

ASAP - Accessing services, Sharing Approaches and Practices



Pilot practices

The general objective of the ASAP project is to improve the availability and quality of information on and access to public services for people with migratory background, by identifying and addressing the existing obstacles and promoting new promising practices.

In each project location, the partners developed practices to address specific challenges and respond to the needs of people with migratory background in the fields of employment, housing, education and health.

GREECE

The 'Navigate' Pilot: Improving access for migrants and refugees to public services and facilitating their integration process in a rapidly changing environment.

Partner: Symbiosis

Location: Northern Greece

Migrants are usually not familiar with mental health services and procedures, the educational environment in Europe and in Greece, as well as the way employment operates. They are often overwhelmed by the whole new environment in which they have to integrate efficiently. The main challenge concerns the cooperation and availability of public services due to the heavy workload of public services and often unwillingness to cooperate in special circumstances, skills and language limitations. The pilot practice focuses on providing work support, mental health and social support, educational and administrative support to vulnerable migrants and refugees through accompaniment, as well as counselling on accessing integration relevant public services. The

target group consists of people who are unable to integrate by effectively accessing services locally.

Advising, counseling, accompanying, info sessions, focus groups discussions, educational visits, peer to peer exchanges with local population are some of the main services that started and continue to be provided in this context. The pilot practice duration has been nine months, from December 2022 to August 2023.

AUSTRIA

International Information Talks & Support of the International Welcome Center to ensure and improve the information flow about services for people with migratory background

Partner: SÜDWIND, Migrants' Advisory Board

Location: Austria / Vienna and Graz

In Graz, and generally in Austria, in addition to structural discrimination and structural exclusion experiences, the difficulties in accessing information emerged above all. There is a lot of information available in Austria – but it is very numerous and often not comprehensible to people. The pilot practice implemented by Südwind faced this problem by organizing information talks for newcomers to Graz, on topics in the areas of: health, education and training and the labor and housing market as well as by supporting the opening of an International Welcome Office as a one-stop-shop where people who are new to the city can get information about basic services such as Healthcare, School System, German

classes and referrals to other offices; having targeted, accessible and easy to understand information available in the right language and through the right channels; having space in which people can network, exchange, find a community and feel at home.

The cooperation with the Migrant Advisory Council and other stakeholders in designing and implementing the practice created strong basis for future collaboration.



SPAIN

Training users in e-government to enhance access to public services, information, documentation, and procedures, thereby increasing job opportunities.

Partner: Solidaridad Sin Fronteras (SSF)

Location: Spain, Madrid, Alcorcón

Access to employment depends on the procedures of the public administration, which has few services dedicated to TCN citizens and whose procedures are necessary for the job search

process or applications for the necessary documentation to access a job. Most of these are online procedures very complex to be implemented with information and data that are not easy to locate and obtain. The initiative focuses on addressing the complexities of administrative processes, which often act as barriers for job seekers due to the lack of readily available information. Through this initiative, SSF seeks to empower TCNs by providing training in e-government procedures, including obtaining e-certificates, registering in the Cl@ve system to be authorised to access and apply for digital public administration spaces. This comprehensive training covers a number of essential procedures, such as obtaining official documents, interacting with the tax office, social security and public employment services. By equipping participants with the necessary skills to navigate these processes independently, SSF aims to improve their employment prospects and facilitate access to basic services and smoother integration into the world of work.

ROMANIA

Tackling discrimination towards people with migratory backgrounds in Romania through trainings for teachers, delivering lesson plans for pupils and audio-visual material for children, concerning discrimination and inclusion.

Partner: Logs + Wut

Location: Timișoara, Romania

One of the main challenges that refugees and migrants face in Romania is lack of Romanian language classes and trained teachers in order to tackle discrimination towards TCN's. By involving and empowering local teachers and professors to engage pupils in learning about the circle of discrimination, who the migrants are and how the local communities would commit

to help, rather than exclude. The need for better Romanian language classes and support in the educational system was emphasised by the needs assessment conducted in Timisoara by Logs and Wut.

CROATIA

Piloting a language assistance model within the healthcare system.

Partner: Centar Za Mirovne Studije (Centre For Peace Studies)

Location: Hrvatska / Croatia, Zagreb

The absence of Croatian language courses for people with migration background and the language barrier are the biggest obstacles to successful integration in Croatia. The Centre for Peace Studies launched an experimental pilot practice aimed at raising awareness of the importance of recognizing the language barrier in accessing healthcare services through three interrelated groups of activities:

- Raising awareness among healthcare workers about the existence of online translation and communication tools.
- Creation of a network of interpreters who can support people who don't speak Croatian language when accessing health services.
- Hiring interpreters to support people when accessing healthcare services.

More than 60 hours of interpretation services for Arabic, Ukrainian, Farsi, and French language have been provided in 7 different healthcare institutions. We also collected feedback from users and interpreters to gain insight into the quality of the service provided and the challenges that users and interpreters face when accessing healthcare services for the purpose of creating and/or advancing the language assistance model within the healthcare system.



ITALY

Support system to access housing for people with migratory background and complex vulnerabilities.

Partner: COSPE

Location: Italy, Florence

The most recent data highlight the problem of access to housing in Italy and even more so in cities with a high tourist density such as Florence. The costs of a rented home have become, unsustainable and well above the spending capacity of even average salaries. The CSOs that deal with migrants' reception and social inclusion try to find versatile responses to the different needs represented by the people with whom they constantly come into contact and assist. The pilot practice proposed focuses on the following activities:

1. providing legal counseling service for people with migratory background on access to housing through a dedicated desk;
2. Facilitating access to housing through rent intermediation actions between owners and tenants and through forms of economic and social guarantees;
3. mediation of possible conflicts between owners and tenants;
4. setting up a financial fund to provide guarantees to homeowners against possible tenants arrears, encouraging them to rent their properties.



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