

Study Visit Reports

WP2 - Deliverable 2.3

Sandra Mateus, João Pedro Pereira, Daniela Santa-Marta, Mara Clemente, Teresa Seabra

Iscte – Instituto Universitário de Lisboa

July 2022





RaCIP - Raising Capacity for Inclusive People engaged in private sponsorships

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Study Visit Reports

WP2 - Deliverable 2.3

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July 2022

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Introduction

The present document summarizes the results and lessons learned of the study visits that were part of WP2 in the RaCIP project between September 2021 and June 2022.

During the activities of WP2, each partner of the project hosted a visit in which is shown what the institution does in order to promote migrant integration in their respective regional contexts. The host institutions were free to organize the visit as they see fit, including different sorts of activities in the visit's program and giving a voice to a variety of stakeholders to express their ideas and insights about integration in a context of private sponsorship.

Representants from all partner organisations were present in the study visits and had the opportunity to present questions about the integration practices developed by the host institution, all in a horizontal environment that facilitated the exchange of ideas and discussion.

After each visit, all participants were asked to fill a survey to evaluate several aspects about the organisation of the visit. In addition, each partner organisation (all representants of an organisation that participated in a study visit) had to write a brief qualitative report about the lessons, good practices, challenges and other insights that they find relevant about migrant's integration. All the data gathered by the surveys and the reports of all the study visits was treated and analysed by the ISCTE-IUL team and is summarized in the following pages.

The structure of the document consists in presenting the data relative to each study visit, being the visits ordered according to the respective realization date, starting from the first study visit in Nicosia (due to the pandemic situation it was realised online via ZOOM) and finishing with the last visit that took place in Padova and Rome. The first part shows the evaluation of the study visit, taking into consideration multiple aspects, based on the perceptions of the participants. This section is followed by the qualitative reports written by each partner organisation.

Study visit Nicosia/Cyprus

Introduction

The present report summarizes the data collected in the evaluation questionnaires relative to the study visit in Cyprus, between the days 20 and 22 of September 2021. The meeting was held online and was hosted by SYNTHESIS. After the visit, each participant filled a brief evaluation questionnaire, which included issues such as the organisation of the visit, its contents, and impacts.

The questionnaire was anonymous and included both multiple choice and open answers. The data collected through the questionnaires include a variety of perspectives, as the participants of the visit were a heterogeneous group composed by different roles within organizations. Both these aspects make the questionnaires relevant for the preparation of future study visits since it contributes to the understanding of the main aspects of the visits and whether some of these can be improved.

In the annexes of this report contain the study visit qualitative reports written by each partner organization after the visit.

1. Participant's profile

This section shows the profiles of the study visit participants by age, role in the institution that they represent and education level.

The study visit had a total of 20 participants. Most of the participants were between 24 and 57 years old and have university education. Their main occupations were employee's.

Table 1. Participants by age

Age	N	%
18-25 years	3	15
26-35 years	8	40
36-45 years	7	35
46-55 years	1	5
56 years or older	1	5
Total	20	100

Figure 1. Participants by role in the institution

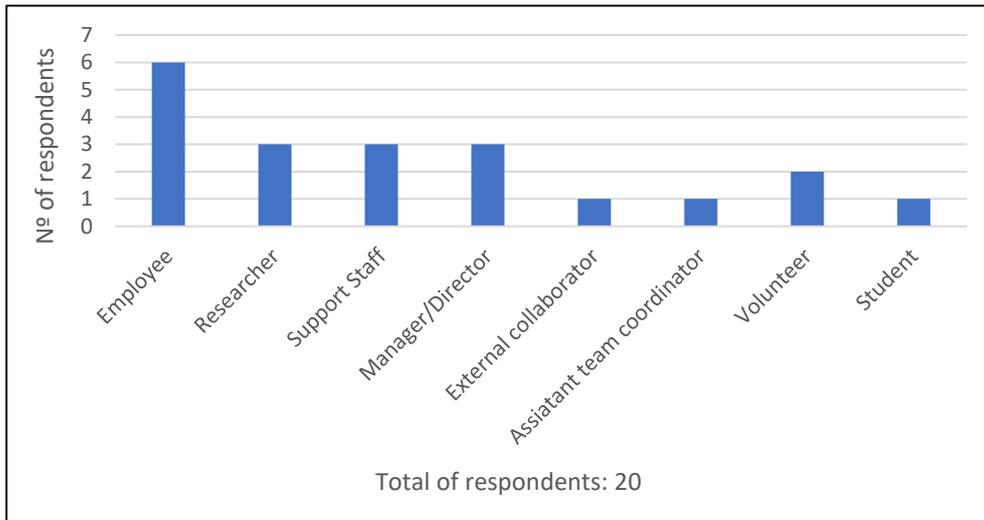
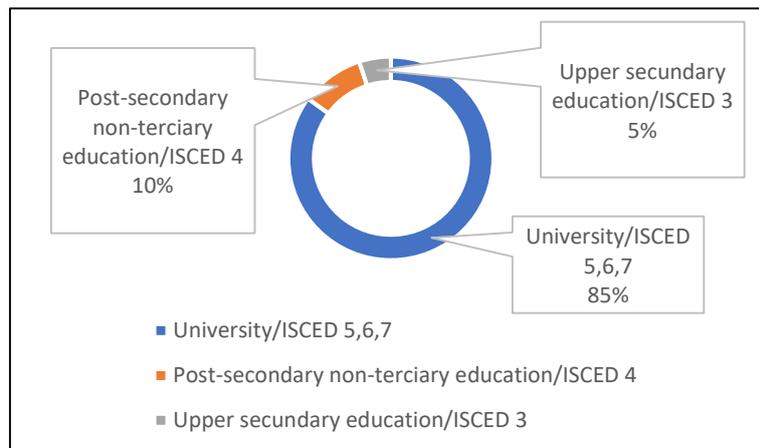


Figure 2. Participants by level of education



2. Study visit organisation

The items evaluated by the participants on this topic referred to the planning of the study visit and the period that preceded the visit. It includes dimensions such as the preparation of the visit, the support provided during the visit by the host organisations, organisation of the visit and the format of the meetings.

Figure 3. Participants' evaluation of the study visit preparation (%)

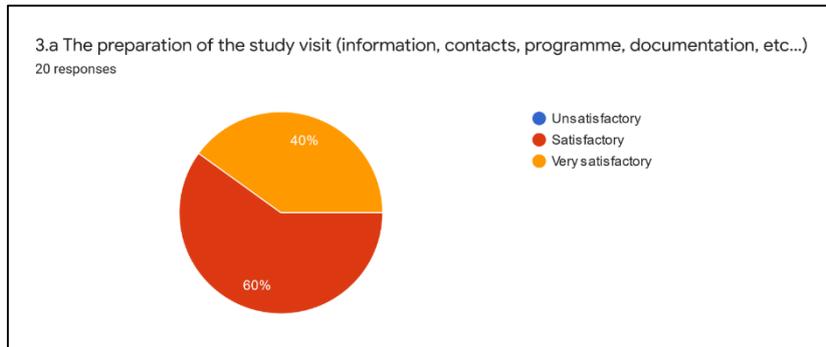


Figure 4. Participants' evaluation of the host partners support (%)

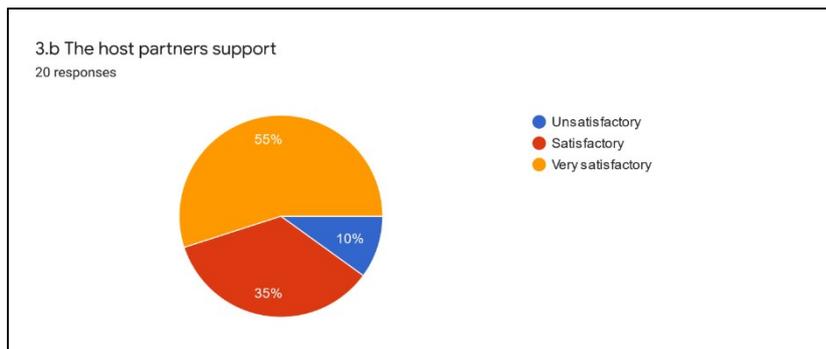


Figure 5. Participants' evaluation of the general organisation of the study visit (%)

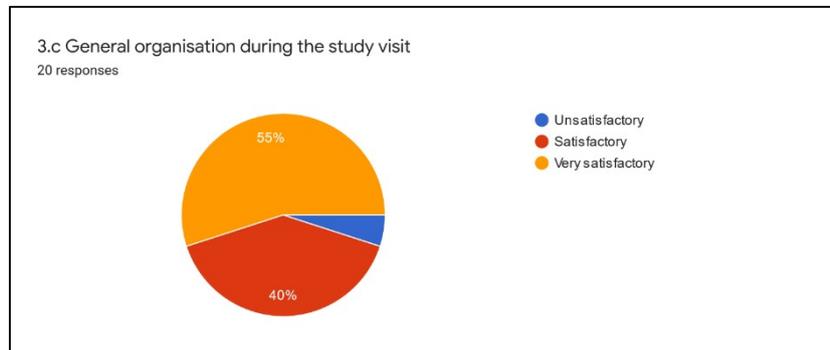
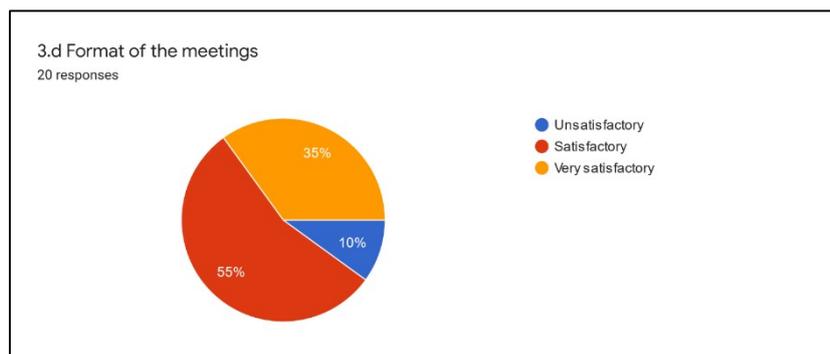


Figure 6. Participants' evaluation of the format of the meetings (%)



The items in this section were rated mostly positive by the participants of the study visit, in particular the preparation of the study visit, which has not received negative feedback. Although the other items have gotten negative evaluation, such has not reached in any item 10 % of the answers given by the participants.

The comments and suggestions about the study visit organisation and contents reflected the lack of interactivity between the participants due to its online format and identified the need for interactive dynamics to promote participation. The comments were as follows:

- Breakout rooms
- More icebreakers
- More voices, especially the beneficiaries, needed
- Participants' lack of engagement
- Lack of interaction due to online model

- Recognition of Synthesis great effort to organize the visit

3. Study visit content

The items in this section referred to qualitative aspects of the activities that took place in the study visit.

Figure 7. Appreciation of the meetings and interactions with staff, coordinators, heads of organisations and social partners (%)

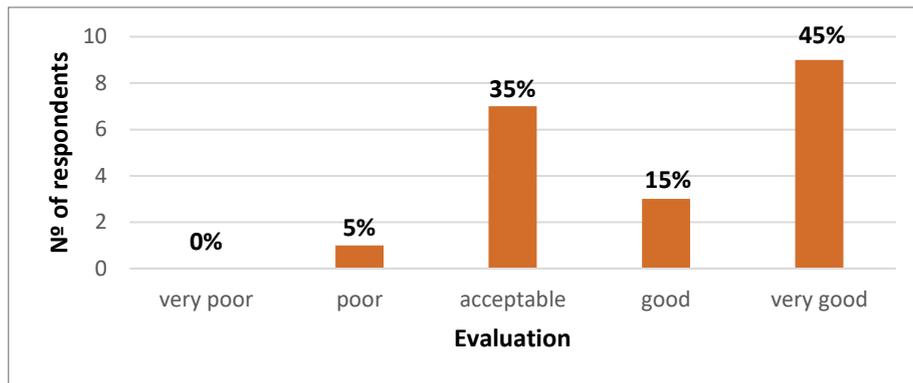


Figure 8. Appreciation of the meetings and interactions with volunteers (%)

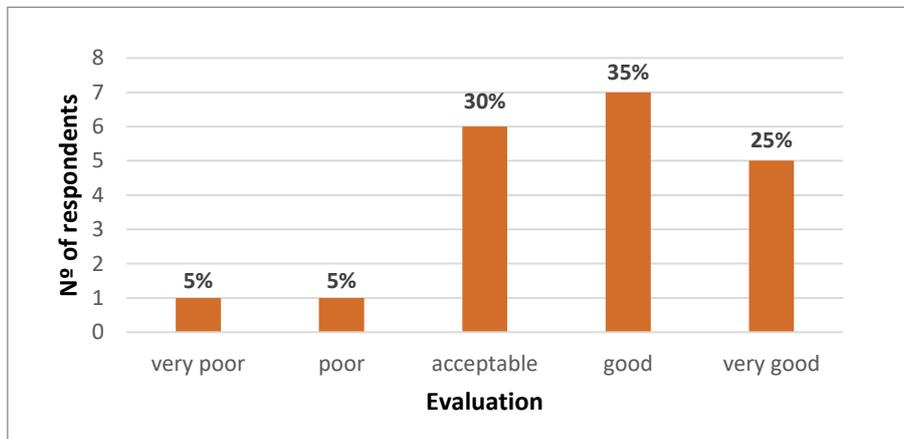


Figure 9. Appreciation of the meetings and interactions with beneficiaries (%)

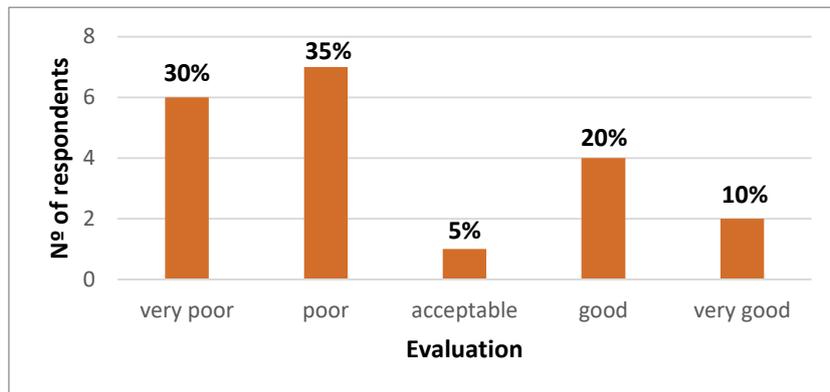


Figure 10. Appreciation of the exchange of lessons learned, knowledge, tools and methodologies (%)

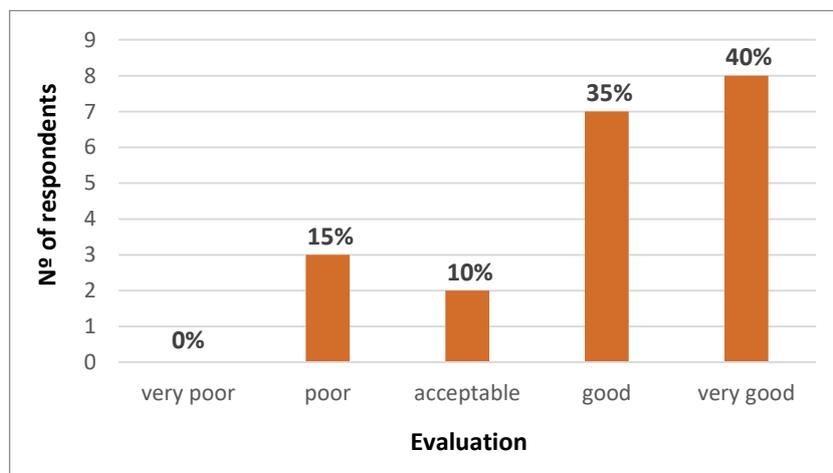


Figure 11. Appreciation of the informal conversations and group discussions (%)

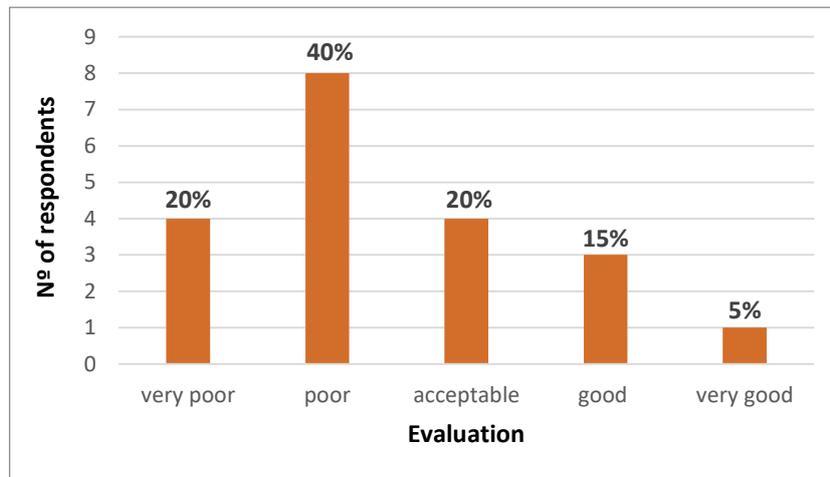
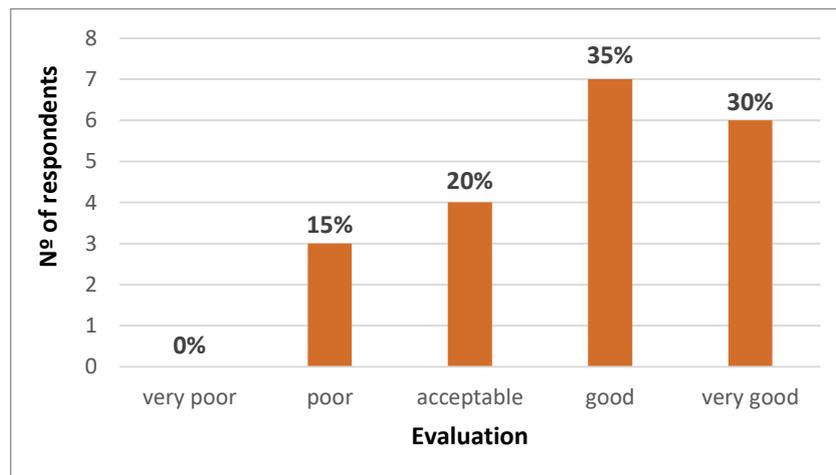


Figure 12. Appreciation of the discussion of needs, challenges, and more critical aspects (%)



Most items in this section were classified as positive by the participants. The evaluations of the interaction with beneficiaries and the appreciation of the informal conversations and group discussions were mostly rated as negative. The topic meetings and interactions with beneficiaries received most of the “very poor” ratings (30%). The comments and suggestions regarding the study visit contents are as follows:

- Breakout rooms
- More voices, especially the beneficiaries needed
- Participants' lack of discussion

4. Benefits of the study visit

The following points are related to the evaluation of the knowledge and practices of integration in Private Sponsorship Schemes acquired by the participants in the study visit.

Figure 13. Evaluation of the benefits of the study visit in terms of knowledge acquired about the visited institutions and organisations (%)

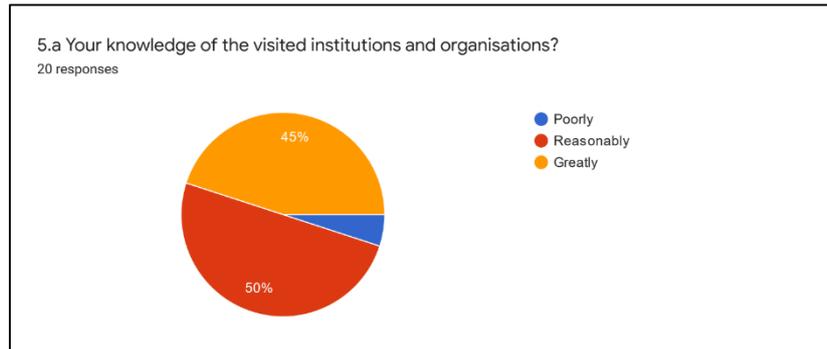


Figure 14. Evaluation of the benefits of the study visit in terms of knowledge acquired about the implementation of Community-based Sponsorship Schemes (%)

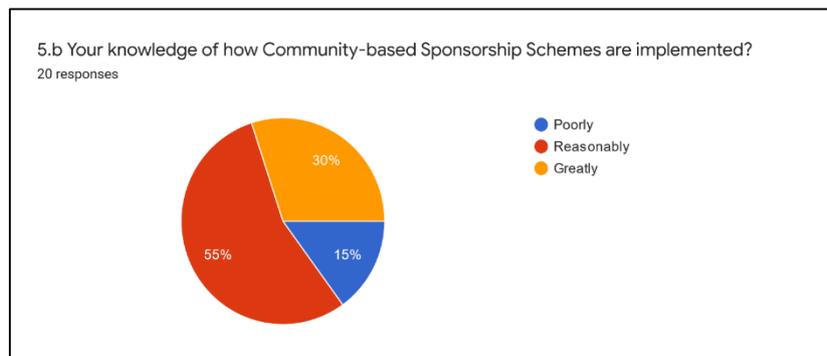


Figure 15. Evaluation of the benefits of the study visit in terms of knowledge acquired about Community-based sponsorship practices (%)

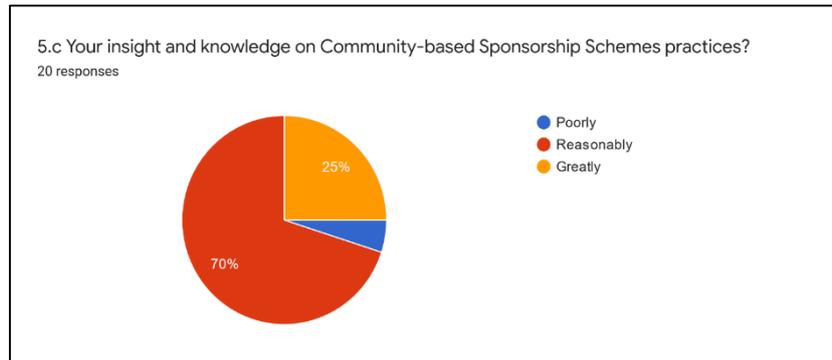


Figure 16. Evaluation of the benefits of the study visit in terms of knowledge acquired about the challenges associated with Community-based Sponsorship Schemes (%)

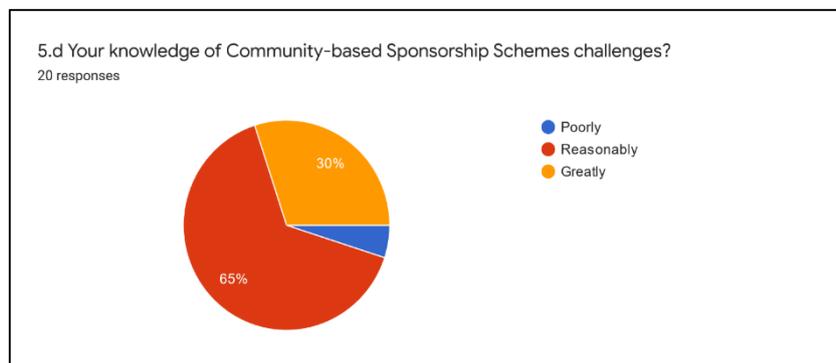


Figure 17. Evaluation of the benefits of the study visit in terms of knowledge acquired about Community-based Sponsorship Schemes practices across Europe (%)

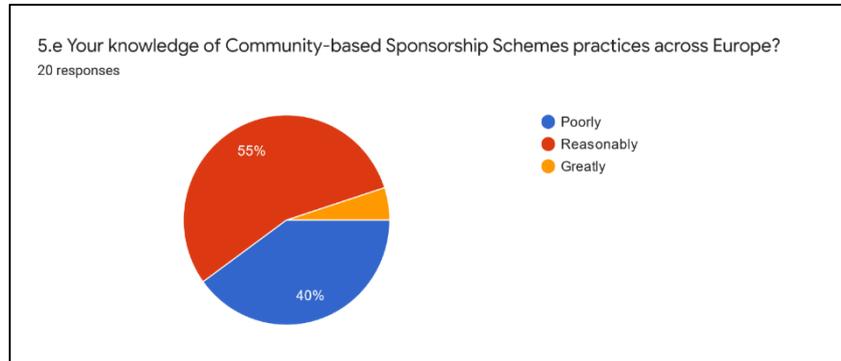
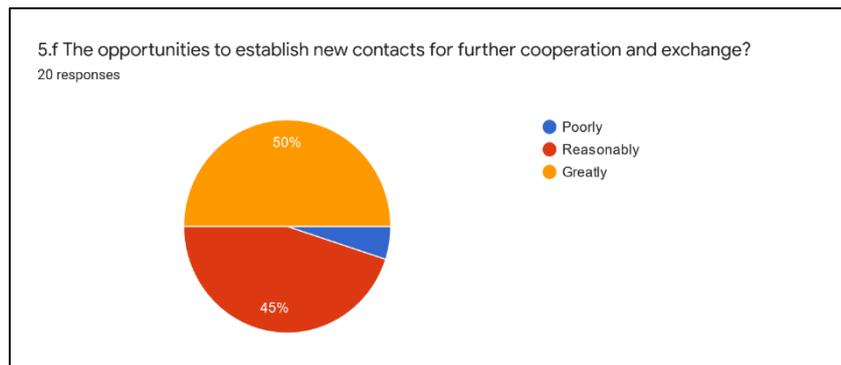


Figure 18. Evaluation of the benefits of the study visit in terms of opportunities to establish new contacts for further cooperation and exchange (%)



All items in this section were mostly rated as positive (reasonably or greatly), although all have received negative rating. The item related to the knowledge gained about Community-based Sponsorship Schemes across Europe received a significant amount of negative feedback (40%).

5. Main aspects, contributions and impacts of the study visit

The main aspects of the study visit that were highlighted by the participants were the following:

- Refugee led initiatives
- Overview of the reception framework in Cyprus
- Mohammed's interview – relation between private and public initiatives
- Dignities centre system

- Information on private and governmental organizations which helped understand dynamics and relations
- Pathways to labour market information
- Knowledge exchange on know-how of good practices implementation
- Involvement of different actor within reception and integration organizations in CY

According to the participants of the study visit, the benefits of the study visit to apply in future actions are:

- Create knowledge maps
- Create present and future networks
- Create indicators and data to be used on further practices and training paths
- Future social work
- Create new methodologies
- Good practices and data as suggestions on sponsor schemes
- Replicate the social café
- Deepen knowledge on European integration policies

Other observations made by some of the participants included:

- On-site study visits
- Online study visits
- Guide recommendations well followed
- Missing migrants and public organizations' voices

Final notes

In sum, participants rated most aspects of the online study visit as positive. However, there are two aspects that were highlighted by the participants as mostly negative: contacts with beneficiaries and the informal conversations and group discussions.

Topics highlighted in the open questions by the participants mentioned the relevance of the content presented during the visit to have an overview of the dynamics of the institutions (public and private), which have a role in the integration of migrants in Cyprus.

Nicosia/Cyprus Study Visit Reports

Study visit Report (Conorzio Veneto Insieme)

Date of the report: 6/10/2021

Names of the visitors: Sara Taglietti, Stefania Bertazzo

Organisation: Conorzio Veneto Insieme

1. Introduction

The visit was held online on 20-21-22 of September 2021

The visit allowed us to get to know integration paths in Cyprus and CSOs that deal with the reception and integration of refugees and asylum seekers.

We had the opportunity to get information on different political contexts and understand the tools implemented to create integration pathways in the country.

2. Participants

On the first day we virtually met *Synthesis'* staff working at *Hub Nicosia*.

Letter, Stefanos Spaneas, Professor at the University of Nicosia, in a very interesting presentation, gave us an overview of the Cyprus reception system (Cyprus was initially an emigration country, and now it is a reception one, it is a transit country for incoming migrants).

He shared with us some pull factors for refugees and asylum seekers, data of migration (change in the origin of migrants over time, from Asia first to Africa later)/lack of data to make predictions.

He also talked about their effort to present migrants as a resource for local economy.

Generation for Change – long interview made by a person who has gone from being a migrant to a sponsor and supporter of paths for the integration of other migrants.

Maria Georgiou presented us *Social Café*, a project which has the aim to provide inclusion by proposing workshops, safe spaces where people can get together, and activities to introduce mothers in the labour market.

On the second day we met virtually Agamennones Zacharia – CODECA who presented us the *Center for social integration*.

He showed us a mobile unit which they set up to reach refugees and asylum seekers all around the country, and a temporary independent shelter available for vulnerable groups (for 10-15 days).

At the end of the hosting period they propose to the refugees and asylum seekers a satisfaction survey.

Mohammed Awwad - Kyrios Kapello the Clown presented us his experience in the first reception camp as a clown.

Cyprus Refugee Council, an NGO which supports the integration of refugees, giving them legal, psychological and social support, struggling to make the labour market fairer for migrants with training to increase skills, job shadowing paths, mentoring.

They showed us the *Dignity Centre* and the *Migrant Information Centre (MiHUB)*, a place where they had set up a dignity market, a workshop for sewing activities, activities for children and an info point.

An interesting aspect concerns the inclusion of refugees integration in the CSR strategy of companies.

3. Actions methodology

A great effort was made to propose interactive activities, through live interviews and videos, in order to show us the context.

Nevertheless, it is not easy to answer this question because the situation (online visit) did not allow us to go in depth into many aspects.

The ability to make the best use of the online mode allowed us to have an overview of the reception situation in Cyprus and the socio-political context related to reception.

The data presented and the variety of proposals presented by the different realities were interesting, ranging from different aspects that need to be touched to set up an integration process (perhaps the only aspect that was missing was the one concerning health measures).

4. Results observed

5. Lessons learnt

It is always interesting to learn about the diversity of labor policies from one country to another.

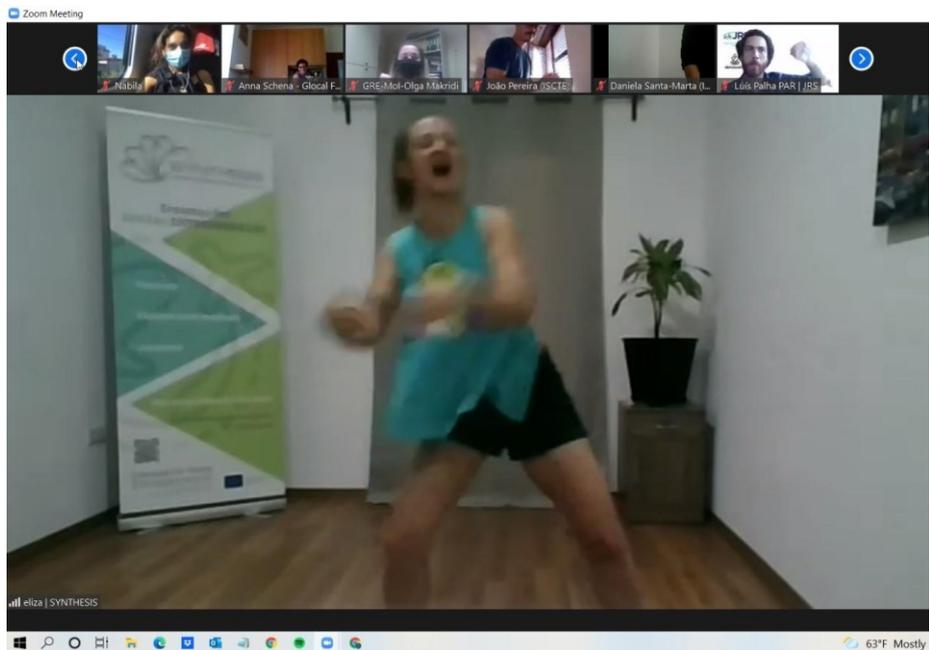
We appreciated the different activities proposed in the reception and integration pathways, which were not limited to responding specifically to people's basic needs, but which covered relational, cultural, social, and recreational aspects.

6. Photo elicitation: images that best capture the essence of lessons learnt

Dignity Centre: well-organised and designed



Fantastic Eliza: super power girl! 😊



7. Other aspects considered relevant

Lack of interaction with refugees or asylum seekers still involved in the integration process.

Very appreciated the icebreakers and the Zumba session!

Study visit Report (Glocal Factory)

Date of the report: 12/10/2021

Names of the visitors: Maria Carla Italia, Valeria Quartaroli, Houda Boukal, Maria Angela Prado Malca, Cristina Demartis, Anna Schena

Organisation: Glocal Factory

1. Introduction

The study visit organised by Synthesis took place online from the 20th to the 22nd of September 2021. The platform used was Zoom. Its aim was to introduce to the partners and trainers the situation in Cyprus, and especially in Nicosia, about migrants and migrations, the good practices of civic engagement in their hospitality and the associations working with and for them. Finally, the presentation of Synthesis team and office. The activities were adapted to be engaging and effective even if online and they were divided as following:

- Energizers with the group (meeting, Zumba, etc);
- Live interviews with civic stakeholders relevant to migrant reception and integration mechanisms;
- Video interviews and presentation of relevant civic stakeholder to migrant reception and integration mechanisms;
- Sharing ideas, problems, doubts, strengths and weaknesses among participants after each session (morning/afternoon). The tool used for this purpose was Miro, an interactive online tool where you could literally post your thoughts with colourful post-it.

2. Participants

We interacted with several people from the Synthesis team, some concretely involved in RaCIP and other team members. Interaction with the other participants of the study visit took place indirectly through Miro (as explained above). We were able to interact with the representatives of the associations active on the territory of Cyprus through questions in live interviews. A weakness of the study visit in this respect, with regard to participants and interactions, was the small presence of refugees, migrants and beneficiaries of the activities and associations.

3. Actions methodology

[Make a short description of the actions or approaches presented by the host, identifying the most positive aspects and the most critical aspects]

[Describe shortly how these actions helped you to get greater insight into what integration is and how Private and community-based Sponsorship supports refugees' integration]

20th afternoon - We started the working day with the presentation of Synthesis through a virtual guided tour in the offices. In this first day of study visit we were presented, through guests relevant to the topic, the main data concerning the migration phenomenon in Cyprus, as well as the main reception schemes and initiatives.

21st morning - The first part of the second day was dedicated to the presentation of projects and initiatives implemented at Community level in Cyprus and specifically in Nicosia. We were thus able to get to know interesting realities and activities for the integration of refugees and asylum seekers such as the social café, the CODECA activities or the first-hand experience of Kyrios Kapello the Clown. The highlight of this morning, in my opinion, was the interview - online, but in first person - with this last person, which finally gave a more participative sense to the study visit.

21st afternoon – through a video interview, we met an association of Nicosia that provides migrants with different services and activities, such as free food market and tailor workshop where refugees and migrants can learn and practise the job. We think the most positive aspect is the place itself as a free place where migrants and refugees can meet and find support, the most critical one instead was the frequent replacement of volunteers working there. But this is a critical aspect and not a negative one!

22nd morning – through a live interviews, we met two representatives of an association providing migrants and refugees with job and legal support. They implement activities to ease the meeting between beneficiaries and job world, through a platform and other awareness activities with head of companies and legal and job support for migrants and refugees. The most positive aspect was the activities they implement in such a sensitive and important topic for migrants and for local community. The most critical one was they find many resistances in local community and companies.

Getting to know the experience, problems and activities to overcome them of other associations in another countries is always very important. From one side, because it allows you to discover something different, another point of view, another way to do it, it gives you new ideas, new energies and consequentially a better understanding of the problem and their possible solutions. On the other side, it is important because it shows you the common points despite the different country and situation: finding out common problems and challenges is equally important for your activities.

4. Results observed

In general, Nicosia's civic society seems really active in the hospitality of refugees and migrants. The activities and associations met were different, various and all interesting. We think they keep working in effective ways in this sensitive field, with courage and smart solutions.

5. Lessons learnt

- 1) Activities of interaction and engagement between civic associations engaged in hospitality of migrants and public authorities are a key element for the success of the activities and hospitality themselves. We've already tried to have a constant interaction with public authorities and to build with them every activities and training, and we confirm the importance of this lesson.
- 2) Activities of interaction and engagement between civic associations engaged in hospitality of migrants and local community are a key element for the success of the activities and hospitality themselves. As above, we confirm something known but too often forgotten.
- 3) It is important that in implementing bottom-up initiatives in which the community is engaged in the integration process, the newcomers themselves play a leading role and take personal responsibility so that they are not mere receivers of services, but primary actors in their own integration process.

6. Photo elicitation: images that best capture the essence of lessons learnt

[Please select one or two pictures/video links taken during the visit and paste it here. Provide a short description explaining the relevance of each image and in which way they reflect particular emotions, learnings and reflections].

Unfortunately we took no pictures, we're sorry.

Study visit Report (ISCTE-IUL)

Date of the report: 07/10/2021

Names of the visitors: João Pedro Pereira, Daniela Santa-Marta, Sandra Mateus, Mara Clemente

Organisation: ISCTE – Instituto Universitário de Lisboa

1. Introduction

The study visit was hosted online by Synthesis between the 20th and the 22nd of September in Nicosia, Cyprus. Synthesis has been active for 20 years. Their Migrant Integration unit focuses on empowering migrants through skills and education to promote migrant inclusion and integration. Synthesis aims to "better practices across Europe". The organizations and initiatives presented during the visit gave us a broad idea of the legal, demographic, and social situation regarding migrants and refugees and some of the work which is being done by PSS in Cyprus. The focus of the actions presented during the visit were training, education, skills development, creation of social links (between migrants, and between migrants and institutions), migrants' empowerment, gender specific responses/support, amplifying visibility and recognition through the stories of the migrants and refugees, translation, language classes, social services, psychological and material support, and bureaucratic mediation.

2. Participants

The partner had difficulties finding beneficiaries, governmental actors and local community members willing to participate in the discussions or to give live or filmed interviews, so we couldn't hear those voices and testimonies. However, we have interacted with heads of organizations, academics of social work and psychology, technical staff, and volunteers.

3. Action's methodology

The "Social café": creates a safe place for refugees to socialize and get acquainted with local contexts and culture offering workshops such as skills development, entrepreneurial skills, surviving language courses (Greek), stress and crisis management (managing daily life through resilience, perseverance). The activities strengthen refugees' knowledge, skills, and employability. Positive aspect: It empowers migrants through knowledge and networking. Negative aspect: only directed to migrants not involving local communities (?)

"Mums at work " provides day care for children so mothers can assist with courses, work, training, and apprenticeships.

"Generation for Change CY" promotes integration through creating visibility and recognition through the stories of the migrants and refugees. Uses arts to amplify visibility and voices creating awareness of inequalities in society through action that engages migrants. The use of arts brings different communities together which builds bridges and celebrates diversity. The organizations' actions cover areas such as language classes, access to computers and internet, volunteers training, life skills (how to go around, using public transports), promotes mutual empathy and respect, awareness of refugees' trauma and to deal with it with empathy. The organization's members have migrant backgrounds, which allows for a broader perspective but also gives the organization an authentic voice. By being an organization constituted by migrants which supports refugees and involves the local population it also contributes to the idea that local communities are built of diversity fostering feelings of belonging.

Migrants' information Centre" is a sort of "one stop shop" for migrants and refugees which assists migrants with a" smooth" transition, covering the gap between governmental agencies and migrants by being a mediator for bureaucratic procedures.

"Migrant information centre": uses technology to better allocate and assist migrants (skills and jobs database etc...) through a case management digital tool and unified procedures, which helps the centres to support migrants in a consistent manner and to maximize resources and skills to better direct the migrants. Information regarding access to governmental services and other important information translated to several languages. The organization has a mobile unit that reaches isolated individuals offering social, psychological, and material support, as well as a short-term emergency shelter for vulnerable people (15 days) and has compiled a list of landlords which are willing to rent to migrants

and refugees, making the process of housing integration faster and smoother. The fact that there are 4 centres operating in the country, each of them in a different city, is of great use because the refugees can move inside the territory and their processes can be followed by the professionals of different centres. The adaptation of parts of these centres to serve as a temporary shelter for refugees and asylum seekers is also of great benefit, since one of the main difficulties refugees encounter in their integration processes is access to housing. With this option available, the beneficiaries and the organization have more time to find an optimal solution for each case.

The actions presented during the visit have deepened our understanding of integration as a multidimensional two-way process in which many actors are involved and intentional and directed action needs to take place. There are many gaps between legal and political frameworks and actual integration, which inhibits migrants' own agency in integration processes. The PSS initiatives bridge some of the gaps by creating local responses as well as identifying areas of action not identified or reachable by the government due to structural deficits and inequalities. While there are programs, services, and assistance from the government, that seems to have to be reached and of difficult access at times, the PSS seem to reach for refugees, therefore filling gaps of accessibility to services, legal status, education, labour and housing markets which would be very hard to access without community and civil society's involvement and individual personalized responses.

4. Results observed

It would have been relevant to hear from the beneficiaries themselves what they consider to be the impacts of the organizations' actions on their lives and integration processes. However, from the information presented, the use of digital tools and technology for resources and skills' s management enhances opportunities on labour and housing integration. The mobile unit which delivers support in several dimensions reaches the most isolated, therefore enlarging the number of people getting support and being able to access government programs. Most of the organizations presented seem to have an impact in networking, which fosters feelings of belonging. Some organizations have mentioned delivering language classes for different levels which allows individuals to learn according to the skills and proficiency they have. Gender specific responses and specific issues awareness allow for women to have the opportunity to access courses therefore amplifying labour integration and networking either for single mothers or for families. Overall depending on the size and resources of the organizations, the actions seem to be directed to smaller numbers of people but to provide tools and opportunities for a stronger integration process within the legal and services framework of the state.

5. Lessons learnt

1. Awareness of trauma and mental issues is important not just among volunteers and technical staff but also among the population in general. Side by side with the provision of material needs, there is also the need to provide emotional care, respect and empathy. Training should be developed to educate technical staff and volunteers on mental health literacy.

2. Organizations' members having a migrant background are important assets. Training paths should be context adapted in dialog with local migrant populations (older and new arrivals being forced or willing migrants).
3. Childcare provision is crucial in order to give vulnerable individuals (individuals single caring for children) the possibility to attend training and workshops.
4. The relevance, for organisations, to develop a focus also on data and information management (users, processes, results) as central for consolidating planning action strategies and their effectiveness.
5. Training always has a relevant role among volunteers and workers in welcoming organisations, even if some organisations consider that it is not necessary because the tasks performed are "simple" (support for the use of some basic services, such as washing clothes). Training should be guaranteed, and created and prepared within the institutions, based on their experience, their principles and their specificities (and not created from the outside in). The role of volunteers, and the limits to this role, should be the subject of reflection. Does it make sense to "professionalise" volunteers? What expectations do volunteers have? Should there be untrained volunteers?
6. Employers are vital in welcoming processes. There is a lack of tools to help employers to get involved and increase the hiring of migrants. Employers can collaborate with welcoming programs and hire migrants without wanting this collaboration to be publicly recognized (they even seem to fear it). How to convince employers to get involved in deconstructing prejudices in the community? "Employers listen to other employers" - How can we strengthen these links and this possibility of collaboration? Can unions play a role here?

6. Photo elicitation: images that best capture the essence of lessons learnt



– “You have to acknowledge everyone’s background ... have to be very sensitive! It is challenging, not difficult!” Mohammed's testimony gave a real impression of which role receiving societies, local communities and organizations

play in integration processes and the need to be aware of differences and especially of vulnerability during human encounters. It brought warmth into integration, while addressing the fine and fragile balance between empathy, respect, sensibility, and challenging, unexpected situations.

7. Other aspects considered relevant

- The lack of a variety of voices, especially of the beneficiaries made it difficult to understand the specific results of some actions and training paths were not highlighted. It was also not made clear where funding is coming from.
- Relations with government agencies and other funding entities were not addressed during the visit.
- The projects presented seem in many ways complementary or even competing, so networking could have been more addressed in the Q&A sections.

Study visit Report (JRS Portugal)

Date of the report: 12/10/2021

Names of the visitors: Catarina Lima, Flávia Tomé, Luís Palha

Organisation: JRS Portugal

1. Introduction

The online visit took place via Zoom meeting on September 20-22. The study visit main focus was on the activities developed by SYNTHESIS, other partner projects on the field and organisations with knowledge around local policies regarding refugee integration processes.

2. Participants

During the three day study visit, PAR members mostly interacted with RaCIP partners through the group dynamics and the technical staff of SYNTHESIS.

3. Actions methodology

One of the most positive aspects that allowed the group to feel motivated during the study visit days - specially, given the fact it was held online -, were mainly the group dynamics that took place during the study visit days. Reflection moments held by the organisation (in the beginning and end of each day) were also important to integrate the huge amount of information that was shared. We would say the most critical aspect was the lack of moments and interaction between partners to discuss and reflect on those matters and well presentment testimonies.

During the presentations we had the opportunity to learn and understand how Cyprus reality shaped the way organisations in the field access integration processes. For us, PAR, it was specially interesting to understand how our colleagues in Cyprus do it. One of the major takeaways of the study visit were, for us , the importance of community cooperation in all aspects and phases of the programs.

4. Results observed

The diversity of projects and programmes offered to refugees by the field organisations seem to impact positively the community welcomed in Cyprus.

5. Lessons learnt

- 1- SYNTHESIS cooperation with other organisations and individuals on the field.
- 2- Study visit methodology and organisation in terms of conceptualisation and information presentation.
- 3- The importance of direct informal support held by community and how it helps to smooth refugee integration processes.
6. Photo elicitation: images that best capture the essence of lessons learnt

We didn't took a picture in the end of the part-time "clown" inspirational presentation but the Q&A and reflection moment that took place after it was an huge highlight on the study visit and it really illustrates the importance of community and hospitality in the field.

Study visit Report (Municipality of Ioannina)

Date of the report: 06/10/2021

Names of the visitors: Olga Makridi

Organisation: Municipality of Ioannina

1. Introduction

The study visit in Cyprus took place on September 20th - 22nd, 2021 via online ZOOM. The hosting partner, Synthesis, provided us with the meeting agenda which included the detailed daily schedule and the collaborating actors invited to present their organizations.

To better understand the migration issue in Cyprus, we received information (and statistics) about migration flows and its demographics; for integration affairs we were informed about services provided by Consortium partner Synthesis and several NGOs/ CSOs acting in the region; the feedback on the refugees campuses' living conditions and its inhabitants' concerns, came from individuals, who act in a voluntary basis.

2. Participants

In Cyprus we had the opportunity to virtually visit the premises and meet the staff, of Synthesis (our hosting partner), to watch video interviews of Generation for Change CY and Dignity Center CY, as well as interact (in a live mode) with representatives of the University of Nicosia, CODECA, MI-HUB, Cyprus Refugee Council and volunteers (Mohammed Awwad); the warming up zumba class with Eliza (Synthesis) was a pleasant and innovative experience for an online meeting, which declared the hosting partner intention to relax - and stimulate at the same time - the participants.

3. Actions methodology

Due to the online mode of the visit, the host had to create a schedule aiming not only to provide knowledge and insights, but also to make interaction and exchanging experience/ ideas / thoughts easy and constructive to the participants. In that direction Synthesis utilized available modern technology channels (e.g. Zoom, Miro, Canva) for training activities, which by default retain participants attention and further, stimulates them to interact and work while learning.

Moreover, the strategic decision to video shooting locations - worth being virtually visited - and show in a live mode the presentations of important actors, reveals the hosts' intention to include as many as possible activities, all composed into an online 'seminar'. If we are to evaluate the relevance of activities in regards to its aim, we would note the following:

- Virtual tour on Synthesis premises: Participants were able to see in the own eyes the partners' location, meet its staff (even the pet inhabitants of the building), familiarize with its working methods and be informed of the offered services, and get to know its driving 'force', its philosophy, its founding principles and goals.
- Live presentation and interview with Dr. Stephanos Spaneas - University of Nicosia: To receive information about the academic research efforts on migration/ integration affairs in Cyprus by a University representative adds value to the earned knowledge and increases the credibility of the presented issues (in some way they become facts). If the goal of the host was to 'set' the scenery behind the migration/ integration issues which Cyprus is facing, mission accomplished.
- Generation for Change CY: This was a video interview with the founder of the organization. Following the study visits guide, the interviewee answered questions about its founding purposes, aims, activities, provided services etc, but also about its administration, funding, and facing challenges; a wide range of topics was covered and participants were left with no more questions to be addressed.
- CODECA: This organization amongst other services, provides accommodation and shelter to immigrants and refugees; even though shelter is provided for a short period and on a small scale, still it reflects some accommodation provision in the local region of Nicosia.
- MI - HUB: This organisation presented its initiatives and operational procedures (e.g. mobile info unit), the administrative activities and processes, as well as the dissemination plans and statistics of its impact on digital networks; the utilization of modern technology (e.g record keeping software, mobile apps) in order to interact with its beneficiaries and reach its targeted group should be noted as a good practice for data analysis.
- Dignity Center CY: The host presented us a video from the operational activities of this organization, including interviews of several people of its staff; even though recorded, gave the participants the overall picture of its philosophy and goals. Specific innovative services offered to immigrants and refugees (like the supermarket and its credit system, or the barber shop) were points that we were able to retain.
- Cyprus Refugee Council: Amongst the live interviews included in the study visit agenda was the interaction with representatives of the Cyprus Refugee Council. To get direct feedback on migration and integration

affairs in Cyprus from the migrants/ refugees perspective is important to better understand the issues addressed by migrants and refugees themselves.

- Mohammed Awwad: The session with an individual who volunteers in the campuses as a clown, to play with children and in a way to interact on the basis of psychological support, gave us the opportunity to see the situation through his 'eyes'.

4. Results observed

- I. Due to the Covid-19 situation, the Cyprus Study visit had to be held online. Modern technological advancements - even though cannot replace a face to face meeting - when thoroughly organised by host can substitute a high percentage of activities involved.
- II. The study visit guide developed in the pertinent WP, proved to be very helpful in covering most (in not all) aspects of an interview, whether it is conducted in a video interview or a live one. If further questions occurs when visiting a site or meeting with implicated actors that were not included in the design phase, this guide can be reviewed and enriched.
- III. Although many of the partners noted that beneficiaries' interviews should be included in a live or a virtual mode, finding individuals (refugees) willing to come forward and talk openly about their situation still remains a challenge. If partners expect that in countries' study visits there will be a conversation/ interaction directly with the refugees and asylum seekers, for any organising party/ host this task will be challenging.
- IV. In this study visit, we were not able to have any feedback from public or local authorities acting in migration/ integration affairs. The host informed us that although several contacts took place during the summer, the period of the visit and its' online mode, were obstacles in acquiring feedback from public institutions/ organizations; it might be useful when designing the agenda of study visit, each host should include at least 1 representative of public/ local authorities, confirmed that can be part of this procedure.

5. Lessons learnt

1. Refugees and asylum seekers in Cyprus are facing similar problems with other European countries accepting large migration rows; the existing legal framework, the long administrative procedures, the lack (or absence) of cooperation/ coordination with public authorities, the limited funding towards the public and private sector are challenging for actors involved into migration/ integration affairs → general information on the legal/ administrative procedures of each involved country could be included into the contents of the training courses (as 'academic knowledge').
2. The know-how of utilizing modern technological advancements and its channels for online communication/ data sharing/ monitoring/ evaluation, should be passed on to international trainers; digital educational tactics should be concluded into the training methodology.
3. More interactions with actors specializing into sponsorship and mentoring affairs are needed to be included in the study visit agenda; if we are to compose a complete training course aiming to make our trainers experts

on sponsorship, we need to focus on gathering relevant information that can best be transformed into educational methods/ tactics.

Study visit Report (Refugees Welcome Italy)

Date of the report: 05/10/2021

Names of the visitors: Giorgio Baracco, Sara Consolato, Mariachiara Secco, Nabila Ben Chahed

Organisation: Refugees Welcome Italy

1. Introduction

The Study visit took place in Nicosia between 20 and 22 September 2021.

Due to the restrictions related to the covid-19 pandemic, the study visit took place online, in three sessions of 3, 5 and 3 hours respectively, for a total of 11 hours of meetings.

During the study visit, we had the opportunity to hear the voices of different realities that deal with migrant reception in Cyprus. The entities that brought their experience were varied and allowed the participants to have a complete picture of how the migration phenomenon in Cyprus is managed.

2. Participants

[Make a short description of the people with whom you interacted – technical staff, heads of organization, beneficiaries, local community, refugees, and migrants...]

During the Study visit we interacted with:

Generation for Change CY: an initiative created by migrants who address other migrants by creating training spaces on the language and culture of Cyprus and spaces for aggregation that open up the possibility of creating networks and sharing of experiences.

CODECA: thanks to an accurate presentation of the data concerning the migratory flows on the island of Cyprus, it was possible to identify challenges and problems shared by several countries bordering the Mediterranean

Dignity Center: a grassroots organization working for refugees integration through a constant mobilization of the community. The activities put in place aim at empowering refugees by providing them tool and resources (greek class, food, cultural activities) to become a citizen

Cyprus Refugees Council: no profit organization working on the field as well as supporting and advising other NGOs, Public Bodies, companies. One of the most interesting thing they discussed was digital platform designed to match local companies and refugees i/asylum seekers as well as providing a certified source of information for employees and employers.

MiHUB: it was interesting to understand how a continuous evaluation of the actions implemented by this body allowed them to refine the methods and timing of the integration process

GRS: this interesting presentation from a body that has a seat outside Europe allowed the participants to understand how training for volunteers is organised in other countries. This is an experience that has grown despite all the challenges set up by the pandemic period

3. Actions methodology

The organizations that presented their experiences during the Study Visit in Nicosia showed the ability to make processes efficient while maintaining a high level of quality of the services offered.

However, one of the aspects that has not been highlighted is the one relating to the predisposition of the local population towards the migrant population

[Describe shortly how these actions helped you to get greater insight into what integration is and how Private and community-based Sponsorship supports refugees' integration]

In the SV of Nicosia it was possible to reflect on the effectiveness of the community based sponsorship. Starting from the assumption that there is no private sponsorship experience in Cyprus, the need to involve civil society in the paths of inclusion and integration is stronger than ever, and this path to be successfully realised need to be structured and improved over time, in order to make it an efficient and effective integration tool both from an economic and a social point of view.

4. Results observed

Participants followed with interest the presentations of the guests of the SV. The comparison was rich and allowed the project partners to deepen the Community-based and private sponsorship experiences and to draw inspiration from them to improve similar experiences implemented in their territories.

5. Lessons learnt

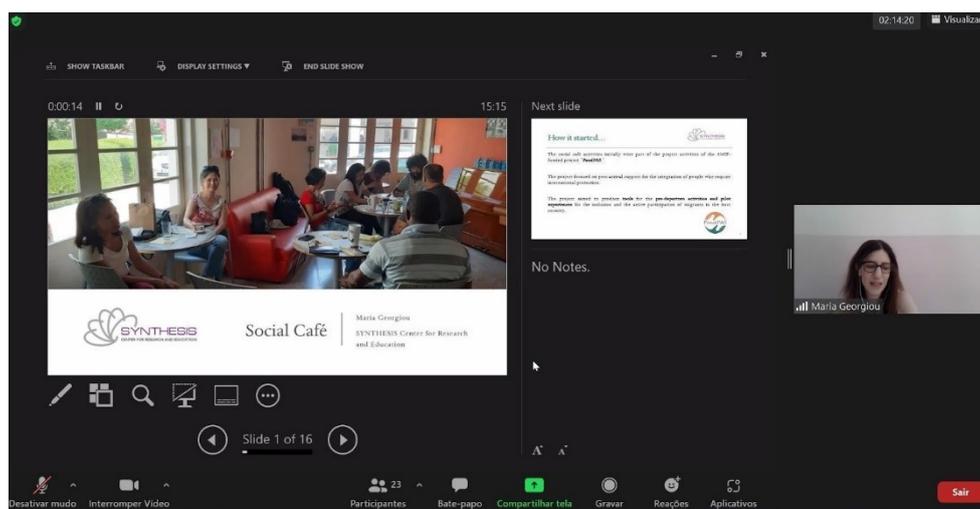
Lesson learnt n.1: 15 days of permanence in a free of charge flat can be enough to allow migrant people to find new ways

Lesson learnt n.2: an accurate training of the host organizations allows to avoid false expectations and makes the reception process simpler and more fluid

Lesson learnt n. 3: set-up of the skills of the volunteers that will be involved in the private sponsorship initiatives, allow to offer a training that is tailored on their needs and provide stimulating inputs

6. Photo elicitation: images that best capture the essence of lessons learnt

I liked the idea of the Social Cafè, because in a simple and easy moment, like sharing a coffee, a safe place can be created for those people that often feel vulnerable in a country that is different from their origin country. Thanks to this project migrant people have the opportunity to deep the knowledge of the country that host them putting together their impressions and difficulties, transforming threats in common perceptions that can be tackled together.



Study visit Report (Second Tree)

Date of the report: 06/10/2021

Names of the visitors: Carolina, Giovanni Fontana, Holly Dawson, Myrna van Wolven

Organisation: Second Tree

1. Introduction

During the period of 20, 21 and 22 September 2021, Second Tree attended the online study visit in Cyprus hosted by Synthesis. The focus of the study visit was to understand the refugee context in Cyprus and to learn about organisations providing assistance to refugees and migrant integration in Cyprus.

2. Participants

During the online visit we interacted with the consortium partner participants, and we also had the opportunity to talk to the representatives of the presented organisation in the case of live interviews.

3. Actions methodology

The five organisations we 'visited' during the three days all provide services to refugees but all using different methods and different focus areas. The actions we have seen are among others: accommodation centres for (vulnerable) migrants; job platform for refugees; mobile info unit and citizens advice bureau to support access to services and provide psychological support; and events that foster greater awareness about inequality and injustice. Positively, all different actions are tailored to the specific needs of a specific target group with the potential to replicate the action in several places in Cyprus. However, the actions also gave insight into the integration challenges experienced by refugees in Cyprus such as finding housing, learning a new language, and cultural integration. Private and community-based sponsorship could fast forward the integration of refugees by providing a safe and enjoyable space where refugees can adjust to the new environment, emerge in the local culture and thereby embracing the integration-related challenges.

4. Results observed

The results achieved by the various actions from the organisation did provide refugees with housing, jobs via the job platform, survival English and Greek as well as shelter for vulnerable groups. Our impression is that the achieved results give back agency to refugees, stimulating their self-reliance and thus fostering inclusion. Additionally, the various project created a safe space where refugees can feel at home and meet others as well as find support to access services, bridging the gap between refugees and governmental services.

5. Lessons learnt

1. **Importance of measuring the satisfaction level of beneficiaries:** During the question round at the end of the interview with CODECA it became clear that CODECA uses a satisfaction survey to receive feedback from project staff and beneficiaries. Later, for Dignity Centre it became clear that the challenge for them is the lack of what migrants thought of the projects. Without a way of incorporating feedback and/or satisfaction level into the program, it is difficult to improve or ensure that the needs are met. To translate this lesson into training resources and programs, an appointed person must ensure that feedback or measurement of the training or program objectives should become a fixed and reoccurring element.
2. **Thinking out of the box (doing outreach):** The actions of organisations showed us diverse ways of reaching out to beneficiaries who are difficult to reach, for instance, because they are living in the rural area. For example, the inforbus from MiHub to provide psychological support to beneficiaries in the rural area. This is a lesson that can prove to be useful when discussing Second Tree's outreach procedure. To translate this lesson into the outreach

procedure a set of questions could be developed which would help the team to think outside of the box to reach a particular target group.

3. **Importance of language learning:** In almost every action presented by organisations the importance of learning and speaking the local language and/or English was emphasised. While Second Tree already provides languages classes to adults and children, this is a good reminder to continue the conversation regarding the importance of language in daily situations experienced by refugees.

6. Photo elicitation: images that best capture the essence of lessons learnt



We chose the picture showing the shelter provided by CODECA because we think it is an impressive achievement to provide a (temporary) safe space to refugees while finding a job and housing is extremely difficult. This gives them the opportunity to get their life back on track. The other participants also listened to this presentation with great interest and questions about the shelter were asked after.

Study visit Report (SYNTHESIS)

Date of the report:

Names of the visitors: Ioanna Athinodorou, Maria Savvides

Organisation: SYNTHESIS Center for Research and Education

1. Introduction

The first Study Visit of RaCIP, took place virtually from September 20 – 22, 2021, in Nicosia, Cyprus. SYNTHESIS in agreement with all the partners decided to carry out the first Study Visit online, as at the time of the agreement (June/July 2021)

the daily COVID-19 cases in Cyprus were recorded as the highest since the start of the pandemic, reaching more than 1.300 incidents daily. In September, the European Centre for Disease Prevention and Control (ECDC) placed Cyprus in the “Red” country category.

To prepare for the Study Visit, SYNTHESIS contacted several migrant organisations in Nicosia, Larnaca and Paphos. However, not all of them were reachable, while many were hesitant or unwilling to participate in the Study Visit. The reasons were associated to the COVID-19 pandemic (several organisations were working from home or did not allow visitors at their premises). Other reasons included the proximity of the Study Visit to the Cypriot summer vacations of August and early September, and the reluctance of the organisations to participate in a project that were not partners themselves.

SYNTHESIS prepared the Study Visit in advance, by visiting host organisations working with migrants and for the integration of asylum seekers and refugees. In two cases, SYNTHESIS brought a camera and recorded video footage of the organisations (Generation for Change CY and Dignity Center Nicosia). Later, we edited two videos to be ready for the virtual Study Visit:

1. Generation for Change CY is a relatively new organisation established by migrants for migrants. They are a collective of people from different backgrounds, aiming to bring people together through their projects and activities, such as cultural and informative events, in order to foster greater awareness about inequality and injustice in the Cypriot community.

For more information:
<https://www.facebook.com/generationforchangeCY/>

2. Dignity Center Nicosia began its operations in Cyprus in 2019 as a drop-in center where refugees and asylum seekers could turn to for simple everyday needs such as shower, laundry, and charging a device. After COVID-19, a new vision for the Center has been planned out.

For more information:
<https://www.refugeesupporteu.com/projects/nicosia-mark1/>

Three more organisations and one individual participated in the Study Visit live, as guests: Cyprus Refugee Council (CRC), Center for Social Cohesion, Development and Care (CODECA), and MiHUB; and Mohammed Awwad:

1. The Cyprus Refugee Council (CRC) focusing on refugees, asylum seekers, detainees, trafficking victims and survivors of torture, works closely with the local society in order to provide quality services at the individual, community and policy level.

For more information: <https://www.cyrefugeecouncil.org/>

2. The Center for Social Cohesion, Development and Care (CODECA) has been established as an NGO since 2016 and aims to foster and promote social cohesion, development and care through, among others, the provision of administrative services at the Pournara Emergency Reception Center for asylum-seekers, social care services and evaluation of programs to combat the economic and social exclusion of vulnerable groups.

For more information: <https://www.codecacy.org/>

3. MiHUB was a project developed to address the need for offering comprehensive integration services to asylum-seekers and refugees. Migrant Information Centre (MIC) has developed services based on their core values of listening, empathy,

understanding and supporting individual vulnerable migrants. Having offices in the four major cities in Cyprus (Nicosia, Larnaca, Limassol, Paphos) they are able to diffuse information easily and respond in a variety of requests. For more information: <https://mihub.eu/en>

4. Mohammed Awwad joined the Study Visit in the capacity of a clown, and as a migrant himself. He visits the Kofinou Reception Center on a weekly basis to entertain the people and mostly children in the camp. Mohammed managed to communicate to the participants the daily pulse of the camp, and to give them an overview of the difficult conditions inside the camp and the needs of the asylum seekers and especially the children.

2. Participants

During the Study Visit we interacted with several people, including heads of organisations, founders, volunteers and staff:

- Dr. Stefanos Spaneas, Associate Professor of Social Work at the University of Nicosia and Director of CODECA, set the Cyprus migration and refugee scene, and gave an overview of the situation in the reception centers and camps in Cyprus.
- Etinosa Erevbenagie, co-founder of Generation for Change CY described us the organisation's ideas and activities.

- Christina Kyriakides presented CODECA and described its operational aims, vision, values and services.
- Agamemnonas Zachariades, Director at MiHUB presented the Migrant Information Center project and described its mission and services it provides for individuals, families and community groups.
- Paula Tamarit, Coordinator at the Dignity Center Nicosia, welcomed us at their premises and presented the organisation's actions and activities to help refugees and asylum seekers.
- Desiree Birinci, Volunteer at the Dignity Center Nicosia, talked to us about the challenges of volunteers in Cyprus in regard to migration.
- Another volunteer at the Dignity Center Nicosia, who requested to remain anonymous, gave us a tour in the premises of the organisation and explained to us how the "points" system they operate there, works.
- Thierno Ba, sewing teacher at the Dignity Center Nicosia welcomed us and described his work at the organisation.
- Manos Mathioudakis and Annagrace Messa from the Cyprus Refugee Council presented the organisation and explained the difficulties that asylum seekers and refugees face in the camps, but also the challenges they have to overcome to go through the government services in Cyprus.
- Mohammed Awwad, a migrant himself, joined us in his capacity as clown. Mohammed gave us a vibe of the Cyprus camps and conveyed the difficulties that especially young children face in the reception centers.
- Unfortunately, we were not able to interact with many beneficiaries (meaning refugees and migrants) as they were reluctant to be seen in front of the camera.

3. Actions methodology

As SYNTHESIS, we pursued to provide for an overview of the migrant integration situation in Cyprus, from the perspective of different organisations that work with asylum seekers and refugees.

Although there are no Private Sponsorship schemes operating currently in Cyprus, we offered a summary of how integration takes place in Cyprus through private initiatives and through organisations' actions and activities for migrants.

Despite the fact that the presentations were online, we believe that we captured the essence of the status quo of the migrant situation in Cyprus and the actions that take place for their integration, and diffused them to the partners / participants in the Study Visit.

Positive aspects

Before the Study Visit took place, SYNTHESIS prepared material for the participants, which included a list of migrant and refugee organisations in Cyprus, and a suggested reading list, in order for the participants to have an outline of the situation in Cyprus. The first Study Visit sought to capture the central idea of Cypriot organisations with regards to integration, by visiting two organisations beforehand, and by inviting three organisations as guests. In the event the Study Visit would have taken place face-to-face, visiting five organisations would have been more difficult in terms of the organisations' capacity to host more than 20 people at the same time, during the COVID-19 pandemic, and in terms of length of the visit. Therefore, we feel that the work done and organisations visited were overall good.

Some positive aspects, included:

- Presence of more than 25 individual participants throughout the three Study Visit days
- Exchange of knowledge, experience and ideas and clear insights
- The Study Visit shed light in ways to explore integration
- The variety of tools used during the Study Visit such as Miro, Canva, Mentimeter etc.

Critical aspects

Considering that online meetings are difficult to follow, we sought to be as precise as possible, with short presentations and time for discussion. In most cases, we managed to stay focused and targeted; however, we came across some challenges.

Some critical elements included:

- Limited interaction among the participants, including long silences, in spite of questions being asked, and calls for discussion
- Background noise in some parts of videos that hindered hearing pieces of the interviews
- Lacking beneficiaries (migrants)' voice and experiences
- Missing small interactions that would be present in the case of a face-to-face Study Visit and the use of breakout rooms

4. Results observed

During the Study Visit, we observed that overall, European countries rely at a major level, on citizens' and organisations' initiatives to solve migration problems that they created in the first place. Also, regarding migrant integration, EU Member States have the same challenges as Cyprus: lack of substantial integration strategies, poor coordination among government services, bureaucracy, lack of political will to deal with the issue, language barriers, etc.

Through the Study Visit we realised that we must better prepare employers to welcome refugees while acknowledging their effort; and that it is urgent to raise awareness on diversity among the community and to design more effective integration actions at local, national and European levels.

At an organisational level, we observed that online Study Visits are difficult to organise and manage, while they take more time to prepare than physical Study Visits. This happens as it is challenging to keep all the participants engaged throughout the visit; however, we believe that this could have been the case during a face-to-face visit as well.

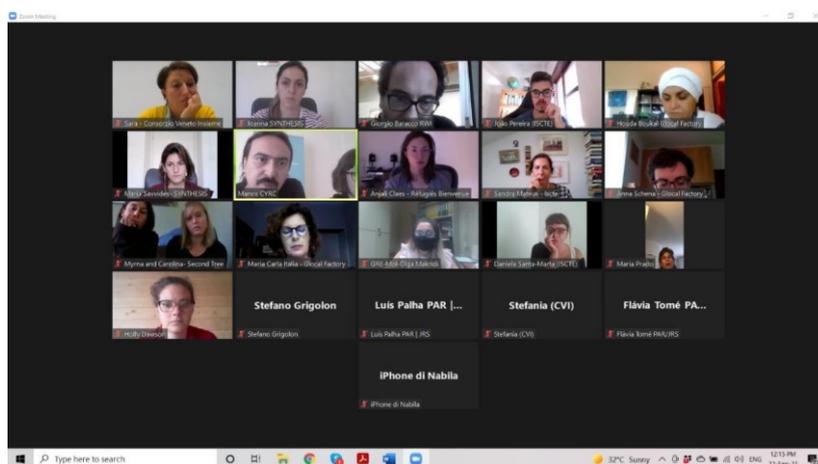
5. Lessons learnt

1. While comparing different EU Member States, we concluded that there are similarities among the states in regard to migrant integration actions: lack of substantial integration strategies, poor coordination among governmental services, bureaucracy, lack of political will to deal with the issue, language barriers, etc.
2. Points system by Dignity Center: The Dignity Center explained a simple system, where upon arrival, an asylum seeker is given "points" that represent cash, and which they can use to "buy" basic necessities, such as sugar, eggs, bread etc.

One participant mentioned that this system is used by other organisations as well, not only for migrants, but also for the homeless, drop-outs, drug addicts, etc.
3. The HelpRefugeesWork platform by the Cyprus Refugee Council: A great idea and useful tool by the Cyprus Refugee Council. Through HelpRefugeesWork, employers are matched with potential employees, who are refugees looking to work. We could use elements of the idea of matching during our training, or during the mentor-mentee matching.
4. Mohammed Awwad's experience: Mohammed's experiences in the reception centers are interesting and valuable, as he provided for an insider's overview of how migrants spend their days in the camp. Individuals and more importantly small children need entertainment, to go through this difficult period.

Photo elicitation: images that best capture the essence of lessons learnt

Mohammed Awwad, a migrant himself, reflects the joy that he conveys to children and adults during his weekly visits at the reception center.



The participants during CRC's presentation seem impressed by the work of CRC and their efforts for migrant integration.

Study visit Paris/France

Introduction

The present report summarizes the data collected in the evaluation questionnaires relative to the study visit in Paris, France, between the days 17 and 19 of November 2021. The meeting was hosted by Réfugiés Bienvenue. After the visit, each participant filled a brief evaluation questionnaire, which included issues such as the organisation of the visit, its contents and impacts.

The questionnaire was anonymous and included both multiple choice and open answers. The data collected through the questionnaires include a variety of perspectives, as the participants of the visit were a heterogeneous group composed by different roles within organizations. Both these aspects make the questionnaires relevant for the preparation of future study visits since it contributes to the understanding of the main aspects of the visits and whether some of these can be improved.

In the annexes of this report contain the study visit qualitative reports written by each partner organization after the visit.

1. Participant's profile

This section shows the profiles of the study visit participants by age, role in the institution that they represent and education level.

The study visit had a total of 18 participants. Most of the participants had between 26 and 35 years of age and have university education. Their main occupations were employee's and researchers.

Table 1. Participants by age

Age	N	%
18-25 years	2	11
26-35 years	6	33
36-45 years	5	28
46-55 years	3	17
56 years or older	2	11
Total	18	100

Figure 1. Participants by role in the institution

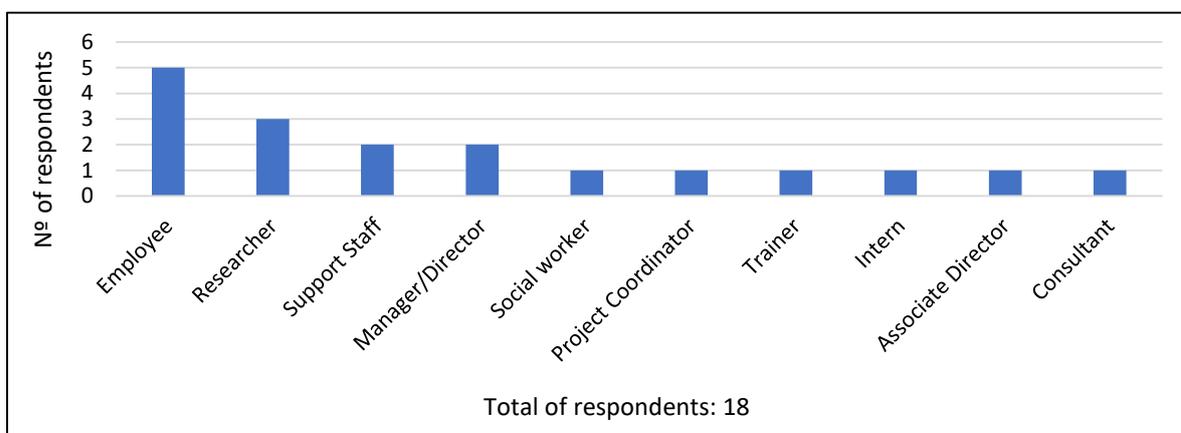
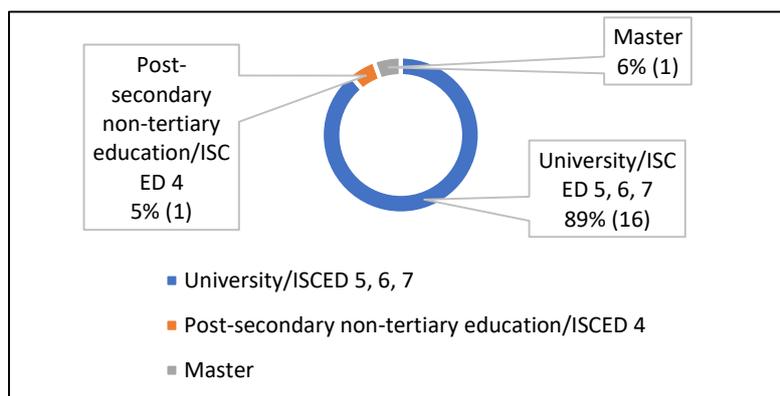


Figure 2. Participants by level of education



2. Study visit organisation

The items evaluated by the participants on this topic referred to the planning of the study visit and the period that preceded the visit. It includes dimensions such as the preparation of the visit, the support provided during the visit by the host organisations, organisation of the visit and the format of the meetings.

Figure 3. Participants' evaluation of the study visit preparation (%)

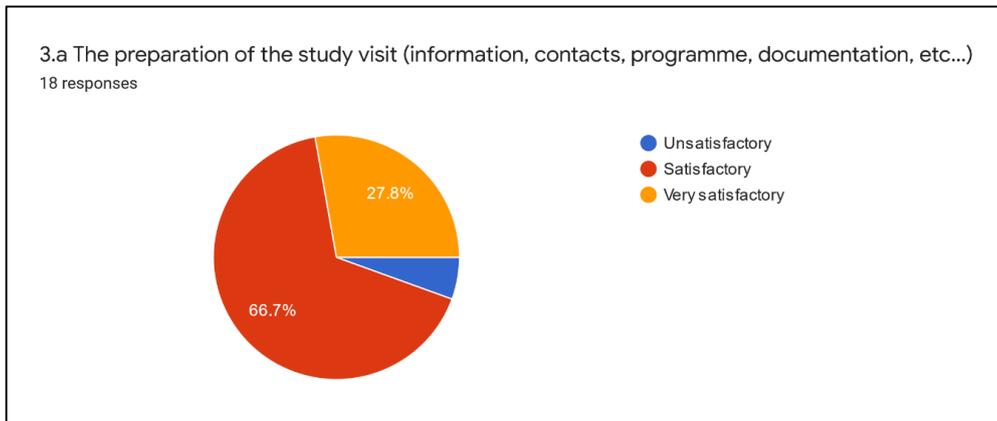


Figure 4. Participants' evaluation of the host partners support (%)

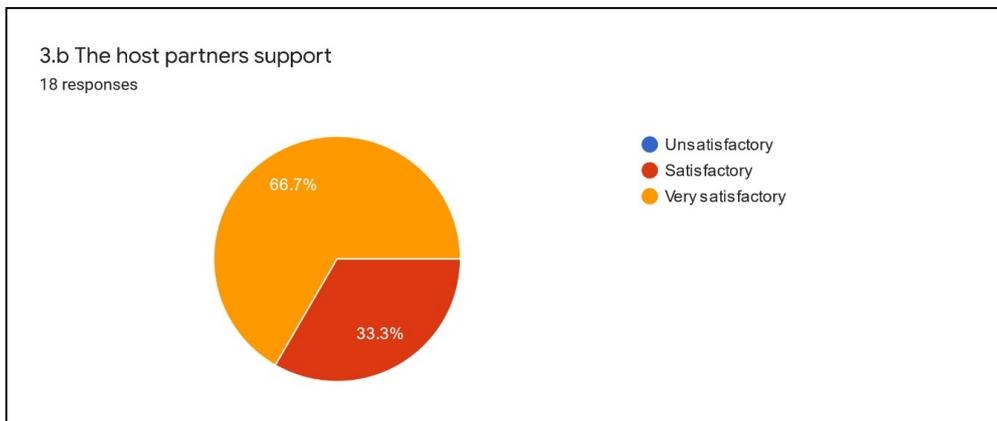


Figure 5. Participants' evaluation of general organisation of the study visit (%)

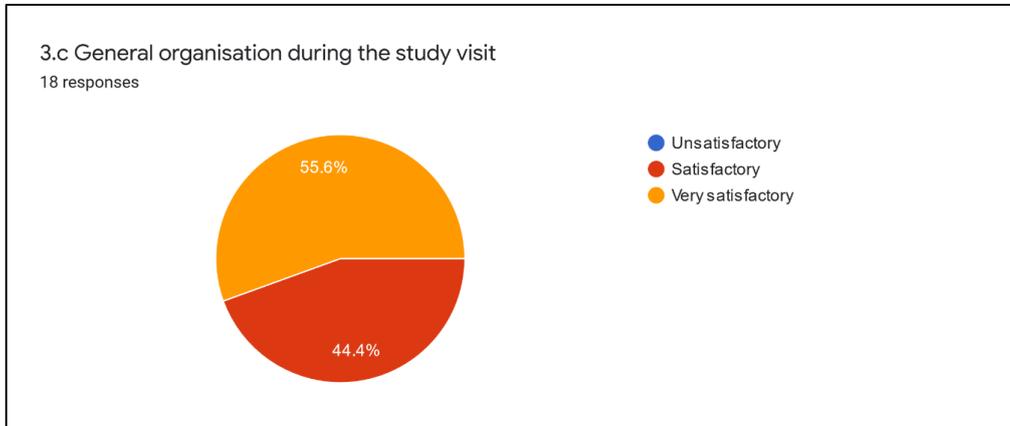
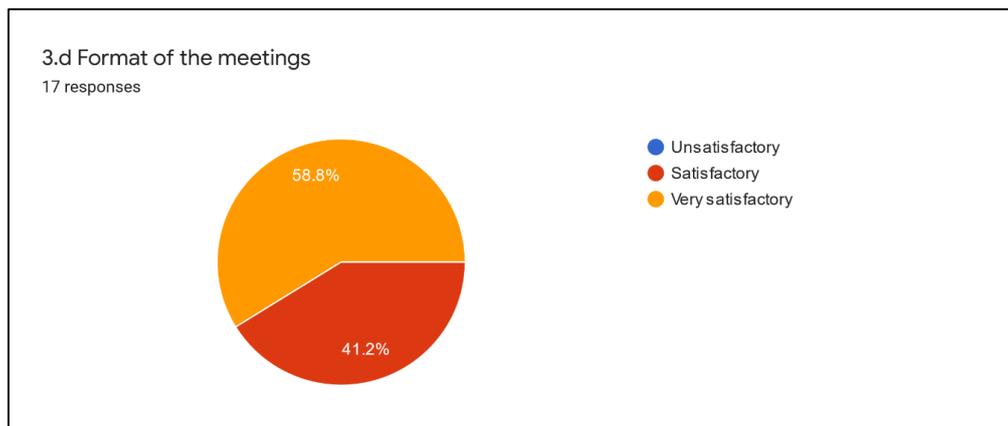


Figure 6. Participants' evaluation of the format of the meetings (%)



Most participants rated this set of items as positive (satisfactory or very satisfactory). The only item that received a negative review was the “preparation of the study visit”, being that most of the participants still rated it as either satisfactory or very satisfactory.

The comments and suggestions about the study visit organisation and contents are as follows:

- “As mentioned during the visit it can be helpful to spread the meetings more through the study visit days so we can all rest in the between and keep focus during each meeting.”

- “More information regarding the presented projects and testimonies prior to the study visit”.

3. Study visit content

The items in this section referred to qualitative aspects of the activities that took place in the study visit.

Figure 7. Appreciation of the meetings and interactions with staff, coordinators, heads of organisations and social partners (%)

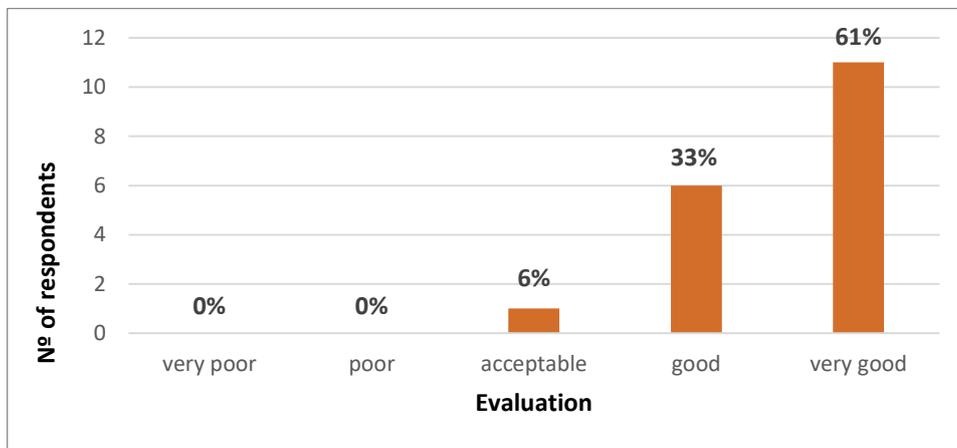


Figure 8. Appreciation of the meetings and interactions with volunteers (%)

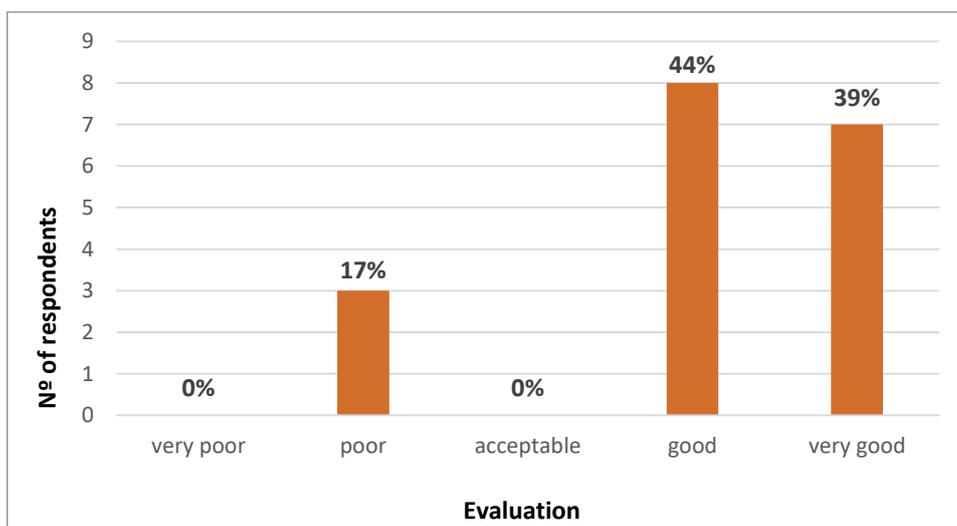


Figure 9. Appreciation of the meetings and interactions with beneficiaries (%)

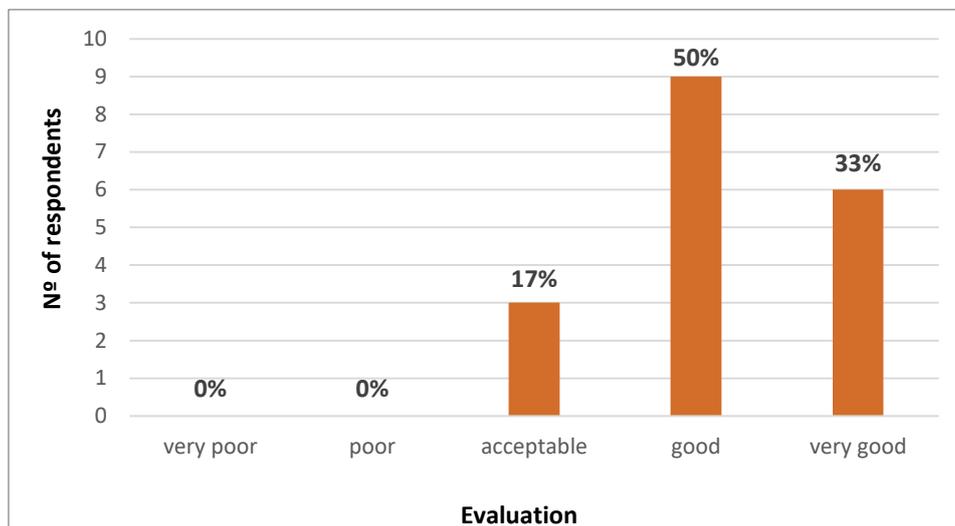


Figure 10. Appreciation of the exchange of lessons learned, knowledge, tools and methodologies (%)

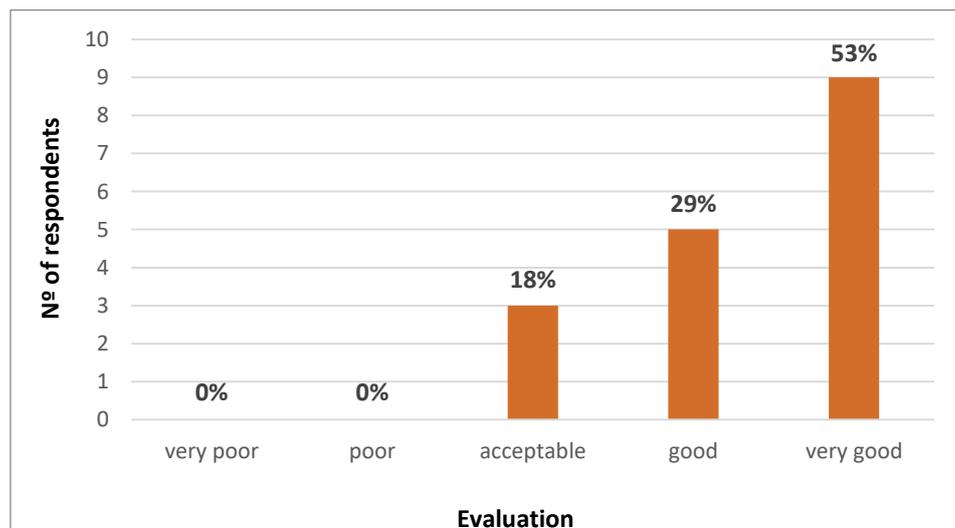


Figure 11. Appreciation of the informal conversations and group discussions (%)

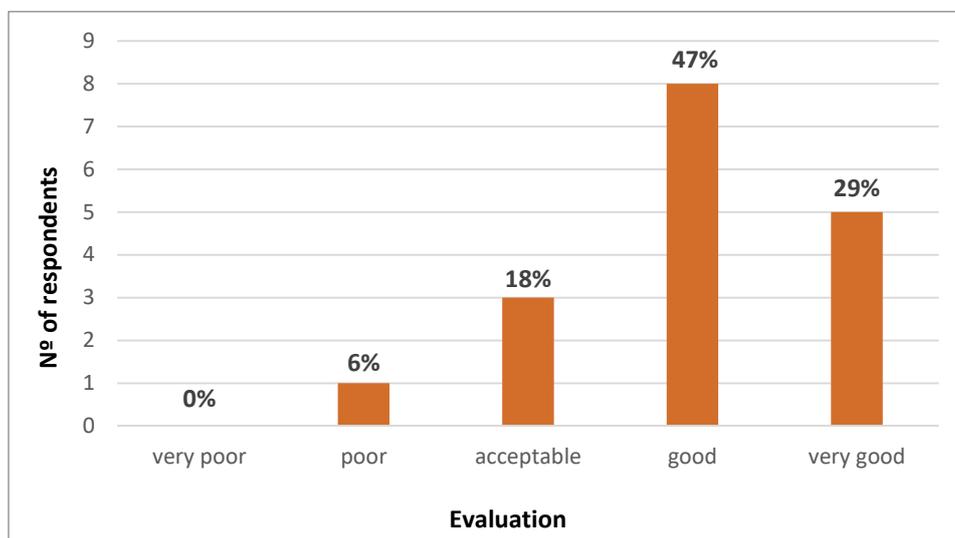
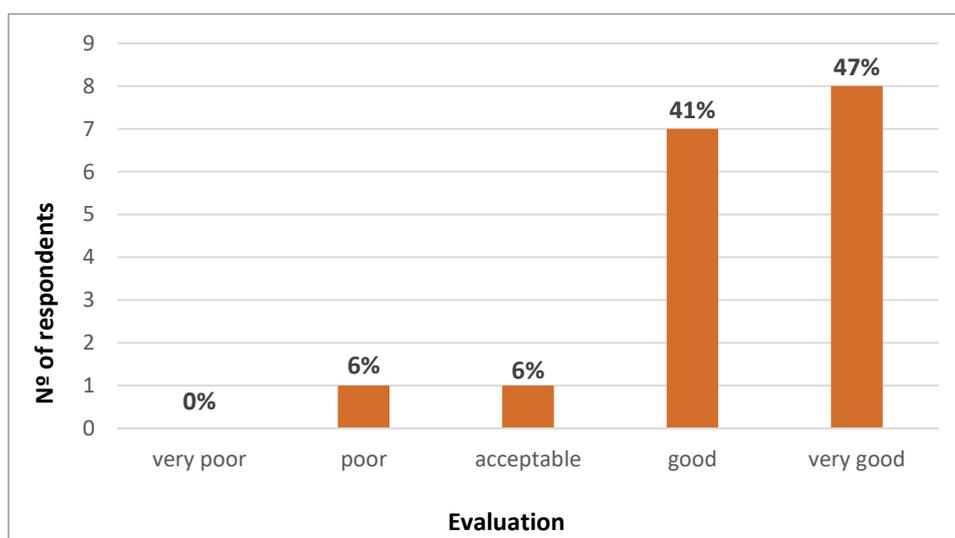


Figure 12. Appreciation of the discussion of needs, challenges, and more critical aspects (%)



All items in this section received mostly positive evaluations by the participants. None of the items above received any “very poor” classification. The item

related to the interactions with the volunteers was rated mostly as “poor, although most part of the participants positively rated it.

The comments and suggestions regarding the study visit contents are as follows:

- “More interaction with beneficiaries”
- “More time between presentations to debate”
- “It should be nice to have host families and beneficiaries with us during the aperitif/dinner”

4. Benefits of the study visit

The following points are related to the evaluation of the knowledge and practices of integration in Private Sponsorship Schemes acquired by the participants in the study visit.

Figure 13. Evaluation of the benefits of the study visit in terms of knowledge acquired about the visited institutions and organisations (%)

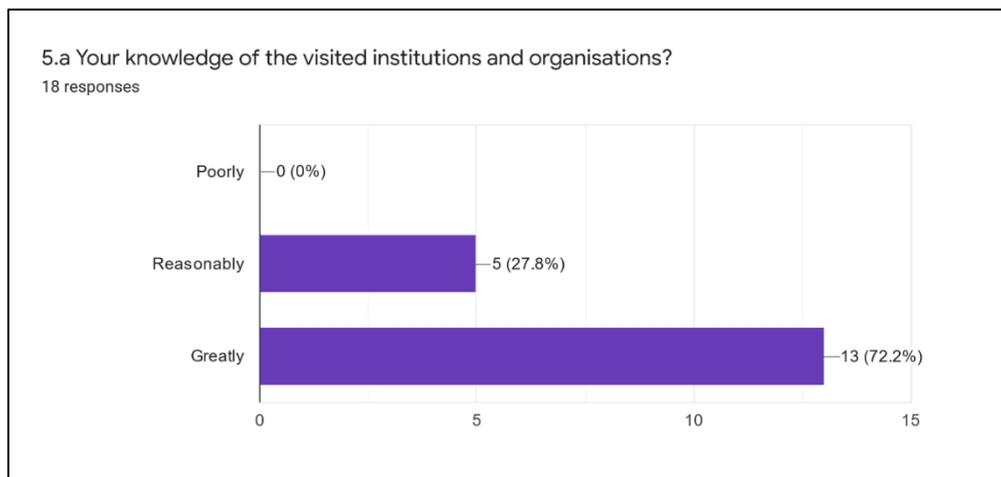


Figure 14. Evaluation of the benefits of the study visit in terms of knowledge acquired about the implementation of Community-based Sponsorship Schemes (%)

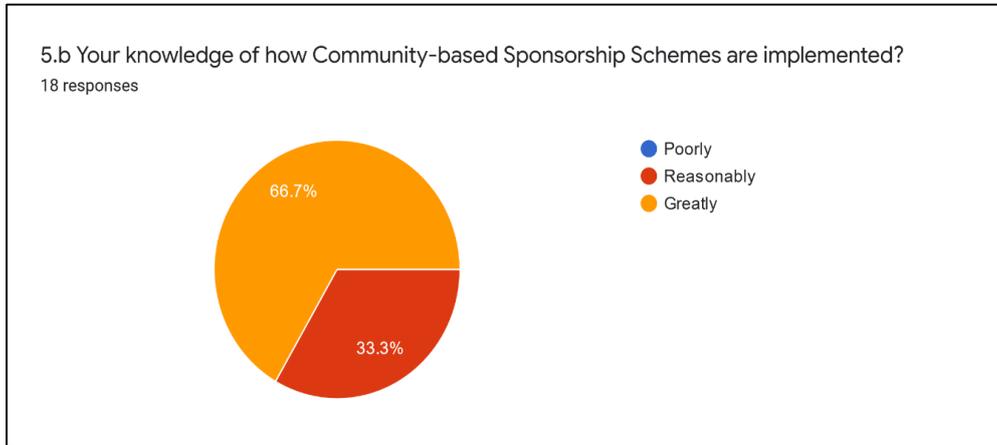


Figure 15. Evaluation of the benefits of the study visit in terms of knowledge acquired about Community-based sponsorship practices (%)

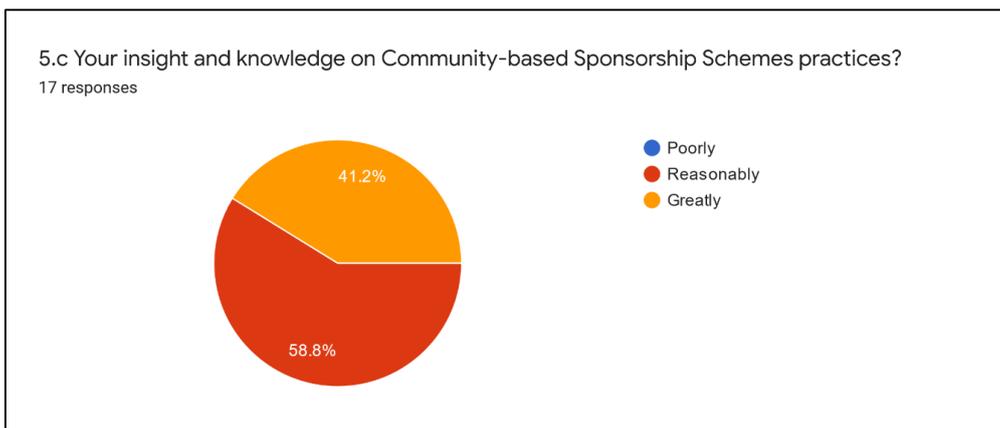


Figure 16. Evaluation of the benefits of the study visit in terms of knowledge acquired about the challenges associated with Community-based Sponsorship Schemes (%)

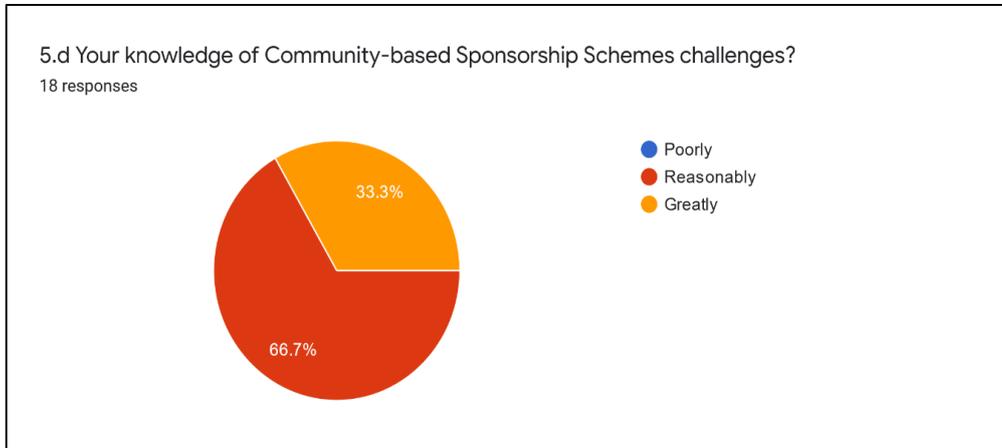


Figure 17. Evaluation of the benefits of the study visit in terms of knowledge acquired about Community-based Sponsorship Schemes practices across Europe (%)

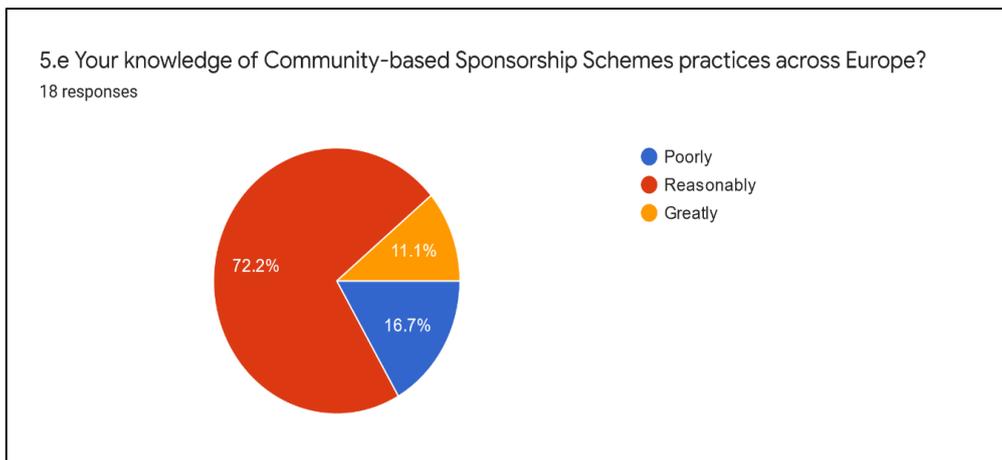
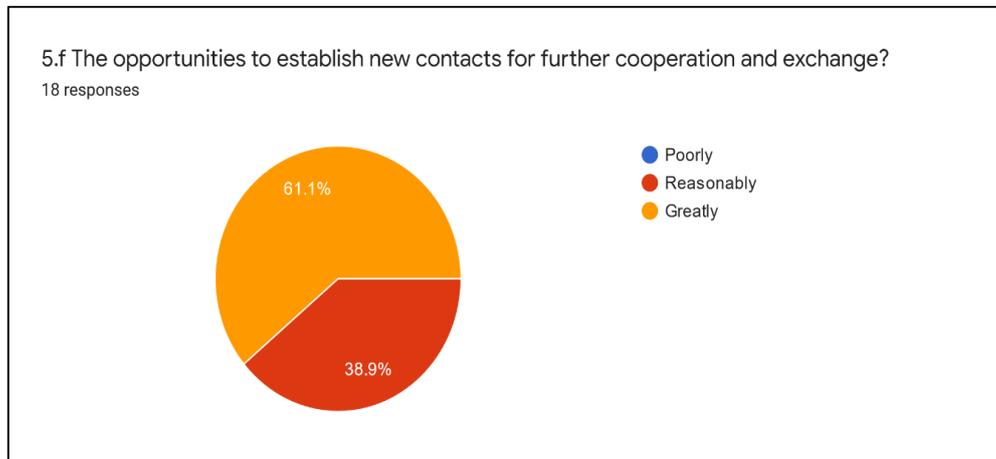


Figure 18. Evaluation of the benefits of the study visit in terms of opportunities to establish new contacts for further cooperation and exchange (%)



All items in this section were mostly rated as positive (reasonably or greatly), mostly has not received negative feedback. Only the item “knowledge of Community-based Sponsorship Schemes practices across Europe” (figure. 17) received negative feedback from the participants, although the majority of them still rated the topic as positive.

5. Main aspects, contributions and impacts of the study visit

The main aspects of the study visit highlighted by the participants were the following:

- “Testimonies from hosts and beneficiaries”;
- “The possibility to meet the network of organisations Réfugiés Bienvenue”;

In the question “how have you contributed to the study visit”, most people answered positively, with 11,1% of the respondents answering poorly.

Some participants considered their contributions to the study visit to be:

- “Raising questions and interacting - coordinating the visit”.

According to the participants of the study visit, the benefits of the study visit to apply in future actions are:

- “Future research and other projects”;
- “Replicate the goods practices in the organisations that people belong”;

Other observations made by some of the participants included:

- “The informality in managing the meeting and the time allotted for the sessions were a great gift, a valuable resource, for which I am grateful. A pre-selection of recommended hotels would have been helpful”.

Final notes

In sum, participants rated most aspects of the study visit as positive, especially the support provided by the host partners, the knowledge acquired about how community-based sponsorship schemes are implemented and in terms of the opportunities to establish new contacts for further cooperation and exchange. In topics such as the meetings and interactions with the volunteers and the knowledge acquired about Community-based Sponsorship Schemes across Europe, the evaluation was also mostly positive, but there was a higher percentage of negative evaluation in contrast to other topics analysed in the document.

The presentations of Réfugiés Bienvenue's network partners, has been highlighted as the most appreciated aspect by the participants of the study visit.

Paris/France Study Visit Reports

Study visit Report (Consorzio Veneto Insieme)

Date of the report:

Names of the visitors: Sara Taglietti, Stefania Bertazzo, Stefano Grigolon

Organisation: Réfugiés Bienvenue

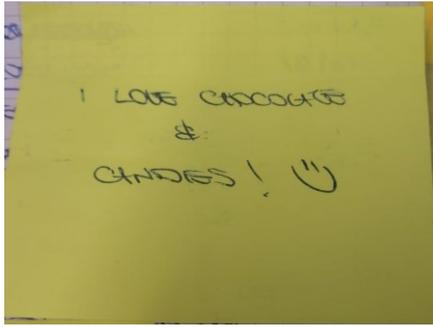
First dinner together: an informal moment to get known better with the other RaCIP members in a beautiful place: a redeveloped former station.

18.11.2021

WELCOME RÉFUGIÉS BIENVENUE



Ice break activity:



Moring:

Réfugiés Bienvenue presentation - tour of the Aurore day shelter with Cloé Chastel

- Presentation of the associations and the activities provided within the day shelter structure.
- The services are provided from 9 in the morning to 4 in the afternoon (after the close time it is possible to access the bar and cultural events).

Services:

- Info point
 - Language courses
 - Support with legal/administrative steps to obtain regular documents
 - Arranging appointments with institutions
 - Global support (shower, food ...)
 - Specialised support (psychological support)
- All services provided in the centre are financed by state and private funds (a foundation).

French reception/integration system -> The French system provides a range of services to asylum seekers and refugees, most of which are provided by NGOs and civil society organisations.

However, the social housing system seems not to respond properly to the needs of the migrant population. In fact, almost 50% of asylum seekers and refugees attending the centre are not integrated into any kind of housing system, and it is not uncommon for migrants - including those belonging to vulnerable groups such as families with minors - to live on the streets for long periods.

Asylum seekers cannot access legal employment until they have their status recognised (but employers can legally employ illegal migrants).

Illegal (no documents) migrants have 2 rights in France: 1. Access to health care; 2.

Positive aspects: the diversity of services that are provided; the fact that a large amount of services can be found in the same (physical) place; cultural integration.

Negative aspects: lack of safe houses and accommodation for asylum seekers.

Asylum seekers are (legally) excluded from the labour market and cannot access vocational training (only for those who already have a status).

Different services and different professionals, including social workers and French teachers.

Social workers: help asylum seekers get to know the French system -> train and help beneficiaries through the asylum process.

Afternoon:

Ecole Thot, created in 2005 by 3 women.

Main objectives: to provide beneficiaries with French lessons and give them the tools to integrate into French (and Parisian) society.

The school provides 160 hours (4 months) of French lessons with qualified teachers to refugees and asylum seekers over the age of 18.

In addition to language classes (including DELF test preparation), the school offers art and work workshops.

The school is closed on Fridays to respect the wishes of the majority of the students who are Islamic.

Beneficiaries have to pay 7 euros for the 4-month session (a symbolic amount). -
> The total cost of the services provided in the school is between 4,000 and 5,000 euros per year -> 50% public funds and 50% private funds.

Interview with a former guest of Refugies Bienvenue, Hakim.

He had some negative experiences (living on the street) and some positive ones. In particular the last experience was really positive because of the support (financial and emotional) that the family showed to the guest.

19.11.2021

ARDHIS, a LGTB Organization: founded in 1998 who helps to express asylum seekers about their gender and/or sexual orientation.

Interview to **two hosting women: Anne and Juliet**

- Anne (American middle aged woman, divorced, middle-high society) -> has started to host refugees in 2015 during the so-called refugee emergency.
By now she has hosted 5 people, among which 3 of them have been granted asylum status.

She hosts asylum seekers in her apartment.
- Juliet (family of 5, 3 kids) -> she has started hosting in 2021, through a social architect organization, with whom the family has built a mobile home in the family back yard.
The family hosts a male afghan refugee, who arrived in France 3 years ago by foot, after talibans had taken his village and started to recruit men in the village.

Both felt protected and reassured by the organisation, which acted as an intermediary between them and their host.

In particular, Juliet made a very interesting speech about the importance of being aware of one's limits, even in voluntary action, to allow the concrete achievement of results.

"Hosting bureaucracy" -> contract at the beginning of the co-hosting experience: the parties sign a symbolic contract in which the rules of the house are specified (the parts of the house which are accessible to the guest, whether the guest can or cannot bring guests into the house and whether they can stay overnight, whether the guest can bring pets and so on).

ACINA -> organisation for professional integration (they also have other projects, specifically for women and children). MIA program



Final Activity

direct testimonies / favorite moment / Tour of Accueil du jour
 synergy experience of the space (Annoes)
 French insertion system / -1 thing learned / family housing situation for asylum seekers in FR
 formalizing civil society engagement / situation for LGBT migrants
 no negative feedback on hosting / vertical exchange / critique / unequal gender representation too concentrated on one day
 by the guests / not enough breakout discussion / concentrated on one day
 Briefing: 25/11
 Deliverable: Curriculum WPA
 feedback before 25/11

Favourite moment:

The presentation of all the services in the same space (sharing the context encourages networking among organisations)

Direct testimonies from both host and guest. We appreciated the openness of the testimonies.

- The one thing we learnt:
French reception system, RB partnerships, Civil Society Involvement -> it is possible to process this involvement into public politics?

Criticism:

"We take a lot but don't give a lot" -> lack of horizontal exchange between us and the guests / lack of time among us to discuss and deepen the topics.

Study visit Report (Glocal Factory)

Date of the report: 30/11/2021

Names of the visitors: Maria Carla Italia, Valeria Quartaroli and Maria Angela Prado Malca

Organisation: Réfugiés Bienvenue

1. Introduction

The study visit took part in Paris, organised, and hosted by Réfugiés Bienvenue France, from the 17th to the 19th of November. The visit focused on the Private-Sponsorship model developed by Réfugiés Bienvenue, based on the organisation of a network of local private individuals who house refugees and asylum seekers in their own homes. Aim of this initiative is to provide an urgent housing solution and stable contexts to support homeless exiled people regaining autonomy.

During the days of the visit, we had the opportunity not only to get to know the work of Réfugiés Bienvenue, through the presentations of its members and the testimonies of those who have personally participated in the programme, but also to get to know the work of other organisations that collaborate with the association, and that altogether orbit around the daily centre Les Amarres. To welcome all participants, Cloé Chastel, head of operations of the Aurore day shelter, took us on a tour of the establishment, showing the basic services they provide for: hygiene, electricity, food, and rest. As many people were attending, we could appreciate their usual daily working, as well as the info materials in different languages they distribute. From a more personal point of view, we could enjoy the positive atmosphere of confidence and relax, both from the operators and the hosts.

Then we met Ecole Thot, offering basic French courses; ACINA, whose responsible told us about job searching and the problems related; ARDHIS, which supports the LGBTQIA+ migrant community.

Moreover, we had the very significant chance to meet hosted and hosting people through the Réfugiés Bienvenue network: we met Hakim, hosted from 2018-2019 and Ann and Juliette, hosting for Réfugiés Bienvenue.

2. Participants

During the study visit we could interact with different organizations and relevant actors. At the end of their presentations, we dedicated time to ask questions and to investigate and focus on those aspects the participant were most interested in. This exchange is one of the most valuable opportunities the meeting in presence let us. Interaction wouldn't have been so significant if we had met online.

AURORE, an association which provides first aid to vulnerable people in France. Working closely with the State, they provide services in health, shelter, and social work to hundreds of people every day only in the "hub" we visited (Les Amarres). They provide support to asylum seekers, families, unaccompanied minors, and refugees.

ECOLE THOI, a certifying French school providing language classes, counselling and administrative support to refugees with zero knowledge of French and/or illiterate and undereducated.

ARDHIS, who is specialized in support for LGBTQIA+ migrants by providing judicial and administrative support as well as community.

REFUGEE FOOD FESTIVAL, a multidimensional organization that aims to facilitate refugees' job insertion in the food and restaurant sector, as well as to change the conversation around refugees and what they contribute to host societies. Even if our interaction with them was very short, limited to the Thursday night dinner, I found their work very meaningful, as they are the ones who provide meals to the people hosted in the daily shelter, among other activities.

ACINA, which - starting from slums - was able to address its services to migrants and newly arrived, supporting them in their job search.

Hakim, a young man hosted by the Réfugiés Bienvenue network from 2018-2019, who brought his experience - made of many positive moments, but also negative aspects - to several French families. The debate helped us a lot to go deeper into the experience and the related feelings from the hosts' point of view. The experience we heard about strengthen the value of hosting refugees for their better integration.

We also met Ann and Juliette, who repeatedly hosted migrants through Réfugiés Bienvenue. The debate following their presentation was very inspiring. What stunned us at first - maybe because we are Italian, so we are influenced by our "latin" approach - was the two women's attitude: a realistic approach, neither paternalistic, nor guilty feeling for not doing enough (i.e., not cooking for the hosts, not spending more time with them, etc...). Personally (Maria Carla), after a sudden disorientation, I could realise how this realistic, concrete attitude - which faces these "limits" with a positive perspective - is the only possible to foster and support people's engagement, as often too many expectations on our personal involvement may at the end prevent commitment. I believe that

this attitude may be related to French women's awareness and emancipation, but this is another issue for further discussions.

3. Actions methodology

The approach followed by the host partner in presenting their French reality (specific of their circle of action) was very useful and relevant to us. It provided a well-rounded overview of the initiatives and activities supporting refugees and asylum seekers with basic services: psychological support and social assistance, provision of meals, access to housing solutions, provision of language courses and support in lobbying and political engagement to defend the rights of all migrants, especially where it concerns LGBTQIA+ issues. The result is a structured network of different realities working in different action areas and providing different basic services, in autonomy but at the same time collaborating in an intertwined effort of providing a more holistic support.

An element that captured our attention refers to the fact that the organisation coordinating the daily shelter and around which many of these other organization orbit (AURORE), is funded by the French State. It is an interesting point of reflection to me, such a strategy that sees public money financing actions in support of refugees and asylum seekers, leaving at the same time a good level of autonomy of intervention to the Third Sector organisations that operate and are more competent in the field.

4. Results observed

The interconnection of multiple realities - in a common physical space - can lead to a well-rounded intervention, essential for the support of refugees and asylum seekers.

Among the most significant results, in my opinion, is the work of Réfugiés Bienvenue in addressing one of the most basic needs of people in vulnerable conditions, that is finding a housing solution. In this regard, meaningful elements of the study visit were the direct testimonies of the hosts and refugees hosted. They helped drawing a realistic picture of the positive aspects of such experiences, as well as their critical aspects; also opening interesting debates on broader concepts of intercultural meeting.

5. Lessons learnt

- The information brochure provided by AURORE is a very good example of a guide complete with many necessary information for newcomers. It could be an important source of inspiration.
- It is important to involve the direct participants of the reception programmes (as in the case of the Réfugiés Bienvenue housing programme) in a continuous support and feedback relationship, through the intervention of specialised figures. This can allow an ongoing monitoring of the experiences and activities.

- The importance of training for people who decide to host refugees. Réfugiés Bienvenue told us they did not do train yet. Providing an adequate training for this target is a great challenge for our project.
- As above described, the importance of the correct attitude in a hosting experience.

Study visit Report (ISCTE-IUL)

Date of the report: 30/11/2021

Names of the visitors: João Pedro Pereira, Daniela Santa-Marta and Sandra Mateus

Organisation: Réfugiés Bienvenue

1. Introduction

Réfugiés Bienvenue hosted the study visit between the 17th and the 19th of November, in their headquarters in Paris. The association was found in 2015 as an answer to the 2015 refugee wave and entirely ran by volunteers until 2019. Their aim is to provide housing through a private hosting program as an emergency solution, while assisting refugees accessing social housing as long-term solution, and supporting asylum seeking process. The association supports around forty people at time, therefore having a small-scale impact with a personalized, stronger and long-term impact for each beneficiary. There's a social worker which accompanies each beneficiary and meets once a month providing bureaucratic, language and cultural mediation and making sure they are supported throughout the process in different dimensions such as housing, studies, work, social and emotional levels. The association also raises hosts and supports them throughout the process, serving as a mediator between hosts and guests. Refugee Bien Venue is also in the process of creating co-living spaces and is funded by private and public funds from foundations, donors, government grants and fundraising campaigns.

The association shares the building with a male only day shelter for asylum seekers and refugees, *Aurore*, which provides a wide range of services such as showers, phone charging and internet accessing, French classes, psychologists, laundry facilities, meals, lawyers, theatre activities. The shelter counts with outreach teams to reach the most vulnerable and isolated people and provides a booklet with a variety of useful information, covering several dimensions of integration and in several languages. The space sharing creates a space of synergies, which benefits the organizations and the beneficiaries by providing multiple related services within the same space. As stated by one of the members of Réfugiés Bienvenue. "partnership is what makes us strong"!

The association doesn't have a standard model of action, preferring a case-by-case approach to deal with the situations. The possibility of family reunification is open in this model but is not a common situation. The association doesn't gather information about the beneficiaries unless they want to apply for housing. The

access to housing is based on a *waiting list* model. The conditions of the housing process are presented to newcomers.

Participants

We have interacted with technical staff and heads of organization of the host partners, a refugee which went through the private hosting program and two volunteer hosts. Réfugiés Bienvenue's partners acting in different dimensions of integration such as access to housing, labour market, language learning and a group which assists LGBT people throughout their asylum-seeking process.

3. Actions methodology

Outreach groups are used in a variety of ways by the participating organizations. On one hand they are used to reach groups and individuals informing about shelters, rights, hosting programs and other services allowing to reach individuals which are more isolated, vulnerable, or resistant/afraid to approach services and programs. On the other hand, they can also be used to reach partners, training and education paths providers, employers, and volunteers. Outreach groups show the relevance of PSS in integration as a two-way process by "taking" services provided by both the government and civil society to groups and individuals which may not even be aware of the existence of possibilities available to them, services, and rights. Showing also that integration processes are filled with loopholes, gaps, and breaches in which entire groups and individuals can easily slip, during different stages of the integration process, which may make them unable to reach out and, in the need, to be outreached. This is a vital role of PSS and community lead initiatives.

Synergies: Partnerships seem to be of utmost relevance in maintaining organizations active, in accessing resources that may not be available to smaller or larger scale organizations and in directing people to the services which are beyond the organizations' scope. Providing services in the same space makes access to services easier and may also motivated individuals to use services that they didn't went looking for, either by realising they are available or by hearing from others. Bringing people, that may be experiencing similar challenges at different or same stages, together in the same space allows for networking and the sharing of solutions and resources. This, as mentioned by the partner, at times brings tensions inside the space which calls for controlling the number of people inside, private security and at critical points, the police. These synergies created by PSS bridge the gaps created by the bureaucracy and the structure of public institutions that tend to be well separated and not communicating at times.

Alternative learning environments: facilitating language learning by creating situations which either stimulate alternative learning mechanisms and by engaging learners with activities of interest. It can also provide skills and forms of expression that can be transferable to different contexts and integration dimensions.

Beneficiaries as active agents: Identifying needs and solutions with targeted groups and beneficiaries adapting methodologies accordingly. This methodology highlights the relevance of PSS in promoting agency and empowerment during integration processes as a two-way process.

Language classes as a form of collective activism: one partner (a language school) offer certified language learning programmes in return for a symbolic payment. This school creates a sense of compromise by charging a symbolic value of EUR 7.00, which creates a sense of compromise, motivating the student to finish the course.

Adapting classes scheduling according cultural and religious compromises of the students: Creates a sense of belonging, stimulates engagement and avoids student's non-attendance.

Different language levels: This allows for students of different language and literacy levels to be thought in an adequate methodology for their skills which fosters real learning.

Funding: It has been mentioned how accessing public or private funding can be decisive for the line of action and public positioning organizations can have and the narrative they therefore have the power to create.

No official paper or document to enroll in language classes: can be of great benefit to the newcomers since bureaucratic procedures are sometimes significant barriers to access a variety of services. Language proficiency improvement provided by Ecole That is an important contribute to the chances of success in job seeking.

Private Sponsorship Hosts are widely supported by organizations: private and individual supporters of integration processes (volunteers that, for instance, offer housing solutions) are not alone dealing with the integration processes of the hosted. They are supported by several organizations that manage the complexity of the integration system (which demands professionalized intervention). They may informally help the hosted with other needs, or to achieve other outcomes that matter to them in their life. However, they are very aware of what their responsibilities are, which some are not, the expectations involved and who to ask for support in case of need.

4. Results observed

Those present had the chance to listen to one of the previous beneficiaries, Hakim. According to Hakim's experience, living with an autochthonous family can be very beneficial to the integration of a newcomer since they can help to mediate the relation between the culture of the latter and the culture of the host country. Just like Hakim, beneficiaries of the housing program can change between different hosts over the time. An aspect that has been mentioned by Hakim and the host families is the importance of establishing boundaries for both sides to allow for a healthy and lasting relation between host and beneficiary. Both, Refugee Bien Venue and Aurore shelter have mentioned that a solution is always found for each of the beneficiaries on housing processes, either by assisting the person throughout the process or by directing them to a partner which has adequate services and support. Most presenters and the partner have mentioned the benefits of working in partnership, as it creates a network through which the beneficiaries can navigate, providing them with more options and a certain power of choice.

The inclusion of social workers which can provide a closer work with each beneficiary and hosting family also allows for insights which can be decisive for

the beneficiary and can only be accessed through the work of PSS. The hosting families program provides housing integration, at times social integration but also creates an opportunity for exchange and for needs and resources to be identified.

Almost all presenters have mentioned to have activities and/or services others than their main area of action, which has shown to have wholesome results in the sense that it helps creating opportunities for integration in another dimensions.

5. Lessons learnt

1. Beneficiaries as active agents of change: The creation of focus groups with vulnerable groups to identify needs, resources and solutions and adapt access to labour, education, and other integration paths methodologies.
2. LGBT visibility and invisibility: educate different PSS stakeholders regarding gender identity and the issues surrounding it to have personalized answers which don't put individuals at risk. (this can be linked to lesson learned 1 in including the individuals voices – without the focus groups).
3. Provision of meaningful activities for asylum seekers who are waiting for refugee status: since asylum seekers are not allowed to work in France (access to the labour market is allowed only if OFPRA has not ruled on the asylum application within 6 months after the lodging of the application and only if this delay cannot be attributed to the applicant), the activities and classes are crucial to their integration and wellbeing.
4. Importance of synergies: only a group of institutions (including civil society organisations, volunteers, local authorities, businesses and others) can respond to the complexity of the individual needs of forced migrants. Networks help to build flexible and appropriate responses. Synergy makes it possible to respond faster and more adequately to social emergency situations, particular needs and complex challenges, and to bridge the many gaps in state policies, bureaucracies and long response times.
5. Flexibility and case-by-case approach are key to respond to the multiple and complex migrant needs. Adaptability and resourcefulness are necessary in all persons involved in welcoming and integration.
6. Pragmatism and expectations management are very important in interpersonal dynamics and relationships between migrants, sponsors, volunteers and support workers. Unrealistic expectations may happen in everyone involved (not only migrants).

6. Photo elicitation: images that best capture the essence of lessons learnt



For privacy and respect reasons we have not taken pictures, on the first day when we arrived. Aurore was full of people which felt welcoming, warm, and vibrant. We have instead included the picture without people because without it, is just a nice unused space and we thought this can show the relevance of PSS in reaching what may be invisible to governmental agencies, policies, services and actions, allowing people to navigate the spaces, to create connections and feelings of belonging.



The second photo, a detail of the door seen from outside, adds a new layer and illustrate bounds and ties: how partnerships are central in the co-production of welcoming and integration solutions.

Study visit Report (JRS Portugal)

Date of the report: 25/11/2021

Names of the visitors: Catarina Lima

Organisation: Réfugiés Bienvenue

1. Introduction

The study visit took place in Paris, France, on the 17th, 18th and 19th of December and was hosted by the Partner Refugies Bienvenue.

The main activities were held in the Day Care Center for Asylum Seekers and Refugees "Les Amarres", on the 18th and 19th, and included presentations from several partner organizations involved in the refugees and asylum seekers' integration, as well as testimonies of both hosts and refugees integrated in RW program.

2. Participants

All RaCIP partners were represented and worked together in the meetings, together with some of the organizations operating in the Center, two RW hosts and 1 beneficiary from RW housing program.

3. Actions methodology

Most activities took place on the 18th, and gave a global vision of the integration work is being developed, including employability, French language learning, satisfaction of basic needs, social support and housing.

The most positive aspects were the testimonies of the hosts and hosted refugee, with highlights to the differentiated host experiences putted in contrast. This allowed to understand critically the housing project of RW and to make some reflections on its oris and cons.

The agenda was very rich, but it was also very concentrated in one day, and it would have been interesting to spread the activities in the 3 days, to allow more time for debate and collective analysis and interchange of ideas.

It was very interesting to see how several organizations partnered and collaborated in the Center with different fields of action, contributing to a more holistic integration intervention.

4. Results observed

It was interesting to confirm how important is follow-up of both hosts and refugees within the program (in a wider vision, both civil society members involved in the program and the program's beneficiaries), in order to improve the experience of both parties, to prevent conflicts and to achieve a better expectations management.

5. Lessons learnt

- An adequate expectation's management of civil society members is fundamental for the project to achieve its goals;
- No matter how developed a PS project is, users and participants will always bring their own specific vision and motivation to it, with a great impact on the project;
- Because of these observations, the same programs and structures may have very different results.
 - o A previous, follow-up and continuous dialog with civil society partners involved and with the beneficiaries is fundamental to understand and evaluate the impact, to identify the variants involved in the goals achievement, and to recognize a positive variety of positive methods and results within the same SP project;

6. Photo elicitation: images that best capture the essence of lessons learnt



A Center open to everyone, with several organizations, beneficiaries and functionalities, from basic needs support (showers and hot meals) to good-practices international research (RaCIP's partners gathering, learning and sharing their own visions and experiences).

Study visit Report (Municipality of Ioannina)

Date of the report: 24/11/2021

Names of the visitors: Dyonysia Ampatzidi and Ioannis Mantzios

Organisation: Réfugiés Bienvenue

1. Introduction

The study visit to Paris, organized by Refugies Bienvenue , took place on the 17th,18th and 19th of November 2021 in Les Amarres. This multi-functional centre provides, with a holistic approach, a range of services and supports asylum seekers and refugees.

It focused on housing projects and the cooperation/referral mechanism amongst different stakeholders in order to support asylum seekers and refugees.

2. Participants

All RACIP's participants were present and met with representatives of different NGOs, beneficiaries and local people. The meetings were held in Amarres centre and were designed to facilitate conversations and mutual learning between the participants and local actors.

3. Actions methodology

Refugies Bienvenue: The project manager and the social worker presented the housing project which provides accommodation to asylum seekers voluntarily hosted by local people and supports them to different stages of the asylum process. The testimonies from a beneficiary of the projects and two hosts raised several questions and constructive conversations amidst the participants.

Staff of Aurore gave a presentation of their day centre project providing a variety of services to new arrivals and supporting them through the asylum procedure; we had a visit to the facility which allowed us to have a better understanding of the project and interact with the beneficiaries

Felix Guyon informed us about the way that French language classes are structured; qualified teachers provide 160 hours of French lessons and job relative workshops to migrants

The President of ARDHIS gave a presentation on the supporting and advocating project of LGBTI asylum seekers; stressed the obstacles LGBTI faced in France during the asylum and integration procedure. The project is implemented mainly by volunteers

ACINA delivered helpful information regarding their employability project

The visit was an opportunity to receive vital information about the migration situation in French and adequately understand the common challenges in the migration context. Listening to hosts and guests' testimonies were very helpful to understanding the importance of the housing projects and the significant utility for both parties (hosts and guests). Moreover, we noted the development of dissimilar emotional dynamics among the hosts' experiences.

4. Results observed

The importance of setting up a monitoring mechanism in the different phases of the implementation of a project and taking in consideration the feedback of the involved members.

5. Lessons learnt

1. The housing project and the multi-functional centre of Amarres are good practices that we would consider using in our city.
2. There are a lot of similarities in the asylum process, facing the same obstacles and challenges.
3. The LGBTI community facing the same obstacles and lack of services in the various European countries
4. The vitality to support the members of stigmatized ethnic-racial groups to cope with self-stigmatization.

Study visit Report (Refugees Welcome Italy)

Date of the report: 30/11/2021

Names of the visitors: Mariachiara Secco and Sara Consolato

Organisation: Réfugiés Bienvenue

1. Introduction

The visit took place at the Réfugiés Bienvenue headquarter. The headquarter is located inside a government structure that houses various realities that deal with migrants including a day shelter. The first activity planned for the study visit was precisely to visit the center that hosted us to understand the relationships that the various realities that divide that space have put in place to create a network and therefore respond more effectively to the needs of users.

During the course of the visit there were also testimonies of various organizations that work with different assignments with migrants and asylum seekers and who collaborate with RB, as well as the testimonies of a migrant who had been hosted by a family thanks to the matching service offered by RB and two host families.

2. Participants

During the SV we had the opportunity to interact with the RB Staff (a social worker, a coordinator and an intern) who accompanied and guided us in all activities by providing us with explanations and answering our questions. We also had the opportunity to interact with other qualified people who carry out specific and targeted work with refugees and asylum seekers, those providing legal assistance, those supporting them in the study of the French language and those taking care of their daily needs related to obtaining a hot

meal, being able to wash clothes and being able to provide for their own personal hygiene.

Finally, one important moment of the SV was related to the interaction with a refugee who was hosted by a family in 2018 and two host families. We listened to their story with great interest. Their testimony was very complete and allowed us to probe both the operational and emotional aspects related to this type of experience. All three interlocutors proved to be extremely willing to answer our questions, helping us to understand both the potential and the limits of their experience as welcome and welcoming people.

3. Actions methodology

The host organization showed us the various ways in which we can respond to the needs of migrants, to do this they asked to people who act in various ways in relation with migrants to come and give us their testimony. These people have created organisations that are able to intercept migrants needs and proposing them lean and creative solutions that can be also supported by state funds, but which move faster and are able to solve needs that are constantly evolving.

The testimonies brought during the SV allowed me to understand how community sponsorship allows each of the actors involved to intervene on a specific aspect / need of the migrant person's life. These interventions are punctual but specialized and qualified and allow the welcoming community not to have to manage all the critical issues related to the precariousness of the life of a migrant person, but to be able to accompany this person through a series of services that offer solutions matured with the experience making hospitality a process and a shared responsibility.

4. Results observed

Community sponsorship can become a spread model that can allow a full integration of migrant people.

5. Lessons learnt

- Creation of a network: the people who spoke during the SV made me understand the importance of creating a network of competent and specialized people who can accompany the migrant towards his autonomy. I believe that in a training course it would be useful to provide a complete and updated guide like the one that was distributed at the day shelter in Paris, which allows you to identify the various services to which you can ask for help. A useful tool not only for the migrant but also for the host family.
- Definition of clear limits: the testimonies of the two host families made me understand how important it is to recognize and outline the limits of everyone's availability. This is an exercise that should be taught during a training course, as often, when we engage in voluntary work, we tend not to give limits and in return we build enormous expectations on what we should receive in exchange for our unlimited spending.
- Willingness to cross stereotypes and comfort zones. In my opinion it is very important to understand that we can build a different everyday life from the one we live, which will not be worse or more complex, but simply

different. Getting people used to this idea, giving the example of lives that have changed but have not become complicated, could be interesting.

6. Photo elicitation: images that best capture the essence of lessons learnt



Seeing a group of Asian people playing pétanque, a typical French game, on the banks of a canal, was a great inspiration for me. It made me understand how integration also comes from this, from learning and embracing parts of the culture of different countries.

Study visit Report (Second Tree)

Date of the report: 29/11/2021

Names of the visitors: Carolina, Giovanni and Holly

Organisation: Réfugiés Bienvenue

1. Introduction

The visit took place in a hub where many organisations work between the 17th and the 19th of November. The topics were mostly related to the activities runned by the host organisation and other partner organisations, and on France's challenges.

2. Participants

We interacted with the three employees and the president of the hosting organisation, with one beneficiary, two hosts and some representatives from partners organisations

3. Actions methodology

The host organisation matches refugees who are in need of accommodation with locals who have a space available. The need is more than the availability, so part of the job is looking for new hosts, and convincing locals to start hosting. The host showed a particular care to listening to the needs of hosts and guests, with regular meetings with both of them. No critical aspects were identified.

Hearing a guest and two hosts speaking gave a good idea of how integration can start from an initiative like this, and hearing about the collaboration with the architects of 14 made clear how partnerships can create more opportunities for integration, allowing, in this specific example, locals to have a space where to host.

4. Results observed

We spoke only with one host, but from what he said and from the numbers showed by the host organisation, it seems like good results are being achieved.

5. Lessons learnt

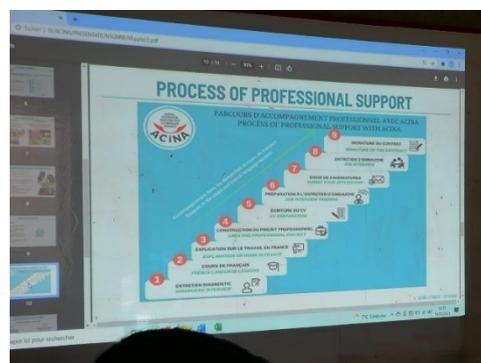
- it's important to listen to own needs before and while helping (Juliette): this can translate in every activity
- partnership that you could not think of, can be very useful (architects 14)
- working in a space that is shared with other organisations can make creating partnerships easier, so it should be looked for more.

6. Photo elicitation: images that best capture the essence of lessons learnt

First one because the space was lively, useful and nice!



Second one because we learnt from the presentations.



Study visit Report (Réfugiés Bienvenue)

Date of the report: 29/11/2021

Names of the visitors: Anjali Claes

Organisation: Réfugiés Bienvenue

1. Introduction

The visit took place in Paris from November 17th to 19th, 2021. Most of the activities took place at the Amarres, a space in Paris where Réfugiés Bienvenue and other organizations have their offices above a day shelter for newly arrived asylum seekers and refugees. There were shared meals, icebreakers, interventions from various partners and users, and a final discussion.

2. Participants

The participants included representatives from all the RaCIP partners first of all. Réfugiés Bienvenue staff participated in the organization of the day and by giving a presentation. There was also a tour of the day shelter provided by a large organization close to the state. Various representatives of local Paris partners joined, coming from organizations dealing with French classes, LGBT migrants, and work placement. Finally, a person who had been hosted and two hosts gave separate live interviews and presentations.

3. Actions methodology

We mostly had presentation format in the same place, aside from the tour and potentially the live interview format with the hosts and guests. There was a variety of programming and an intention to show a 360 view of the stakes and solutions surrounding refugee support, I think that was successful. Shared mealtimes also allowed for free interaction between participants.

What was missing was structured interaction in the form of scheduled discussion time and perhaps more variety in terms of the location. Perhaps a visit to the court of appeals or to another public building would have been a more dynamic addition.

I learned about the full panel of actions provided by our partners. Since I am not directly implicated in the social accompaniment of our beneficiaries, I have a general idea of what the partners do but not the full picture. I also got a better sense of each partners' financial structure and difficulties, which closely resemble our own – all of these established civil society organisations founded around 2015 are now supported by a blend of public and private investments. This would indicate policy shifts on a regional and national level to allocate specifically for these initiatives.

I also learned about contrasting experiences from partner countries. I was especially surprised to hear about the difference in intersecting services for LGBT migrants in the partner countries, specifically that there aren't many known.

Finally, I was interested by the experience of Italian partners in the matter of housing asylum seekers – that they are pretty effectively housed in public centers, but that this alone does not solve the problem, as the centers apparently leave much to be desired in terms of a welcoming, secure, nourishing environment.

4. Results observed

As the host institution, I was happy to see such an effective exchange between partners. I got the impression that there was a true network. The one lacking factor seems to be host engagement – we are starting to see how we can use our partner network to identify hosts who may be engaged in other CSOs but want to try hosting. Until now, this remains the most enigmatic part of the work that Réfugiés Bienvenue does.

5. Lessons learnt

[Describe the at least 3 lessons you have learnt and how these can translate into training resources, contents, and methodologies]

- Publicly provided resources are not always complete solutions. For state engagement to be effective, they must consult with the organisations “de terrain” and with the public that is concerned by their policies. Maybe CSOs should be trained on giving feedback to all levels of government and using our power as real effective actors in a sector where the state has a lot of need to negotiate for better working relationships and conditions for everybody.
- Collaboration is more effective than competition. Even though it is nice for users to have options and separate services, a lot of services are only made more effective by making strategic partnerships with complementary expertise. Methodologies should focus on identifying these areas of need and building relationships.
- An initiative is needed to address underrepresented users. For example, if it weren't for our collaboration with an LGBT focused organisation, we wouldn't necessarily be intentionally working with this particularly marginalized sector of migrants. This initiative could be translated to other intersections, such as disabled migrants. Without a concerted effort to identify and build our competencies to address these people, we never will.

6. Photo elicitation: images that best capture the essence of lessons learnt



This photo is taken in the lobby of the day shelter. It highlights the spirit of synergy, collaboration, and proximity to those who are first concerned by your action.



This photo of Hakim shows the importance of transmission of knowledge through testimony

7. Other aspects considered relevant

It was very cool to share worlds, contexts, and practices. I'm excited for the rest of the study visits !

Study visit Report (SYNTHESIS)

Date of the report:

Names of the visitors: Maria Savvides and George Isaias

Organisation: Réfugiés Bienvenue

1. Introduction

The second Study Visit (SV) of RaCIP took place face to face at the offices of Refugies Bienvenue in Paris, France from November 17-19, with the main visiting activities happening on the second and third days of the SV.

The RaCIP partners had meetings with local and national organisations working on diverse aspects of integration, such as employment, accommodation, language learning, support for LGBT asylum seekers, private sponsorship schemes through hosting, etc.

In this context, we met with the following persons and organisations:

1) Cloé Chastel, representative of **Aurore Association** (day shelter):

Aurore is one of the three day-care giving organisations in Paris. Being the biggest one, they also collaborate with the others.

Target groups:

1. Asylum seekers
2. Recognised refugees
3. Disabled
4. Vulnerable groups and homeless people

Services offered (divided between single men and families):

1. Laundry
2. Food- lunch at 12 by Refugee Food Festival
3. Housing
4. Leisure activities like theatre
5. Language courses: French, English
6. Professional training only for recognised refugees
7. Psychological support – also a welcome desk with social workers

2) Anjali and Paul, representatives of **Réfugiés Bienvenue**

2015: Foundation of the organisation – At the time the organisation was working with asylum seekers with the goal of offering housing. It is entirely run by volunteers.

2019: First salaried employees (three full-time & interns; volunteers running communications and events).

2021: Focusing on long-term housing (small impact; 40 people housed around one year and 20 simultaneously)

Target group now: Asylum seekers and BIP

Partnering to cover more activities:

1. Solidarity housing (also for emergency housing)
2. Professional training
3. Jobs and studies
4. Language learning
5. Health and psychological support
6. Judicial and administrative support
7. Institutional support
8. Press and media

3) Félix Guyon, teacher at **Ecole Thot: Language learning for new arrivals**

Ecole Thot is a long-term partner of Refugies Bienvenue.

Target groups: Refugees, asylum seekers and people whose application was rejected. The majority has not finished high school and has limited knowledge of French. Most participants are Afghan or Sudanese. 65% men, 35% women; most of them are under 30 years old (they only offer courses for adults 18+).

Class design: Four months of 160 hours in the same conditions as in a normal school. Then there are job-related workshops and artistic workshops. Also, social and psychological assistance are offered. The organisation is an awarding school of DELF A1-A2.

The cost of the 160 hours is EUR 7, which can be symbolic for people who cannot afford it, but it is also a measure for people to not quit the class.

Apart language, Ecole Thot tries to address other issues such as accommodation, living independently, through collaboration with local organisations like Refugies Bienvenue. The organisation tries also to offer cultural events like football etc., to develop a social network around the organisation.

4) Aude Le Moullec-Rieu, President of **ARDHIS, support for LGBT Asylum Seekers:**

ARDHIS offers support for LGBT Asylum Seekers. It was founded in 1998 and the first thing they were taking care of was the LGBT binational couples (where the foreign LGBT person of the relationship could be deported).

The organisation is operated mainly by volunteers (for the legal aspect and asylum process). There is also a paid psychologist.

Refugies Bienvenue worked with ARDHIS since their foundation, because the accommodation provided by RB is a safe space.

Currently they help around 600 LGBT asylum seekers to get status per year and almost 100 LGBT binational couples.

The target groups working with currently are mostly men (who do not have accommodation and are forced to live with other men from their communities from which they face the same stereotypes)

5) Manuela Casalone and Lana Breuzé from **ACINA, partners in job seeking:**

[ACINA](#) helps Refugees Bienvenue with job insertion.

2014: ACINA's creation as a result of an employment survey by the founders (need for social and professional support)

2015: Launch of first project in Val-d'Oise for people living in slums

2016: Development of the project for people staying in social hotels

2017: Extension to professional support to refugees

2018-2019: Extension of MIA project

General mission: Sustainable inclusion of people in very precarious situations and/or poor housing through access to rights, employment and housing.

Operational methodology: Directly on slums, home visits, interviews.

Project "Crossing border of access to employment" (2019) which is implemented in Paris and Val-d'Oise.

6) Hakim, refugee hosted by the Réfugiés Bienvenue network from 2018-2019:

Hakim comes from Uganda. He has been in France for five years and is currently learning French. At the meeting, he presented his experiences through the project and difficulties and positive elements.

At first, Hakim was hesitant to participate (also because all hosting families were white) but the motivation was to learn French. So far, he lived with 12 French families. After he finished the 12-month contract with JRS, he was recommended to Refugees Bienvenue.

The positive thing with Refugees Bienvenue is that if there are issues with the hosts, there is the possibility to change the family. Now, he is staying at a social housing already for 8-12 months. He is also studying online with Open Classroom (as an IT) and from December 1 to January 31, he will do an internship (through connections made by his last family).

7) Ann and Juliette, hosts for the Réfugiés Bienvenue network:

Ann is not currently hosting, Juliette is. They presented their motivations to participate in the initiative, the method of communication with Réfugiés Bienvenue, their hosting experiences, difficulties, positive elements and gave advice.

2. Participants

1) Cloé Chastel, representative of **Aurore Association** (day shelter):

Cloe gave us a tour of the space and showed the services offered. She gave information on the target groups, the type of activities and support offered, the

problems encountered, how the beneficiaries learn about the organisation, where they get their funding from, etc.

2) Anjali and Paul, representatives of **Réfugiés Bienvenue**:

The two representatives presented the structure of the organisation, their main collaborations, target groups, range of activities. Réfugiés Bienvenue is focused specifically on the hosting project and gave details on the conditions to become host, hardships faced etc.

3) Félix Guyon, teacher at **Ecole Thot: Language learning for new arrivals**:

Felix explained the growing need for learning the local language that led to the creation of Ecole Thot. He presented the course structure, the target groups working with, the process for hiring teachers, where they get funding from, how they reach out to participants, how they select participants, etc.

4) Aude Le Moullec-Rieu, President of **ARDHIS, support for LGBT asylum seekers**:

Aude gave the background of the organisation, explained the expansion of activities to include single refugees and not just LGBT binational couples, described the target groups and the process of helping them through a range of activities. Aude also gave an overview of the challenges and institutional racism LGBT+ refugees face by the national authorities and within their own community.

5) Manuela Casalone and Lana Breuzé from **ACINA, partners in job seeking**:

Manuela and Lana presented the history of the organisation, gave an overview of the general mission and target groups, identified the obstacles to integration in France and explained how they tackle these through their daily activities. They showcased their projects and initiatives, including "Crossing border of access to employment" (2019) which was beneficial for getting inspiration to apply the methodology in the context of RaCIP.

6) Hakim, **refugee hosted** by the Réfugiés Bienvenue network from 2018-2019:

Hakim presented his experiences with housing and integration since he has been in France, along with difficulties he encountered during the time he was hosted, as well as positive elements of his experience.

7) Ann and Juliette, **hosts** for the Réfugiés Bienvenue network:

Ann and Juliette narrated their varying experiences as hosts for the Réfugiés Bienvenue network. They presented their motivations to participate in the initiative, the method of communication with Réfugiés Bienvenue, their hosting experiences, difficulties, positive elements and gave advice.

3. Actions methodology

One thing that was great in Paris was the opportunity to meet with a wide range of actors who on the one hand represented both organisations (with regional or

national impact of varying scale) and individuals (locals and refugees), while on the other hand, focused on varying and overlapping aspects of integration, ranging from LGBT+ rights to employment and housing, thus giving a well-rounded input on the aspects of integration in France and specifically in Ile-de-France.

Some positive aspects, included:

- Presence of four NGOs, one language learning school and three individuals throughout the two SV days
- Exchange of knowledge, experience and ideas and clear insights
- Opportunity to receive direct testimonies from people participating in the hosting initiative
- The SV shed light in ways to explore integration

Overall, it was not easy to find challenges as everything went very well. Some critical aspects mentioned during the final reflection were:

- Lack of moments for discussion and reflection between the consortium
- The agenda was concentrated in 1.5 day but since we were there for 3 days, we could have spread it out a bit more
- Lack of horizontal exchange with the guests, they don't know much about the consortium

4. Results observed

1. Having a well-rounded visit with both grassroots stakeholders, as well as ones working closely with governmental organisations on a national scale who address the various aspects of integration that RaCIP is trying to tackle, is beneficial for the consortium, as it can inspire its future activities;

2. The involvement of civil society (whether through local individuals or associations) is essential for effective integration to take place.

3. The housing situation (50% of Asylum Seekers are homeless) has a detrimental impact on the psychology of asylum seekers and capacity to integrate sufficiently. Once this problem is tackled, the representatives of organisation noticed a significant change in the beneficiaries' behaviour and mood.

4. Having various organisations who offer a range of services to asylum seekers and refugees hosted under the same roof can encourage people to work together more efficiently, as well as create a sense of community and safe space.

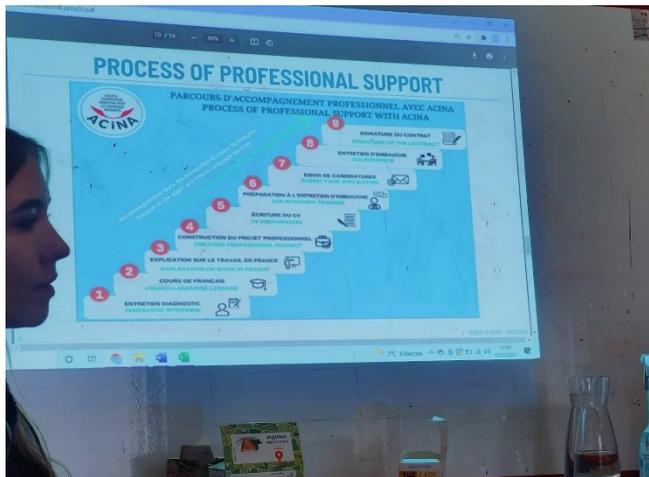
5. Lessons learnt

A. How LGBT is perceived as a reason for granting asylum and the challenge for refugees to prove their sexuality to the national authorities, while having to hide it from their native community => *A short mention on LGBT rights can be included in the WP5 trainings for mentors.*

B. Scaffolded methodology by of ACINA to professionally support Third Country Nationals in the context of the project "Crossing border of access to employment" (see picture below) => *The matching methodology between the beneficiaries and potential employers in the context of Cyprus could be inspired by ACINA and adapted to the local context.*

C. The motivations behind hosting a beneficiary and the hosting conditions can be varying from occasion to occasion to become tailored to the capacity and desired levelled of involvement of each host, there does not have to be a strict model to follow => *This can be stressed to the local mentors in Cyprus to motivate them to participate.*

6. Photo elicitation: images that best capture the essence of lessons learnt

	
<p><i>Information board of Aurore, detailing the services offered</i></p>	<p><i>Methodology of ACINA to professionally support third country nationals in the context of the project "Crossing border of access to employment"</i></p>

Study visit Ioannina/Greece

Introduction

The present report summarizes the data collected in the evaluation questionnaires relative to the study visit in Ioannina, Greece, between the days 6 and 8 of December 2020. The meeting was hosted by Second Tree and the Municipality of Ioannina. After the visit, each participant filled a brief evaluation questionnaire, which included issues such as the organisation of the visit, its contents, and impacts.

The questionnaire was anonymous and included both multiple choice and open answers. The data collected through the questionnaires include a variety of perspectives, as the participants of the visit were a heterogeneous group composed by different roles within organizations. Both these aspects make the questionnaires relevant for the preparation of future study visits since it contributes to the understanding of the main aspects of the visits and whether some of these can be improved.

The study visit qualitative reports written by each partner organization after the visit can be found at the end of this document in the annexes

1. Participant's profile

This section shows the profiles of the study visit participants by age, role in the institution which they represent and education level.

The study visit had a total of 19 participants. The majority of the participants had between 26 and 35 years old and have higher studies. Their main occupations were directors, employee's and researchers.

Table 1. Participants by age

Age	N	%
18-25 years	2	10,5
26-35 years	7	36,8
36-45 years	6	31,6
46-55 years	2	10,5
56 years or older	2	10,5
Total	19	100,0

Figure 1. Participants by role in the institution

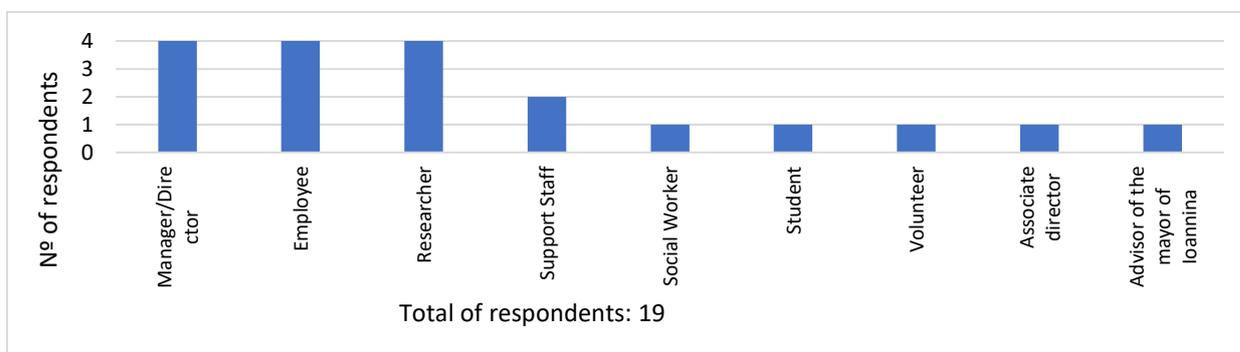
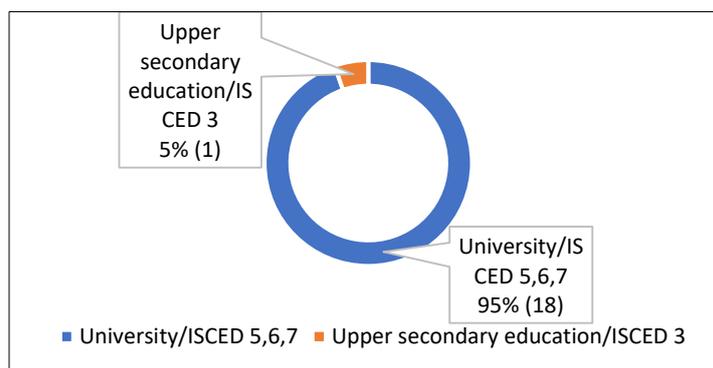


Figure 2. Participants by level of education



2 . Study visit organisation

The items evaluated by the participants on this topic referred to the planning of the study visit and the period that preceded the visit. It includes categories such as the preparation of the visit, the support provided during the visit by the host organisations, organisation of the visit and the format of the meetings.

Figure 3. Participant's evaluation of the preparation of the study visit (%)

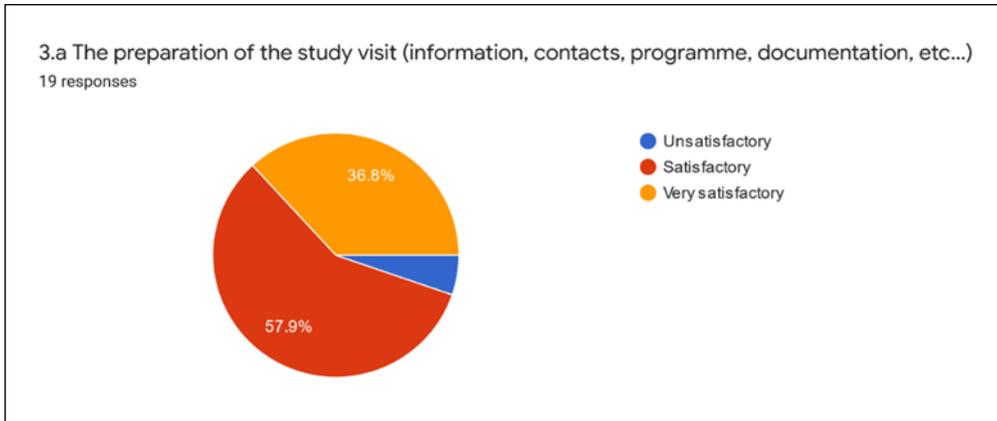


Figure 4. Participant's evaluation of the host partners support (%)

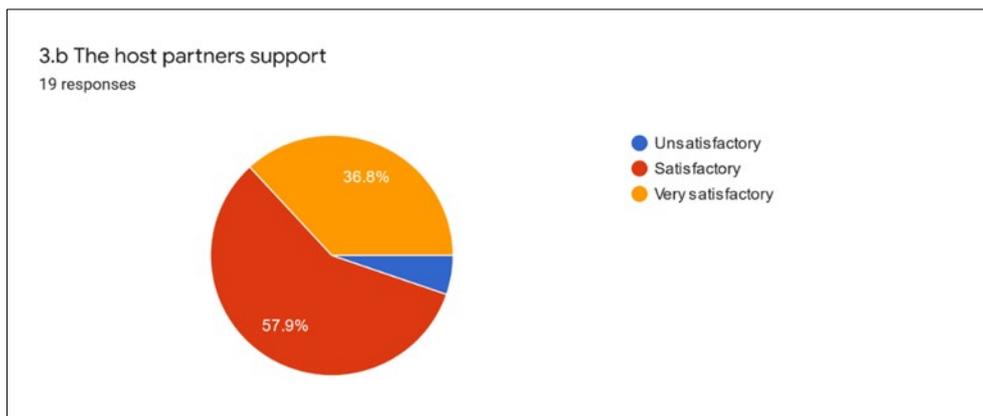


Figure 5. Participant's evaluation of general organisation of the study visit (%)

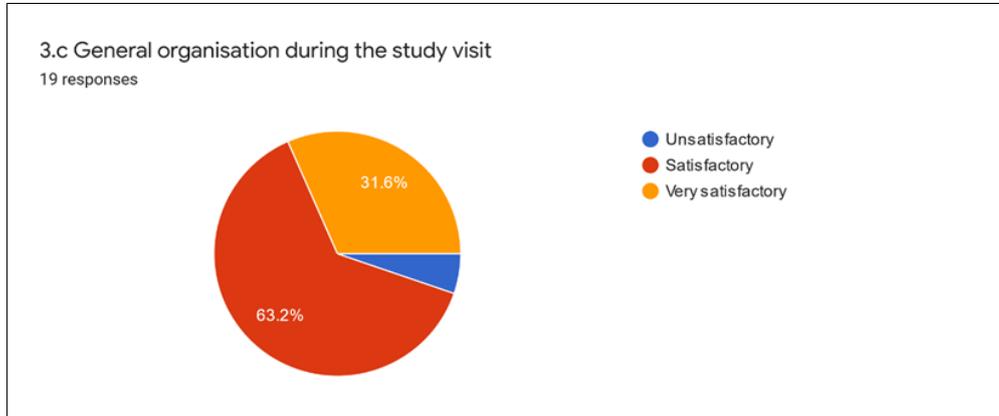
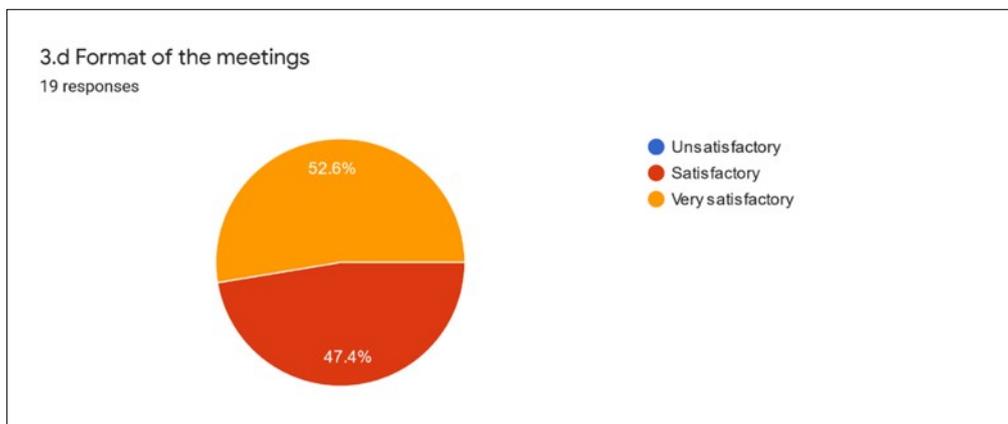


Figure 6. Participant's evaluation of the format of the meetings (%)



Most participants rated this set of items as positive (satisfactory or very satisfactory) and in terms of the format of the meetings there were no negative evaluations.

The comments and suggestions about the study visit organisation and contents are as follows:

- "The agenda was very good but required more time to discuss and absorb all the experiences and practices. Also, discussion and reflection should be the central point of the meeting, more than the agenda. Maybe it is possible to still honour what's on the schedule, but without overprioritizing it. This means not sacrificing discussion and reflection over agenda schedule."

- “Regarding the organization, it was very well organized. However, I think there was too much packed in which could have been reduced by shortening the presentations regarding second tree to more objective and concise information, leaving more space to discussion and exchange of impressions and insights and to more fluidity regarding the times. In relation to the contents, the study visit has provided for relevant insights and knowledge. The inclusion of the migrants' voice and the informal space to socialize and dialogue was priceless as well as the visit to Habibi centre. However, the contents of the presentation regarding second tree were at points patronizing as we all work in the field and I felt being imposed their ways of seeing during the training. I don't think there was a need to "train us" or discussing their values.”
- “More information on institutional services provided by public authorities in sponsorship issues.” On some occasions, the meeting space was not sufficient for all partners. Also, the dietary preferences of the partners could be respected more.”

3. Study visit content

The items in this section referred to qualitative aspects of the activities that took place in the study visit.

Figure 7. Appreciation of the meetings and interactions with staff, coordinators, heads of organisations and social partners (%)

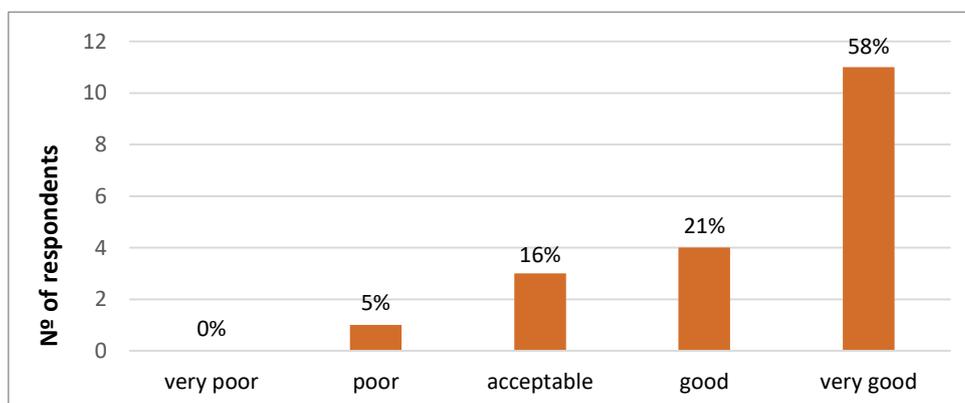


Figure 8. Appreciation of the meetings and interactions with volunteers (%)

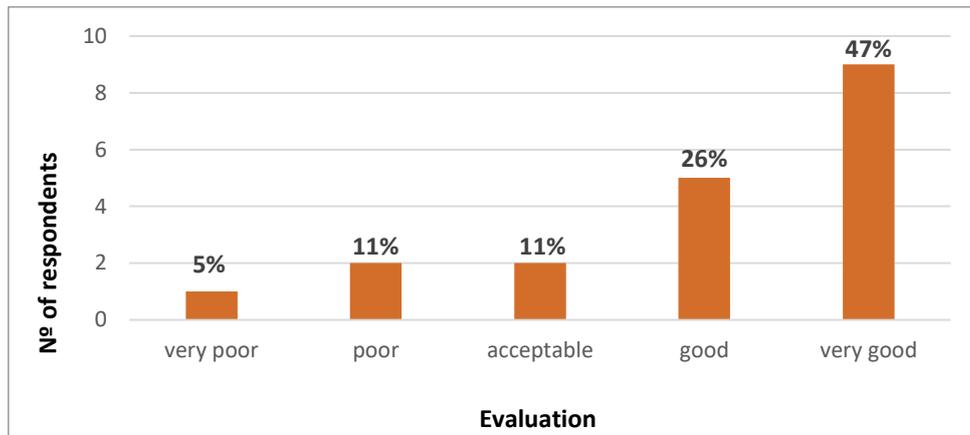


Figure 9. Appreciation of the meetings and interactions with beneficiaries (%)

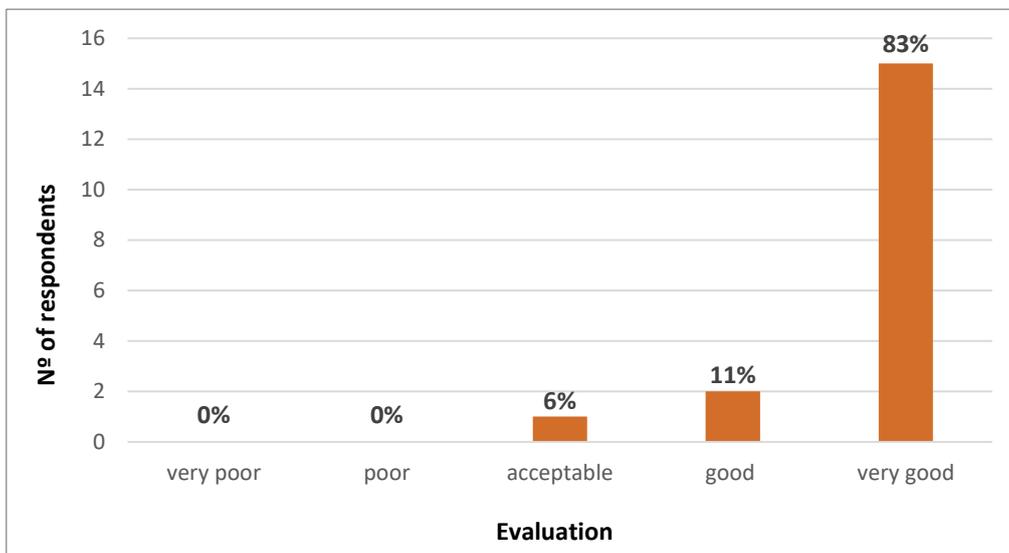


Figure 10. Appreciation of the exchange of lessons learned, knowledge, tools and methodologies (%)

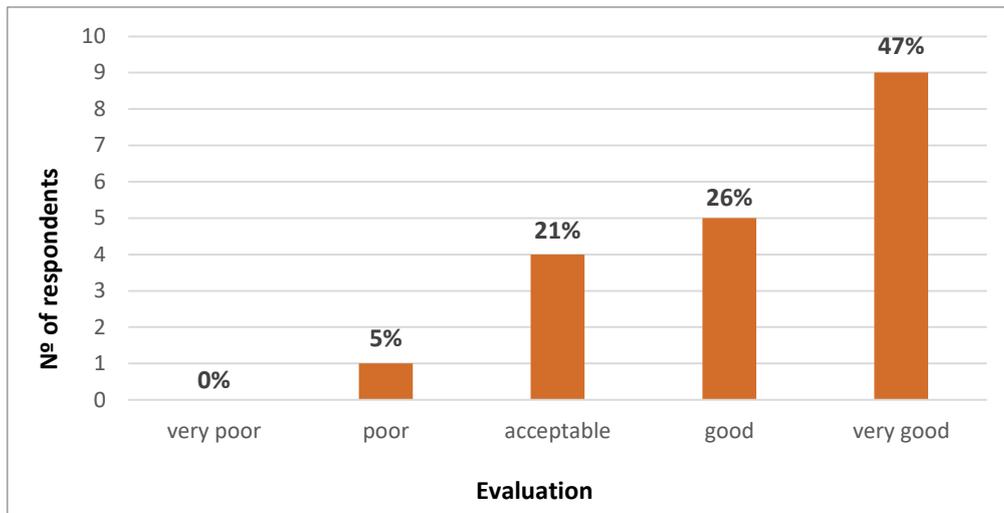


Figure 11. Appreciation of the informal conversations and group discussions (%)

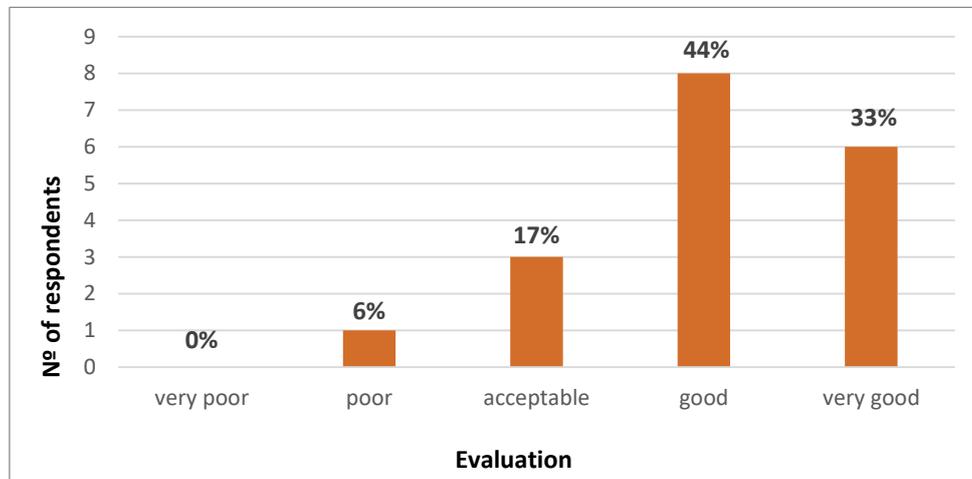
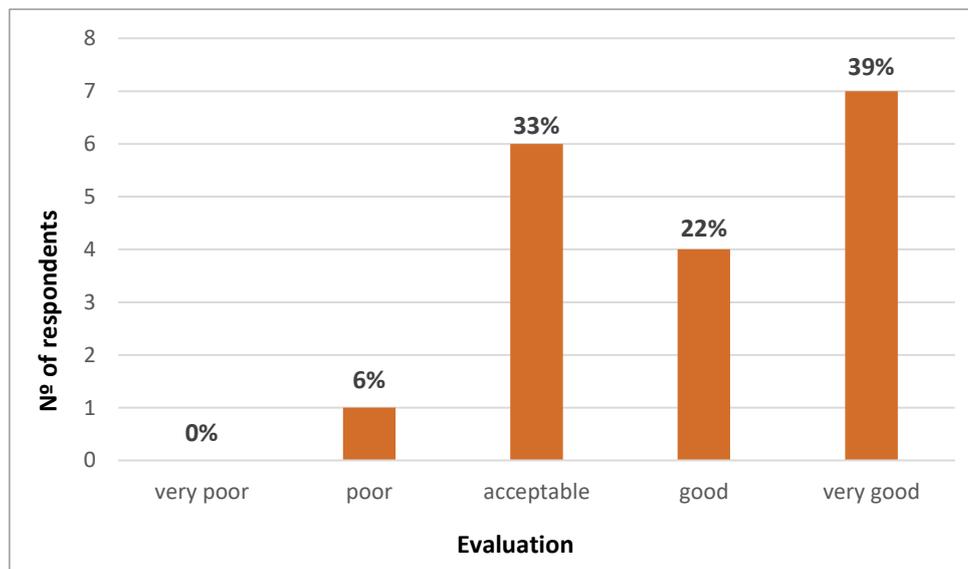


Figure 12. Appreciation of the discussion of needs, challenges, and more critical aspects (%)



All items in this section received mostly positive evaluations by the participants. Only contacts with the beneficiaries was classified as very poor by a minority of participants (5%).

The comments and suggestions regarding the study visit contents are as follows:

- “Specific session with volunteers would have been very interesting.”
- “I really appreciate the way of sharing experiences with beneficiaries, divided in small groups, and I would like those type of meeting to be more in the future.”
- “On the first day during the presentation of 3 institutions invited by the Mol, the partners were going very quickly and gave only basic information, whereas we needed more details to understand better their work.”

4. Benefits of the study visit

The following points are related to the evaluation of the knowledge and practices of integration in Private Sponsorship Schemes acquired by the participants in the study visit.

Figure 13. Evaluation of the benefits of the study visit in terms of knowledge acquired about the visited institutions and organisations (%)

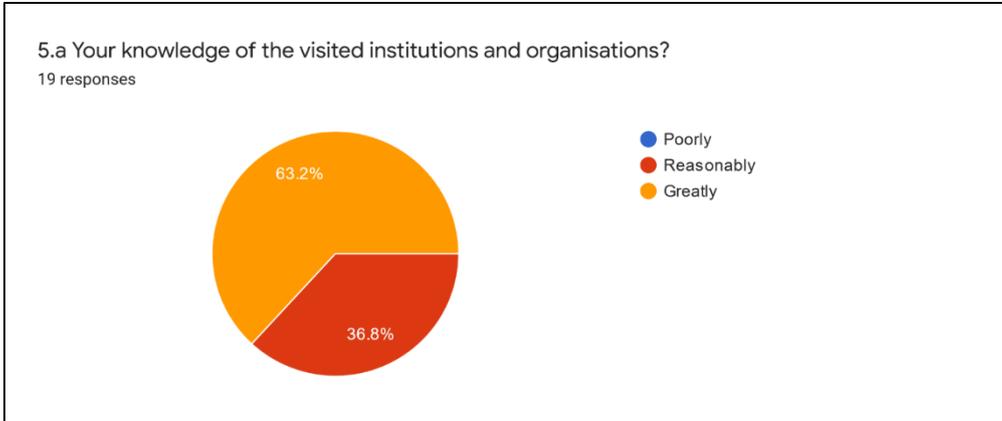


Figure 14. Evaluation of the benefits of the study visit in terms of knowledge acquired about the implementation of Community-based Sponsorship Schemes (%)

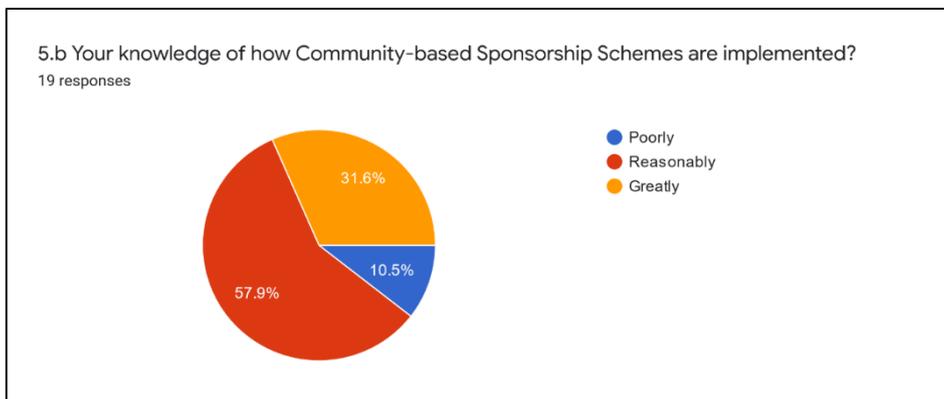


Figure 15. Evaluation of the benefits of the study visit in terms of knowledge acquired about Community-based sponsorship practices (%)

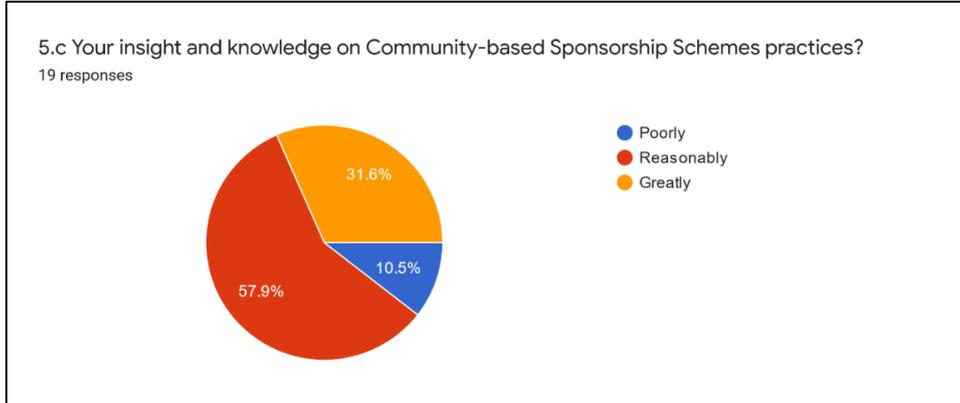


Figure 16. Evaluation of the benefits of the study visit in terms of knowledge acquired about the challenges associated with Private Sponsorship Schemes (%)

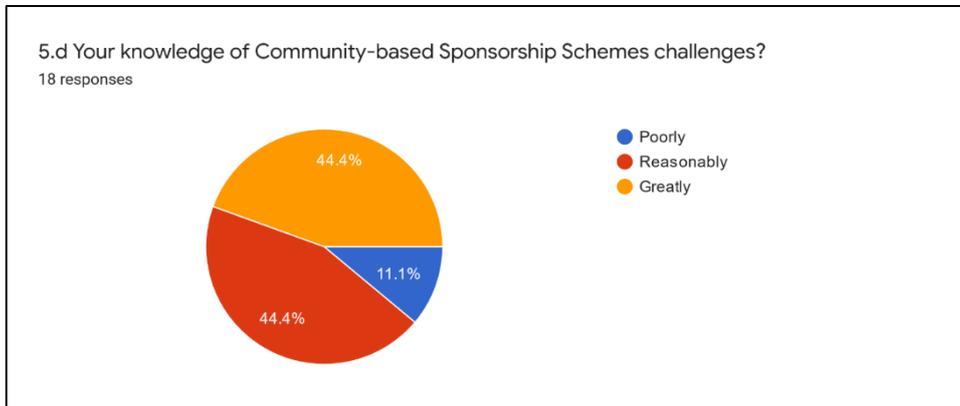


Figure 17. Evaluation of the benefits of the study visit in terms of knowledge acquired about Community-based Sponsorship Schemes practices across Europe (%)

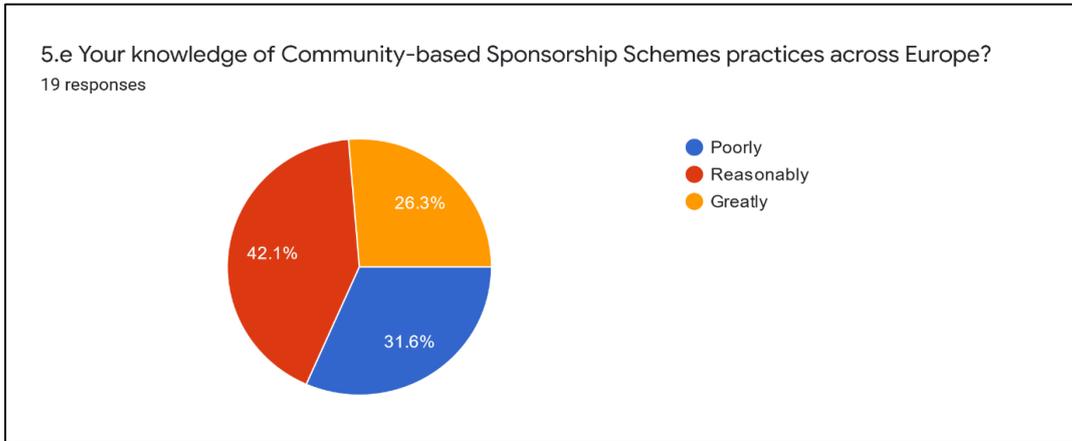
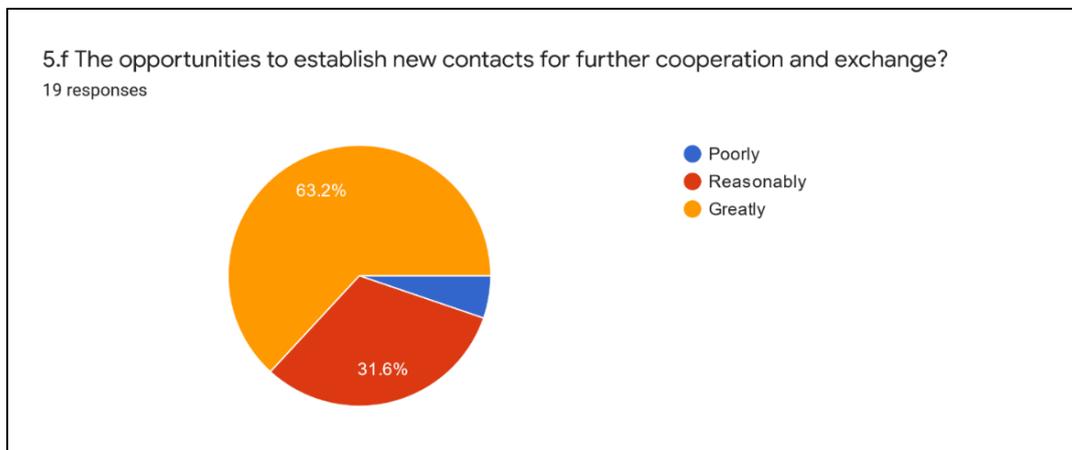


Figure 18. Evaluation of the benefits of the study visit in terms of opportunities to establish new contacts for further cooperation and exchange (%)



All items in this section were mostly rated as positive (reasonably or greatly). The topic about knowledge gained about the visited institutions and organisations (fig. 13) has only received positive feedback from the participants. In contrast with the item regarding the knowledge acquired about Community-based Sponsorship Schemes across Europe (fig. 17) received a significant amount of negative feedback (31,6% of the answers).

5. Main aspects, contributions and impacts of the study visit

The main aspects of the study visit that were highlighted by the participants were the following:

- “Visiting Habibi Works, interaction with refugees, understanding Second Tree's work on the field”.
- “The meetings with the beneficiaries and the lunch afterwards were really rich and insightful as it also provided for a great deal of proximity and informal interaction. I have also appreciated the visit to Habibi centre and the Q&A that followed as it has also provided insights and lessons learned but especially rewarding to see the space being rightfully and unapologetically appropriated by one of the beneficiaries to question and revendicate for rights with the Katsikas camp.”

To the question “how have you contributed to the study visit”, most of the participants answered reasonably or greatly, with 15,8% of the respondents answering poorly.

Some participants considered their contributions to the study visit to be:

- “By being actively listening, commenting and presenting questions regarding actions and methodologies and by reflecting on the information presented.”
- “Organisation of sessions, hopefully helping partners to understand the context of the refugee situation in Greece.”

According to the participants of the study visit, the benefits of the study visit to apply in future actions were:

- “I intend to view migration pathways on a holistic scale with respect to Europe. To respect the elements of living on the street that are valuable to people that have come from camps. To promote autonomy and empowered choices at every possible step of accompanying migrants.”
- “I would like to spread all the information and meetings we had and to strength collaborations among partners and people. This visit also gave me a personal contribution that I hope to keep.”

Other observations made by some of the participants included:

- “I think another facet that could be interesting to add to these community organisations is empowering and supporting those who would like to speak out about their situation in Greece to the rest of Europe and the world through writing, content, advocacy.”

- “The agenda was very rich, and the organisation went to great lengths to show us the reality experienced by refugees in the city and to involve many partners. However, the presentation options taken by the hosting organisation on their own work and principles were less balanced, excessively long and sometimes patronising, as they were addressing a group of specialists in the same kind of work”.

6. Final notes

In sum, participants rated most aspects of the study visit as positive, especially the formats of the meetings, the interaction with the beneficiaries and the knowledge acquired about the visited institutions and associations. In topics such as the interaction with the volunteers or the knowledge acquired about Community-based Sponsorship Schemes in Europe the evaluation was still mostly positive, but there is a higher percentage of negative feedback in comparison to other topics analysed in the report.

In the open questions, where participants could describe in more detail which aspects they had particularly enjoyed, the visit to the Habibi.Works centre and the exchange of ideas that followed was highlighted as a very positive experience, alongside the other initiatives that promoted contact between the participants and the beneficiaries.

Ioannina/Greece Study Visit Reports

Study visit Report (Consorzio Veneto Insieme)

Date of the report: 21/12/2021

Names of the visitors: Sara Taglietti, Stefania Bertazzo, Stefano Grigolon

Organisation: Second Tree – Municipality of Ioannina

1. Introduction

The visit took place in person on 7-8-9 December 2021.

It was held in the city of Ioannina, by the Organization Second Tree and the Municipality of Ioannina.

2. Participants

The visit started on Monday evening when the partners were welcomed with a dinner in the city centre. Unfortunately, due to our flight schedule we were not able to enjoy the evening. However, it was a great opportunity to see the project partners again after the French study visit.

MUNICIPALITY OF IOANNINA - IOM - UNHCR

On Thursday morning, in the Cultural Centre D. Chatzis Cultural Centre, we attended the presentation of the activities promoted and the services provided by the Municipality of Ioannina and some international organisations developed on the territory, particularly in favor of refugees.

The Municipality of Ioannina encourages the participation of refugees and migrants in the local community, in particular the intercultural centre for social integration Akadimia has many social services that can also be used by refugees

IOM (International Organisation for Migration):

IOM presented the HELIOS (Hellenic Integration Support for Beneficiaries of International Protection) project, which runs from 2019 to 2021.

The Helios Project is a voluntary project that provides housing support, courses (Greek language and soft skills), job counselling, monitoring of integration paths, for people who have already been granted an international protection status. And, finally, awareness raising in the host community (focus group discussions, events, national campaigns, photo contests).

This project is designed to support people who are no longer in receipt of state support because of their status.

Helios is a project in which many partners, local institutions and NGOs are involved.

Among the partners of the Helios project is UNHCR, Petros Mastakas is a member of the UNHCR legal team and he started his speech with a sentence: "non-integration is more expensive than integration".

He then listed three characteristics of the integration process:

1 Integration is like a tango, there must be two of you (Alessandro Carbone suggested five, with musicians)

2 Refugees are a specific population, different from migrants, because they are disconnected from the status of their previous life, they cannot produce documentation from their country of origin, and this represents an additional challenge

Finally, there are many differences between the actual inclusion process and real life

The gap is between what the law provides for in theory and what can be done in practice.

Mr. Mastakas stressed the need to activate synergies to cooperate, because Greece is a laboratory and it is a very special context. The countries on Greece's borders are not all part of the Schengen agreements and the economic situation is still very critical, which makes the migrant condition no longer a temporary issue.

FOCUS GROUP WITH MIGRANTS

After a question-and-answer session, we were involved in a focus group activity where it was possible to interact directly with asylum seekers and refugees. We were divided into three groups and each group was composed of both asylum seekers/refugees and project partners.

It was an informal moment, where we were able to better understand the difficulties (e.g. lack of money due to insufficient government funding; labour exploitation), the discrimination (faced both in the camp and within Greek society), and the real situation experienced (and perceived) by the beneficiaries of the Greek reception system. It was particularly interesting, because we were able to see some discrepancies between the "official system" described by organisations and those in charge of the system and the reality experienced by people.

We enjoyed the conversation with the beneficiaries during the focus group. Their explanation of the conditions they live in, their difficulty with the language, their great hope for a better future.

LUNCH AT FYSA ROUFA

For lunch, we were hosted in the restaurant Fysa Roufa, where we continued our discussions and exchange of experiences with the families of refugees and asylum seekers we met earlier in the Cultural Centre.

It was a very interesting moment, and a good practice that we take home, because it was a good example of collaboration between for-profit and non-profit actors, in a space that cancels differences in status.



KATSIKAS CAMP

In the afternoon we had the opportunity to visit Katsikas camp, one of the largest camps for asylum seekers in mainland Greece.

Although we were not allowed to enter the camp, it was possible for us to walk around the perimeter and get an idea of the camp's living conditions and the services provided.

The camp was opened in 2016, in response to the "migrant crisis" of 2015. It is divided into 3 different zones (A, B and C), which were developed at different times.

Today it houses mainly Afghan and Libyan asylum seekers and is formally managed by the Greek government, but in fact by the German organization APS (Arbeiter Samaritan Bund).

It is located about 10 km from the center of Ioannina, in an isolated area.

There are a few buses from the city to the camp every day. When there is no public transportation available, camp residents have to take a cab (which obviously has a high cost for the budget of those living at the camp). This obviously does not facilitate integration between the camp population and the local population.



HABIBI Center

Since only a few accredited organizations are allowed to work inside the camp, near the camp there is a building that has been upgraded and used as a multipurpose center. The Habibi Center was the brainchild of 4 young Germans who wanted to act on behalf of asylum seekers who were crossing EU borders in 2015.

Habibi Work is a safe place where camp residents, mainly, but willing locals as well, can spend their free time participating in different workshops: sports, English and Greek classes, tailoring, carpentry, bicycle workshop, mechanics, cooking, digital design, 3D printing, plastics recovery and others.

In this environment, participants can both share their experiences (and skills) and learn new skills, (which could be useful for the future).

The guide to the different workshops led by Mimi was exciting and with great enthusiasm she introduced us to the spirit of the activities: to ensure that the people who attend the center can find their dimension as people, their interests and passions, beyond the condition in which they are forced to live by law.



APS

At the Habibi Center, we were joined by the organization that runs the camp.

Although unplanned, it turned out to be a moment in which some of the camp's residents were able to confront the organization about their needs and expectations and point out the apparent lack of answers provided by APS.

For its part, APS had the opportunity to renew its commitment to the asylum seekers living in the camp.

Certainly, this moment represented a weakness in the management system of the camp, on the part of the organization, but we hope that the opportunity was taken advantage of in a fruitful way, to take into consideration the requests of those who live in the camp.



AKADEMIA - On Wednesday morning we met on Akademia, an Intercultural Center for Social Integration.

Akadimia is a center in which different social workers work, through different projects, to set up paths for the insertion of migrant people in society and encourage the process of integration.

The limitation of these paths is that they are offered only to people who have obtained refugee status, only to them can be provided services such as language courses, job accompaniment and housing search.

From a chat with the employees, we also understood that it is not very easy to make the integration process complete, because there is no work, not even for the locals.

SECOND TREE - John, Holly, Carolina, Martina and the other Second Tree volunteers explained to us, through different types of activities, the history, mission and vision of the organization.

They taught us the methodology and key principles that guide the entire work developed by Second Tree.

One of the strongest concepts shared by the Second Tree team is to define clear and precise rules that must be maintained for everyone (and that relate to the concept of respect). These rules allow the team to provide its services fairly to all

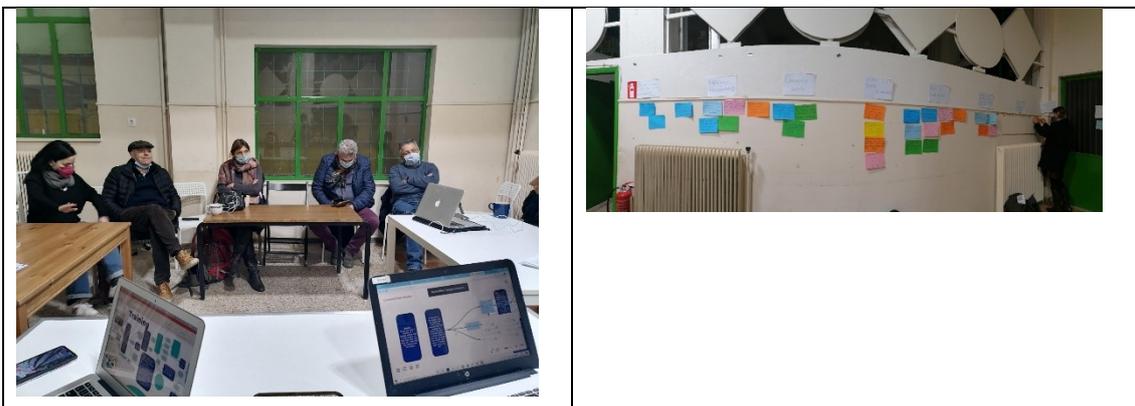
beneficiaries, despite their origin, religion, gender and so on, without causing accusations of favoritism or discrimination.



ROLE GAME – TRAINERS AND TREINEES

In the afternoon, the participants were divided into two groups, one pretending to be Second Tree's Trainers and the second pretending to be the New volunteers to be train.

The activity allowed us to better understand the methodology used by the organization when it comes to educate new volunteers on their work methodology, but above all to prepare them to take quick decision in an emergency context, and, at the same time, to take responsibility over their decisions and the out comings.



FINAL DISCUSSION AND FEEDBACKS

3. Actions methodology

The methodology proposed by Second Tree towards children is very interesting. using the scout method to build a group identity and conveying English and Greek lessons through scout activities is very interesting.

It's a pity that there are a lot of difficulties in getting local children to participate in the activities because this would be a wonderful opportunity for integration.

Also interesting is the management of classes and the method of engaging people, the rules that are given to ensure respect for everyone's commitments, space and work as well as equal access to opportunities and the engagement itself that is always required of each person.

4. Results observed

The result we observe is in power: if you really could involve locals in classes and scouting activities it would really be an important step for integration.

In general, we have noticed that there is still a lot of difficulty for each of the organizations we have encountered in implementing true pathways to integration.

However, the work of Second Tree and Habibi has the merit of creating spaces in which migrant people feel like people, take possession of their passions, interests and dignity, and in which they can imagine a future.

5. Lessons learnt

Positive aspects:

it was overwhelming to see the commitment and efforts made by the volunteers, both from ST and HW, to provide the population of asylum seekers and refugees with spaces and activities that allow them to empower themselves within a new reality and a new society, often very distant from what they were used to.

A good example is the one provided by Kathera, a 35-year-old Afghan refugee, who, thanks to English lessons provided by ST, now works for the Municipality of Ioannina as an interpreter.

Negative aspects: At different times and from different actors, the economic weakness of the Greek government, affected by a huge crisis that affects both Greek citizens and people from third countries, has been emphasized. Because of this situation, asylum seekers and refugees, an already particularly vulnerable social group, are highly exposed to the violation of their rights. For example, from the direct testimony of asylum seekers, such situations have been highlighted: teenagers who have to leave school to find a job, adults who are exploited in farms and factories, families who have to leave home because the project has ended and they cannot find another house to stay in.

Another negative aspect is the lack of services and activities for people inside the camp. The only social activities provided outside of the camp seem to be those offered by Habibi Work and Second Tree.

We have achieved knowledge in:

Greek reception system and the actors involved in it, ST partnerships,

We had a better knowledge of the condition of migrants living in the visited area and a better understanding of their problems.

All this, together with the small details that make a difference, helped us to enrich our experience in the field of reception.

This leads to new tools to help migrants integrate into the community, considering that inclusion is always a very difficult and slow process.

The migrant who flees needs not only a safe haven but also to become an integral part of the community.

We learned we should have a functional approach and not a solidarity one.

7. Other aspects considered relevant

We appreciated the direct testimonies of asylum seekers and refugees, the fact that we were able to interact not only with adult refugees, but also with younger ones and learn about their difficulties, expectations, dreams and future desires.

The more informal interaction with beneficiaries was also an opportunity to share "meeting points."

We found a great deal of expertise and uncommon energy in dealing with problems for which, in addition to expertise, it is necessary to "throw one's heart over the hurdle".

One last note: "We take a lot but don't give much" -> lack of horizontal exchange between us and the guests / lack of time among us to discuss and deepen the issues.

Study visit Report (Glocal Factory)

Visit: Ioannina

Date of the report: 04/01/2021

Names of the visitors: Anna Schena, Houda Boukal, Alessandro Carbone

Organisation: Glocal Factory

1. Introduction

The study visit took place in Ioannina (GR) from the 6th evening to the 8th late afternoon of December 2021. We were hosted by Second Tree. After the social dinner, we spent two full intensive days to meet and dialogue with different

associations, realities and people working in Ioannina for the inclusion of support of refugees.

2. Participants

We interacted with the staff of Second Tree: Giovanni, Holly and some other girls working in the association. They were very kind, available, experienced and skilled and they allowed us to clearly understand and meet the work and activities of the association. Of course we interacted among us and this is a point to mentioned because we've never met in person before. We met and interacted with people of other institutions and organizations working in the field, such as the representatives of UNHCR, of other programmes funded by the Municipality and of international association working near the camp. We also met and interacted with refugees and migrants involved in the programmes mentioned above.

3. Actions methodology

The second day spent together was dedicated to the knowledge and "experimentation" of Second Tree's approach and methodology. It's an approach built on the field, during the emergency of 2016 and it consists in few simple (but big) values and rules. Our evaluation of positive and critical aspects is not homogeneous. Some of us found the strictness with rules problematic, some other instead found it a positive aspect. We all found the values and the critical approach of Second Tree a positive aspect, whereas we found problematic the lack of involvement of local community. The shy approach to the advocacy is a critical aspect for some of us.

These actions helped us to deeply reflect on our work and activities, not only with migrants and refugees but also all those time that we teach or help someone. The learning approach gave us some tips on our learning and training activities, whereas the work on the field only allow us to reflect and question ourselves because Glocal Factory has few activities on the field.

4. Results observed

We guess the results achieved are very impressive and satisfying. In this case, it's maybe difficult to jump from a situation of emergency (which is still there) and long-term results. We know it's not easy, but the involvement of local community is a key point in this sense. We're European, and Greece is part of our Country, but people who live and have all their live there are, should be more involved. It is sometimes about advocacy.

It's neither a judgement nor a suggestion for Second Tree, and there is no intention to belittle the great work of the association. We were very impressed and stimulated from its work. It's just a reflection aloud we want to share.

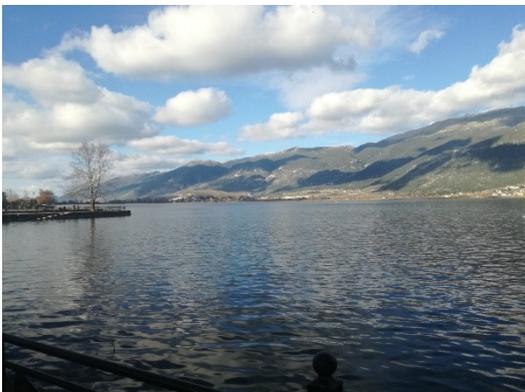
5. Lessons learnt

- There are not right solutions, only challenges to overcome together. This is a psychological resource because it avoid you a lot of stress, of sorry for yourself and waste of energy. It also helps you to direct your and your association energy in the right direction.
- Rules are important, inside and outside the association. Transparency and clear rules allow you to better manage your association and activities and, more concretely, take away a thought. We used this inspiration to improve the internal and external rules of our cooperative.
- They are people and we are people. We should leave aside it. This is a point to take into consideration every time you do something for or with people (course, activities, projects etc.) and mostly if you work half (or more) of your time with/for people but through a computer!

6. Photo elicitation: images that best capture the essence of lessons learnt



Having lunch all together 😊 it reflects the share of key moments over the official meeting and conversation. It crosses the barriers: we're people!



Lake, sky and mountains of Ioannina. How can the panorama be different respect to who is looking at it? Of course, it depends if your home is warm or cold,

if you have your family with you and if you have hopes and opportunities for the future. Not thinking about a line between locals and refugees.

Study visit report (ISCTE-IUL)

Visit: Ioannina

Date of the report: 22/12/2021

Names of the visitors: João Pedro Pereira, Daniela Santa-Marta e Sandra Mateus

Organisation: Iscte - Instituto Universitário de Lisboa

1. Introduction

Second Tree hosted the visit between the 6th and the 8th of December in Ioannina, Greece. Second Tree is a grassroots NGO founded to respond to the humanitarian emergency in early 2016, initially focusing their action in the Katsikas Refugee Camp. Second Tree has three main areas of intervention:

- Language classes: English and Greek classes (mostly English) given by certified teachers;
- Scouts program: allows young refugees to develop meaningful activities;
- Twinning Integration Programme

In order to respond to the challenges faced, Second Tree have other partners, including the other visit host, the municipality of Ioannina. The municipality created an advisory body on migration and integration which discusses integration actions, and a new Intercultural Centre for Social Integration, that provides social and bureaucratic support and advice.

2. Participants

The participants were public and private actors at local, national and international levels, such as the Municipality of Ioannina, OIM representatives, UNHCR representatives, members of the Kasikas camp management, Habibi centre founder and several migrants and beneficiaries.

3. Action methodology

The actions presented during the visit gave us some insights regarding PSS actions and how, depending on local and national contexts, actions are created to fill specific local gaps and needs. The specificity and successfulness of Habibi centre is to be outside an isolated camp, making sense in that harsh environment but maybe losing strength if imported to different local contexts. Nevertheless,

initiatives can serve as inspiration starting points to develop other initiatives. The main actions and methodologies discussed included: language classes, scouting activities; educational courses and workshops; social protection and bureaucratic support and advice; housing and labour integration support; public awareness (national sensitization campaigns). The methodologies highlighted the relevance of the following aspects.

Articulation between the different organisations. Given the multidimensionality of integration and the crucial aspect of beneficiaries' active participation at different stages of action's methodology development (although this characteristic was scarce), the combination of language classes (provided by multiple actors), legal support, the possibility of having multiple meaningful activities in an area closed to the camp, employment support (Helios project), among other services, would be impossible for a single organisation to provide. When an organisation is working on refugee integration, establishing partnerships and networks is vital.

Activities outside the camps. The scout's program for children and youngsters and the activities promoted by Habibi allows beneficiaries to create dynamics beyond the camp's environment and to develop skills. Habibi centre provides a safe place for non-formal and informal education, skills sharing, a sports area, tea track and a main building where people can seat in a cosy sofa, use a computer, connect to the internet, charge their devices. The centre offers a variety of workshop areas such as sewing, carpentry, drawing, woodcraft, 3D printing, plastic recycling machinery to transform it into other objects and bicycle repair, with some workshops changing accordingly people's needs. Workshops are often run by refugees thereby creating horizontal learning dynamics.

Including beneficiaries in decision making processes: One of the workshop spaces at the Habibi centre was turned by the beneficiaries into a beauty salon for a while, which at the time created the only female friendly space available to refugees leaving in the camp. This was pointed out by the presenter as an example of beneficial unforeseen outcomes when including the users in decision making processes.

Members of the organizations living among the community: this has been pointed out by the presenter of Habibi centre has a key component in engaging local community members in their activities in the centre.

Hiring migrants: one of the women we had the chance to speak with is working for the municipality of Ioannina as a translator and mediator, therefore contributing for the individual integration through labour but also to a better beneficiaries' support as she has insights and knowledge which come from experiencing a similar situation. This is a very specific case, not a common practice, but it is a good example of how migrants themselves can be integrated into solutions addressed to them.

One size fit all: Second tree has a model which is based in their core values of "Truly Engage", "Be Fair" and "Build Trust". Their methodology is to act in the same way to all beneficiaries and applying the "no exceptions rule" to all students. Their line of action provides a "sacred" controlled learning space of highly

certificated teachers which promotes learning of those attending. The organization also seems to create strong bonds with their students and often reach out for partners to support their beneficiaries, showing to be truly involved with the students which is very positive. The negative aspects of the approach are the excessive focus on rules, the fact that it does not recognise the diversity of needs among beneficiaries or include more individualised and inclusive methodologies. Migrants are diverse, and include women, ethnic backgrounds, intergenerational people, and different learning needs and styles. In this way, it leaves out those who do not fit in the model. The lack of flexibility compromises the creation of spaces for diversity, decision-making shared processes and agency. It is less effective in the removal of barriers that block migrants from using the full range of their skills and competencies, failing to fight power imbalances and to provide empowering and anti-oppressive tools.

4. Results observed

The beneficiaries have mentioned the relevance of language classes to their integration, especially Greek classes since it is the local language.

Opportunities to get outside the camp's environment. There is a need for more initiatives such as the ones provided by the Habibi Centre and Second Tree's scouts to be implemented and complemented with initiatives to foster interaction with members of the local population.

Through the voice of the Habibi centre beneficiaries some of the uses of the space are:

- Learn and teach
- women sharing space (share problems and solutions) and concentrate on other women problems (support network)
- Update with teenagers
- To forget problems
- For a calm and hot space
- For activity "I don't want to only lay and stand all day every day."
- To learn skills for the future
- Computer and internet services

Habibi centre's methodology results in a space where migrants feel safe and part of it (feelings of belonging and active voice in the centre) also providing for immediate needs, such as things they can make in the workshops but also with skills for the future which can promote economic integration. It also fosters support networks which are a key element for integration.

5. Lessons learnt

1. The cruciality of initiatives that promote a rupture with the refugee's camp environment. Many beneficiaries have mentioned how important it is to not be confined to the area of the camp, since it prevents opportunities

of contact with the local language and can create and aggravate mental health issues.

2. It is not clear for all organizations what is meant by diversity and gender responses or approaches and how to identify invisible needs. Creating gender specific programs, spaces and groups, for instance, creates visibility and allows for needs, challenges and resources to be identified and act upon by organizations and especially by beneficiaries themselves. Habibi centre gave us a few examples of occasion where safe and female friendly spaces and solutions have been created by women themselves unexpectedly whenever they had space in decision making as the sewing workshops in which women made curtains for their containers so they could take the veil in privacy or the creation of a beauty salon in a workshop space, which created the only women friendly space in Katsikas. In both examples the beneficiary's agency and decision-making involvement was crucial for needs and resources to be identified. Storytelling, either in first person accounts which could make use of digital means or by directly involving beneficiaries in training sessions or even told by the trainer can be a way to create awareness of gender issues, how they can be accessed and in the development of inclusive methodologies.
3. Locals involvement boosts exchange and creates visibility: organizations' strategies to promote integration and to involve local community can be thought in ways that create ties and bonds between local populations, organizations and migrants, as simple as having foreigner volunteers living among local populations, therefore promoting informal but personal conversations about two-way participation in integration opportunities.
4. Integration requires links to the community: refugees' support should enhance social connections in the receiving community. There is a difference between (international) humanitarian aid and (local) integration. Humanitarian aid is designed to alleviate suffering during and in the immediate aftermath of emergencies, whereas integration relates to building capacity to ensure resilient communities and sustainable livelihoods. Organizations' efforts to assist migrants to gain a sense of control and independence should include the enhancement of local social connections and positive relationships in the receiving community that have benefits such as restoring the migrants' sense of belonging. They can also identify opportunities for migrants to participate in local cultural, community and recreational events.

6. Photo elicitation: images that best capture the essence of lessons learnt

This picture captures a moment in which a woman, who is a great photographer and has just won a prize, is presenting her case to the camp's management and they offer to have a conversation with her the next day. This followed from a moment we could not capture in picture but which was representative of the lessons learned: creating platform for the migrants' voices to be heard, migrants'

involvement in decision making and other stages of integration processes, migrants' resourcefulness and agency and the relevance of creating spaces for activities and bonding. One of the migrants when realising the camps' management was in the centre joined the meeting and diplomatically confronted/presented the management with demands and questions regarding conditions and access to resources. The other migrants have also followed and presented their concerns. This was unexpected by all and shows the relevance of creating spaces for dialog and spaces for invisibility to become visible.



7. Other aspects considered relevant

Throughout the visit the resourcefulness, creativity, perseverance and agency of migrants (especially of youths) become much visible. We would like to highlight it and bring it to the groups' attention as a resource when creating methodologies, specific actions, creating migrants and organizations' work visibility and when raising sponsorship and partners.

"I feel powerful when I do sports" - Seventeen years old girl reporting on her use of the sports facility at the Habibi centre. The girl and her friend run a refugee-led initiative whereby they teach English to other people in the camp. They have mentioned the classes also provide a space where other issues are identified and can be heard or/and attempted to be resolved.

How can integration be fostered from migrants' resourcefulness and agency?

Study visit Report (JRS Portugal)

Visit: Ioannina Study Visit

Date of the report: 17/1/2022

Names of the visitors: Flávia Tomé

Organisation: JRS Portugal

1. Introduction

The second study visit of RACIP project took place in Ioannina, a municipality in northern Greece, where our local partner - Second Tree -, is based. During 3 days, from the 6th of december until 8th of december, we engaged in actives and dynamics related to Second Tree's work on the field. It was a very compete study visit that covered the main aspects of Second Tree's work, mainly the local reality in which they operate; we had not only the opportunity to know and interact with their beneficiaries but also with other organisations they work with (eg. Habibi Works); as well as discovering the full spectrum of the work they develop on the field.

2. Participants

It was very interesting to get to know all partners during the three day study visit. In that period, I had the opportunity to interact with Second Tree members - which was an opportunity, during informal conversations, that allowed me to understand better the complexities of Second Tree's work on the field -, as well as other European partners that develop their work in such different conditions and contexts, comparing to the JRS Portugal/PAR's context in Portugal. Being able to interact with refugees, in Cultural Center, D. Chatzis activity, in the Café and in Habibi.Works, helped me to understand the challenges and needs they have from their point of view.

3. Actions methodology

Second Three's scheduled activities were very dynamic in the sense that the organisation put together a variety of moments that helped us understand the full spectrum of their work: in one way, it was really helpful to fully immerse myself in their work and get to know the challenges they endure, but I would have liked to have more time to integrate, reflect, discuss and share conclusions about the huge amount of information and interesting experiences we were having. There was little or no time for that and it was something that could benefit the group and the takeaways we brought back home. Understanding the way Second Tree's work is implement on the field gave me a macro perspective on how they are making a difference on the refugees they support and their integration processes and how their volunteer-run NGO is able to keep supporting their beneficiaries through their volunteer program.

4. Results observed

The language program and the language program implementation (with all the rules created around attendance and logistics) are really impressive: from the evidence they shared and what we witnessed, it seemed to me that it works really well in that context. It was super interesting to understand how their methods are applied in that specific reality, but also interesting to explore the idea that, if replicated, the model would have to change a bit to fit different realities. Second Tree benefits from their wonderful volunteer team, that hold the organisation's core values in their hearts as if it was founded by them: I think that is a big takeaway to have into account in terms of Second Tree's model. For me, the Scouts program is among the most interesting activities they promote in terms of integration and it has, I believe, major potential to integrate young people in their new communities.

5. Lessons learnt

1- It benefits any volunteer-led organisation to create an environment where volunteers can create a sense of true belonging to the organisation's purpose and mission.

2- It's important to create safe spaces (to hold activities, ask for information, to spend time) in the closest and easiest location possible from the people we support. In emergency contexts like these, distance works against the beginning of integration processes. The closer, the better.

3- If we don't have the means and resources to develop important work to benefit the people we support in terms of integration, creating partnerships with local organisations can benefit both our teams and the community we work for.

6. Photo elicitation: images that best capture the essence of lessons learnt



Habibi.Works project really helped to understand what it takes to create a successful working model to empower refugees towards their autonomy.



Listening to refugee's stories in first hand and being able to understand their reality, the challenges they endure, and some of the positive outcomes of integration, showed me how we must value, at all times, their voice and experience - and use that to create better systems and procedures to help them.

Study visit Report (Municipality of Ioannina)

Visit: Paris

Date of the report: 22/12/2021

Names of the visitors: ALEXIA GIDARI, OLGA MAKRIDI

Organisation: MUNICIPALITY OF IOANNINA

1. Introduction

The Study Visit in Ioannina was held from December 6-8, 2021 and was organised by the Municipality of Ioannina and Second Tree. RaCIP partners present were introduced to the migration/ integration context in Greece and in Ioannina region in particular; presentations, working groups and discussions with programme's beneficiaries took place to provide a holistic approach of integration methods, tactics, and initiatives.

2. Participants

RaCIP participants met with representatives of different NGOs, beneficiaries and local people. The partners' meetings were held in the Cultural Centre "D.Chatzis", the Intercultural Centre for Social Inclusion "Akadimia" and the Community Centre "G.Meletiou"; additionally, a field visit outside "Katsikas" Refugee Camp took place for the partners to meet and discuss with active NGOs in the area.

3. Actions methodology

The Municipality of Ioannina: The Mayor of Ioannina, Dr. Moisis Elisaf addressed a welcoming message to the SV participants and floor was passed on to the Coordinator of Intercultural Centre for Social Integration "Akadimia", Ms Athena Peglidou, who presented the Centres' activities along with good practices/ initiatives implemented by the Mol (e.g. the Municipal Council for the Integration of Migrants and Refugees, the Urban Working Group); the IOMs - Helios Programme representatives, Ms Eirini Androulaki & Mr. Ioannis Efthymiou informed on the programmes' activities (e.g. Integration Courses, Accommodation and Employability support, Integration monitoring, Sensitization of the host community); the UNHCR representatives, Mr. Petros Mastakas & Ms Eleni Chasioti, presented the newly founded Greek language programme focused on developing functional language skills for 80 adult asylum seekers and beneficiaries of international protection, with the overall goal to facilitate the socio-economic integration of the programme beneficiaries' into Greek society. RaCIP partners were able to interact with speakers at a Questions & Answers forum that took place at the end of the topics.

Second Tree: The NGO Second Tree facilitated several group sessions aiming to present refugees perspectives, introduce the background and developed dynamics of the Katsikas Camp 'ecosystem' through NGOs experiences (e.g. ASB Ioannina Focal Point, Habibi Works); a specific session was dedicated to present the Second Tree's Community Engagement Policy, where the members of STs RAP team initiated an interactive dialogue amongst participants. The Study Visit to Ioannina wrapped up its procedures at the newly reopened Community Centre "G.Meletiou" giving the opportunity to partners for further discussions, reflections and the next steps of the project.

4. Results observed

Most of the organised activities were focused on presenting the refugees/ and asylum seekers living conditions and everyday problems; it is undoubtedly crucial to have a peer-to-peer feedback, nonetheless it is of some importance to reflect upon possible sponsorship centered strategies, methods or tactics that enhance the sponsorship model - our main target in this project.

5. Lessons learnt

1. As also observed in previous study visits, there are many similarities in the asylum process and refugees are facing similar obstacles and challenges in their resettlement efforts.
2. An open channel of communication and strong ties of collaboration amongst LAs, civil organisations and all regional actors, is imperative to an effective management in migration/ integration affairs at a local level.
3. Although it is very useful to meet face to face beneficiaries to have a feedback on their aspect of the hosting communities, next study visit

should not focus entirely on this activity. Of course we need to identify specific problems, but our goal is to promote solutions that are applicable in a general framework and always within the developed sponsoring model.

Study visit Report (Refugees Welcome Italy)

Visit: Ioannina

Date of the report: 23.12.21

Names of the visitors: Mariachiara Secco

Organisation: Refugees Welcome Italy

1. Introduction

The spaces in which the various activities of the Study visit were carried out were congruous and diversified, perhaps only for the activity relating to the discussion tables with migrants I would have suggested more rooms in which to divide the people, as the voices coming from the different groups sometimes overlapped. In my opinion, the time available as structured in the agenda did not allow us to make the most of the numerous stimulations that were provided. In fact, moments of rest have been foreseen of such a duration as to be too long to allow the activities scheduled for the day to be closed in a reasonable time, and too short to allow people to go to the hotel to rest.

In my opinion, the visit to the camp and to the Habibi work centre was very interesting, as it allowed us to learn about the activities carried out by Second Tree and its partners, not through a story but through an interactive and experimental method that allowed a deeper understanding.

2. Participants

The dialogue with the host Municipality and with the representatives of important international agencies was interesting but not very proactive, as a general picture of the legislative and operational context in which they acted was not previously provided. The discussion tables with migrants were well structured and made it possible to acquire a direct and immediate point of view of the current situation regarding reception in Greece. The visits to the camp and the interaction with the girl who created and manages the maker space were also very interesting.

Finally, the role play relating to the different situations that ST faces in his activities with migrants was very useful.

3. Actions methodology

The approach adopted by ST in its activities and explained during the SV was useful to understand how migrants are often classified into categories that do not allow us to see the specificities that characterize and distinguish them as human beings, often very similar to their interlocutors.

In my opinion, this approach has made it possible to emphasize the responsibility of the migrant, who is no longer at the mercy of a system but a subject who makes decisions within it.

In my opinion, this aspect is very useful for the structuring of the Private and community-based Sponsorship, as it clarifies to the communities and individuals who will be involved in this project their role which must be of support to the migrant and not overdetermining.

On the other hand, I found some parts of the approach too rigid and based on a reward / punishment dynamic which, in my opinion, are not very suitable for adults who often find themselves involved in mechanisms that go beyond their freedom of choice.

4. Results observed

The approach adopted by ST has allowed the construction of a relationship of trust between migrants and the creation of safe spaces that they can cross without feeling different. However, it seems to me that integration with the local population is still an objective to be achieved.

5. Lessons learnt

- Learn to consider the specifics of each migrant and not cancel them in a single stereotyped category.

This is an aspect that could be systematized in the week dedicated to the TOT.

- Build trust and ensure ongoing support.

It is important in the creation of the Community based sponsorship not to create illusions or false expectations but to be clear and transparent

- Importance of setting boundaries between private life and work.

The risk of burnout for people who works within the field of integration is very high. It could be useful to provide decompression spaces in community and private based sponsorship models in which it will be possible trying to resolve situations in which the emotional and work loads are too high.

6. Photo elicitation: images that best capture the essence of lessons learnt



I really liked the writing on this backpack and the scouting activities offered to the children of the camp. In my opinion, the writing highlights the absurdity of borders and the activities linked to Scouting allow children to be part of a larger community that goes beyond their status as refugees.

Study visit Report (Second Tree)

Visit: Ioannina

Date of the report: 21/12/2021

Names of the visitors: Carolina, Giovanni, Holly and Myrna

Organisation: Second Tree

1. Introduction

Second Tree and the Municipality of Ioannina (Mol) hosted the third study visit in Ioannina from 6 till 9 December 2021. Most of the activities took place in the city centre of Ioannina, only Katsikas Camp and Habibi.Works were located outside of the city centre. The focus of the study visit was to explain the refugee context in the region and to present the activities undertaken by Second Tree and Mol to support the integration of refugees in Ioannina.

2. Participants

We interacted with a diverse group of people during the study visit. We had the chance to speak with representatives from the Municipality of Ioannina, IOM, the UNCHR and ASB (camp support management). Both on Tuesday and

Wednesday, in small groups, we engaged in conversation with refugees. Lastly, we had the opportunity to ask questions to the staff of Habibi.Works (an intercultural maker-space).

3. Actions methodology

Second Tree presented their structure, the community engagement model “Refugees are People” (RAP) as well as their programs. While the presentation about Second Tree’s structure was an improvised activity, it was useful for all partners to understand how Second Tree’s daily operations can work while being run by volunteers. Second Tree’s structure enables them to have a lot of long-term volunteers, but the strict application procedure also might mean that highly qualified people will not be able to volunteer. However, Second Tree puts a lot of effort into training volunteers.

Second Tree’s explanation of the RAP values and corresponding training during the study visit showed the partners the importance of going beyond the refugee label. This model helps Second Tree to build trust within the community they work with. Treating refugees as people and the trust it builds is necessary for the integration of refugees and can be integrated as an important aspect of any private and community-based sponsorship.

4. Results observed

During the refugee perspective sessions as well as the Q&A sessions at Habibi.Works with residents from Katsikas Camp, the refugees felt comfortable talking about their life and answering questions from all the partners. This indicates that Second Tree, and Habibi.Work have been able to create a community of trust in which refugees feel free to talk and engage in all kinds of conversations.

5. Lessons learnt

1. It is important to move beyond the refugee label and treat refugees as people with keeping Second Tree’s key RAP principle of rejecting otherness in mind. This can also be incorporated into the training methodology for mentors.
2. Including different beneficiaries in conversations (e.g. partners, refugees, co-workers) can lead to questions and thoughts that were not discussed before and might lead to new and creative ideas to support refugees integration.
3. Q&A sessions with partners or beneficiaries work better in smaller groups than with the whole group together. This is something to keep in mind for the next study visits.

6. Photo elicitation: images that best capture the essence of lessons learnt

This picture of the walk next to Katsikas camp reflects the condition the residents of Katsikas Camp have to deal with on a daily basis.



Study visit Report (Réfugiés Bienvenue)

Visit: Ioannina

Date of the report: 23/12/2021

Names of the visitors: Anjali Claes, Paul Wat

Organisation: Réfugiés Bienvenue

1. Introduction

We visited Ioannina, capital of the Epirus region in Northern Greece, from December 5th to 7th. There was a variety of activities, presentations, discussions, visits, and interactive ateliers. We left Ioannina for one afternoon to go to Katsikas, in order to visit the refugee camp there and a supporting structure.

2. Participants

We heard from large international organizations, directly from migrants and refugees, from volunteers of Second Tree, municipal and institutional services.

3. Actions methodology

The actions were focused on practical activities such as language learning and construction of basic needs, as well as socialization and community building. The most positive aspects are the quality and relevance of the services provided: the

two main civil society initiatives, Second Tree and Habibi works, are focused on language acquisition and enabling camp residents to build whatever they need. These two services are incredibly relevant and the quality is high. The municipality also provides a point of access to basic services, which, while still in the pilot phase and only existing briefly, shows a great relevance as within a year it already attracted a high volume of users.

There are some blatant gaps in the community services provided in my opinion, they are legal support and transportation aid. As discussed during the study visit, there is a lack of qualified legal professionals in the area to the detriment of the people in the camps. The transportation issue is partially solved by the bike provision and repair system through Habibi works, but I could imagine a community bus or carsharing initiative would help people move around and outside of the camp (despite this being the responsibility of the municipality). Another gap is psychological support: I don't recall hearing about any professional mental health services offered by any structure.

There is also the issue of lack of Greek involvement. This is a complicated issue that is hard to criticize with my limited understanding of the context. However, the main request of the migrants we exchanged with was to learn Greek and meet Greek people. The link with the university may be a way to explore that further, even though I understand it has already been attempted.

It seems difficult to me to talk about integration when most of the people we met are in total legal limbo and are just trying to dignify their lives on a daily basis. However, if we take up again the exchanges with the migrants, a few issues seem cardinal:

- The feeling of autonomy. There were several people who told me they would rather live on the streets in Paris than in the Greek camp, for many reasons, but one being the perception of greater autonomy when living on the street. The camp seems to reinforce a feeling of "prison" that further stigmatizes the migrants and greatly harms their ability to integrate, by isolating them geographically (and technologically through the terrible Wifi) and providing subpar services. All is exacerbated by the fact that they feel and in many ways are stuck in Greece, however this issue involving borders and free movement for all seems like it will only worsen in the coming years.
 - o Second Tree and Habibi works help with this by providing opportunities to leave the camp, gain new skills, and decorate or otherwise reappropriate the little space offered in the camp.
- Learning Greek and meeting Greeks. While the covid situation reduces the ability for free socialization, the desire to be closer to the local population was ubiquitous. Of course, this has to go both ways to work, but again, the stigmatizing and isolating quality of the camps makes all of this difficult.
 - o It seems like there have been attempts at this through links with the university and the municipality.

- Further on, employment. This is a difficult issue given that employment seems complicated for everyone in the local economy. However low or non-paying work seemed to generate a lot of frustration for the migrants especially when combined with a reduction in social status with regards to their previous one in the home country. It also further stigmatizes migrants by associating them further with poverty and the margins of society, making integration more difficult.
 - o Again, this is very difficult to address given the difficulties in the labor market for all locals. Legal advocacy to denounce working conditions might be a way to offer community support. If the legal system included migrants in the local economy, they may actually contribute in a meaningful way that creates employment for all, but that goes beyond community support other than advocacy.

4. Results observed

Thousands have benefited from and many of those directly concerned have contributed to the development of community services. This is true community engagement. As well, Second Tree has an impressively developed methodology and training path for new arrivals. It seems effective for welcoming volunteers who might be totally guided by goodwill without much experience dealing with conditions such as those on the camps and in Greece.

The flexibility and adaptability of the services offered while maintaining quality is equally impressive, and vital when you consider the turnover of the population present and constant changing of laws and administration. This is achieved through creating the trust and space for those concerned to express their needs and when they want to, to help build the services themselves.

5. Lessons learnt

[Describe the at least 3 lessons you have learnt and how these can translate into training resources, contents, and methodologies]

- Access is the main barrier to services. Services can be great, effective, but if they're difficult to access, they lose out on most of their effectiveness
 - o Efforts must be made to communicate, create pathways, and facilitate access to services. Materials in multiple languages, frequent and clear communication, evaluation of obstacles to access and evaluation of the quality and relevance of the service through opinions of those concerned.
- Contact with the local population is essential, not only for socialization, but also for solidarity building and feeling of inclusion.
 - o While proximity to the camps is good for services, the efforts to bring services into city centers and large crossing points are also good.
- Living conditions for refugees in camps are mostly subject to hostile laws, national, international, and regional, and as long as these laws remain hostile there will be a natural limit to civil organization of services

- Learning English is the first step to then be able to communicate on an international level on what exactly is going on for migrants from their direct experience. This plus solidarity building with local and international people is the first step to systemic change.

6. Photo elicitation: images that best capture the essence of lessons learnt



This photo to me shows interaction, socialization, in a public place, not isolated, geographically or otherwise. It shows a taking of a breath from regular conditions that allows conscience raising, exchange of ideas and experiences, as well as pleasure. This to me reflects the ethos of most of the services close to the camp: responding to essential needs and making daily life more bearable, and empowering at the small level allowed by the local context.

7. Other aspects considered relevant

To the extent possible, we should leverage our position as civil society actors benefiting from Amif funds to criticize the implementation and execution of those funds in a larger sense. They rely on us to fill in the innumerable gaps and intentional neglect of these people, and yet turn around and make our jobs and migrants' lives harder by funding cruel operations that refuse to take a human perspective into account. The problem feels so huge that it seems insurmountable, but only by using our voices and combined forces can we begin to craft something better.

I might even venture to say that real meaningful integration – inclusion – is not really possible when the state is condemning thousands to social isolation and legal limbo. If the population could shift to seeing people living in camps as their neighbors, not intruders, that might also make a meaningful difference. Civil society initiatives help greatly on that front, as well as in providing dignity and basic services.

Study visit Report (SYNTHESIS)

Visit: Study visit 3 in Ioannina, Greece.

Date of the report: 6 - 8 December 2021.

Names of the visitors: George Isaias, Maria Savvides.

Organisation: SYNTHESIS Center for Research and Education

1. Introduction

The third study visit of RaCIP took place face to face at different venues and locations selected by the hosts, Second Tree and Municipality of Ioannina, around the Ioannina district and Katsikas (Greece) from December 6 to 8 2021, with the main visiting activities happening on the second and third days.

The RaCIP partners had meetings, presentations, visits and discussion circles with local and national organizations, regional authorities, international stakeholders and members of the refugee community, all of which are working on projects facilitating diverse aspects of integration in the wider area of Ioannina. The speakers' areas of focus on are aspects such as employment, accommodation, language learning, VET training provision, cultural mediation, translation, counselling etc.

In this context, we met with the following persons and organizations:

- 1) Moses Elisaf and Athina Peglidou, mayor of Ioannina and representative of **the Municipality of Ioannina**
- 2) Eirini Androulaki and Ioannina Efthymiou, representatives of **International Organization for Migration (IOM)**
- 3) Petros Mastakas, lawyer for the **United Nations High Commissioner for Refugees - UNHCR**
- 4) Shoaib, Mahdi, Shapur, Khadija, Emanuel, Khatera and others, members of the **migrant community in Ioannina and Greece**
- 5) Miriam Hapig from **Habibi Works**
- 6) **Members of the migrant community**, residing at Katsikas camp and volunteering at Habibi Works and representatives of the **Arbeiter Samariter Bund (ABS)**, offering Site Management Support
- 7) Giovanni, Holly, Carolina, Myrna and volunteers, officers of **Second Tree**
- 8) Pelagia, social worker at **Akadimia**, Intercultural Center for Social Integration by the Municipality of Ioannina

2. Participants

1) Moses Elisaf and Athina Peglidou, mayor of Ioannina and representative of **the Municipality of Ioannina**

Both of them welcomed us to their city and then Mrs Peglidou gave us an overview of the current projects and activities revolving around migrant integration by and in collaboration with the Municipality of Ioannina.

2) Eirini Androulaki and Ioannina Efthymiou, representatives of **International Organization for Migration (IOM)**

Mrs Androulaki presented an IOM integration project, funded by the European Commission and supported by the Greek government, namely *HELIOS- Hellenic Integration Support for Beneficiaries of International Protection*, and targeted towards beneficiaries of international protection with the aim of facilitating integration through accommodation support, integration courses (Greek language learning and soft skills, as well as through enhancement of their employment skills.

3) Petros Mastakas, lawyer for the **United Nations High Commissioner for Refugees - UNHCR**

Mr Mastakas presented the work done by the UNHCR in Ioannina through the provision of Greek Language courses in Ioannina as a result of a collaboration between UNHCR, MoI, IOM and the University of Ioannina. Additionally, he gave us his three key messages regarding his insight on integration overall, as well as in Greece specifically.

4) Shoaib, Mahdi, Shapur, Khadija, Emanuel, Khatera and others, members of the **migrant community in Ioannina and Greece**

Seated in a circle on theatre stage and then in a less informal café environment, the various members of the refugee community of Ioannina and wider region shared with the partners their experiences of arriving to Greece and taking various attempts towards social integration, whether through work, language courses, VET training etc. They opened up regarding positive, but also negative incidents that happen to them on a daily basis as a foreigner in a European country and explained how they manage to cope with it, with some being more open and others more reserved for the future.

5) Miriam Hapig from **Habibi Works**

Habibi Works is an intercultural maker space and platform for education, empowerment and encounters for refugees and Greek locals in the North of Greece. Located at a very close proximity to the Katsikas camp it is a space that offers diverse creative and stimulating activities and workshops for both the members of the camp and the local community. Miriam gave us a tour through

the plastic processing workspace, the metal workshop, the bike, wood, sewing and electronics workshops, the barber shop, the sports hall, the library, the charging station and the remaining space explaining how Habibi Works emerged to how it arrived where it is today. Additionally, she gave input on how they acquire funding, how they involve their beneficiaries and in which direction they would desire to go into the future.

6) **Members of the migrant community**, residing at Katsikas camp and volunteering at Habibi Works and representatives of the **Arbeiter Samariter Bund (ABS)**, offering Site Management Support

Various members of the migrant community residing at Katsikas camp and volunteering at Habibi Works gave us an insight about the living conditions at the camp and their motivations to be part of Habibi Works and the meaningful activities they carry out at the makers space.

The representatives of ASB, on the other hand, presented their responsibilities and services implemented as a Site Management Support organization working in four camps in Epirus district, including the one in Katsikas.

7) Giovanni, Holly, Carolina, Myrna and volunteers, officers of **Second Tree**

The officers of Second Tree introduced us to the origins of Second Tree, to its ethos as an organization, its "Refugees are people approach (RAP)", with a longer session focussing on the values embraced by Second Tree officers and an empirical workshop on how this is applied on the ground in their daily operations in and out of the camps. Their main activities involve a scout's program for teenagers, an educational program for adults, including Greek and English language learning

8) Pelagia, social worker at **Akadimia**, Intercultural Center for Social Integration by the Municipality of Ioannina

Pelagia gave the partners a briefing on the activities and aims of the cultural center, as well as a presentation of its beneficiaries and the work accomplished since March 2021.

The center aims at the reception, information of asylum applicants, recognized refugees and migrants and to their support, as well for the enhancement of their living conditions through counselling, administrative support, a shelter for women facing domestic violence, psychological support, interpretation etc.

3. Actions methodology

One thing that was insightful in Ioannina was the chance to meet with a wide range of actors who on the one hand represented both organizations (with regional, national and international impact of varying scale) and individuals (migrants and beneficiaries of international protection), while on the other one,

focused on varying and overlapping aspects of integration, ranging from first aid needs to employment and housing, thus giving a well-rounded input on the aspects of integration in Greece and specifically in the Ioannina area.

Some positive aspects, included:

- Presence of 2 NGOs, 2 groups of beneficiaries, 3 stakeholders of international impact and 2 local bodies and institutions in the two Study Visit days
- Exchange of knowledge, experience and ideas and clear insights
- Opportunity to receive direct testimonies from beneficiaries
- The Study Visit shed light in ways to explore integration policies in Greece and the gap between legislation, needs and reality on the ground.

Overall, it was not easy to find challenges as everything went very well. Some critical aspects mentioned during the final reflection were:

- Lack of moments for discussion and reflection between the consortium
- The agenda was concentrated in 2 quite long days but since we were there for 3 days, we could have spread it out a bit more
- Lack of horizontal exchange with the guests, they don't know much about the consortium and this was especially evident in the presentations of the institutional partners on Day 1, who were almost trying to convince us on the benefits of integration instead of giving us in-depth insights about their work

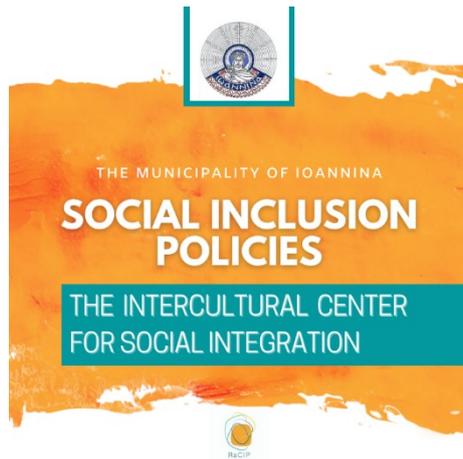
4. Results observed

1. The disparity between the position of institutional partners and lived conditions of the migrant community in Ioannina, but also as reported for the rest of Greece was evident, despite the effort of various projects and stakeholders to bridge this gap.

2. The provision of safe spaces, such as Habibi Works and Akadimia, and the promotion of safe communities where migrants will not be discriminated or looked down (such as Thimomeno Portreto), are detrimental for the beneficiaries' engagement in the host society.

3. When the beneficiaries are included in the decision process and strict rules are in place, such as at Habibi Works and Second Tree, the motivation to engage and impact from the offered services are far greater.

4. The institutional partners seemed to have met some backlash in the implementation of their integration projects in Greece with other audiences, as they were focusing heavily on promoting the benefits of integration over exclusion and marginalization, rather than presenting the projects' activities in depth.



Flyer of Akadimia, the Intercultural Center for Social Integration, which began as an emerging pilot project, aspiring to cover the needs of the migrant community in Greece and bridge the gap between needs and legislation

Study Visit Lisbon/Portugal

Introduction

The present report summarizes the data collected in the evaluation questionnaires of the study visit in Lisbon, Portugal, between the 4th and 6th of May 2022. The visit was hosted by JRS Portugal. After the visit, each participant filled a brief evaluation questionnaire, which included issues such as the organisation of the visit, its contents, and impacts.

The questionnaire was anonymous and included both multiple choice and open answers. The data collected through the questionnaires include a variety of perspectives, as the participants of the visit were a heterogeneous group composed by different roles within organizations. Both these aspects make the questionnaires relevant for the preparation of future study visits since it contributes to the understanding of the main aspects of the visits and whether some of these can be improved.

In the annexes of this report contain the study visit's qualitative reports written by each partner organization after the visit.

1. Participant's profile

This section shows the profiles of the study visit participants by age, role in the institution that they represent and education level. The study visit was attended by 19 participants from all partner organisations of RaCIP Project. The participants were aged between 25 and 61 years old, most have higher education and their main occupations were researchers, followed by employee's.

Table 1. Participants by age

Age	N	%
18-25 years	1	5,26
26-35 years	7	36,84
36-45 years	6	31,58
46-55 years	2	10,53
56 years or older	3	15,79
Total	19	100

Figure 1. Participants by role in the institution

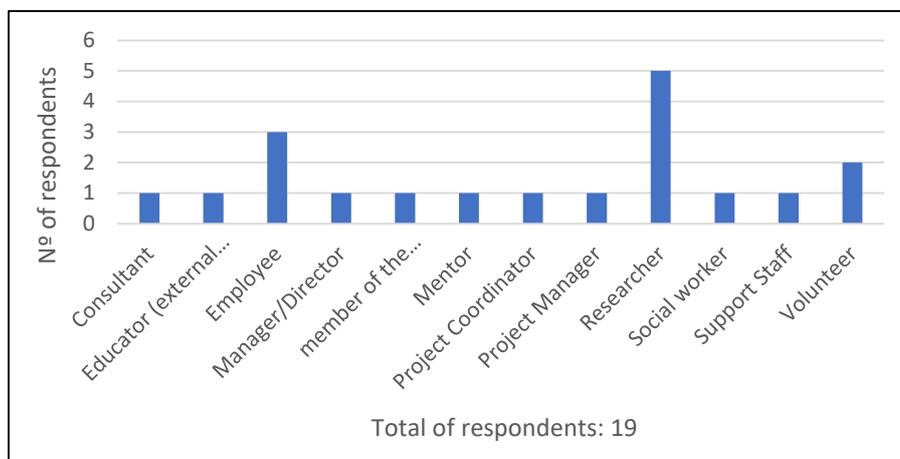
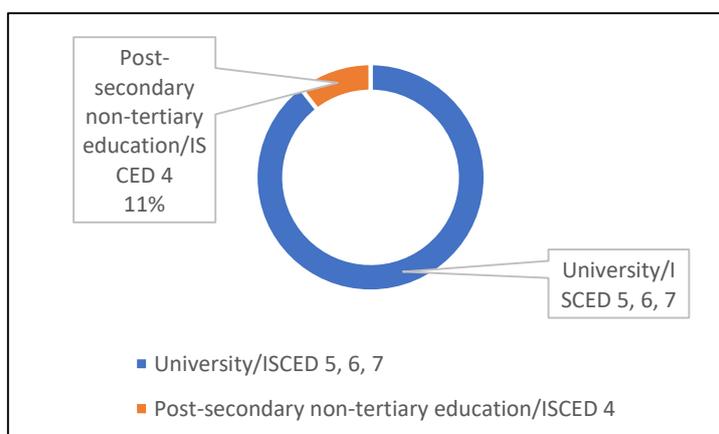


Figure 2. Participants by level of education



2. Study visit organisation

The items evaluated by the participants on this topic referred to the planning of the study visit and the period that preceded the visit. It includes dimensions such as the preparation of the visit, the support provided during the visit by the host organisations, organisation of the visit and the format of the meetings.

Figure 3. Participants' evaluation of the study visit preparation (%)

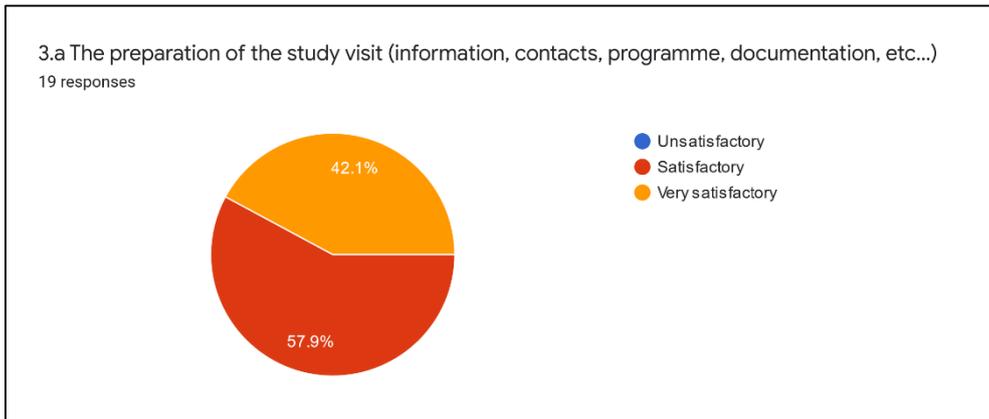


Figure 4. Participants' evaluation of the host partners support (%)

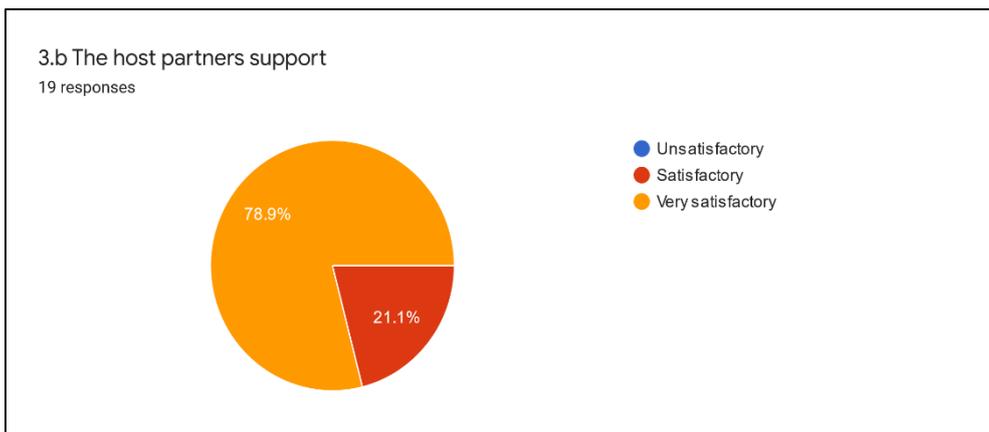


Figure 5. Participants' evaluation of the general organisation of the study visit (%)

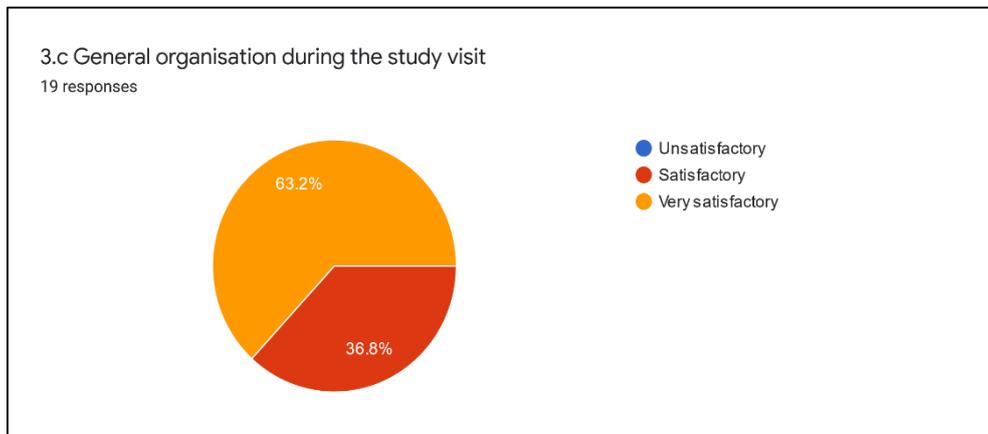
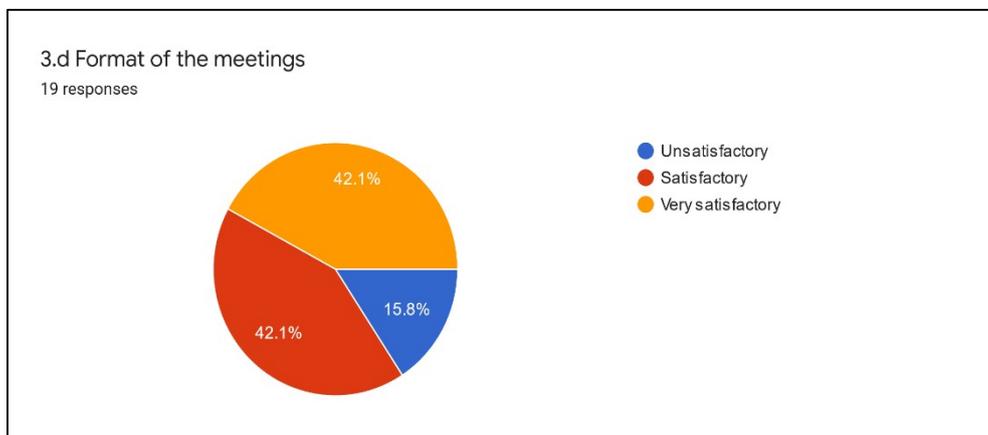


Figure 6. Participants' evaluation of the format of the meetings (%)



The items in this section were all mostly rated as positive, especially the host partners support during the study visit. The only item that had negative evaluation was the evaluation of the format of the meetings (15,8%), although most participants rated it as either "very satisfactory" or "satisfactory".

The following is a sample of the comments and suggestions about the study visit organisation and contents):

- “I would suggest the format to be more interactive and experiential. However, the part of testimonies was of great interest, but I would like to have the chance to deal with case studies or to "play" games like the one that Arabic Interpreter did during visit in Lisbon Project-fully experiential and successful as it concerns its goal, the empathy. Also, I would like the testimonies be combined with a kind of audiovisual materials (e.g photos and/or presentations and/or videos) as the attention span is easier to be expanded in that case. Testimonies from beneficiaries/clients would be interesting to be included.”
- “The sessions with refugees could have included more people, time for discussion and horizontal sharing. We did not have the opportunity to hear from network partners.”
- “Too many individual testimonies, not enough context or overview = lots of repetition and anecdotal information”
- “It would have been helpful if the study visit agenda was sent to the partners earlier in advance. The format could have been more engaging if we would have discussion in smaller groups instead of with the whole group.”

3. Study visit contents

The items in this section refer to the qualitative aspects of the activities that took place in the study visit.

Figure 7. Appreciation of the meetings and interactions with staff, coordinators, heads of organisations and social partners (%)

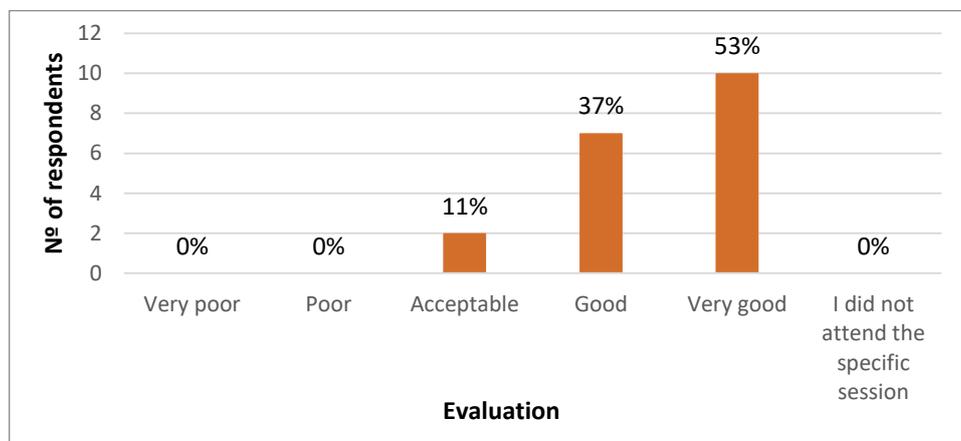


Figure 8. Appreciation of the meetings and interactions with volunteers (%)

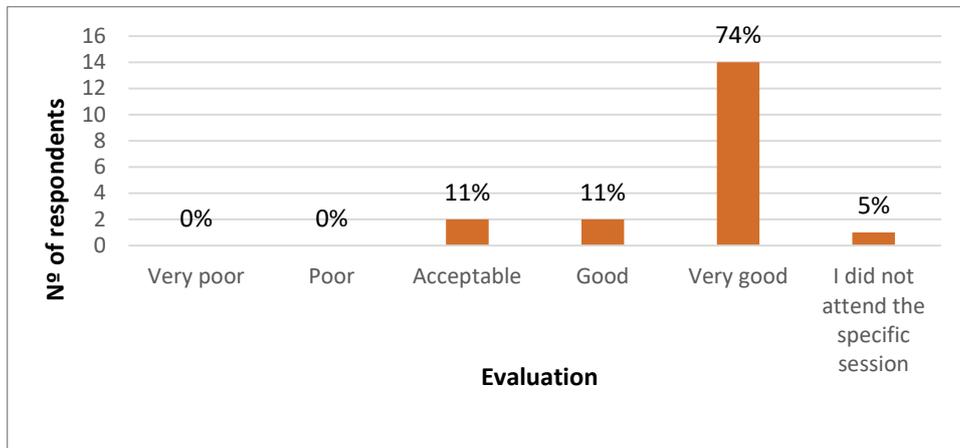


Figure 9. Appreciation of the meetings and interactions with beneficiaries (%)

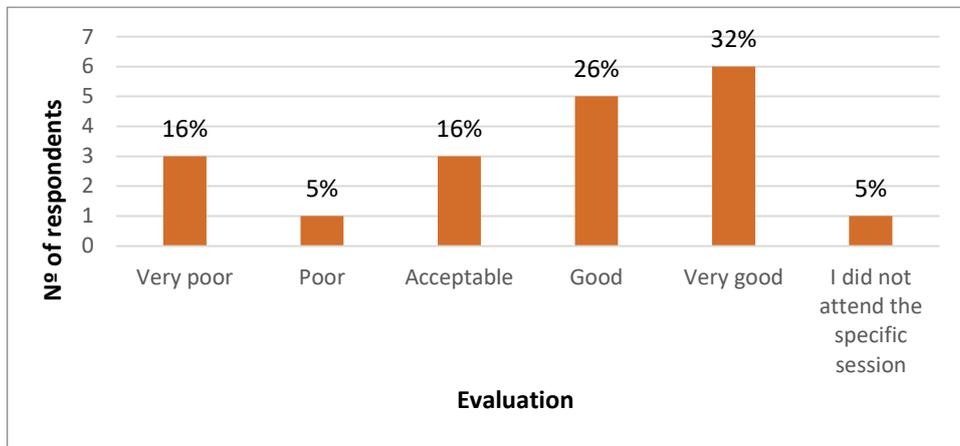


Figure 10. Appreciation of the exchange of lessons learned knowledge, tools and methodologies (%)

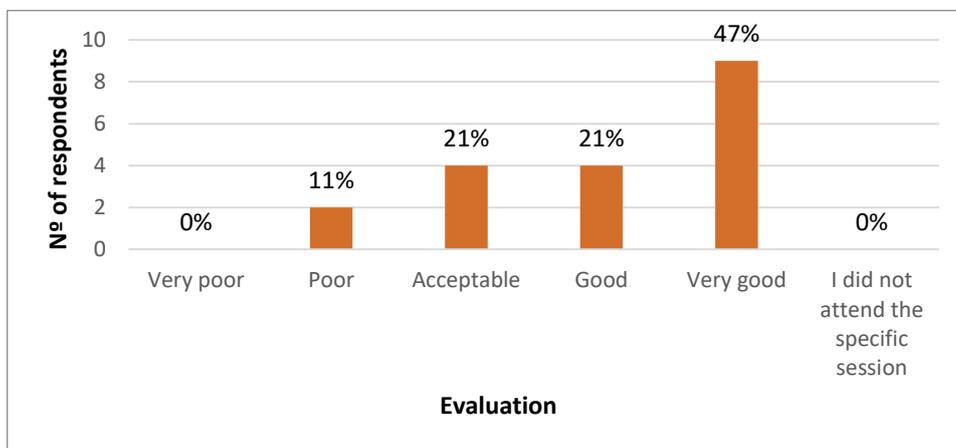


Figure 11. Appreciation of the discussion of needs, challenges, and more critical aspects (%)

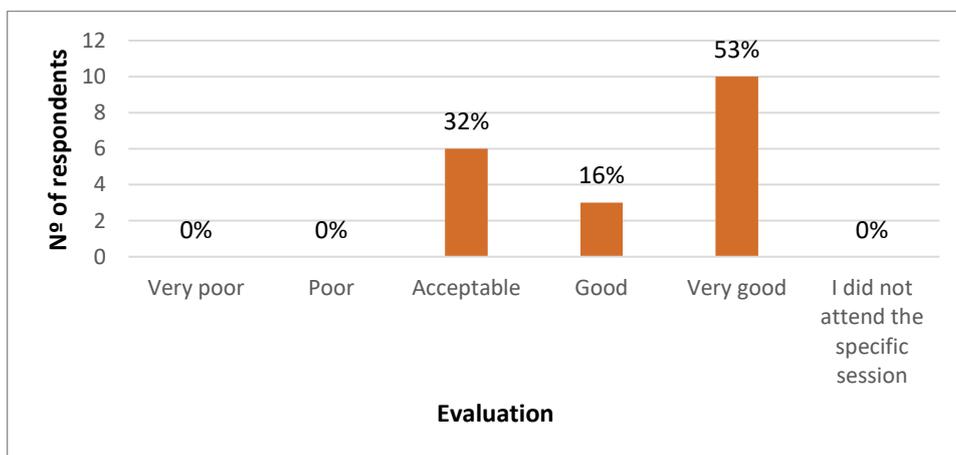
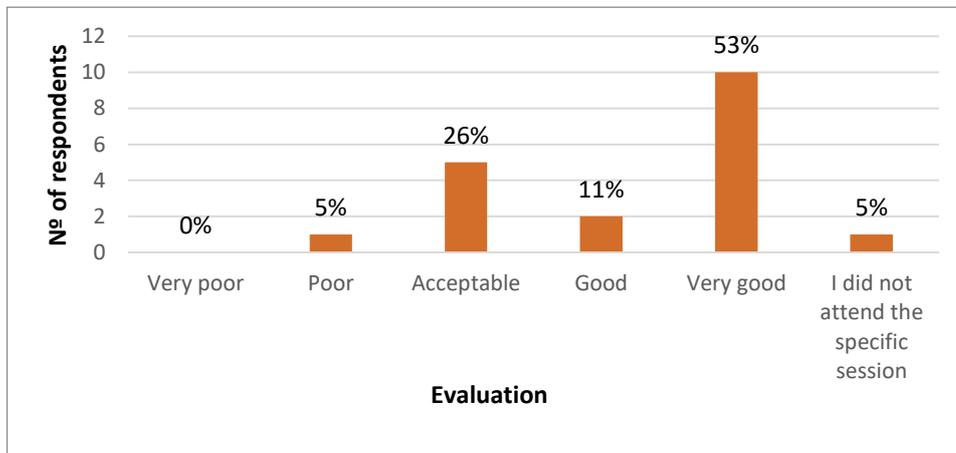


Figure 12. Appreciation of the informal conversations and group discussions (%)



All items in this section received mostly positive evaluations by the participants, in particular the interaction with the volunteers. Only the meetings and interactions with beneficiaries had some classifications as “very poor” (16%).

The comments and suggestions regarding the study visit contents are as follows:

- “For the future - if possible - it would be better visit some facilities where migrants are hosted”
- “It was very enriching to hear the volunteers, mentees, cultural mediators, the psychological team but it was missing the voice of the migrants/beneficiaries with no labour links to the organization as well as partner institutions/organizations. Those voices could have enriched the knowledge regarding PS in many ways. Also, there was a big emphasis on the volunteers role and stories, which was very rich and relevant but there was other tools such as lines of action, and specific practices and programs which were indirectly mentioned and could have been presented to us such as gender specific practices”
- “More interaction with beneficiaries would have been of great interest.”
- “It would also have been interesting to meet a family that is being hosted, to hear the other side as well as that of the volunteers. But I understand that there are language difficulties, reticence in sharing a disadvantaged situation”
- “involve families as beneficiaries concerned”
- “Zero meetings or testimony from refugee beneficiaries”
- “More days will probably have trigger more interaction”

4. Benefits of the study visit

The following points concern the evaluation of the knowledge and practices of integration in Private Sponsorship Schemes acquired by the participants in the study visit.

Figure 13. Evaluation of the benefits of the study visit in terms of knowledge acquired about the visited institutions and organisations (%)

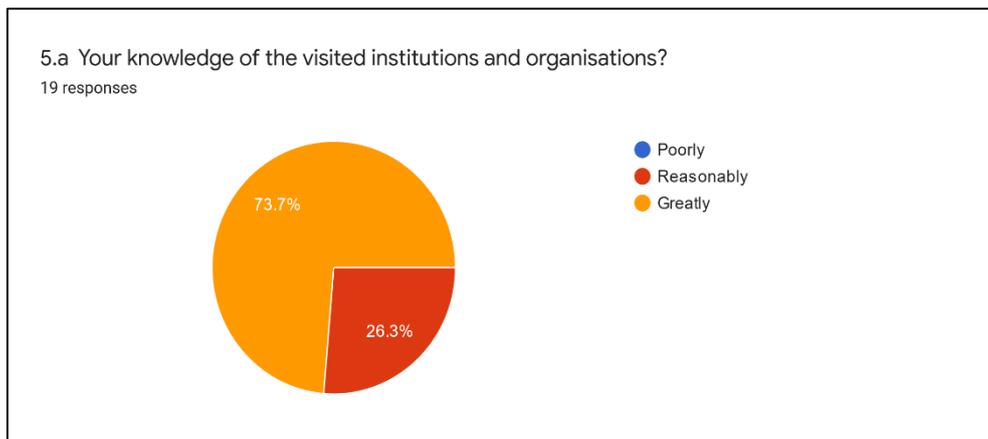


Figure 14. Evaluation of the benefits of the study visit in terms of knowledge acquired about the implementation of Community-based Sponsorship Schemes (%)

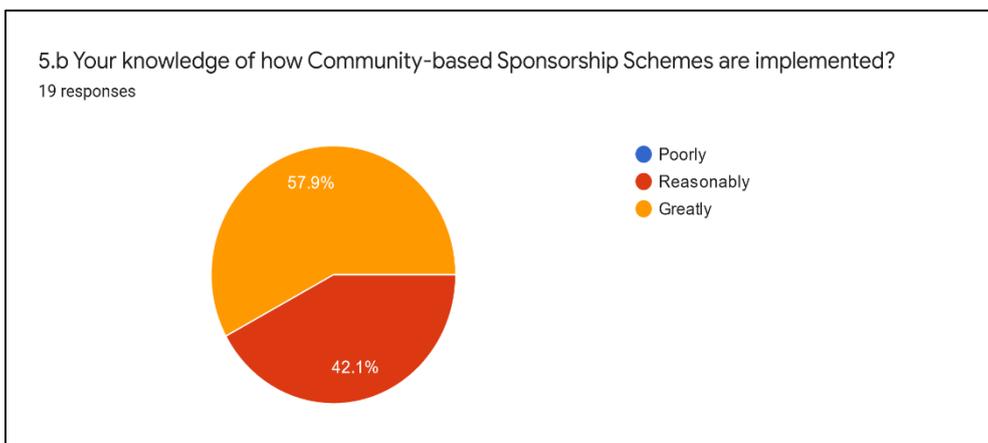


Figure 15. Evaluation of the benefits of the study visit in terms of knowledge acquired about Community-based sponsorship practices (%)

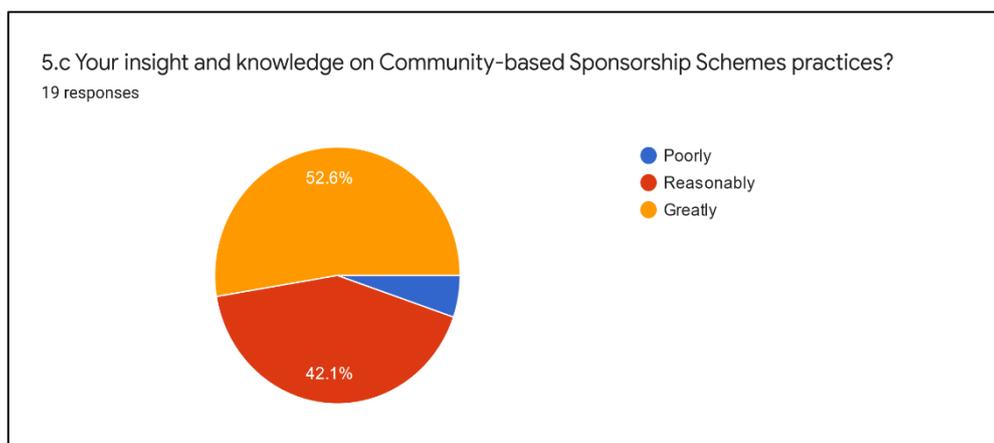


Figure 16. Evaluation of the benefits of the study visit in terms of knowledge acquired about the challenges associated with Community-based Sponsorship Schemes (%)

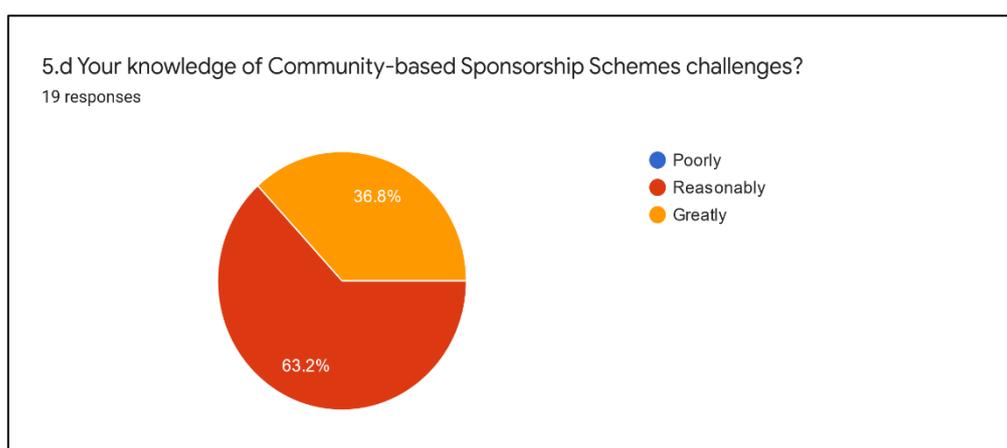


Figure 17. Evaluation of the benefits of the study visit in terms of knowledge acquired about Community-based Sponsorship Schemes practices across Europe (%)

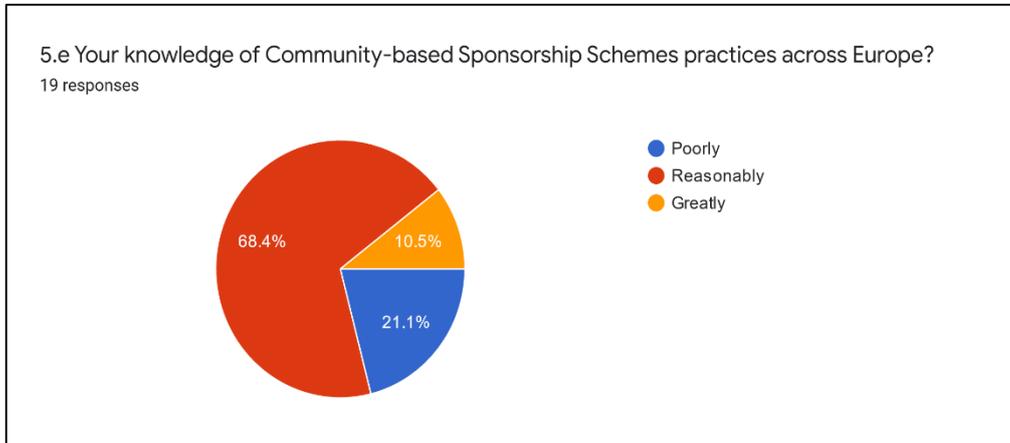
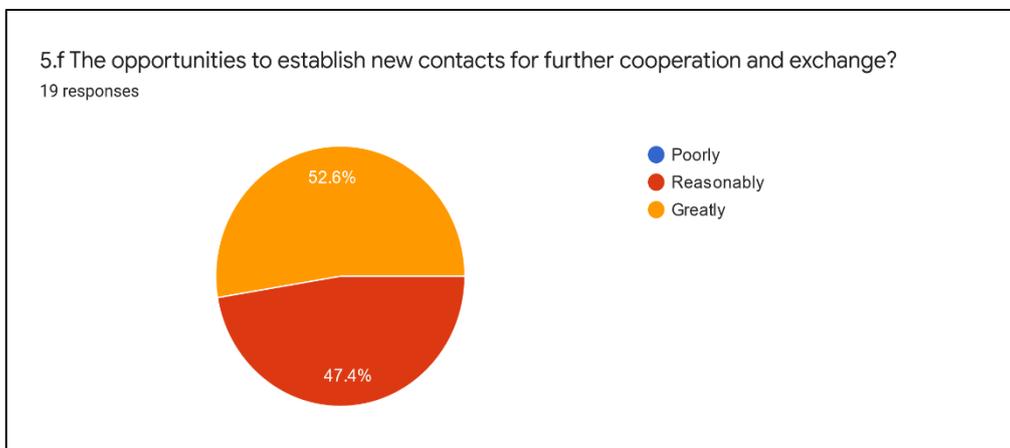


Figure 18. Evaluation of the benefits of the study visit in terms of opportunities to establish new contacts for further cooperation and exchange (%)



All items in this section were mostly rated as positive (reasonably or greatly), with most of the items getting no negative feedback from the participants. Only two items received "poor" reviews ("Knowledge of Community-based Sponsorship Schemes Practices" and "Knowledge of Community-based Sponsorship Schemes Practices across Europe").

The knowledge gained about the methodologies of the visited organisation was particularly well rated with 72% of the participants giving the item the classification of greatly.

5. Main aspects, contributions and impacts of the study visit

The main aspects of the study visit highlighted by the participants were the following:

- “The speech of psychologists of JRS that took place in Lisbon Project was very interesting and well structured. Even the context was familiar to me, it was of high interest. Additionally, the presentation of the couple of volunteers it was interesting as they accompanied their stories with photos and a short PowerPoint. The general interaction as it concerns the good practices.”
- “I particularly enjoyed the meetings with the volunteers as it help understanding the role of civil society, social interaction and bonds - the human factor for processes of integration. It was also very interesting to hear to Liliana has her testimony was strong on creating healthy boundaries while recognizing people beyond their refugee situation. The psychologists gave good insights which i enjoyed. I enjoyed the presence and points of view of the Ghalia and Hamed but i think there was a need to hear beneficiaries in a more vulnerable position.”
- “The informal moments, because then it was possible to have real interactions and get to understand more of the practical aspects and challenges of different organisations. It was then possible to be more active. I also thought that it was interesting to understand the job of Jr's Portugal”
- “Discussion among partners on challenges and insights”
- “to learn more about the family reception model implemented by JRS and the involvement of volunteers in the first phase of the reception”

In the question “how have you contributed to the study visit”, most people answered positively (reasonably or greatly), with only 11,1% of the respondents answering “poorly”.

Some participants considered their contributions to the study visit to be:

- “Sharing field stories and technical knowledge.”
- “I have contributed by listening and posing questions to further understand the practices, challenges, needs and resources”
- “I think it was not very easy to contribute at a good level during the formal meetings, because most activities were based on one or two persons from the local entities speaking to the rest of the group. So, I asked questions and intervened but I'm not sure this helped a lot.”
- “Hosting. Organizing. Inviting volunteers giving them adequate context.”

According to the participants of the study visit, the benefits of the study visit to be applied in future actions are:

- "Sharing the knowledge with the Municipality colleagues via verbal communication and reporting procedure. In addition, I will include the new knowledge to the planning of trainings for the stakeholders."
- "To synthetize it in sharable knowledge regarding integration and community led initiatives."
- "Sharing them with colleagues, including practices in the trainings"
- "Thinking more about the value that cultural mediation and initial training can bring, as well as collective discussion groups among volunteers"
- "Reflecting on acquired knowledges and different point of views to create, discussing opportunities and practices differently with people, refugees and migrants."
- "I would think more about my attitude to face problems in my job"

Other observations made by some of the participants included:

- "It is confirmed that "Spread hosting" is the best model for welcoming and first steps for migrants' inclusion."
- "I really think more interactive and smaller discussion moments were needed. However, the visit was rich and allowed to have a better understanding of PS and how to seize de momentum of civil society's willingness to enhance integration."
- "I know that organising these activities, balancing everyday work is not easy, so I thank JRS for the thoroughness of the proposals during the visit"

Final notes

In sum, the participants of this study visit have positively evaluated it. The items "knowledge of the visited institutions and organisations", "Meetings and interactions with volunteers" and "host partner support" were particularly well rated. It was pointed out, both in the item "Meetings and interactions with beneficiaries" and in the extensive answers, that more interaction with PAR's beneficiaries would have been interesting for the purposes of the visit.

The participants appreciated the presentation regarding mental health practices in JRS's model of integration and the interactions with the volunteers was once again reinforced in the open question as positive aspect of the visit. Many participants manifested in the open questions the intention of applying insights from this study visit in their jobs and organisations to better respond to the challenges of the integration of migrants/refugees.

Lisbon/Portugal Study Visit Reports

Study visit Report (Consorzio Veneto Insieme)

Date of the report: 20/05/2022

Names of the visitors: Sara Taglietti, Stefania Bertazzo, Stefano Grigolon

Organisation: Veneto Insieme

1. Introduction

The visit took place in Lisbon, from 4 to 6 May and was the third in-presence visit, following the first Transnational Meeting organised in presence, also in Lisbon.

We were hosted by NGO JRS who presented us with the PAR private sponsorship model. It was interesting to see on the ground the application of the model that we had already studied and discussed on other occasions during previous meetings.

Particularly appreciable was the wide range of testimonies that was presented to us. From the experience of the operators, and that of the volunteers, of different types (young volunteers, supporting families, hosting families...), to that of the migrants themselves, some of whom are now supporting the process of inclusion of others, in the perspective foreseen by the RaCIP project itself, which includes the involvement of the migrants themselves in their integration process.

Two things were interesting from our point of view as a Veneto Insieme:

the observation of a model that can be applied on a large scale and that necessarily involves collaboration with other actors, formal or informal, individual or group, each playing its part, but in a common perspective and style.

Once again, we have seen how the training and accompaniment of mentors and sponsors is crucial to the success of the integration process.

2. Participants

This was a visit full of exchanges and testimonies, which gave us an insight into the integration process from different perspectives.

Listening to the harvests of the operators and volunteers helped us get to know and appreciate their work better, and between their words we were able to glimpse the structure of the PAR model, which envisages creating a network capable of fostering the achievement of common goals, while dealing with the human variable, the most changeable and tiring one.

Catarina and Nuno, and all the JRS staff, enabled many of us to engage in discussion on both general issues and some very operational topics that can make a difference.

We take with us, however, the great passion that each of the people who spoke conveyed to us and also the great professionalism that includes a deep understanding of one's own limits and therefore a very empowered view of the migrant person: after all, he/she is a person who must be free to manage his/her own view and choices.

3. Actions methodology

Based on the experiences of the PAR model, following the Afghan crisis (and as a response to it), JSR developed a new model of a private sponsorship programme for the integration of asylum seekers (PAR 2.0).

The Host Communities Programme was developed in three different stages: the initial reception of beneficiaries in 'community centres'; the accommodation of beneficiaries in individual houses/apartments throughout Portugal (according to the specific needs and aspirations of each migrant family); and their local integration.

Positive aspects: the presence and commitment of volunteers proved indispensable for PAR activities.

During the reception of asylum seekers in 'community centres', the permanent presence of volunteers (24/7) and the sharing of daily tasks and spaces helped to create an environment of trust, respect and integration.

As with the first reception, volunteers play a fundamental role in the matching and local integration phases, as a reference point for both the beneficiaries and the host community.

The presence of volunteers in local communities allows host families (and beneficiaries) to have a direct link with JSR without the mandatory presence of JSR coordinators. At the same time, volunteers can count on the Lisbon team in case of need (chat, phone calls, etc.).

Critical aspects: a hosting system in which territorial volunteers are entrusted with important responsibilities could be risky without the right selection and training procedures for volunteers.

4. Results observed

One interesting thing, which we also found in France and Greece, is the fact that space creates aggregation. A place, a common ground, the ability to sit around a table and have a cup of tea or eat together or attend meetings, talk, make one's resources available, is crucial to the integration process.

However, it would be appropriate for this space to be frequented by the entire community. Certainly the fact that it is used by workers and volunteers already involved in the reception and integration system is a first step, but, to broaden the field, it would and should be encouraged to be attended by people in the neighbourhood, people who have never dealt with migrant people before, to create unexpected and certainly viral connection

5. Lessons learnt

- The importance of creating a network that needs to be constantly monitored and activated and that includes figures with different

roles and responsibilities, to give all-round support to the person or to the family

- The awareness on everyone, volunteers, operators and mediators themselves, of the need to stop before taking steps on behalf of the person, along the pathway, thus emphasising the mutual responsibility of the sides in the integration process
- Mixing formal and informal interventions with refugee and migrant persons allows for total care, which includes protecting the person and his or her rights, but also responding to the needs and desires of the person as a social and emotional being, who must foster relationships, affections, passions and dreams
-

6. Photo elicitation: images that best capture the essence of lessons learnt



A place is a common ground where things happen



Language is one of the first obstacles to integration, not only because we do not use the same code, but because through language we create and inhabit a culture. Building bridges is therefore necessary and fundamental.



the good mood creates the good team

Study visit Report (Glocal Factory)

Date of the report: 16/05/2022

Names of the visitors: Maria Carla Italia, Attilio Orecchio, Beatrice Giusnelli

Organisation: Glocal Factory

1. Introduction

The study visit took part in Lisbon, organised and hosted by JRS, Portugal, from the 4th to the 6th of May 2022. The visit focused on the private sponsorship model developed by JRS.

In particular, the three day visit – started with a global overview on the model of JRS' Refugees Integration and with the "what, when and how" of their Hospitality Communities' Programme - gave us not only the general framework of their work, but also an overview of the approach, the methods and the activities, in the words of operators and volunteers. We have therefore been introduced to some of the specific resources for integration, with the help of coordinators and specialists from the different areas involved (Mental Health, Interpreting, Training).

These contributions were then complemented by the volunteers' experience, made of concrete support to refugees and their families in different services, but also of personal feelings and emotions, which helped us understand the deep sense of their commitment, together with its reasons and meaning. Different aspects of everyday life, needs and challenges have been dealt with. The visit to Get-Together in "Lisbon Project" showed us a multicultural hub of activities for integration, with volunteers and beneficiaries in action.

2. Participants

During our visit we had the opportunity to meet operators and volunteers, working in camps and/or supporting refugees' families. We could enjoy the positive atmosphere of their commitment, able to foster friendship relationships and mutual growth between operators and "clients", as they call them.

Caterina Lima from JRS led the technical staff, together with Nuno Costa and the responsables for the different areas: among them, we met two psychologists coordinating the service and the coordinator of Interpreters and a coordinator for the training.

Lots of questions emerged during these encounters, both from the Racip partners working on the ground and from the other participants as well. Listening to both operators and volunteers helped us to better know and appreciate their respective work, also understanding how their perfect synergy can foster the achievement of the best possible results.

Here below, some personal impressions by participants from Glocal Factory.

Maria Carla Italia. Personally, I very much enjoyed the session dedicated to mental health, not only for the contents themselves but for the competence and communication skills of the two professionals involved. I could realise and go

deeper in the comprehension of the psychological feelings and needs of people who had to change suddenly their life and, in particular, what it means to "forget" who you were and what you had until then, and to be able to start a new life, completely different and never expected. As stressed also by volunteers, it's very hard to present plans and projects refugees had never thought of before, especially when their previous life was very different and, possibly, studies and professional level at home was higher and so are their expectations in their new life.

I could also appreciate the volunteers' perfect balance between enthusiasm, pragmatism ("do what you promised and think about what they really need") and involvement ("do things with commitment and responsibility, even if you are a volunteer"), as well as with their capacity of coping with the unexpected urgencies and needs that may arise. Meeting Marguerita, Sara, Alex and Aline helped me to better focus on refugees' real needs – autonomy and relationships – but also to understand how they are able to overcome discouragement (for example, as Sara told us, "trying to do things differently"). I could also enjoy how their relationship with the guests is able to foster mutual enrichment and growth. Aline stressed a crucial point, I later dealt with Alex on the way towards lunch. She said: "Different levels of involvement are possible: you can make it your life project but also help in small things". I think that not being able to make it a project life is often the perfect excuse for doing nothing at all.

Moreover, both operators and volunteers helped me a lot to focus on the correct approach to volunteering and providing services: "Refugees **do not have to** be grateful. They have to protect themselves emotionally. Their life is very hard and 'we' are only a small part of it". I have never thought of it from this point of view.

Beatrice Giustinelli. I demonstrate specific attention to voluntary and the relationship who realises with refugees. The complexity of being in contact with different kinds of people, in a new place and to face their culture and their social system can be a long, demanding and requiring compromises process. Misunderstandings can happen but, if these are embraced and taken in, the relationships reveal an evolution and circularity of care. Each individual involved participates in a mutual exchange welcoming support and learning without force.

An equilibrate modality to create relationships allows everyone to live them more peacefully. Sometimes refugees demand more support than which you have already donated, at times social workers or volunteers cannot help them as they would like, occasionally individuals who are very emotionally involved have difficulty managing their feelings. It's necessary to keep in mind various relational aspects such as identifying one's own abilities and one's own weakness to be consciously engaged. In this regard "helping someone does not mean living the other people's life overloading himself about their problems".

I empathised with two young volunteers of the centre. In my working experience I'm a professional in a dorm which host homeless women and I share a lot of intense situations with them. Sometimes I feel very close with these women: we can together make a solidarity and compassionate circumstance in which a horizontal relationship prevails.

Furthermore, I realised the real relevance of psychological support for refugees. From the beginning they need this support which is comparable with desires of having a good meal and a place to stay. Refugees escape from their country for valid motivations and they wind up in a new place in which they have to deal with many matters about primary needs, bureaucracy and culture. A lot of

people don't recognise psychological support as an essential need. Nevertheless, it can be an added value to empower themselves by permitting them to take on difficulties with more clear headed. The psychological support as a useful positive reinforcement even though it moves away from the traditional approach of typical Occidental culture.

I understand better the value of social networks which facilitates a precious exchange and integration between people (for example: Alex, Aline and the baby go with Vialonga family to the sea for the first time in their life; Vialonga family cooked a special and ethnic dinner to celebrate happy birthday's Alex in a familiar way).

I asked myself why in Portugal hosting refugees and integration projects managing appears easier than other countries like Italy. Maybe Portugal's position in Europe without direct refugees' routes, maybe Portugal's socio-economic situation. Could Europe take care of these delicate and important issues in a better way?

Attilio Orecchio: I believe that every moment and every testimony was very helpful for the work we have to do with the next pilot initiatives under WP 6. Without repeating what has already been said by my colleagues Maria Carla and Beatrice, I would like to add four considerations:

1. I find it very interesting how JRS has structured its reception system, with the provision of both communities and homes for individual families and with the intertwining of professional and voluntary work.
2. In many testimonies I found a confirmation of the need for 'private sponsorships' to be based not only on the 'third sector', but also on the so-called 'fourth sector', i.e. on friendship, parental and neighbourly networks (of both volunteers and refugees). A neighbour, a relative of a volunteer, a friend of a worker or a migrant, may devote very little time to the work of reception, but that help can be invaluable in solving practical problems, and in any case creates - around migrants - a climate of friendship, support and inclusion, which is also very useful from a psychological point of view.
3. I really liked the Get-Together centre, not only because of the activities it offers, but also and above all because it is beautiful and welcoming: I think that people who have suffered a lot because of their migration history, and who are facing so many difficulties, have the right to be welcomed in places like that, to rediscover the bright side of life.
4. Likewise, I appreciated the fact that Thursday's dinner took place in a restaurant (*E' um restaurante*) that is the result of an idea that is both social and entrepreneurial. The reception and inclusion of marginalised people (migrants and others) must go as far as the creation of work opportunities like this, of a cooperative type and inspired by a logic of progressive empowerment.

3. Actions methodology

[Make a short description of the actions or approaches presented by the host, identifying the most positive aspects and the most critical aspects]

[Describe shortly how these actions helped you to get greater insights into what integration is and how Private and community-based Sponsorship supports refugees' integration]

The map of refugees' integration in Portugal (Global Overview on JRS' Refugees' Integration and Hospitality Communities' Program: what, when, how) provided by Caterina Lima allowed us to better get into the PAR model. We could realise where exactly the actions develop, i.e. in which regions of Portugal, how the supporting teams are organized, work and collaborate to help families and people. Meeting volunteers complemented this description with voices and faces from different regions of the country, as provided by the two sessions dedicated to "Stories and experiences of Local Hospitality Community". As well as the frontline volunteers' testimonies, to better get deeper into civil society involvement. The sessions dedicated to "Private sponsorship: challenges, weaknesses, strengths, and how to make the best of it" provided further stories and further encouraged the general discussion.

In our opinion, three general considerations emerge from the study visit to Lisbon:

1. Integration is a multidimensional process. From a practical point of view, documents, language learning, home and work (or school for the youngest) are the outcomes to be pursued and at the same time the main indicators of this process. The preconditions are the physical, mental and psychological health of refugees. Private sponsorships, with their mix of professionalism and human warmth, are the ideal initiatives to (re)build these preconditions.

2. Private sponsorships are the most appropriate initiatives to create these preconditions and then develop on them the pathways to empowerment and social, educational and labour inclusion. Through operators, volunteers and support networks, private sponsorships provide the necessary mix of professionalism and human warmth.

3. However, the results achieved by the private sponsorships depend, in turn, on at least three external factors:

(a) the legal framework of reference, (in particular the rules, procedures and timeframes for the recognition of refugee status; state instruments, policies, financial resources to support migrants and the associations involved in their reception);

b) the efficiency and spirit of real collaboration on the part of the public services and agencies that interface with the actors of private sponsorships (these agencies and services are 'embodied' by officials and professionals who, by their very attitude, can facilitate the solution of problems or, on the contrary, create insurmountable obstacles in certain crucial steps of the reception process)

c) the activation, in support of associations, of other volunteers and formal and informal networks that provide specific help or simply create a generally positive climate around migrants.

4. Results observed

Two main points:

1. The impact on refugees: the capacity to include the refugees themselves in the model, asking them to participate in the process and to support

activities for integration (cultural mediation, translations, etc.), so becoming an asset for the method itself. Their presence is crucial not only for the refugees involved as supporting resources, but it is an added value for the projects, in terms of increasing of mutual understanding and relationships between different cultures.

2. The impact on civil society. Volunteers told us how important word of mouth is to involve other people in becoming volunteers and join the supporting community. The model itself facilitates moments of socialisation and sharing (i.e. meals) where new friends can participate, so fostering new engagement, in a sort of snow-ball effect.

5. Lessons learnt

- The value of mutual collaboration between operators and volunteers (also refugees volunteers)
- The importance of involving other friends and relatives in the mentoring process
- The correct attitude when supporting refugees (empathy instead of superiority or pietism)
- The recognition of human dignity. The encouragement and the conservation of equal human relationship between refugees and social workers. To abstain from regarding refugees as poor people and not waiting for their thanks
- The necessary dialogue and co-operation with public agencies and services, whose role can never be entirely replaced by private sponsorships

5. Photo elicitation: images that best capture the essence of lessons learnt

Volunteers: a crucial resource



The positive and friendly atmosphere between all of us

Study visit Report (ISCTE-IUL)

Date of the report: 09/05/2022

Names of the visitors: Sandra Mateus, Daniela Santa-Marta, João Pedro Pereira

Organisation: ISCTE

1. Introduction

The visit was hosted by the Jesuit Refugee Service (JRS) in Lisbon, mostly at CUPAV, between the 4th and the 6th of May 2022. In the afternoon of May 4th, the meetings were held at the Lisbon project facilities. JRS is an international Catholic non-governmental organization, founded in 1980 by the Society of Jesus, its mission is to accompany, serve and advocate for those who have forcedly moved from their homes. JRS Portugal is in charged for the coordination of the technical aspects and operations of the Refugee Support Platform (PAR) and for the management and technical support of the Temporary Centre for Refugees (CATR) of the Lisbon Municipality.

We were introduced to their work and line of action as PAR's technical secretariat and CATR's technical support and management, as well as to the story and work of PAR since its formation in 2015. PAR has three main lines of action:

- PAR families – hosting and community,
- PAR frontline – caring for those who wait, which counted with 120 volunteers in Greece (2016 -2018) and with 30 volunteers in Portugal in 2022,
- PAR awareness – awareness campaigns, funding campaigns and awareness events and meetings.

Through an 18 months program PAR, which is constituted by many host institutions has been providing emergency shelter on arrival, bureaucratic mediation, housing, and community support to forced migrants. JRS plays a strong role in advocating, identifying, and managing resources to overcome challenges and maximize volunteers and migrants' potentials. It provides training for staff, volunteers, and beneficiaries with a strong action on housing, education, mental health support, social support, interpretation, matching, bureaucratic and cultural mediation.

1. Participants

We interacted with two senior members of the technical staff, two members of the psychological team, the head of interpretation and cultural mediation services – Ghalia a woman of Syrian origin, herself with a migrant and refugee background, the head of the cultural mediators – Liliana who is of Brazilian origin, herself with a migrant background which has lived in Afghanistan; Hamed, an Afghan and former beneficiary, now working as an interpreter for JRS, Portuguese and Brazilian mentors and volunteers. As the visit took place in the Lisbon project, during Wednesday afternoon, we have also had the chance to meet the founder of the project, which introduced us to their work. After the end of the visit we were invited to stay and socialize with staff members and beneficiaries.

3. Actions methodology

Hosting communities' program: Within PAR hosting communities' program, the host institution is responsible to find a hosting solution and provide pocket money and general support regarding employment, education, health, social services information, and mediation for 18 months, during which social networks and bonds are meant to be created. By the time of receiving the families, hosting families were already involved in the process which created more proximity and commitment. The fact that PAR has partnerships with potential employers gives PAR the possibility to accelerate the job market integration when the offers are aligned with beneficiaries' expectations.

Matching: The matching exercises, through which families are allocated to cities, matches local infrastructures, market labours and services with families/individuals' specificities (resources, wishes, potentials, needs and challenges), also matching hosted and mentor families. The organization invests time and effort to create trust relations between volunteers and JRS technical staff and proximity with the integration processes before hosting or committing to be a mentor, that seems to create stronger community response and commitment. A point worth mentioning is that volunteer mentor families and volunteers at the centres go through a selection and matching process, which also involves JRS understanding volunteers' motivations to participate in the programs.

PAR 2.0: Most recently PAR has developed PAR 2.0 to allow the hosting communities program to flow with changes in civil society and its spontaneous social movements. The population in Portugal mobilized as a response to the Afghans arrival to Portugal in August 2022. JRS created open online rooms to deliver information and created separated WhatsApp groups by district. After the matching exercise JRS presented the families/individuals to the group in which individuals/families have spontaneously volunteered to support/mentor. The high levels of autonomy seem to be vital for the existence and positive results of this groups. The other important factor is the technical support given to volunteers through WhatsApp, through which volunteers feel supported and can see their questions answered. This action seems to create space for real human interaction, community support, potential greater mobilization of resources within volunteers' social networks, and for the creation of spontaneous and informal networks which is the point of PS initiatives. Volunteers and participants in the hospitality communities have a great degree of flexibility in their relationship with the PAR Families' beneficiaries, allowing for a wide range of activities to take place, which can contribute to the integration of migrants: informal language learning, meals together, outdoor activities, etc).

The possible downside of such informal creation of groups and support networks is that it also creates space for well-intended but misinformed individual's action which can create barriers for integration or foster assimilation rather than integration processes, which JRS counters with matching practices and close volunteers and beneficiaries' communication and support.

Informal networking through social media: The use of *WhatsApp* groups has shown to be an efficient way to gather and mobilize resources such as equipment or furniture for a house, training and job opportunities, social connections, and others.

The emergency shelter centres counted with JRS staff and volunteers as well as previous staff of the places which were rented/landed to temporarily serve the hosting purpose. The volunteers have played a very important role in bridging between the staff and the beneficiaries in an informal way beyond cultural and bureaucratic mediators. The volunteers lived 24hours in the centre, sharing the same spaces, living conditions and food. Apart from having specific roles such as teaching Portuguese they also spend time with the migrants, “watching youtube movies, smoking cigarettes outside, playing cards, sharing meals, etc.”, which brings presence, closeness and trust. Their presence has been presented as the key factor in creating trust and close relationships and in recognizing and validating people's existence beyond their present refugee situation. By creating friendship like bonds, volunteers both, at the centre and volunteers of hosting communities may foster a) the motivation to learn the local language to which some refugees may show resistance to learn during the first stages as a resistance mechanism to their present situation and a way to keep believing the situation is temporary, b) to be able to change the perception about Portugal, making it a more friendly and desirable place to resettle in this way contributing to migrants aspirations regarding Portugal, which influence integration. The relationship created with the volunteers has thus an enormous informal educational potential, as they allow newcomers to become familiar with a wide range of information, rules and values implicit in the national and local cultural reality

Volunteers: Volunteers of all sorts bring social network, autonomy, and support, becoming a bridge to the host society, through which feelings of belonging, trust relationships, social networks, friendships, closeness, cultural exchange, mutual learning, friendship, personal relationships can be fostered. The creation of informal and close relationships are the strongest points of the practices presented and have been pointed out as the basis for all other actions and achievements. “To show that there are people capable of caring for others”.

Volunteers and staff: Setting boundaries and knowing how to manage expectations of what can be delivered and achieved of beneficiaries' integration processes and individual performances, have been pointed out as the most important skills for technical staff and volunteers to acquire. Otherwise, may lead people to live the beneficiaries' problems as their own, promise things they cannot deliver, which can cause burnout, unrealistic expectations and hinder motivation and integration processes.

It has been pointed out the need to not either encourage or discourage people of their wishes and decisions but rather support them to make informed choices and pointing out ways, by giving all information possible about their options and wishes. Regarding conflict, has also been pointed out, the need to inform about local laws and costumes but to leave space for people to solve it by themselves, “we count with their ways and knowledge to solve issues”.

Informal training and activities: For example, the “gamification” of language learning such as the exchange of audios in *WhatsApp*, has only been possible because of: a) the volunteers' autonomy to experiment and be creative in

developing learning methodologies; b) the trust that beneficiaries have with the volunteers to contact them outside of their scheduled activities in the centres. These informal practices can boost beneficiaries' capacity to adjust to a new reality while puts into action the creativity of all those involved.

Mental health support: JRS's psychological team has been playing a prominent role regarding the practice of cross-cultural psychology in Portugal, as this so much needed health support was practically non-existent. The team has also been called to collaborate academically and to train other health professionals in Portugal.

The psychologists team performs psychological screenings to all new arrivals to identify risk factors, symptoms and pathologies which should be prioritize. The team operates by identifying what should be addressed during therapy to enhance individuals' well-being, feelings of belonging and integration. Even though people may present other symptoms and risk factors, addressing them may be counterproductive for integration and individuals' mental health at a first stage. Therefore, to have a team specialized in trauma and with integration needs knowledge is crucial in designing appropriated psychological interventions. The team identified four main individual symptomologies: anxiety, depression, post-traumatic stress disorder (PTSD) and chronical/complex grief, stressing that individuals may have symptoms of, but not be suffering a pathology. Nearly 1/3 of PAR beneficiaries need psychological support at arrival.

The interpreters, not cultural mediators, play a great role in psychological support. The team has mentioned changes in the guidelines of the national order of psychologists which is now accepting and recognizing the need for interpreters' presence during appointments.

The team delivers a psychological first aid course to staff and volunteers which can help identifying signs of mental distress and pass the information to the psychologists' team but also to have basic tools on how to deal with trauma reactions.

Through the practice of cultural mediation, all actors involved have a better knowledge of each other. The practice contributes for beneficiaries deeper understanding of local contexts which allows them to make informed choices but also contributes for staff and volunteers to easily validate their knowledge, skills, and capacities. The most critical aspect of this practice is that it needs to be ensured that the cultural mediation does not happens in an oppressive language and dynamics, the mediator doesn't belong to oppressive groups and that she/he can have a thorough vision of the society and be capable of giving, as much as possible, a neutral voice to all perspectives and not further silencing or invisibilizing some existences and voices.

One of JRS biggest strengths is to identify, seize and maximize opportunities of spontaneous social movements and turn them into community resources and integration knowledge and practices, allowing for its line of action to adjust to, but also make the best out of changes in civil society actions and motivations, in this way overcoming challenges of previous lines of actions. For this, both technical expertise and volunteers' involvement is vital as to ensure the refugees wellbeing and autonomy pathways. The actions presented reinforce the cruciality of involving diverse actors in integration processes and the role of close social relations in being sensitive to diversity, maximizing opportunities and overcoming individual challenges. The human and community factors: the

creation of informal networks' relevance for integration and migrants' wellbeing become evident through the actions presented. Another point which is worth mentioning is how integration creates changes in the social fabric and structures, sometimes creating space for new practices and policies to come into place. This point is illustrated by the recognition of the need to train professional and practice transcultural psychology and to allow interpreters during psychological appointments, by official psychology bodies.

4. Results observed

From the perspectives presented strong social bonds and informal networks seem to be created, beneficiaries seem to feel accompanied and to have services and people to rely on. The PAR 2.0 program seems to be successful and to create informal relations and to move resources. However, it would have been important to hear from the beneficiaries, especially from the most vulnerable ones, what they perceive to be the effects of the actions on their lives and wellbeing.

5. Lessons learnt

1. The added value of volunteers is unreplaceable and does not replace technical expertise and roles. Responsibilities and limits of each role should be well defined and clear for everyone. This can be translated into trainings at two levels: 1) at the organizational level, which needs to ensure the division of roles transparency, but also ensure that there are conditions for those divisions to be maintained, b) volunteers and staff training to allow them to have a clear idea on what their jobs are and which tools they can count with.
2. The relevance of volunteers in building trust relationships, in making the new context understandable and normalising daily life. As one of the refugees, now an interpreter, stated during the meeting, asylum seekers want to understand the place where they are, to know what people count on, to understand how they are understood and how they should proceed and act. Volunteers are thus a fundamental support in "helping to see the country through their eyes" and in giving ownership to migrants. Through the horizontality they bring to the relationships of the reception process (especially volunteering more focused on migrants' emancipation and empowerment), volunteers might be able to better respect one of asylum seekers' needs and claims: the need to be considered capable until proven otherwise.
3. The inclusion of mental health support and specialized training enhances integration. Integration parameters such as access to adequate housing, employment, health, bureaucratic support are of crucial relevance. But it is also important to address mental health issues, as many forced migrants may be suffering from distress symptoms, trauma and migrant mourning which can create a barrier to take full advantage of housing, employment, health, education, training, and other opportunities in large. The first aid psychological course could be included for all those cohabiting and interacting with forced migrants. The aid kit would equip people on how to identify symptoms to: a)

better handle specific situations and reactions in a way that does not worsen people's mental conditions, b) as an emotional self-care tool, c) to help signalise people in need of mental health care to the appropriate services. To create specialized training for mental health professionals, including good knowledge of integration processes and the specificities of forced migration pathologies.

4. 3) The relevance of involving people with migrant and refugee background with receiving organisations and structures: the possibility to professionally integrate people with previous experience of being received in Portugal opens possibilities to increase the adequacy and to enrich and innovate receiving practices. Their presence and participation in the decision-making structures of the organisations is very important for the quality of the work developed, not replacing the presence of the beneficiaries in these structures but extending the horizontality and the perspectives in dialogue within the organisations.

6. Photo elicitation: images that best capture the essence of lessons learnt



This picture was taken after visit hours, when the team decided to go on a walk around Lisbon before dinner. Some members have decided to join on the last minute and Ghalia and Hamed have also spontaneously joined us for the walk and dinner. Many experiences and conversations have happened during this evening. This shows the relevance of allowing space for informal and spontaneous moments to happen and the creation of networks.



This photograph shows a moment when an interpreter with a refugee background leads an awareness-raising exercise on the difficulties experienced by forced migrants, choosing one of the project partners, an Arabic speaker, as a resource. The quality and richness of this intervention, the leadership assumed

by the intervener, the ability to detect resources in the group to which she was speaking, and to negotiate time for the development of an exercise that she considered relevant to the audience show some of the advantages of the involvement of migrants themselves in the reception structures and in the qualification of these structures, and its transformative effect.

7. Other aspects considered relevant

Private sponsorship or community led initiatives are a human response to enhance the integration of forced migrants that is complementary to state responses. During the visit, the value of human mailability, spontaneity and relations has been highlighted in a very rich way. However, as mentioned above the perspective of more vulnerable beneficiaries was lacking and could have enriched the knowledge gathered. There was a big emphasis on the volunteering role to demonstrate how relevant civil society is for successful integration, but it would also have been relevant to hear more about specific programs and practices, which were spoken of indirectly such as professional training (Elderly care training for women), domestic violence prevention and other practices which addressed diversity and gender.

Study visit Report (JRS Portugal)

Date of the report: 18/05/2022

Names of the visitors: Host institution

Organisation: JRS Portugal

1. Introduction

The Study Visit took place in Lisbon on the 4th, 5th and 6th of May, following the Transnational Partners Meeting, and was organized by us, JRS Portugal.

The goal of the proposed agenda was the presentation of the Hospitality Communities' Project, a privatesponsorship and civil society model that is being implemented by JRS.

The proposed agenda was the following:

Day 1.

- Mapping Refugees' integration in Portugal
 - . Global Overview on JRS' Refugees' Integration: today
 - . Hospitality Communities' Program: what, when, how
 - . The "Matching" exercise: Housing and everything else
- Specific Resources
 - . Mental Health and Refugee's integration
 - . Interpreters and Mediators
 - . Training Volunteers

- Visit and multicultural Get-Together in “Lisbon Project”

Day 2.

- Meeting Local Hospitality Communities: Stories and Experiences: live and online testimonies of local partners, volunteers and families, from different regions of the country, followed by Q&A and debate.
- Privatesponsorship: challenges, weaknesses, strengths, and how to make te best of it. Debate.

Day 3

- Frontline volunteers testimonies: Stories and experiences from civil society everyday people: expectations, fears, challenges, insights

2. Participants

The Study Visit was headed by Catarina Lima and organized with the team's support and participation.

Several team members participated in the Study Visit: Nuno Costa Jorge, Coordinator of Training and Identity, with a fundamental vision and insight to guide the group on the Hospitality Communities; Rosario Suarez, Coordinator of the Mental Health Office Team, with JRS psychologists Sara Sá and Mafalda Esteves; Liliana Souza, Coordinator of the emergency center for Afghan refugees and cultural mediator; Ghalia Taki, Coordinator of Interpreters, and Hamed Hamdard, JRS interpreter and a refugee himself; Vasco Passanha, who started as a volunteer and is now part of the team.

Ghalia and Hamed ended up participating not as technical workers, but as live testimonies of refugees.

Also, several volunteers participated in the Study Visit, from different cities, experiences and family' projects: Ana Resende, Aline Villas-Boas, Alexandre Villas-Boas, Sandra Somsen, Diana Nicolau, Sara Peres, who are currently supporting families in the metropolitan area of Lisboa, where the study visit took place; Margarida Barahona, Sara Felix, Carolina Pimenta and Vasco Passanha (currently working for JRS), who stayed in the emergency center for a minimum of 1 month, supporting the family and the team.

3. Actions methodology

The first day of the Study Visit was a global presentation of JRS work with refugees' integration and the trajectory and developments that led to the Hospitality Communities, including the challenges, difficulties and lessons learned.

The following two days were dedicated to hear different volunteers' testimonies and experiences, as voices of the civil society, and to debate (with the Partners and the volunteers involved) the challenges and strengths of the civil society participation in refugees integration.

As hosts of the Study Visit, the preparation of the activities gave us an opportunity to critically review, in a structured way, the HC Project, as it is being implemented.

To revisit the purpose of the PAR model reform and the principles that led to a different model.

It was also very positive to give voice to the volunteers with whom with work daily: to hear, reflect and understand their personal perspectives, fears and motivations.

We closed the Study Visit with a reinforced believe that (1) the participation of local communities and civil society in general, and the HC project in particular, are the right answer to a more humane, positive and effective refugees' integration; (2) no civil society integration can ever be the exclusive answer: the strongest the public answers and support are, the strongest the civil society can be.

4. Results observed

As hosts of the Study Visit, the activities and debates occurred in the Study Visit gave us an opportunity to reflect on the reasons why Portuguese civil society is so receptive to refugees integration and support.

We consider that there is a very strong difference to the other Partners' countries: the number of refugees and asylum seekers in each country. Portugal has very low numbers, when comparing to France or Italy, for example. However, this may allow us to put in motion pilots as the HC Project, and to build and develop the civil society capacity to participate in these processes, in a solid and constructive way.

We also confirmed our believe on a humanized approach for refugees support and integration, based on closeness, trust bonds and informal integration.

5. Lessons learnt

- In this post-pandemic moment, coming back from the online to personal meetings is crucial for the active involvement of civil society: even informal moments are needed to build trust and empathy, both with volunteers and with the families.
 - To promote local regular meetings between the staff and the volunteers that are supporting refugees in the region.
 - To promote local regular meetings between the families and the volunteers that are supporting them in the same region.
- The definition of limits in the relation between families and volunteers/staff, it is still an open, debatable issue when it comes to civil society involvement, and should be addressed as one of the major challenges when working with informal connections.
 - To promote more debate and experiences exchange between organizations that work with refugee population;
- No PS scheme or civil society integration program can ever be the exclusive answer: the strongest the public answers and support are, the strongest the civil society can be.

- To work with partnership and dialogue with public entities, to share with the lessons learned, to ask for public accountability .

6. Photo elicitation: images that best capture the essence of lessons learnt



Study visit Report (Municipality of Ioannina)

Date of the report: 19/05/2022

Names of the visitors: Alexia Gidari, Kalliopi Mytilinaiou

Organisation: Municipality of Ioannina

1. Introduction

Ms Alexia Gidari and ms Kalliopi Mytilinaiou represented the Municipality of Ioannina at study visit at Lisbon 4-6 of May. The study visit was hosted by Jesuit Refugee Service which is an international catholic organization, founded in 1980 with a mission to accompany, serve, and advocate on behalf of refugees and other forcibly displaced persons that may heal, learn, and determine their own future. The meetings took place mostly to the CUPAV and an in situ visit took place to the *Lisbon projet*, a community centre look-alike place (4th of May-afternoon) that gave us the chance to interact with beneficiaries and to see the practical aspect of an important initiative. The main goal of the visit was to get familiarized with volunteering experience as a private sponsorship through the testimonials of the involved parts (volunteers, supervisors, local communities). Nowadays, JRS Portugal coordinates the technical parts of PAR which is a platform, a network for the support of refugees. Identically this network supports 380 families. Worth to mention that Portuguese government provides vocational training to refugees such as language courses gaoling to official language certificates or technical trainings on specific jobs descriptions (e.g worker in a super-market)

2. Participants

The focus of the visit was on the testimonies of workers and volunteers of **Jesuit Refugee Service organisation**, the networking system they have developed and the way they manage the private and community-based sponsorship.

Specifically **workers in JRS** shared **good practices of networking** (e.g use of Apps for the direct management of volunteers and of the offers, use of social media for calls for housing and/or other types of offers etc) and **techniques on how they handle the different vulnerable beneficiaries (matching** with proper volunteers, inclusion of volunteers with different backgrounds e.g students, families, neighbours etc). They also mentioned **challenges** related to the resources finding and its reasoning.

Mental health issues who may be faced by refugees, good practices in psychology appointments (e.g cooperation with interpreters) and intervention plans were presented by **mental health workers of JRS**. They mentioned results of researches, they analysed the symptomatology of mental illnesses, and they explained how different risks factors increase the vulnerability of a beneficiary.

During our visit in *Lisbon Projet* cultural mediators of JRS, shared with us their experience not only as professionals but also as fled persons. Ghalia Taki , a Syrian refugee shared her fleeing story referring all the bureaucratic and other obstacles she faced, her integration procedure in Portugal and how she went over the problems during the first months and good practices and techniques she uses as an interpreter. She facilitated a role play game with all of us to be transformed to fingerprinted receivers of bad comments based on stereotypes, as she wanted to put us in the shoes of a non-native speaker. Alongside with Ghalia, Hamed Hamdard shared also his fleeing story, his strong professional background in Afghanistan and their will to council the newcomers refugees as he knows their position.

Liliana Souza, also a refugee with Brazilian and Afghan origins, currently worker of JRS, presented the special characteristics of Afghan citizens (e.g their difficulty to share their negative opinion during decision making procedures), she pointed out the struggles of working with this population sharing examples from the daily routine (e.g explanation of a new public system) or the common challenge of set the boundaries. It is worth to be mentioned a quote of her that reflects a whole humanitarian aspect about the volunteer offer "to be grateful is not obligatory".

The testimonials of volunteers was the main part of this study visit and the most interesting as it gave us a very clear image of their experience as a crucial part of this procedure. As the volunteers are the golden section between staff and beneficiaries, their role is important for the trust building. Their main responsibilities are

- to assess the needs and provide solutions on technical issues (e.g clothing)
- build on the autonomy of people, cultivate the independent way of living, help with the socialization procedure and all in all to contribute to a good well-being of the beneficiaries they are responsible for.

Following some of their key points related to their experience;

- Aline and Alex Villas – Boas, Brazilian refugees who's the main motive is to help refugees as they are refugees too (empathy). Their academic background (international human law and human studies) was the

trigger point. They shared the daily routine they have formed with the family they are responsible for (e.g unprecedented experience for the family like walk to the sea, cultural exchange though food and religion routines. As a challenge they pointed out the language barriers and the hesitation of family to act independently in the city.

- Margarida Barahona, a well-experienced volunteer with a very interesting background (worth mentioning; teacher in men's prison) described her daily routine with an Afghan family she is responsible for and how she balances her personal life with the volunteer offer.
- Sandra Somsen as a volunteer who support families in Lisbon emphasized the importance of needs and interests assessment and the clarification to the beneficiaries regarding their responsibilities and their rights
- Vasco Passanha, an ex-volunteer and current working staff, shared his path in JRS, his first tasks (clothing distribution, finding houses, support to bureaucratic procedures, even support to giving birth woman etc). As the most volunteers and staff, he also mentioned the language barriers as a main challenge.
- Carolina Pimenta, works as legal assistant in JRS and her motives are both personal and professional. She mentioned the importance of dealing with local problems in your area and acting local, the key role of volunteers as they have to introduce the beneficiaries in a whole new country and public system and above all to work on the stereotypes about 'Bad West'. Language barriers and her gender were for her the main challenges, since she was a volunteer yet (her first experience was the teaching of Portuguese in farsi speakers). According to her experience, an important part of a healthy relationship with a beneficiary is the fine line between the volunteer role and the friend role.
- Sara Felix, a passionate volunteer with law studies, expressed that her experience helped her to see people behind their traumas and their victim identity. She also started with teaching Portuguese to refugee population (illiterate women) and faced the cultural differences and language barriers as main challenges.

During debate which was consisted of questions and answers between us and the volunteers and staff lots of topics came up. Indicatively;

- In case of conflicts between refugees' tribes, what can be the intervention
 - Set of boundaries
- Is there any difference between the volunteer role and the worker role?
 - As the volunteer spend more time with the beneficiaries, the relationship is stronger
- In there any conflict with supervisor? If yes how this is solved?
 - Not any, as the volunteers trust her because of her experience and they got inspired from her.
- Do the people of concern get involved in the decision making?
 - Imbalance of power is a warning point to clarify before to move with giving them space to express their opinion and to handle realistic choices.
 - In case of GBV incidents, what is your action plan?

□ Information of the perpetrator about the legal consequences, call of Police, support both of the victim and perpetrator

- What if instead of a friend you make an enemy during your volunteering offer?

□ You move on and keep supporting by accepting this.

3. Actions methodology

1) The PAR procedures presented to us by Catarina Lima and gave us an overview of *what, when, how* of this successful program.

PAR has three basic pillars:

- PAR families which targets to hospitality communities. The crucial role of volunteers in this part is the handling of donations.
- PAR frontline for refugees who are in the waiting lists
- PAR awareness which is consisted of funding campaigns and awareness campaigns and events.

2) Trainings to volunteers as a very first induction:

- psychological first aid
- provision of daily communication pathways, problem solving techniques

3) Matching procedure as the key of a successful relationship between volunteers and beneficiaries

4) Informal ways of communication and approach as it concerns new donations, volunteers and the extroversion of the actions. Indicatively there are WhatsApp groups for the communication of refugees, staff and volunteers, WhatsApp groups for the communication between volunteers and refugees etc.

5) The guidelines shared about the cooperation with interpreters in therapeutic context; how important is even the specific position or the clarification of his/her role (interpreter and not a mediator)

4. Results observed

The sharing of volunteers' experience gave the chance to us as participants to address questions, to get inspired by their practices, to enrich our action plans based on the proposed activities, to discuss further on the faced challenges such as set of boundaries, language barriers, balance between volunteer offer and personal life and also the need for continuous mobilization of beneficiaries. The interesting aspects of PAR gave us an overview about the informal ways of management and a clear image on the positive impact on beneficiaries' lives. However, it would be more holistic if we could have the chance to meet some of the refugees and interact with them about the services they have received.

5. Lessons learnt

1. The techniques of communication. Words cannot describe how important is for refugees to have instant communication through informal but easy-to-access communication pathways such as WhatsApp. Also as this type of applications provide voice message as choice so they go over the illiterate problems or the written language barriers.

2. **The building of a healthy relationship between volunteer and beneficiary.**

The strong bonds between volunteer and beneficiary is a real thing. However, interaction with volunteers brought up the challenges that they face concerning the set of boundaries, the continuous need for mobilization of the beneficiaries and the extinction of common misunderstandings and misconceptions about the roles and the new cultural environment (on behalf of the beneficiaries). All the before mentioned can be translated into;

- Seminars for refugees and migrants for goal setting techniques, promotion of good practices of a healthy mental and physical routine
- Provision of continuous updates for the issues that concern the beneficiaries and make them face the reality by giving them choices including them in decision making.
- Seminars about common misconceptions and stereotypes about the new environment they live in.

In addition, as the volunteers shared their difficulties concerning the balance between personal life and volunteer offer, the need of cultivating the individual resilience is a possible training to be held and addressed to the volunteers. In addition, as the language barriers referred as major problem, language lessons can be established as well for both sides.

3. The variety in the backgrounds of volunteers and the matching techniques. As the needs and the vulnerabilities of refugees and migrants are differentiated so the backgrounds of volunteers that deal with them should be. For example, if the need of a young migrant is to get socialized and to be part of youth communities, the perfect "match" for him/her is probably a young university student who can help him/her in creation of a network. In case of a refugee family, an experienced volunteer who is also a parent can be more proper match for them as he/she can share useful advice for the daily problems and build on the resilience and the independency of the family.

The most of the before mentioned as lessons learnt, was result of the very interesting debate with volunteers; we discussed about challenges and weaknesses and how they can be turned into strength and development.

6. Photo elicitation: images that best capture the essence of lessons learnt

The importance of the proper matching between volunteer and beneficiary is depicted in the following photo. A Portuguese family is matched with an Afghan family, both of them with toddlers. A really representative story about the multicultural communities was share by Alex and Aline; When they visited a mosque with the family they are responsible for, their little daughter considered the praying as yoga position (she had the stimuli from her kindergarten) so she fell down in her knees doing yoga alongside with the praying Muslims.



Study visit Report (Refugees Welcome Italy)

Date of the report: 20/05/2022

Names of the visitors: Sara Consolato and Lucia Ciravolo

Organisation: Refugees Welcome Italia

1. Introduction

The visit took place in Lisbon, from 4 to 6 of may and we were hosted by JRS Portugal.

The three days were focused on the community-based model of reception implemented by JRS in the framework of the Portuguese relocation programme. RS Portugal is currently responsible for the Technical Secretariat of the Portuguese Refugee Support Platform (PAR) for managing the Temporary Center for Refugees (CATR) from the Lisbon Municipality as well as for directly hosting a number of refugee families in autonomous houses.

The undertaken activities included an overview of the work of the organisation, plus the testimonies of the protagonists of the model (staff, volunteers, refugees, partners organisations, local community's members). The focus has been mainly on the community-based scheme developed by JRS to welcome the afghani refugees evacuated from Afghanistan after the Talibans' takeover.

2. Participants

As usual, the study visit of Racip project provided us with the chance to know the protagonists of the community-based model and also the members of the staff involved in the activities. It was really interesting to listen to Galia and Hammed, interpreters and members of the JRS staff, as they shared with us the challenges

to rebuild their life in a foreign country and readapt their expectations to the new reality. They also gave us detailed information about their work of translators/interpreters, by highlighting the importance of serving as bridges between 2 cultures

We were welcomed and supported throughout the visit by Catarina Lima and Nuno Costa Jorje from JRS, who provided us with an overview of the the PAR project, its origin and structure, as well as a very detailed presentation of the community-based model, in the framework of the portuguese policies of integration. We had the possibility of listening to the testimonies of Vashku, Carolina and Sara, frontline volunteers at the reception centers managed by JRS: they shared with us their motivations to become volunteers, as well as their operational role and the challenges they have been facing in building relationships with the refugees based on mutual trust. We met also Sara, Margarida, Aline, Alex, Ana, Sandra, volunteers **who** are hosting refugee families: they explained to us their motivation to be engaged, what kind of support they are providing to the hosted families, the difficulties they have been facing but also the enriching experience they have been made. Last, but not least, we listened to Liliana, cultural mediator for Afghan asylum seekers Liliana, who plays an important role in facilitating the relationship between refugees families and hosting families; Mafalda and Sara, psychologists, who presented us the mental health services offered by JRS and provided insights about the traumas and risk factors that displaced people face.

3. Actions methodology

Built on the experience of the PAR, the community-based reception model implemented by JRS is based on the principle that “integration starts in the community” and that social relationships, as well as houses, job opportunities and economic independence, play a crucial role in fostering the integration of refugees. In the framework of this scheme, when they arrived in Portugal, refugees go to temporary shelter centers in the areas of Lisbon, Fátima and Ericeira. In the centers JRS guarantees psychological, legal, medical supports and others, like classes of Portuguese. All of this is made with the help of volunteers.

At the same time, JRS works to place the families in independent houses so that they can re-start their lives. For one year, JRS Portugal support the families' rent and some bills. Besides the financial support, JRS has been creating hospitality communities, which are groups formed by volunteers who will provide informal support very close to each of the families. The idea is that in addition to the technical support from JRS, the families will have a shoulder to lean on when needed.

Positive aspects of the model: the networking of volunteers proved to be essential to provide basic services but also to create an environment of trust, mutual respect and integration. Local volunteers can serve as “door” to access the hosting country and, in a society where many things work thanks to interpersonal connections, they can provide newcomers with valuable information and insights. Also, volunteers are more used to treating refugees as

individuals, instead of beneficiaries and recipients of services, helping them to focus on their potential and aspirations.

Critical aspects: we think that relying mainly on volunteers in the first reception (in the centres) can be risky, as in this phase refugees may need a more professionalised support and volunteers can be overwhelmed. This risk can be overcome through selection and mandatory training, but we believe that - upon arrival - informal network of support should be complementary to the work of professional case workers.

4. Results observed

Participation and reach: the program was able to mobilise the civil society and to respond to this wave of solidarity in a structured way, by providing the people who joined with a concrete way to stand with refugees.

5. Lessons learnt

- There is a willingness from civil society to be engaged in the integration process of refugees. Tools and ad-hoc methodologies are needed to train, prepare, deal with expectations and keep volunteers motivated. Without structured processes, it is likely to waste the power of this wave of participation.
- Once again, it has been clear that the “management” of the expectations, on both sides, is a crucial element to be dealt with, especially during the trainings and ahead of the “matchings”
- Integration programmas should incorporate both formal and informal network of support: the only way to overcome the “beneficiaries syndrome” and value the potentialities, skills and aspirations refugees have.

6. Photo elicitation: images that best capture the essence of lessons learnt

Resilience and the power of believing in a second chance.

Unfortunately We took only this pic, we shot short videos but I can't upload them here :)



Study visit Report (Second Tree)

Date of the report: 20/05/2022

Names of the visitors: Giovanni Fontana, Holly Dawson and Myrna van Wolven

Organisation: Second Tree

1. Introduction

We visited JRS in Lisbon from 4 May 2022 till 6 May 2022. The meeting location was CUPAV and the Lisbon Project. The activities were focused on getting to know JRS, their methods and their volunteers.

2. Participants

The study visit was led by Catarina and Nuno of JRS. We interacted with JRS volunteers and their beneficiaries (refugees). We interacted with both volunteers who supported host families as well as frontline volunteers, working in one of the shelters. In addition, we have met JRS interpreter's coordinator, psychology coordinator and formation and identity coordinator.

3. Actions methodology

JRS - PAR consists of three programs: PAR families, PAR frontline and PAR awareness.

PAR hosting families started in 2015 and has hosting institutions in 17 districts in Portugal. Refugee families receive housing and pocket money as well as general support. When hosting institutions had to drop out because they did not receive money, JRS started to have a house hunt around the country and asked local communities for help via WhatsApp groups.

Within the PAR frontline program, volunteers work in two centres and establish informal relations with families. The volunteers have conversations with families in the centre but also take them to the hospital for example.

PAR volunteers receive psychosocial aid training and another informal training about their role as volunteers. JRS has daily communication with their volunteers.

The positive aspects are that JRS is able to reach a great network of (potential) volunteers through informal communication medium such as WhatsApp. Volunteers also appreciated the constant communication with JRS, they are supported when difficult situations arise. However, the most critical aspect is that the training for volunteers is not mandatory. Some of the volunteers we spoke to went to (part of) the training while others did not.

4. Results observed

Through PAR families, 52 families have been supported. While we listened to the experiences of volunteers, it was mentioned that most refugees started to learn Portuguese because of their experience with volunteers. This kind of accomplishments might be an indirect result of PAR's program but are very important for the refugees' integration.

5. Lessons learnt

1. There is a need for a platform through which volunteers can share experiences with each other. This finding can be used in the RaCIP pilot schemes, a WhatsApp group of beneficiaries (Greek families and students) can be created for the exchange of experiences.

2. For both the families and the volunteer it is important to discuss mutual expectations and explain to the family why certain (bureaucratic) things in a country work the way they do. Having conversations about expectations will increase mutual trust. This lesson can be kept in mind for the RaCIP training.

3. Frequent, ad-hoc, communication with volunteers is important to keep them engaged and to support them in difficult situations.

6. Photo elicitation: images that best capture the essence of lessons learnt



We chose this picture of one of the volunteers speaking about her experiences with us, because it shows the care and responsibility the volunteers have.

Study visit Report (Réfugiés Bienvenue)

Date of the report: 23/05/2022

Names of the visitors: Anjali Claes, Emile Le Menn

Organisation: Réfugiés Bienvenue

1. Introduction

The visit took place in Lisbon, primarily at the Cupav space, from May 4th to 6th. We had a lot of volunteer testimonials and some insight into two different support programs for refugees: PAR network support for refugee families, and refugee housing centers.

2. Participants

We interacted with the heads and volunteers of JRS's organisation, as well as specialized support staff such as psychologists, and the head of the Lisbon Project center for migrants. We did not interact with any refugees that were not employed by JRS.

3. Actions methodology

The host presented two main programs for refugees: support networks for families and refugee housing centers. The support networks consist of groups of 3-4 volunteers that mentor one resettled family. JRS provides housing and social work while the volunteers aid in social integration and keeping consistent contact with the refugee family in order to respond to their various needs.

The housing centers are donated buildings from public and private entities where JRS is allowed to house refugees (single or families) for up to 18 months. These centers are managed by a team of live-in volunteers supported by professional staff and include professional psychological support, cultural mediators, and social work.

In both cases, there is really high investment from volunteers, who are well trained. That being said, it isn't clear what the refugees' position is as we got no testimonial from any user of JRS's services.

One insight gained (or rather strengthened) is the importance of housing: by having an independent living space, the refugees have a huge advantage that allows mentors to focus on more "light" social tasks. However, the location and accessibility of the housing provided can have a huge impact on the social lives of the residents. There was also a lot of talk about the expectation management that comes when the refugees are looking for their own housing solutions after having free housing in relatively good locations.

4. Results observed

The housing donation system from public and private actors is very effective and is an interesting manner of involving those actors in refugee-directed services. An 18-month commitment is really great as well as it gives plenty of time to work on different parts of integration.

5. Lessons learnt

1 – interpreters and cultural mediators serve a critical role for new arrivals and can appease tensions between refugees and volunteers

2 – Providing space for volunteers to discuss amongst each other can help with motivation and sharing knowledge

3 – Having training available does not mean that volunteers will attend training systematically but it shows that the organisation is supportive – a referent from the organisation helps ensure that people still have knowledge transmitted

6. Photo elicitation: images that best capture the essence of lessons learnt



Space for volunteers to share gives a sense of pride and motivation

7. Other aspects considered relevant

I really want to underline that having a bunch of perspectives from volunteers and employees and none from beneficiaries makes it difficult to assess the results of the programs, especially because we also didn't get any statistics as to the people who left the program and what results they have

Study visit Report (SYNTHESIS)

Date of the report: 4-6 May 2022

Names of the visitors: Maria Savvides

Organisation: SYNTHESIS

1. Introduction

The fourth study visit of RaCIP took place face to face at different venues and locations selected by the host, JRS, in the northern area of Lisbon from May 4th to 6th, with the main visiting activities happening on the first and second day, as well as the first half of the third day.

The RaCIP partners had meetings, presentations and visits with local and national organizations, frontline volunteers working at the refugee shelters, hosting families, trained psychologists of JRS, cultural mediators and interpreters, who have gone through the asylum seeking procedure themselves. The majority of speakers were persons supporting the smooth operation of the "Hospitality Communities' Program", thus providing input on aspects such as first reception, accommodation and hosting, psychological support, interpretation and mediation etc.

In this context, we met with the following persons and organizations:

- 1) Catarina Lima and Nuno Costa Jorje, project officers of Hospitality Communities, **JRS**
- 2) Rosario, Mafalda, Sara, psychologists at **JRS**
- 3) Galia and Hammed, head interpreter and interpreter at **JRS** and members of the **migrant community in Lisbon**
- 4) Gabriela Faria, Founder & President (CEO) of **The Lisbon Project**
- 5) Sara, Margarida, Aline, Alex, Ana, Sandra, local volunteers for **JRS** who are hosting refugee families in the context of the Hospitality Communities Program
- 6) Liliana, volunteer and cultural mediator for Afghan asylum seekers at **JRS**
- 7) Vashku, Carolina and Sara, frontline volunteers of JRS at the reception centers managed by JRS

2. Participants

- 1) Catarina Lima and Nuno Costa Jorje, project officers of Hospitality Communities, **JRS**

Catarina and Nuno presented the PAR project, its structure, duration and number of participants, as well as the new project of the organization for integration, namely the Hospitality Communities program. Regarding the latter, they informed us about its structure, when it started and how it all came together.

2) Rosario, Mafalda, Sara, psychologists at **JRS**

The three of them gave a presentation on the mental health services offered by JRS, as well as an overview of the symptomatology and risk factors for different groups of asylum seekers and refugees.

3) Galia and Hammed, head interpreter and interpreter at **JRS** and members of the **migrant community in Lisbon**

The two interpreters shared their migration stories with us, as well as how the collaboration with JRS began. They gave input on critical aspects to interpretation and explained how they support the organization from their position.

4) Gabriela Faria, Founder & President (CEO) of **The Lisbon Project**

Gabriella presented the work of the Lisbon project and the different workshops held there regularly.

5) Sara, Margarida, Aline, Alex, Ana, Sandra, local volunteers for **JRS** who are hosting refugee families in the context of the Hospitality Communities Program

Different groups of hosts gave input on how they have gotten engaged with the Hospitality Communities Program, what support they offer to their assigned families, any concerns or fears they had initially and how they overcame them, as well as positive experiences they have gained from their exchange with the linked families.

6) Liliana, volunteer and cultural mediator for Afghan asylum seekers at **JRS**

Liliana shared her experience as a cultural mediator at the reception shelters run by JRS, her work related responsibilities and how the information she gains from the discussion with the families at the centers facilitates the matching process with local families.

7) Vashku, Carolina and Sara, frontline volunteers of JRS at the reception centers managed by JRS

The three volunteers explained how they found out about JRS and the reception centers, they shared input about the screening process for becoming a volunteer, as well as their fondest and most challenging experiences there. They also analysed in detail their responsibilities and types of activities carried out there.

3. Actions methodology

One thing that was insightful in Lisbon was the opportunity to meet with a wide range of actors who staff the Hospitality Communities program in a variety of positions, thus covering complementary aspects and responsibilities and giving us a round image of the program.

Some positive aspects, included:

- Presence of 2 NGOs, 2 beneficiaries that are now employed by JRS, 4 frontline volunteers and 6 volunteers from hosting families in the two and a half Study Visit days
- Exchange of knowledge, experience and ideas and clear insights
- The Study Visit shed light in ways to explore community-based integration policies in the Lisbon wider area and the north of Portugal.

Overall, it was not easy to find challenges as everything went very well. Some critical aspects mentioned during the final reflection were:

- Lack of moments for reflection between the consortium
- Lack of direct testimonials from beneficiaries of JRS and the Hospitality Communities Program
- Lack of horizontal exchange with the guests, they don't know much about the consortium or the organizations present

4. Results observed

1. The coordination of the Hospitality Community Program through the WhatsApp groups and consistent monitoring of the JRS team, as well as the grouping of local volunteers are adequate methodologies for supporting the smooth development of the program;

2. Where there is the will and sufficient funds, there is a way. In the sense that JRS didn't quit on the PAR project when it seemed to have been more institutionalized. They rather chose to learn from the good elements and continued offering their support in an improved and adapted format.

3. The manning of JRS and the Hospitality Communities Program with a variety of roles allows for a comprehensive provision of services and overcoming of obstacles that language, culture etc can create.

5. Lessons learnt

1. When the PAR project began fading and there was no real empowerment or integration, JRS opted to learn from this experience and build on it with additional positive elements and less dependency of the families of the hosting institutions, thus creating a new and improved version of PAR. => The practice of updating

and ameliorating the structure of an integration program could be followed also with RaCIP after the pilot testing period is completed.

2. For the matching between local and refugee families to be successful, it is important to express and manage everyone's expectations from the beginning. A training for mentoring can also be useful, if not necessary. => In the context of the RaCIP context on a local level, the first meeting between locals and beneficiaries can be organized with the supervision of the organization, so that expectations, goals and hopes are expressed from the start.

3. The presence of the frontline volunteers at the reception centers was key for the beneficiaries to feel comfortable in the presence of someone who is impartial and gradually familiar. It helped them open up and share.

6. Photo elicitation: images that best capture the essence of lessons learnt



The motto of PAR, "We see, we hear, we read: We cannot ignore" is a guiding example of how to approach integration



The announcement board at the Lisbon project, inviting both locals and beneficiaries to participate in activities in an inclusive manner

Study visit Padova and Rome/Italy

Introduction

The present report summarizes the data collected in the evaluation questionnaires of the study visit in Padova and Rome, Italy, between the 6th and 10th of June 2022. The visit was hosted by Consorzio Veneto Insieme and Refugee's Welcome Italy. After the visit, each participant filled a brief evaluation questionnaire, which included issues such as the organisation of the visit, its contents, and impacts.

The questionnaire was anonymous and included both multiple choice and open answers. The data collected through the questionnaires include a variety of perspectives, as the participants of the visit were a heterogeneous group composed by different roles within organizations. Both these aspects make the questionnaires relevant for the preparation of future study visits since it contributes to the understanding of the main aspects of the visits and whether some of these can be improved.

In the annexes of this report contain the study visit's qualitative reports written by each partner organization after the visit.

1. Participant's profile

This section shows the profiles of the study visit participants by age, role in the institution that they represent and education level. The questionnaire was answered by 13 participants from all partner organisations of RaCIP Project. The participants were aged between 23 and 61 years old, most have higher education, and their main occupations were researchers, followed by social workers.

Table 1. Participants by age

Age	N	%
18-25 years	2	15,3
26-35 years	6	46,1
36-45 years	2	15,3
46-55 years	2	15,3
56 years or older	1	7,7
Total	13	100

Figure 1. Participants by role in the institution

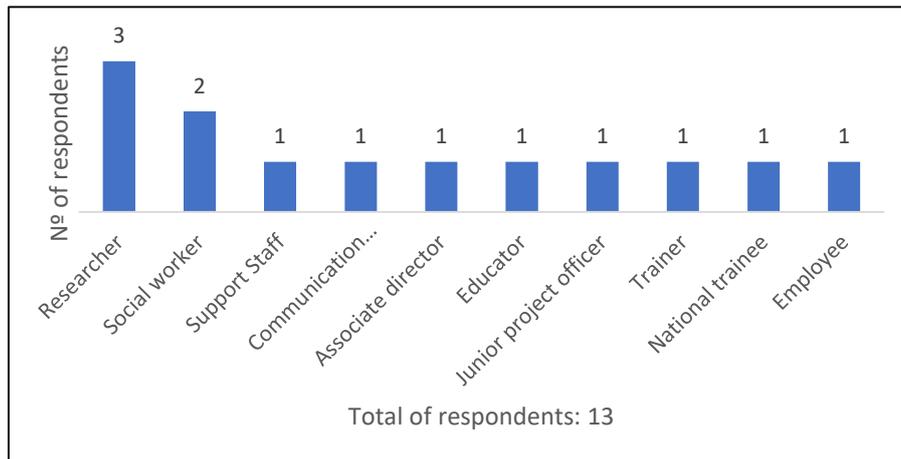
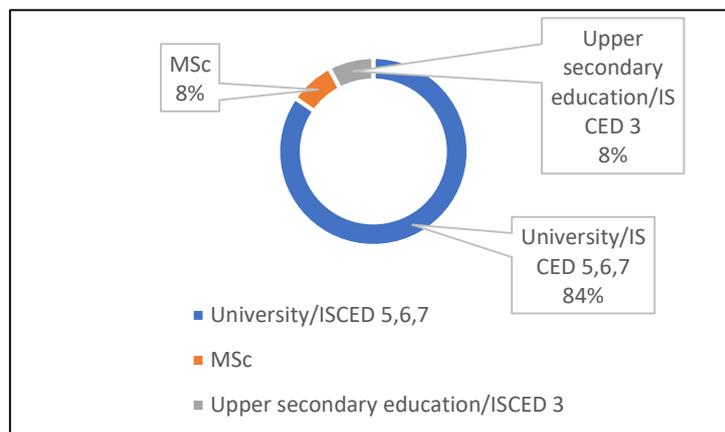


Figure 2. Participants by level of education



2. Study visit organisation

The items evaluated by the participants on this topic referred to the planning of the study visit and the period that preceded the visit. It includes dimensions such as the preparation of the visit, the support provided during the visit by the host organisations, organisation of the visit and the format of the meetings.

Figure 3. Participants' evaluation of the study visit preparation (%)

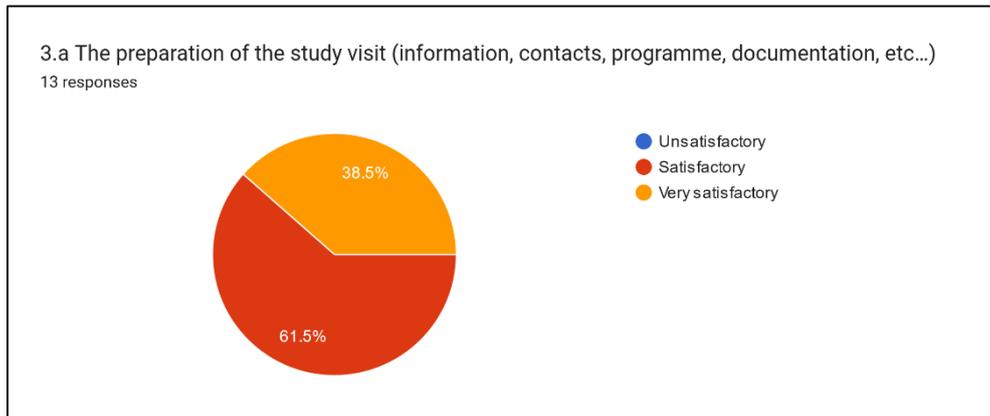


Figure 4. Participants' evaluation of the host partners support (%)

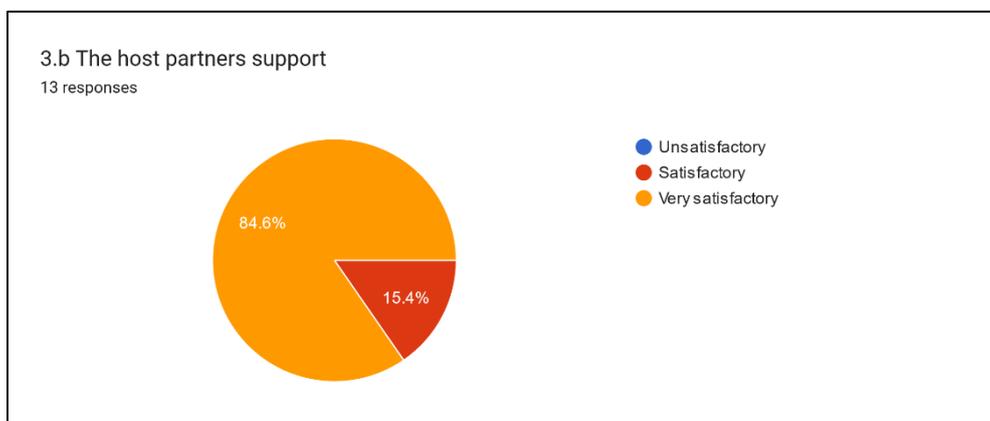


Figure 5. Participants' evaluation of the general organisation of the study visit (%)

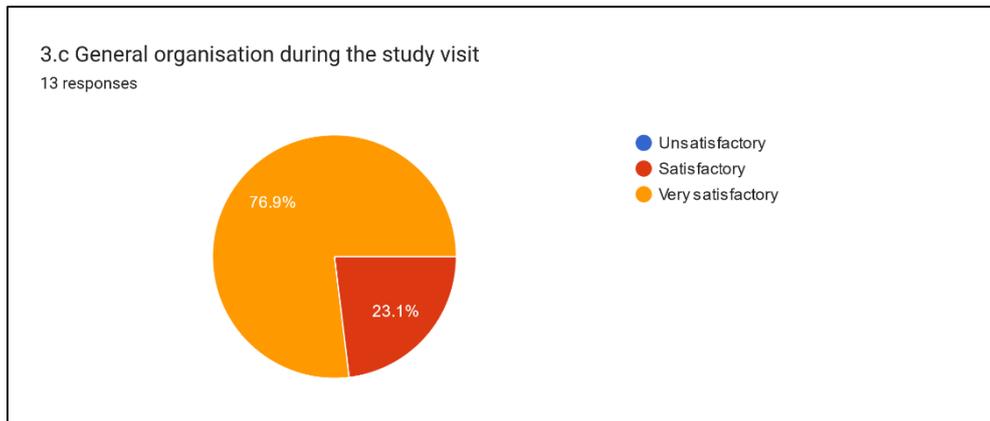
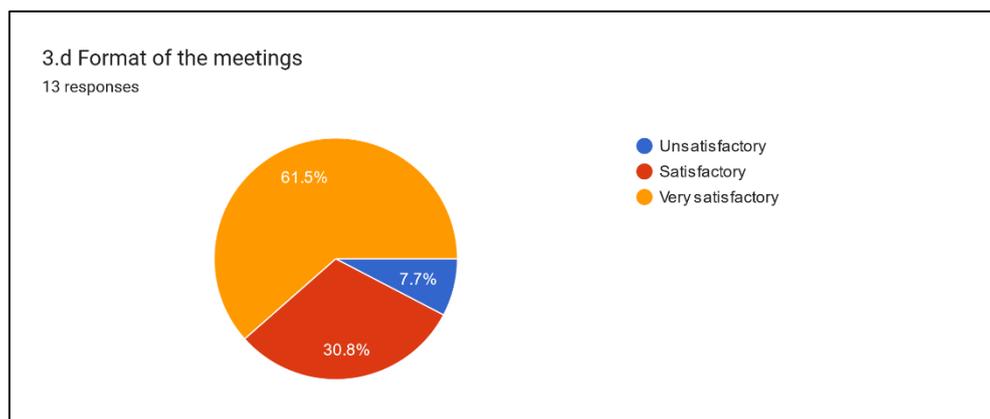


Figure 6. Participants' evaluation of the format of the meetings (%)



The items in this section were all mostly rated as positive, especially the host partners support during the study visit. The only item that had negative feedback was the evaluation of the format of the meetings (7,7%), although most participants rated it as either “very satisfactory” or “satisfactory”.

The following is a sample of the comments and suggestions about the study visit organisation and contents):

- “The visit was well organized”
- “Both partners have presented us a wide range of actors, including beneficiaries. It was particularly interesting to have UNIRE, a refugee led organization, presenting their work and perspectives. Overall, both organization's contents were very rich but the visit would have gained if thought in a more participative model by creating space for activities and small group discussions.”
- “I really enjoyed the day at the cooperativa and Friday morning (UNIRE!) yet a bit of a long morning. It would be preferable to have more time for questions and fewer speakers.”
- “Very interesting study visit as experiential and in-situ elements were included”
- “There were too many things programmed for too little time”

3. Study visit contents

The items in this section refer to the qualitative aspects of the activities that took place in the study visit.

Figure 7. Appreciation of the meetings and interactions with staff, coordinators, heads of organisations and social partners (%)

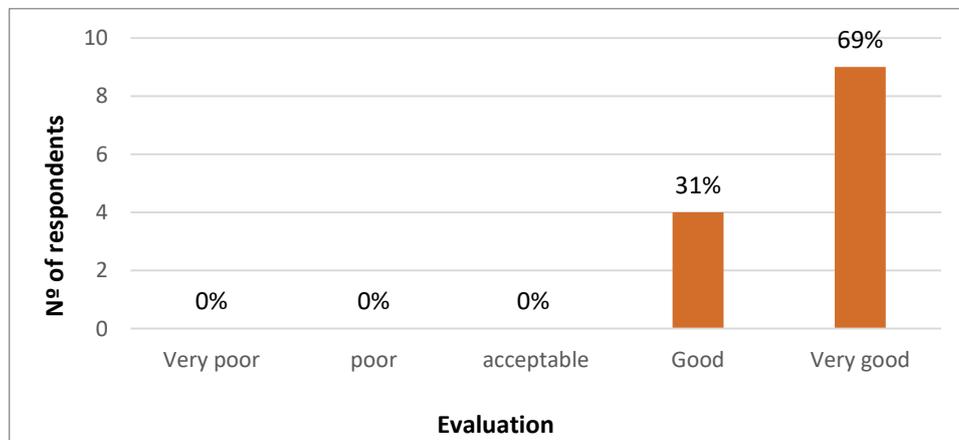


Figure 8. Appreciation of the meetings and interactions with volunteers (%)

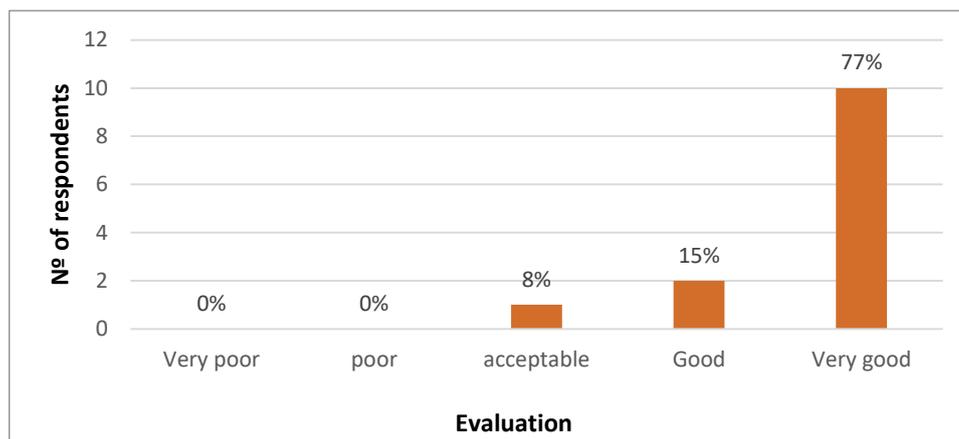


Figure 9. Appreciation of the meetings and interactions with beneficiaries (%)

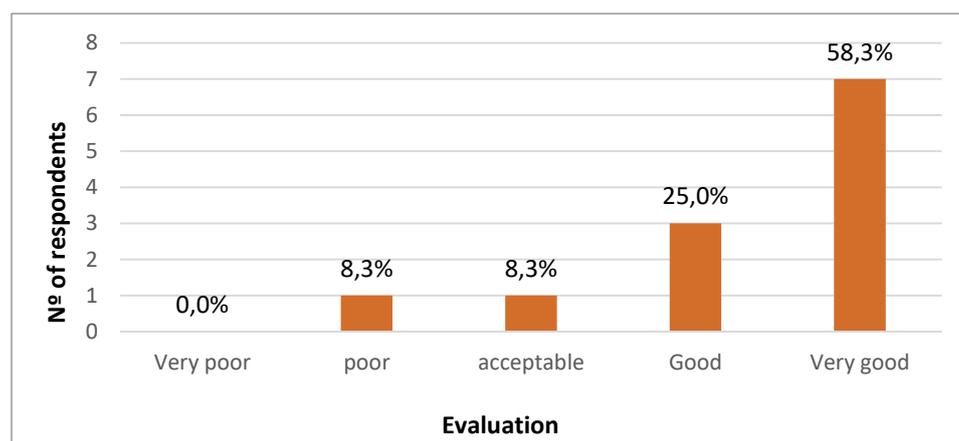


Figure 10. Appreciation of the exchange of lessons learned knowledge, tools and methodologies (%)

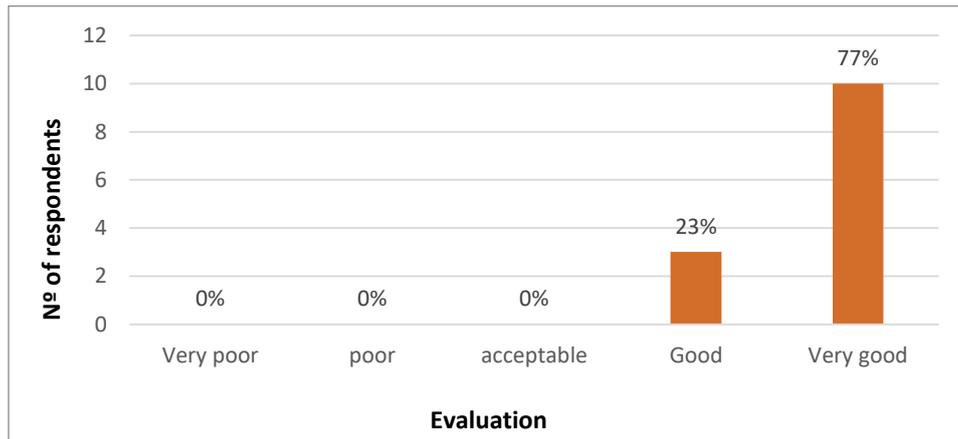


Figure 11. Appreciation of the discussion of needs, challenges, and more critical aspects (%)

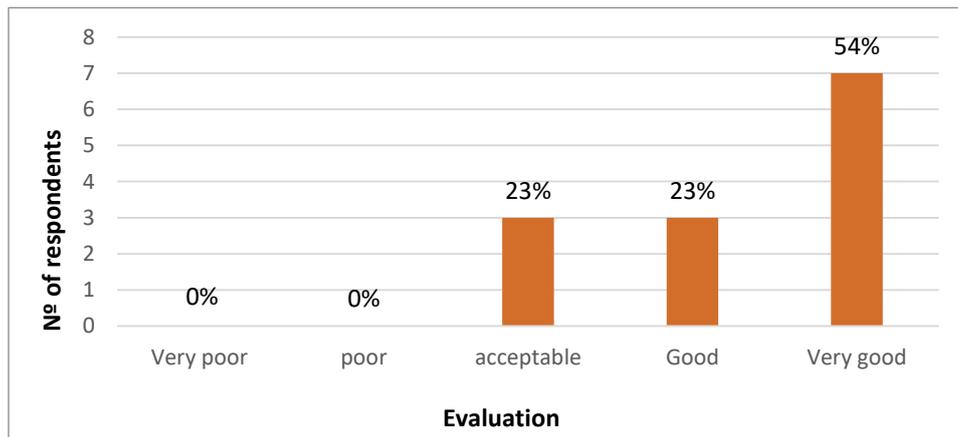
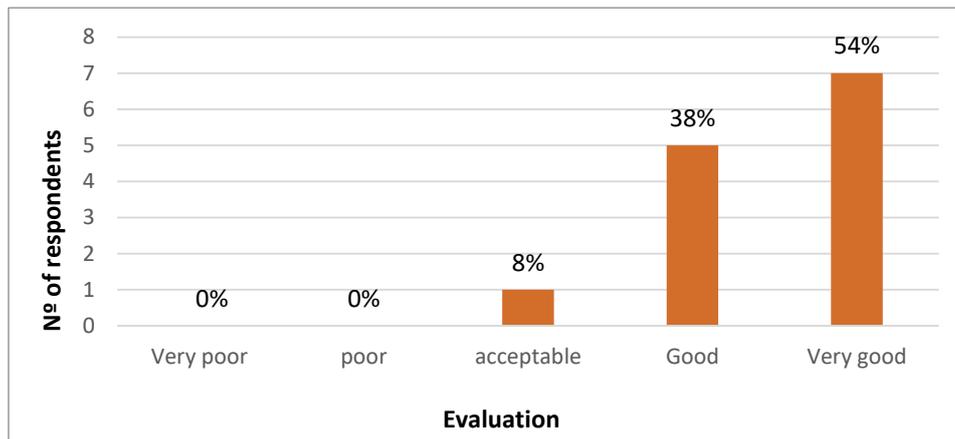


Figure 12. Appreciation of the informal conversations and group discussions (%)



All items in this section received mostly positive evaluations by the participants, in particular the interaction with the volunteers and the exchange of lessons learned. Only the item meetings and interactions with beneficiaries had some classifications as “poor” (8,3%).

The comments and suggestions regarding the study visit contents are as follows:

- “The visit were well structured and fostered some group discussions and exchange of ideas. However, it could have been interesting and productive to have small group activities for brainstorming and exchange of ideas.”
- “would remove from the programme the jewellery employer (in the cooperative) because it added very little and the lady from Programma integra (we were all very tired)”
- “More informal discussion time needed, and presentations of mentees with their mentors creates a lot of bias, finally there was little presentation of RWI's matching methodology”

4. Benefits of the study visit

The following points concern the evaluation of the knowledge and practices of integration in Private Sponsorship Schemes acquired by the participants in the study visit.

Figure 13. Evaluation of the benefits of the study visit in terms of knowledge acquired about the visited institutions and organisations (%)

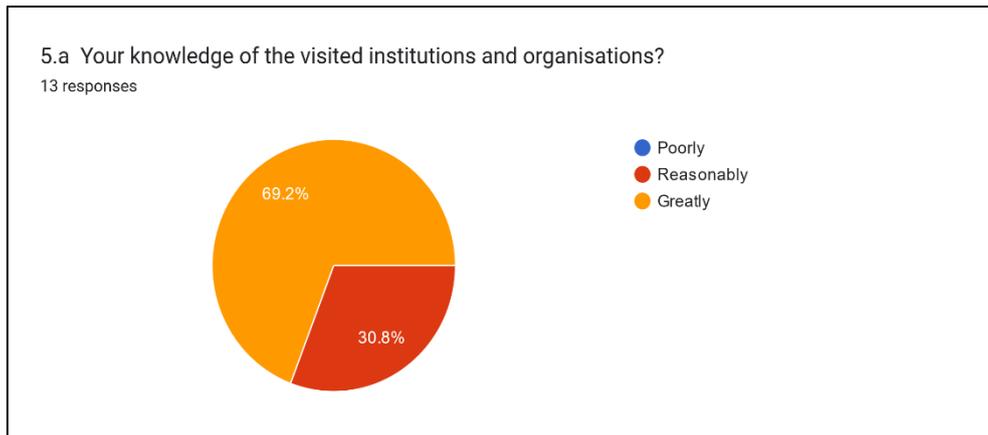


Figure 14. Evaluation of the benefits of the study visit in terms of knowledge acquired about the implementation of Community-based Sponsorship Schemes (%)

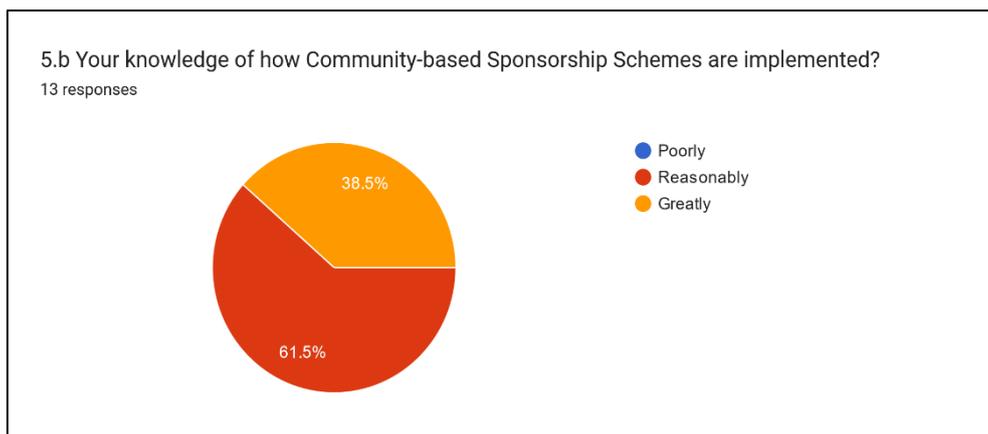


Figure 15. Evaluation of the benefits of the study visit in terms of knowledge acquired about Community-based sponsorship practices (%)

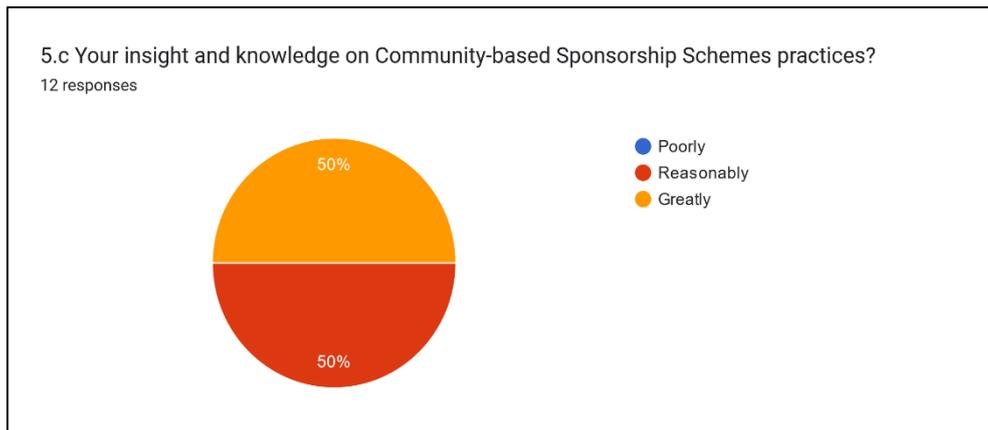


Figure 16. Evaluation of the benefits of the study visit in terms of knowledge acquired about the challenges associated with Community-based Sponsorship Schemes (%)

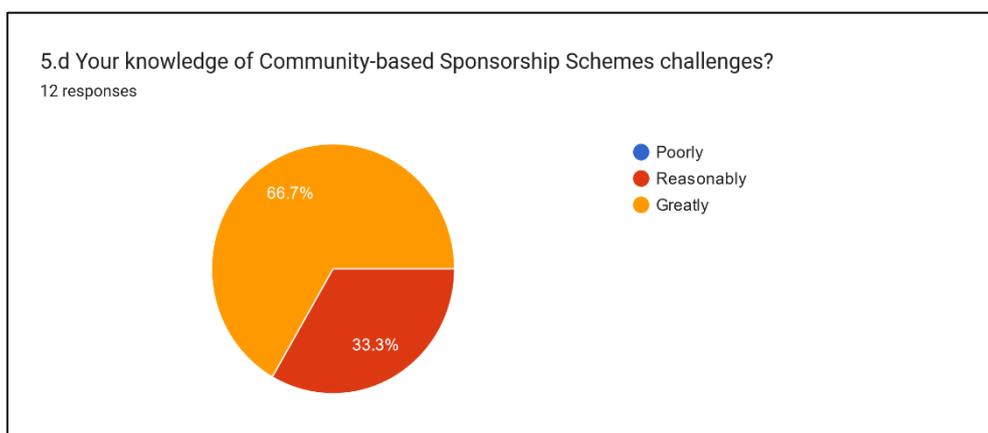


Figure 17. Evaluation of the benefits of the study visit in terms of knowledge acquired about Community-based Sponsorship Schemes practices across Europe (%)

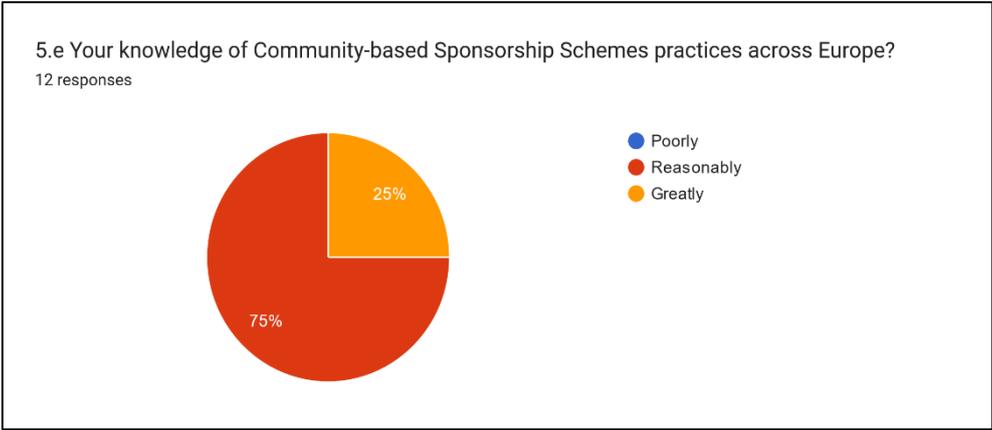
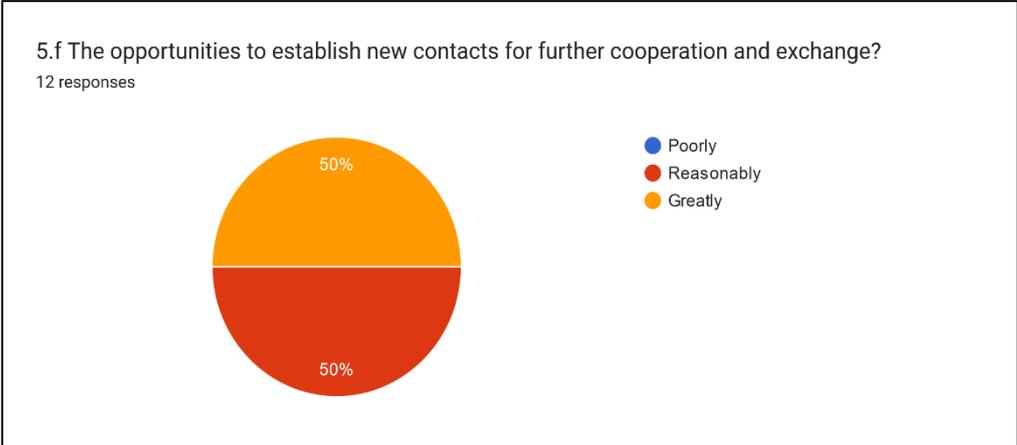


Figure 18. Evaluation of the benefits of the study visit in terms of opportunities to establish new contacts for further cooperation and exchange (%)



All items in this section were rated by the participants as either “reasonably” or “greatly”. The items relative to the knowledge gained about the visit institutions and the knowledge of the challenges associated with the practices of Community Sponsorship were rated particularly well, with more than 60% of the respondents rating these items as “greatly”. The item with the “lowest” classification in this section was the knowledge acquired about Community-based Sponsorship Schemes practices across Europe, with 25% of the participants rating it as “greatly” and the rest rating it as “reasonably”.

5. Main aspects, contributions and impacts of the study visit

The main aspects of the study visit highlighted by the participants were the following:

- “The activity of role play in the last day since it was a different form of communication from the “normal” presentation and Q&A. The day we spent on the cooperative was also a great source of insights about refugees and migrants’ integration.”
- “the Role play - we must put ourselves in the place of the person that we help to feel what they feel. we can't really see from the other side what they endure”
- “The variety of interventions gave us a 360 degree view of the system”
- “I really appreciate the simulation of the arrival of the refugees that we made all together. I think that it was very important to identify with them and understand better their situation.”
- “All the different sessions and the interaction with beneficiaries, volunteers, mentors, etc. And the Role playing at the closure of the study visit”
- “I particularly appreciated the meeting with UNIRE, which is a refugee led organization, meaning that it brings the “with refugees” instead of “for refugees” perspective and a sign of true integration. I wish the meeting had happened the previous day as during the last morning we were already very tired and probably not making the best of it. As a further suggestion, could had been interesting to arrange for a participatory activity (such as the world cafe) with Sayed, other people of his organization, beneficiaries, volunteers and people with a migrant/refugee background.”
- “All of the meetings and activities were very interesting! However, the one that stood out to me the most was the role playing activity on our last day!”
- “The sessions that directly or indirectly involved refugees, both hosted and leaders of refugee organisations. It was interesting and innovative to hear from companies that collaborate with some of the integration initiatives. It was exciting to see the solidarity side of the communities involved.”
- “UNIRE! I think we really miss hearing more testimonies like Sayed's, it was an eye opener. The participation of refugee people in decision making is

key. Organisations and technicians should take these inputs much more into account. For me this moment was worth it for the whole visit."

- "The whole day in Solidalia structure was a very interesting lesson and a great opportunity for interaction. Also, the experiential workshop run by Commune di Pace the last day in Rome it was a lifetime experience"
- "The visit of Solidalia has been very interesting, because it gave a clear idea of how these kind of project work and are able to help."
- "I particularly appreciated the presentation from Unire on refugee-led initiatives; I wish we had more time with him !"

In the question "how have you contributed to the study visit", most people answered positively (reasonably or greatly), with only 7,7% of the respondents answering "poorly".

Some participants considered their contributions to the study visit to be:

- "I have contributed sharing my experiences and my point of view."
- "I have contributed to the study visit by actively listening and making questions to better understand practices and contexts, to further the knowledge on private sponsorship initiatives."
- "Through interaction and input knowledge from Greek cases"
- "I assisted all sessions and actively participated in events"

According to the participants of the study visit, some of the benefits of the study visit to be applied in future actions are:

- "Dissemination of my experience to other colleagues and trying to implement similar projects if possible"
- "Trying to add what learnt in my daily job"
- "Synthesize it in sharable scientific knowledge, which can be used by others, to analyse the pilot schemes of the Racip project to identify lessons learnt and good practices."
- "Thinking more about employment difficulties for refugees and refugee involvement in private sponsorships, how to actually shift thinking from "beneficiaries" to "participants"
- "The knowledge obtained will be very important for the production of publications within the project and in academic forums"

Other observations made by some of the participants included:

- "I think that with this last study visit we gained a broad knowledge of the different possibilities of implementing private sponsorships, which differ both in terms of scope (housing, spare time, work, training...) and the socio-political context in which they are implemented."
- "The visits were very well organized and with very interesting contents. However, I felt it was missing icebreakers and discussion activities, to pump

in some energy and to break from the presentation followed by Q&A format, through which sometimes can be hard to keep focus."

- "The welcome from the partners in Padova and Rome was super warm and wonderful"

Final notes

The entire study visit was evaluated as very positive by the participants that respond to the questionnaire. The only items that received some negative reviews were the format of the meetings and the meetings and interactions with beneficiaries (with the negative reviews being in both cases less than 10% of the feedback from the participants). The organisation of the study visit, the exchange of lessons learned and the interaction with volunteers are all items that scored above 70% in the categories of "very good" or "greatly". Many of the participants mentioned in the open questions their active participation in the presentations and activities throughout the whole study visit.

Another conclusion to take from this study visit is the manifested intention of the participants to use the insights and good practices discussed about migrant's integration in their professional activities, applying a more critical view to the practices in their own organisational contexts.

Padua & Rome/Italy Study Visit Reports

Study visit Report (Consorzio Veneto Insieme)

Date of the report: 25/06/2022

Names of the visitors: Sara Taglietti, Stefania Bertazzo, Stefano Grigolon

Organisation: Veneto Insieme

1. Introduction

The study visit took place in Rome from the 9th of June to the 10th of June, and was held by Refugee Welcome Italia in “La Città dell’Altra Economia”,

One of the first spaces in Europe entirely dedicated to those economic practices that are characterised by the use of processes with low environmental impact, which guarantee an equitable distribution of value, who do not pursue profit and growth at all costs and who focus on people and the environment. The City was born as a place of promotion of the whole other Roman economy, offering spaces for exhibitions, sales, events, meetings and training. The City of the Other Economy is a place dedicated to activities for citizenship with various services and workshops, a community centre ... open to all and therefore capable of generating new ideas. This demonstrates how a place can be a generator of value, as in the example of Paris and also that of Lisbon. As “DOVE. The dimension of place that recomposes enterprise and society” an interesting book, says:

“Today, territories, neighbourhoods and suburbs are the privileged places where social innovations are experimented from which the most significant impulses for development and well-being come. Never more than now has the creation of value been played out at a territorial level and the fate of businesses is linked to that of the context in which they operate. The regeneration of places is a process that enriches economies and relations, and this is where the decisive game is played: a challenge that calls into question intangible assets such as citizen participation in deliberative processes and social cohesion, today under attack due to growing inequalities and the tendency of communities to withdraw into themselves.”

The visit focused on the presentation of projects and partnerships aimed at the housing and economic inclusion of refugees in Rome.

2. Participants

During the two days visit we had the opportunity to get in touch with the personnel from international and local organisations (RW Italia, Caritas Italiana, UNHCR, Siamo Cooperativa Sociale, Unire, Programma Integra, Azione Comune di Pace among others), involved in social and economic integration process/activities on behalf of refugees, as well as with persons who had already been recognized with a protection status, and are, or has been, beneficiaries of the activities promoted (Yasmien Abdul Azeem, Mohammed Kaba,...).

Volunteer testimonies: hosting families, buddies, welcomed people, volunteers who manage the organisation and participate in the association's activities. It was interesting to have a broad overview of the figures involved in the welcoming and inclusion process.

Interesting presentation of the "One stop shop project" a place where different services dedicated to migrants and refugees can be brought together so that people can find all the services, they need in one place (Paris model).

3. Actions methodology

The Rome experience underlines a work methodology based on networks and partnerships (on a regional and national level), where different stakeholders, private and public ones, are involved.

It also underlines the importance of an active civil society, particularly for those projects and activities that rely on volunteers, and the importance to include in the decision-making processes the voice and expertise of migrants and refugees.

Interesting is the personalised approach to beneficiaries and volunteers, and the management of groups of volunteers to ensure continuous spaces of confrontation.

However, all this requires a lot of staff who can guarantee such customised approaches.

Another interesting aspect is the training of volunteers at the beginning, but also the importance given to meetings during the course, which include constant moments of discussion

4. Results observed

As integration remains in Italy one of the major gaps, felt both by the migrants and the local society, the activities that has been presented during the visit study show us integration pathways where the centre of the attention is focus not only on the necessities of the migrants, but above all on their capacities and willingness, so as they came become greater resources not only for themselves but for their local community to.

An important result is that they do not just respond to basic needs, but ask the migrant people what they want to do to develop their attitudes, skills and passions.

5. Lessons learnt

1. the necessity to empower and guarantee a greater involvement of migrants' voices and expertise in decision making processes and forums. A practice to be applied not only on “a political level” but also (and above all) in the decisional process of the organisations involved with integration.
2. to make the bureaucratic procedures more accessible for asylum seekers . For example with the institution of a “one stop shop” service: a place where legal, sanitary, orienteering and other services are provided.
3. the possibility to empower in our own local reality a network with the local refugee welcome group, particularly for what concerns the hosting of persons that has been recognized with a status and has to leave the national hosting system lacking economic and social autonomy.
4. The role-playing experience made us consider that the reception route is certainly technical, and in this sense must be competently supported, but it cannot leave aside the emotional aspects that represent a migrant person's baggage.

This awareness-raising process can be useful not only for those who are new to the reception and inclusion process, but some concepts should also be discussed with those who deal with the theme every day.

6. Photo elicitation: images that best capture the essence of lessons learnt



1. Colariage: social tailoring workshop



2. Simulation of reception and reception system in Italy



3. RaCIP & Azione Comune di Pace teams

7. Other aspects considered relevant

The experience in Rome highlighted the importance of a place where related services are offered that manage different needs but also offer people who attend them prospects for acquiring skills and finding passions and abilities useful for their growth and for achieving autonomy.

Study visit Report (Glocal Factory)

Date of the report: 05/07/2022

Names of the visitors: Valeria Quartaroli, Sara Kamlich

Organisation: Glocal Factory

1. Introduction

The study visit took place from the 7th to 10th of June, started in Padua and ended in Rome. However, the Glocal Factory team only participated in the activities organised in Padua. 7 June was devoted to visiting the Cooperativa Sociale Solidalia and the realities that revolve around it. Job placement activities, places and workshops where these are carried out, as well as the protagonists of these initiatives were presented.

2. Participants

A wide range of profiles of people with strategic roles in the different activities were involved in the presentation of the activities and the visit in general: migrants and refugees, social workers and representatives of the Third Sector, volunteers and mentors, but also entrepreneurs and representatives of the private sector involved in many of the labour inclusion activities.

3. Actions methodology

The most characteristic element that emerges from the approach of the Solidalia cooperative is a strong link and connection between the third sector and the traditional business world as a fundamental element in the process of inclusion of a newcomer. Acting as a missing link between the migrants' and refugees' need for work and inclusion, and the needs of the labour market is the strength of this type of experience, whose activities aim to train and enable workers to acquire holistic skills, not only from the point of view of job specialisation, but also transversal and relational ones. Among the critical points is perhaps the fact that workers are not recruited through calls or advertisements open to the general public, but mainly by word of mouth. The risk in this case could be that it is difficult to reach the most vulnerable people, who do not have contacts through which to reach the cooperative. Another critical aspect, in this case vis-à-vis the cooperative and not originating from it, is the difficult access to public funds - limited to public benefit projects - which thus limits the potential of initiatives.

4. Results observed

The most concrete result of Solidalia's activities is represented by one of the initiatives they carry out, namely the Detachments project. In my opinion, this is a concrete representation of a successful path, or one with great potential. It denotes the possibility of pursuing accompanying, non-welfarist paths, through a training process within the cooperative, which can then lead the worker to present himself to realities of the private world.

5. Lessons learnt

Bringing together people with very different personal histories - migrants, people serving prison sentences, people with disabilities - in the workplace and in training can be an element of added value, a further level of inclusion in the local context. Not confining migrants and asylum seekers to the restricted and stigmatised group according to their status can in fact encourage them to feel part of a wider community, where they can feel supportive and helpful to others around them.

Making newcomers active protagonists of their own inclusion journey is crucial for establishing relationships of trust and mutual respect and for bringing out their personal potential and skills.

6. Photo elicitation: images that best capture the essence of lessons learnt



Study visit Report (ISCTE-IUL)

Date of the report: 01/07/2022

Names of the visitors: Sandra Mateus, Daniela Santa-Marta, João Pedro Pereira

Organisation: ISCTE

1. Introduction

The study visit took place in Padova and Rome between 7th and 10th of June. It was hosted by Consorzio Veneto Insieme on the 7th and 8th of June and by Refugee Welcome Italy on the 9th and 10th. The meetings took place in the facilities of Solidaria Cooperative, the headquarters of the Consorzio Veneto Insieme (CVI) and the headquarters of Refugee Welcome Italy (RWI). CVI is a consortium of 40 social cooperatives, from the regions of Padova and Venice. Their work consists in i) stimulating collaboration and to coordinate the activities of the

associated cooperatives; ii) technical consulting and administrative support to attribute quality and institutional accreditation, iii) cooperating with other entities to provide educational activities to the cooperatives' members, iv) carries out design, selection, and training services for volunteers on behalf of members and third parties.

Refugees Welcome Italy is an association that was formed in 2015 and is part of Refugees Welcome international network. RWI objective is to promote refugees' integration through family hosting and mentoring. RWI works to foster social inclusion through mobilization of the civil society (practices) and by advocating for private sponsorship (PS) to be included in local and national institutions (domestic, family reception, and mentoring schemes). Their goal is to facilitate autonomy and independence, while pressing for changes in the Italian reception system, which is based in emergency responses, rather than integration. They have recently been called to give recommendations for AMIF projects, and have also developed a toolkit for school activities to create awareness.

The organizations have also presented the context of the Italian migrant reception system, which is still working on an emergency logic rather than in an integration logic. The public reception system for migrant people has two stages: first migrants are moved to collective centres where they are registered according to their legal situation (CPR for migrants arriving irregularly without the application for international protection and CPA for asylum seekers that have documentation and can be identified).

2. Participants

We interacted with a variety of technical staff, beneficiaries, volunteers, employers, mentors, mentees, and with partners of the visited organisations. Among which there were local employers, a member of United Nations High Commissioner for Refugees, a member of Caritas' humanitarian corridors, members of several local projects (locals and migrants) of Villaggio Globale, a WRI neighbor cooperative, members of SIAMO (cooperative Sociale), Syed Hasnain the head of UNIRE, a refugee and migrant led organization.

3. Actions methodology

Working spaces: Both hosts have presented us with working spaces, which have been created with the purpose of promoting integration in a variety of ways and to go beyond having a job for income.

Safe working spaces:

Workshop spaces created to train people with new skills and to provide a safe environment for people to (re)integrate the labour market, in more flexible conditions, while learning hard and soft skills. The workshops are divided into low and highly skilled jobs, to which people are allocated according to their skills and capabilities. The low skilled jobs are assembly lines and the highly skilled are baking (making use of the fact that ex-prisoners have been trained in this area in prison), shoemaking and jewellery making. The safe working environment is characterized by flexibility, free of fast production pressures, free from discrimination, less agitated environments, and interpreters. This methodology provides a space where people learn new skills, from technical to soft skills, learn

about local working rules and expected behaviour such as rotas, schedules, breaks' stipulated timings, preparing them for the labour market, while getting income from it as in another job. The goal is to teach a working method, which aligns with local labour demands.

Possibility of beneficiaries' job mobility within the cooperative: As the beneficiaries acquire new soft and hard skills, they can assume new responsibilities and roles inside the cooperatives. This possibility fosters a sense of self-worth in the workplace as it provides better support to other migrants and refugees. Since there is often a common background and language, cultural mediators and translators can provide significant insight to newcomers about how to deal and overcome (or at least minimise) many of the barriers and obstacles that are associated with the condition of migrant/refugee.

Positive aspects - This practice creates a space for people which have specific needs and vulnerabilities (dealing with mental health/emotional related issues, used to different work dynamics and tasks, have never worked, are learning the language, must care for children, etc.) and therefore may not be able to cope with agitation, rigid flexible schedules, fast pace, production pressure, and have different learning processes and paces, to feel safe. This allows for people to work, while learning new skills, local language, creating support networks, processing new environments and while possibly ameliorating symptoms of mental/emotional distress and creating trust relationships.

Communication is also key in this practice, as although schedules are flexible, workers must still inform the cooperative to make different arrangements, therefore learning of local working dynamics and creating responsibility within the protected space, stepping away from assistentialist relations.

The program includes migrants, refugees, people with disabilities, unemployed and ex-inmates, as beneficiaries, which provides a diverse working environment and allows for people to interact with the local population (including people with a migrant background).

As many employers are not willing to hire people with specific status and conditions, the cooperative serves as a working reference, which gives assurance to employers, facilitating labour integration. The cooperative also outsources workers which is also a way to introduce the beneficiaries to new employers.

One of the workshops, is an only women environment, for women which have been sexually exploited and are dealing with trauma. In the jewellery workshop the women are not being pushed to produce numbers but rather motivated to produce quality pieces. This allows women to regain pride and self-esteem and dignity through their work.

Critical aspects:

Informal snowball effect as recruitment: The snowball and word of mouth are the main sources of recruitment of beneficiaries, which can leave the most isolated and vulnerable members of the target population out (asylum seekers, migrants, refugees, ex-convicts, people with disabilities, etc.).

There are no solutions to support migrant mothers and single mothers. Schools and kindergartens have opening hours that are not compatible with working hours, and migrant parents do not have the family support that Italians have.

Some solutions that the cooperative has tried to implement have not been successful, presumably due to lack of trust on the part of the mothers and the distance of the kindergarten. However, the cooperative didn't investigate the matter with the potential users to identify possible reasons for failing and beneficiaries and other actors for alternative solutions. This could have been an opportunity to learn from failed but well needed initiatives.

Work outsourcing and mobility to the regular labour market does not always go smoothly: most frequent problems are communication and compliance (breaks, holidays, permissions, timetable, hierarchy, resistance to some security rules, as the use of protective shoes and clothes).

Creative skills, working spaces:

- Tailoring workshop and migrants' cooperative Coloriage (in Rome), which makes pieces with African fabrics and Italian traditional tailoring techniques. The collections are sold in cultural galleries, small town libraries (buy things with a story). The cooperative has two lines of action, one concerns market and communication, and the other is turned to the practice/creative action. They founded the Association for Free Fashion School and have an internship convention with Rome's municipality. A space where migrants and unemployed people learn the traditional tailoring Italian techniques, which is dying, and bring their own. In this way, the tradition is kept alive through newcomers but also transformed and recreated by migrants' inputs, which creates a blended product of diverse skills, expertise, and tradition in dialogue. The workshop is a space of skills and techniques' exchange, which recognizes migrants as a valuable resource and allows them to integrate the labour market in a trade of their expertise and satisfaction.
- Wood workshop Kalma, in which beneficiaries learn a new trade and make fine wooden crafted pieces. The main goal of the initiative is skills' learning for future employment, working with universities for technique and creativity exchange.

Projects to dialogue with governmental institutions:

Project based (GEA) in a glocal vision, which aims at creating dialogue and cooperation between private and public actors, recognizing the vital role of the government in integration. More than filling the gaps left by the state, the organisation focuses on capacity building. By providing new instruments, it creates awareness to change state services' professional approaches towards migrants, to foster institutional integration. Two of the initiatives mentioned were: work with mental health professionals to provide appropriate tools and the creation of a centralised database to systemize processes, not to control but to improve processes to facilitate integration. Governmental agencies and services' capacity building to go beyond welcoming to foster integration.

Training for volunteers: 75% of the RWI training is obligatory, special sessions are often organised to get the maximum number of hosts (and volunteers) ready as fast as possible. The trainings approach the following aspects: i) awareness about refugees social and cultural background; ii) welcoming values; iii) insights on how to build a relationship with the beneficiaries;

Beneficiaries and volunteers becoming technical staff of the organisations and: a good practice which brings more situated knowledge, perspectives and voices to integration practices, lines of action and decision making. Solidalia describes cultural mediators as their “superpower”, as “diamonds”.

Dealing with cultural distance by the promotion of active citizenship: RWI migrant integration method is largely based on the willingness of local people to host migrants in their own houses and serve as mediators between the beneficiaries and the Italian context. The goals of this integration method are to find a suitable accommodation, contributing to the improvement of the beneficiaries' proficiency in Italian, to broaden the beneficiaries' network of people they know and assistance with bureaucratic procedures. The volunteer groups also provide support on those dimensions. Since it is difficult to find adequate housing for each case, it is requested a 6 to 12 months commitment from the hosts. Because of challenges to find adequate housing, it is asked for an extra minimum hosting time for families that have children. The hosting families are generally couples whose descendants already live by themselves, single people, and also people that find this program a way of making a political standpoint.

Entrepreneurship training: SIAMO Cooperativa Sociale, created a training program called “Business Lab” which fosters entrepreneurial skills to empower migrants to start their own business. The businesses are funded from migrants' own resources and independent from the structure of the cooperative at migrant's own risk. A future cooperative's strategy is to collect a percentage of successful businesses' revenue to support the continuity of this project. This initiative may be useful for migrants which are in the country for longer and/or have resources, being those informal networks, financial resources, local connections, etc., which can support the success of the business and work as a security net in case of failing. However, for refugees with fewer resources and having gone through hardship and traumatic events, to motivate them to taking risk and then failing, may be a throwback for integration at many levels.

UNIRE -Italian National Union of Refugees and Exiles, refugee led network: The creation of a shared platform where Italian refugee led associations and single activists can be strengthened and supported. UNIRE advocates for refugee rights and equal rights opportunities in decision-making spaces, to pass from subjects to active agents of discussion. Their aim is to change the narrative regarding refugees from needy population, victimisation, problem at the borders to resourceful, resilient, inner active agents of change and to foster refugees' political participation, which is thought of as a second generation's concern. “The ultimate goal is that of returning to refugees their protagonism, self-representation and self-narration,” (Sayed Hasnain, UNIRE's president). UNIRE is the first of its kind in Italy and its members are of various nationalities, unlike other refugees' associations which are the expression of individual communities. UNIRE provides training for refugee and migrants' associations to strengthen their public speaking, communication, and self-advocating skills. They also aim at working with journalists as they have the power to change narratives. Some of the recommendations given by Sayed to the Racip partnership are the inclusion of refugee led organisations in partnerships and the development of platforms and channels of reliable information, as for example the case of degrees

recognition information. To closely work with refugee-led initiatives means more than to bring their voice to the table, it means to open space for their active voice to be part of the table.

The whole society approach (UNHCR): The UNHCR is developing a model to call for all actors to interact at local and national levels to promote higher and sustainable levels of integration. Especially reinforcing migrants/refugees' participation as active agents of their own integration paths and international protection. Some of the strategies, methodologies and products produced by the project are:

- Participatory assessments, which give context, objectives, and components,
- Refugee led organisations capacity building,
- Work with universities to access impacts from scientific foundations,
- Video stories
- Toolkit with 24 tools, conveying a wide range of areas, such as practical tools to signalize and channel cases of sexual exploitation or harassment.
- Legal framework of code of conduct, which everyone, including the migrants need and can benefit from knowing. (UN provides legal framework, each organisation develops their own, which works as a mechanism of organisations' accountability)

Role play: during the last day, it took place a simulation of the journey that many migrants and refugees had to endure to reach European soil and the difficulties they have found once they arrived. Some migrants and refugees also participated in this activity, acting as state officials, employers or staff of international organisations, to communicate in a different way their struggle in dealing with all the obstacles they have found throughout their paths.

4. Results observed

The workshops for women which have been sexually exploited and are dealing with trauma, has been active for one year and long-term results cannot still be identified, being already possible to point out some positive outcomes. In the jewellery workshop the women are not being pushed to produce numbers but rather motivated to produce quality pieces. This allows women to regain pride and self-esteem and dignity through their work. This space has been reported by one of the women, to the social worker, as a therapeutic group in which they can talk about their lives with people who have gone through the same experiences. The wood workshop in Villagia Globale, has also been pointed out as therapeutic in the sense that people can concentrate and abstract from their problems and situations and regain a sense of self-value and gratification.

Regarding the creation of working-shops as entry level in the labour market and work reference: "Without a connection, I couldn't find a job" (*Sarah*, interpreter and cultural mediator with refugee background and ex-beneficiary)

The lack of documents, language, and work references (as legal and practical facilitators) have been identified as the main barriers to integration (*Sara*, Senegal – refugee background). The several practices observed during the study visits, providing work opportunities, skills acquisition, locals and migrants interaction and exchange and legal support/advice have positive impacts in helping to remove the barriers mentioned above.

Tailoring workshop and shop cooperative: "Being able to continue your trade/job allows you to continue life without losing an important part of you" (Roland, refugee background tailor at Coloriage).

The creation of working projects with migrants, where they can put their resources, expertise, talents at use have shown to impact feelings of self-worth, satisfaction, participation and belonging, which are much relevant for successful integration.

5. Lessons learnt

Organisation visions are very important: to have clear roles and responsibilities So technical staff and volunteers know what their jobs are and what they can provide and what they cannot. This helps create boundaries but also trust relations.

Working with public institutions is essential: This helps align visions, creating awareness and by codesigning with governmental bodies and services it creates stronger bridges and promotes institutional/political integration.

Active listening and transparent communication to create horizontal dialogues: The need for technical staff, volunteers and other people working with migrants to practise active listening and to communicate clearly about their roles and what can deliver helps setting realistic expectations, promotes trust, allows for the co creation of personalised interventions and horizontal relationships.

Relations' building is the real work: with beneficiaries, volunteers, and other organisations/institutions.

Partnership with refugee and migrants led organisations are essential: To work with migrants and not for migrants at all levels of integration, they must be involved in decision making and governance, from civil society organisations, to local, national and European government and initiatives. There's a need to develop channels to have migrants, asylum seekers and refugees' voices systematically informing and co designing projects.

The relevance of childcare services: Childcare services can support integration in many areas. During holidays and parts of the day where the children are not in school, and parents of children under school age, many migrants become unable to work, attend education and training activities as they lack the informal networks which could support them with childcare. This is extremely relevant for single parent families and for women which are usually more expected to take on childcare chores. Thus, providing such services can be a way to overcome barriers to integration that affect women the hardest.

The need to learn from failed initiatives with the migrants: Initiatives which fail must be investigated among potential beneficiaries to understand why it failed, and how it could be thought differently and if it needs to involve other partnerships to be successful.

Necessity of integration between FAMI supported projects into a larger program: There are in Italy many social projects directed to migrant/refugee integration. However, these projects are not articulated between each other or integrated into a larger program directed to achieve a certain outcome. To avoid the overlap of objectives between those projects, the beneficiaries of one of them

cannot be beneficiaries on other programs. This option, however, can be counterproductive since integration is a multidimensional concept and is very unlikely that a single program can respond to every dimension. A common program in which each of these projects contributes to certain domains without contradicting each other's objectives and goals can be advantageous to the beneficiaries and stakeholders involved.

Age cross-sectionality: The need to establish strategies to communicate effectively and involve mentors and host families who are not too young or too old (people who get involved in the programmes tend to be at the age extremes)

Community-based approach: private sponsorship programmes make the effort to make reception practices collective, so that everyone, volunteers and migrants, feel part of solutions that are not one for one, but one for many, part of a community

The relevance of speed, flexibility and training in involving volunteers - after expressing readiness for volunteering or hosting, volunteers should be mobilised quickly (so as not to lose motivation). Training should happen throughout the involvement (especially at the beginning) is as important as training beforehand (issues increase a lot after the start of mentoring or hosting), and should be flexible

6. Photo elicitation: images that best capture the essence of lessons learnt

The pictures portray members of the Coloriage, tailors, designers and their products, which are a fusion of talents, skills and traditions. This is representative of migrant integration as active, resourceful and resilient agents in local social fabrics.



The significance of building safe working environments for women which have been sexually exploited and are dealing with trauma.



Restaurante Strada Facendo - the relevance of solidarity projects open to the community that provide services, both to the community (hospitality) and to migrants (integration through work, while promoting the cause in an artistic and beautiful way.



Horizontality -the beauty of mentors' testimonials, who say they don't know who the mentor and mentee are in their relationship, and demonstrate the deep, complex, time-consuming and rewarding work of building a relationship with someone new to a city.



UNIRE - The relevance of listening (for the first time in the Racip project study visits) to a representative of a refugee organisation and learning about their European links.



The Kalma project, where the project leader mentioned not only the training and integration potentialities of the project, but also the difficulties she experienced in implementing it.



7. Other aspects considered relevant

A discussion has come up, regarding the special arrangements that are being made by governments for Ukrainian people, under international protection. As the Italian government made a national call for family reception, RWI decided

to join the call, as they saw it as an opportunity to bring well documented impacts of this sort of approach, give recommendations and to advocate for the practice to be incorporated as a common practice for all. The organisation has also mentioned that they took advantage of the higher number of proposals to host Ukrainian people, to conscientize people that refugees come from many places and there's other individuals/families which could benefit from hospitality. It seems that many people have then decided to be open to host, or to volunteer with the organisation to support regardless of nationality. It has also been mentioned that Italy's reception system is based on an emergency approach rather than integration approach, and all speakers have expressed the need for changes in the reception system, which must involve the state to be structural. The strategy presented by RW, illustrates the need for initiatives' impacts to be well documented and the need to seize opportunities to involve all actors, public and private in integration processes.

migrants (integration through work, while promoting the cause in an artistic and beautiful way.

Study visit Report (JRS Portugal)

Date of the report: 20/06/2022

Names of the visitors: Flávia Tomé, Nuno Costa Jorge e Teresa Mascarenhas

Organisation: JRS Portugal

1. Introduction

The visit took place from the evening of 6th, until the morning of 10th in Rome.

7th June (Tuesday): Solidalia Cooperativa Sociale

Presentation of Solidalia and active job placement projects; shoe making; baking; Testimonies from social workers, company employers and migrants on the job placement process; Refugees Welcome: projects for university students

8th June (Wednesday): Consorzio Veneto Insieme

9th June (Thursday): RW Italy programs: mentoring schemes and family-based reception

UNHCR Italy: community matching programs as pillar of the refugees' integration; Visit to the carpentry (k_alma) and tailoring laboratory (Coloriage)

Testimonies from mentors, mentees, hosting families and hosted persons.

10th June (Friday): UNCHR Italy; Caritas. Humanitarian Corridors; Programa Intergra; UNIRE; Sianno coop + Role play by Azione Comune di Pace.

2. Participants

Consorzio Veneto Insieme

Solidalia: Paulo, the manager, "Name" the Commercial responsible and "name" manufacturing responsible.

UNHCR Italy:

Welcome Refugees Italia: Volunteers who talked about

UNIRE: Sayed Hashain

Programa Integra: Constanza Ragusto,

Coloriage: Valeria,

Azione Comune di Pace: Team and Migrants, very intense people

3. Actions methodology

The host started to show the great diversity of the population that Veneto Insieme was helping and the equal richness of the more than 40 organizations that were part of the consorcio. The network of the consorcio was remarkable.

In the second part of the visit the host made a very big effort to show how the migrants and refugees were being accompanied and how the team and the volunteers were trying to do the best together to best have the better integration experience. Experience is the word that describes the best of what we saw.

Critical aspect is the presentation of startup business that seemed that needed to explore more the business model.

4. Results observed

We have gained hope and encouragement for the "refugee welcome" model where Italian families host refugees, perhaps it can truly be implemented in Portugal for refugee people coming from humanitarian boats, for example. The testimonies given by the voluntaries was amazingly down to earth, with the joy and sorrows of the accompaniments.

5. Lessons learnt

To support the model of a cooperative since it seems to be a win-win situation for all parties and beneficiaries are more "hands on";

Importance of refugee-led associations, the need of a different narrative and their right to have a place in the discussion tables that affect their lives;

6. Photo elicitation: images that best capture the essence of lessons learnt



Figure 1. 10th June, Roma, Valeria explaining the social tailoring workshop: Coloriage.

The clarity of the business model and Valeria's awareness was very impressive and hence the choice of this photo. The Coloriage project was well structured in that it was clear that the price was above market and people knew they were buying pieces from a social project and nevertheless, the quality was unquestionable.



Figure 2. 10th June, Rome. Presentation of Programma Integra.

The choice of this photograph serves as a reflection.

It was taken during a presentation by Constança Ragusto of Programma Integra.

Moments before Constanza had presented, Sayed from UNIRE pointed out as constant mistakes and misinterpretations of technicians and professionals in the area the fact of focusing too much on numbers and on the need to change the narrative about refugees always seen as victims and always "reception in the emergency".

The fact that he didn't had information about refugees with families showed that there is still work to do in proximity, rather before that at higher level.

Study visit Report (Municipality of Ioannina)

Date of the report: 01/07/2022

Names of the visitors: Eleftheria Tsitou, Kalliopi Mytilinaiou

Organisation: Municipality of Ioannina

1. Introduction

On 6-10 June the study visit in Italy took place and Municipality of Ioannina has been represented by Ms Eleftheria Tsitou and Ms Kalliopi Mytilinaiou. The study visit in Padova was hosted by Consorzio Veneto Insieme (Padova) and Refugees Welcome Italia (Rome). The visit program included very interesting presentations not only by local organizations but also with local business, testimonies (workers, volunteers, beneficiaries, mentors, and mentees) and in situ visits in the structures. Indicatively Italian reception system explained and applied techniques of development of cooperatives presented, there was the chance for essential interaction with beneficiaries. Methodological the approach was mostly experiential and the working environments in both cities was set in the structures who implement social services (Solidalia Cooperativa Sociale, CVI offices Citta del' Altra Economia). All in all, all participants had the chance to see interesting applications of how Private Sponsorship can facilitate the integration procedure. On 7 of June study visit was hosted by Solidalia Cooperativa Sociale at Busa di Vigonza, at its facilities. Solidalia is a social cooperative, founded in 2007 and its mission is to integrate disadvantaged people into the labour market (physical/mental disability, addictions, etc). On 8th of June, we visited CVI office. CVI is a consortium that brings together social cooperatives targeting to collaboration for social and economic development, consulting companies about management and organizational skills and HR related issues, promoting UVS etc. On 9th and 10th of June, Citta dell Altra Economia was the working space for RACIP partners – a multi-purpose space of social interaction and alternative economy model of sustainability applied, and the hosted organisation was the Refugees Welcome Italy (est. 2015). RWI's activities are based in two pillars: domestic/family-based reception and mentoring scheme.

2. Participants

Except from the host organizations, important presenters from other organizations / business and mentors and mentees was essential part of this study visit sharing their experience and their know-how.

- Solidalia cooperative presented by Stefania. Solidalia targets to people with vulnerabilities (prisoners, mentally disabled etc) and in cooperation with businesses apply the “*distacchi*” program (an internship program which targets to training/specialization and possible hiring of beneficiaries). As beneficiary of *distacchi* Sara a young man from Senegal shared his experience who before *distacchi* cannot find a job because of lack of connections.
- Andrea, entrepreneur of Antica Murrina, who cooperates with Solidalia, shared the details of this cooperation and the hiring procedure, pointing out that the productivity is the same between workers in Antica Murrina factory and the workers who do their tasks in Solidalia facilities.
- Michele, founder of Opera cooperative (est 2019), who targets to help ex-prisoners to reintegrate with employability trainings and connections.
- Tizziana, president of Consorzio Veneto Insieme presented the CVI and spoke about the important role that CVI keeps in Veneto, an area with lots of difficulties and their hard try to create networks. CVI offers HR consulting, management and communication services, promotes and manages Universal Voluntary Service programs (18-25 y.o) and deal with vulnerable people and their needs. Their mission is complied with Sustainable Development Goals, Agenda 2030.
- Andrea, member of cooperative FAI, who cooperates with CVI and their mission targets to single parents. The difficulty who shared is that during focus group discussion beneficiaries do not share their real problems and thoughts.
- Marco, member of cooperative GEA, that mostly deal with capacity building program. In their strengths are the creation of network, production of social innovation, strengthening of institutional relationships, shortening of the time period between the reception and integration. As their critical points, he referred to ineffectiveness of monitoring and follow-up and lack of coordination between the devices and the actors who implementing them
- Sara, member of Glocal factory who is responsible for trainings, mentioned as major difficulty to find mentees who are eager to commit.
- RWI related mentor Paola admitted that both successful and not successful stories can be a lesson and mentor Jordano said that mentoring journey is a chance to meet other cultures and make friends. Both pointed out the significant role that RWI keep in the area as it concerns the connection of refugees with territory. RWI workers Lucia and Sara said that RWI is a safety pillar for the people who want to provide volunteer services as they providing to them a framework and they work with them in their stereotypes.
- Analisa and Cidi is a “couple” of mentor and mentee, a successful story of mentoring with interesting initiatives from Analisa and strong will from Cidi.
- Zainab and Roland, refugees with hard personal stories, shared their positive aspects from their journey as mentees who included a creation of a new “family” and a successful career in fashion
- Jovana, a volunteer who motivated by the strict Italian rules about refugees
- Jovana, representing the Caritas Italiana spoke about the humanitarian corridors and its application. They receive references from UNHCR and the

funds are from Italian government. They also organised Civil Society Organisation to raise awareness about refugeeism.

- *Siamo*, a social cooperative for enterprise presented two of her entrepreneurs and their business plan (Fadi, Syrian man who started his own juice bar and Jasmin, a Syrian woman who made her own candles)
- Sayed, president of UNIRE, Afghan refugee and PhD in Political science and policy making for refugees, preneted UNIRE, that aims to strengthen and implement the national network of refugee-led associations, individuals with international protection and statelessness.

3. Actions methodology

- Cooperation with businesses as essential part of integration. It is important part of the procedure the fact that local businesses decide to have a major role on the employability with both internship programmes, technical trainings on specific jobs and hiring of staff with vulnerabilities. It is worth to mention the significant contribution of government as it concerns the support to the businesses who hire vulnerable people with measures taken such as tax breaks. As this practice is successful, it causes "snowball effect" among refugees' communities by bringing more people to these programmes. Testimonies brought in the surface also the importance of cultivation of the labour culture through the hiring/internship programmes that have wider impact in the labour market.
- Social media and internet campaigns to "spread the word" and attract volunteers/mentors. Taking advantage of the immediacy of social media and the great impact in daily life, RWI use them in order to spread their actions and also aware people in order to be recruited as volunteers/mentors. The use of social media as good practice also mentioned during testimonials of beneficiaries of *Siamo business Lab* (a cooperative for enterprise), who use the online social platforms to promote their business plans and their products.
- Testimonials put in the spotlight the fine lines in the relationship between mentor and mentee. Through the shared experience of hosts and beneficiaries, the importance of setting boundaries was highlighted. Also it is of high importance the provision of clear image to the mentee of what the goals of such a program are and what are not. The open communication between the mentor and mentee about the motives, the goals and the wills are also basic part of mentoring. Even from the first meeting is important to be clear enough the importance of the way towards the creation of an autonomous life. Above all a successful matching procedure can reassure the smooth co-existence of two sides. Hence the significance of matching was highlighted by testimonials.

As the most critical points of the approaches can be mentioned below;

- The restrictions of the FAMI projects as it concerns the criteria of acceptance. Testimonials included stories of people who lied about their goals in order to be beneficiaries of a FAMI project (e.g a woman lied about her family plan and she got pregnant while she was beneficiary of a FAMI project for single women)

- The lack of labour culture (as it is before mentioned) and the target group of non-Italian speakers. As it is not always a common ground, the lack of labour culture (e.g inconsistency in working schedules or in tasks' fulfilment) the mentors have to train their mentees also in this field. Regarding non-Italian speakers important initiatives take place in order refugees break the language barriers. However is an obstacle in different conditions such as bureaucratic procedure or build faster relationships.
- Also as a crucial part can be the sustainability of the programs as they are depending on the funding. One of the results of this point, can be the difficulty of hosts/mentors to give a horizon to the beneficiaries, to light them the future possibilities.

4. Results observed

The Social Cooperatives are based on a human centered approach and they assist people with vulnerabilities (asylum seekers, refugees, abused women, etc.) to overcome any difficulties or obstacles they face. The people feel like human beings having many resources and skills that can be improved and enhanced. All the workshops (jewellery, shoe, wood, clothing, pastry, etc.) engage people in labour market and cover their basic needs and also interact with the locals. A new perspective is "open" for them and they try to be integrated in the society as equal member of it.

All the above practices and assistance is not easy to work for all the people and to be known. This is why the snowball effect (mouth to mouth) works well in this context. The people are addressed to the cooperatives as someone else was helped in the past and they find a connection or networking. The interaction of all the people from different contexts (migration, prison, etc.) help to improve their life-skills, their self-confidence, the sense of belonging. Also, some beneficiaries help in interpretation when it is needed and some of them play a significant role as coordinators or kind of mentors for newcomers.

The supervision and support made by the organizations provide safety and security for all the parties (employers and workers/refugees, etc, mentors and mentees, hosting families and "houseguests"). This is something that was referred by many testimonials and operates like a safety net avoiding any challenges that occur. The integration can be achieved more easily having in mind the best interests of the people.

5. Lessons learnt

In all the procedures there are challenges and obstacles that people must overcome to find a "better" life. At least they must have the willingness and faith and find the appropriate persons and conditions to believe in themselves that they can succeed.

Finally "Who is the mentor?" The success is the relationship built.

Many talents are being emerged and through the interaction with the local community people can build their lives and have goals that will help them in the future.

Through the sponsorship programs raising awareness could work in multiple levels. Socialization and sensitization events and gathering places, campaigns and

fund raising could help for better operation and integration of the people in the local community and the community to be in touch with the “different”.

The methodology is not only focused in problem-solving but also in decision-making. Migrants and refugees are being involved to decide who, why, what, where and how with some limitations but their role is crucial.

Collaboration and cooperation among all the parties (state, civil society organizations, other European countries-members, refugees, etc.) is necessary to be smooth and focused in good practices and co-designing projects.

6. Photo elicitation: images that best capture the essence of lessons learnt

The pictures portray the Pastry workshop in Solidalia where people make cookies and sell them and they also cook pizzas, etc. for the persons living in the same place. Values like solidarity and improving life skills and technical skills is being promoted and needed.



Azione Comune Di Pace

The closure of the study visit with the experiential learning game was to be in the position of a refugee in the first reception in the European context.



Study visit Report (Refugees Welcome Italy)

Date of the report: 04/07/2022

Names of the visitors: Sara Consolato and Lucia Ciravolo

Organisation: Refugees Welcome Italia

1. Introduction

The Italian study visit took place from the 6 to the 10 of June, in 2 different locations: Padua, hosted by Consorzio Veneto Insieme, and Rome, hosted by RWI.

The first part of the visit was focused on the relationship between the third sector and the local business sector to promote the inclusion of refugees and migrants and vulnerable people in the labour market, with practical activities (laboratories) and testimonies (social workers, migrants, entrepreneurs). There was also a space dedicated to explain how the Italian system of reception works. The second part of the visit, in Rome, was mainly focused on the mentoring schemes and family-based reception model implemented by Refugees Welcome Italia as tools to promote the social inclusion of refugees and people with other forms of protection.

2. Participants

As usual, the study visit included the voices of many actors involved in the practices of integration: social workers, migrants and refugees, representatives of other NGO or governmental organisations, entrepreneurs, volunteers, mentors, mentees, and hosting families. Among them were: local entrepreneurs in Veneto, social workers from Solidalia and Veneto Insieme; a representative of UNHCR Italy and Caritas Italia, members of social projects involving refugees and migrants, as Coloriage and Falgnameria Sociale, the president of refugee-led organization, Syed Hasnain from UNIRE, Integra e Siamo Cooperative.

All of them shared their experiences, insights and critical aspects with us.

3. Actions methodology

RWI methodology is based on the mobilisation of the civil society: citizens are involved in community-based programs but can also serve as volunteers, after being trained. The work of the organisation is also based on the contribution of paid staff members that are in charge of coordinating. This is a positive aspect, as we believe that the essential role of trained volunteers is complementary to the activities carried out by “professional” case workers. On the other hand, a critical aspect is related to how to set the boundaries between the role and the activities of the volunteers and those carried out by paid social workers, in order to avoid conflicts, overlapping, and eventually burden too much the volunteers.

RWI is also engaged in advocating for private sponsorship schemes to become part of the Italian policy for integration. The institutionalisation of this practice brings opportunities (greater impact, scaling up, more resources, structured methodology, data collecting) but also risks (Can grass-roots practice get institutionalised without losing their character? How can the contribution of volunteers be valued into an institutional framework?)

The methodology of work of Veneto Insieme for promoting the integration of vulnerable people into the labour market is mainly based on a strict and positive collaboration with the private sector that plays a crucial role in providing job opportunities. The occupational labs are structured in order to provide refugees, asylum seekers and disadvantaged people with various skills that match the territorial labour market's demand. The critical aspect is related to the potential conflict in terms of vision and values that may arise (not in this specific case, but in general, if there is not an alignment in terms of values).

4. Results observed

Mentoring schemes and family-based receptions work as long as they are seen as a tool to promote independence and autonomy. This means put at the centre of this process migrants and refugees potential and treat them as proactive individuals, overcoming the “beneficiary syndrome” that tends to depict them as passive recipients of services. It was nice to hear from refugees themselves how private sponsorship gave them the opportunity to focus on their personal development.

The matching procedure is essential to the success of the experience: this requires a lot of work and a lot of sensitivity from the case workers/volunteers involved, in order to be able to identify the best match, based on the need, interest and characteristics of the people involved. The testimony from mentors and mentees confirmed the importance of this part of the process.

Trained volunteers are essential to provide mentors, mentees, hosted persons and hosting families with the long-term support they need and to make them feel accompanied and not lonely. On top of that, professionals are needed to coordinate and oversee their work.

The private sector involvement is a key factor when it comes to the integration in the labour market. The Veneto region offers a good example of that, given also the local network built, over time, by the cooperatives of the Consortium Veneto

Insieme they allow them to collaborate with reliable partners that share their values.

5. Lessons learnt

- For private sponsorship to work, it is essential to build a small community around the people involved, made of volunteers, professional case workers, and other local/territorial organisations. private sponsorship should overcome the risk of a one-to-one relationship by creating space for networking, monitoring, accompaniment and community-based support.
- Migrants and refugees' voices need to be included in designing integration policies as well as programs that directly impact their own lives. The fact that there isn't a migrants/refugees led organisation in the Racip Consortium is something that, retrospectively, should give us a lot to reflect upon.
- bureaucracy is still an obstacle to full integration even after getting the documents. New systems need to be put in place to overcome this, and the idea of a one-stop-shop, a unique physical space where all the different services can be provided, can be a step in the right direction.
- For private sponsorship to have a real impact and being scaled up, institutional support is needed. Grassroots programs should be incorporated in local/national policy in order to become the rule and not the exception. Governments should be "educated" to the idea that there can't be integration without the mobilisation of the civil society: advocacy actions are essential. UNHCR Italy commitment in community matching, for example, is a good first step and can lead to the creation of a platform for advocacy with the Italian institutions. Getting on board important and powerful entities or creating partnerships with them is crucial to make this practice grow into a policy. Can this be replicated in other countries of the project?
- At the same time, a balance between institutionalisation and "grass root origin" must be found, mainly with reference to the role of the volunteers, that need to be preserved and valued, and the concept of inclusivity
- In this framework, evidence-based research must be carried out in order to gather data and insights that can demonstrate that private sponsorship schemes work. Collecting evidence is crucial to persuade the institutions about the effectiveness of the model.

6. Photo elicitation: images that best capture the essence of lessons learnt

A picture of Syed Hasnain from UNIRE to remind us of the importance of bringing refugees-led organisations to the table



Study visit Report (Second Tree)

Date of the report: 16/06/2022

Names of the visitors: Carolina Quaranta

Organisation: Second Tree

1. Introduction

The visit took place from the 6th to the 10th of June, in Padua and in Rome.

Padua gave an idea of the connection between the cooperatives and the job market, of the solidarity and of the importance of job trainings.

Rome of hubs that become a place of peace and inclusion and of how creativity and ideas can help.

2. Participants

Local community, staff from different backgrounds, volunteers, migrants.

3. Actions methodology

Collaboration among organisations offering complementary services, or between non-profit organisations and the private sector, might present the risk of having not aligned values. The value is in each organisation focusing on what they do best and more complete services being offered.

The hosting approach allows both parts to learn and open their mind, and especially to the migrants to have a place where to be able to think of the rest of the daily life (or future).

4. Results observed

Migrants feeling at home in a new country, locals finding something new, and their way to help in a useful way.

5. Lessons learnt

Concepts can be transmitted in many ways, through emotions can be one of them.

Good and frequent communication is extremely important when collaborating.

Short videos are very effective.

Study visit Report (Réfugiés Bienvenue)

Date of the report: 27/06/2022

Names of the visitors: Anjali Claes, Emile Le Menn, Nidhusha Satheeswaran

Organisation: Réfugiés Bienvenue

1. Introduction

On 07.06.2022, we visited Solidalia's (social cooperative) activity place in Padova. We were able to see women working for antica murrina (making necklaces), then men detaching (sorting) the parts of electronic machines as well as the place where the exiled people make shoes for different cooperatives. Then we also get the opportunity to meet the chef and make tasty pizza with him. Social workers of Solidalia shared their experiences and explained the system of (CAS, SAI,...), other members of other cooperatives shared their experiences about their activities with migrants.

On 08.06.2022, there were three presentations at the Consorzio Veneto Insieme office. One presentation was about the FAMI project (hosting, job placement, house, education,...) the target is to reach autonomy by the "non EU citizen". Then we had another social cooperative - GEA - which presented their activities and explained how it works with the municipalities. And to finish, one member of Glocal Factory presented how they set up the training and which kind of activities they do for the inclusion. They mentioned that they had the difficulty to find mentees for their one-year training and many suggestions were given by participants. We also had a discussion about how to integrate in our activities with mentors and mentees.

Padua gave an idea of the importance of job trainings and the connection between the cooperatives and the job market, of the solidarity and

In Rome, the study visit was held by Refugees Welcome Italia from 9 to 10 June. We heard from various organisations working with migrants and from people involved in RWI's private hosting program.

The organisations featured included Caritas working on humanitarian corridors, organisations working on job insertion and income generation for refugees, and the head of Unire, a refugee-led advocacy group.

2. Participants

We met, during this study visit, members of several social cooperatives (social worker, workers, head of the cooperatives, etc.), refugees and migrants, hosting families, mentors, volunteers and local community.

3. Actions methodology

The internship program allows refugees and others that have difficulty finding work gain experience, income, and eventually a contract, while contributing to sectors of the economy that are important to Italian culture.

The hosting approach allows the migrants to have a place where they are able to think of the rest of their daily life (or future) and allows the host family and hosted person to learn and open their mind and help refugees to be hosted as it must to be.

The collaboration between social cooperatives and the private sector can present some risk of not aligned values, e.g. profit versus integration.

4. Results observed

Migrants feel at home, some new member to care/talk/share with them, people discover new culture and new things, they welcome as they can, so the person feels welcome and at home.

5. Lessons learnt

- Egalitarian treatment is essential to building trust. The comments from one hosted refugee who expressed much hurt at the differential treatment she receives as opposed to Ukrainians was striking. In order to maintain trust in organizations, we must maintain equal treatment in spite of institutional racism.
- Hosting, while individual, requires group support, either from other hosts, volunteers, or members of the managing organisation.
- It is important to consider refugees own established skills and history when enabling job opportunities.

6. Photo elicitation: images that best capture the essence of lessons learnt

This photo shows a slide showing CVI's place in the network of actors working on integration – I think it's a nice reflection of the fact that we are a piece of the puzzle, working with various constraints and benefitting from various opportunities that come from the position of the actors that surround us.



Study visit Report (SYNTHESIS)

Date of the report: 17/017/2022

Names of the visitors: Dimitra Papagiorgi, George Isaias

Organisation: SYNTHESIS

1. Introduction

From June 7th to June 10th, RaCIP's fifth study visit took place in person at several venues and sites chosen by the hosts, Consorzio Veneto Insieme and Refugees Welcome Italia, in Padova and Rome.

The RaCIP partners had meetings, presentations, and visits with local and national organizations that work towards facilitating the integration of migrants, asylum-seekers, refugees, former convicts, and disadvantaged people into the labour market. The speakers' areas of focus were aspects such as employment and housing.

In this context, we met with the following organizations:

- Solidalia Cooperativa Sociale (Padova)
- Consorzio Veneto Insieme (Padova)
- Refugees Welcome Italia (Rome)
- UNHCR MCO Italy (Rome)

- Caritas Italiana (Rome)
- Siamo – Cooperativa Sociale (Rome)
- Unire (Rome)
- Programma Integra (Rome)

2. Participants

1. Sara and Andrea – Consorzio Veneto Insieme

Andrea presented a FAMI project named Prossimi Passi that aims to help non-EU citizens single-parent families become autonomous, in terms of housing, employment, and access to social and health-care services. Andrea presented the structure, the number of families, and the criticalities of the project.

2. Stefania and Valeria – Solidalia Cooperativa Sociale

Stefania and Valeria presented Solidalia Cooperativa Sociale, a social enterprise that integrates disadvantaged people into the labour market. They presented the different integration programs that the social enterprise offers and the two reception systems. We also had the opportunity to receive a direct testimony from some beneficiaries regarding their experience and integration process into the labour market.

3. Sara and Lucia – Refugees Welcome Italia

Sara and Lucia presented Refugees Welcome, an independent organization that helps refugees and asylum-seekers find housing, a job placement, etc. They presented the different services the organisation offer such as community-based programs and the hosting families program. In addition, they also presented the selection and matching process for the programs as well as the training process.

4. Sena + Analisa and Cidi – Refugees Welcome

Sena, Analisa and Cidi provided us with their testimonies. Sena, a young lady from Africa has been two years in a hosting family and since then she has been very happy and grateful. To quote her: "I received so much help, and I hope I can give it back by helping someone in need [..] I finally had someone to care for me".

Analisa and Cidi were in another program where Analisa was the mentor and Cidi the mentee. In this program the mentors (buddies) give their contribution to improve the mentees' integration process in Italy and/or are interested in a cultural exchange.

5. Yiasmin and Fadi – Siamo

Siamo is a small social business where Italians and refugees work together to build a future for inclusion and sustainability. Siamo aims to educate, include and raise people from different backgrounds through the tool of entrepreneurship. In other words, it helps them develop an entrepreneurial

mindset. Fadi and Yasmin presented their pitch for their business ideas. Yiasmim recently opened her shop where she sells Aleppo soaps and Fadi already started the procedure for his juice business.

3. Actions methodology

Meeting with a variety of actors in Italy was enlightening because they on the one hand represented organizations (with varying levels of regional, national, and international impact) and individuals (migrants and beneficiaries of international protection), and on the other, they concentrated on various and overlapping aspects of integration, such as housing and employment, providing a well-rounded perspective on the various aspects of integration in Italy and specifically in Padova and Rome.

Some positive aspects, included:

- Presence of many social enterprises and cooperatives, three groups of beneficiaries (migrants, refugees, disadvantaged people), one international organisation, one independent organisation, and a national network of refugees in the four Study Visit days
- Exchange of knowledge, experience and ideas and clear insights
- Opportunity to receive direct testimonies from beneficiaries
- Opportunity for discussion and reflection between the consortium
- The Study Visit shed light in ways to explore community-based integration policies in Italy.

Overall, it was not easy to find challenges as everything went very well.

4. Results observed

1. The occupational labs allowed refugees, asylum seekers and disadvantaged people to learn and develop various skills in order to integrate into the labour market. Some of these occupational labs that we visited were the shoe factory, the carpentry and sewing classes, and the pastry and assembly lab.
2. The matching process between the Italians and the refugees RWI included some training sessions to inform refugees of the legal framework, introduce one another, and finally help them build a relation with the help of a psychologist.
3. Effective integration requires the participation of civil society, whether it comes from local people or organizations.

5. Lessons learnt

1. Siamo – Cooperativa Sociale started as social cooperative with the main aim to facilitate access to the labour market to refugees. However, as this social cooperative observed that this was not as effective as they supposed it will be regarding refugees' inclusion, they shifted their mission into educating and helping them develop thinking skills and an

entrepreneurial mindset. Thus, making a social impact through entrepreneurship. Such initiatives could be replicated in other EU member states as well.

2. Soliadalía Cooperativa Sociale helps disadvantaged populations to integrate into the labour market by providing some occupational labs where refugees, asylum seekers, etc learn and develop skills that will help them find employment, while at the same time they are getting paid. This is another initiative that could be adapted to other EU member states.
3. As mentioned above, RWI provided some training sessions to the refugees in order to prepare and help them build relations with the locals. This is a significant detail for other institutions and organisations to adapt.

6. Photo elicitation: images that best capture the essence of lessons learnt

In these pictures some of the occupational integration labs are depicted – such as sewing, carpentry, jewellery making (Murano company), and shoes making.





RaCIP

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