.

Type of initiative: Private

Description:

In the intercultural project "Arrive. Accommodate. Cope with it!", the self-employed wilderness educator Florian Heiß works with young asylum seekers - in cooperation with the Ingolstadt vocational school. Every week, the group of about 20 young asylum seekers meets with the "wilderness flea", who introduces them to the local nature, culture, customs and traditions.

Main objectives:

The intercultural exchange is just as important as getting to know the new environment and finding their way in the new world.

Target group:

The Ingolstadt vocational school has seven refugee classes with partly accompanied, partly unaccompanied underage refugees. In classes 10 and 11, they are divided according to their level of German.

Needs of participants:

Addressing cultural differences.

Achieved results:

"Many conflicts arise from a different cultural experience," says Heiß. That is why a certain vocabulary is important to avoid misunderstandings. In addition, when working with young refugees, one has to take into account that some of them have lived in other countries for 16 years and had to "tick" differently there. Often it was a matter of pure survival, and sometimes they were threatened with harsh punishments (for actions that seem normal in this country). Here in Germany, everything is suddenly different for the refugees. That's why the teacher sums it up: "German courses are not enough, you also need a cultural course."

Impact on participants:

Looking through the forests with mindfulness and really noticing trees, plants, smells, scents and animals. In the near future, it is also planned to work with mixed classes, including young people from the region. The encounter in the wilderness will be integrated into the regular curriculum, and in the individual lessons the young people will experience their natural environment in theory and practice.

Relevance given the context:

The practice is relevant because it shifts the mechanism for integrating young people from direct observation of nature and sharing of experiential education.

Constraints:

The relationship that young foreigners have with nature is one of respect, especially for the risks it can pose. The pedagogue reports experiences of fear that relate to the traumas experienced in the young people's lives and during their escape.

Replicability:

The replicability and scalability of the experience does not seem to be problematic in organisational terms, but strongly raises the question of the socio-pedagogical preparation of the trainers.

Immersion in nature has a positive value in many host societies, but for young refugees it can be a moment of re-traumatisation and must be managed with great professionalism.

Relevant resources developed by the best practice:

<http://kuenstler-an-die-schulen.de/kunstler-natur/florian-hirsch/>

<http://www.ingolstadtlandplus.de/kleinprojektfonds/ankommen-unterkommen-zurechtkommen>

BP 3 - La Bottega di Lamin e Teresa

FACT SHEET

Name of the initiative: La Bottega di Lamin e Teresa

Location/geographical coverage: Local, but expanding

Start/end date: 2018 - running

Responsible and/or promoting organization: CIDIS Onlus

Type of initiative: Private

Description:

In a poor region of southern Italy, the reception of foreigners in reception centres can sometimes be very complex.

Thanks to the initiative of the NGO CIDIS and funds from the Italian Waldensian Church, an attempt has been made to create inclusive tailoring workshops. Under the guidance of an expert Italian seamstress (Teresa) and a young African tailor (Lamin), the experiment began, involving young people from the local reception centre and schools.

This practice starts under the motto:

“Let's make known each other” - implementation of a strategy to promote tailoring.

The participants in the workshop, through specific training, are the creators of the new brand, the production lines, a product catalogue and experiment practices and tools for the dissemination of the products.

They have the opportunity to create a network of contacts with local commercial and non-profit activities to promote and sponsor their products.

Main objectives:

Promotion of the acquisition of new skills by asylum seekers and refugees, the enhancement of acquired skills, the expansion of moments and places of meeting and exchange with the host community.

Target group:

- Asylum seekers from the local shelter.
- Local community.

The asylum seekers from the local shelter are mainly men coming from Africa.

The participation from the local community is pretty broad: from experienced tailors to young girls and handicapped people.

Needs of participants:

The shared project of creating an "interethnic" fashion brand is certainly very attractive to all and supports a tangible vision of the results to be achieved.

Achieved results:

Creation of the new brand, the production of lines, a product catalogue and experiment with practices and tools for the dissemination of the products. The participants started to create a network of contacts with local commercial and non-profit activities to promote and sponsor the products made during the production phase.

Impact on participants:

As the streets of the town become catwalks for modern clothes and colourful African fabrics, this moment makes people not only visible, but also taking a stand. Both locals and migrants wear the clothes and parade. Among the locals you can find people of all ages. They all posed for the catalogue.

Relevance given the context:

The range of leisure activities in a small town in southern Italy is often not very rich, neither for locals nor for newcomers. The tailor's workshop offers a place to meet and exchange practices and simply to talk to each other.

Constraints:

- It is complex to organise activities, attendance, workflow.
- Respecting deadlines and quality standards.
- In this sense the guidance of a very experienced person orients the participants very clearly.

Replicability:

The best way to bring people together was to give them a vision, achievable by concrete steps. As long the steps are small enough and the goals achievable you can transfer the practice. Expanding it would be critical.

Relevant resources developed by the best practice:

<https://cidisonlus.org/la-bottega-di-lamin/>

BP 4 - Learning place stadium

FACT SHEET

Name of the initiative: Lernort Stadio - Learning place stadium

Location/geographical coverage: 20 towns in Germany

Start/end date: Running

Responsible and/or promoting organization: DFL Stiftung (National Soccer Liga)

Type of initiative: Private/Public

Description:

Lernort Stadion takes advantage of the football enthusiasm of many young people and relocates political education programmes to a special place: the football stadium. School classes and youth groups usually come to the stadium for one to five days, deal with social issues and explore the special place of learning during a stadium tour. The agenda includes topics such as tolerance, togetherness, fair play in the classroom, anti-discrimination, violence prevention or homophobia.

Main objectives:

Democracy values and importance of participation. However, many young people have the impression that politics has nothing to do with their everyday lives.

Target group:

The educational offers of the centres are mainly aimed at young people between 14 and 18 years of age in socially difficult situations.

Needs of participants:

Need for approaches and formats of political education that reach young people in particular, motivate them to deal with political issues, bring them closer to democratic values and make them strong enough to participate in society.

Achieved results:

Between 2011 and 2016, Lernort Stadion was scientifically accompanied by the Centre for Applied Policy Research (C.A.P.). In the comprehensive project evaluation, more than 2,000 pupils, teachers and educational advisors were asked about the impact of the Lernort Stadion educational concept in the learning centres. The results can be summarised as follows:

Successful access. "The linking of football, stadium and club with learning opportunities is new and unusual for young people. It also opens up access to political education for educationally disadvantaged groups."

Suitable implementation. "The offers of Lernort Stadion provide young people with positive and appreciative learning experiences that strengthen their identity and motivation for further personal development."

Effective offer. "Lernort Stadion contributes to promoting key competences for lifelong learning via knowledge and action-oriented democracy learning."

Impact on participants:

Kick for Europe. In 2018, Lernort Stadion e.V. launched the international youth encounter project "Kick for Europe". Since then, several times a year, young people from Germany and Europe have come together in various mutual exchanges to deal with European issues such as cohesion, diversity, tolerance or European (football) history in the respective football stadium. With the support of the Federal Foreign Office, the project contributes to promoting social cohesion in a democratic Europe through cross-border encounters and joint activities, thus counteracting populist and nationalist tendencies. Through workshops, kicking and watching football, language animation, thematic city rallies and, most importantly, working together, the young people learn what it means to live in a united Europe. In addition to the Kick for Europe encounters with Great Britain, Spain, Austria, Poland, Sweden and Portugal, we are currently planning a large Franco-German youth exchange within the framework of the UEFA European Championship in 2021 together with the Franco-German Youth Office.

Relevance given the context:

Lernort Stadion e.V. brings young people from different cities, locations and social backgrounds together in one place. This enables them to experience a journey with a change of perspective. The participants are trained as peer tutors and thus empowered to become active as team leaders in their learning centres.

Constraints:

None

Replicability:

As an umbrella organisation, Lernort Stadio advises the members, organises further education and networking events, evaluates the projects regularly and develops concepts, materials and teaching aids for practical use. In this way, we ensure the consistently high quality of educational work on site and its replicability.

Relevant resources developed by the best practice:

No information available

BP 5 - The transparent city

FACT SHEET

Name of the initiative: Die gläserne Stadt - The transparent city

Location/geographical coverage: Pirna is a large district town and the administrative seat of the Sächsische Schweiz-Osterzgebirge district and the Pirna administrative community in the Saxony.

Start/end date: Started in 2015, running now

Responsible and/or promoting organization: Pirna City Council

Type of initiative: Public/Private

Description:

The project "die gläserne Stadt" (the transparent city) offers children and young people the opportunity to explore their own city. The aim is for children and young people to develop a higher level of identification with their town or region, learn to appreciate local institutions and democratic structures, and develop skills such as personal responsibility and self-presentation. Democratic processes are presented transparently in a low-threshold form and the extent to which urban institutions do not stand alone but act together is illustrated.

The project is divided into two phases. The first phase includes a visit to a municipal institution such as the fire department, the police, the city administration or the district court. The aim here is to explore city life on the ground. In addition, the institutions' areas of activity are explained in an understandable way. In the second phase, the project group comes together again to consolidate the knowledge gained in small projects and to learn how the city itself can be actively shaped. The small projects consist, for example, of explanatory videos, business games or workshops on various topics.

Award winners in the "Active for Democracy and Tolerance" competition 2017.

Main objectives:

By participating in the "Transparent City" project, children and young people should develop a greater sense of identification with their city or region, learn to appreciate local institutions and structures, and develop skills such as personal responsibility and self-presentation. Through personal visits and discussions with those responsible, municipal institutions are to become literally "transparent".

Target group:

Children and young people.

The target group consists of children and young people from the second grade onwards from the cities of Pirna and Heidenau. Children and young people can participate regardless of the type of school.

Needs of participants:

Exploring city life on site: In visits to the city council, police and fire brigade, press, bank, local court, etc., the participants should learn on the spot how the municipal institutions work and what is part of their tasks.

Achieved results:

Afterwards, the young people create their own project (e.g. city rally, explanatory video, business game, press article, etc.) to deal with the experiences of the visits and learn how they can actively shape city life.

Impact on participants:

Knowledge of and participation in city activities (from volunteering to participation in cultural activities).

Relevance given the context:

The city context is always at the centre of the different actions: public and private actors offer opportunities to visit and discuss with younger citizens and answer simple but difficult questions: "What does the bank do with my money?", "What's inside a hospital?", "What are municipal offices for?"

Constraints:

As the participation is totally free of charge and the initiative starts from schools including all children, there is no information about any constraints.

Replicability:

The project aims to give young people an understanding of life in their city. Small projects (simulation games, case studies, workshops, interactive team projects, etc.) are to be used to intensify the discussion and can fit also in different contexts.

By participating in this kind of projects, the participants develop an increased identification with their city or the region and learn about basic structures for democratic coexistence.

Relevant resources developed by the best practice:

https://www.glaesernestadt.de/wordpress/wp-content/uploads/2020/11/Kurzbeschreibung_Die-gläserne-Stadt.pdf

BP 1 - Cultural orientation

FACT SHEET

Name of the initiative: Cultural orientation

Location/geographical coverage: Brasov, Romania

Start/end date: No information available

Responsible and/or promoting organization: Migrant Integration Center

Type of initiative: Private

Description:

The Integration Center for Migrants Brasov has carried out many activities in order to familiarize migrants with Romanian culture and at the same time seek to familiarize the Romanian community with the cultural diversity that now exists in the town.

Some of the cultural activities of our Center:

- For Easter we decorate eggs by using traditional techniques.
- For the 1st of March – here we celebrate Woman’s Day and we offer a hand-made “MARTISOR”, that is a small object that women receive on this day from men as a symbol of their respect and admiration.
- Gastronomic cultural events with Romanian dishes.
- Christmas events.
- Familiarization with the cultural landmarks in Brasov (The first Romanian school is situated in Brasov).
- Familiarization with Romanian culture by visiting thematic museums (the Ethnographic Museum, the History Museum, the Arts Museum etc).

Main objectives:

The main objective is to provide migrants knowledge about our culture by immersion.

Target group:

Our target group includes all the migrants with a form of international protection or a legal residence permit (family member, work, studies, family reunification, business activities, professional activities, religious activities, others purposes) coming from a lot of countries from: Brazil, Columbia, Peru, Ecuador, Cuba, Chile, Mexico, Venezuela, USA, Canada, Russia, Tunisia, Egypt, Syria, Iran, Jordan, The Philippines, China, Azerbaijan, Ukraine, Poland, South Africa, Kenya, Nigeria, Dominican Republic, France, Moldova, Serbia, UK, Belarus, Turkey, Greece, India, Sri Lanka and many others. At these events the family members of the migrants are invited too.

These cultural activities are open to all migrants, irrespective of their age, education, status, citizenship etc.

Needs of participants:

- Awareness about the Romanian life and society.

- Lower cultural shock.
- Multiple stresses (migration can impact the migrants well being, loss of identity, unfamiliarity with new cultural norms, etc).

Achieved results:

People understand and adapt faster in the new environment and community; has lowered stress for migrants; helped in their adjustment to the new culture.

Impact on participants:

People understand and adapt faster in the new environment and community; lowered stress for migrants; helped in their adjustment to the new culture.

Relevance given the context:

We are the only organization that is helping migrants integrate culturally in Brasov. And the number of migrants is increasing every year. Thus, the need to organize these cultural sessions for them is extremely important for their integration.

Constraints:

The high number of participants and the low budget for these activities.

Also, the current pandemic situation has also been a great challenge for our Center. Many of the activities were postponed or suspended.

Replicability:

First, funding for organizing such activities. As the personnel of the center is not specialized in offering these cultural sessions, most of these services are subcontracted and others organized by the staff of the center (egg decoration to craftsmen; gastronomic events to local traditional restaurants, buying tickets to museums etc).

Second, choosing days when most of the people interested to participate in a cultural activity are available.

More funding, more personnel hired at our center, migrants to be consulted more often about their interests.

Relevant resources developed by the best practice:

Photos. Others organizations resources.

BP 2 - Cultural presentation

FACT SHEET

Name of the initiative: Country presentation

Location/geographical coverage: Brasov, Romania

Start/end date: No information available

Responsible and/or promoting organization: Migrant Integration Center

Type of initiative: Private

Description:

Many migrants from our Center responded to our call to present their country in Brasov's schools.

We also ask them to speak Romanian to children, as best as they can, as we also want this to be an exercise for them to practice their language.

Also, we ask migrants to adapt their presentations depending on the children's school year: junior, senior etc and come dressed in traditional clothes.

Usually the presentations contain information about life and culture, occupations, leisure, traditions and holidays, art, food etc.

Main objectives:

To teach children, in a non-formal way, about otherness - migrants and their culture.

Target group:

The beneficiaries of the practice were the kids in the schools, but also the migrants involved because they could share their culture with Romanian people.

The Romanians were mostly kids with ages between 8 and 11 years. All migrants who wish to present their country to children are welcomed.

Needs of participants:

- Romanian children need to meet different cultures and learn to accept them.
- Migrants need to share their stories and feel accepted in their host country.

Achieved results:

Children were very interested in the country presentations, have asked many questions and the teachers were very happy with this initiative as they offered children a different type of lesson.

Children were acquainted with a new culture through an educational activity.

Impact on participants:

The impact of this best practice was really positive for the Romanian children and also for the migrants who presented their country. The school children got in contact with migrants and asked them questions about their country; the migrants felt welcomed in Brasov by allowing them to present their country and contribute culturally to the local life.

Relevance given the context:

We are the only organization in the city of Brasov that offers this type of initiative and has been a huge success in the schools. As the number of migrants is increasing every year, this practice is necessary to familiarize children with different cultures.

Constraints:

One of the biggest challenges encountered in organizing the country presentations nowadays is the pandemic situation.

Replicability:

The schools must be interested in the initiative and accept that this type of activities helps the children to open their minds to others cultures, become more tolerant and accepting to otherness.

To do these country presentations also into kindergartens and in high schools where issues such as human rights and equality can be raised.

Relevant resources developed by the best practice:

Photos. Others organizations resources.

BP 3 - Language courses

FACT SHEET

Name of the initiative: Language courses

Location/geographical coverage: Brasov, Romania

Start/end date: Our Romanian language courses are divided into modules of levels A1, A2, B1 and B2. The duration of each module is 40 hours.

Responsible and/or promoting organization: Migrant Integration Center

Type of initiative: Private

Description:

Our center has been organizing Romanian language courses for many years, where a very large number of migrants from all over the world have participated. Given that the number of people who require a course is always extremely large, we usually have different groups, based on language knowledge levels: A1, A2, B1 and B2. Each group is informed that the module is 40 hours and the schedule is also made based on the professors' availability and their schedules. At the end of each module there is an exam and, if passed, a diploma stamped by Brasov School Board for each participant. Because of the pandemic, the courses are now organized online, but with the same impact as before. Since 2011, approximately 400 migrants participated in these courses.

Our language courses include a cultural orientation component consisting of local trips and activities which are meant to familiarize migrants with the Romanian customs and traditions.

Those courses helped many of the migrants to get a job and to understand their new community better; to handle conversations when going to the institutions in the city or just with their Romanian family members, neighbors, and other Romanian acquaintances. We also do courses for private companies which are adapted to the needs of the company and migrant employees. These Romanian courses focus on acquiring general notions of Romanian language, but also the job specific language (for example: baker, electrician, cook, etc.)

Many of the participants in our language courses have remained in touch with us and with the Romanian teacher, but also with each other as they became friends.

Main objectives:

The main goal is to learn the language that helps them to manage all the situations they encounter in the new society.

Target group:

Our target group includes all the migrants with a form of international protection or a legal residence permit (refugees, family members, work, studies, family reunification, business activities, educational activities, religious activities, others purposes) coming from a lot of countries from: Brazil, Columbia, Peru, Ecuador, Cuba, Chile, Mexico, Venezuela, USA, Canada, Russia, Tunisia, Egypt, Syria, Iran, Jordan, The Philippines, China, Azerbaijan, Ukraine, Poland, South Africa, Kenya, Nigeria, Dominican Republic, France, Moldova, Serbia, UK, Belarus, Turkey, Greece, India, Sri Lanka and many others.

We organize classes for adults. Our classes are open to all types of cultures, education levels, status, age.

Needs of participants:

The language courses are the main tool for migrants to start communicate in the host country. Knowing the language helps them become self-sustainable/find a job, understand the society, make friends.

Achieved results:

Most migrants are asking help from our center in their first two years of their stay in Brasov. After two years of language courses, activities and information and counseling they usually become self-sustainable and do not need our help for these basic activities. They might contact us for other situations such as juridical or legal.

Impact on participants:

They understand the Romanian society, they become self-sustainable and independent of our services.

Relevance given the context:

We are the only Center that offers language courses in our town. And the number of migrants is increasing every year. Thus, the need to organize language courses for them is extremely important for their integration.

Constraints:

The lack of professors with skills to teach Romanian as a foreign language. Throughout time, we established long term relations with different professors who have improved their skills.

The gap between the law that says that the local School Boards must organize Romanian language courses and the reality, as they do not do this. The NGOs organize these classes with their own funding and resources.

Replicability:

First, funding needs to be available (for paying the professors and for the didactic tools).

Then, there needs to be an interest from the migrants, available and prepared professors and a location and appropriate space to organize the classes.

Relevant resources developed by the best practice:

Photos. Others organizations resources.

BP 4 - Braşov Multicultural Day

FACT SHEET

Name of the initiative: Braşov Multicultural Day

Location/geographical coverage: Brasov, Romania

Start/end date: Yearly – 1 full day

Responsible and/or promoting organization: Migrant Integration Center

Type of initiative: Private

Description:

Braşov Multicultural Day is an annual celebration of the Migrant Integration Center in the city of Braşov, Romania, intended to educate, impact upon and promote cultural diversity.

The activities promote and engage intercultural dialogue, improve mutual understanding, communication and cooperation among people from different cultures and combat stereotypes and prejudices.

The event has two components:

1. Show on the stage where migrants living in Braşov, at their own pace, highlight their talents through traditional dance performances, a variety of traditional songs and music, country presentations, theatre plays, poetry recitals and other cultural moments.
2. Country exhibitions stalls created by migrants living in Braşov displaying cultural crafts, traditional clothes, traditional food, other international art and country-specific items.

Main objectives:

Promote and encourage intercultural dialogue, communication and cooperation between cultures, foster tolerance, respect for diversity, improving the integration of immigrants, fight against stereotypes and prejudices with benefits on the local community and on the lives of the migrants living in Braşov.

Target group:

Every year, the exhibitions stalls and artistic manifestations on the stage include countries such as: Tunisia, Dominican Republic, Cuba, Venezuela, Syria, Peru, Iran, Ecuador, The Philippines, Moldova, Columbia, Mexico, Palestine, India, Chile, Turkey, China, Japan, South Korea, Jordan, Nigeria, Ukraine, Zambia, Zimbabwe etc.

All types of migrants irrespective of age, education, citizenship, etc.

Needs of participants:

For the participants involved in the event, but also other migrants who visited the event, the main motivations were the celebration of their own traditions and culture; supporting one's own community; removing nostalgia and homesickness; reducing the stress of migrating to a different country. Another reason for the participants directly involved in organizing the event was to improve their self-esteem. The fact that migrants can present their own culture and that visitors express their interest in the culture of foreigners is encouraging for everyone and gives meaning to the existence of a multicultural festival and the possibility of replicating it and extending its results every year.

But the motivations of both groups, migrants and Romanians, were primarily to enjoy the festive atmosphere, to spend a different day with family and children, but also education about multiculturalism.

Achieved results:

The festival allows all visitors, regardless of culture or social status, to participate in a context that generates feelings of benevolence and feelings of belonging to a community. It is no surprise that such festivals have the potential to strengthen common bonds, unite people, create feelings of belonging to a community, facilitate the development of contemporary cultural identity and improve the well-being of a community.

While many immigrants see this festival as an opportunity to educate the local community about their traditions, beliefs and practices, the local community sees this festival as an opportunity to learn about other cultures and communities.

Impact on participants:

Our festival acts as a platform for cultural celebration of the community, expression of cultural diversity and social interaction for the migrant population and the host society.

Our multicultural festival encourages minorities to preserve their cultural origins and help in establishing the contact between the local community and migrants in order to reduce negative attitudes and prejudices.

Relevance given the context:

The main needs of the local community is to overcome the stereotypes and anxieties created by media and political discourses and to understand that migrants living in Brasov are not a threat, but rather a cultural, informational, economic, human resource that can lead to community social, cultural and economic development.

One of the main ways to meet these needs is represented by multicultural festivals that offer the chance to the local community, but also the media, to get to better know and understand the communities of migrants and to interact directly with their representatives.

The festival improves the conditions and quality of life of the citizens of Brasov by exploring the multicultural context of Brasov; helps in the recognition of the existence of cultural diversity; develops understanding of one's own cultural identity, the identity of the place and city in which the majority population and other ethnic communities live; promotes social harmony and offers culturally rich moments.

Constraints:

In 2020 the festival was canceled due to the pandemic situation.

Replicability:

The funding is the one condition for organizing this festival. The support from the local authorities, especially the ones responsible for public places (the City Hall), participation of the migrants who wish to present their culture.

Funding, location, participation of the migrants living in a city.

Relevant resources developed by the best practice:

Photos. Others organizations resources. Mass media.

BP 5 - Social Integration

FACT SHEET

Name of the initiative: Social Integration

Location/geographical coverage: Brasov, Romania

Start/end date: No information available

Responsible and/or promoting organization: Migrant Integration Center

Type of initiative: Private

Description:

Our center organizes informal meetings at the headquarters of our center and others familiar and friendly locations in Brasov (cinema, theater, opera, cultural houses, locations for recreation, excursions etc.) supported also by the intercultural mediators. The aim of these activities is to create a sense of community, build friendships and remove feelings of loneliness and identity loss for migrants.

These meetings are organized depending on the expressed interests of immigrants. For example, thematic meetings in which participants offer one the other intangible and disinterested support. In this way, we help create and increase the feeling of community and establish supportive social relationships.

Main objectives:

Create a feeling of community, build friendships and remove feelings of loneliness and identity loss, help in reducing the different types of stress migrants go through during the migratory process.

Target group:

Our target group includes all the migrants irrespective of their status: refugees, third country nationals, Europeans etc.

Our target group includes all the migrants irrespective of their age, education, citizenship, etc.

Needs of participants:

Social network, support community, connect migrants to other people, remove feelings of loneliness and identity loss.

Achieved results:

Reducing stress for migrants in the host society.

Impact on participants:

Migrants become friends with other people (other migrants and locals), they do not feel “different” anymore, their adaptation becomes easier by having a support network.

Relevance given the context:

The increasing number of migrants that live in Brasov require the support network and the community that our center has developed throughout time.

Constraints:

Migrants are naturally wishing to communicate and have a social network in the host society, We do not have challenges in implementing this practice due to the eagerness of the migrants to be part of the social community we build.

Replicability:

The necessary funding, an appropriate location.

This practice can be replicated more widely without any inconvenience. Our center needs more staff to help organizing these social integration events.

Relevant resources developed by the best practice:

Photos. Others organizations resources.

BP 1 - ADMin4ALL– Supporting Social Inclusion of Vulnerable Migrants in Europe

FACT SHEET

Name of the initiative: ADMin4ALL– Supporting Social Inclusion of Vulnerable Migrants in Europe

Location/geographical coverage: Italy (Bari, Cagliari, Florence, Naples, Milan, Rome, Palermo and Venice), Austria (Bruck an der Leitha, Telfs, Korneuburg, Kufstein and Schwaz in Tirol), Poland (Gdansk, Krakow, Poznań, Warsaw and Wroclav), Romania (Bucharest, Cluj, Galati and Oradea), Greece (Athens, Heraklion, Kalamaria, Nea Philadelphia, Neapoli, Piraeus and Thessaloniki), Spain (Fuenlabrada, Madrid and Malaga) and Malta (most of local councils as well as regional and national authorities).

Start/end date: July 2018 to June 2020

Responsible and/or promoting organization: IOM office in Rome, Italy.

Type of initiative: Public

Description:

The project ADMin4ALL– Supporting Social Inclusion of Vulnerable Migrants in Europe is implemented by the International Organization for Migration and funded by the European Union. It aims to enhance the capacity of local governments to develop sustainable strategies and inclusive services for the successful social and economic integration of migrants.

ADMin4ALL aims to facilitate the exchange among key integration players and foster dialogue at EU level around integration. Municipalities play an essential role in addressing integration needs and finding practical and inclusive solutions, particular in such critical times, where the health emergency related to the spread of the COVID-19, has had a major impact also on the social and economic conditions of the most vulnerable, including migrants.

Main objectives:

The main objective of the programme is to increase the capacity of municipal administrations and other service providers at the local level, with particular attention to their front-line staff, in dealing with the multiple dimensions of long-term socio-economic inclusion of migrants and refugees at local level. This was be done through:

- Delivery of a series of capacity-building and training modules to municipal social policy staff.
- Support to the enhancement of coordination and engagement on integration at the local level.
- Organization of international peer exchange visits and regional consultations to share good practices.
- Project activities will ultimately focus on providing suitable and accessible social and administrative services for migrants, as well as promoting partnership approaches to migrant integration at the local level among various public, private and non-profit stakeholders, while also consolidating an EU-wide community of cities committed to integration.

Target group:

Local authorities' officers and migrants accessing these services.

It varies greatly, generally all migrants accessing local services who on average are between 16 and 60 years old, mainly male and with basic education.

Needs of participants:

The project responds to an increasing diversity, related to established multi-generational migrant communities already in Europe, as well as migrant and refugee newcomers.

This is coupled with entrenched disadvantage and marginalisation for some groups, present challenges for the successful socio-economic integration of migrants in Europe and social cohesion within local communities.

In this context, the project ADMin4ALL aimed to enhance the capacity of local governments to develop sustainable strategies and inclusive services for the successful social and economic integration of migrants.

Achieved results:

The main expected results of the project were:

Providers of services pertaining to social and economic inclusion in selected municipalities, including frontline staff, were trained to provide more accessible, effective and inclusive support to migrants.

Selected municipalities developed coordination mechanisms to improve the provision of services for the social and economic inclusion of migrants.

Good practices on the social and labour inclusion of migrants were identified and shared among selected municipalities in seven EU Countries, thus contributing to dialogue on integration across Europe.

Impact on participants:

Many services were implemented in the area of migrant reception and integration: the first-reception service, the multilanguage referral centres, the housing facilities, the services for migrant minors' education, health and legal support, and job matching centres. Furthermore, in the municipalities participating, a new plan for adults' marginality was also introduced, taking into account the fallout of the pandemic. The MURAL (Mutual Understanding, Respect and Learning) training curriculum was established in cooperation of different universities.

Relevance given the context:

Because policy responses at the local level are deemed crucial to address both the challenges related to successful socio-economic inclusion of migrants, as well as ways to create inclusive communities. In particular, providers of employment and social services at the local level often experience difficulties in successfully reaching out to and supporting migrants. Gaps exist between the provision of immediate newcomer reception and orientation services, and subsequent longer-term integration services (income support, labour market inclusion, social services) to which migrants or refugees may be eligible.

Constraints:

Entrenched challenges related to the access to housing, local labour markets and the education system for third country nationals which have been hard to address by municipalities as an integral strategy at a local level, having to comply with policies designed at a national level.

Replicability:

The replicability has a wide scope since its application was already tested in a variety of international contexts at a local level.

Relevant resources developed by the best practice:

National analysis, training curriculum, scoping and case studies available here:
<https://admin4all.eu/publications/>

BP 2 - WELCOMESHIP

FACT SHEET

Name of the initiative: WELCOMESHIP

Location/geographical coverage: Berlin and Cologne (Germany), Turin and Albenga (Italy), Portimao (Portugal), Kristinestad (Finland), Bruxelles (Belgium), London (England)

Start/end date: The project was implemented for 24 months

Responsible and/or promoting organization: YEPP Europe, based in Berlin

Type of initiative: Public

Description:

The overall goal of the project was to develop, implement, and test the “Welcomeship” model – a model of entrepreneurship learning for young people with fewer opportunities, including young migrants and local youth. The “Welcomeship” model was based on non-formal learning methods and collaborative practice. It aimed to strengthen the interaction of locals and newcomers, address the fears and prejudices and foster community spirit as an overarching goal. Local youth and young migrants developed entrepreneurial ideas to address community issues and built partnerships with stakeholders to bring about positive change in the local communities. This collaboration was intended to lead to openness, tolerance, and an atmosphere of togetherness in the community. Ultimately, the “Welcomeship” model aimed at becoming a tool for inclusive communities.

It combined four pillars:

1. Opening Minds & Doors: building trust, overcoming prejudices and fears and fostering the welcome culture in the local community through joint activities, also with local young people.
2. Community-Based Entrepreneurship Learning: strengthening young people’s entrepreneurial skills.
3. Action & Community Partnerships: building partnerships to implement entrepreneurial projects and mobilising local resources.
4. Advocacy for inclusive communities: disseminating the working approach and positive examples at the local, national and EU level through online solutions and face-to-face meetings.

Main objectives:

- Develop, implement and evaluate a working model for inclusion, collaboration and empowerment of youth and communities through community-based entrepreneurship learning.
- Build capacities and skills of young people (local and with migrant background) and youth workers in community-based entrepreneurship, youth and inclusion work, project management.
- Foster collaboration between local population, especially young people, and young migrants as well as community stakeholders.
- Foster inclusion and social integration of migrants in local communities.
- Develop a wide range of working and dissemination tools to allow for an accessible and effective implementation for communities across Europe.
- Advocate for inclusive communities and entrepreneurship learning as a tool for inclusion at a local, regional, national and European level.

Target group:

- Young migrants – foreign-born or foreign nationals, including asylum seekers and refugees, who came to live or settle in a country of destination.
- Local young people with fewer opportunities (unemployed, poor economic background, poor educational background).
- Youth workers working with mixed groups of young people and young migrants.
- Municipalities and community stakeholders.
- European policy makers and lobbying organisations.

Needs of participants:

International migrants, refugees and second-generation nationals suffer from prejudice, racism and social exclusion based on their origin or the origin of their families.

Achieved results:

Development and dissemination of a Welcomeship Learning Kit is composed of the Handbook for Young People and the Handbook for Trainers paired up with the Welcomeship Course, a blended course combining online learning with local workshops.

In order to foster learning of the Welcomeship Course (online and in the local workshops), the Welcomeship Learning Kit was enriched through the Welcomeship Tutorial Programme. This programme consisted of 10 tutorials hosted on YouTube, featuring key learning elements of each of the Modules through inspiring and youth-friendly video tutorials. In addition, there were videos produced by the trainers and young people from different country groups who would show their best practice examples on the topics of the Course.

The creation of a Welcomeship Channel, a web-based platform with a range of sections and the following functions:

- online learning platform by participants during the project and by future users after the project.
- key dissemination tool.
- advocacy tool for policy change promoting entrepreneurship learning as a tool for inclusion.

The development of a Guidebook for Inclusive Communities, focused on community-based entrepreneurship learning as a tool for inclusion of young migrants and refugees.

Impact on participants:

Young people who were actively involved in the Welcomeship project felt more empowered and developed a bigger sense of belonging to and responsibility for their community.

Many participants claimed to have changed their ideas on entrepreneurial and autonomous work and above all to have improved their skills in the above-mentioned fields. Some of the participants tested their business ideas and the results were good. Not all participants could turn their business ideas into reality.

However, according to the feedback from the participants, they have acquired important knowledge and skills that they will use in their further life, study and career.

For the young people, this was an opportunity to get a new social network and gain life skills. This was both an empowering and useful experience work-wise. The project also gave them the tools to initiate things on their own and even to involve other young people in it.

Also, community stakeholders, e.g. local business leaders, community leaders and politicians saw the real impact of the project in the attitude of the participants and realized that they can and should be involved in creating policies or developing programmes and ideas to explore the topic in a more efficient and sustainable way.

They were able to learn from the young people on the perspectives of inclusion and some of the challenges they face as young migrants and entrepreneurs. The business leaders were able to comment on the business ideas of young people.

They were also inspired to put more effort to introduce more inclusion and diversity in their businesses.

Some course participants had a chance to travel abroad to the youth exchange in Albenga, Italy and the Final Conference in Berlin, which was very eye-opening in the broadest sense, as they learnt in a multicultural environment and made friends with many people from around the world. Some refugees who received a certificate of completion of the Welcomeship were granted permission to stay in Italy.

Building groups where everybody felt included and welcome was one of the key achievements of the project and is a positive fundament for the continuity and sustainability.

Also, partner organisations became visible to the local community for their work and engagement on the topic. Residents became interested in the activities that project partners were implementing and supporting. The communities have benefited from the project since new initiatives and projects are being initiated creating more jobs for the young people and more collaboration work between local young people and refugees.

Relevance given the context:

The project tapped on community entrepreneurship as a way to unleash young people potential and promote bottom-up inclusion while advocating at different policy-levels.

Constraints:

The biggest challenge for the Welcomeship project was to reach out to the right target group. Project coordinators used a lot of time and effort in promoting the project and finding young people who were actually were interested in and committed to take part in a long project. Trainer teams had to find motivational measures which sometimes differed according to the age, expectations and experience of participants. Some examples: for locals, the possibility to take a course for the credit in the gymnasium was offered, for newcomers, learning more about the local community and host country.

The measures certainly helped but maintaining the group became the next big challenge. There were dropouts in almost all the groups and some groups like in the UK or Portugal had to restart again. Providing the training throughout the six months period was difficult for both participants and organizers to manage. A good practice was a residential training in Germany for a whole week so that participants could fully focus and concentrate on studying.

Replicability:

The replicability has a wide scope since its application was already tested in a variety of international contexts at a local level.

Relevant resources developed by the best practice:

Learning kit, tutorial, course, channel, guide and evaluation available here
<https://welcomeship.org/results/>

BP 3 - STRIPS on the integration road

FACT SHEET

Name of the initiative: STRIPS on the integration road

Location/geographical coverage: Mileto (Italy), Stockholm (Sweden), A Coruña (Spain).

Start/end date: from 2016 to 2018

Responsible and/or promoting organization: Kvinnor Soma Sverige

Type of initiative: Public

Description:

STRIPS has got three priorities, one in the Youth field: promoting high-quality of youth work; two Horizontal ones: Inclusive education, training and youth; promoting empowerment, open to cross-sectorial cooperation, and active citizenship of young people.

STRIPS is a project focused on two main topics: migrants' issues and EU Citizenship, EU awareness and Democracy. STRIPS worked on two intellectual outputs: STRIPS on the integration road - a series of comic strips focused on EU Citizenship, EU awareness and Democracy; STRIPS on the integration road - a guide for youth workers.

Main objectives:

The project has got three main objectives:

1. To design, implement, test and disseminate an effective educational tool easy to use and decode able to support youth workers in developing their daily activities and their channels of communication with the goal to support young new migrants and refugees, in their integration path starting from the principle that knowledge of the hosting society's language, history, institutions is crucial for successful integration: the aim of integration calls for efforts by the migrant to accept the basic values of the hosting society.
2. To design, implement and disseminate a guide accompanying youth workers, step by step, through the process of using comics to communicate. The tool implemented by the project will be suitable for re-processing and for being used with a wide range of different target profiles (in general young people with fewer opportunities) in different contexts and starting from different topics.
3. To experience an alliance between NGOs, youth centers, refugee centers, and, by a general point of view, an alliance with people engaged in processes of integration support.
4. To experience and promote an innovative cross sectorial partnership (one NGO dealing with immigration issues; a social communication agency and an association whose core mission is integration and European cooperation in the youth field) with the aim to reinforce the dialogue among highly different, but complementary entities and to exploit each partners competences for the benefit of youth workers and the behoof of all the people they potentially get in touch with.

Target group:

250 people including youth workers, young migrants, refugees and local people.

Needs of participants:

Need for an effective, easy to use and communicative educational tool easy to support youth workers in developing their daily

activities and their channels of communication with the ultimate goal of sustaining young new migrants and refugees in their integration path.

Achieved results:

The project worked on two Intellectual Outputs:

1. A series of 15 comic strips focused on the topics: Cultural codes, habits, intercultural communication, stereotypes and prejudices, and discrimination. In dealing with these topics there's a special attention to the following elements: Identity, Humanisation of the characters, A bidirectional approach to the process. The medium of the comic strips has been chosen because comics are known to be one of the most powerful and effective communication tools, above all in the youth field.
2. An annexed guide. The guide accompanies youth workers, step by step, through the process of using the comic strips to communicate, educate and sensitize the young target in the mentioned topics. Through it, youth workers will be able, without outside help, to re-process the comics and exploit them with a wide range of different target profiles (in general young people with fewer opportunities) in different contexts and starting from different topics.

Diverse dissemination activities showed firsthand the results of the project in the shape of the comic strips and the guide: dissemination labs to reach a total of 100 youth workers and 3 multiplier events (one in each partner country) with a total of 60 participants from migrant organizations, local decision makers and young migrants and locals. Dissemination through schools network was also implemented and further workshops in the school system are the next step for the materials to be used. They are also available as pedagogical resources in Salto and Epale platforms, in the project website, websites and social networks of all partners.

All the participants in the project have been benefit from the activities developed during the 20 months of the project, and it is expected that the impact will be extensive in time and upcoming projects and events as it open to and would be applied in further projects linking the comic as an artistic expression with other arts and tools as theatre, video or music.

Impact on participants:

By a general point of view, as regards the participants and the project stakeholders, the positive impact was a more positive attitude towards the focused topics; a more active participation and increased competence in Erasmus+ programme; an increased competence in project topics; a better understanding of the connections between formal and non formal education. As regards the impact on the main second target group (young new migrants and refugees) the project aimed to improved their knowledge about culture, heritage, habits and language of the hostling countries; to improve their social integration; to increase their motivation and satisfaction, their active participation as new European citizens. Finally, as regards the project's partners, it increased their capacity to work at European level: their expertise on the project topics; their chance to test new methodologies in designing, implementing and evaluating educational non formal tools; their visibility, networks and positive attitude towards the European project and the European values.

Relevance given the context:

The project was aligned with all the efforts aimed at the promotion of new educational tools and with the mode of action and philosophy of approach of Erasmus + Youth, widely expressed by Salto and in particular by Salto toolbox. On the other hand, the project was complementary to many activities and projects focused on the STRIPS topics, in particular on the good practices on SALTO platform. Last but not least, the project is online with KSS mission to promote young people, young new migrants and refugees well-being and integration path and it is complementary to projects already carried out by the other two partners. In particular STRIPS project will complement a previous project delivered by Integra “The suitcase, the map and the voyage of a youth worker” and the project represented a further step for Bluebook for the promotion of social integration and equal opportunities campaigns.

Constraints:

All the participants agreed that the first months of the arrival, for those that do not speak the host language are complicated. At the beginning, the young immigrant/refugee has some trouble following the lessons at school, reading the books or even understanding what is asked in an exam. It depends also on the newcomer’s behaviour or attitude.

Replicability:

The presence of youth centres having newcomers among their users.

The possibilities of extending the best practice more widely are limitless as the project was already tested in different countries and proved to be replicable in various contexts.

Relevant resources developed by the best practice:

Strips and guide are available here:

<https://stripserasmusplus.eu/the-strips-english/>

BP 4 - Mentoring Program for Migrants

FACT SHEET

Name of the initiative: Mentoring Program for Migrants

Location/geographical coverage: All around Portugal

Start/end date: July 2014 and is still ongoing

Responsible and/or promoting organization: High Commission for Migrations, Public Institute (ACM, I.P.)

Type of initiative: Public

Description:

The Mentoring Program for Migrants initiative consists of a national network of volunteers that act as mentors to migrants and refugees. The mentors provide guidance, orientation or information according to the needs of the mentees in areas such as qualifications, job search, entrepreneurship, health, parenting, citizenship and participation.

Mentoring managers from companies, organisations, institutions and municipalities across Portugal establish the contact between people who would otherwise not know each other. These mentoring relationships provide an experience of mutual aid between national citizens and migrants, while allowing common understanding and promoting volunteering and corporate social responsibility. As an example of intercultural and civic participation, the main goal of the initiative is to facilitate the integration of migrants in the hosting society through the involvement of nationals.

The Mentoring Program for Migrants started as a pilot project developed in partnership with the High Commission for Migration (ACM, IP) and the Group of Reflection and Support to Corporate Citizenship (GRACE), an organisation composed of companies that promote an important number of initiatives in corporate volunteering. The current 2nd phase of the project involves 58 partners that are located across Portugal and gathered under a national network of organisations that implement the program locally. As the coordinator of this network of partners, the High Commission for Migration provides access to the methodology and materials.

The project is divided in three dimensions of interventions:

1. Communication and project dissemination. The partners disseminate the program in the local context using leaflets, radio spots, videos with testimonies and referrals to local partners from different services.
2. Mentoring and matching. The process includes five steps to be followed by the mentors and mentees:
 - In order to participate in the project, mentors and mentees send their applications through an online form. After registration, they are invited to an individual interview to verify their qualifications, motivations, expectations etc.
 - Once accepted, mentors and mentees are matched according to the needs and profiles available on the database.
 - Both parties get together to draft a commitment to carry out their duties. Volunteers, with their life experience, professional skills and active role in society, provide support, guidance and advice to migrants to achieve the established plan. During weekly meeting, they also provide access to their professional networks, offer advice on jobs application and interviews, employment culture and evaluate job possibilities.

- On a monthly, bimonthly or quarterly basis, communications are sent by the project management team to carry out intermediate evaluations and follow up on any doubts or questions both parties might have during the process.
 - Finally, all processes are evaluated by mentors and mentees to determine whether or not the goals have been met. If not reached, they can redefine them, and both parties have the possibility to start a new process.
3. Training and networking activities. In each local context, mentors and mentees have initial training for joint reflection on their respective roles and the preparation needed to fulfil it effectively. Networking activities are prepared across the country to enable the sharing of experiences. Furthermore, ACM provides training to facilitate the dynamics between partners of the network and to develop their competences in mentoring management. The training includes methodology, procedures, instruments etc. The basis of the joint work is a Guide for Implementation. To deepen the reflection, a set of online training materials are also available. The tutorials include short videos as well as other materials and instruments. Both workshops and tutorials are divided in different modules under the following themes:
- How to communicate the project to participants and other potential partners.
 - How to develop training workshops for participants (mentors and mentees) while acknowledging the theoretical assumptions and referent concepts.
 - How to use the IT platform to manage mentoring processes.

Main objectives:

Involving both the private sector (companies, NGOs, institutes), municipalities and the hosting society (volunteers), the basic assumptions of this project include:

- Corporate social responsibility.
- Integration as a dynamic, a two-way process of mutual accommodation.
- The commitment of the hosting society as a fundamental dimension in designing migrant integration policies.

In this context, the main goals of the project are to:

- Provide one additional instrument to promote the integration of migrants in Portugal.
- Provide orientation and support for refugees welcomed in Portugal.
- Remove barriers to integration and promote equality of opportunity.
- Remove preconceptions and create meeting points for newcomers and natives to promote personal, social and organisational enrichment.
- Help volunteers achieve a better understanding of the world and other groups of people.
- Promote voluntary work and corporate social responsibility.

Target group:

The project is designed to mainly empower migrants, but it is also a way of raising awareness on intercultural dialogue through the relationships that are established during the mentoring processes, which is beneficial for both parties. As described by participants, it is a win-win experience for mentors and mentees.

It varies greatly, generally all migrants accessing local services who are between 16 and 60 years old.

Needs of participants:

- Needs of refugees and migrants who come to Portugal and need to settle adequately.
- Local communities that move from passive to active actors of orientation and integration processes.

Achieved results:

The relationships established during the mentoring processes do not only contribute to the needs identified by migrant citizens, but also lead to a greater openness, a change of mentalities (from mentors and mentees) and contributes to an intercultural dialogue. The support areas are very diverse, but the most needed were entrepreneurship, qualifications and job seeking. During the pilot-project phase, the main result was the success of established relationships. The pilot-project in numbers:

- Mentoring processes (evaluated or ongoing): 32.
- Registered mentors: 67.
- Registered mentees (migrants): 124.

Impact on participants:

Concerning its impact, both parties define mentoring as a win-win relationship. Most of the mentees indicate that their conditions improved, as they consequentially felt more integrated and have a more positive image of the Portuguese society. Simultaneously, most of the mentors' report that they have gained intercultural competences and a more positive image of immigrants.

Relevance given the context:

Because it is important to look at orientation and integration as a two-way dynamic process, where it is necessary to avoid stereotypes, labelling and biases.

Constraints:

The programme relies on the commitment of the hosting society as a fundamental dimension in designing migrant integration policies.

Replicability:

Support from local public authorities and commitment from large numbers of people showing their example to local communities.

The possibilities of extending the best practice more widely are to be assessed.

Relevant resources developed by the best practice:

Not applicable

BP 5 - BLEND IN – Language, Cultural and Social Orientation for Young Refugees

FACT SHEET

Name of the initiative: BLEND IN – Language, Cultural and Social Orientation for Young Refugees

Location/geographical coverage: Italy: city of Modena; Greece: city of Athens (few neighbours); Malta + Cyprus: no specific location

Start/end date: 01.09.2016 - 31.08.2018

Responsible and/or promoting organization: KMOP (Greece) <https://www.kmop.gr/>

Type of initiative: Private (funded by EU through the Erasmus+ programme)

Description:

BLEND IN aims to promote the social, civic and intercultural competences of young refugees and migrants, inform them on their rights and promote their autonomy, active citizenship and participation in social life and the labour market.

BLEND IN developed a comprehensive orientation toolkit in the form of a [mobile application](#).

The orientation toolkit includes basic topics relevant for settling in a new country, such as basic language information, facts about the receiving countries, information on access to services such as health and education, access to employment, safety, community service, national laws and rights and responsibilities. The project partners conducted [research to identify the needs of asylum seekers](#) that should be reflected in the application's content.

The mobile application is available for four countries—Italy, Greece, Malta and Cyprus—and comes in various languages (English, French, Arabic, Pashto, Urdu, Somali, Tigrinya and Russian), depending on the host country selected by the user.

Besides development of the application, the project produced a [Handbook for Operators](#) to support people working in the areas of refugee and migrant resettlement, cultural and social orientation and integration with using the mobile application in their work.

The project organised dissemination activities to inform target groups, relevant stakeholders and the public about the mobile application. Additionally, the project held four workshops with practitioners and representatives of migrant communities to review the handbook and mobile application.

Main objectives:

BLEND-IN partner countries are convinced that fostering the smooth integration of young refugees and migrants can be best supported and achieved if integration programmes and initiatives are focused on detecting and meeting their early days' needs in the host/ receiving country. The ultimate objective of the project is to develop the social, civic, intercultural competences of the young refugees and migrants resettled in a host country, inform them on their rights and promote their autonomy, active citizenship and participation in social life and labor market, thus preventing their social exclusion, combating discrimination and segregation by facilitating their smooth cultural and social integration in the host community.

Target group:

The target group for the project are young migrants and refugees. Migration and integration stakeholders and practitioners also benefit from the tools created through the project.

Needs of participants:

- Settle into a new community, country and society.
- Move towards independence, self-sufficiency, active citizenship and participation.
- Prevent social exclusion.

Achieved results:

- The mobile application has been downloaded over 300 times.
- The dissemination activities reached around 40,000 people.
- 93 asylum seekers and refugees were directly involved in project activities.

Impact on participants:

The project partners conducted evaluations of all project activities.

- In testing the mobile application, 77% of respondents rated the application as 'Very useful' and 23% found it 'OK'. Nobody found it 'not useful at all'.
- The overall rating of the application was also very positive, with 70% of respondents giving it 5 stars, 20% giving 4 stars and 8% giving 3 stars.
- 98% of the participants in the multiplier events believed that the application could be useful or very useful for the target group.

Relevance given the context:

Because it makes orientation easier.

Constraints:

Needing of technical development for the mobile application.

Replicability:

Feeding the mobile application with data and information that will make orientation for refugees and migrants in other EU countries possible.

Replicability might be ensured by the fact that the information are provided to migrants and refugees through a mobile and easy-to-use application.

Relevant resources developed by the best practice:

- Mobile application: <https://play.google.com/store/apps/details?id=org.cardet.blendin>
- Handbook: <http://www.blend-in.eu/en/resources/handbook>

BP 1 - PANGEA

FACT SHEET

Name of the initiative: PANGEA

Location/geographical coverage: Alicante (Spain, Valencian Community)

Start/end date: 2014 - present

Responsible and/or promoting organization: Association Babelia

Type of initiative: Public

Description:

PANGEA is an initiative offered by the Immigration, Cooperation and Voluntary Service Councillorship of the Town Hall of Alicante which is carried out by the Association Babelia.

It contributes to the intercultural coexistence and establishes connections between the social agents, the network of associations, and the public administration. It's main pillars are:

1. Welcoming and integration process of migrants and refugees, providing information, advice, guidance, and training for the foreign community residing in the city on the following fields:
 - educational system.
 - employment and job market.
 - public health services.
 - housing.
 - access to the protection system of social services.
 - legal and administrative procedures.
 - intercultural and linguistic mediation (mitigating linguistic obstacles between public servants and immigrants).
2. Enhancing the engagement of different social agents and civil servants in matters related to intercultural coexistence.

Main objectives:

- Supporting the integration and social coexistence of the migrants in the municipality of Alicante.
- Fostering the participation of all social agents in the process of building a supportive, tolerant and integrated community.
- Fostering interculturality and coexistence between the migrants and the host community.

Target group:

- Migrant residents living in the municipality of Alicante.
- Immigration associations.
- Councilorship.
- Municipality technicians.

Migrants from different countries of origin: Algeria, Romania, Morocco, Italy, Colombia, Russia, France, China, Ukraine, Argentina, Ecuador, and Bulgaria.

(A total of 3.763 migrants were being attended on during 2019, 59% of which were women and 41%, men).

Needs of participants:

Creation of proper solutions for the migrants living in the city of Alicante which includes providing information on the most important topics such as educational system, employment and job market, public health services, housing, access to the protection system of social services, legal and administrative procedures, intercultural and linguistic mediation.

Achieved results:

- Providing personalized attention as well as working communally in order to accomplish social cohesion.
- Breaking linguistic barriers.
- Supporting municipality technicians in terms of interculturality, cultural codes, and immigration law.
- Carrying out fieldwork in order to update the information about the available resources, to reach out to migrants, and make contact with associations and entities from the third sector.

Impact on participants:

The impact of this best practice on the beneficiaries' livelihoods has been positive as reflected in the annual report submitted to the Town Hall of Alicante on a yearly basis. Furthermore, the confidence that the target group continues placing in Babelia's team is a motive in itself to keep applying our best practices.

Relevance given the context:

The northern district of Alicante City is famous for its social vulnerability due to the economic and social inequalities, the peculiarity of its housing stock, and the new reality due to the crisis the whole country is going through. Moreover, migrants constitute around 30% of the total population, which reveals the importance of deploying resources necessary to attend to their needs and the ones of the associations and the local community involved in the process of coexistence.

Constraints:

- Excessive demand on existing services.
- The necessity of hiring more staff experienced in intercultural mediation in order to be able to overcome the linguistic and bureaucratic barriers and access the resources available to the migrant population.
- Migrants' low profile in terms of education, language knowledge, and/or their administrative/legal situation in Spain as an obstacle to face when accessing the labor market, the education system, and the rest of the available resources.

Replicability:

In order to successfully replicate the best practice, a regulatory framework regarding the rights and freedoms of foreign nationals on a state, regional and municipal level needs to be established. It also requires public entities to set up and support platforms that will act as intermediaries between the migrants and the local population.

If more economic resources are allocated to the project PANGEA, which is a municipal project, it could be replicated not only at the municipal level but at the education level as well, where the profile of intercultural mediator does not exist.

Relevant resources developed by the best practice:

A resource handbook for the migrant population of Alicante City is in the process of preparation.

The official website of the Town Hall of Alicante City contains a protocol available to the municipal technicians for the request of linguistic mediation.

BP 2 – Like home

FACT SHEET

Name of the initiative: Like Home

Location/geographical coverage: Spain (Alicante), Greece (Athens), Belgium (Brussels), Germany (Kassel), Sweden (Kristianstad, Malmö), Italy (Bologna), and Austria (Vienna).

Start/end date: 01.12.2016 - 01.12.2018

Responsible and/or promoting organization: Folkuniversitetet Kursverksamheten vid Lunds Universitetet

Type of initiative: Public

Description:

Procedures for recognition of prior knowledge for migrants without proof of formal qualifications. In many cases (especially for refugees), migrants do not have any proof of their formal qualifications or prior learning in their countries of origin. Since formal proof is necessary for credential evaluation, the development of a procedure for such evaluation based on information provided by the refugee is important.

Database development. Australia has developed a qualification recognition research database that is both valued and used globally. The “Country Education Profiles” database is updated regularly and covers higher education, technical and vocational, and post-secondary qualifications. Migration-relevant country education systems are described in the database. The effectiveness and positive impact of the database are globally valued.

Pre-migration screening and examination. This is another best practice coming from Australia. This applies to migrants that leave their country for financial reasons (often due to the economic crisis). Use of e-sources, supported by global regulatory body partnerships is employed to facilitate pre-migration qualifications screening of skilled migrants in regulated fields, in addition to offshore administration of mandatory language and professional exams. This policy has had a very positive effect on enhanced skilled migrants’ early employment outcomes.

Information provision to migrants. Information provision to migrants is key for successful integration and also skills assessment. Development and adequate resourcing of improved measures to provide accurate qualification recognition information to prospective skilled, family, and humanitarian migrants (pre-migration), as well as post-arrival in destination countries, include e-portals, group training, counseling, and written advice measures.

Improved recognition procedures. Frontrunner countries are working on the introduction of sustained national reform agendas designed to deliver improved foreign credential recognition processes and outcomes across all regulated fields and jurisdictions, supported by a determination to achieve greater efficiency, transparency, procedural clarity, legislative reform (where necessary), and buy-in by all relevant stakeholders (including employers), in order to deliver improved outcomes.

Bridging programs to support competency-based assessment. Best practices in this area include investment in the development of innovative, appropriately resourced, widely located, field-specific bridging programs for migrant professionals, designed to provide adaptive training as required, and support competency-based skills assessment leading to full professional registration. Canada follows the practice of workplace assessments, where applicants are given the opportunity to demonstrate their skills and knowledge in a ‘real environment’ during internships or mentorships.

Host country language training. Advanced host-country language ability is key to success in recognition processes, and also allows migrants to be considered fit for professional practice, development and funding by destination countries. Building general language skills, supported by specialist field-specific training, including preparation for mandatory pre-registration language exams is key for migrants' integration.

Main objectives:

- Assess and validate prior learning of newly arrived migrants.
- Enhance migrants' access to the labor market of the host country.
- Generate access to quality and inclusive mainstream education and training with a focus on the needs of disadvantaged learners.

Target group:

- Newly arrived Migrants and Refugees.
- Representatives of the Government & Bodies responsible for certifying the prior knowledge and skills of migrants.
- Representatives of the Local Economy (employers, associations, etc.).
- Vocational education training staff.

Needs of participants:

- Assessing knowledge and validating prior learning of newly arrived migrants.
- Enhancing access to quality and inclusive mainstream education and training with a focus on the needs of disadvantaged learners.
- Facilitating the acquisition of the language(s) of instruction for newly arrived migrants.

Achieved results:

Creation of proper solutions for newly arrived migrants and refugees which includes the development of the LikeHome framework and the e-assessment tool.

Impact on participants:

Solutions to some of the biggest challenges on how migrants and refugees can access the labor market have been found. Several online tools to help migrants and refugees to assess their level of competencies in key areas such as literary skills, IT skills, and cultural awareness have been developed.

Relevance given the context:

Prior knowledge assessment and certification are relevant to foster the inclusion of migrants (especially newly arrived ones) and refugees to a host country's education and training systems, to the local economy and society in general.

Constraints:

- Difficulty to generate sustainable agreement among policy makers in the education sector.
- Regional limitation.

- Bureaucratic burdens, in case of lack of any formal proof of qualification.
- Difficulty of the migrants and refugees to reach and use the existing systems.

In Spain, the accreditation of prior knowledge is a task carried out by various universities, NGOs, and institutional bodies, which cooperate to assess the skills and competence of the individuals and refer them to the appropriate institutions and pathways (Ministry of Education and Professional Training) to get formal accreditation of their knowledge or training, adapting their competences to the host-country requirements. Some universities have implemented mechanisms to incorporate refugees into their education systems, allowing for certain flexibility to recognize their knowledge. Some of those universities are: the University of Jaén, the University of Alicante, the Polytechnic University of Barcelona, etc.)

Replicability:

- Developing a procedure for credential evaluation based on information provided by the refugee.
- Developing a qualification recognition research database.
- Facilitating pre-migration qualifications screening of skilled migrants.
- Providing accurate qualification recognition information to prospective skilled migrants (pre-migration) as well as post-arrival in destination countries.
- Enhancing foreign credential recognition.
- Developing field-specific bridging programs designed to assist migrant workers to receive full recognition and employment.
- Building general language skills, supported by specialist field-specific training for settlement and employment purposes.

The possibilities of extending the best practice more widely are high since newly arrived migrants and refugees will benefit from the project in the long term, but there are also other stakeholders for whom the results of LikeHome are of interest, i.e. authorities responsible for migration or certification bodies. In addition, policy makers and vocational education training providers will be able to make use of several project deliverables. Also, the scientific community will be addressed by LikeHome in order to use the findings of LikeHome for further studies.

Relevant resources developed by the best practice:

[Certificates of completion](#) to the participants who successfully completed the Massive Open Online Course have been issued.

A [conference](#) has been held for the project and MOOC presentation.

[Pamphlets](#) regarding the sessions on tools for training elaborated to support migrants and refugees have been developed and distributed.

BP 3 – A welcome classroom for foreign students

FACT SHEET

Name of the initiative: A welcome classroom for foreign students

Location/geographical coverage: National (Spain) and local (Alicante)

Start/end date: 30.09.2019 - 15.06.2020

Responsible and/or promoting organization: Association Babelia

Type of initiative: Public

Description:

The experience acquired from the two previous school years reinforced the evidence of an existing imperious need for a welcome classroom for foreign students in the city of Alicante. School centers and social agents are continuously urging upon the need for linguistic support and cultural adaptation as another alternative against the insufficient regular educational resources. This necessity has been continuously expressed by public schools and high school education centers throughout the city, especially by those located in the northern district of Alicante, an area with a high level of socio-economic vulnerability and with a high concentration of low-income migrant population.

“A welcome classroom for foreign students” project aims at responding to this demand, accompanying the process of integration, adaptation, and inclusion of the students coming from non-Spanish speaking countries within the Spanish education system in particular and within the host society as a whole.

Familiarizing with the Spanish language and its use is the main instrument of the project. The previous experience had also taught us the value of social fusion as a powerful tool of socialization and learning for the young population. The way we see it when young people with different linguistic and social knowledge share ludic educational activities, the communication and learning process accelerates by adopting spontaneous intercultural mechanisms not subject to the rigid context of formal education.

Main objectives:

- Supporting the integration and social coexistence of the young migrant students in the host community by providing language support.
- Supporting the process of personal development of the new citizens in order to exert their citizenship.
- Engaging social agents in the process of building a supportive, tolerant and integrated community.
- Fostering interculturality and coexistence between the migrants and the host community.

Target group:

Migrant high school students, age between 12-18.

Needs of participants:

Language learning, providing cultural adaptation opportunities for young migrants in order to eliminate linguistic barriers and contribute to their integration into the host society.

Achieved results:

- Consolidating learning groups and linguistic communities.
- Providing greater visibility to the educational needs of the foreign students in the education centers and supporting language learning based on inclusion as an important part of the curriculum.
- Establishing dialogues and coordination with the management team necessary to include this project as an innovative way of learning and point of view without having to adjust to the rigid methodological objectives.
- Bringing the regional education authorities to the table to reflect upon the possible change of the curriculum attending to students' diversity where projects of this type could fit in.

Impact on participants:

The impact of this best practice has been positive. The very fact that the students had to move from their home to the different education centers, close bonds have been established between them including self-help groups which involved students from different countries, ethnicity, and linguistic background. The project has also been successful in reducing school failure and contributed to the increase of the number of students who passed while decreasing absenteeism among the participants. Students' families have also been engaged.

Relevance given the context:

It facilitates the integration of the migrants in general and young migrant students in particular into the host society by engaging the social agents in the process of building a supportive, tolerant and integrated community.

Constraints:

Like most of the projects, one of the greatest challenges is related to securing the financial and economic support necessary to provide continuity.

Replicability:

In order to successfully replicate the best practice, a regulatory framework regarding the rights and freedoms of foreign nationals on a state, regional and municipal level needs to be established. It also requires [public entities](#) to provide financial and economic support to secure the continuity of these projects. If the Administration recognizes the real diversity within the classroom and in the society, projects of this type can be carried out.

Relevant resources developed by the best practice:

Mixed education material published in different languages, cultural and group [field trips](#) to the University of Alicante, as well as coordinating activities with the University's protocol cabinet related to organizing talks on educational and training field trips aimed at the participants.

BP 4 – Intercultural and Community Mediation Service (ICMS)

FACT SHEET

Name of the initiative: Intercultural and Community Mediation Service (ICMS)

Location/geographical coverage: Mutxamel

Start/end date: 01.01.2020 - 31.12.2020

Responsible and/or promoting organization: Association Babelia

Type of initiative: Public

Description:

ICMS provides information, advising, training, and mediation services to migrants residing in the town of Muxamel as well as the teaching community and host society involved in the bidirectional integration process, the main purpose being to achieve a total intercultural coexistence.

It provides personalized attention and linguistic mediation to newly arrived migrants, municipal technicians, school centers, and health service providers.

In addition, it offers training to professionals and the local population in the field of immigration laws, culture, communication, and intercultural mediation. Talks and workshops aimed at migrants related to proceedings on immigration matters, ways, and proceedings to obtaining [Spanish nationality](#) as well as cultural codes and intercultural communication are also being organized.

Main objectives:

- Facilitating the adaptation process of the foreigners in the municipality of Mutxamel.
- Fostering equality and intercultural coexistence between the foreigners and the local population.
- Providing information and advice to foreigners on topics related to basic public resources like training, the labor market, the education system, and health care.
- Facilitating communication channels by the means of mediation in conflicts of cultural nature.
- Supporting the educational community, families, and foreign students, addressing their needs of communication and access to the available resources.

Target group:

- Migrant residents living in the municipality of Mutxamel.
- Municipality technicians.
- Education centers and teaching community.

Migrants from different countries of origin: South America (especially Colombia and Venezuela), Maghreb (especially Morocco and Algeria).

(The total number of the migrant population in the municipality of Muxamel ascends to 3.800 persons).

Needs of participants:

Creation of proper solutions for the migrants living in the town of Muxamel which includes providing information on the most important topics such as educational system, employment and job market, public health services, housing, access to the protection system of social services, legal and administrative procedures, intercultural and linguistic mediation.

Achieved results:

- Providing personalized attention as well as working communally in order to accomplish social cohesion.
- Breaking linguistic barriers.
- Supporting the educational community in terms of interculturality, cultural codes, and immigration law.
- Coordinating tasks with all the agents involved in the integration processes, especially those related to community mediation.

Impact on participants:

The ICMS and the figure of intercultural mediator, a professional with knowledge in the field of the specific legislation related to foreigners living in Spain, with an expertise in cultural matters and a broad multidimensional and multidisciplinary perspective in terms of migration, have been consolidated within the organization of the City Town-hall and within the education system. The municipality technicians rely on these professionals and their experience to work with the migrant population and make use of the ICMS in almost all of the municipality's scope of action. When it comes to the education system, the figure of the intercultural mediator is consolidated and is considered as an important tool to work with the migrant families, students, and the rest of the teaching community.

Relevance given the context:

Statistics show that the migrant population in the municipality of Mutxamel has increased over the last few years. Population with foreign nationality grew from 10,66% in 2018 to 11,46% in 2019. Likewise, the percentage of individuals residing in the town born abroad increased from 14,3% in 2018 to 15,26% in 2019 according to the municipality census. The immigration flows originating from countries like UK, France, Italy, and Germany on the one hand and countries like Algeria, Morocco, Romania, Ukraine, and Colombia on the other, is being enlarged by the arrival of new families emigrating from countries with difficult economic and political situation, like Venezuela, with an increase of over 46% during 2018-2019.

Constraints:

The biggest challenge is to secure financial support for the project. However, its proven replicability is in itself a possibility of extending the best practice more widely.

Replicability:

In order to successfully replicate the best practice, a regulatory framework regarding the rights and freedoms of foreign nationals on a state, regional and municipal level needs to be established. It also requires public entities to set up and support platforms that will act as intermediaries between the migrants and the local population.

It would also be necessary to search for more financial support and coordination in order to extend the project to other municipalities within the Valencian Community. Furthermore, making a special effort to recognize the figure of an intercultural mediator as a professional within the local administration, hired by the public sector, is essential.

Relevant resources developed by the best practice:

The ICMS has contributed to the development of a campaign called [MASCARILLA 19](#). In this regard, pamphlets have been translated into several languages, enabling women suffering from gender violence to contact the nearest pharmacy who would then activate the protocol by calling 112.

A guide [manual for school enrollment](#) to successfully carry out the admission process online due to the COVID-19 pandemic has been developed and translated into several languages.

BP 5 – UK Nationals Support Fund

FACT SHEET

Name of the initiative: UK Nationals Support Fund

Location/geographical coverage: The geographical area covered by Babelia Association is the Valencian Community in Spain.

Start/end date: 17.02.2020 - present

Responsible and/or promoting organization: Association Babelia

Type of initiative: Public

Description:

The UK government allocated funds for charities and organisations to provide practical support for UK nationals who live in EU or EFTA countries and need assistance to secure their residency status under the terms Withdrawal Agreement.

Babelia Association has been awarded funds to provide guidance and practical support to UK citizens living in the provinces of Alicante, Valencia and Castellón who are struggling to complete the administrative procedures required to obtain the Spanish residency.

Context Analysis. Spain is the European Country with most British expats. They represent one of the largest and the oldest foreign communities in the country.

The official statistics do not reflect the real size of this population in the territory. However, it is estimated that around 28% of them live in Alicante province only.

The community living in this province, especially in the southern area, is generally older, with lower income and educational level. Pensioners represent a large part of this population indeed. Considering the characteristics of the Britons living in this area, the assistance that the Association Babelia provides is precisely addressed to the most vulnerables.

Project Implementation Set up. Brexit has been a novelty for the whole European Union. For this reason, there is no previous similar event that can be taken as an example to establish the best action plan to deal with its consequences.

Moreover, each European Country has its immigration law and applies its rules in the administrative procedures related to it. Under these circumstances, the first phase of the project was focused on the following steps :

- Research on the processes that project target group have to undertake in order to obtain residency.
- Identify the local UKN population and the local organisations and associations that can be involved in the project.
- Acquiring information at regional level to understand how the institutions involved in residency-related processes work.
- Develop internal guides with the information gathered.

Networking and Target group engagement. Considering the large number of institutions, organisations and offices that can be involved in the procedures related to the residency application and the

immigrants' needs in general, one of the priorities of the project was building useful and effective networks.

Babelia established contact, exchanged information and attended meetings with many different stakeholders:

- UK Embassies and Consulates.
- Local authorities responsible for processing residency documentation (Immigration Office, Town Halls, Police).
- Project organisations operating in Spain.
- Social workers.
- Relevant local NGOs.

This network is exploited during the whole lifetime of the project and it results in crucial collaborations.

Networking was also addressed to British Expat communities and organisations in close contact with them. Besides the involvement of other relevant stakeholders, this action supports the engagement of the Project target group.

Moreover, Babelia carried out several dissemination activities in order to engage as many UK Nationals as possible in its area:

- Website creation and announcement publication.
- Facebook page creation and postes publication.
- Events.
- Visits of British Expats communities.
- Flyers.

Research, Knowledge Base and Operating Tools. Given the novelty and complexity of the subject, Babelia had to carry out in-depth research about the process of obtaining residency for UK Nationals and their family members. The development of the correspondent internal and public guides for the different procedures have been necessary to create a unified and consistent operating mode.

Several guides have been developed since the beginning of the project and have been constantly updated according to the necessity. Others have been developed over the project lifetime according to the needs of the users and the changes occurred at different levels.

Another important aspect for the successful support of the customers, is related to the identification of effective tools to provide the assistance offered. Taking into consideration the COVID-19 restriction, innovative and alternative ways have been investigated in order to support the users effectively.

- Online form to collect data from UK Nationals seeking our support.
- Centralized Phone helpline.
- Centralized email helpline.
- Personal assistance for presidential appointment when possible.
- Facebook directs.
- Tutorials and digital didactic material related to different applications and procedures.
- Personalized virtual meetings to assist users in procedure online.

Operating Modality. Aware of the characteristics of the UK population living in the Valencian Community, Babelia's main commitment is to provide individual assistance to the most vulnerable users.

Users are assigned to experienced team members who - besides their social skills - exploit the network Babelia and its team have developed during their long experience in the field of intercultural mediation.

The extensive knowledge of the Spanish general migration laws, the Valencian Community competencies on Health and Education sectors as well as the Municipal specific administrative procedures regarding foreigners are some of the organisation strengths that allow dealing effectively with institutions involved in the procedures that most of the UK Nationals are asked to complete.

The exhaustive database allowed the case workers' to organize the detailed information gathered from the users, and therefore provide better assistance. In this regard, Babelia association developed a good expertise in effectively managing these databases and translating the information in the required project monitoring reports.

Monitoring Reports and Consortium Meetings. Another important aspect of the Project implementation is the regular and constant monitoring of the activities carried out. Being part of a bigger consortium with partners operating in other Spanish areas or European Countries, gives Babelia the possibility to share the best practices developed over the project implementation.

The opportunity of interacting with other organizations and sharing experiences enriches Babelia's knowledge and improves its operating strategy.

Main objectives:

- Support UK nationals to secure their residency status in Spain under the Withdrawal Agreement.
- Provide special assistance to the most vulnerables.

Target group:

UK Nationals willing to apply for residency in Spain. In particular the most vulnerable population: elderly, disables, digital illiterates, physically and mentally challenged, socioeconomically disadvantaged, single parents, minors, socially isolated.

Guidance is provided also in side-procedures like for instance those related to healthcare, municipal register (Padrón) and social services.

The profiles of the participants include any age and educational level. Nevertheless, 68% of the users are older than 50 (45% older than 60).

Needs of participants:

Regulate the residency status of the UK Nationals living in Spain.

Achieved results:

- Thousands of UK Nationals assisted and guided in different procedures related to the Spanish residency application.
- Dozens of stakeholders put into communication among them and with the beneficiaries.
- Development of a robust knowledge base regarding many procedures related to residency application.
- Hundreds of the most vulnerable users reached and assisted.

Impact on participants:

The large majority of the users expressed great gratitude for the assistance received and the team members have been repeatedly recognised for their excellent support.

Thousands of UK Nationals have been able to regulate their status in the Spanish territory, have been able to access the healthcare system and other social services.

Apart from the legal and administrative aspects, the help provided allowed family reunification, education and work access. In general, the feeling of safety.

On the other hand, the work carried out by the institutions involved in these procedures have been facilitated and strongly supported by Babelia action.

Relevance given the context:

As mentioned in a previous section, the British presence in the provinces of the Valencian Community is significant and its population is often characterised by several vulnerable factors like the age, the linguistic barrier, the digital illiteracy.

A considerable part of this population did not regulate their presence in the Spanish territory for many years, sometimes even decades.

The difficulties faced by users and institutions when trying to communicate between them have been lessened by Babelia action and mediation.

This makes Babelia Association action extremely relevant and in line with the context needs.

Constraints:

- Lack of clear and consistent information on which to base the support to be provided.
- Difficulties in reaching the most isolated and vulnerable users due also to the COVID-19 mobility restrictions.

Replicability:

- Strong commitment and involvement of the Institutions protagonists of similar phenomenons.
- Well-defined target group.
- Creation of a relevant network.
- Smooth and effective communication among the stakeholders.

Migration has always been part of human history. However, nowadays Western Countries are expected to deal with it in a definitely more effective way considering the many push and pull factors that increase this phenomenon.

The successful regularisation and integration of the migrant communities is crucial for a prosperous society.

Considering how common the challenges related to these processes are, many realities can benefit from the application of this best practice.

Relevant resources developed by the best practice:

- Detailed and comprehensive database.
- Monthly, quarterly and annual project reports.

- Tutorials and guidelines of many different administrative procedures related to the residency procedures.
- Knowledge base related to administrative processes.
- Relevant Stakeholder database.

BP 1 - Welcome to Milan – Guide

FACT SHEET

Name of the initiative: Welcome to Milan – Guide

Location/geographical coverage: Municipality of Milano

Start/end date: It was first published in 2019. It is ongoing.

Responsible and/or promoting organization: Municipality of Milano

Type of initiative: Public

Description:

Welcome to Milan guide has been developed for new and recent arrivals to the city.

It is translated into 5 languages: Italian, English, Arabic, Mandarin, and Spanish.

Welcome to Milan is organized into the following sections:

- Section 1: Arrival Checklist, explains important actions to take during your first weeks in Milan.
- Section 2: Welcome to Italy, shares information about our city, government, and region.
- Section 3: Permits and Authorizations, explains how to get a residence permit, tax code, and municipal ID, and how to register as a resident.
- Section 4: Education, explains the Italian education system and how to enroll in school.
- Section 5: Employment, provides information on working in Milan and gives guidance on finding employment.
- Section 6: Italian Language, explains how to enroll in Italian language classes.
- Section 7: Health and Medical Assistance, explains how to access healthcare, including emergency and mental health services.
- Section 8: Social Assistance, explains financial and social support services available for specific populations or circumstances.
- Section 9: Transportation, explains how to get around the city.
- Section 10: Housing and Banking Rules and Tips, explains how to find an apartment, set up utilities and a bank account, and dispose of garbage.
- Section 11: Recreational and Cultural Activities, contains information on community spaces and cultural institutions for you to enjoy in Milan.
- Section 12: Important Information, includes a number of tools including a holiday calendar and resource page.

Main objectives:

The main goal of the guide is to provide a full suite of services to help access information for anybody wishing to visit Milano for shorter or longer periods, coming alone or with the family, for working, studying purposes, as an asylum seeker or for any other reasons.

Target group:

Anybody that comes to Milano as a visitor or a tourist or a person that would like to reside in the city for short-medium or long periods. In the document it is stated: 'the guide has been developed for new and recent arrivals to the city, we encourage the use of this guide by anyone who may find this information useful'.

Needs of participants:

The need to find most information for newly arrived migrants/visitors/strangers in one single place, and from a valuable and trustworthy source of information.

Achieved results:

Offer a different perspective on those coming to Milano, as 'poor' asylum seekers with specific needs, or tourists etc.

Impact on participants:

No information available

Relevance given the context:

Because Milano is a cosmopolitan city.

Constraints:

No information available

Replicability:

Initial resources to:

- gather the relevant information.
- design the guide.
- translate appropriately the content.
- always update the content.

The best practice can be replicable or up-scaled easily.

Relevant resources developed by the best practice:

Not applicable

BP 2 - Close stories to look into the distance

FACT SHEET

Name of the initiative: Close stories to look into the distance

Location/geographical coverage: Italy

Start/end date: January 2021

Responsible and/or promoting organization: Emergency NGO

Type of initiative: Project funded with public funding (Italian Agency on Development Cooperation/Ministry of Foreign Affairs)

Description:

“Close stories to look into the distance” - is a toolkit designed for secondary school teachers, educators and students.

A toolkit in which different disciplines interact to address the issues of war and migratory phenomena with an intercultural approach.

Stories of people involved in their daily lives and in the paths of life are the red thread that binds and weaves the different sections of the kit. It contains:

- Edu-larp Mission Medea, a live role-playing game to involve boys and girls on an emotional and playful level, facilitating reflection on issues such as non-violent mediation of conflicts, international migration, multiculturalism, the environmental crisis.
- Cards, in-depth materials and didactic paths. A collection of tools to address the issues of war and migratory phenomena, focusing on the stories and life experiences of the people involved.

Main objectives:

The toolkit is designed to grasp and welcome the point of view of others, to understand citizenship as a planetary belonging and as a set of fundamental human rights of each person.

Target group:

Teachers, educators, students including migrants. School age students and teachers.

Needs of participants:

Mis-information on migration/interculturality.

Achieved results:

No information available

Impact on participants:

No information available

Relevance given the context:

In Italy the perception of migration is mis-represented through media etc.

Constraints:

- Simplicity in using the Toolkit.
- Pandemic due to Covid-19 that does not allow for courses in presence in schools etc.

Replicability:

The best practice can be easily replicated in a different context, although it would need some adaptation – especially regarding:

- Language.
- Data.
- Context-specific information.

Relevant resources developed by the best practice:

https://storievicine.it/materiali.php?utm_source=lp&utm_medium=email&utm_campaign=email-conferma

Welcome to Milan guide is produced by the City of Milan.

BP 3 - Free health care service (+ legal and immigration services)

FACT SHEET

Name of the initiative: Free health care service (+ legal and immigration services)

Location/geographical coverage: Milan

Start/end date: The service exists since 1987, although it broadened its services and personnel along the years

Responsible and/or promoting organization: NAGA – Voluntary organization

Type of initiative: Voluntary organization – that receives private and/or public funding

Description:

Free health care service (+ legal and immigration services) Originally created especially for offering health services to the Roma population living in the outskirts of the city. Today it counts on 60 doctors, 4 health care ambulatories and it is capable to offer 10.000 visits per year. And it also offers free medications.

HEALTH CARE SERVICE – ‘Do you need a doctor but you don’t have a place to stay? Have you experienced difficulties gaining access to a public hospital? Do you need information about a pregnancy or a possible abortion? Do you need any advice on contraception or sexually transmitted diseases? Do you need information about health checks (e.g. Smear Tests)? Come to our clinic without an appointment: we will look after you and maintain strict confidentiality. We can also explain how to gain access to public hospitals, what your rights are, and how to access health care even if you don’t have official documents and/or you can’t afford to pay. For any of the following, please make an appointment by either calling or coming to Naga’s offices: a) Gynaecologist; b) Psychologist. All other medical visits do not require an appointment. For working schedules and access modes please see www.naga.it/orari-servizi

Main objectives:

To offer free specialized health visits and assistance to persons in need, especially of migration origins.

Target group:

Vulnerable persons or migration origins, coming from 84 different countries, that are in need for health care specialized services. Adults in need of migration origins, refugees, asylum seekers but also prostitute, persons that are in jail, etc.

Needs of participants.

Health care specialized services, including psychological support, and legal assistance.

Achieved results:

It takes care of 10.000 specialized health care visits per year and offers free medications.

Impact on participants:

The impact is on single/families/households’ health.

Relevance given the context:

Milano is a cosmopolitan city, that hosts many persons from different cultures and countries, some of which are in great need to be oriented especially for what concerns specialised health services/visits. The service is free in a region/city where several specialised services are instead private.

Constraints:

No information available

Replicability:

The practice could be replicated although it needs to count on a favourable environment, where civil society is dynamic and there is a culture of voluntary work.

If however the public system is able to reach any vulnerable group living in a city, the practice does not need to be implemented.

The practice could be replicated in a context where the need is relevant and where doctors are available to offer this specialised service.

Relevant resources developed by the best practice:

https://naga.it/wp-content/uploads/2021/03/2021CARTA_SERVIZI-ENGL.pdf

BP 4 - Open School

FACT SHEET

Name of the initiative: ScuolAperta (Open school)

Location/geographical coverage: Milan

Start/end date: Since 2016 (in presence); Since October 2020 online

Responsible and/or promoting organization: NoWalls - voluntary association

Type of initiative: Private

Description:

With the idea that speaking a common language is the first step for a good orientation and further integration in a different cultural context, No Walls offers free Italian language courses to foreigners.

Since 2016, 9 Italian language courses (L2) have been realised in: three in public libraries; 3 in reception centres; 1 in a public space; 1 in an elementary school and one course in a Centre for Adult Education (CPIA in Italian).

Since October 2020, due to the Covid-19 pandemic, courses have been organised online. The only courses that were suspended are alphabetization courses, as it has been impossible to organize such courses without any elementary writing abilities/skills.

The courses online include:

1. Italian courses for adults - beginners' level.
2. Italian courses for Unaccompanied Foreign Minors - beginners and intermediate level.
3. Conversation courses for adults - intermediate level.

Courses start in October and last for at least 4-5 months (3-4 h per week per participant), and include plenary sessions as well as individual moments. Classes take place in the mornings or in the afternoons.

Since 2020: 14 courses have been organised, out of which 3 for unaccompanied minors; 1 individual course for a blind person.

46 volunteers/teachers have been engaged for more than 100 students coming from 30 different countries.

More recently micro-courses have been launched on: language for cooking; language for driving licence, language on ICT and there are also conversation sessions.

Main objectives:

To give foreigners the opportunity to learn Italian through free language courses.

Target group:

Foreigners living in Milan, both adults and minors, male or female, more or less or even non alphabetized. Participants include non accompanied minors (often from 15/16 onwards) to adults. The education level goes from non alphabetized to persons that have in their countries 13+ years of education and a few also universities degrees (often non finalised).

Needs of participants:

Needs are to communicate in a language, but often needs are also of self esteem and motivation.

Achieved results:

- Participants have been able to progress in Italian.
- The courses are often tailored made based on participants' needs as well as the continuous training offered to the voluntary teachers made a group that share a methodology for training which is something rare in language courses for foreigners.
- No Walls finally based on their performance for the language courses, is developing a pilot project to accompany foreigners in the search for a job, based on their competences, always tailored made.

Impact on participants:

Participants are becoming more confident with Italian language, but also more self confident in their process of inclusion in Italian society.

Relevance given the context:

No Walls offers free quality courses, extremely motivating, and in parallel has been developing also sports activities and more recently also a search for jobs course.

Constraints:

The first challenge has been to have a shared methodology in teaching Italian, and this challenge has been met.

More recently challenges regarded especially the pandemic, and how to face the impossibility to conduct classes in presence. However various efforts have been made.

Replicability:

The condition for replicating the experience is to find great motivation in participating in a volunteer association and develop innovative projects that are 'tailored made' for participants.

Up scaling such tailored made courses can be dangerous, as you might loose in quality. However the methodology can be shared and perhaps replicated by other organization that can extend it more widely.

Relevant resources developed by the best practice:

<https://nowalls.it/senza-categoria/scuolaperta-cosi-lontani-cosi-vicini/>

BP 5 – I find a job

FACT SHEET

Name of the initiative: Mi cerco un lavoro (I find a job)

Location/geographical coverage: Milan

Start/end date: Pilot started in October 2020

Responsible and/or promoting organization: NoWalls - voluntary association

Type of initiative: Through public funding from the Lombardy Region

Description:

An articulated course - in its pilot phase - currently designed for 8 participants - tailored for each participant. It includes plenaries as well as one-to-one moments/lessons and it normally lasts 3 months.

The course is conducted by an articulated team of 23-24 volunteers that includes: teachers/trainers; a cultural mediator; coaches; experts on the balance of competences. Each participant has a tutor.

The course includes 12 lessons/classes (2h each):

- 1 first meeting with a tutor.
- 2 meetings on the balance of competences.
- 2 meetings with the coaches.
- 1 lesson on the use of the web and emails.
- 2 lessons on how to draft a CV.
- 3 lessons on job interviews.
- 1 lesson on how to do job search online.
- 1 last meeting on the definition of a personal project.

Main objectives:

To give foreigners in fragile situations the opportunity to find a job autonomously and coherently with each participants' competences and dreams (i.e. what do you know, what do you want to do, what you can really do), working also on self confidence.

Target group:

Foreigners in fragile situations and in search for a job. 8 participants, coming from Latin America, Africa and Europe (Poland and Albania).

Needs of participants:

- To become autonomous in the search for a job.
- To strengthen awareness of each participants' skills.
- To be more confident and learn how to introduce yourself and talk about yourself in a job interview setting.
- To understand how the Italian job market works.
- To learn how to write a fair and effective CV.

Achieved results:

The pilot is still ongoing. Participants so far are very enthusiastic.

Impact on participants:

Impact should be on participants' autonomy; skills' awareness and being confident.

Relevance given the context:

There are very few practices that are so dedicated in this sphere for foreigners and for free.

Constraints:

The course has been funded through public funding. The challenge is to find resources that make the course sustainable.

Replicability:

The course could be replicated. A context specific assessment should be conducted, funds have to be found to replicate the practice elsewhere.

The practice will be up scaled. Although it is so well designed for single participants that numbers will always have to be kept content.

Relevant resources developed by the best practice:

No information available

Name of the initiative	Partners country	Welcoming	Communication and language	Education and training	Legal and social advice	Social networking	Employment and entrepreneurship	Housing and settlement	Governance, political and public	Healthcare coverage	Awareness
BP1-Ankommen in Deutschland	Germany	X	X		X		X	X		X	X
BP2-Ankommen. Unterkommen. Zurechtkommen!	Germany		X	X							X
BP3-La Bottega di Lamin e Teresa	Germany			X		X	X				X
BP4-Learning place stadium	Germany			X					X		X
BP5-The transparent city	Germany								X		X
BP6-Cultural orientation	Romania		X								X
BP7-Country presentation	Romania		X								X
BP8-Language courses	Romania		X	X			X				X
BP9-Braşov Multicultural Day	Romania		X	X							X
BP10-Social Integration	Romania		X			X					X
BP11-ADMIN4ALL	Italy			X	X	X					X
BP12-WELCOMESHIP	Italy			X		X	X				X
BP13-STRIPS on the integration road	Italy		X	X		X					X
BP14-Mentoring Program for Migrants	Italy					X			X		X
BP15-BLEND IN	Italy	X			X		X		X	X	X
BP16-A welcome classroom for foreign students	Spain	X	X	X	X						X
BP17-Intercultural and Community Mediation Service	Spain	X		X	X		X	X	X		X
BP18-PANGAEA	Spain	X		X	X		X	X	X	X	X
BP19-UKNSF	Spain				X				X		X
BP20-LikecHome	Spain			X		X					X
BP21-Welcome to Milan	Italy	X	X	X	X		X	X		X	X
BP22-Close stories to look into the distance	Italy					X					X

Name of the initiative	Partners country	Welcoming	Communication and language	Education and training	Legal and social advice	Social networking	Employment and entrepreneurship	Housing and settlement	Governance, political and public	Healthcare coverage	Awareness
BP23-Free health care service	Italy				X					X	X
BP24-Open School	Italy		X				X				X
BP25-I find a job	Italy						X				X