

# **MIGRANT MINISTRY** REPORT IN EUROPE

**FREE TO CHOOSE**  
WHETHER  
**TO MIGRATE**  
OR TO STAY



**BEST PRACTICES 2023**



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This volume illustrates the results of the Fifth Report on the Pastoral Care of Migrants in Europe, realised within the framework of a cooperation agreement signed between the Dicastery for Promoting Integral Human Development and the Catholic University of Milan<sup>1</sup>.

The present Pastoral Report offers a collection of 40 Good Practices, selected among a wide range of initiatives developed by several Catholic organisations based in Europe to deal with the challenges that the migratory phenomenon poses.

It sheds light on the Catholic Church's effort in responding to the multi-faced demands of migrants and refugees at all stages of the migration process, including the phase preceding departure: the latter, far from being a real choice oriented towards integral human development, often ends up being an obligatory decision, due to the lack of alternatives. Actually, this year's edition wants to enlarge its focus on handling the theme designed by the Holy Father in His Message for the 109<sup>th</sup> World Day of Migrants and Refugees: free to choose whether to migrate or to stay.

Once again the Report shows how the Church, both local and universal, has been especially engaged in accompanying migrant people right from the moment of the choice to leave their homeland towards autonomy in European Countries, contributing to fostering access to fundamental rights and to an integral human development for each person. And once again the Report discloses the commitment of the Catholic World, according to the well-known paradigmatic verbs welcoming, protecting, integrating, and promoting<sup>2</sup>. However, broadening the perspective of previous repertoires<sup>3</sup>, this edition includes an interesting set of practices with a transnational dimension and impact, aimed at ensuring everyone access to fundamental rights in the country of origin to avoid the need to escape and fully have the right to not emigrate.

April 2024

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**1** The analysis was performed by Alessandra Abis and Luca Cinciripini, supervised by the Scientific Director of the research, Prof. Laura Zanfrini, assisted by Prof. Giovanni Giulio Valtolina.

**2** Message of His Holiness Pope Francis for the 104<sup>th</sup> World Day of Migrants and Refugees 2018 [14 January 2018] "*Welcoming, protecting, promoting and integrating migrants and refugees*", available at: [https://www.vatican.va/content/francesco/en/messages/migration/documents/papa-francesco\\_20170815\\_world-migrants-day-2018.html](https://www.vatican.va/content/francesco/en/messages/migration/documents/papa-francesco_20170815_world-migrants-day-2018.html)

**3** Report on the Pastoral Care of Migrants in 2017; Migrant Ministry in Europe Report 2019; Migrants Ministry Report in Europe during the pandemic crisis 2020-2021; Migrant Ministry Report: *Building the future with migrants and refugees*, are all available at the link <https://migrants-refugees.va/resource-center/documents/>.



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# OBJECT OF THE REPORT

This volume provides the results of the Fifth Report on the Pastoral Care of Migrants in Europe, realised within the framework of a cooperation agreement signed between the Migrants and Refugees Section of the Dicastery for Promoting Integral Human Development and the Catholic University of Milan.

It offers a collection of 40 Good Practices selected among a heterogeneous number of initiatives implemented, developed or supported by European Catholic organisations during 2022. 26 of them were realised in Europe and had a national nature, while the other 14 had a transnational nature and can involve at the same time different countries, both across Europe and outside Europe.

Indeed, considering the theme of the Message for the 109th World Day of Migrants and Refugees (WDMF) "*Free to choose whether to migrate or to stay*", this edition of the Report includes not only Good Practices aimed at welcoming, protecting or integrating migrants, but also Good Practices aimed at ensuring everyone access to fundamental rights in the country of origin to avoid the need to escape and fully have the right to not emigrate. Thus, it entails projects and organisations aimed at fostering universal access to education, proper housing, decent work, and adequate food as indispensable goods and conditions for conducting a dignified life, without being forced to emigrate. The content of the Report wants to be consistent with what Pope Francis stated in the latter WDMR: "*To make migration a choice that is truly free, efforts must be made to ensure to everyone an equal share in the common good, respect for his or her fundamental rights, and access to an integral human development. Only in this way will we be able to offer to each person the possibility of a dignified and fulfilling life, whether individually or within families.*"

## PURPOSE OF THE REPORT

The main goal of the Report is to share the special pastoral concern expressed by the Catholic Church towards migrant people. It surveys its concrete response to one of the most challenging issues of these times, collecting significant initiatives that strive to build all those conditions to live a dignified life for this vulnerable group. In this way, the Report aims to point out and assess current needs to foster the development of durable solutions among all actors engaged in the field of migration.

The Report is also aimed at encouraging the exchange of experiences among Catholic organisations and at strengthening local capacity to deal with welcoming, protecting and integrating demands. Indeed, the Good Practices collected represent an interesting model to be replicated in similar contexts.

## METHODOLOGY

As for the meaning of *Good Practice*, it has been adopted the following definition: *"A good practice is a process or methodology that is ethical, fair, and replicable, has been shown to work well, succeeds in achieving its objective(s), and therefore can be recommended as a model. The essence of identifying and sharing good practices is to learn from others and to encourage the application of knowledge and experience to new situations. A good practice need not be viewed as prescriptive, but can be adapted to meet new challenges, becoming better as improvements are discovered"*.

The present research has a qualitative nature, and it is essentially based on a general desk review and systematic interviews with representatives of relevant Catholic organisations. The work entailed systematic phases. In the first phase, the research team conducted a desktop investigation in different subjects and fields of practice consistent with the object of the study. Relevant Good Practices were identified and selected among open sources available online, publications and other material publicly accessible.

Afterwards, the Good Practices selected for in-depth investigation were analysed in their design, implementation and capacity, by exploring and studying the available published literature (e.g., annual and periodical reports published by Catholic organisations or by Institutional State bodies), as well as grey literature (conference proceedings, newsletters and bulletins, fact sheets, leaflets, organisations website, etc.). All this literature has been validated with online calls or written interviews conducted with project managers and/or volunteers directly involved in the initiatives at issue.

After having gathered significant information, the Good Practices collected were catalogued in two main areas based on whether they have a national or transnational impact, impacting also the country of origin. The report is structured based on this main thematic division, which wants to reflect the binomial elected as the core of the last Message of the Holy Father for the World Day of Migrants and Refugees: the right to emigrate and the right to not emigrate.

All Good Practices contain an initial fact sheet indicating:

- the country of the initiative;
- the type of initiative;
- the beneficiaries;
- the duration of the initiative;
- the source of funds;
- the website;
- Catholic Church organisations involved and contacts.

As for the key outcomes and success factors of the collected Good practices, an analytical description per dimension has been presented. In particular, the dimensions analysed are:

- relevance
- impact
- innovativeness
- sustainability

## OVERALL ASSESSMENT OF GOOD PRACTICES

This Report wants to reflect the universality of the Church that embraces all Local Churches and does not have geographical borders. Also, the Report wants to give space to the multiplicity of charisms that compose the Church. Thus, the Good Practices included in this collection come from various Catholic realities: religious orders, congregations, organisations, dioceses, parishes, and movements are the involved actors. They are heterogeneous in scopes, dimensions, and resources, but they are all committed to the same cause, which is dealing with migration fluxes. In addition, the collection of the Good Practices presents also a heterogeneous geographical distribution, since it wants to give a global representation of the concrete response of the Church in front of the different challenges that the migration phenomenon can entail. Anyway, it should be borne in mind that every single practice reflects country-specific migration situations and policies, along with the role that the Catholic organisations involved play in the region, both at the national and international level.

From these features derives a complex representation marked by a deep diversification but, at the same time, by some common trends. As for the contents, it is possible to make a first distinction between the Good Practices implemented in Europe and the Good Practices that touch regions outside Europe.

The first group of Good Practices demonstrate that the logic of emergency in Europe is being overcome in favour of long-term solutions with an impact on the society as a whole. Special attention has emerged for the implementation of shared experiences among the local community and foreigners. Catholic organisations are striving to involve residents, young people, schools, and parishes to make stronger connections and to build bridges with the migrant population to achieve full integration. Also, it is always more relevant to the development of action aimed at raising awareness of migration issues among the local population and fostering a balanced narrative of the phenomenon, without prejudice and negative bias. In a society which, today more than ever, is exposed to the risk of hate towards foreigners, the Church has felt the urgency of actions aimed at encouraging mutual understanding and knowledge.

Among the selected Good Practices there are also represented initiatives aimed at accompanying these vulnerable persons in the host

society under different aspects: through housing, comprehensive care, legal support, and training. As in the previous editions of the Report, the empowerment of the migrants remains the priority.

A different scenario has emerged for the other group of Good Practices, which impacts in different ways in extra-European Countries. One of the main models of the initiative put in place with the involvement both of European countries and country of origin is represented by the humanitarian corridors, which are aimed at ensuring a safer way to emigrate from the departure from the arrival. In some cases, they also entail a program for the labour insertion of the refugees in Europe, fostering a legal integration of newly arrived. Another way of intervention of Catholic actors in non-European countries is represented by relevant funding actions to foster the development of projects which can assure access to fundamental rights in the country of origin. These Good Practices reveal a strategic relevance since they strengthen local capacity, giving a significant chance to the local population to grow in their homeland without being forced to emigrate elsewhere. In many cases, European Catholic organisations have direct operational activities in non-European countries by providing humanitarian aid to people on the move in need of necessities, hygiene items, and access to medical assistance, education, and job skills training.

## DEVELOPED ACTIONS

- welcoming and helping actively to (re)integrate into the receiving society within a general framework;
- offering comprehensive care;
- fostering the job insertion of migrants and refugees;
- empowering skills;
- training;
- orientation in the local socio-cultural environment;
- improving the educational system for adults and children, as well as aiding schools with courses, and training information on the culture of integration;
- humanitarian corridors;
- humanitarian aid;
- funding;
- counteracting the phenomenon of human trafficking.

As for sustainability, the financial sources of the Good Practices analysed are heterogeneous (e.g., donations, self-financing through voluntary work, public funding by international or national institutions, private financing through foundations, etc.) and sometimes even composite. Regarding network aptitude, the organisations operating in the territory were often able to build partnerships with other local charities, making available additional resources and creating more structured services. Each Good Practice is developed with the approval of the local government authorities and, sometimes, even in partnership with them.

Overall, the current study demonstrates a global improvement in the achievement of good management of the developed programs. Catholic organisations committed to this field are becoming always more structured and well-organised, having acquired a good level of experience in recent years. Most initiatives can rely on specialised professionals and, in any case, a significant mobilisation of a huge number of volunteers. In general, the report can prove the effectiveness of the Good Practices and their durable impact on the livelihood of beneficiaries.

On the other side, in the development initiatives, some aspects should always be encouraged. In particular, the importance of adequate communication should be underlined. A good communication strategy, which takes advantage of different channels, would improve the effectiveness of the pastoral actions and would open new opportunities.

Furthermore, there are still strong differences and disproportions between the different geographical areas taken into consideration. It calls for a shared commitment to build fair conditions for the development and implementation of good new practices in the field of migration everywhere.



**SELECTED BEST PRACTICES  
BY NATIONAL AND  
TRANSNATIONAL NATURE**

# TRANSNATIONAL PRACTICES

## SCIAF: ASSISTING VICTIMS FROM SCOTLAND TO SYRIA

**Country:** United Kingdom (Scotland)

**Initiative:** providing essential services to the victims of the Syrian and Ukrainian crises

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** basic assistance to victims of international conflicts

**Duration of project:** 2016 - to present

**Source of funds:** private and public funds

**Website:** <https://www.sciaf.org.uk/>

**Catholic Church organisations involved and contacts:** *SCIAF, 7 West Nile Street, Glasgow, G1 2PR. Mark Adams, Email: madams@sciaf.org.uk*

### INTRODUCTION

The humanitarian activities implemented by SCIAF (Scottish Catholic International Aid Fund) in 2022 were primarily focused on their joint program with CAFOD (Catholic Agency For Overseas Development) in response to the Syrian Crisis. The activities also touched upon SCIAF's involvement in addressing the Ukrainian Crisis. The activities discussed encompass a range of interventions aimed at providing support and assistance to refugees and vulnerable populations in the Middle East region.

### RELEVANCE

SCIAF's activities in the Middle East, particularly in Lebanon and Syria, are highly relevant given the ongoing humanitarian crises in these coun-

tries. By providing essential services such as employability training, small business support, shelter, and emergency assistance, SCIAF addresses the immediate needs of refugees and internally displaced persons (IDPs). Moreover, the organization's focus on linking humanitarian aid with longer-term development, resilience, and peace-building efforts underscores its commitment to addressing the root causes of displacement and promoting sustainable solutions. The range of activities carried out in Lebanon include women refugees' employability, training and safe spaces; small business support for Syrian refugees; and multi-sectoral support to Lebanese, Syrians and Palestinians affected by the political and economic crisis. In Syria: shelter and emergency support for people living in and around Damascus; Shelter and home rehabilitation support for people living in Homs; Emergency support for people living in NW Syria; Emergency support for people living in Aleppo.

## **INNOVATIVENESS**

During the interview it was stressed that SCIAF demonstrates a commitment to innovation in its humanitarian interventions, particularly in response to the Syrian Crisis. For instance, the use of young graduate architects, engineers, and social workers to provide cash-based support for home rehabilitation in Homs showcases an innovative approach to addressing shelter needs. Additionally, the organization's support for partners testing feminist approaches to monitoring, evaluation, accountability, and learning signifies a commitment to gender-responsive programming and innovation in humanitarian practice.

## **IMPACT**

The impact of SCIAF's programs is reflected in the significant number of beneficiaries reached over the years. Through their joint program with CAFOD, SCIAF has supported nearly half a million individuals, including women, men, children, and people with disabilities. While specific statistics on satisfaction or well-being surveys are not readily available, anecdotal evidence highlights the positive experiences reported by beneficiaries. For instance, as highlighted during the interview, Syrian women refugees participating in SCIAF-supported projects expressed appreciation for the sense of belonging, access to psychological support, and practical training opportunities provided.

The beneficiaries involved are:

- Total no. Participants (2016 – 2024, joint programme with CAFOD): 458,881
- Total no. women: 135,087
- Total no. men: 124,725
- Total no. girls: 99,075
- Total no. boys: 99,994
- Total no. people with disabilities: 28,617

## **SUSTAINABILITY**

While humanitarian action is inherently challenging to sustain beyond the funding period, SCIAF endeavours to promote sustainability in its interventions. By working closely with local partners and communities, the organization aims to strengthen local capacity and maximize the relevance and appropriateness of its initiatives. Moreover, SCIAF's funding model, which comprises a mix of public and private funds, contributes to financial sustainability and ensures flexibility in responding to evolving needs. The funds are a mixture of public and private funds, 60% from supporters and 40% from institutional donors. The staff is composed of 45 people, all based in Glasgow, with additional volunteers who work in communities in Scotland.

## SHELTERS FOR UKRAINE

**Country:** Germany

**Initiative:** Provide shelter for Ukrainians

**Beneficiaries:** Victims of the conflict in Ukraine

**Thematic area(s) of good practice example:** comprehensive support to Ukrainian people

**Duration of project:** 2022 - to present

**Source of funds:** public and private funds

**Website:** <https://www.renovabis.de/projekt/der-vergessene-krieg>

**Catholic Church organisations involved and contacts:**

*Renovabis, Domberg 38/40, 85354 Freising, Germany. Theresa Grabinger, Email: [tg@renovabis.de](mailto:tg@renovabis.de)*

## INTRODUCTION

Renovabis, founded in 1993 by the German Bishops' Conference on the recommendation of the Central Committee of German Catholics (ZdK), is a humanitarian organization based in Freising, near Munich. It conducts an annual Pentecost campaign nationwide, lasting several weeks and culminating in a collection in Catholic parishes across Germany. Renovabis focuses on supporting projects to renew ecclesial and social life in 29 former communist countries in Eastern Europe, promoting partnerships and fostering mutual learning and trust between Eastern and Western communities.

## RELEVANCE

With a Latin name derived from Psalm 104, meaning "You will renew," Renovabis embodies the spirit of renewal and solidarity. It emerged during the decline of communist regimes in the late 1980s and early 1990s, seizing the opportunity to support churches and societies in Eastern Europe during their transformation. Its goals include enhancing pastoral care, promoting the Christian image of humanity in civil society, and fostering social inclusion. Since the beginning of the Ukrainian war

on 24 February 2022, in Odessa, Lutsk, Kyiv and Berdyansk, the organisation is in the process of setting up and equipping smaller shelters in buildings. A total of 7 emergency generators are needed to ensure the operation of these shelters even in the event of a power failure, as well as sleeping bags, sleeping mats, torches, batteries and chargers with rechargeable batteries for around 430 people.

### **INNOVATIVENESS**

Renovabis operates on a large scale, funding projects of various sizes across Eastern Europe. During the interview, it emerged that while some projects are substantial, others focus on small communities and congregations. Despite statistical monitoring difficulties in smaller settings, the organization emphasizes ongoing dialogue and engagement with partners. Moreover, Renovabis and its local partners prioritize sustainability by seeking cost-effective solutions and leveraging local resources to ensure project longevity.

### **IMPACT**

Since its inception, Renovabis has supported approximately 25,400 partner projects with €820 million. In Ukraine alone, after the outbreak of the war, it has financed 132 projects, spending €10,097,850. The organisation's impact extends beyond financial assistance, facilitating dialogue and collaboration between Catholic and Greek Orthodox Churches. While monitoring small-scale projects in remote communities can be challenging, Renovabis maintains regular communication with partners to assess progress and discuss outcomes. Through a fruitful cooperation with both the Caritas of the Roman Catholic Church ("Caritas Spes") and the Greek Catholic, they are responding to this great need and are working to improve the situation of the people in the country. Caritas Spes wants to expand the work of the "John Paul II" social centre to include help for internally displaced persons. Families, children, orphans and elderly people have been cared for there for years, while the needy and homeless are given something to eat, can take a shower or receive medical care. Financial, legal and psychological help is just as important.

## **SUSTAINABILITY**

Supported by the German Bishops' Conference, Renovabis conducts annual fundraising campaigns in Germany. Additionally, its local partners strive to make projects sustainable by adhering to principles of economic efficiency and seeking locally driven solutions. This collaborative approach enhances the long-term viability of initiatives and promotes community ownership. Renovabis remains committed to its mission of renewal and solidarity, embodying the values of faith-based humanitarianism in a changing world.

## FREE TO LEAVE, FREE TO STAY

**Country:** [Italy](#)

**Initiative:** Provide reintegration projects for returnees

**Beneficiaries:** migrants and refugees

**Thematic area(s) of good practice example:** comprehensive support

**Duration of project:** 2020 - to present

**Source of funds:** EU and national funds; private donors

**Website:** <https://www.volint.it/>

**Catholic Church organisations involved and contacts:** *VIS, Via Appia Antica 126 00179 Roma. Emanuela Chiang, Email: [e.chiang@volint.it](mailto:e.chiang@volint.it)*

### INTRODUCTION

What has always guided VIS in carrying out its project is the principle '*free to leave, free to stay*', that is, the defence, promotion and protection of this fundamental right of people to choose where to live their lives. VIS proposes a path that concerns both countries of origin and destination. This is made possible since it is Salesian entities such as VIS that work in the countries of origin or transit of migratory flows alongside Salesian schools where young people are trained. The training also concerns entrepreneurial skills, so they first try to exercise their right to live a dignified life in their own country. Then if the urge to migrate is stronger than the urge to stay, VIS try to accompany the migrants in a process of regular migration.

### RELEVANCE

The initiatives' relevance lies in addressing the root causes of migration, aiming to empower potential migrants through education and skills development. By collaborating with Salesian entities in origin and transit countries, VIS offers a pre-departure and post-arrival journey, encompassing language training, vocational courses, and social integration. The emphasis on regular migration channels aligns with the broader goal of facilitating dignified lives for individuals in their home countries.



By empowering potential migrants through education, skills development, and creating avenues for regular migration, the initiatives contribute to a more dignified and sustainable future for individuals in their home countries and those seeking opportunities in Italy.

## **INNOVATIVENESS**

The project officer that was interviewed highlighted that VIS' projects showcase innovativeness through its unique model, combining pre-departure and post-arrival support. VIS' focus on matching the skills of potential migrants with the needs of the Italian job market is forward-thinking. The collaboration with Salesian entities, research on labour market demands, and the involvement of the University for Foreigners of Siena highlight a multidimensional and innovative strategy to address migration challenges.

## **IMPACT**

The impact of initiatives can be detected in their effort to equip potential migrants with skills in demand in the Italian job market. By conducting research on Italy's labour market needs and tailoring training courses accordingly, the initiatives bridge the gap between demand and supply. While challenges exist, such as visa acquisition, the pre-departure training has reached 400 individuals, laying the groundwork for future legal migrations. The project's holistic approach contributes to the social and economic integration of migrants in both origin and destination countries. The training courses for potential migrants included a basic Italian language and vocational courses in subjects such as industrial mechanics, electricity and electronics, catering and hospitality services, and carpentry. These were customised in the sense that they were designed according to the skills already acquired by the young people. The main countries of origin of the people assisted were Egypt, Mali, Nigeria, Ghana, Tunisia and Senegal. In Egypt in 2022, various training activities at the Salesian technical schools and vocational centres in Cairo and Alexandria were carried out for a total amount of 85,000 euros. Additionally, courses were organised in the Italian language for Egyptian citizens applying for family reunification on the one hand, and for young people wishing to find work in Italy on the other. In Senegal, 552,000 euros were invested in the consolidation of 20 micro-enterpris-

es managed by returning migrants, thanks to business incubators and accelerators, and - again in partnership with IOM Senegal - launched a support programme for green companies by the organisation of the first Green Job Fair in the region of Tambacounda. Lastly, 541.000 euros were invested in Ghana with a focus on vocational training and job placement of vulnerable young people, potential migrants and return migrants, through employment service offices and a development fund.

## **SUSTAINABILITY**

The endeavour to create small local businesses in migrants' home countries, aligned with their acquired skills, demonstrates a commitment to sustainable solutions. The engagement with FAMI grants and collaboration with the University for Foreigners of Siena enhance the project's long-term viability. The future plan to establish a working group with Italian companies underscores a sustainable approach by connecting trained individuals with potential employers. Challenges, particularly in visa acquisition under the current legal framework, are acknowledged. The proposed strategy of forming a working group with Italian companies to influence the government for more accessible migration pathways reflects a proactive approach. Future endeavours include continued collaboration with stakeholders, advocating for policy changes, and enhancing support structures to facilitate legal migration. Important donors contributed to these initiatives, such as AICS, GIZ, UNHCR and ILO, ENI (Sustainability Fund).

## PROJECT FRATELLI IN LEBANON: BRIDGING GAPS FOR MIGRANT AND LOCAL CHILDREN

**Country:** [Lebanon](#)

**Initiative:** Provide integration through education and socialization activities

**Beneficiaries:** migrants and refugees

**Thematic area(s) of good practice example:** education and professional formation services

**Duration of project:** 2015 - to present

**Source of funds:** International donors

**Website:** <https://fmsi.ngo/libano-progetto-fratelli/>

**Catholic Church organisations involved and contacts:**

*Progetto Fratelli, Rmeileh, Lebanon. Andrea Rossi, Email: [fmsi@fms.it](mailto:fmsi@fms.it)*

### INTRODUCTION

Operating in 65 countries, primarily outside the EU, Project Fratelli stands as a beacon of hope in situations of political instability, with a specific focus on Lebanon. The initiative is the result of a collaborative effort by the Marist Brothers and the De La Salle Brothers, aiming to support migrants and local children through education and holistic care. Project Fratelli's impact goes beyond education; it fosters resilience, autonomy, and community integration. The initiative's innovative approach, adaptability to diverse contexts, and commitment to sustainability mark it as a successful model for migrant support.

### RELEVANCE

Lebanon is the country hosting the highest number of refugees per capita and per square kilometre in the world. But, since 2019 it is experiencing an unprecedented economic, financial, social and health crisis. Project Fratelli, initiated in 2012, emerged as a response to this humanitarian need, establishing a community of four brothers (two Marists and two De La Salle) to run a centre offering education, serenity, and play for migrants and local children. According to the people

interviewed, the initiative aligns with the historical educational vocations of both collaborating congregations, emphasizing the right to education and the essential right to childhood in challenging circumstances. Among the several activities offered: Arabic classes (aimed at adults, often parents of the beneficiaries, who are not literate in their mother tongue); *Multaka Sabaya* (an all-female meeting and listening point for young people and teenagers – 86 children from Syria and Lebanon. Its male equivalent is the *Multaka Chabab club* – 75 children, mostly from Syria); an English course and computer lab (attended by 25 students and aimed to facilitate access to the job market, knowledge of English and computer skills, essential for refugee youth); YBLN Youth Basic Literacy and Numeracy (a literacy program for young refugees who had to drop out of school).

## INNOVATIVENESS

Innovations within Project Fratelli extend beyond conventional aid efforts. Beyond promoting education, the project emphasizes the right to play, fostering resilience and enabling potential reintegration into the workforce. Internationally recognized, it draws support from various sources, including MISEAN CARA (Ireland) and US Aid. The initiative's replicable format has expanded to address migrant challenges at the Venezuela-Colombia border, showcasing adaptability and responsiveness to emerging crises.

## IMPACT

Project Fratelli has a profound impact on the lives of vulnerable children, providing not only education but also fostering an environment of serenity and play. With a focus on over 350 children annually, the project acknowledges broader rights such as access to food, water, and safety. The engagement of local and, in some cases, Afghan volunteers showcases a commitment to community involvement, resilience, and potential reintegration into the Lebanese workforce despite economic challenges. As the project expands to address challenges at the Venezuela-Colombia border, it exemplifies a holistic and replicable framework for future endeavours, making a significant contribution to the well-being of migrant and local communities alike. In 2022, 231 children attended the preschool education program, of which 224

Syrian students and 7 Palestinians, 123 male and 108 female students. The program to provide school for children between 6 and 14 years old welcomed 162 children (85 male and 77 female; 157 from Syria and 5 Lebanese students). For Syrian and Lebanese children (6-9 years old) already in the school system but with learning difficulties, a school support service is offered that welcomed 77 students in 2022 (42 male and 35 female) mostly coming from Syria (75) and only 3 from Lebanon. Nadi Al Atfal (Children's Club) is a children's club that promotes the use of leisure time and socialization of refugee children, offering activities to 73 Syrian children and 2 Palestinians.

## **SUSTAINABILITY**

Sustainability in Project Fratelli is evident through its intention not just to provide temporary refuge but to empower individuals towards autonomy and improved living conditions. Despite initial challenges with non-Catholic partnerships, the project has collaborated successfully on women's entrepreneurship projects, engaging local women's associations. The positive feedback from local communities encourages continued efforts. The project's adaptability is highlighted as it evolves to meet emerging needs, such as the recent inclusion of Lebanese children affected by economic crises. While collaborations with non-Catholic entities have improved, challenges persist, and Project Fratelli aims to further break down these barriers. The changing landscape, with requests to accommodate Lebanese children affected by economic crises, underscores the need for ongoing adaptability. The project's future lies in its ability to navigate dynamic contexts, build sustainable partnerships, and respond effectively to emerging challenges.

## CENTRO BARAKA

**Country:** Morocco

**Initiative:** to provide professional courses to reduce youth and female unemployment

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** Professional training

**Duration of project:** 2009 - to present

**Source of funds:** Caritas Spain

**Website:** <https://centrebaraka.com/>

**Catholic Church organisations involved and contacts:**

*Centre Baraka, 5 Av. Moulay El Hassan Belmahdi, Nador. Alvar Sanchez,  
Email: a.sanchez@caritas.ma*

## INTRODUCTION

Established in 2009, Centro Baraka is a non-profit centre in Nador, Morocco, dedicated to the training, guidance, and socio-professional integration of young people and adult women facing vulnerability. Founded through collaborative efforts involving the Archdiocese of Tanger, the local organization INSONA (Iniciativas Sociales Nador), Solidaridad D. Bosco, and AECID, the centre focuses on comprehensive development for individuals in need.

## RELEVANCE

Centro Baraka's mission aligns with addressing the needs of the local and refugee community, emphasizing comprehensive development, especially for women and young people facing vulnerability. The centre's establishment is a response to the imperative to provide a formative horizon for asylum seekers, complementing the efforts of the Delegación Diocesana de Migraciones (DDM) in assistance and accompaniment.

## INNOVATIVENESS

As remarked during the interview, Centro Baraka embraces innovation through strategic investments in resources. Recent improvements in didactic resources, including interactive boards and a new computer room, showcase the Centre's commitment to enhancing the learning experience. Additionally, the installation of photovoltaic panels reflects a forward-looking approach to energy transition. The centre offers quality education at competitive prices, providing accredited programs for students who left formal education. An innovative element is that students actively participate through end-of-course evaluations, influencing the design of future innovations.

## IMPACT

The centre's positive impact is evident in its response to community needs, with a particular focus on vulnerable populations. Notable success stories include a student from Guinea Conakry working with the Delegación Diocesana de Migraciones and a heartfelt letter from a Yemeni student expressing gratitude. Centro Baraka significantly contributes to the city, providing shared academic space and official accreditation opportunities for asylum seekers. Centro Baraka's strength lies in its ability to cater to the needs of the local and refugee community in situations of vulnerability. The initiative is crucial as it complements the work of the DDM, providing educational opportunities to asylum seekers and contributing to their integration. With over 2,000 registrations for 1,150 available slots in the current academic year, the centre demonstrates sustained relevance and demand. Around 20-25 asylum-seeking students enrol annually. The fact that the majority of Centro Baraka's team members, including employees, volunteers, and religious personnel, are local, enhances local engagement. The centre benefits from the participation and collaboration of around 20 volunteers throughout the academic year.

## SUSTAINABILITY

Sustainability is maintained through diverse financial support from entities such as AACID, Entreculturas, Cáritas Española, and more. Challenges include restrictions on hosting individuals without proper administrative documentation. The Centre sustains its operations

through coordination with local networks and territorial entities. The centre collaborates with various organisations, including EDUCSI, Entreculturas-Alboan, Fundación Tomillo, and numerous funding entities aligned with its mission and values. Additionally, Centro Baraka actively seeks collaborations with businesses, authorities, and other educational institutions, creating synergies for student internships. Future plans involve maintaining academic offerings, expanding social activities, and adapting to the evolving needs of the community. Centro Baraka receives financial support from various public and private entities, ensuring ongoing operations. The sustainability and the effectiveness of its initiatives are ensured also through the coordination with educational networks and institutions, ensuring effective collaboration for sustained operations. Centro Baraka's successful model holds the potential for replication in similar contexts, providing a blueprint for empowering vulnerable communities through education and support. Moreover, collaborations with Caritas Parroquial de Nador showcase a coordinated effort in addressing the needs of women and children.



## RETURNEES REINTEGRATION IN ARMENIA

**Country:** [Armenia](#)

**Initiative:** promote reintegration of returnees in Armenia

**Beneficiaries:** Returnees

**Thematic area(s) of good practice example:** Returnees integration

**Duration of project:** 2006 - to present

**Source of funds:** EU funds

**Website:** <https://caritas.am/>

**Catholic Church organisations involved and contacts:**

*Caritas Yerevan, 34 Chaikovsky Street, Apt. #23, Yerevan 0010. Movses Hakobyan, Email: [m.hakobyan@caritas.am](mailto:m.hakobyan@caritas.am)*

### INTRODUCTION

Armenian Caritas, with the local office in Yerevan, has been actively involved in migration and integration projects, primarily focusing on returnees, internally displaced persons (IDPs), individuals in refugee-like situations, and labour migrants. Since 2006, the Yerevan sub-office has been committed to aiding returnees, particularly those from the EU, who, after facing asylum rejections, voluntarily or forcibly return to Armenia. The overarching verbs defining their activities are to welcome and reintegrate.

### RELEVANCE

The initiatives hold significant relevance in addressing the multifaceted challenges faced by returnees. The organization extends support in housing, employment, and healthcare, recognizing the diverse needs of those returning to Armenia. The importance of these initiatives is underscored by the dire situations returnees often find themselves in, lacking a place of residence, employment, and means of survival. A poignant aspect is the sale of houses before departure, leaving them vulnerable upon their return.

## INNOVATIVENESS

Caritas Yerevan's initiatives demonstrate innovation in addressing the complex challenges faced by returnees. The organization's added value lies in its comprehensive approach, addressing social, medical, and economic aspects of reintegration. The main point of innovation is the development of tailored reintegration plans in collaboration with social workers, prioritizing urgent needs such as housing and medical issues. The organization's ability to systemize and implement these plans showcases a forward-thinking approach. Part of the added value in these initiatives is the participative approach that involves conducting needs assessments with returnees and prioritizing urgent needs collaboratively. During the interview it was stressed that the engagement of returnees in the design and implementation of reintegration plans strengthens local capacity and encourages ownership. The projects are welcomed by the local community, as they directly address the pressing needs of returnees, contributing to the overall social fabric.

## IMPACT

Armenian Caritas, as one of the largest NGOs in Armenia, plays a crucial role in positively impacting the well-being of individuals and communities. The returnee assistance programs have benefited over 100 families (350 people) annually, providing social, juridical, administrative, medical, and job placement assistance. Success stories showcase the tangible impact of reintegration assistance, with individuals gaining stability in housing, employment, and overall improved well-being. These efforts extend beyond immediate impact, contributing to medium and longer-term improvements in the lives of those they assist. The main goal of these projects is to provide sustainable reintegration assistance to returnees. Regular monitoring and assessment, conducted by the headquarters auditor or Program Manager, ensure the efficacy of the projects. While the allocated amount for migrants is limited, covering basic emergency needs, Caritas acknowledges the economic constraints in Armenia and continues to strive for impactful reintegration assistance.

## SUSTAINABILITY

Financial support for returnee-related projects comes from the EU and other cooperating government institutions. Challenges exist, primarily in the limited contribution from the Armenian Government. However, Caritas actively engages in a collaborative forum, the Return and Re-integration Forum, fostering coordination and information exchange among state and non-state actors. The organization's membership in this forum enhances the sustainability of its practices. Caritas Yerevan actively adopts a collaborative approach, forming partnerships with government agencies, non-governmental organisations, and various stakeholders. These collaborations enable it to provide comprehensive support, ranging from employment assistance to healthcare services. Agreements, such as Memorandums of Understanding and Contracts, ensure a coordinated effort in assisting individuals in their reintegration process. The involvement of volunteers further enhances the collaborative nature of Caritas' initiatives.

## EFFECTIVE BUSINESS INCUBATION

**Country:** [Armenia](#)

**Initiative:** to support migrants in their economic integration in Armenian society

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** Catholic Social Teaching

**Duration of project:** 2022 - to present

**Source of funds:** EU and national funds

**Website:** <https://caritas.am/>

**Catholic Church organisations involved and contacts:**

*Caritas Armenia, 34 Chaikovsky Street, Apt. #23, Yerevan 0010. Anahit Gevorgyan, Email: [a.gevorgyan@caritas.am](mailto:a.gevorgyan@caritas.am)*

## INTRODUCTION

Caritas Armenia, driven by Christian values, has been instrumental in addressing the challenges faced by migrants and displaced persons. Their multifaceted initiatives focus on advocacy, capacity building, and individual support to create an enabling environment for the protection of migrants' rights and their sustainable integration.

## RELEVANCE

Caritas Armenia's activities are identified through their promotion of an environment that safeguards the rights and integration of migrants. The approach balances individual case management with active participation in policy improvement, reflecting a commitment to Christian values and principles. Caritas Armenia's primary goal is to support the protection of the interests and rights of migrants and displaced persons. This is achieved through the improvement of policies, mechanisms, and services to contribute to their sustainable integration. Project teams actively build capacities through learning from European partners engaged in similar activities. Cooperation with parish priests and involvement of locals strengthen local capacities and promote ownership, aligning with

the principles of Catholic Social Teaching. In collaboration with parish priests, Caritas Armenia's Parish Social Ministries project mobilizes human and material resources to bring positive change to communities.

## **INNOVATIVENESS**

Caritas Armenia has introduced an innovative business incubation methodology, developed in consortium with stakeholders. This project is called "Effective Business Incubation", and its approach prevents start-up failures by providing long-term education, coaching, and mentorship, contributing to the sustainability and success of small businesses. The added value of the project lies in its adherence to Christian values, particularly the Catholic Social Teaching, shaping the organization's mission and identity. These values guide their initiatives, fostering a unique and impactful approach.

## **IMPACT**

The initiative is crucial for displaced individuals, migrants, and refugees, as it addresses challenges in receiving countries and Armenia, demonstrating the practical application of love in Caritas's mission. A poignant success story involves a returnee who, after selling her belongings for leukemia treatment in Germany, received reintegration support. Caritas enabled her to initiate a small business, showcasing how seemingly small support can lead to impactful transformations, improving lives and ensuring a more decent existence. The positive impact of Caritas's seemingly small support is twofold. It significantly improves the lives of vulnerable individuals while contributing to the enhancement of the legal framework in Armenia. This dual approach has the potential to positively influence the country's socioeconomic development in the long term. Most projects undergo external assessments, providing a basis for continuous improvement. Statistical data, evaluations, and feedback mechanisms contribute to ongoing monitoring and ensure the efficacy of Caritas Armenia's work. Caritas Armenia actively involves individuals in the design, implementation, and evaluation of their practices. A Feedback Complaints Response Mechanism allows participants to express feedback, receive answers to concerns, and contribute opinions and suggestions. The involvement of locals and the positive reception of projects demonstrate the welcomed impact on the local community.

## SUSTAINABILITY

The people interviewed remarked that Caritas Armenia's projects are sustained through funding from the global Caritas network, public funds of EU member states, Bishops' Conferences, foundations, and private donors. Diversification of funding sources is a strategic approach to mitigate sustainability risks. While sustainability risks are ever-present, Caritas Armenia strives to diversify funding sources and ensure the continuity of its projects. By participating in networks addressing various target groups, Caritas strengthens its organizational resilience and adaptability. To ensure a substantial impact and positive change, Caritas Armenia plans to collaborate with state and non-state actors, emphasizing the importance of civil society organisations in policy development and reform. Individualized coordinated support remains a key strategy for achieving targeted solutions. The projects, aligned with the 5-year Program Strategy, reflect a strategic and evolving approach to achieving specific objectives.

## SUPPORTING FOOD SYSTEMS FOR THE ROHINGYA COMMUNITY

**Country:** [Bangladesh](#)

**Initiative:** provide support and humanitarian assistance to the Rohingya community taking shelter in Bangladesh

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** food systems; health care and humanitarian assistance

**Duration of project:** 2014 - to present

**Source of funds:** EU funds; private international donors

**Website:** <https://www.cordaid.org/en/>

**Catholic Church organisations involved and contacts:** *Cordaid, House 7 (Flat 5B,5C), Road 33, Gulshan 1, Dhaka-1212, Bangladesh. Azad Md. Abul Kalam, Email: [abul.azad@cordaid.org](mailto:abul.azad@cordaid.org)*

### INTRODUCTION

In response to the Rohingya crisis that has been affecting Myanmar for years on, Cordaid aims to improve its perspective by strengthening food systems by supporting smallholder farmers to produce sufficient and nutritious food. They also invest in inclusive value chains and economic growth by supporting small and medium enterprises to create employment opportunities. The country is hosting almost one million forcibly displaced Myanmar nationals while the agricultural sector is severely impacted by climate change. Cordaid has been working in Bangladesh since 1972 and established its first office there in 2013.

### RELEVANCE

The organization's activities have remained relevant by addressing crucial issues such as climate-smart agriculture, nutrition, and humanitarian response, particularly in the context of the Rohingya crisis. The overarching goal of establishing rights and dignity for all signifies the commitment to a comprehensive and inclusive approach. In addition to

the work carried out in favour of food systems, Cordaid operates also in the fields of humanitarian assistance and health care.

### **INNOVATIVENESS**

According to the results of the interview, the organisation stands out for its commitment to innovative thinking, consistently incorporating new ideas into its practices. This is particularly crucial in the fields of climate-smart agriculture and humanitarian response, where dynamic solutions are required. The adoption of human-centred development and participatory approaches underscores the organization's adaptability and openness to innovative methodologies. The participative approach of involving the people of concern in the design, implementation, and evaluation of programs reflects a commitment to community empowerment. This participatory development, coupled with considering beneficiaries' opinions, contributes to a more inclusive and effective implementation. The emphasis on strengthening local capacity further aligns with the participative approach.

### **IMPACT**

The organization has a robust impact assessment system, conducting baseline studies and regular monitoring to track progress. With a reach of more than 200,000 beneficiaries, the programs have made a positive and tangible impact on the well-being of individuals and communities. The visible impact suggests the effectiveness of the implemented initiatives in the immediate, medium, and longer-term. The organisation's multifaceted approach to development, encompassing innovative strategies, impactful outcomes, participative and collaborative methodologies, and a focus on sustainability, underscores its dedication to creating positive and lasting change in the communities it serves.

### **SUSTAINABILITY**

The sustainability of the organization's practices is underscored by its focus on system development. Through the engagement of community-based volunteers and the active involvement of stakeholders, the organization lays the groundwork for sustainable impacts. Diversified



funding sources, including support from donors like the EU, faith-based organisations, FCDO, MoFA, and the Netherlands, contribute to financial sustainability. The organization actively engages in partnerships with stakeholders, involving them in various stages of program development. Collaboration with local parishes, elected bodies, community leaders, and local governments indicates a collaborative approach that integrates local perspectives and expertise. This collaborative model fosters better community engagement and ensures the relevance and effectiveness of programs.

## BONIFATIUSWERK'S AID TO VULNERABLE COMMUNITIES ACROSS NORTHERN EUROPE

**Country:** Germany

**Initiative:** to provide with material and spiritual aid to vulnerable communities

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** assistance to communities and Ukrainian refugees

**Duration of project:** 2022 - present

**Source of funds:** private and public donors

**Website:** <https://www.bonifatiuswerk.de/de/>

**Catholic Church organisations involved and contacts:** *Bonifatiuswerk der deutschen Katholiken e. V., Kamp 22, 33098 Paderborn. Nicole Duerdoth, Email: nicole.duerdoth@bonifatiuswerk.de*

### INTRODUCTION

The Bonifatiuswerk of German Catholics has been actively involved in supporting Catholic Christians in minority situations, particularly in the diaspora of Germany, Northern Europe, Estonia, and Latvia, for over 170 years. The organization operates under the mandate of the German Bishops' Conference, aiming to ensure that no one has to believe alone. This report will delve into the various activities and initiatives undertaken by the Bonifatiuswerk, focusing on their assistance to migrants and their commitment to promoting faith and solidarity.

### RELEVANCE

Following the data gathered during the interview, the Bonifatiuswerk's activities can be categorized into four types of aid: children's aid, faith aid, building aid, and transport aid. These aid initiatives are designed to address the specific challenges and needs of Catholic Christians living as a religious minority in various regions. Notably, the organization extends support to refugee projects in Germany, Northern Europe, Es-

tonia, and Sweden, emphasizing child and youth welfare, construction, and transportation aid. In response to the Ukrainian crisis, the Bonifatiuswerk supported various projects, including child and youth welfare initiatives and construction and transportation aid. These projects aimed at providing essential support to those affected by the crisis, reflecting the organization's commitment to addressing emergent challenges.

## **INNOVATIVENESS**

The Bonifatiuswerk's consistent engagement in diverse aid projects suggests an adaptive and responsive approach to emerging challenges. The organization's involvement in the Bonifatius Internship Program, fostering collaboration between the Bonifatiuswerk and the Newman Institute in Uppsala, Sweden, showcases an innovative approach to engaging volunteers and supporting the Catholic Church in Northern Europe and the Baltic States. It underscores the importance of existing partnerships and highlights the involvement of 23 volunteers in various locations, emphasizing the collaborative nature of the organization's initiatives.

## **IMPACT**

One compelling story that underscores the positive impact of Bonifatiuswerk's efforts is the involvement of the Dominican Sisters of Bethany in Riga during the Ukrainian crisis. The BONI bus, operated by the Sisters, delivers essential relief supplies to Ukraine and transports refugees to Riga. The Sisters provide accommodation, clothing, and food to Ukrainian refugees, demonstrating the tangible impact of the organization's support. The Bonifatiuswerk's commitment to continue aiding migration projects indicates a sustained effort to improve the well-being of individuals and communities in the long term. The main goal of the Bonifatiuswerk is to empower parishes in Germany, Northern Europe, and the Baltic States to help themselves. While quantitative data is not provided, the feedback received indicates satisfaction with the project work, reinforcing the importance of the aid provided. The absence of statistical data and assessment methods raises questions about the efficacy measurement, suggesting room for improvement in monitoring and evaluation practices.

## SUSTAINABILITY

The financial support for the Bonifatiuswerk's initiatives is critical for their sustainability. During the interview, it was highlighted that the support provided to various refugee projects in multiple locations underscores the organization's widespread impact. Challenges and troubles are acknowledged, but the collaborative efforts with religious orders, the Malteser relief organization, and communities in Northern Europe demonstrate a coordinated approach to overcoming obstacles. The absence of quantitative statistics, however, leaves room for improvement in assessing the long-term sustainability and impact of their projects. The Bonifatiuswerk's initiatives involve local communities, with projects initiated in collaboration with people belonging to German society. During the interview, the participation of migrants in the design, implementation, and evaluation of projects was not explicitly mentioned. However, the positive reception of concrete refugee aid by local communities suggests a participative approach that aligns with the organization's mission. The collaborative approach adopted by the Bonifatiuswerk is evident through partnerships with municipalities, religious orders, and relief organisations. In 2022, the organisation implemented 8 refugee projects in Berlin, Riga, Stockholm Hamburg, Dresden-Meißen, Erfurt and Münster and 2 projects in Copenhagen. In March 2022, an appeal for donations for Ukrainian refugees to the donors of the Bonifatiuswerk was sent out. Together with religious orders, the Malteser relief organization in Latvia and communities in Northern Europe, they were able to support local aid for self-help.

## THREE2SIX PROJECT

**Country:** South Africa

**Initiative:** Provide schooling services and integration programmes to migrants and refugees children

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** educational programmes

**Duration of project:** 2008 - to present

**Source of funds:** private donors and catholic institutions

**Website:** <https://three2six.co.za/>

**Catholic Church organisations involved and contacts:**

*Three2Six Project, 64 Boom Street, Jeppestown, Johannesburg.*

*Charlotte Margerit Byrne, Email: [communication@three2six.co.za](mailto:communication@three2six.co.za)*

## INTRODUCTION

The Three2Six is a Marist educational project for refugee and migrant children, initiated in 2008, and has evolved into a full-time educational endeavor. Initially, it operated as an afternoon project, providing three hours of educational support. Over the years, it has undergone significant transformations, including shifting to full-time schooling and integrating migrant children with South African students. Primarily catering to children from Zimbabwe and the Democratic Republic of Congo, the project emphasizes African curricula, offers essential support services, and engages in advocacy efforts.

## RELEVANCE

The project is highly relevant in addressing the educational needs of refugee and migrant children, particularly from Zimbabwe and the Democratic Republic of Congo, according to the project officer that was interviewed. By extending beyond traditional classroom boundaries and incorporating African curricula, the initiative ensures a culturally sensitive and inclusive learning environment. The advocacy work undertaken with national institutions such as the department of Home

Affairs and the Ministry of Basic Education, especially concerning documentation challenges, underscores the project's commitment to overcoming barriers and facilitating education for vulnerable children.

## **INNOVATIVENESS**

The project showcases innovativeness in its adaptability and outreach. Transitioning from an afternoon project to a full-time school demonstrates a commitment to providing more comprehensive support. The integration of migrant children with South African students fosters cultural exchange and inclusivity. Leveraging social media for communication and registration purposes demonstrates a modern and effective approach to community engagement and outreach. The integration of migrant children with local students, the emphasis on African curricula, and the use of social media for outreach reflect the project's commitment to inclusivity and modern methodologies.

## **IMPACT**

The impact of the Project is evident in the positive changes it has brought to the lives of refugee and migrant children. The shift to full-time schooling allows for a more immersive educational experience, contributing to the holistic development of the children. The integration with South African students promotes social cohesion and mutual understanding. The project's advocacy efforts, while challenging, are crucial in addressing documentation issues, a significant barrier to education for many migrant children.

## **SUSTAINABILITY**

The sustainability of the project is underscored by its ability to adapt and collaborate effectively. While not receiving state funding, the project has built strong partnerships with entities such as the Bishop's Conference of South Africa and other religious congregations. Collaborating with the Parenting Child Counselling Centre in Johannesburg for psychological support exemplifies the project's approach of relying on specialized partners to complement its educational expertise. The engagement of an intern from the refugee community and vol-

unteers adds a sustainable human resource element to the project. 57% of funding is spent in the early childhood and tertiary education sectors, with 19% being spent in the general education sector. 11% of support was spent on bridging programmes for learners not in school. In 2022, the project funding was not renewed by two funders. However, the support received from donors in 2022 enabled Three2Six to meet its budgetary requirements with a few amendments. The project's budget for 2022 was R7 474 995. Despite facing challenges related to documentation issues and limited state funding, the project's sustainability is strengthened by its strategic collaborations and reliance on specialized partners. As it continues to make a positive impact on the lives of refugee and migrant children, the Three2Six project serves as an inspiring model for educational initiatives in similar contexts.

## LES CIGOGNES DE LA CATHÉDRALE IN RABAT

**Country:** Morocco

**Initiative:** to provide material aid and integration paths to vulnerable people

**Beneficiaries:** Unaccompanied minors, migrants and refugees

**Thematic area(s) of good practice example:** welcoming and integration

**Duration of project:** 2022 - to present

**Source of funds:** Private donors

**Website:** <https://www.caritas.org/where-caritas-work/middle-east-and-north-africa/morocco/>

**Catholic Church organisations involved and contacts:**

*Caritas Rabat, 13 avenue Al Alouiyine, quartier Hassan, Rabat.*

*P. Óscar Arturo García Padilla, Email: oscar.arturo@caritas.ma*

### INTRODUCTION

In the Archdiocese of Rabat, efforts have been underway since last year to establish solidarity teams that respond to the needs of the local context. The focus has been on strengthening Christian communities. While the social action centre of Caritas Diocésaine primarily targets vulnerable populations, it has consciously broadened its scope beyond exclusively addressing the needs of the migrant population, embodying the core idea of being a church for all, not just for foreigners.

### RELEVANCE

The Rabat intervention point at the Cathedral is called *Les Cigognes de la Cathédrale* and was created in response to the emergency needs of migrant populations during the Covid-19 pandemic. The parish priest of Rabat and a few volunteers wanted to perpetuate this action in the form of two weekly drop-in centres. A small amount of material aid is provided in the form of food baskets and clothing, but the most important thing is the welcome and the warmth of the community. For some people, Caritas can provide more in-depth support: language courses,



IT courses, income-generating activities, etc. The project has a dual impact. On the beneficiaries, it improves their well-being in the sense that it reassures them by letting them know that there is a place where they will be listened to and received and where an attempt will be made to help them with limited resources. Also, by directing them to the organisations best suited to their needs for a short-term response by organising language or computer courses, encouraging their children to enrol in Moroccan schools, explaining the health care system in Morocco, by trying to help migrants get vocational training. The aim is to achieve medium- and long-term improvements. The second impact is directly on the volunteers, who get to achieve incredible human enrichment, being confronted with very difficult stories.

## INNOVATIVENESS

The basis of the action is that each person receives a meeting with a trained volunteer, not only to find out about their needs but also to help them think about their situation and their future. Through the establishment of "*Les Cigognes de la Cathédrale*," the project not only provides material assistance but emphasizes human connection, promoting discussions about the future during individualized volunteer interviews. Including medical volunteers and extended support services, such as language courses and income-generating activities, represents a pioneering approach within the context of social outreach.

## IMPACT

The strength of "*Les Cigognes de la Cathédrale*" lies in its diverse group of dedicated volunteers, according to the people interviewed. Their unity has allowed the initiative to evolve beyond emergency aid, focusing on the overall well-being and promotion of human dignity. The importance of this initiative is underscored by the testimonials of beneficiaries who emphasize the impact of simple acts of support, such as listening and providing essential aid, on their resilience in challenging circumstances. In the course of the interview, numerous examples of success stories were also provided concerning people accepted under the programme who have then successfully conducted an integration process. At least 60 migrants a week are assisted in the Rabat centre.

## **SUSTAINABILITY**

The project's sustainability hinges on financial support and ongoing volunteer recruitment and training. While the current financial model relies on generous donations, establishing a consistent funding source would enhance the initiative's long-term impact. Challenges include the transient nature of volunteer availability, necessitating a continuous recruitment and training process. Collaboration within the Caritas Diocesan network ensures organizational synergy, while the initiative's enduring impact is reflected in its ability to adapt and grow since its inception in the pastoral year of 2020.

## HUMANITARIAN CORRIDORS FROM ETHIOPIA TO ITALY

**Country:** Italy

**Initiative:** Provide integration projects for migrants and refugees

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** humanitarian corridors and labour integration

**Duration of project:** 2018 - to present

**Source of funds:** Caritas Italy

**Website:** <https://www.cooperativadomani.it/>

**Catholic Church organisations involved and contacts:**

*Cooperativa Domani, Via Adige 12, Bologna, Italy.*

*Giacomo Rondelli, Email: [info@coopdomani.com](mailto:info@coopdomani.com)*

### INTRODUCTION

The cooperative, rooted in the Diocese of Bologna, focuses on providing comprehensive support for refugees and migrants. Established six years ago, it originated from the volunteering efforts associated with the Salesians, particularly in Ethiopia. The cooperative engages in diverse aspects of reception, ranging from government-sponsored programs to private initiatives like humanitarian corridors.

### RELEVANCE

The cooperative's origin, linked to the Salesians' longstanding volunteer work in Ethiopia, underscores its commitment to aiding vulnerable populations. A unique aspect is their involvement in humanitarian corridors, a project that starts in the countries of origin, notably Ethiopia. The emphasis on pre-established relationships with beneficiaries contributes to smoother transitions, fostering trust and accelerating integration processes in Italy.

## **INNOVATIVENESS**

The cooperative's innovative approach involves meticulous beneficiary selection based on predetermined vulnerabilities. This process, conducted in the person's home country, facilitates better understanding of their dreams and struggles through multiple pre-departure interviews. The cooperative also prioritizes building a supportive network, matching individuals with suitable reception environments. Collaboration with Salesian schools and private companies, offering tailored training programs, reflects an innovative strategy to ensure successful integration and employment.

## **IMPACT**

The cooperative's impact is evident in its multifaceted support, from pre-departure preparations to post-arrival vocational training. The emphasis on matching skills with local companies' needs and providing a structured path for self-sufficiency has yielded positive results. Approximately 80% of participants achieve employment independence within a year, often forgoing government support. This not only benefits the individuals but also proves economically advantageous when replicated on a larger scale, according to the elements discussed during the interview.

## **SUSTAINABILITY**

Challenges related to beneficiary selection and increasing societal reservations pose sustainability concerns. The cooperative's commitment to working with parishes and broadening civil society involvement aims to overcome these challenges. Collaboration with parishes not only helps integrate newcomers into the community but also revitalizes parish engagement. The cooperative relies on private funds, mainly from the diocese, with additional support from foundations, individuals, Caritas, and the 8x1000 initiative. Despite financial constraints, the cooperative manages to bring around 300-350 people to Italy every two years. While facing challenges, its sustainability efforts through civil society collaboration and diverse funding sources highlight the resilience and potential for positive change in the lives of those seeking refuge.

## “CORRIDOI UNIVERSITARI”

**Country:** Italy

**Initiative:** Assist migrants and refugees during their university processes

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** education programmes

**Duration of project:** 2018 - to present

**Source of funds:** private donors

**Website:** <https://sanmichelecagliari-gesuiti.it/comunita-di-vita-cristiana-e-lega-missionaria-studenti/>

**Catholic Church organisations involved and contacts:** *CVX LMS Cagliari "Immacolata Concezione" Comunità di Vita Cristiana, Via Ospedale 8, Cagliari, Italy. Tiziana Casti, Email: cvxcagliari@gmail.com*

### INTRODUCTION

The Syrian asylum seekers connected to the Monastery of Mar Mousa, within the community of Father Dall'Oglio, have become an integral part of a unique project in Cagliari, Sardinia. The project, initiated almost serendipitously, has evolved over the past five years, providing educational opportunities and fostering a sense of community among the Syrian youths.

### RELEVANCE

Originating in Cagliari, the project emerged from the community's response to a request to support eight Syrian youths who wished to pursue university studies in the city. These young individuals, initially hosted by the Emmaus community in Iglesias, eventually found a home within the Jesuit community in Cagliari. The initiative was born out of friendship and a desire to provide educational opportunities for those with study permits. Currently, seven students are actively engaged in university studies, showcasing the relevance of the project in empowering young Syrians to build a future away from their homeland.

## **INNOVATIVENESS**

As mentioned during the interview, the project's innovativeness lies in its holistic approach to integration, encompassing not only academic pursuits but also social and vocational aspects. The community has structured roles focusing on university-related tasks, Italian language instruction, and social and professional integration. Recognizing the importance of part-time employment for these students, the initiative has evolved to include job opportunities and volunteer work, emphasizing independence and fostering a familial atmosphere. The most important thing about this experience, as emphasized during the interview, is that it has allowed people, especially those of an older generation who are somewhat unfamiliar with the problem of migration, to understand how to deal with people whose mentality is very different from yours.

## **IMPACT**

The impact of the project is evident in the success stories of the participating youths. Several individuals have completed university degrees, entered the workforce, and even returned to their home countries, contributing to positive change. The initiative's success extends beyond academia, fostering a sense of belonging among Syrian students and bridging generational gaps within the local community. Celebrations of cultural events, such as Christmas and Easter, have become shared experiences, reinforcing the bond between the refugees and the host community. Currently, there are seven boys, one of them graduated in economics and now works as a cultural mediator in the same Emmaus community where he was initially hosted. Another boy also graduated, then went abroad and got married.

## **SUSTAINABILITY**

The sustainability of the project is rooted in its ability to adapt and grow. Learning from initial challenges in understanding and interacting with the Syrian youths, the community has strengthened its bonds, emphasizing the importance of shared decision-making and collaboration. To enhance sustainability, the community has expanded its focus, forming a larger group involving members from various Italian communities. This collective effort aims to sensitize local communities to the challenges and opportunities associated with migration.

## TADAMOUN PROJECT

**Country:** Morocco

**Initiative:** Provide shelter for migrants and refugees

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** hospitality centres and comprehensive support

**Duration of project:** 2022 - to present

**Source of funds:** Caritas Germany and Caritas Spain

**Catholic Church organisations involved and contacts:** *Caritas Sahara, Mario Leon Dorado, Email: marioleonorado@yahoo.es*

## INTRODUCTION

The Apostolic Prefecture of Western Sahara aimed to provide support and orientation for individuals in mobility. Two centres were established in Laayoune and Dakhla, funded primarily by Caritas Germany and Caritas Spain through the TADAMOUN 2022 program. The centres operated during daytime hours, offering assistance to migrants, especially vulnerable women and minors.

## RELEVANCE

In 2022, the Apostolic Prefecture faced the challenge of assisting a significant migrant population in Laayoune and Dakhla. The project addressed the immediate needs of migrants, including healthcare, housing support, and assistance in establishing small businesses through a micro-credit pilot initiative. The relevance of this initiative lies in being the primary institution, represented by the Catholic Church and Caritas, capable of aiding the migrant population in the region. Several centres in various towns of the Rabat diocese were included in this agreement. As an exception/service, the two aforementioned cities of the Prefecture were also included. The centre worked during the day (from 10 a.m. to 6 p.m.), with mediators who received, listened to and oriented the arriving migrants. There was a budget to be able to help in situations of need, especially in the health aspect and prioritising vulnerable women and minors. Among

the actions: payment of medical prescriptions with a doctor's prescription, payment of analyses, echoes, and other specialised consultations prescribed by doctors, food aid, co-payment of rent so as not to be left on the street, nappies and baby milk for babies, clothes, blankets, travel/displacements, etc. In 2022, there would have been a population of around 25,000 sub-Saharan migrants in Laayoune. In Dakhla, around 15,000. In 2022, around 2,400 migrants passed through the centres. These would be the direct beneficiaries, while any others who live with them have benefited from a lot of aid. The funding received implied a financial and narrative report from each of the centres.

## **INNOVATIVENESS**

The project showcased innovativeness through its ability to adapt to evolving situations. The involvement of Jesuit teams contributed significantly to anticipating shifts in migration patterns. Four training sessions for local Caritas staff focused on addressing emerging needs in migration, emphasizing prevention, awareness, and care for vulnerable groups. Pilot programs aimed at empowering migrants and fostering self-sustainability added an innovative aspect to the project. Innovations in training, pilot programs, and increased collaboration with other organisations showcase the project's commitment to evolving strategies.

## **IMPACT**

The strength of the project lies in its ability to serve as a crucial support system for thousands of migrants, providing a sense of hope and assistance. The collaboration between Caritas and various entities fostered a positive environment, transcending religious differences in the pursuit of human welfare. The project holds immense significance as the sole institution capable of addressing the needs of the migrant population in the territory. The collaborative efforts and altruistic approach set it apart from other organisations, emphasizing the project's unique and vital role. Numerous success stories include improved health outcomes, family reunifications, and the establishment of stable lives for migrants. The project's short-term impact is evident in providing essential health-care and assistance to vulnerable individuals, preventing potential societal challenges.



## SUSTAINABILITY

Financially, the project faced challenges in 2023 due to issues between Caritas Germany and Caritas Rabat, resulting in a funding gap. Overcoming this, the project secured support from the Congregation of the Oblate Missionaries of Mary Immaculate and Caritas Spain. Efforts are underway in 2024 to obtain funding from the newly established Caritas Morocco, showcasing adaptability and resilience. The financial sustainability of humanitarian projects poses inherent challenges, and the project faced difficulties when Caritas Germany ceased funding. However, proactive measures, collaboration with the Oblate Missionaries, Caritas Spain, and potential support from Caritas Morocco in 2024 demonstrate the project's determination to overcome financial hurdles. The initiative also addresses organizational and coordination challenges, emphasizing the need for a more mature and locally driven Caritas structure. While facing financial challenges, the project demonstrated resilience and adaptability. The journey towards sustainability and institutional maturity is ongoing, with hopes for continued support and recognition from local and international entities.

# NATIONAL PRACTICES

## CAFÉ MAMA AFRIKA AND FIRST STEP

**Country:** Switzerland

**Initiative:** Provide shelter and reintegration projects for migrants and refugees

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** hospitality centres and comprehensive support

**Duration of project:** 2020 - to present

**Source of funds:** Catholic institutions and private funds

**Website:** <https://www.oesa.ch/>

**Catholic Church organisations involved and contacts:**

*Organization for Ecumenical Assistance (OeSA), Freiburgerstrasse 66 CH-4057 Basel, Switzerland. Susy Munez, Email: [basel@scala-mss.net](mailto:basel@scala-mss.net)*

## INTRODUCTION

The Organization for Ecumenical Assistance (OeSA) operates with the support of regional churches in northwestern Switzerland, the Evangelical Methodist Church BS, individual parishes, and private donations. Founded in the 1990s in response to the influx of refugees from the Balkans, OeSA upholds the fundamental human right to equal treatment by providing pastoral care and support to newly arriving asylum seekers, irrespective of their origin or religion. With a focus on ecumenism and collaboration with Protestant churches, OeSA aims to offer a welcoming environment and practical assistance to those in need.

## RELEVANCE

In a time marked by global migration and humanitarian crises, the work of OeSA is highly relevant as it addresses the immediate needs of asylum seekers and fosters a sense of community and support. By offering pastoral care services in federal asylum centres and temporary accommodations, OeSA ensures that individuals facing displacement and uncertainty have access to emotional and spiritual support, regardless of their legal status or background. Moreover, OeSA's efforts to engage with volunteers from diverse backgrounds contribute to creating a multicultural and inclusive environment that reflects the reality of Switzerland's diverse society.

## INNOVATIVENESS

As highlighted during the interview, OeSA's innovative approach lies in its commitment to ecumenism, collaboration with local churches, and focus on personalized pastoral care. By working closely with Protestant churches and establishing partnerships with foundations and organisations, OeSA maximizes its resources and reach, ensuring that its services are accessible and effective. Moreover, the organisation's emphasis on creating welcoming and inclusive spaces, such as the café meeting point and playroom for children, demonstrates a proactive approach to addressing the holistic needs of asylum seekers and promoting social cohesion.

## IMPACT

The impact of OeSA's initiatives is multifaceted, ranging from providing practical assistance to facilitating cultural exchange and emotional support. Programs such as Café Mama Afrika offer asylum seekers a space to socialize, enjoy refreshments, and engage in conversations with volunteers, fostering a sense of belonging and community. It is open from Monday to Friday from 9 a.m. to 11 a.m., while many volunteers work in the café and have a refugee background, so they can be good mediators between the asylum seekers and local volunteers. Moreover, there is a playroom available for children during the café's opening hours supervised by 1-3 volunteers. Additionally, projects like "First Step" and the music therapy sessions at BAZ Basel provide tai-

lored support to individuals navigating the challenges of integration, education, and mental well-being. Through its collaborative approach and emphasis on personal connection, OeSA makes a tangible difference in the lives of asylum seekers, offering them hope and dignity in difficult circumstances.

## **SUSTAINABILITY**

Sustainability is central to OeSA's operations, with funding primarily sourced from churches, private donations, and grants from foundations. This point was constantly stressed during the interview due to its relevance to the OeSA's mission. By actively engaging in fundraising and awareness-raising activities, OeSA ensures the continuity of its programs and services, enabling it to respond effectively to evolving needs and challenges. Moreover, the organization's reliance on volunteers, who contribute their time and expertise, enhances its capacity to provide comprehensive support and pastoral care to asylum seekers. Around 40 volunteers from various countries support the daily work in all other offers. Through its sustainable funding model and collaborative ethos, OeSA remains steadfast in its mission to uphold the dignity and rights of all individuals, regardless of their background or circumstances.

## INTEGRATION IN FRANCE THROUGH THE PASTORALE DES MIGRANTES

**Country:** [France](#)

**Initiative:** Provide shelter and reintegration projects for migrants and refugees

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** hospitality centres and comprehensive support

**Duration of project:** 2020 - to present

**Source of funds:** private funds

**Website:** <https://migrations.catholique.fr/>

**Catholic Church organisations involved and contacts:** *Service National Mission et Migrations (SNMM) 58, avenue de Breteuil 75007 Paris, France. Marcela Villalobos, Email: [missionetmigrations@cef.fr](mailto:missionetmigrations@cef.fr)*

### INTRODUCTION

The Pastorale des Migrants (Pastoral Care for Migrants) is driven by a triple mission: humanizing encounters with foreigners, expressing solidarity with those in need, and encouraging local churches to welcome foreign-origin Christian communities. Through various actions and initiatives, the Pastorale aims to address questions and challenges related to migration while promoting understanding, empathy, and inclusivity within society.

### RELEVANCE

In a world marked by increasing globalization and migration, the work of the Pastorale des Migrants is more relevant than ever. By fostering human connections, promoting solidarity, and advocating for the inclusion of migrant communities, the Pastorale addresses pressing social and humanitarian concerns. Its efforts to combat prejudice, facilitate integration, and promote dialogue contribute to building more cohesive and compassionate communities.

## **INNOVATIVENESS**

As remarked during the interview, the Pastorale des Migrants demonstrates innovation in its approach to fostering solidarity and promoting integration. By organizing “actions of fraternity” such as communal cooking sessions, museum visits, and hiking excursions, the Pastorale creates opportunities for migrants and residents to connect in relaxed and welcoming environments. Additionally, its emphasis on continuous learning, networking, and engagement with experts ensures that its activities remain relevant and effective in a rapidly changing context.

## **IMPACT**

The Pastorale des Migrants impacts both migrants and the wider society by creating spaces for encounters, fostering mutual understanding, and promoting social cohesion. Through activities such as shared meals, cultural exchanges, and educational seminars, the Pastorale facilitates meaningful interactions that challenge stereotypes and promote empathy. While the Pastorale may not engage in formal advocacy, its collaborative approach and partnerships with other organisations contribute to broader efforts to address systemic issues affecting migrants.

## **SUSTAINABILITY**

While the Pastorale des Migrants faces challenges in mobilizing and renewing its teams, its commitment to regular regional meetings, national gatherings, and educational seminars ensures the sustainability of its network and initiatives. By fostering collaboration, sharing best practices, and engaging with a wide range of stakeholders, the Pastorale strengthens its capacity to address the evolving needs of migrants and communities, as was highlighted during the interview. Moreover, its focus on building relationships and promoting understanding lays the groundwork for long-term social change and inclusivity.

## BRAVAL

**Country:** [Spain](#)

**Initiative:** Provide shelter and reintegration projects for migrants and refugees

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** hospitality centres and comprehensive support

**Duration of project:** 1998 - to present

**Source of funds:** private funds

**Website:** <https://www.braval.org/es>

**Catholic Church organisations involved and contacts:** *Braval - Iniciatives de Solidaritat i Promoció, C/Cera 51, bajos 08001 Barcelona, Spain. Josep Masabeu, Email: masabeu@gmail.com*

## INTRODUCTION

Braval, a socio-educational support centre operated by the Iniciatives de Solidaritat i Promoció association, plays a crucial role in fostering social cohesion in the multicultural Raval neighbourhood of Barcelona. Established in 1998 and consolidated in 2002, Braval serves as both a support hub for young people and a platform for reflection on immigration issues. Through various programs and activities, Braval strives to promote volunteerism, academic success, and labour market integration among youth, ultimately aiming to combat marginalization and facilitate the inclusion of immigrants into Spanish society.

## RELEVANCE

Located in the heart of Barcelona, the Raval neighbourhood faces numerous social challenges, including poverty, marginalization, and high levels of immigration. In this context, Braval's initiatives are highly relevant, addressing the needs of vulnerable youth and immigrant communities while fostering social cohesion and cultural understanding. By promoting volunteerism, academic achievement, and labour market

participation, Braval contributes to building a more inclusive and equitable society, where all individuals have the opportunity to thrive and contribute positively to their communities.

### **INNOVATIVENESS**

As highlighted during the interview, Braval demonstrates innovativeness in its approach to addressing social challenges and promoting integration. By combining educational support with cultural and recreational activities, such as the Summer Camp (Casal de Verano) and the Service Learning Program (Combinado de Verano), Braval creates holistic opportunities for personal growth and community engagement. Additionally, Braval's emphasis on volunteer recruitment, training, and retention reflects a proactive approach to building sustainable solutions to social issues, leveraging the diverse skills and talents of its volunteers to maximize impact.

### **IMPACT**

Braval's impact is multi-faceted, with initiatives spanning education, employment, cultural integration, and community engagement. Through programs such as the Multiethnic Sports Program, Personal Improvement Program (Programa 1@1), and Family School (Escuela de Familias), Braval provides crucial support and guidance to participants, empowering them to succeed academically, professionally, and personally. Moreover, during the interview Braval's emphasis on volunteerism was remarked, stating that it not only benefits the recipients of its services but also cultivates a culture of solidarity and social responsibility among volunteers, fostering a sense of belonging and purpose within the community.

### **SUSTAINABILITY**

Braval's sustainability is rooted in its collaborative approach, diverse programming, and robust volunteer network. With over 160 volunteers dedicating more than 15,000 hours annually to supporting its programs, Braval harnesses the collective effort of individuals from various backgrounds and walks of life. Moreover, Braval's focus on long-term outcomes, such as academic success and labour market



integration, ensures that its initiatives have a lasting impact on participants' lives and contribute to the overall well-being of the community. By fostering partnerships with local organisations, leveraging resources effectively, and adapting to evolving needs, Braval remains committed to promoting social cohesion and empowering individuals to reach their full potential.

## BANTABA' PROJECT

**Country:** Spain

**Initiative:** promote integration and well-being of migrants and refugees

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** comprehensive support

**Duration of project:** 2020 - to present

**Source of funds:** private funds

**Website:** <https://www.rscj.es/>

**Catholic Church organisations involved and contacts:** *Religiosas del Sagrado Corazon, Marqués de Torroja 2, CP 28036 Madrid. Fátima Santaló-Osorio, Email: f.santaloosorio@rscj.es*

## INTRODUCTION

The Bantabá project operates a centre in Las Norias, a village in the municipality of El Ejido, Almeria, Spain, catering to immigrants. Through various activities, including Spanish classes, computer literacy courses, support for Spanish nationality exams, and social assistance, the centre aims to facilitate the integration and well-being of individuals. Additionally, it encourages volunteer participation to enhance its outreach and impact.

## RELEVANCE

Bantabá addresses critical needs among immigrants, providing essential services such as language learning, social support, and assistance with bureaucratic procedures. By promoting integration, offering practical skills training, and fostering community engagement, the project contributes to the empowerment and inclusion of migrants in Spanish society. Moreover, its focus on vulnerable groups, such as women, underscores its commitment to addressing specific needs and promoting equity.

## **INNOVATIVENESS**

Bantabá demonstrates innovative approaches to immigrant integration by offering a holistic range of services tailored to individual needs. Its emphasis on relational support, language acquisition, and practical assistance reflects a comprehensive understanding of the challenges faced by migrants. Additionally, the project's use of volunteerism and community engagement strategies enhances its effectiveness and sustainability, setting it apart as a model for immigrant support initiatives.

## **IMPACT**

Over the years, Bantabá has made a tangible impact on the lives of immigrants, evidenced by improved language proficiency, increased social connections, and enhanced access to essential services. Through personalized support, language education, and social activities, the project enables individuals to navigate their new environment more effectively and participate more fully in society. Moreover, Bantabá serves as a catalyst for personal growth, providing opportunities for skill development, empowerment, and community engagement.

## **SUSTAINABILITY**

During the interview it was highlighted that despite relying solely on private funding from individual donors and the Society of the Sacred Heart, Bantabá has maintained its operations and impact over the years. Its ability to adapt to changing needs, leverage volunteer contributions, and foster community partnerships ensures its long-term viability and relevance. Moreover, Bantabá's commitment to professionalism and quality service delivery enhances its credibility and appeal to donors and stakeholders.

## LERNCAFÉS

**Country:** [Austria](#)

**Initiative:** children and young people aged from 6 to 15 years are provided with learning support

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** improving social skills and dealing with values

**Duration of project:** 2020 - to present

**Source of funds:** public and private funds

**Website:** <https://www.caritas.at/>

**Catholic Church organisations involved and contacts:** *Caritas Austria, Storchengasse 1/E1 05, 1150 Wien. Sanja Jakovljevic, Email: sanja.jakovljevic@caritas-austria.at*

## INTRODUCTION

Caritas Austria's educational initiative, the Lerncafés, has been instrumental in providing comprehensive learning support and holistic development opportunities for children and young people, particularly migrants and vulnerable populations. This report delves into the activities, goals, methodologies, and impact of the Lerncafés, highlighting their significance in promoting social inclusion, academic success, and community engagement. Additionally, the report explores the sustainability of the programs, their collaborative approach, and their response to the Ukrainian crisis.

## RELEVANCE

The Caritas Lerncafés address critical educational and social needs among children and young people, offering learning support, holistic development, and parental involvement programs. By focusing on improving academic performance, enhancing social skills, and fostering community integration, the Lerncafés contribute to the overall well-being and success of beneficiaries. Moreover, their emphasis on inclusiv-

ity, cultural diversity, and volunteerism promotes a more cohesive and compassionate society.

## **INNOVATIVENESS**

Caritas Lerncafés demonstrate innovative approaches to education and social integration by combining learning support with holistic development activities, parental involvement initiatives, and volunteer management strategies. The programs prioritize individualized support, cultural sensitivity, and community engagement, challenging traditional notions of education and social assistance. Moreover, the Lerncafés' response to the Ukrainian crisis underscores their adaptability and responsiveness to evolving needs and challenges.

## **IMPACT**

According to the data gathered during the interview, the Lerncafés have had a tangible and positive impact on the lives of beneficiaries, evident in improved academic outcomes, enhanced social competencies, and increased community engagement. Through targeted learning support, holistic activities, and parental involvement initiatives, the Lerncafés empower children and young people to succeed academically, develop essential life skills, and actively participate in societal affairs. Additionally, the programs promote intercultural understanding, social cohesion, and volunteerism, fostering a more inclusive and supportive community environment. In response to the Ukrainian crisis, Caritas has expanded its educational initiatives to support refugees and migrants, offering tailored learning support programs and holistic development opportunities. Through projects like #weiterlernen and weiterlernen 4.0, Caritas provides educationally disadvantaged children and young people with sustainable educational opportunities, emphasizing individualized support, parental involvement, and community engagement. These initiatives reflect Caritas' commitment to addressing emerging humanitarian challenges and promoting social inclusion and solidarity.

## **SUSTAINABILITY**

The sustainability of the Lerncafés is ensured through diverse funding sources, robust volunteer management, and ongoing stakeholder engagement. By leveraging public and private funding, recruiting and training volunteers, and fostering partnerships with local communities and institutions, the Lerncafés maintain their operations and expand their reach. Moreover, their emphasis on capacity-building, quality assurance, and continuous improvement enhances their long-term viability and effectiveness.

## LOOP MALTA

**Country:** [Malta](#)

**Initiative:** Provide shelter and reintegration projects for people in need

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** hospitality centres and comprehensive support

**Duration of project:** 2020 - to present

**Source of funds:** private funds

**Website:** <https://migrants.mt/actions/loop/>

**Catholic Church organisations involved and contacts:** *Migrants Commission, Dar L-Migrant, Castille Place, Valletta, Malta. Albert Debono, Email: [info@loop.mt](mailto:info@loop.mt)*

## INTRODUCTION

In recent years, there has been a process of discernment to understand how to work more effectively with migrants who are actively part of communities' lives. The initiative Loop emerged during the COVID-19 pandemic from the need to provide food to the elderly. It began with mobilization by some volunteers, closely connected to the Church of Malta, who identified restaurants willing to help. From this network, Loop was born with three main objectives: to ensure that basic human needs are met by parishes helping people in need, to shift the paradigm of assistance from charity to mutual support within communities, and to establish a social enterprise model to financially support parish outreach efforts.

## RELEVANCE

Loop addresses fundamental human needs while fostering community participation and mutual assistance. By providing meals and clothing vouchers through parish networks, Loop promotes dignity and choice for individuals in need. The initiative goes beyond mere assistance by creating opportunities for meaningful encounters and dialogue, facilitated by

volunteers who engage with beneficiaries on a personal level. The focus on community engagement and empowerment reflects a shift towards a more inclusive and participatory approach to social welfare.

### **INNOVATIVENESS**

Loop stands out for its innovative approach to social assistance, combining practical support with community engagement and empowerment. The initiative's focus on mutual aid and participation challenges traditional charity models, emphasizing dignity, choice, and active involvement. By operating as a social enterprise and investing resources into sustainable programs like the kitchen and clothing store, Loop creates a multiplier effect, leveraging community resources to address social needs effectively.

### **IMPACT**

The impact of Loop extends beyond the provision of food and clothing to encompass social integration and community building. By actively involving volunteers from diverse backgrounds, Loop not only serves those in need but also promotes a sense of belonging and solidarity within the community. Volunteers contribute thousands of hours annually, demonstrating a high level of commitment and engagement. Moreover, the initiative encourages beneficiaries to transition from receiving aid to actively participating in parish life, thereby fostering a sense of agency and empowerment. In 2022, they gathered 28,000 volunteer hours. The volunteers are divided into three groups. There is the professional group (15 people), the kitchen volunteer group (80 people) and the shop volunteer group (110 people).

### **SUSTAINABILITY**

The sustainability of Loop lies in its ability to mobilize volunteers, engage local communities, and create lasting impact. By relying on volunteers for the majority of its operations, Loop reduces reliance on external funding and fosters a sense of ownership and responsibility among participants. Moreover, by investing in coordinators and establishing stable leadership, Loop ensures continuity and effectiveness in its activities, enhancing its long-term sustainability and scalability.



## ATTRAVERSO 22

**Country:** Italy

**Initiative:** Promoting integration among young generations

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** comprehensive support

**Duration of project:** 2022 - to present

**Source of funds:** Fondazione Peppino Vismara, Fondazione Migrantes and Chiesa del Carmine di (Milan)

**Website:** <https://www.ascs.it/attraverso22/>

**Catholic Church organisations involved and contacts:**

*ASCS, Piazza del Carmine 2, Milan, Italy.*

*Giuditta Galimberti, Email: [piupontimenomuri@ascs.it](mailto:piupontimenomuri@ascs.it)*

## INTRODUCTION

ATTRAVERSO 22 is an initiative embedded within the youth animation work of the Agenzia Scalabriniana Per La Cooperazione e Lo Sviluppo (Scalabrinian Agency for Cooperation And Development). The primary objective is to raise awareness among young people, both the local population and migrants, on the issues of human mobility and promote encounters between them. The initiative materialized through the organisation of eight summer camps lasting about a week, targeting youth aged 18 to 29. These camps aim to stimulate volunteers to engage in dissemination and awareness activities upon returning to their cities after experiencing firsthand the phenomenon of human mobility.

## RELEVANCE

ATTRAVERSO 22 addresses pertinent issues surrounding human mobility, such as physical and invisible borders, exploitation in the labour market, intercultural dynamics, and second-generation challenges. By organizing these summer camps in various regions of Italy, the initiative directly engages with the realities of migration, providing young participants with immersive experiences and knowledge. Moreover,

the collaboration with organisations like "Migrantes di Cosenza" underscores the relevance of involving stakeholders with expertise in migration-related issues.

## **INNOVATIVENESS**

ATTRAVERSO 22 stands out for its innovative approach to addressing human mobility issues among youth. By organizing themed summer camps focused on different aspects of migration, the initiative creates a holistic learning environment. The inclusion of training sessions, practical service activities, and reflective discussions ensures a multifaceted experience that encourages participants to engage critically with the subject matter. Additionally, the emphasis on collaboration with local organisations and the adaptation of activities to suit each community's needs demonstrate a flexible and adaptive approach to intervention.

## **IMPACT**

The initiative has had a significant impact on both participants and the communities involved. Through training, service, and sharing experiences, young people are equipped with a deeper understanding of human mobility and its implications. The practical service component, supporting existing local communities, fosters meaningful encounters between participants and migrants, promoting empathy and understanding. The emphasis on reflection and group dynamics ensures that the camps are not merely about service but also about personal growth and community building.

## **SUSTAINABILITY**

The initiative's sustainability is evident in its continued success and expansion. The positive reception and demand for the summer camps indicate their relevance and effectiveness in addressing the issues of human mobility. Moreover, the establishment of partnerships with local Caritas and other organisations ensures ongoing support and collaboration, strengthening the initiative's impact and reach. The commitment to involving local communities in the planning and execution of activities also contributes to sustainability by fostering ownership and continuity beyond the duration of individual camps.

## UNACCOMPANIED MINORS' SUPPORT IN LILLE

**Country:** France

**Initiative:** Welcoming unaccompanied minors

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** comprehensive support to minor migrants

**Duration of project:** 2020 - to present

**Source of funds:** Private funds; Catholic Church

**Website:** <https://lille.catholique.fr/pastorale-des-migrants/>

**Catholic Church organisations involved and contacts:**

*Diocese of Lille, 68 Rue Royale, Lille, France.*

*Dorothee Malik, Email: [dorothee.malik@lille.catholique.fr](mailto:dorothee.malik@lille.catholique.fr)*

### INTRODUCTION

The Diocesan Service for the Pastoral Care of Migrants in Lille has existed for over 50 years. Migration has always played a significant role in the region's history, with communities from Portugal, Italy, Poland, Belgium, North African countries like Algeria and Morocco, as well as Vietnamese and Laotian populations contributing to its diverse fabric. The diocese, known for its varied educational institutions, attracts migrant Catholic communities, including Malagasy and African students, who often choose to stay for a better future. Despite facing challenges like the COVID-19 pandemic and personnel shortages due to various reasons including health issues and conflicts like the war in Ukraine, the service remains essential, advocating solidarity and support for the most vulnerable.

### RELEVANCE

The Unique Welcome Centre for Unaccompanied Foreign Minors emerged from the necessity to provide a stable and supportive environment for marginalized youth. Initially, these minors found refuge in Olieux Park after being overlooked by state authorities. Recognizing the need for sustained care, a bi-weekly rotation among various parishes was or-

ganized, and managed by ABEJ Solidarity, the Reconciliation Centre, and the pastoral team. However, the cyclical nature of this arrangement led to disconnection and fatigue among both the youth and volunteers.

## **INNOVATIVENESS**

The initiative marked a departure from traditional approaches to migrant support by centralizing resources and services tailored to the specific needs of unaccompanied minors, as it was remarked during the interview. The formation of a volunteer-led pilot team, overseeing various aspects like healthcare, education, and administration, exemplified a collaborative and multifaceted approach. Emphasis was placed on empowering the youth through delegated responsibilities and personalized support systems, ensuring their active participation and agency in decision-making processes.

## **IMPACT**

The decision to establish a dedicated welcome centre stemmed from the growing challenges faced by both the minors and the hosting parishes. Transitioning from transient accommodations to a permanent site allowed for stability and deeper engagement. The project facilitated better integration of the youth into the community and provided a platform for holistic support, including medical, psychological, and educational assistance. Furthermore, it relieved the burden on individual parishes, fostering a sense of collective responsibility and solidarity within the broader church community.

## **SUSTAINABILITY**

The success and sustainability of the project hinge on ongoing collaboration and resource mobilization from diverse stakeholders. The involvement of multiple parishes, alongside other community groups and associations, underscores a shared commitment to long-term support. However, challenges persist, including geographical barriers and logistical hurdles exacerbated by the COVID-19 pandemic. Overcoming these obstacles will require continued advocacy and outreach efforts to engage additional parishes and organisations in the region, ensuring comprehensive and enduring support for vulnerable migrant youth.

## SANTA CLAUS' HAVEN

**Country:** [Poland](#)

**Initiative:** supporting children from Ukraine

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** child support

**Duration of project:** 2022 - to present

**Source of funds:** private funds

**Website:** <https://mikolaj.org.pl/>

**Catholic Church organisations involved and contacts:**

*Fundacja Świętego Mikołaja, ul. Koszykowa 24/7 00-553 Warsaw, Poland.  
Antonina Grządkowska, Email: [antonina.grzadkowska@mikolaj.org.pl](mailto:antonina.grzadkowska@mikolaj.org.pl)*

### INTRODUCTION

In April 2022, the Fundacja Mikołaja created a long-term program called Santa Claus' Haven to assist children fleeing from Ukraine after the beginning of the war. Places were created throughout Poland where children from Ukraine can receive psychological and educational support, are integrated with their peers and have the opportunity to learn Polish.

### RELEVANCE

The organisation's activities are highly relevant, addressing the pressing need to support young immigrants from Ukraine. The Santa Claus' Havens program stands out for its comprehensive approach, providing psychological and educational support, language integration, and scholarships for talented children. By countering potential exclusion and creating a sense of belonging, the initiative plays a crucial role in fostering solidarity and preventing the formation of problematic environments and ghettos. The first edition of the project was attended by 530 organisations located both in large cities and small towns. Currently, there are 15 of them in operation. In addition, by expanding the program addressed to the most talented Polish children, the program provided to 18 of the most talented children under the Haven's care

from Ukraine scholarships for the development of their talents and passions. Between May and August 2023, the organisation launched a similar Boundless Friend program funded by IKEA.

## INNOVATIVENESS

While during the interview detailed innovative practices have not been mentioned, the organisation's approach to accepting and integrating migrants, especially children, showcases innovative thinking. The provision of psychological support, educational assistance, and talent scholarships reflects a nuanced strategy to address the specific needs of young immigrants. As highlighted during the interview, the organisation's added value lies in its dedicated team's good intentions and trustworthiness. Differently from classic approaches adopted in the past, the foundation's team engages in a participative approach by involving those benefiting from the programs in assessments. This approach also strengthens local capacity, encourages local ownership, and involves parishes and the local community, even if the reception is initially challenging. The collaborative approach is evident through the organization's engagement with numerous partners, both institutional and non-institutional. The involvement of volunteers, although not quantified, signifies a collaborative effort.

## IMPACT

The organisation's strength lies in its wide reach, operating throughout Poland and even extending its services to Ivano-Frankivsk in Ukraine. The positive impact is evident through the heartwarming success stories, such as the case of a single father expressing gratitude for the psychological support that significantly improved his children's well-being. The initiative has both immediate and lasting effects, contributing to the well-being of individuals and communities. The primary goal of the organization is to help children in need, and the aim is to assist as many migrants as possible. Satisfaction with the project's work is affirmed, although specific areas for improvement are not detailed. Relevant data concerning 2022 that were provided during the interview are:

- Santa Claus' Havens where the Foundation helped 15,000 children, 130 people from Ukraine were employed, and nearly PLN 7,5 million were donated;

- 18 scholarships were donated to holders from Ukraine in the total amount of PLN 67,000;
- 27 Boundless Friends: 1300 children helped, nearly PLN 1 million was donated

## **SUSTAINABILITY**

Financial support for the initiative comes from sponsors and donors, both private and corporate. While difficulties arise in selecting beneficiaries due to limited resources, the organization has established a network of collaborating organisations across Poland. The plan for the future is contingent on continued funding, and sustainability remains a challenge that is not explicitly addressed in the information provided. Despite challenges, the program's relevance, positive impact, and collaborative efforts contribute significantly to the well-being and integration of young immigrants in Poland.

## SECOURS CATHOLIQUE

**Country:** [France](#)

**Initiative:** Provide shelter and reintegration projects for migrants and refugees

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** hospitality centres and comprehensive support

**Duration of project:** 2020 - to present

**Source of funds:** private and public funds

**Website:** <https://indreetloire.secours-catholique.org/>

**Catholic Church organisations involved and contacts:**

*Caritas France, Président de la Délégation d'Indre et Loire Secours Catholique - 17 bis Quai de Portillon 37100 Tours.*

*Michel Bonnet, Email: [president.370@secours-catholique.org](mailto:president.370@secours-catholique.org)*

### INTRODUCTION

Secours Catholique, an initiative within the activities carried out by Caritas France, plays a central role in contributing to the welcoming and integration of people at the margins of French society, such as irregular migrants or lonely women. The group operates with the goal of accompanying the most vulnerable, particularly migrants, as part of their commitment to social responsibility through language learning and the learning of jobs as preliminary steps towards full integration.

### RELEVANCE

The initiative is highly relevant as it aligns with the group's mission of assisting the most impoverished, with a particular focus on migrants. The diverse assistance offered, including support for irregular migrants, language learning, employment assistance, and community integration, reflects a comprehensive approach. The group's involvement in changing societal perceptions through advocacy demonstrates a commitment beyond immediate aid.



## INNOVATIVENESS

Innovation is evident in various aspects of the initiative. The use of CE-SUs (*chèques emploi service universel*) for individuals in irregular situations showcases a creative approach to enable access to small service jobs. Additionally, the organization of Health Vision Days in collaboration with the Essilor Foundation represents an innovative solution to address the costly issue of visual correction. These practices reflect a thoughtful and adaptable approach to the unique challenges faced by migrants. The group emphasizes the participation of those directly affected, allowing them autonomy in decision-making. The coordination of 18 associations in regular contact with migrants illustrates a participative approach, ensuring the voices of those accompanied are considered. This inclusive method contributes to strengthening local capacities and encourages local ownership. The initiative adopts a collaborative approach involving a substantial number of volunteers and collaboration between institutional and non-institutional actors. The support from public authorities, both in terms of acknowledgement and financial aid, underscores the effectiveness of collaborative efforts. The existence of partnerships, coordination meetings, and the involvement of over 300 volunteers from the delegation demonstrates a robust collaborative ecosystem.

## IMPACT

The initiative has made a positive impact on individuals and communities, as seen in success stories such as the regularization of migrants and their subsequent employment. The strength of the initiative lies in its network of dedicated volunteers and collaborations with partners in the solidarity sector. The positive outcomes, while satisfying, also highlight the ongoing challenges and the need for sustained efforts. The primary objective is to accompany individuals in need, and the initiative has been successful in supporting approximately 400 different people annually. While evaluations and statistical data are not a priority, the qualitative impact on individuals' lives and the overall community is evident. The approach prioritizes the well-being of those assisted, with room for continuous improvement in project implementation.

## **SUSTAINABILITY**

Sustainability efforts are primarily centred around financial means and human resources, according to the elements highlighted during the interview. The group, within its means, provides financial assistance but emphasizes the critical role of learning the French language and gaining employment for long-term integration. Challenges, including insufficient emergency accommodation and persistent irregular situations, pose difficulties, but the group's commitment to finding dignified housing solutions remains unwavering.

## XLUN TOIT - SAINTE CROIX

**Country:** Belgium

**Initiative:** Provide shelter and reintegration projects for migrants and refugees

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** hospitality centres and comprehensive support

**Duration of project:** 2020 - to present

**Source of funds:** private donors

**Website:** <https://www.saintecroix.eu/services/xl-un-toit/>

**Catholic Church organisations involved and contacts:**

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*Email: xl.untoit@gmail.com*

### INTRODUCTION

The XLun Toit, an initiative by the pastoral unit Sainte-Croix, operates in adherence to His Holiness' directive, advocating for the welcoming of migrants in each parish and community. Their commitment to this cause is manifested in securing housing for refugees recognized by authorities. By addressing the immediate needs of refugees and fostering community integration through events and language programs, the pastoral unity actively contributes to a more inclusive and tolerant society.

### RELEVANCE

The project aims to take concrete action to support the genuine integration of refugees in Belgium and in the neighbourhood of Ixelles. As a priority, the team will help people find accommodation and provide financial and administrative assistance. The members are also committed to providing the necessary moral support to the people concerned. The relevance of the pastoral unity's endeavours lies in providing homes for recognized refugees and addressing the immediate needs of vulnerable migrants. Recognizing the importance of

practical integration, the program extends support for a maximum of three years. The financial model, where refugees contribute a portion of the rent, ensures a sustainable approach, emphasizing both assistance and self-reliance.

### **INNOVATIVENESS**

An innovative aspect of the pastoral unity's approach is their emphasis on practical integration beyond mere accommodation. Notably, they assist with language learning, accompany migrants to essential services, and establish connections with local schools for hosted children. Organizing events, such as the Ramadan celebration, fosters social integration between the migrant and local communities. The presence of an Arabic-speaking team member enhances communication with Syrian refugees, demonstrating adaptability in their approach.

### **IMPACT**

The impact of the pastoral unity's initiatives is evident in the provision of homes to migrants, offering a tangible solution to a critical need. The financial model ensures sustainability and self-sufficiency while the emphasis on practical matters, language learning, and connections with local services positively influences the lives of hosted migrants. Events like the Ramadan celebration, with participation from both Muslim and non-Muslim communities, contribute significantly to social integration, fostering understanding and tolerance. Currently, they host a Syrian family and a Ukrainian mother with her child in two different houses.

### **SUSTAINABILITY**

Sustainability is achieved through a multifaceted approach. The financial model, where refugees contribute to rent, ensures an economically viable and self-sustaining program. Collaboration with the Flemish cultural centre, parishes, pastoral unities, and the Vicariate of Brussels not only provides support but also strengthens the program's network, making it resilient. The involvement of private donors showcases community support, making the initiative less dependent on external funding. Regular meetings, meditations, and the involvement of professionals from the vicariate ensure ongoing commitment and direction in

the pastoral approach, contributing to the sustainability of the program. The challenges, notably in finding suitable housing due to prejudices, underline the importance of continued efforts to dispel misconceptions and promote understanding.

## UNIVERSITY PROJECT - UPM

**Country:** [Italy](#)

**Initiative:** Support the university career of migrants and refugees

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** education support

**Duration of project:** 2020 - to present

**Source of funds:** catholic institutions

**Website:** <https://www.upmtorino.it/>

**Catholic Church organisations involved and contacts:**

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### INTRODUCTION

The University Students Project (UPM) of the Migrants Pastoral Office in the Archdiocese of Turin has been actively supporting university students from Africa and Asia facing particular vulnerabilities since 2013. Initially focusing on residential accommodation, the project expanded in 2020 to address the diverse needs of these students comprehensively. The flight from Afghanistan, the war in Ukraine, the tensions in Iran with the impossibility of being able to benefit from even minimal family economic contributions, the increasing difficulties in finding work resources in the Maghreb countries, are producing an ever greater fragility due to the lack of adequate financial support that would allow lifestyles suitable for maintaining a good level of concentration in study.

### RELEVANCE

The Migrants Pastoral Office in Turin, recognizing the challenges faced by university students from Africa and Asia, shifted its focus beyond residential support. The project seeks to understand the unique needs of each student, emphasizing a multidimensional approach. The relevance lies in the pursuit of academic success, ensuring that these students, possessing a specific migration plan, can complete their studies

in Turin and contribute positively to both their host community and their countries of origin. The relevance is highlighted by its focus on academic success, recognizing students as active contributors to their own success and the broader community. All of them have a high school diploma and a good level of education but the difficulty in understanding the language is often great; therefore, the initial gap is not small and not easy to bridge. Scholastic failure has led for some to the loss of important rights such as university residence and scholarships, with repercussions on their state of health and health problems that are difficult to manage for young people, far from their family and country of origin and lacking the necessary financial resources.

## **INNOVATIVENESS**

According to the interviewee, the UPM project distinguishes itself through an experimental and multidimensional approach. By conducting in-depth interviews, the initiative identifies the specific needs of each student, acknowledging the complex challenges exacerbated by COVID-19 and isolation. The project introduces tailored support systems, encompassing not only housing but also nutrition, health, language, and educational support. This innovative model recognizes the importance of a holistic understanding of each student's circumstances, acknowledging their strengths and potential contributions.

## **IMPACT**

The impact of the UPM project is evident in the positive outcomes observed since its expansion in 2020. The constant monitoring of individual situations has led to a reduction in arrears and improved academic performance. The emphasis on academic success is supported by dedicated educational assistance, language courses, and a commitment to addressing the initial linguistic and educational gaps. Collaborative agreements with local universities, especially the Politecnico and the University of Turin, have enhanced the project's effectiveness, illustrating the positive outcomes achievable through partnerships. The students supported are from Cameroon, India, Kenya, Somalia, Congo, Gabon, Ivory Coast, Iran, Pakistan, Gambia, Afghanistan, Nigeria, Madagascar, Guinea, Sri Lanka and Morocco. Approximately 60% are enrolled at the Turin Polytechnic, with the highest demand from students

attending Mechanical Engineering and Computer Science, followed by Electronic Engineering, Electrical Engineering, Energy Engineering, Management Engineering, Chemical Engineering. In recent months, there has been a massive influx of Maghrebi students enrolled in Asian and African Languages and Literatures.

### **SUSTAINABILITY**

Sustainability is a key aspect of the UPM project. The initiative involves volunteers and a coordinator who conduct weekly sessions to understand students' needs, plan subsequent interventions, and evaluate progress. The continuous monitoring and adaptability of the project to emerging challenges contribute to its sustainability. Collaboration with universities, agreements with local institutions, and engagement with third-sector organisations enhance the project's resilience and long-term viability.



## ASSISTING REFUGEES IN SWITZERLAND

**Country:** Switzerland

**Initiative:** Provide shelter and networks of solidarity for refugees

**Beneficiaries:** Refugees

**Thematic area(s) of good practice example:** comprehensive support

**Duration of project:** 2020 - to present

**Source of funds:** JRS and private donors

**Website:** <https://jrseurope.org/en/country/switzerland/>

**Catholic Church organisations involved and contacts:**

*JRS Switzerland. Christoph Albrecht SJ,*

*Email: christoph.albrecht@jesuiten.org*

### INTRODUCTION

The Jesuit Refugee Service (JRS) in Switzerland operates on a notably modest scale compared to other JRS organisations in Europe. The service is primarily managed by a single Jesuit, collaborating extensively with volunteers from various organisations and solidarity groups. The unique challenge faced by the Swiss JRS lies in the prevailing rejection-oriented political landscape, where many individuals, despite being in precarious situations, are not recognized as refugees. The Jesuit Refugee Service in Switzerland, while small in scale, plays a crucial role in addressing the needs of refugees facing legal uncertainties and societal rejection. Through innovative approaches and a commitment to fostering self-agency among migrants, the Swiss JRS contributes meaningfully to the lives of those often overlooked by mainstream assistance programs.

### RELEVANCE

The primary focus of the Swiss JRS is on refugees experiencing multiple forms of precariousness, particularly those lacking refugee status recognition and facing the prospect of forced deportation. The organization strives to address the needs of around 500 individuals in the canton of Zurich who are part of their network of solidarity groups and

organisations. This concentration on individuals with uncertain futures distinguishes the Swiss JRS from other entities, emphasizing the importance of providing assistance to those often overlooked by mainstream support systems.

### **INNOVATIVENESS**

The Jesuit Refugee Service in Switzerland demonstrates innovativeness by navigating the complexities of engaging with individuals who lack recognized refugee status. Unlike organisations that primarily assist recognized refugees, the Swiss JRS focuses on those who are not permitted to have prospects for their lives. Recognizing the difficulty of establishing relationships with such individuals, the organization employs unique means, leveraging the resources available as a Jesuit entity to stay connected with this marginalized group.

### **IMPACT**

The impact of the Swiss JRS is evident in its daily interactions with individuals facing precariousness due to legal status uncertainties. By concentrating efforts on those often neglected by mainstream organisations, the Swiss JRS addresses the specific needs of a vulnerable population. Projects like the collaborative cooking initiative highlight their commitment to fostering a sense of agency among migrants, encouraging them to see themselves as active contributors rather than passive recipients of aid.

### **SUSTAINABILITY**

Financial sustainability is a challenge for the Swiss JRS, particularly as Switzerland is not part of the EU, limiting access to certain funding sources. The organization relies on support from JRS and private donations garnered through collections and masses. Despite these financial constraints, the Swiss JRS utilizes available funds for direct assistance, such as mobility support and legal fees. Sustainability efforts also involve seeking additional support from fellow Jesuits to enhance the scope of assistance and outreach. However, continued sustainability and growth require ongoing support, both financially and through collaboration with fellow Jesuit entities.

## VILLA TERESITA FOR VICTIMS OF HUMAN TRAFFICKING AND PROSTITUTION

**Country:** [Spain](#)

**Initiative:** Provide shelter and reintegration projects for victims of human trafficking and prostitution

**Beneficiaries:** victims of human trafficking and prostitution

**Thematic area(s) of good practice example:** hospitality centres and comprehensive support

**Duration of project:** 1942 - to present

**Source of funds:** national institutions and private donors

**Website:** <https://villateresita.org/>

**Catholic Church organisations involved and contacts:** *Villa Teresita. Conchi Jimenez Aragon, Email: [conchi.jimenez974@gmail.com](mailto:conchi.jimenez974@gmail.com)*

### INTRODUCTION

The project, led by a community of Sisters, provides support and refuge for women who have left prostitution, with a focus on foreign women. They live together in a small community of three nuns and two girls who have left prostitution, almost all of them foreign women. They also work on the road in 4 cities in Madrid, Seville, Valencia and Pamplona catering to the educational, psychological, and legal needs of these women. The community shares a living space with the women, fostering a familial atmosphere.

### RELEVANCE

The project's relevance lies in its holistic approach to assisting women who have experienced prostitution. It provides refuge, education, psychological support, and spiritual guidance without requiring victims to file trafficking reports. The commitment to accompaniment, irrespective of legal status, addresses a critical gap in existing support structures. According to what was declared during the interview, its relevance in providing comprehensive care, irrespective of legal status, demon-

strates a commitment to the well-being and growth of each individual. The first activities carried out involve accommodation and protection, in terms of safe accommodation, basic needs (food, clothing, transport, medication), assessment of the woman's risk situation and learning self-protection measures. Secondly, legal assistance in terms of advice on rights and duties as a victim of trafficking, administrative regularization, protected witness status management and interpretation service in their mother tongue. Lastly, a psychological assistance involving fostering self-esteem, healing of the affective dimension and working on personal history and dependency (post-traumatic stress and learned helplessness syndrome) in order to avoiding re-victimisation.

### **INNOVATIVENESS**

The innovation of the project is evident in its comprehensive support system. By offering psychological intervention, legal assistance, spiritual guidance, and cultural education, it goes beyond traditional approaches. The commitment to women's growth, irrespective of the duration of their stay, demonstrates a nuanced understanding of the diverse needs arising from different backgrounds and experiences.

### **IMPACT**

The project has a profound impact on the lives of the women it serves. By creating a familial environment, addressing psychological wounds, and providing tools for personal and professional development, the women experience holistic healing. The impact is not solely measured by temporal criteria, emphasizing individual growth and well-being. The work on the streets of Madrid, Seville, Valencia, and Pamplona underscores the project's commitment to reaching women in various contexts. The flexibility in the duration of stay and the recognition of diverse needs contribute to the project's effectiveness.

### **SUSTAINABILITY**

The project sustains itself primarily through private donations, maintaining autonomy from public funding. This strategic decision allows the community to prioritize the well-being of the women over rigid ad-

ministrative criteria. While this poses challenges, the community's experience suggests that this approach ensures alignment with their core values and objectives. The collaboration with the Bishop's Conference of South Africa and other religious congregations enhances sustainability. Building networks with organisations like the Parenting Child Counselling Centre in Johannesburg for specialized expertise ensures the project's longevity. The sustainability of the project, achieved through private donations and strategic collaborations, reinforces its autonomy and effectiveness. This initiative not only addresses the immediate needs of these women but also contributes to their long-term healing and integration into society.

## THE MIGRATION AND INTEGRATION UNIT

**Country:** [Bulgaria](#)

**Initiative:** Provide integration programmes for migrants and refugees

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** hospitality centres and comprehensive support

**Duration of project:** 2010 - to present

**Source of funds:** Norway Grants, Asylum, Migration, and Integration Fund 2021-2027, UNHCR, CRS, and the Caritas Network

**Website:** [www.caritas-sofia.org](http://www.caritas-sofia.org)

**Catholic Church organisations involved and contacts:** *Caritas Sofia, Ilinden R. D., bl. 55, Sofia, Bulgaria. Tsvetomir Doumanov, Email: tsvetomir.doumanov@caritas-sofia.org*

### INTRODUCTION

The Migration and Integration Unit of Caritas Sofia serves as a critical pillar in providing comprehensive assistance to migrants and asylum-seekers in Bulgaria. In response to the Ukrainian crisis, Caritas Sofia has undertaken specific projects exclusively dedicated to the needs of Ukrainian refugees. Three projects have been implemented, funded by the Norway Grants, CRS, and UNHCR. The unit remains proactive in addressing the unique challenges posed by the Ukrainian crisis.

### RELEVANCE

Caritas Sofia's Migration and Integration Unit offers a broad spectrum of support, including accompaniment, language training, cultural orientation, and employment counseling. The primary verb identifying their activities is "to integrate," aligning with the unit's overarching objective of fostering the seamless integration of migrants into Bulgarian society. The activities carried out involve, among others: accompaniment and mediation for administrative, educational, and social services; Bulgarian language training; cultural and civic orientation; educational activities

for children; career orientation and employment counseling; vocational trainings; soft skills trainings; non-formal education; entrepreneurship programme; language mentorship.

## **INNOVATIVENESS**

The unit displays innovativeness by continually adapting to the changing needs and contexts of incoming migrants. From interactive language learning methods to civic orientation sessions, Caritas Sofia emphasizes a holistic and individualized approach. Notably, the unit expanded its services to include training programs for entrepreneurship, promoting self-employment and independence. Beneficiaries actively participate in the design, implementation, and evaluation of Caritas Sofia's practices. Regular feedback is sought through interviews, focus groups, and questionnaires. Past beneficiaries are also integrated into the team, contributing to recognizing and responding adequately to emerging needs. The unit adopts a collaborative approach, working closely with various humanitarian actors, institutions, NGOs, and volunteers. Partnerships with the Bulgarian Red Cross, International Organization for Migration, and others facilitate effective case management and referrals. The unit has improved collaboration with institutional actors such as Sofia University and Sofia Municipality.

## **IMPACT**

Caritas Sofia's strength lies in providing multi-faceted and holistic assistance. The unit covers a significant proportion of the migrant population, supported by a diverse and experienced team. A compelling success story involves a young Syrian man who, with Caritas Sofia's support, overcame health challenges, legalized his documents, and aspires to integrate further into Bulgarian society. The main goal of the unit is to provide comprehensive care for the effective adaptation and integration of third-country nationals. In 2022 alone, the unit supported over 6,000 people from various countries, offering services ranging from language mentorship to vocational training. Continuous assessments, monitoring, and statistical data are employed to gauge and improve the efficacy of their practices. In addition: 316 out of the abovementioned 6106 are aged above 65; 2120 children, unaccompanied and accompanied; 400 families received financial support through food vouchers. At the same time, 2000 people started to work and 15 start-ups were launched.

## **SUSTAINABILITY**

While the unit faces challenges with project-based funding and the transient nature of migrants in Bulgaria, it remains a key player in the field since its establishment in 2010. Funding sources include The Norway Grants, Asylum, Migration, and Integration Fund 2021-2027, UN-HCR, CRS, and the Caritas Network. The unit prioritizes financial stability and service quality for the coming years. One of the major difficulties is the fact that Bulgaria has emerged as a transit country and many migrants remain there for brief periods, turning sustainable and in-depth social assistance into a challenge.



## HOUSE PEDRO ARRUPE IN SERBIA

**Country:** [Serbia](#)

**Initiative:** Provide shelter and reintegration projects for children

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** hospitality centres and comprehensive support

**Duration of project:** 2017 - to present

**Source of funds:** national and international institutions

**Website:** <https://jrs.rs/en/>

**Catholic Church organisations involved and contacts:**

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### INTRODUCTION

The Immigration House Pedro Arrupe, initiated in 2017, stands as a testament to the commitment to providing refuge and support to unaccompanied child refugees in Serbia and vital initiative, offering refuge and support to unaccompanied child refugees in Serbia. The project not only addresses immediate needs but also lays the foundation for the long-term integration and well-being of unaccompanied child refugees in Serbia.

### RELEVANCE

The project was established in response to a request from the Ministry of Social Welfare, aligning with a broader initiative to contribute to the social support network for refugees in Serbia. The house specifically caters to unaccompanied children recognized by the border police, a vulnerable group often facing challenges during their journeys. The relevance of this project lies in addressing the immediate needs of unaccompanied child refugees and integrating them into a supportive environment.

## **INNOVATIVENESS**

The project showcases innovativeness in its multifaceted approach. The focus on the specific needs of unaccompanied child refugees, including psychological and psychiatric assistance, reflects a nuanced understanding of their challenges. The establishment of "transition apartments" not only addresses the immediate housing needs but also pioneers social housing for refugees in Serbia. The commitment to education and skill development, exemplified by the success stories of residents, underscores the project's forward-thinking approach.

## **IMPACT**

The Immigration House Pedro Arrupe has a profound impact on the lives of unaccompanied child refugees. With a capacity of about 15 children, the shelter provides a safe haven, especially for those from Afghanistan, Iraq, Syria, and Pakistan. The focus is on children under age 14, particularly unaccompanied minors and children who have been separated from their families. In addition to providing basic needs such as accommodation, food, clothing and medical necessities, JRS staff and partner organisations offer joint activities and individual psychological support. The presence of social workers, pedagogues, and educators, along with collaboration with the Psycho-social Innovation Network, ensures holistic support. The beneficiaries attend Serbian and English courses, as well as painting workshops. The impact is evident in the successful enrollment of children in elementary education, and for those over 16, a government program facilitates accelerated completion of elementary school. Additionally, the provision of "transition apartments" for those turning 18 and continuing their studies or work represents a pioneering step in social housing in Serbia.

## **SUSTAINABILITY**

While the project has made remarkable strides, sustainability remains a challenge. Financial constraints, particularly for the transitional house, pose ongoing difficulties. The need to cover rent, energy, and other expenses underscores the importance of sustained funding. Nevertheless, the success stories of residents progressing to university education and even teaching positions exemplify the long-term impact of the project. Challenges include financial constraints for the transitional

house, requiring continuous efforts to secure funding. Additionally, the psychological and medical needs of arriving children demand ongoing attention. Future directions may involve expanding partnerships with organisations, both local and international, to ensure sustained support and exploring innovative fundraising strategies.

## INTEGRATION INITIATIVES IN KOSOVO

**Country:** Kosovo

**Initiative:** Provide courses and activities aimed at promoting refugee and migrants' integration

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** comprehensive support and integration initiatives

**Duration of project:** 2010 - to present

**Source of funds:** National institutions

**Website:** <https://jrs.net/en/country/kosovo/>

**Catholic Church organisations involved and contacts:** *JRS Kosovo, Ruga "Idriz Gjilani" 10000 Pristina, Kosovo. Orjana Shabani, Email: orjana.shabani@jrs.net*

### INTRODUCTION

JRS Kosovo began its work in the country initially focused on victims of landmines after the war, evolving into a decade-long commitment. Since 2010, their focus has shifted to migrants. JRS Kosovo's integration initiatives exemplify a holistic and adaptive approach to supporting migrants. Their commitment to collaboration, formalizing integration processes, and addressing the individual needs of migrants contribute to their overall impact. Innovation, sustainability efforts, and responsiveness to challenges underscore its significance in facilitating the integration of migrants in Kosovo. As they navigate the complexities of migration, JRS Kosovo emerges as a vital actor fostering inclusivity and societal connections for those seeking refuge.

### RELEVANCE

According to the people interviewed, the relevance of JRS Kosovo projects stems from the shift in focus to migrants, a relatively new aspect given the historical context. It has collaboratively worked with the Ministry of Internal Affairs, initially offering basic services in asylum seek-

er centres, later extending support to detention centres despite their opposition to such facilities. The addition of a reception centre in 2020 further emphasizes the organization's adaptability and commitment to addressing the evolving needs of migrants. Since 2019 there have been people housed in flats after receiving international protection. The rent is paid by the Ministry, but these people are left without other services that are instead offered by JRS Kosovo. In particular, vouchers that they can use to buy whatever they want.

## INNOVATIVENESS

The innovative aspects of JRS Kosovo's initiatives lie in their adaptability and diverse approach to migrant integration. The provision of vouchers for essential needs, collaboration with a supermarket chain, and the incorporation of accredited language courses showcase a commitment to practical and inclusive solutions. The collaboration with municipal authorities, introducing capacity-building activities, reflects an innovative approach to ensure the sustainability of services as migrants potentially disperse beyond the capital.

## IMPACT

JRS Kosovo's impact is multifaceted, encompassing medical and psychosocial services in detention centres, support for those granted international protection, and the initiation of integration processes. The involvement in drafting the "*curriculum of the integration process*" demonstrates a commitment to formalizing and enhancing the integration experience. The social activities following each module contribute to a more holistic approach, providing practical insights into Kosovo's culture, history, constitution, and societal norms. Firstly, JRS Kosovo started working in an 'asylum seeker centre' offering basic services like meals, and medicine. When the local government opened detention centres, JRS started working there (even if they opposed the authorities' decision), offering medical and a psycho-social service. In detention camps it is very limited because people cannot go outside, they only have two hours a day in a kind of courtyard. In this short time, JRS volunteers try to offer activities such as sports or board games, and an Albanian language course and a computer course. Currently, they follow 45 people coming from Ukraine, Iraq, Syria and Afghanistan. At the end of these courses, they issue a certificate that is also signed by the Ministry.

## **SUSTAINABILITY**

The sustainability of JRS Kosovo's initiatives is supported by a collaborative network. Despite being a small team of four, the foundation collaborates with two NGOs specializing in psychological and legal support. Regular coordination meetings help prevent service overlapping, ensuring a streamlined approach. The engagement with municipal authorities for capacity building aligns with the government's policies, strengthening the organisation's long-term sustainability. During the interview, the challenges posed by the evolving locations of migrants, necessitating collaboration with various municipalities, were highlighted. The need for more personnel, resources, and time to address bureaucratic hurdles is acknowledged. However, the organisation's dedication to continually improving services and its responsive approach to challenges position it well for future endeavours.

## INTER-RELIGIOUS COLLABORATION IN ALBANIA

**Country:** Albania

**Initiative:** Protect individuals from human trafficking and support them at their arrival

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** comprehensive support and basic aid

**Duration of project:** 2015 - to present

**Source of funds:** private and national funds

**Website:** <http://caritasalbania.org/category/antitrafikimi/>

**Catholic Church organisations involved and contacts:**

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*Ariela Mitri, Email: [caritasalbania@caritasalbania.org](mailto:caritasalbania@caritasalbania.org)*

### INTRODUCTION

Caritas Albania, in collaboration with the Ministry, operates two offices in the northern region. Focused on aiding border police in identifying migrants and refugees, Caritas Albania engages in various initiatives, providing food, medical services, advocacy, and support for integration.

### RELEVANCE

Situated at the gates of Europe in a transit zone, Caritas Albania plays a crucial role in addressing the dynamic flow of migrants. The general objective of aiding border police in identification aligns with the broader goal of supporting vulnerable populations. With a focus on those who often remain invisible, Caritas Albania's multifaceted approach encompasses essential services, advocacy, and collaboration with various communities. According to what was highlighted during the interview, Caritas Albania's collaborative approach, bridging gaps with the government, border police, congregations, and interreligious groups, showcases a holistic model for migrant support. The organization's

impact, stemming from immediate relief to long-term integration, reflects a commitment to addressing the multifaceted challenges faced by migrants. Human trafficking in itself requires special attention. Some flows mainly transit through Montenegro, Bosnia and Herzegovina and Croatia in order to reach EU countries in Northern Europe. Albania was affected by measures taken by neighbouring countries, some of which closed their borders, blocking the passage of migrants and asylum seekers from Africa or the Middle East. Therefore, Albanian territory was used for the transit of refugees, asylum seekers and irregular migrants from the border with Greece. According to the data provided during the interview, since 2015 Albania has faced a 1,100% increase in refugees and migrants arriving in the country, reaching 17,000 arrivals in 2020. In 2021, the Border and Migration Police intercepted a total of 17,754 people. More than 70% came from Syria, Afghanistan and Iraq. The most frequently used corridor includes the border zone with Greece and crossing in the areas of Kapshtica and Kakavija.

## INNOVATIVENESS

Caritas Albania showcases innovativeness through diverse initiatives. Working with children and women, they facilitate skill-building activities, empowering women to create sellable items. The collaboration with an interreligious group for a year and a half demonstrates a unique approach, addressing the diverse religious landscape of Albania. The focus on dialogue and collaboration to integrate migrants involves religious leaders from different faiths, promoting inclusivity and understanding. One of the most innovative aspects highlighted during the interview is the collaboration with different congregations, especially in the most crowded areas. For a year and a half, Caritas Albania had the opportunity to collaborate with an interreligious group which is quite relevant in a country that hosts five religions. We wanted to bring the theme of migration also with members of religions other than Catholic. Caritas' work involved explaining people's stories and experiences, sharing the importance of helping those who are transiting the country and what the different religious communities can do for them. In these meetings, leaders of every religion participated, Muslims, Catholics, Orthodox, Protestants, etc. Within the inter-religious group, Caritas discussed and worked on the issue of integration. In particular, policies and how to implement them. The outcome of this interreligious dialogue activity was deemed very positive and it was followed-up by an



intensified dialogue also with local authorities and the government in drafting reforms regarding international protection laws and the training of magistrates on these issues.

## **IMPACT**

Caritas Albania's impact is evident in both immediate relief efforts and long-term advocacy. Providing food, medical services, and aiding identification creates a tangible difference for migrants. Advocacy initiatives, including meetings with border police, contribute to changing perceptions and fostering understanding. Collaborative efforts with the Church, local communities, and interreligious groups underline a holistic impact that extends beyond immediate assistance to long-term integration and support. On the protection side, Caritas strengthened the capacities of field units to identify cases and refer them to social service organisations for shelter, food, psychosocial counselling and livelihood support.

## **SUSTAINABILITY**

Sustainability is a key aspect of Caritas Albania's initiatives. The collaboration with six dioceses to formulate an emergency migration plan highlights the organization's preparedness for fluctuating migration patterns. The engagement with congregations and communities emphasizes sustainable partnerships, filling gaps where infrastructure is lacking. The interreligious dialogue, extending beyond understanding to discussions on integration policies, demonstrates a commitment to sustained efforts for migrant support. While collaboration and advocacy efforts have seen success, challenges persist, such as the need for more physical spaces in areas where Caritas operates. Ongoing partnerships and collaboration with congregations and communities are crucial for continued success. Future endeavours include addressing emergent needs, furthering interreligious dialogues, and adapting strategies to changing migration patterns.

## PROCLADE'S SOCIAL ACTION SECTION IN MADRID

**Country:** [Spain](#)

**Initiative:** address challenges posed by the pandemic crisis in health, housing and labour sectors

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** bureaucratic assistance and labour market integration

**Duration of project:** 2020 - to present

**Source of funds:** Public and private funds

**Website:** <https://www.fundacionproclade.org/accion-social/>

**Catholic Church organisations involved and contacts:** *Fundacion PROCLADE, Calle Conde de Serrallo, 15, 28029 Madrid. Diego de Bustos, Email: [cuidados.madrid@fundacionproclade.org](mailto:cuidados.madrid@fundacionproclade.org)*

### INTRODUCTION

PROCLADE, primarily a foundation focused on cooperation, expanded its scope in 2020, introducing a dedicated "social action" section to address the challenges brought about by the pandemic. The relevance, impact, innovativeness, and sustainability of PROCLADE's work in Madrid, particularly concerns migrants, their needs, and the multifaceted approach adopted by the foundation. PROCLADE's Social Action Section in Madrid represents a dynamic and holistic approach to supporting migrants.

### RELEVANCE

In response to the pandemic, PROCLADE's social action section emerged as a vital force in Madrid, focusing primarily on migrants. The core of their work involves providing information, particularly navigating bureaucratic processes. Recognizing the digital divide, the foundation also offers assistance with computers, acknowledging that many migrants lack access to or proficiency in using technology. PROCLADE's relevance lies in addressing the immediate and diverse

needs of migrants, especially those from Latin American countries, holistically. Within the framework of the project, Fundacion PROCLADE advises people who are going through difficult situations on the different needs and demands they have, so that they can best cope with the reality they experience. The areas covered by the project are the following: access to health; emotional support; job search; administrative tasks; legal issues (immigration, housing, employment, etc.) and food and housing resources.

## **INNOVATIVENESS**

PROCLADE's approach to social action is innovative in its comprehensiveness. Beyond traditional aid, they provide legal, emotional, and practical support tailored to each individual's unique circumstances. The incorporation of various groups, focusing on art therapy and physical activities, showcases a commitment to addressing both the practical and emotional dimensions of migrants' experiences. The organization's recognition of the importance of time, active listening, and individualized attention further underscores its innovative approach.

## **IMPACT**

The impact of PROCLADE's work is multifaceted, addressing a spectrum of challenges faced by migrants. The foundation's approach is unique, encompassing legal advice, basic needs assistance, work-related information, and emotional support. The five groups established by PROCLADE cater to specific needs, such as women's support, discussion forums, combating isolation, art therapy, and physical activities. The individualized approach, coupled with weekly check-ins, demonstrates a commitment to building meaningful relationships with migrants, fostering a sense of community. In 2022, the project recorded 302 people directly assisted and 1.208 indirectly assisted; the total amount of funds employed to cover the expenses was 78.950€, with the contribution of Fundación La Caixa. The resources to finance this project amounted to approximately 7% of the foundation's total resources in 2022.

## SUSTAINABILITY

The sustainability of PROCLADE's social action section is upheld by a combination of private and public funding. Regular private donors, including support from La Caixa, a bank, contribute to the financial stability of the organization. The collaboration with public funds ensures a balanced financial structure. However, the report highlights the need for additional resources and time to reach more people and address bureaucratic hurdles effectively. The foundation's reliance on partnerships with other organisations enhances sustainability by ensuring that individuals with specific needs are appropriately directed. PROCLADE acknowledges the challenges posed by bureaucracy, time constraints, and the need for more dedicated personnel. During the interview, it was emphasized that the foundation would benefit from additional workers and increased time to address bureaucratic complexities effectively. While partnerships with other organisations are essential, the need for specialization sometimes requires referrals, indicating areas for potential growth and collaboration.

## SOCIAL CAFÈ PROJECT IN BIHAC

**Country:** Bosnia and Herzegovina

**Initiative:** Provide socialization and integration activities

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** hospitality centres and comprehensive support

**Duration of project:** 2018 - to present

**Source of funds:** Italian institutions and private donors

**Website:** <https://www.ipsia-acli.it/cosa-facciamo/paes/bosnia-erzegovina.html>

**Catholic Church organisations involved and contacts:** *IPSIA Acli, via della Signora 3, Milan, Italy. Silvia Maraone, Email: ipsiabih@gmail.com*

### INTRODUCTION

Situated in Bihac, Bosnia, IPSIA Istituto Pace has been registered since 1997, pivoting its focus to the transient population since 2018. IPSIA's Social Cafè project offers an insight into the organization's response to the emergent needs of migrants in transit.

### RELEVANCE

IPSIA's interventions have adapted to varying phases, particularly addressing the emergency phase when the migration route opened, necessitating immediate aid. The organization, collaborating with the Red Cross, provided essentials like food, shelter, tents, sleeping bags, and blankets. Transitioning to a more stable phase with temporary reception centres, the Social Cafè project emerged as a vital socialization space, acknowledging the importance of human connection amidst the challenges of displacement. The small city of Bihac presents challenges, as the project officer interviewed remarked, particularly social media attacks on those working with migrants. IPSIA counters this by strategically involving young individuals who can act as conduits for positive messaging and community engagement. Leveraging word-of-mouth

and direct interventions by acquaintances helps create meaningful moments amidst societal tensions.

### **INNOVATIVENESS**

The innovation lies in IPSIA's approach to psychosocial intervention within a transient context. By focusing on the human aspect, creating a space free from administrative constraints, and addressing the psychological needs of migrants, IPSIA's Social Cafè stands as an innovative model for supporting individuals in transit. This approach goes beyond immediate material assistance, emphasizing the importance of personal connections and cultural understanding.

### **IMPACT**

The Social Cafè serves as a multifaceted hub within the camps, reminiscent of a community centre. By providing recreational activities, language courses, creative pursuits, and sports, IPSIA contributes to enhancing the quality of time spent by migrants. The project aligns with the psychological needs of migrants, recognizing them as individuals seeking acknowledgement. The Cafè, as a free space, fosters relationships, allowing migrants to share their stories and fears, transcending bureaucratic requirements present in other camp activities.

### **SUSTAINABILITY**

The project's sustainability is currently supported by funding from the Italian Ministry of Foreign Affairs through AICS, securing financial backing until 2025. While private funds sustained the project until last year, the shift to public funding underscores the project's credibility and the recognition of its long-term impact. The challenge of physical proximity to the EU border and the continuous flow of individuals necessitates a sustainable approach to building relationships. The witnessing of police violence, political instability, and regional challenges emphasizes the importance of adaptable strategies for long-term sustainability. Operating near the EU border poses unique challenges, primarily the high turnover of individuals, with an estimated 20,000 expected this year. Building meaningful relationships becomes difficult in this transient context. Witnessing police violence and navigating political and region-

al instability adds layers of complexity. IPSIA tackles these challenges by engaging in inclusion activities and facilitating mutual understanding between the transient population and the local community. IPSIA's longstanding presence and diverse activities in the local community contribute to positive relations with local authorities. Supporting both migrants and the local population, IPSIA is viewed favourably, enhancing its efficacy in the region.

## BRIDGING GAPS AND FOSTERING INCLUSION THROUGH RURAL INTEGRATION

**Country:** [France](#)

**Initiative:** promoting integration through discovering rural life in France

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** integration and recovery of rural centres

**Duration of project:** 2022 - to present

**Source of funds:** Private donors

**Website:** <https://www.jrsfrance.org/jrs-ruralite/>

**Catholic Church organisations involved and contacts:** *J*

*RS France, 3 rue Porte Tourny, 87000 Limoges, France.*

*Pauline Huguet, Email: [pauline.huguet@jrsfrance.org](mailto:pauline.huguet@jrsfrance.org)*

### INTRODUCTION

JRS, operating in the countryside, focuses on enabling displaced persons to discover rural life rather than merely integrating them. The goal is to offer a unique perspective on rural living, allowing individuals to decide if they want to make it their home. This approach not only benefits the displaced but also presents an opportunity for rural areas to diversify and embrace inclusivity.

### RELEVANCE

The relevance of JRS's program lies in its commitment to providing displaced persons with exposure to rural life. By organizing small group activities, including farm visits and nature work, participants gain insights into alternative ways of living, particularly in organic farms. While integration is a positive outcome, the primary objective is to offer a choice and a new perspective, recognizing that rural life is not universally suitable for everyone. Substantially, the project provides assistance to those expressing a desire to live in the countryside, including driving lessons, job placement, and housing support, showcasing a holistic and gradual approach.



## INNOVATIVENESS

The innovative aspect of JRS's program lies in its approach to rural integration. By focusing on exposure rather than immediate integration, the program offers a unique and gradual pathway. The emphasis on language learning and social understanding during short stays contributes to a smoother transition for those considering rural living. Additionally, the collaboration with organisations like WWF and the Confederation of Agricultural People showcases a comprehensive approach to support. The program's innovative approach focuses on exposing displaced persons to rural life, emphasizing choice and perspective rather than immediate integration. The emphasis on language learning during short stays contributes to smoother transitions, ensuring participants understand the social norms of French rural communities. Additionally, collaborations with WWF and the Confederation of Agricultural People highlight an innovative and comprehensive approach to support, ensuring a holistic integration process.

## IMPACT

The impact of JRS's program is evident in its ability to create meaningful experiences for participants. Through day-long farm visits and nature work, individuals discover different facets of rural living, fostering a connection with the environment. The subsequent short stays with local families provide an opportunity to learn French, understand social norms, and establish a network within the rural community. Engaging small groups in farm visits and nature work creates impactful experiences, allowing participants to explore diverse aspects of rural living. Offering short stays with families fosters language learning, social integration, and the building of networks within the rural community. In 2022, JRS France recorded 36 short breaks, 46 asylum seekers and refugees welcomed, 14 active host sites, including 9 WWOOF France farms and 40 activities organized.

## SUSTAINABILITY

Sustainability is a key consideration for JRS, reflected in its gradual and personalized approach. The organization collaborates with WWF and the Confederation of Agricultural People to find homes and provide orientation for displaced persons. The slow and deliberate pace, waiting

for individuals to express genuine motivation, ensures a higher success rate in transitioning to rural life. While facing challenges in volunteer retention, JRS maintains a network of over 100 committed volunteers, primarily families who open their doors to asylum seekers. Despite several challenges, the project has maintained a network of over 100 committed volunteers, primarily families, demonstrating the sustainability of the program.

## OPERAZIONE COLOMBA

**Country:** Greece - Italy

**Initiative:** local support to migrants and refugees in the places of arrival

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** human assistance

**Duration of project:** 2022 - to present

**Source of funds:** Private and institutional donors

**Website:** <https://www.operazionecolomba.it/chi/operazione-colomba/storia-di-operazione-colomba/grecia.html>

**Catholic Church organisations involved and contacts:** *Associazione Comunità Papa Giovanni XXIII, via Mameli 5, Rimini, Italy. Sara Ianovitz, Email: [operazione.colomba@apg23.org](mailto:operazione.colomba@apg23.org)*

### INTRODUCTION

Operazione Colomba operates within the Papa Giovanni 23rd community, specializing in non-violent interposition primarily in conflict zones. The Operazione Colomba project emerged as a response to the growing interest among volunteers returning from conflict areas, gradually expanding its focus to migration routes and the integration of migrants. Starting with exploratory trips, the project has evolved into a dedicated effort to understand and address the challenges faced by migrants.

### RELEVANCE

The “Operazione Colomba” project stands out for its commitment to direct engagement with conflict victims. Unlike typical NGOs providing aid, Operazione Colomba focuses on sharing experiences with victims. In Greece, their non-violent interposition involves protection against law enforcement violence and safeguarding against racism, ensuring migrants’ rights to education and health. The core principle is to live alongside the people they serve, fostering genuine connections. Stripping away labels and emphasizing individual names becomes a catalyst for true change, humanizing the migrant experience. Additionally, the project has con-

sultative status at the United Nations in Geneva, allowing them to voice concerns and situations directly affecting migrants.

## **INNOVATIVENESS**

The innovation of Operazione Colomba lies in its people-centric approach, its focus on shared experiences and non-violent interposition, treating migrants as individuals rather than mere recipients of aid. Rather than delivering material aid, the project brings volunteers, engaging in non-violent interposition and building trust. Their commitment to living in proximity to those they assist ensures a deeper understanding of the challenges faced by migrants. The commitment to living in proximity to migrants distinguishes the project, providing a deeper understanding of their challenges and needs. The focus on stripping away labels and treating individuals as unique entities sets the project apart.

## **IMPACT**

Key to Operazione Colomba 's impact is its direct and sustained presence in areas of need. The project intervenes in support and international solidarity for migrants, offering not just immediate aid but also companionship, guidance, and human connection. The team's proactive response to crises, such as the Moira campfire in Lesvos, highlights their dedication to immediate assessment and intervention. The core principle involves living among the people they serve, fostering genuine connections and breaking down barriers. The project goes beyond immediate aid, offering companionship, guidance, and support for migrants' basic needs, including hospital visits and bureaucratic processes. The focus on building trust is exemplified in instances where Operazione Colomba was the go-to association for authorities during crises, showcasing the established trust.

## **SUSTAINABILITY**

Operazione Colomba has established a sustained presence in Athens, with regular visits to Lesvos and monitoring trips to Greece's borders. By adopting a three-month on, three-month off model for volunteers, the project ensures continuity while preventing burnout. While difficult to quantify, the satisfaction comes from migrants sharing their success-

ful journeys and expressing gratitude, emphasizing the impact of the assistance provided. At the same time, continuity is ensured following a “three-month on, three-month off” model for volunteers to prevent burnout and maintain mental clarity. The sustained presence in Athens, periodic visits to Lesbos, and monitoring trips to Greece's borders indicate the project's enduring commitment. Collaborations and partnerships further contribute to sustainability. The monitoring of human rights contributes to the project's efficacy, providing valuable insights and data for continued improvement.

## COUNSELLING SERVICES TO MIGRANTS AND REFUGEES

**Country:** Germany

**Initiative:** to promote migrants' integration in German society through tailored counselling services

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** counselling services

**Duration of project:** 2020 - to present

**Source of funds:** National institutions

**Website:** <https://caritas.ge/>

**Catholic Church organisations involved and contacts:**

*Caritas Lower Saxony, Landes-Caritasverband für Oldenburg e. V. Neuer Markt 30, 49377 Vechta. Amira Hasso, Email: [hasso@lcv-oldenburg.de](mailto:hasso@lcv-oldenburg.de)*

### INTRODUCTION

Caritas, operating in Lower Saxony, is a key player in providing assistance and support to migrants, focusing on holistic solutions and innovative approaches. Caritas in Lower Saxony is divided into three dioceses. The interview was conducted with the responsible for the Oldenburg region as a consultant for migration/integration. Together with her colleagues in Hildesheim and Osnabrück, they form the Caritas in Lower Saxony (CiN), the Migration Department. They are networked in the State Working Group of Independent Welfare Lower Saxony (LAG FW Nds.) where they exchange ideas and practices with the other welfare associations in the Expert Committee on Migration, lobbying and advising the local associations.

### RELEVANCE

Caritas distinguishes itself through its verb – self-help. By empowering migrants to learn the language and aiding them in overcoming everyday challenges, Caritas promotes self-sufficiency, confidence, and effective integration. This approach aligns with the organization's commitment to

addressing the root causes of problems, not just the symptoms. While facing challenges during the influx of Ukrainian refugees, joint projects such as playgroups and international cafes mitigated concerns and facilitated integration. The organization's commitment to equal treatment remains a fundamental principle.

## **INNOVATIVENESS**

Caritas demonstrates innovativeness through its diverse counselling methods and project concepts. By addressing unique challenges faced by young people, innovative solutions have facilitated their integration into work or training. The added value of these innovations lies in strengthening social cohesion, a core component of Caritas's mission. An innovative element in the framework of Caritas' activities is the active involvement of both advisors and migrants in designing, implementing, and evaluating practices. A participative approach is what distinguishes Caritas counselling services including asylum seekers, refugees and counsellors who are engaged in various projects, fostering collaboration and ensuring that their unique perspectives are considered. Strengthening local capacity and encouraging ownership sustains the success of this approach.

## **IMPACT**

Caritas's strength lies in its holistic approach, tackling both the symptoms and the root causes of migrants' problems. By fostering new social contacts and networks, Caritas enables individuals to lead regular everyday lives, contributing to their overall well-being. The success story of a young doctor seeking a German course exemplifies Caritas's tailored approach. Identifying the individual professional background, the counsellor directed him to a specialized medical course, facilitating a swift return to the workforce. Such personalized approaches have a direct and tangible impact on individuals' lives. Caritas's main goal is to ensure that individuals with a migration background are entitled to all opportunities, rights, and obligations. Regular assessments, monitoring, and statistical data collection are integral to evaluating the efficacy of their services. Despite contentment with their work, funding challenges persist, impacting the organization's ability to reach more people.

## **SUSTAINABILITY**

Financial support, though primarily for one-off needs, plays a role in addressing immediate financial hardships. However, Caritas recognizes the importance of long-term solutions, referring refugees and migrants to debt advice services for sustainable support. Challenges in sustaining these services, due to funding cuts, pose a threat to the comprehensive assistance provided. Moreover, adopting a collaborative approach, Caritas fosters partnerships with institutional and non-institutional actors. Cooperation with authorities has improved, and various projects are funded by state, federal funds, or private donations. Volunteer involvement varies across projects, reflecting the diverse nature of Caritas's initiatives.



## REFUGEES SUPPORT AND INTEGRATION IN GERMAN SOCIETY

**Country:** Germany

**Initiative:** to welcome refugees in German society

**Beneficiaries:** Refugees

**Thematic area(s) of good practice example:** hospitality and comprehensive support

**Duration of project:** 2020 - to present

**Source of funds:** National and institutional investment

**Website:** <https://www.malteser-werke.de/>

**Catholic Church organisations involved and contacts:**

*Malteser Werke DE, Rosa-Luxemburg-Str. 27 D-18055 Rostock.*

*Christian Schapat, Email: [Christian.Schapat@malteser.org](mailto:Christian.Schapat@malteser.org)*

### INTRODUCTION

Malteser Werke, as a Catholic NGO, plays a crucial role in supporting refugees and migrants in Germany. With over 80 facilities and more than 1,800 employees, their activities span across various aspects, including social care, case working, integration, language classes, and integrative projects for psychosocial support.

### RELEVANCE

The organization's activities are comprehensive, covering the entire spectrum from welcoming newcomers to integrating them into German society. Malteser provide assistance throughout the asylum-seeking process and even beyond, fostering a sense of community and support. In response to the Ukrainian crisis, Malteser Werke experienced overwhelming solidarity from the population. They set up a volunteer coordination team and implemented a Mental Health project for Ukrainian refugees. These initiatives showcase the organization's adaptability and responsiveness to emerging crises. Refugees are accompanied through their whole asylum-seeking process from the arrival and reg-

istration with providing medical support, to submitting their asylum application, helping children to visit nurseries or schools, helping adults to get employed, etc. Normally the migrants stay with Malteser until the end of their asylum-seeking procedure and, in case the process succeeds, people are helped to find their own homes and to make sure they got the best support from the Malteser to start a self-determined life in Germany.

### **INNOVATIVENESS**

Malteser Werke actively embraces innovation, evident in their establishment of an innovation management system and the "Gewächshaus M" development program. This commitment allows them to implement new projects and ideas that genuinely benefit the people assisted. Evaluation and assessment ensure that only useful activities are sustained, emphasizing a human-being-based approach.

### **IMPACT**

The strength of Malteser Werke lies in its affiliation with the Malteser Family, enabling it to tap into a vast pool of experts and build a strong network with other NGOs, authorities, and politicians. This network enhances their ability to positively influence policies and improve the well-being of refugees. The implementation of a project to train refugees as psychosocial counsellors stands out as a success, leading to its expansion across all facilities in Germany. Such initiatives contribute significantly to the well-being of refugees, providing them with valuable skills and opportunities. With a mission focused on defending the faith and assisting the poor, Malteser Werke has been successful in achieving its goals. Currently supporting over 20,000 migrants and refugees in Germany, the organization employs rigorous assessment and monitoring, both internally and externally. An example of success story was mentioned during the interview, regarding a project in the federal state of Mecklenburg-Vorpommern to train refugees and migrants as psychosocial counsellors for asylum seekers. This project was such a success that it is now funded by the state government and will be rolled out through all Malteser's facilities in Germany.

## SUSTAINABILITY

Malteser Werke's sustainability is rooted in financial support from state authorities. While facing challenges like societal scepticism and the influx of refugees, the organization remains resilient. Their territorial network, both local and European, ensures effective organization and coordination. To continue their impactful work, they plan to maintain high standards and secure long-term projects. Malteser Werke actively involve the local community, parishes, and volunteers, fostering a collaborative environment. The organization's open-door policy encourages engagement with the refugees and ensures a harmonious relationship with the local population. The organization aims at fostering partnerships with institutional and non-institutional actors. Their extensive network includes collaborations at local, regional, national, and European levels. Volunteer networks are active in every institution, demonstrating the collective effort in supporting refugees.

## CORAÇÕES QUE CUIDAM – HEARTS THAT CARE

**Country:** Portugal

**Initiative:** training courses for professional integration in the labour market

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** professional training in the care and elderly support sector

**Duration of project:** 2022 - to present

**Source of funds:** EU funds

**Website:** [www.jrsportugal.pt](http://www.jrsportugal.pt)

**Catholic Church organisations involved and contacts:**

*JRS Portugal, Rua da Fabrica Social 17, 4000-121 Porto.*

*Rosario Silva, Email: [rosario.silva@jrs.net](mailto:rosario.silva@jrs.net)*

### INTRODUCTION

The Academia JRS (Jesuit Refugee Service) operates with the primary objective of ensuring sustained growth for immigrants and refugees. Emphasizing innovation, creativity, and quality training, the JRS provides certified training in various fields, including child and youth support, social work, guidance, domestic services, and Portuguese language and culture initiation. The overarching goal is to equip migrants and refugees with personal, social, and professional skills, facilitating their employability and integration into Portuguese society. The primary goal is to empower migrants and refugees for socio-professional integration in Portuguese society.

### RELEVANCE

The specific initiative, "*Corações que Cuidam*" (Hearts that Care), aimed to empower 48 refugee and migrant women in elderly care, focusing on palliative care. The project, spanning three months, included modules on Basic Elderly Care, Grief/Palliative Care, Personal Development, Job Search Techniques, and a month of practical training. The initiative also

featured a "Coaching for Empowerment" program. The main verb identifying the activities would be "integrate," as the primary objective was to integrate these women into the socio-professional sphere. However, the project also functioned as a space for welcoming and empowerment. The initiative is crucial as it provides training and empowers migrant and refugee women in a high-demand profession, resulting in an over 80% employment rate. The project's strategic relevance lies in addressing a high-demand sector, evident in the employment success of participants and the empowerment it offers through both professional and human development. It addresses real workforce needs, contributing to the professional integration of participants and responding to market demands. The comprehensive training model enhances not only professional skills but also personal, social, and independent job-seeking capabilities.

## **INNOVATIVENESS**

The project's innovation lies in its approach to training migrant and refugee women in a high-demand sector. Its added value stems from being inclusive, short-term, and addressing personal and social competencies. The main innovation point is its openness to irregular migrants, short-duration multidisciplinary training, and emphasis on both professional and personal development. More than 80 per cent of the project's participants have found a job and, as a result, greater financial autonomy. On the other hand, migrant women who had never worked in Portugal were able to get their first job and thus start the process of regularisation in the country. The project has effectively empowered these women, which has translated into the ability to look for work on their own, to feel self-confident and more secure in their abilities and their professional values.

## **IMPACT**

The project covered 48 migrants and refugees. In 2022, JRS Portugal supported 4572 migrants and refugees and trained 196 in various areas. The initiative has achieved sustained positive impacts on participants and local communities. 6 courses in the area of care for the elderly, specialising in palliative care, (3 in Porto and 3 in Lisbon), 48 migrant and refugee women trained and certified in this area; 40 migrant and refugee

women professionally integrated. Over 80% of participants found employment, leading to improved living conditions, regularization of documentation for those initially irregular, increased awareness of rights, and enhanced autonomy in job searching. The project targeted two goals in particular, i.e. responsive training for irregular migrants with a lack of institutional alternatives, and short-duration, multidisciplinary courses addressing technical, practical, and essential personal and social skills. Examples of success stories have been shared during the interview. For example, Adriana, a recent migrant to Portugal, transitioned from being unemployed and irregular to securing a job in elderly care. The project equipped her with tools for job hunting, resulting in a swift employment offer. Her success is emblematic of the project's positive impact.

## **SUSTAINABILITY**

The "Hearts that Care" project was approved under the Active Citizens Programme, funded by the EEA Grants and managed by the Calouste Gulbenkian Foundation in consortium with the Bissaya Barreto Foundation. Part of the project was carried out with JRS human resources, particularly in terms of employability, and also with the support of volunteers who took on the dynamisation of some training modules in Porto and Lisbon, particularly in the areas of Coaching and Personal Development. However, multiple challenges have been faced. Among these, the necessity of specialized trainers for elderly and palliative care, making ongoing funding crucial for the project's continuity. JRS Portugal has a territorial network with teams across the country, facilitating effective project implementation. Plans involve introducing innovations, seeking funding through applications, and maintaining partnerships in order to ensure future sustainability for the project. Continued investment in securing funding is planned to ensure the project's sustainability. The project has demonstrated sustainability in terms of positive results, expanded partnerships, structured training programs, and the availability of qualified volunteer trainers. The project adopted a collaborative approach, fostering relationships with partners, institutions, and volunteers. Collaboration improved among both institutional and non-institutional actors, resulting in new partnerships and reinforcing existing ones.

## ENHANCING WELL-BEING AND INTEGRATION IN GEORGIA

**Country:** [Georgia](#)

**Initiative:** Provide shelter and reintegration projects for migrants and refugees

**Beneficiaries:** Asylum seekers, migrants and refugees

**Thematic area(s) of good practice example:** hospitality centres and comprehensive support

**Duration of project:** 2020 - to present

**Source of funds:** Frontex, Solwodi Germany, Caritas Germany and CIB (Caritas International Belgium)

**Website:** <https://caritas.ge/>

**Catholic Church organisations involved and contacts:**

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*Inga Chkheidze, Email: [inga.chkheidze@caritas.ge](mailto:inga.chkheidze@caritas.ge)*

### INTRODUCTION

Caritas Georgia plays a pivotal role in addressing migration challenges through two key initiatives: the Migration and Reintegration Project and the Shelter for Ukrainian Refugees. The former focuses on the reintegration of Georgian migrants, providing assistance from airport reception to income-generating activities. The latter project shelters Ukrainian refugees, offering not only basic necessities but also language classes and vocational training. The verbs “to welcome” and “to protect” encapsulate the essence of these initiatives, emphasizing the organization’s commitment to promoting reintegration and safeguarding the vulnerable.

### RELEVANCE

Caritas Georgia’s initiatives are crucial in a world grappling with increasing migration challenges. The reintegration project’s structured approach and financial transparency underscore its strengths, enabling effective communication and problem assessment. The significance of

these initiatives lies in promoting reintegration, meeting basic needs, and facilitating adaptation to Georgian society, especially for Ukrainian refugees who find themselves displaced and vulnerable. Success stories abound, each contributing to the long-term positive impact on individuals' well-being and the communities they become part of. Caritas Georgia's commitment to protecting human dignity and rights in the face of the Ukrainian crisis adds another layer of relevance to its mission, making it a beacon of hope for migrants and refugees alike. Monitoring and assessment are part of these projects, the staff is responsible for reporting all the cases and collecting statistical data that are analysed for internal purposes.

### **INNOVATIVENESS**

While the initiatives primarily address basic needs, their innovation lies in the structured approach to reintegration and the comprehensive support offered to Ukrainian refugees. The added value lies in financial transparency, effective communication, and the creation of a network to address migration issues in Georgia. Although the practice leans toward fulfilling basic needs, its impact resonates in the success stories that empower individuals and communities. Every activity or practice is tailored to the needs of the beneficiaries.

### **IMPACT**

Caritas Georgia's initiatives have a profound and lasting impact. With financial support from Frontex, Solwodi Germany, Caritas International Belgium, and Caritas Germany, the organization sustains its efforts. The reintegration project, with its well-established network, faced challenges in communication with beneficiaries. However, the organization plans to continue its work, demonstrating a commitment to sustainability. The long-term impact is evident in beneficiaries establishing small businesses and one refugee family set to start anew in Canada. Caritas Georgia's initiatives exemplify a compassionate and comprehensive response to migration challenges. Through a participative approach, the organization tailors its projects to the needs of beneficiaries, strengthening local capacity and garnering support from the local community, which is very keen to help migrants and refugees and ensure their stability. Current data show that the Reintegration Project helped around 200 people (40 in 2021), while the Ukrainian Shelter Project assisted 40 people.



## **SUSTAINABILITY**

Financial support from diverse sources ensures the sustainability of Caritas Georgia's initiatives. Challenges related to miscommunication and coordination are recognised, but being part of a network of organisations working on migration issues enhances organisational strength. With plans to continue collaboration with donors and partner organisations, Caritas Georgia aims to ensure the enduring impact of its projects. Collaborative efforts with various actors, including UN agencies, state entities, and NGOs, showcase a holistic approach to migration issues.







DICASTERY FOR PROMOTING  
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DEVELOPMENT

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