



WELCOME

COME

**MIGRANTS
MAKE EUROPE
STRONGER**

Caritas' practices for an inclusive Europe



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Photo: Christophe Hargoues
Secours Catholique-Caritas France

Foreword

Caritas provides support to the most marginalised and has long attended to vulnerable migrant and refugee populations across Europe. Not only does it provide emergency aid and humanitarian assistance in countries of origin and transit, but it also delivers services to migrants in European receiving countries, such as legal advice, housing and language assistance, counselling and psycho-social support. Caritas also accompanies migrants along their educational and employment paths, and it provides referrals for family reunification support as well as other long-term integration assistance and supportive services.

Faced, over the past years, with economic hardship, government policies have typically fostered austerity, resulting in reduced service provision and integration measures, and greater challenges for municipalities and local-level actors to respond adequately to their communities' needs. Since integration typically takes place at the local level, this reality has created many integration challenges, primarily because some policy makers have used the economic argument as an excuse for not responding to the needs of its vulnerable residents.

This situation was further heightened and intensified following the arrival of thousands of new migrants into Europe in the summer of 2015. Caritas Europa's vision of an inclusive Europe states that migrant integration is based on dialogue and shared rights and responsibilities. We need to strengthen the welcoming approach in our societies and create more and more spaces of encounter and dialogue.

In response to the evident needs and vulnerability of migrants and refugees in Europe, Caritas typically steps in to provide much needed services. Governments often rely on charitable organisations and NGOs to step in with projects in order to fill the gaps. But the review, design and implement of national integration plans and policies, fostering inclusive societies and mainstreaming integration is still a challenge our governments need to address. Caritas and other NGOs are not there to replace the state, rather to complement it. This is especially important considering that successful integration processes require dynamic networks, involving many different actors across different levels. And this is the real

value of Caritas: its ability to establish trusting relationships with the people in need, together with the local level community and with key stakeholders.

The focus of this publication, therefore, is to showcase some Caritas experiences, often implemented in cooperation with other actors. While some practices presented have an innovative approach, others are simply filling a much needed gap in countries where few promising integration practices exist. In addition, to highlighting some barriers that impact migrants during the integration process, this publication also shares some experiences of Caritas in building up trusting relationships so that both, migrants and the receiving societies prosper together. Considering the many challenges migrants face in realising their full potential in the European context, Caritas seeks to bridge the gap between the multitude of obstacles witnessed and experienced on the ground, in order to offer ideas to policy makers and practitioners on how to create an environment that fosters inclusive participation, and empowers migrants and receiving communities to work together toward the creation of cohesive societies.

Being solution-oriented, this publication also provides insight on different options for funding integration and social inclusion practices, as well as guidance for receiving governments, institutions and communities, and the migrants themselves in achieving this aim. In general terms, the experiences reported in this publication show that working with migrants is just as important as working with receiving communities in order to change the thinking and contribute to a positive, constructive narrative of foreigners. A few of these cases demonstrate that a lot can be achieved even with limited resources.



Jorge Nuño Mayer
Secretary General of Caritas Europa



THE REALITY ON THE
GROUND: WHAT HINDERS
OUR VISION OF EUROPE?

Caritas uses the definition of migrants as “any person who changes his or her country of usual residence. A person’s country of usual residence is that in which the person lives, that is to say, the country in which the person has a place to live where he or she normally spends the daily period of rest”¹. This definition includes immigrants, refugees, persons under subsidiary forms of protection, asylum seekers, persons seeking other forms of protection, migrants in an irregular situation and repatriates².

In its daily interactions with migrants, Caritas can observe, throughout Europe, the hardships migrants face in their struggle with their integration³ and social inclusion processes. On the one hand, newly arriving migrants face immediate barriers, sometimes even of a humanitarian nature; on the other hand, in the longer term, migrants face cultural, structural and economic barriers that hinder their capacity to fully participate in the receiving communities.

Migrants who arrive in an unfamiliar country and a new cultural, socio-economic context are bound to face a multitude of obstacles. Together with a sense of precariousness, the lack of points of reference and networks, these obstacles may lead to a loss in self-esteem, and in their capacity to act independently, as well as to a sense of alienation *vis-à-vis* the receiving country.

Caritas has identified some of the greatest barriers to successful integration to be linked to the following: high levels of inequality, discrimination, limited access of migrants to their rights, and the related disempowerment migrants feel in receiving soci-

eties. This is closely related to the often negative perception the receiving community has about migrants. For instance, when there is an absence of an inclusive community, an atmosphere of fear often prevails, with a lack in trust and solidarity; rumours and biases spread easily and resentments are high. This in turn is linked to receiving communities’ fragile economies. Based on the experiences of Caritas, hostile environments have much to do with the leadership in the country, as well as the likelihood of there being an inadequate social protection system. Divergences between countries and the way the welfare systems provide support to vulnerable people (or fail to) deserves much attention when considering solutions for migrants’ integration.

The following section presents a brief overview of some barriers to long-term integration that Caritas has identified. These are broken down according to three main dimensions: cultural, structural, and socio-economic barriers. This division should not be regarded as a rigid classification, but rather as a general clustering to in order to understand integration as a comprehensive process, which goes beyond simply a purely economic focus. The three dimensions are strongly interconnected, as are the actions that should be planned and implemented in order to overcome the barriers described.



CULTURAL BARRIERS

Limited acceptance by and interaction into receiving communities

In its experience Caritas sees that migrants' personalities and coping strategies are important factors influencing their integration process; in order for migrants to "feel integrated", they need to acquire employment, housing, language skills and a social life on a par with nationals. Yet, political and cultural paradigms on migration tend to identify integration with assimilation, thus shifting the burden of responsibility mainly on the capacity of the migrant to adapt to a new context (for example, by adopting local customs and cultural values)⁴. Achieving multicultural coexistence, however, is extremely difficult if the receiving society remains indifferent to other people's rites or customs⁵ and values.

Cultural and religious barriers can be defined, on the one hand, as those obstacles that prevent migrants from feeling and acting as an integral part of society and, on the other hand, as those factors that hinder the receiving communities from accepting and understanding the cultural differences between themselves and migrants. The role of public institutions and civil society actors within the receiving countries is key to creating the conditions for mutual understanding and to fighting stereotypes and fears of the unknown, especially those affecting receiving communities. Discrimination is one of the most devastating obstacles limiting the full participation and integration of migrants and their offspring.

The recent arrival of migrants has challenged Europe at a time of stagnating economy, leading to a

growing vulnerability in European values and rising populism throughout Europe. Policy makers' dismissal of receiving communities' concerns about migration is contributing to this problem. Many political parties have sought to increase popular consensus by building on the fear of migrants, often associating migration among the receiving society with a sense of increased competition for limited jobs and with an ever-growing fear of radical terrorism in Europe, associated with different religious affiliations. Mass media, social media and political movements often play an additional negative role through misinformation, and in emphasising stereotypes and populist anti-migrant positions, thus creating the divisive dynamics that push migrants to the margins of society.

The overall risk is that the migrants' life experience prior to their arrival, and their abilities to contribute to the receiving society, are completely neglected. In this way, the migrant's subjectivity and cultural background is expected to be put aside and replaced by local norms and habits. A general negative perception of migrants by the receiving community can develop an atmosphere of fear and lack of trust and solidarity, while also resulting in marginalising and stigmatising migrants.

With regard to the economic crisis, receiving countries are failing to show the positive impact that migration can have on and for their societies. Instead, they are allowing the public to believe that migrants' integration policies are favouring services



Photo: Stefanie Steindl
Caritas Austria

for migrants and, hence, replacing mechanisms to assist local residents in need. Consequently, migrants are often victims of hostile and discriminatory treatment, as they are commonly “blamed” for Europe’s economic problems and perceived as a threat to the receiving society. Caritas considers this tension between the economic interests of migrants and those of the vulnerable residents to be the result of economic failure and competition for limited government support. Hence, promoting social investment and devising strategies to finance inclusive social protection systems are vital for enabling cohesive environments that foster migrant integration.

In addition, there is also a lack of religious dialogue and understanding of different religions and worldviews within Europe. This seems especially evident relative to Islam. There is a tendency across

Europe to equate Islam with terrorism and extreme fundamentalism, rather than as a religion professed peacefully by millions of people throughout the world. Contact between migrants and residents is often not a given, and so, few opportunities exist to deconstruct misinformation and biases. The lack of opportunities and places where communities can meet, exchange intercultural and inter-religious experiences, and try to understand each other, prevents the establishment of dialogue among communities and networks at local level, which in turn contributes to the easy spread of polemical rhetoric. At the same time, it is important for governments to protect their residents and to ensure state security. One important step towards achieving this could be ensuring and fostering the social inclusion of all as a basic necessity, in an effort to reduce the potential of disillusioned youth and adults from joining forces with fundamentalist groups.

STRUCTURAL BARRIERS

Limited access to basic rights and services

In addition to cultural and religious barriers, migrants face a multitude of structural barriers determining their ability to participate legally in the labour market, to access an independent financial base, and to enjoy a secure right of residence. Structural barriers can be defined as obstacles that prevent migrants from accessing basic rights and services, such as housing, healthcare and education, etc.

Based on the experiences of Caritas workers, the first and most common barrier is the migrants' lack of or limited legal status and the consequent absence of personal documents (such as residence permit, identity document). These documents are often required in order to gain access to health coverage, education, legal employment, banking services, housing, telephone contracts, library cards, etc. Essentially, without a legal right to remain, migrants face vast structural barriers.

Some countries criminalise **undocumented migrants**, resulting in many being in legal limbo, and with no access to housing, healthcare or other basic services. Moreover, some countries even criminalise the service providers attending to the needs of these vulnerable people. The rapid expansion of intensive production of fresh fruit and vegetables in the south and south-west of Europe coupled with governments' quotas for the employment of seasonal workers have, as a result, meant that many agricultural seasonal-workers arrive in Europe through illegal channels. Undocumented migrants⁶ are easy prey and often exploited. They do not have any kind of recognition or protection, and are prevented from enjoying basic human rights. Fear of deportation often makes these migrants victims of blackmail and obliges them to live and work in inhumane conditions.

Unaccompanied children⁷, who are at particular risk of abuse and exploitation⁸, are also prone to experiencing inhumane conditions linked to their legal status. Upon arrival, some of these children are detained as a result of their migration status; they need specific accommodation and specific services to protect them from abuse. They are frequently prevented from reuniting with their families that are already present in Europe. Many minors have gone through terrible experiences – war and violence, including sexual violence – and need post-traumatic support as well as legal advice and guidance in order to access information and have their rights respected.⁹



Photo: Stefanie Steindl
Caritas Austria

Most services in countries where the welfare system is residence-based are inaccessible to people without a residence permit or a permanent address¹⁰. Without any legal status and registered domicile, it is often impossible to open a bank account. In some cases, a migrant may have a legal status and be able to open a bank account, but if that status is lost for any reason, the government may force the bank to freeze all assets and deny the migrant access to his/her bank account.

Regarding access to housing, a number of barriers hinder migrants from obtaining safe and affordable housing, which may include language barriers, limits to participating in housing consultation structures, lack of employment contracts or evidence of sufficient income, or discriminatory practices of landlords. In the case of possibly accessing social housing, barriers may include unfamiliarity with the system, limited availability of social housing placements, high competition and long waiting lists, lack of respect for special needs, excessive and unfeasible renting requirements, social segregation and concentration in low-income and disadvantaged neighbourhoods. The reality of migrants living in overcrowded and substandard accommodation has become the norm in some places, while, for others, these barriers have contributed to the reality of some migrants being at risk of homelessness or indeed be(com)ing homeless.

Receiving countries often lack specific healthcare schemes targeting migrants, which would cover everything from first emergency screening to support for

people who have experienced traumas in war-torn areas, or any other form of exploitation. Also, age-specific healthcare for unaccompanied minors and gender-sensitive healthcare for women is often lacking. This is particularly worrisome as minors and women comprise some of the most vulnerable migrant groups. Many have been victims of violence, trafficking and torture, or they have experienced traumas related to the difficult migration routes. Consequently, professional, specific and tailored psychological and physical care and counselling are badly needed. The healthcare provided does not always take into consideration the cultural background and cultural practices of migrants, which is vital for strengthening patients' resilience. Moreover, limited healthcare access clearly undermines migrants' well-being and the capacity to care for themselves and their family members.

Regarding access to education, few school systems conduct professional assessments of what migrant children learned abroad and "migrant pupils rarely receive additional support to access pre-primary, vocational and higher education or to prevent them from dropping out"¹¹. In some countries, access to traditional schooling is limited depending on age and migration trajectory. For instance, if refugees arrive with a multitude of traumatic experiences and are over the age of 16, they are typically prevented from accessing the classical schooling system. This is due to expectations that they won't be able to learn the receiving society's language and overcome their traumatising quickly enough¹².

SOCIO-ECONOMIC BARRIERS

Limited access to resources and participation



Photo: Isabel Corthier
Caritas Belgium

While socio-economic barriers could hypothetically also be clustered under structural barriers, the reality is that the issue of employment and social participation deserves its own particular attention. This is in part due to governments' consistent focus and tendency to link the socio-economic successes of migrants directly with successful integration. Despite the states' emphasis on migrants' labour market access and economic mobility, migrants face multiple barriers relative to employment and social participation.

Labour market legislation and restrictive attitudes hamper migrants from entering the labour market at an early stage. Bureaucratic hurdles and high costs associated with the recognition process of previous qualifications, educational background and skills further exacerbate the problem. For refugees, labour market integration is also known to take longer¹³. Unlike refugees, asylum seekers are largely not allowed to work upon arrival in a country of destination, but have to wait for the final decision on their application or for a set time period to elapse before being permitted access to the labour market. Thus, by limiting refugees' and asylum seekers' access to the labour market, this may force them to accept employment in unregulated, dangerous, degrading and exploitative conditions, which in turn can expose them to other risks, including that of sexual exploitation and human trafficking, for which women and girls – at no fault of their own - are commonly targeted. Limiting asylum seekers' quick access to the labour market can also be costly for receiving communities, not only because it leaves a considerable amount of human potential and resources untapped, but because of the obligation of the state to provide benefits and support in return.

In cases where migrants find a job, this doesn't necessarily ensure their integration. Migrants have lower employment levels compared with residents (53% vs 65%) and face greater risks of poverty and social exclusion (49% vs 22%)¹⁴. Migrants are frequently known to accept positions that do not correspond to their qualifications, are paid less than residents and are less likely to achieve upward mobility in employment. The over-qualification rate of foreign-educated migrants is double that compared to the receiving community. Many migrants have temporary contracts and have to deal with working conditions that hover on the verge of exploitation.

For instance, migrant women are vulnerable to several types of discrimination and struggle to gain access to well-remunerated employment. There is a large gender gap in the employment rate between residents and migrants¹⁵. Many migrant women are isolated to the domestic-work sphere, despite the higher educational degrees they hold from their native countries. Access to language courses and professional training, education, and healthcare, and in particular psychosocial support when relevant, can also be very difficult for them to access, especially if they are single mothers or expected to be primary caretakers. In addition to the expectation of women being the caretakers of their young children, the high cost of child care or kindergarten can also prevent them from accessing the labour market.

Furthermore, employment doesn't automatically ensure migrants' social participation and civic engagement. There are very few places, even at local level, that include migrants in decision-making processes. They are often denied the right to vote if they are not nationals. In some European states, children of migrants can become nationals only after several years of legal residence and, in some cases, only after first having contributed to the labour market. The (temporary) absence of citizenship and limitations on political rights should not prevent migrants from participating in different forums or associations, or from being civically active in the receiving country. However, migrant associations are often weak and unable to represent their communities; other organisations operating in the field of migration and social inclusion, such as NGOs, church-based bodies and trade unions, often intervene in efforts to empower migrants to advocate for their rights and to foster their political representation. These barriers typically impede migrants from creating and enjoying social relations and from participating and belonging to crucial networks, clubs and organisations¹⁶.

Following this brief overview of integration barriers, the following section provides Caritas's vision of an inclusive Europe and its understanding of the preconditions needed for achieving successful integration.



CARITAS' VISION OF AN
INCLUSIVE EUROPE

For Caritas, an inclusive Europe¹⁷ implies a welcoming environment where everybody enjoys equal access to goods and services. In an inclusive Europe, all individuals are not only enabled and encouraged to participate in their community and society¹⁸, but their contributions to social and cultural life are also acknowledged and valued. This means that all forms of discrimination are combatted and that those who are marginalised or living in poverty are empowered to be active in decision-making processes that affect their lives. Moreover, relevant structures are ensured so that every individual enjoys human dignity and is able to improve his/her standard of living and overall well-being.

People in an inclusive Europe live in an environment of peace, freedom and solidarity, where human and social rights are fully respected and each person, family and community is empowered to develop. Europe upholds a community of values with deep respect for diversity. People live and interact together in a spirit of mutual service¹⁹ and trust, building the common home Europe, which revolves around the sacredness of the human person that cares for, defends and protects every human being²⁰. There is a thorough understanding and practice of social cohesion within Europe and solidarity between the north and the south, the east and the west.

An inclusive Europe listens to and hears the voice of the poor, and acknowledges the organisations that are defending their interests, ensuring they are not criminalised for doing so. An inclusive Europe fosters a strong civil society that participates fully in recognised dialogue with the state and the economy. In a renewed Christian ecumenism and in dialogue with other religions, the Churches in Europe – and so Caritas – love, serve and accompany society as a bridge of encounter and dialogue for all people of good will.

This understanding of an inclusive Europe must be the foundation for any discussion on migrant and refugee integration.

For Caritas, integration is and should be understood as a “dynamic, multidirectional process in which newcomers and the receiving communities intentionally work together, based on a shared commit-

ment to tolerance and justice, to create a secure, welcoming, vibrant, and cohesive society”²¹. This must take into account the need to balance duties and responsibilities between migrants and the receiving community. In his address to diplomats to the Holy See, in January 2016, Pope Francis said:

“I wish, then, to reaffirm my conviction that Europe, aided by its great cultural and religious heritage, has the means to defend the centrality of the human person and to find the right balance between its twofold moral responsibility to protect the rights of its citizens and to ensure assistance and acceptance to migrants”²².

For Caritas, integration therefore takes place throughout the social structure of society and implies mutuality as well as shared rights and responsibilities²³. The definition of integration must “reflect the fact that the responsibility for integration rests not with one particular group but rather with many actors - the immigrants themselves, the receiving government, institutions, and communities, to name a few”²⁴. The integration of migrants in Europe must thus be based on dialogue and shared rights and responsibilities, ensuring full participation, empowerment and inclusion of everyone in society: migrants and residents alike. Pope Francis continued during his address to the European Parliament by saying:

“I believe, therefore, that it is vital to develop a culture of human rights which wisely links the individual, or better, the personal aspect, to that of the common good, of the ‘all of us’ made up of individuals, families and intermediate groups who together constitute society”²⁵. In fact, unless the rights of each individual are harmoniously ordered to the greater good, those rights will end up being considered limitless and consequently will become a source of conflicts and violence”²⁶.

A cohesive and welcoming society must provide migrants with the necessary means to help them overcome structural, socio-economic, and cultural challenges and barriers that hinder their full participation and integration. Ensuring this will benefit not just the migrants themselves but the common good, the whole of society. Consequently, receiving communities should ensure migrants’ access to basic resources and services, such as housing, healthcare,





education and decent labour market opportunities. In addition, particularly vulnerable groups, such as exploited labourers, women, children and unaccompanied minors, should also have access to specialised services, including psychological support and counselling.

Several studies demonstrate that migrants' cultural, economic, and social contributions to their receiving societies are positive and indispensable. The European Commission affirms that: "Failure to realise the potential of third-country²⁷ nationals in the EU would represent a massive waste of resources, both for the individuals concerned themselves and more generally for our economy and society. There is a clear risk that the cost of non-integration will turn out to be higher than the cost of investment in integration policies"²⁸. In addition to enriching the culture of the receiving community with new values and perspectives, migrants further contribute through the taxes they pay, the new businesses they start, as well as the array of services they provide²⁹.

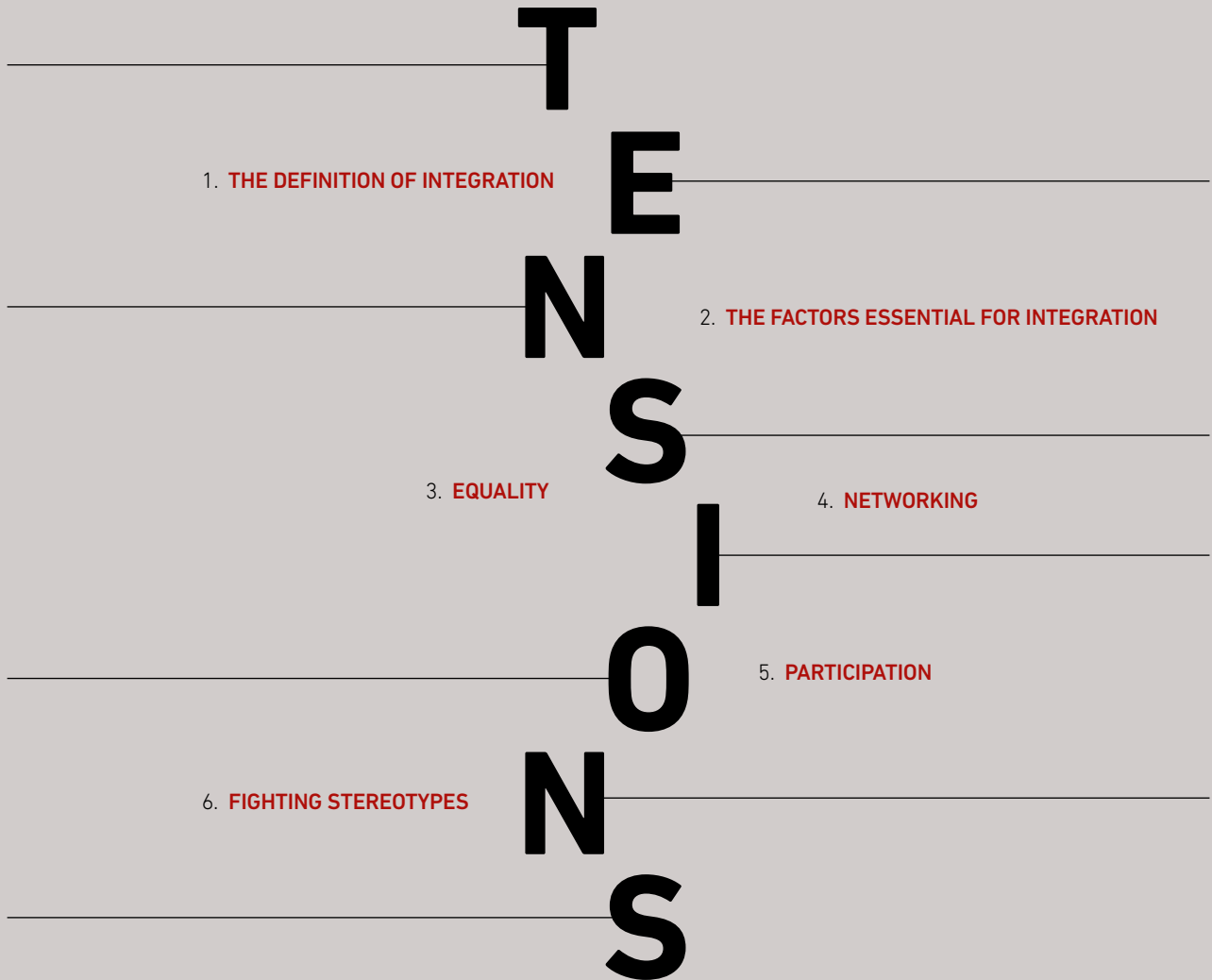
An inclusive Europe is also a society that is open to the world and that is in continuous dialogue with other regions of the world. Europe cares for the common global home and shares responsibility for the world. It is prepared and responsive in humanitarian crises and contributes to the sustainable development of people and communities in other parts of the world in partnership with local actors.

Caritas, thus, stresses that successful integration is unlikely, if the burden of responsibility continues to be placed on the migrants without receiving communities fostering their full participation, empowerment, and inclusion. As such, Caritas relies on a broadly defined understanding of integration involving many actors: the migrants themselves, the receiving government, institutions, and communities. This understanding is important for monitoring integration successes and making country comparisons. For instance, not everybody who comes from abroad is a member of a certain country's integration policy target group (e.g. not formally recognised refugees), and not everybody who is part of the target group has even migrated from abroad (e.g. the second generation of certain migrant populations)³⁰. Hence, the definition a country uses as a basis for devising any integration policy will influence its outcome.

Considering this and Caritas's position on integration and on an inclusive Europe, there are still a number of tensions relative to the EU policies and Council of Europe positions, and necessary improvements that remain to be achieved. These tensions are described in the comparison table that follows.

Photo: Antonio Fantasia
Caritas Europa

COMPARISON TABLE



Caritas Europa position



Council of Europe, Measurement and indicators of integration

www.coe.int/t/dg3/migration/archives/documentation/Series_Community_Relations/Measurement_indicators_integration_en.pdf



European Commission Communication Action Plan on the integration of third-country nationals (June 2016)

ec.europa.eu/dgs/home-affairs/what-we-do/policies/european-agenda-migration/proposal-implementation-package/docs/20160607/communication_action_plan_integration_third-country_nationals_en.pdf

1. THE DEFINITION OF INTEGRATION

THE POSITIONS



Integration is a dynamic, multidirectional process in which migrants and receiving governments, institutions, and communities intentionally work together to create a more cohesive society. The responsibility for integration rests not with one particular group but rather with many actors.



"Integration is not a one-way-street leaving the burden on the shoulders of the migrants alone. It is a social process involving both sides, the migrants and their host society. Opinions, behavioral patterns and attitudes in the host society can be decisive for the integration of foreigners, because they can strongly influence the migrants' integration efforts." (pg. 10)



"Developing welcoming, diverse and inclusive societies is a process that needs the engagement of both the third-country nationals and the receiving society." (pg. 5)

"This dynamic two-way process on integration means not only expecting third-country nationals to embrace the EU's fundamental values and learn the host language but also offering them meaningful opportunities to participate in the economy and society of the Member State where they settle." (pg. 5)

THE TENSIONS

In practice, integration – as elaborated on in the EU Action Plan - is not considered a multidirectional process, involving multiple stakeholders. From Caritas Europa's perspective there is still too much emphasis being placed on migrants as the main actors responsible for integration, with a focus on migrants' obligations, and less focus on the responsibility of receiving societies to create enabling environments that foster inclusion and integration opportunities. For instance, the EU Action Plan requires more from the migrants than the receiving society (i.e. the latter is not required to ensure that migrants have access to adequate and affordable language courses, yet there is an expectation that migrants speak the receiving society's language). This is a clear tension.

2. THE FACTORS ESSENTIAL FOR INTEGRATION

THE POSITIONS



Basic prerequisites for integration are: respect for fundamental rights and human dignity, empowerment and participation, as well as equal opportunities and targeted support. Factors essential for integration, such as access to services, education, languages courses, employment, political participation, social networks, and options for long-term residence have to be fostered. Equal opportunities must be ensured and discriminatory practices curtailed.



"Integration was defined by the Council of Europe as a common framework of legal rights; active participation in society, on the basis of minimum standards of income, education and accommodation; freedom of choice of religious and political beliefs, cultural and sexual affiliation, within the framework of basic democratic rights and liberties." (pg. 15)



"Integration should go beyond participation in the labour market and mastering the language of the host country: Integration is most effective when it is anchored in what it means to live in diverse European societies." (pg. 5)

"The promotion of intercultural dialogue, including interreligious dialogue between faith communities, of respect for human rights, and of European values is essential." (pg. 4)

THE TENSIONS

Despite such positions, Caritas Europa posits that the factors of integration in the EU Action Plan do not take into proper consideration or promote the cultural background of migrants, recognising this as a possible resource for the receiving society. It does not guarantee the enablement of access to educational, health and social welfare systems, regardless of the migrant's legal status. As regards the promotion of interreligious dialogue, even though this, in principle, is foreseen in the EU Action Plan, no concrete actions are planned or recommended to ensure this transpires. Clearly, a division between church and state is important, but when it comes to enabling a safe and welcoming environment for all residents, greater emphasis on creating spaces to foster intercultural understanding and interreligious dialogue is essential.

3. EQUALITY

THE POSITIONS



All policies should contribute to fostering equal access to and protection of its members' social, economic and political rights¹. A legal framework to protect the rights of individuals and advance equality of opportunity for all is essential.



"Equality has been defined as the opportunity to have the same living standards as everyone, based on the same freedom of choice including the retention and development of cultural and religious identity". (pg. 15)



"The Charter of Fundamental Rights of the European Union enshrines many rights of crucial importance to the integration process, including the freedoms of speech and religion, as well as the rights to equality and non-discrimination."(pg. 5)

"The Commission will continue to work with the European Parliament and the Council towards the adoption of the anti-discrimination directive." (pg. 13)

THE TENSIONS

In 2008, the European Commission proposed a directive to ban discrimination on the grounds of age, disability, religion or belief, among other characteristics, in all areas of EU competence. In 2009 the European Parliament adopted this proposal, but since then the proposal has been stuck at the first reading stage in the European Council. EU non-discrimination legislation at the moment only exists to protect against the discrimination of women, and on grounds of race and ethnicity in the labour market. At the Council of Europe level, rights to equality and non-discrimination are prioritised. As a result, we declare that more comprehensive equality legislation is of crucial importance for safeguarding and empowering migrants and native citizens alike.

¹. This is enshrined in the International Covenant on Economic, Social and Cultural Rights www.ohchr.org/EN/ProfessionalInterest/Pages/CESCR.aspx

4. NETWORKING

THE POSITIONS



National and local governments must work in partnership with key stakeholders at all levels to develop appropriate policies and deliver effective services.



"The integration work has to be based on cooperation between professional groups and organisational boundaries. The integration work has to be based on the participation of the immigrant groups themselves". (pg. 134)



"Immigrant integration is a political priority that has to be pursued not only across different policy areas but also at different levels (EU, national, regional and local) and by involving non-governmental stakeholders (civil society organisations, including diasporas and migrant communities, as well as faith-based organisations)." (pg. 14)

THE TENSIONS

Although the involvement of civil society organisations as key actors for integration is recognised, Caritas Europa argues that it is not promoted enough, particularly when it comes to providing services and helping migrants' build social networks. Moreover, governments could benefit from fostering local activities, including, for instance, cultural diversity awareness-raising events or other public spaces at which exchanges between migrants and citizens is fostered.

5. PARTICIPATION

THE POSITIONS



Participation is the lynchpin of integration – the two are inseparable. There can be no integration without participation and there can be no participation without an integration process taking place. Therefore, Governments, opinion leaders, and civil society in general all need policies that foster a welcoming approach to ensure equal opportunities, and facilitate the participation of all members of society. An environment must be guaranteed that fosters integral human development and empowerment, and that delivers access to economic, social, cultural and physical materials and resources to all, including to migrants.



“The political participation of migrants should be taken into consideration when assessing their integration, because political life represents an integral part of a person’s life. Besides, political participation comprises more than the right to vote or the right to be elected for political office. It also includes the right to express one’s opinions and beliefs. Political participation furthermore covers the foundation of associations or the membership in political parties.” (pg. 9)

“Can the participation of migrants in clubs, parties and associations with a majority of non-immigrants be considered a valid indicator of integration? Membership alone will hardly be sufficient, because it cannot altogether be excluded that the purpose of participation is to promote the interests of the migrants rather than pursuing the common goals of the association.” (pg. 12)



“Integration is not just about learning the language, finding a house or getting a job. It is also about playing an active role in one’s local, regional and national community, about developing and sustaining real people-to-people contacts through social, cultural and sports activities and even via political engagement”. (pg. 12)

THE TENSIONS

Participation of migrants must encompass more than just their political participation and economic contribution to the receiving society. As is indicated in the EU Action Plan, it is about playing an active role in one’s own fate and circumstances, i.e. recognising one’s agency to make decisions and act. When it comes to integration policies, however, structural barriers need to be overcome in order for such participation to be fully enabled. Such an approach is needed across Europe.

6. FIGHTING STEREOTYPES

THE POSITIONS



The negative narrative on migration and migrants is detrimental not only to the migrants themselves, but also to the cohesion of the society they are in. Multi-sector allies are needed to change the negative image and to present the positive side of migration and the many contributions migrants make to society.



Creating a welcoming society is key, and fairness demands that a positive image of newcomers be adopted with common, friendly, and appropriate terminology, whether this is used by the media, policy makers or the neighbour at the pub. Multisector allies can contribute by avoiding ambiguity, demagoguery and the stirring up of racism, discrimination and exploitation.

"Legal integration is a necessary condition for social integration. In other words, the systematic prolongation of legal differences between citizens of a state and immigrants reinforces social discrimination against the latter." (pg. 23)



"Fighting discrimination and promoting a positive approach to diversity, as well as combating racism, xenophobia and in particular hate speech, both through the implementation of relevant EU rules and national legislation and through targeted policy measures, are and should be an integral part of effective integration policies." (pg. 13)

THE TENSIONS

Recent tensions in receiving societies exist, indicating certain tensions between migrants and native citizens. Connected with austerity and economic cutbacks, some receiving societies are allowing the public to believe that migrants' integration policies are favouring services for migrants and, hence, replacing mechanisms to assist local residents in need. Consequently, migrants are often victims of hostile and discriminatory treatment, as they are commonly "blamed" for Europe's economic problems and perceived as a threat to the receiving society. Discriminatory behaviours are often exacerbated as a result. Caritas Europa believes that this tension between the economic interests of migrants and those of the vulnerable residents seems to be linked to economic competition for limited government services and support. In addition to promoting social investment and devising strategies to finance inclusive social protection systems, it is also vital to enable cohesive environments that foster migrant integration and address discriminatory tendencies. In order to combat and eradicate racism and xenophobia much is covered in the EU Action Plan, but little is foreseen to give states the responsibility for educating migrants, as well as educating the receiving community about its multicultural richness and need for social cohesion. This is needed across Europe.



PROMISING PRACTICES
FROM THE GROUND



Photo: Elodie Perriot
Caritas France

In response to the barriers previously described, and considering Caritas's vision for an inclusive Europe, this next section presents some initiatives that Caritas has been implementing at local and/or national level to accompany and support migrants in Europe along their integration path. This solution-oriented approach is framed consistently with the presentation of the integration barriers, and as such, provides practices that respond to cultural, structural, and socio-economic barriers.

Many more examples of promising integration practices exist in Europe than are presented below. An attempt has been made to select practices that fo-

cus particular attention on the especially vulnerable migrant groups, while also presenting practices that have been implemented in cooperation with multi-level actors: civil society actors and public institutions, for instance. Considering Caritas's identity as a faith-based organisation, some of the described practices include activities to contribute to addressing cultural and religious barriers in Europe. What's important to consider is the historical context and different experiences in receiving and welcoming migrants across Europe. While some of the practices described below have an innovative approach, others are merely filling a much needed gap in countries where few integration practices exist.



PRACTICES TO ADDRESS CULTURAL BARRIERS

Facilitating full participation and non-discrimination

“I have stopped feeling guilty for having prejudices, but I am doing everything that I can to find out and dismantle them”

Ana, 21 years old, a student from Spain.

FIGHTING STEREOTYPES

“Be careful, don't get stuck” strategy

Caritas in Biscay, Spain

Innovative experience

The strategy: “Be careful, don't get stuck” (*Argi Ibili, No te Encalles*) has been active since 2012 and has the purpose of fighting stereotypes against migrants. It aims to reflect on the role that stereotypes, prejudices and discriminatory attitudes play, and raise understanding as to how they are unconsciously incorporated into people's daily lives. Awareness-raising sessions and targeted training addressed to migrants and residents are among the main activities.

Added value: The initiative mainly targets the receiving community in raising consciousness and awareness of the impact of, and inconsistencies related to, prejudice. The added value is linked to the involvement of both residents and migrants in the awareness initiatives and to the possibility of relying on the Diocesan Caritas capillary structure within the territory.

Some data: In 2016 more than 90 awareness-raising sessions were organised. There were around 600 participants.

Funds: In 2016 the initiative received public funds (80% from local authorities), and the other 20% was from private funds. This initiative costs less than 25,000 EUR per year.

To know more: caritabi@caritasbi.org

www.caritasbi.org/cas/que-hacemos/intervencion-social/cooperacion-internacional/argi-ibili-no-te-encalles/

YOUTH PARTICIPATION IN FIGHTING STEREOTYPES

“Refugees welcome” labs

Young Caritas in Germany

Innovative experience

“Refugees Welcome” lab took off in 2015 in Bochum. Youth, including refugees, gathered together to exchange and learn more about each other. Young Caritas Germany, as a platform for young people who support Caritas' charitable objectives on voluntary basis, offers many opportunities for youth to help refugees. In the region around Essen and Cologne, for instance, students give refugees a lift helping them to increase their mobility. In Berlin the “Culture buddy program” provides refugees with access to language, culture and social life. In addition Young Caritas Germany provides school material focussing on refugees that can be ordered or downloaded for free. Young Caritas Germany is also partner of the Young Caritas network in Europe which connects youth throughout Europe in their aim to support refugees.

Added value: The project reduces prejudices against refugees, foster a “culture of welcome” and connect youth who want to give refugees a voice and support.

Data: Young Caritas exists in 70 locations throughout Germany. Youth involved in Young Caritas initiatives are between 13-27 years old. The booklet “Refugees Welcome” is in the 6th edition with a total circulation of 53,000.

Funds: It is funded 50 % by Caritas Germany and 50 % by public funds.

To know more: mail@youngcaritas.de
www.youngcaritas.de/gefluechtet

PROMOTING DIALOGUE
Baraka Intercultural Centre
Caritas in Salamanca, Spain
Innovative experience

Baraka Intercultural Centre was founded with the aim of being a meeting space where exchange and acknowledgement of different countries and cultures could take place. Depending on the needs, potential and abilities of the participants, different types of support are given through information, training, language classes and socio-labour orientation, as well as by creating social links.

Added value: The Centre fosters the participation of migrants and residents in the promotion and development of different activities in which these two groups coexist in an atmosphere of mutual respect and tolerance.

Some data: In 2015, more than 300 people participated in intercultural engagement; 110 people joined in the language classes; 140 people participated in the different workshops, and 68 children participated in the learning/studying support activities and leisure opportunities. The project team is assisted by two staff and 85 volunteers, many of whom are immigrants.

Funds: The centre is included in a broader programme on migration and integration, financed 55% by the Ministry of Health and Social Services. The remaining 45% is financed by the Diocesan Caritas of Salamanca.

To know more: inmigrantes@caritasalamanca.org
www.caritasalamanca.org

PLACES FOR ENCOUNTER AND UNDERSTANDING
Caritas Centre for Encounter and Action
Caritas in Gothenburg, Sweden
Innovative experience

The Caritas Centre is managed by Caritas Angered/ Caritas Hjällbo. It started in 1994 in a predominantly migrant suburb in Gothenburg to create spaces for meeting and encounter among migrants and receiving communities. The Centre provides different services through the active participation of migrants, such as psycho-social and legal counselling, language training, cultural orientation programmes, and job orientation and training to refugees, asylum seekers and migrants. Furthermore, special meeting places for women are provided, in order to ensure a safe and comfortable women-only space, particularly for those with a migrant background.

Added value: The activities in the centre promote the creation of social links and understanding between migrants and the receiving community. Here migrants are empowered; they find solutions for themselves and actively participate in the life of the community. The actions are designed in such a way that the whole community (the migrants and the receiving community) together discuss, analyse and find solutions for the issues faced by individuals and society.

Some data: Every week over 1,200 men and women participate in the different activities.

Funds: Mostly through Public Funds (local authorities) and some grants from the Catholic Church and Caritas Sweden.

To know more: gun.bolmertz@telia.com
www.angered.org

PLACES FOR ENCOUNTER AND UNDERSTANDING

Holidays for migrants' families Caritas in Seine-Saint-Denis, France Innovative experience

This initiative promotes the creation of social links between migrant and receiving community families through a joint one-week holiday in Normandy. Selected families, known to Caritas volunteers, and who are relatively integrated and autonomous, are invited to participate in the programme. The families go camping together and enjoy joint holidays, through which they are able to interact and learn about each other. The composition of the families differs. In some cases only mothers and children participate, as the fathers may be working.

Added value: It is easier to establish social links during vacation time, when people are in a relaxed setting. The initiative also gives some relief to migrant families, who normally cannot afford holidays.

Data: 24 migrant families have benefited from this initiative, of which 25% comprised undocumented migrants.

Funds: This initiative is 100% privately funded.

To know more:

seinesaintdenis@secours-catholique.org
www.secours-catholique.org

SUPPORT FOR WOMEN AND GIRLS

Peppa Girls' Centre. Caritas in Vienna, Austria Innovative experience

The Peppa Girls' Centre, created in 2009, provides a safe and comfortable girls-only space, particularly for those with a migrant background. Through recreational and educational activities (workshops, excursions, cultural events) as well as advice services, Peppa identifies the need for gender-specific integration paths and creates spaces for girls and young women to explore their individual agency and to further develop their self-esteem.

Added value: The added value is the creation of safe spaces whereby girls are free to be themselves.

They can try out new activities, develop skills and discuss topics in a comfortable place. The close co-operation the Peppa Centre has with advice centres, schools and municipalities is another added value.

Some data: Every day around 30 to 40 girls visit the Centre, making a total of almost 4 thousand visits since it has been open. In the first 9 months of 2016, 297 girls participated in Peppa's activities. Approximately 50 volunteers are involved in the project.

Funds: The project costs 435,000 EUR and receives public funds and private sponsorship (from companies as well as individual donors).

To know more: *peppa@caritas-wien.at*
www.peppa.at

PLACES FOR ENCOUNTER AND UNDERSTANDING

Cooking atelier Caritas in Hauts-De-Seine, France Innovative experience

The cooking atelier was created in 2011. The aim is to promote socialisation through convivial moments while exchanging different cooking skills and recipes. The atelier takes place once a week. Migrants propose a dish and volunteers accompany them to do the relevant grocery shopping. While migrants prepare the main dish, the appetisers and dessert are prepared by local volunteers.

Added value: The initiative, through the cooking activities, promotes the encounter of residents and migrants and, by making the residents taste a different cuisine, emphasises one of multiple contributions that migrants bring to the host community.

Some data: Approximately 250 ateliers have been organised, involving more than 1,000 migrants and residents.

Funds: The initiative is 100% privately funded. The initiative costs less than 400 EUR per month.

To know more:

hautsdeseine@secours-catholique.org
www.secours-catholique.org



Photo: Elodie Perriot
Caritas France

INTERFAITH DIALOGUE
Mutual understanding and
Christian-Muslim dialogue group
Caritas in Burgos, Spain
Filling the gap

A group called “Mutual understanding and Christian-Muslim dialogue group” (*Grupo de conocimiento y diálogo cristiano-musulmán*) has been established in Burgos, Spain (where 16% of the total population are Muslim). This group, comprising Catholics and Muslims, meets regularly to foster dialogue, deepen mutual understanding, and enable a space for discussion and reflection about the writings on Islam in Europe. The group organises meetings and visits churches and mosques, and carries out awareness-raising activities.

Added value: This is one of the very few initiatives promoting interfaith dialogue in the area, which contributes to creating opportunities for mutual exchange and understanding. In a largely Christian environment, learning more about the Muslim religion and fostering dialogue have proven to break down some long-held fears and stereotypes.

Some data: 12 interfaith meetings are organised every year.

Funds: The initiative is funded 100% through private funds, and costs less than 2,000 EUR per year.

To know more: burgosinmigra@gmail.com
www.archiburgos.es/organismos-diocesanos/pastoral-inmigrantes/

PRACTICES TO ADDRESS STRUCTURAL BARRIERS

Improving access to basic rights and services

“Here it seems that documents/papers are more important than people. Without them I am not a human being. I work hard, my employer blackmails me, and I live with the constant tremendous fear of being arrested and deported. If papers do not exist, I don’t exist”.

Oumar, 32 years old, from Senegal

HOUSING AND TRAINING FOR WOMEN

Special housing for women and mothers seeking asylum Caritas in Louvranges, Belgium

Innovative experience

This project offers a home to vulnerable women asylum seekers. The women and their children are hosted in a multiple-unit housing complex where they live in individual apartments: this allows them the chance to enjoy a general degree of privacy, safety and responsibility; but also enables a multi-disciplinary team to be in close proximity and provide quick support, when needed. Through an extensive network of partners, ranging from lawyers to psychologists, doctors, police, youth institutions, and many volunteers, a very personalised support is provided to the families. The project helps women to regain their self-confidence and self-esteem, empowers them and supports them to act autonomously. On-site and external training programmes are provided in order to further this process (in financial management, language, citizenship, etc.). Women can also follow professional training.

Added value: This initiative focuses on vulnerable woman and empowers them to gradually move out of situations of isolation and loneliness, regain their self-confidence, and develop social ties and act autonomously.

Data: Started in 2010, there are 21 individual or family apartments able to accommodate 25 women and 45 children. In 2015, 27 families and/or single women were hosted in Louvranges. 75% of these families and/or single women have been recognised as refugees or been granted subsidiary protection status.

Funds: The project’s has cost 780,000 EUR and it is funded by public funding

To know more: infofr@caritasint.be
www.caritasinternational.be/fr/projects/asile-migration/louvranges-suivi-et-soutien/

HOUSING AND A PLACE FOR ENCOUNTER

“A refugee in my home” programme Caritas in Italy

Innovative experience

“A refugee in my home” (*Un Rifugiato a Casa Mia*) is a programme implemented throughout Italy by the diocesan Caritas network. It offers the opportunity for Italian families and individuals to open their homes and share their lives with migrants, refugees and asylum seekers, for 6 to 9 months at a time. In some cases, families are welcomed and housed in parishes as well. The



Photo: Stephanie Steindl
Caritas Austria

aim of the project is two-fold: on the one hand, it helps migrants to gain greater autonomy through living with resident families and, on the other, it gives families from the receiving community the opportunity to enjoy an experience of solidarity and cultural sharing with people from different countries.

Added value: The innovative added value of this project is based on the centrality of the family, intended not only physically via sharing the home, but also in terms of relationships, as a network supporting inclusiveness for newcomers.

Some data: Since 2013, about 500 people (both asylum seekers and refugees) have been received and hosted within Italian families.

Funds: The project is financed entirely by private funds.

To know more: immigrazione@caritas.it
www.caritas.it

SUPPORTING THE TRANSITION TO HOUSING AND AUTONOMY

The transition to autonomy of newly recognised refugees with vulnerabilities

Caritas in Brussels, Liège and Antwerp, Belgium

Filling the gap

This project targets refugees who have just obtained legal refugee status and who are expected to face difficulties in the transition out of the reception centres and into independent living because of specific vulnerabilities (disability, important medical issues, psychosocial problems, illiteracy, etc.). This project aims at maximising their chances of a successful transition to independence by providing temporary accommodation in individual housing (for a maximum of six months) with social support tailored to their specific needs and vulnerabilities, including capacity-building and setting up of a professional and/or volunteer network around the family or person, among other things. The refugees are also supported in seeking permanent housing in the private market, opening social rights and accessing social services.

Added Value: The migrants are empowered and protected at the same time, which is the proven added value of this initiative. It ensures a smooth and secure transition to autonomous living and private accommodation as the first fundamental step of an individual's integration path.

Data: 160 migrants (about 40 families) can be accommodated and accompanied during the same period of time. On a yearly basis: 400 migrants (about 100 families).

Funds: This specific project is funded 100% by public funding, but other similar projects of Caritas Belgium - focusing on the transition to housing and autonomy for larger target groups - are funded by private funding.

To know more: infofr@caritasint.be
www.caritasinternational.be/fr/projects/asile-migration/integration/refugies-vulnerables/refugies-vulnerables-transition-vers-lautonomie/

PSYCHOLOGICAL SUPPORT AND COUNSELLING

"Invisible wounds" project

Caritas in Rome, Italy

Filling the gap

"Invisible wounds" (*Ferite invisibili*) is a project that's been operating in Rome since 2005. It aims at the psychological and physical rehabilitation of migrants who have been victims of violence, torture and trauma, which are often traumatic experiences related to the difficult migration routes. Today, the majority of patients come from Afghanistan, Mali and Senegal. Professionals such as psychotherapists, psychiatrists, cultural mediators, nurses, social workers and doctors are involved. The project also attempts to support the creation of a social-service network to support legal paths, information and training.

Added value: The project fills a gap in public health-care services. The intended outcome is primarily to recognise and address the traumas experienced by migrants, and the related mental health care needs in order to support victims in regaining a sense of dignity and to be able to plan their life anew.

Some data: The project has supported 254 patients (204 men and 50 women) and conducted 3,630 psychotherapy interviews. There are seven psychiatrists/psychotherapists, ten cultural linguistic mediators speaking: Djoula, Malinké, Wolof, Bambara, Igbo, French, English, Amharic, Arabic, Dari, Farsi, and Somali, and other voluntary professional staff are involved in the initiative.

Funds: The initiative is financed by the Italian Bishop's Conference, Italian Institutions and the United Nations Voluntary Fund for Victims of Torture (UN-VFVT).

To know more: feriteinvisibili@caritasroma.it
www.caritasroma.it

COUNSELLING AND WELCOMING SERVICES

Day Centre for refugee families

Caritas in Athens, Greece

Innovative experience/Filling the gap

The Day Centre for refugee families is a service delivery facility designed to look and feel like a home. It is an apartment with toilet, showers, rest area, children's area, TV, kitchen and family space. It provides safe, quiet and relaxing space where the families can feel welcomed and respected. By creating this relaxing and "homely" environment, migrants - with a focus on the women - have the opportunity to decide if and when they would like to express their trauma/needs to the social worker without being pressured by time or specific procedures. The creation of a home environment enables the women to talk about their issues freely, to ask for guidance and get the right information in order to organise their lives anew.

Added value: The Centre is designed as a needs-oriented, not a service-oriented space. Through the everyday "cohabitation" of the staff and the beneficiaries, there is constant feedback on satisfaction as well as on changes in the needs of the beneficiaries.

Some data: From February until August 2016, the Day Center received 11,322 people, of whom almost 80% were women and children. 3,331 psycho-social interventions (concerning shel-



Photo: Jindřich Štreit
Caritas Czech Republic

ter, legal or educational issues; or given by a doctor, psychologist, etc.) were also provided.

Funds: This is financed 100% by means of private funds, covered by the Catholic Relief Service.

To know more: filippos.salimpas@caritasathens.gr
www.caritas.gr/en

SUPPORT TO SEASONAL WORKERS
Monitoring and supporting exploited migrants in agriculture
Caritas in Italy

Filling the gap/Innovative experience

The “Presidio” project - in Italian, the verb “*presidiare*” means to guard, to monitor - aims at protecting exploited agricultural migrant workers, offering them medical and legal assistance as well as counselling services. The project helps them with labour issues.

In 18 diocesan Caritas (mainly in the south of Italy) mobile units are established near the camps, and are run by staff well-trained on the legal and administrative issues related to the migrant workers.

Added value: The project fills a service gap in the selected regions. Through its innovative approach, it aims to overcome the tendency of providing only emergency care in favour of an approach that puts the workers first. It investigates and shares the stories and main problems the migrant workers experience as a way of calling attention to their precarious situation.

Some Data: The “Presidio” project has reached more than 4,000 agricultural workers since 2014.

Funds: The initiative is financed 100% private funds; it is mainly funded by the Italian Bishop’s Conference.

To know more: immigrazione@caritas.it
www.caritas.it

PRACTICES TO ADDRESS SOCIO-ECONOMIC BARRIERS

Facilitating access to resources and participation

“The first constraint is the Portuguese economic and financial reality which has resulted in a social debility, as a result of the external intervention from the EC, the IMF and the ECB. Also, the amount per refugee defined by the EU is not enough. This second constraint is being overcome through solidarity, as far as possible, and by the commitment of the PAR institutions. This commitment determines that basic services for successful integration should not be denied to refugee families, such as housing, health and education, amongst others. This dynamism shows that solidarity divides in order to multiply.”

Eugénio José da Cruz Fonseca. President of Caritas Portugal.

SOCIAL BUSINESS AND JOB OPPORTUNITIES

Cooperative Entrepreneurship

Caritas in Netherlands

Innovative experience

Cordaid's cooperative entrepreneurship programme aims at creating new social cooperatives and helping people far from the labour market to find a job. Cordaid provides business, organisational and judicial support as well as their extensive network to people with entrepreneurial talent but no resources to start their own business. Together they can share costs of administration and location and they can reinforce each other's activities. The social cooperatives have many forms: in some cases they function as a community corporation, twinning with municipalities and other social initiatives; in other cases they are flexible commercial cooperatives providing services and operating in the market. In all cases local governments and welfare organisations are involved. Migrants as well as other categories of people who are facing barriers in accessing the labour market are included in the programme.

Added value: Migrants far from the labour market find here an opportunity for economic integration and they also develop social links through cooperating with the receiving community. In creating spaces for encounter and cooperation among different categories of vulnerable people, the project promotes solidarity and self-help rather than competition among the beneficiaries.

Some data: Since the programme started in 2013, 25 social cooperatives have been established in 15 municipalities, involving 200 new entrepreneurs (40% of whom are migrants).

Funds: The Ministry of Social Affairs of the Netherlands is providing 25% of the funding of the programme, the other 75% comes from private donors and donations.

To know more: kar@cordaid.org
www.ondernemenmeteenutkering.nl
www.cordaid.org/en/?cd_topic=cordaid-in-the-netherlands&noredirect=en_US

SOCIAL BUSINESS AND JOB OPPORTUNITIES

Magdas Hotel

Caritas in Vienna, Austria

Innovative experience

Magdas Hotel, which literally translates as: “like that hotel”, is designed to be a role model in combatting poverty by creating new jobs for refugees. It is a hotel run by trained refugees and experienced hotel staff and offers guests from around the world a smart, urban and multicultural “home” with added social value. The hotel is a social business: its focus is not on the maximisation of profit, but the maximisation of societal benefits and social inclusion, so all proceeds go back into the running of the hotel and the training and support of the refugee staff. They can also contribute to the receiving community in general and to the tourism sector in particular.

Added value: The added value is that migrants, who would otherwise be far from accessing the labour market, are given an employment opportunity and supported along the way. This contributes to their economic integration and helps them overcome otherwise difficult structural barriers. The steady interaction and contact that the migrant staff members have with a wide range of people is conducive to fostering their cultural and social integration as well.

Some data: The hotel is run by 20 migrants from 16 different countries and has won wide public attention and awards for its innovative character. The initiative was a finalist for the ESIC 2013 prize³¹.

Funds: Magdas Hotel does not receive any funding. Magdas is generating its own revenue and turnover. To start this social business, a loan was granted by Caritas Vienna.

To know more: info@magdas-hotel.at

www.magdas-hotel.at

www.caritas.at

NETWORKING ON MIGRATION AND DEVELOPMENT

A Refugee Support Platform (PAR)

Caritas in Portugal

Filling the gap

PAR is a network of civil society organisations, aiming to support migrants by means of several initiatives. First, there is a hosting project, with the support of the community and local institutions, which targets migrant children and their families. Second, there are fundraising initiatives to finance projects in Syria, Afghanistan, Lebanon and Jordan in order to guarantee the safety and dignity of refugees and displaced people. Third, there is a support programme to welcome refugees arriving in Greece (Lesbos and Athens). PAR also provides e-learning training courses to support the integration of migrants in Portugal as well as training courses for volunteers.

Added value: The multi-stakeholders and the transnational approach to integration and related networking is the main added value of this initiative.

Some data: Almost 226,000 EUR was collected from the campaign efforts. Another interesting fact is that 40% of the total relocated refugees in Portugal were relocated through PAR institutions.

Funds: This network is funded 75% by private means and 25% by public funding.

To know more: caritas@caritas.pt

www.caritas.pt

www.refugiados.pt



Photo: Michael Mazohl
Caritas Austria

ORIENTATION SUPPORT

Helpline in Vietnamese and Mongolian language Caritas in the Czech Republic

Filling the gap

This Helpline is a service to help Vietnamese and Mongolian migrants living in the Czech Republic. It provides answers, and makes referrals to relevant authorities and support staff relative to administrative, health, and social service needs that the migrants may have. Through this helpline support, the project contributes to migrants feeling more integrated, in particular because the helpline operators are migrants themselves, who are more settled. They provide assistance via phone, chat, email and online apps as well. The service is provided free of charge and anonymously.

Added value: The helpline serves as a bridge between newcomers and public institutions, thus filling a gap. It also promotes the empowerment of migrants working as operators, since they can be an important key figure for newcomers on their path to integration.

Some data: 5 migrant operators are employed full-time. In 2015, there were 259 contacts on the Mongolian line and 742 contacts on the Vietnamese line.

Funds: The initiative is financed 70% by means of public funds (via the Ministry of the Interior) and 30% privately, via Caritas' donors.

To know more: migrace@charita.cz
www.charita.cz
www.charita.cz/jak-pomahame/pomoc-cizincum-v-cr/infolinka/

SOCIAL PARTICIPATION

Refugees Lund programme Caritas in Lund, Sweden

Innovative experience

This project aims at easing the integration of migrants within Swedish society. It provides opportunities for migrants to socialise and meet members of the receiving community, to learn and improve their Swedish language skills, to acquire knowledge about employment opportunities relevant to their life/work experience, and to familiarise themselves with their new socio-cultural context. Furthermore, clothing and necessary items are collected for unaccompanied youth or families with many children. Several students are involved in the project, which also enjoys strong cooperation with the University of Lund, the Public library and the municipality.

Added Value: An added value of the project is that the students' involvement and the networks among the local institutions ensure the migrants derive better access to services, initiatives and social links, which are needed for a tailored path to integration.

Some data: Between November 2015 and June 2016, approximately 100 volunteers were engaged in different activities, reaching out to around 600 refugees.

Funds: The project is 100% publically funded, but is managed by Caritas Sweden.

To know more: refugees.lund@gmail.com
www.caritas.se

EDUCATION AND LEISURE ACTIVITIES

Programme for Accelerating Progress in the Social and Educational Integration of Children Asylum Seekers and Refugees

Caritas in Sofia, Bulgaria

Filling the gap

The project supports migrant children and adults in their education and professional training as a way of fostering their social inclusion. The newcomers receive tailored help according to their particular needs. Generally, they participate in Bulgarian and English language classes, they receive support for homework, and job mediation and placements are some of the other supportive tools offered. The initiatives take place in a multicultural centre run by Caritas and in a public detention centre in which Caritas has the authorisation to enter and perform its activities. Children and youth are also involved, together with local peers, in leisure, sport, and cultural activities that ensure quality and positive exchanges and meetings between people of different cultures who share the same territory. Local volunteers as well as migrants are involved in running the majority of supportive activities to ensure the project's sustainability. This combination is its main success factor.

Added value: An added value is the mentoring approach that is applied, which brings people together to learn about each other. The migrant is accompanied by a local volunteer to the cinema, to sports activities, to meet friends, etc. and as such, over time, there is a gradual change in attitudes between both the migrants and the receiving community, hereby contributing to cross-cultural understanding.

Some data: 250 migrants attend the initiatives in Caritas multicultural centre, while another 80 refugees (30 adults and 50 children) living in the detention centre are also involved in the activities promoted by Caritas. More than 30 volunteers are involved.

Funds: The programme is 100% financed by the Catholic Relief Service and Caritas Graz.

To know more: caritas@caritas.bg
www.caritas.bg

LANGUAGE AND GENERAL KNOWLEDGE

Project "Hospitable Lithuania for newly arrived migrants"

Caritas in Vilnius, Lithuania

Filling the gap

This project includes a number of seminars, lectures, excursions, and intensive courses, targeted at newcomers, and aiming to facilitate their integration process in the receiving country. Besides Lithuanian language courses, several other activities are implemented to foster the social interactions of the migrants with their receiving community and vice versa. Information is also provided about the local culture, history, geography, laws, politics, etc. to prepare the migrants for the expectations they will face in Lithuania. The initiative offers a holistic approach to education, which is not limited just to language courses, but also extends to empowering newcomers across several aspects of their social and cultural life in Lithuania.

Added value: The added value of the project is that, due to the knowledge generated, many migrants are able to easily enter into the labour market, benefit from social networks created, and successfully immerse themselves within the receiving community.

Some data: 157 migrants have participated in the project since it started.

Funds: It is funded 100% by means of private funds.

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IV

CONCLUSIONS AND RECOMMENDATIONS



Photo: Jindřich Štreit
Caritas Czech Republic

The need to change the perception of migrants from a 'status based' definition to a 'human' dimension was powerfully expressed by his Holiness Pope Francis during the World Day of Migrants and Refugees in January 2016.

"Refugees and people fleeing from their homes challenge individuals and communities, and their traditional ways of life; at times they upset the cultural and social horizons which they encounter. Increasingly, the victims of violence and poverty, [on] leaving their homelands, are exploited by human traffickers during their journey towards the dream of a better future. If they survive the abuses and hardships of the journey, they then have to face latent suspicions and fear. In the end, they frequently encounter a lack of clear and practical policies regulating the acceptance of migrants and providing for short or long term programmes of integration [that are] respectful of the rights and duties of all."³²

He continued:

"The presence of migrants and refugees seriously challenges the various societies which accept them. Those societies are faced with new situations which could create serious hardship unless they are suitably motivated, managed and regulated. How can we ensure that integration will become mutual enrichment, open up positive perspectives to communities, and prevent the danger of discrimination, racism, extreme nationalism or xenophobia?"³³

"From this perspective, it is important to view migrants not only on the basis of their status as regular or irregular, but above all as people whose dignity is to be protected and who are capable of contributing to progress and the general welfare [of all]."³⁴

Often migrants are perceived as a potential threat for jobs and other resources. In times of economic stagnation, this discourse finds a fertile ground and can exacerbate tensions. There is the need to show that migrants bring an important contribution to each country's economy, for example, by actively contributing to often over-burdened national pension systems. Also, it should be made clear that social inclusion policies not only provide targeted support to migrants but also to all categories of vulnerable people in Europe.

"The perception of migrants as a burden runs against the evidence of their contribution to the national economy of the receiving countries, to the social security system and to the demographic deficit. Accumulating evidence shows that, besides enriching the national culture with new values and perspectives, migrants contribute through the taxes they pay, the new businesses they start, as well as the array of services they provide. For instance, a stunning 497,000 new enterprises were run by foreign citizens in Italy in 2013, and according to the Organisation for Economic Co-operation and Development (OECD), migrants have accounted for 70% of the increase in





the workforce in Europe over the past ten years. Far from being an obstacle, newcomers therefore prove to be a crucial positive factor for the economy and a creative presence in society.”³⁵

“Destination countries – those to which migrants go to seek work – benefit substantially from their presence. The increased availability of skills provided by migrant workers helps to boost gross domestic product (GDP), stimulate business development and job creation, enhance performance of national social security systems and foster innovation.”³⁶

In order to fight stereotypes and support integration, specific policies should be designed that keep in mind the whole range of aspects the word ‘integration’ entails. As underlined by the 2015 OECD report on migration, a holistic approach to the question is paramount. “The effective integration of migrants is not an economic and labour-market process alone. It has also social, educational – even spatial – facets. None though are mutually exclusive: disadvantage and the failure to integrate in one dimension are likely to have multiple repercussions. Concentration of migrants in geographically disadvantaged areas, for example, may affect effective integration in the education system and later in the labour market”, the report states³⁷.

Failing to see the wider dimension of policies supporting migrants’ integration is an obstacle to the full realisation of the potential benefits that migration can bring to an aging European society. Caritas urges European states to foster open, diverse and welcoming societies, which consider the protection of fundamental rights and human dignity as its cornerstone. Migrant and refugee populations are not homogenous, but are diverse, mobile and dynamic. It is imperative that European states start taking into account the specific situation of women and girls in all their policies, particularly in migration, asylum and integration policies, since these policies - including social and labour market policies - clearly affect women’s chances for success and self-sufficiency.

As recently stated by the United Nations Special Rapporteur on Human Rights for Migrants, European political leaders are called “to show moral and political leadership in fighting much more vigorously racism, xenophobia and hate crime, in consolidating the common human rights culture that is now framing the evolution of all traditions, in strengthening the free movement of persons throughout the EU while developing regulated mobility solutions at its external borders, and in celebrating the diversity of cultures and religions as enrichment for everyone, citizens and foreigners alike”³⁸. With this backdrop in mind, the next section presents recommendations formulated by Caritas to the European states.

Photo: Jindřich Štreit
Caritas Czech Republic

Caritas' recommendations to the European states

CARITAS CALLS ON EUROPEAN STATES TO:

— **Implement national integration strategies aimed at creating a welcoming attitude in the receiving societies, in cooperation with key actors and stakeholders.** The development of new and the strengthening of existing comprehensive policies that go beyond the limited concept of "socio-economic access" and that fight all forms of discrimination and marginalisation, as well as media and political populist anti-migrant messaging, is paramount. European states should design specific policies to facilitate the creation of public meeting spaces in order to promote mutual understanding among migrants and receiving communities and better show migrants' contribution to society.

— **Find solutions to address competition for economic resources so as not to restrict budget lines for one population over another (migrants versus poor residents).** European states must work toward balancing their duties to migrants and receiving communities, fostering dialogue and intercultural and inter-religious understanding. It is vital not to dismiss people's real lived-experiences, as this tends to promote xenophobia. Governments need rather to enable spaces of dialogue and exchange.

— **Guarantee access to good quality, available and affordable healthcare services to everyone, regardless of the person's legal status or his/her country of origin.** Migrants should generally be helped in understanding the receiving country's healthcare systems and services. Healthcare services should be of good quality, be available and affordable for migrants as equally as residents. Access to healthcare should also include mental health support, especially relevant for migrants who have lived through traumatic events. European states should provide specific healthcare services to women when needed, in particular, to pregnant women, women who have suffered from sexual violence and victims of trafficking. European states should ensure health care access to children and people with disabilities.

— **Ensure effective housing policies for migrants.** European states should effectively devise and implement anti-discrimination policies in the field of housing. The creation of "ghettos" should be avoided in favour of more integrated and inclusive forms of housing services. They should aim at facilitating the start of medium to long-term relationships with the neighbourhood and local receiving community, and ensure quality and affordable housing. Social housing can also be a remedy to spatial, social and ethnic segregation. European states should provide access to adequate and affordable housing and living conditions as a basic human right of every human being (regardless of residence and legal status).

— **Ensure access to education for migrants.** European states should ensure that every child has access to good quality education, regardless of his/her legal status and ethnic background. In a bilateral, enriching integration process involving both newcomers and residents, education can have a double reciprocal meaning: states are responsible for educating migrants as well as educating the receiving community about its multicultural richness. Further-

more, European states should focus on good quality early childhood education, as the best way to integrate children of a migrant background.

— **Strengthen specific policies aimed at supporting women.** European States should ensure equal opportunities for the integration of migrant women in society and in the labour markets. Women and girls should enjoy equal access to asylum and families should also be enabled to stay together. Specific policies ensuring the protection of women and girls from trafficking, survival sex, forced marriage, and other forms of violence must be implemented more effectively. European states should ratify and implement the Istanbul Convention and the Council of Europe Convention on preventing and combatting violence against women, including domestic violence.

— **Strengthen specific policies to support children.** Ensure children receive help, offering them safe places to stay, medical assistance and learning opportunities. Guardianship systems should be strengthened and "child protection" should be an integral part of the legislation. Children should be granted, regardless of their migration route or nationality, the right to a full hearing in order to determine their status and best interests, and to ensure their equitable access to essential services and support, including protection, healthcare and education. European states should accelerate processes of family reunification and broaden their definitions of "family", so that children can be reunited with their extended families, when in the best interests of the child. Undocumented children, should not be held in prison-like conditions intended for adults. European states should urgently seek community alternatives to detention or detention-like closed facilities.

— **Ensure that the human rights and human dignity of undocumented migrants (such as access to basic services, housing, health care, etc.) are protected.** European states should also enhance more inclusive migration and labour market policies in order to expand adequate channels for regular labour migration and respond to real and identifiable labour market needs, as well as to expand opportunities for the regularisation of undocumented migrants already present in their territory. They must redefine individual migration through civil or administrative provision, in place of criminal provisions.

— **Empower migrants and receiving communities to be active contributors to society, including by supporting their full participation, empowerment, and social inclusion.** European states should do more to create employment opportunities for people of varying skills and abilities. Besides financial security, employment allows migrants to be and feel more integrated, to actively participate in and be more connected to the receiving community. The empowerment of migrants in their working skills, in order to access the labour market and obtain a job, should be better supported through tailored training and internships, job orientation and mediation initiatives, as well via social business start-ups.

Endnotes

1. United Nations "Recommendations on Statistics of International Migration", Revision 1. Series M, No. 58, 1998.
2. Caritas Europa, 2007, "Integration - A Process Involving All: Advocacy Paper on the Integration of Migrants and Refugees". Brussels. Children of migrants who are born in the country of immigration are commonly referred to as children with a migrant background. In some cases, they may require specific measures for integration related to their or their parents' migration background and their day-to-day reality in society. Hence, this paper is also applicable to them.
3. The term "integration" can be understood differently depending on the country and context. In this publication Caritas Europa uses this term as synonymous with social inclusion, and defines it as a dynamic, multi-directional process, in which migrants and receiving governments, institutions, and communities intentionally work together to create a more cohesive society. The responsibility for integration rests not with one particular group but rather with many actors. Please read Chapter II "A call to understand Caritas's vision of an inclusive Europe" for a more detailed explanation of this term.
4. UNHCR Report – A new beginning: Refugees' Integration in Europe. 2013.
5. Council of Europe Publishing, Directorate of Social and Economic Affairs, "Measurement and indicators of Integration", www.coe.int/t/dg3/migration/archives/documentation/Series_Community_Relations/Measurement_indicators_integration_en.pdf.
6. Caritas Europa asks policy makers to "cease and desist from using the terms illegal/illegality regarding any person; undocumented, and/or in irregular situations are valid and acceptable terms regarding migrants". Cf. Caritas Europa 2015 "Migrants and Refugees have rights! Impact of EU Policies on accessing protection". www.caritas.eu/sites/default/files/160317_migration_report_migrants_have_rights.pdf
7. "A lone child moving away from home in order to find work or to escape conflict is not a new phenomenon. But the number of lone child migrants and the complex threats they face are increasing. Caritas is worried on their behalf. They are in great danger, in many cases facing intense psychological pressure to succeed and to provide for their families back home. Child migrants must navigate an unfamiliar country, language, and culture, all by themselves. Often they do not know their rights or the true extent of the risk of abduction and abuse which they face. They can be exploited, underpaid and underfed and rarely have a chance to go to school or to play. Organised criminal gangs can menace their lives and those of their families back home". Caritas Internationalis website, www.caritas.org/what-we-do/migration/child-migration
8. United Nations Children's Fund (UNICEF), Child Alert: Danger Every Step of the Way, 15.06.2016, documents that tens of thousands of children are taking harrowing journeys in the hope of finding safety or a better life in Europe. Often fleeing brutal violence, abject poverty, drought, forced early marriage, or lack of prospects and hope, many experience trauma and exploitation along the route; many die on the way to Europe.
9. Caritas has contributed to the drafting of the international unbranded principles on child migrants or children otherwise affected by migration (like those left behind by a parent, for example). An introduction to these principles can be found here: www.caritas.org/2016/09/principles-minor-migrants and the full text is available here: principlesforcom.jimdo.com
10. Caritas Finland Cares Report 2015, www.caritas.eu/sites/default/files/2015_caritas_cares_country_report_fi.pdf
11. Cf. Migrant Integration Policy Index (MIXEP) 2015, www.mipex.eu/education
12. If they are younger than 16, however, they can access the regular school programme and benefit from additional support
13. The Council of Europe (CoE) warned in its Parliamentary Assembly of March 2014 that "although it is common practice that refugees have the right to work in Europe, a significant employment gap between refugees and nationals nevertheless remains in most countries". Cf. Caritas Cares European Report 2016, www.caritas.eu/sites/default/files/caritas_europa_cares_report2016_-_end_poverty_in_europe.pdf
14. Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions - Action Plan on the integration of third-country nationals, ec.europa.eu/dgs/home-affairs/what-we-do/policies/european-agenda-migration/proposal-implementation-package/docs/20160607/communication_action_plan_integration_third-country_nationals_en.pdf.
15. According to Eurostat, "A significant gender gap is observed for all population groups: nationals, all foreign citizens including mobile EU citizens and non-EU citizens. The employment rate of women was significantly lower than that of men, the largest gap observed for non-EU citizens, where the employment rate of men was over 20 pp higher than that of women. At country level, the biggest employment rate differences between non-EU men and women were found in Slovenia (men: 86.4%, women: 47%), Malta (men: 80.8%, women: 47.1%) and Luxembourg (men: 74.2%, women: 41.5%). Cyprus was the only EU Member State where the employment rate of non-EU women was higher than that of men (75.6% vs 73.9%). Source : Eurostat ec.europa.eu/eurostat/statistics-explained/index.php/Migrant_integration_statistics_%E2%80%93_labour_market_indicators .

- 16.** “Participation is the lynchpin of integration – the two are inseparable. There can be no integration without participation and there can be no participation without an integration process taking place. Governments, opinion leaders and civil society in general have to develop a strategy that facilitates participation and makes the economic, social, cultural and physical environment accessible and welcoming to migrants.” Caritas Europa, 2007, “Integration - A Process Involving All: Advocacy Paper on the Integration of Migrants and Refugees”. Brussels.
- 17.** Cf. This vision of an inclusive Europe is a slightly adapted version from the one described in Caritas Europa’s Strategic Framework 2020.
- 18.** “Equality requires that all members of the society, especially those at risk of exclusion, be accorded equal treatment. Migrants should therefore be treated in the same way as any other member of the society. Providing equal opportunities requires special measures such as accessibility to rights and services, information, orientation and training.” Caritas Europa, 2007, “Integration - A Process Involving All: Advocacy Paper on the Integration of Migrants and Refugees”. Brussels.
- 19.** Cf. “Address of Pope Francis to the Council of Europe”, November 2014.
- 20.** Cf. “Address of Pope Francis to the European Parliament”, November 2014.
- 21.** Cf. Newland, Kathleen; Tanaka, Hiroyuki; Barker, Laura, 2007, “Bridging Divides - The Role of Ethnic Community-Based Organizations in Refugee Integration”. Washington D.C.: Migration Policy Institute and International Rescue Committee.
- 22.** Cf. “Address of His Holiness Pope Francis to the members of the diplomatic corps accredited to the Holy See for the traditional exchange of New Year greetings”, January 2016.
- 23.** Cf. Caritas Europa, 2007, “Integration - A Process Involving All: Advocacy Paper on the Integration of Migrants and Refugees”. Brussels.
- 24.** Cf. Penninx, Rinus, 2003, “Integration: The Role of Communities, Institutions, and the State”. Washington D.C.: Migration Policy Institute, [Accessed 13 April 2007], www.migrationinformation.org/Feature/display.cfm?ID=168
- 25.** Cf. BENEDICT XVI, Caritas in Veritate, 7; Second Vatican Ecumenical Council, Pastoral Constitution on the Church in the Modern World *Gaudium et Spes*, 26.
- 26.** Cf. “Address of Pope Francis to the European Parliament”, November 2014.
- 27.** Caritas welcomes the Commission’s focus on integration, yet it would be preferable for governments to not use the expression “third-country”, as this implies a ranking, and that migrants from outside Europe are less worthy.
- 28.** Cf. The European Commission’s “Action Plan on the integration of third-country nationals”, Communication of 7 April 2016, ec.europa.eu/dgs/home-affairs/what-we-do/policies/european-agenda-migration/proposal-implementation-package/docs/20160607/communication_action_plan_integration_third-country_nationals_en.pdf
- 29.** Cf. Pfohman, Shannon; Lynch, Catherine, 2013, “Hidden Talents, Wasted Talents? The real cost of neglecting the positive contribution of migrants and ethnic minorities”.
- 30.** Cf. Council of Europe Publishing, Directorate of Social and Economic Affairs, “Measurement and indicators of Integration”, www.coe.int/t/dg3/migration/archives/documentation/Series_Community_Relations/Masurement_indicators_integration_en.pdf
- 31.** The European Social Innovation Competition is an award given by the European Commission every year to the most innovative social initiatives in Europe.
- 32.** Message of his Holiness Pope Francis for the World Day of Migrants and Refugees Jan. 2016, https://w2.vatican.va/content/francesco/en/messages/migration/documents/papa-francesco_20150912_world-migrants-day-2016.html
- 33.** Ibid.
- 34.** Ibid.
- 35.** Statement by His Excellency Archbishop Silvano M. Tomasi, Permanent Observer of the Holy See to the United Nations and Other International Organizations, in Geneva, at the 29th Session of the Human Rights Council Interactive Dialogue with the Special Rapporteur on Migrants. June 2015. <https://stjoerayne.org/2015/06/16/holy-see-international-community-must-work-better-on-migration>
- 36.** Cf. “Migration, human rights and governance Handbook for Parliamentarians, N° 24”, 2014. www.ipu.org/PDF/publications/migration-en.pdf
- 37.** OECD Report – Indicators of Immigrant Integration 2015.
- 38.** Mr. Francois Crépeau, United Nations High Commissioner for Human Rights, (OHCHR) Special Rapporteur on human rights for migrants, in August 2015. www.ohchr.org/EN/NewsEvents/Pages/DisplayNews.aspx?NewsID=16344

“ *The identity of Europe is, and always has been, a dynamic and multicultural identity.* ”

Pope Francis, 6 May 2016





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