

Resettlement, Integration & Capacity Building Map

Integration Indicator ¹	Short term	Medium term	Long term
1. Language acquisition	<ul style="list-style-type: none"> -Further Education Centre (English Lessons) - Failte Isteach (informal English conversation) - Classes for advanced learners (IELTS, TOEFL, Proficiency lessons) - Volunteer tutor for home visits for those with reduced mobility -Library session² - Welcome pack to include 'English Essentials' resource, 'Tips for Tuning into English,' and Language learning websites for self-study 	<ul style="list-style-type: none"> -Further Education Centre (English) - Failte Isteach (English) - Classes for advanced learners (IELTS, TOEFL, Proficiency lessons) - Volunteer tutor for home visits for those with reduced mobility - Volunteer Run summer English programme - 'Cafe Befriender' programme 	<ul style="list-style-type: none"> -Further Education Centre (English) - Failte Isteach (English) - Classes for advanced learners (IELTS, TOEFL, Proficiency lessons) - Volunteer tutor for home visits for those with reduced mobility - 'Cafe Befriender' programme (pending success of first round)

¹ Integration indicators based on UNHCRs Refugee integration guidelines

² Programmes in blue are explained pages 10-11

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<h3>2. Education</h3>	<ul style="list-style-type: none"> - Assist group (particularly those seeking third level opportunities) to navigate unfamiliar education framework -Connecting to courses – formal/informal learning (if interested e.g. computers, art, crafts etc) - Link to career guidance professional - Welcome Packs should contain info about education framework, CAO, contact details for Aontas, Higher Education Authority etc 	<ul style="list-style-type: none"> - Connecting to other courses of interest – formal/informal learning - Special volunteer-led summer English programme (Failte Isteach) - Info session for navigating national education framework - Continue to link to a career guidance professional and follow up - Provide practical assistance e.g. form filling, grants & scholarships available etc. Advocate on behalf of clients e.g. contacting universities - Arrange award recognition sessions with professional body (where relevant) - Liaise with Aontas, HEA etc where necessary 	<ul style="list-style-type: none"> - Connecting to other courses of interest – formal/informal learning - Continue to link to career guidance professional and follow up - Continue to link to career guidance professional and follow up - Provide practical assistance e.g. form filling, grants & scholarships available etc. Advocate on behalf of clients e.g. contacting universities
<h3>3. Housing</h3>	<ul style="list-style-type: none"> - Welcome programme participants in their new homes and work alongside housing agency to develop ‘snag lists’. - Set up refuse service, connect to electricity supplier etc 	<ul style="list-style-type: none"> - Assist clients in communicating any housing needs or issues to housing agency - Help with housing ‘correspondence’ e.g. letters from utility companies etc 	<ul style="list-style-type: none"> - Assist clients in communicating any housing needs or issues to housing agency - Help clients with housing ‘correspondence’ e.g. letters from utility companies etc - Exit packages should contain info about ongoing issues e.g. curtains and damp problems

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	<ul style="list-style-type: none"> - Welcome pack should contain practical housing information e.g. refuse & recycling, damp & health etc 		
4. Health	<ul style="list-style-type: none"> - Health Screening -Connect to HSE services - Connecting to local GP - Assist with obtaining medical cards - Physical and mental health care, specific needs referrals -Compilation of service directory and support groups in Portlaoise - Welcome and Info pack should contain GP, out-of-hours doctor, dentist, hospital, health centre details 	<ul style="list-style-type: none"> -Connect to HSE services - Physical and mental health care, specific needs referrals -Access to support groups and counsellor if requested - Positive Mental Health Info Session - Women’s Health Info Session (general, mental, sexual, domestic abuse etc) -Gym/healthy lifestyle/positive mental health promotion in conjunction with local agencies - Healthy food and cooking taster programme 	<ul style="list-style-type: none"> -Connect to HSE services - Physical and mental health care, specific needs referrals -Access to support groups -Gym/healthy lifestyle/positive mental health promotion in conjunction with local agencies - Completing medical card review forms - Exit packages should contain any updates from HSE, contacts etc
5. Social integration and inclusion	<ul style="list-style-type: none"> -Welcome event -Link to Muslim community -Social events in Portlaoise & Excursions – aim for at least one per month -Group Gathering 	<ul style="list-style-type: none"> - ‘Cafe Tutor’ programme -Befriending programme -Social events & Excursions - Laois Partnership programmes/ Sports partnership 	<ul style="list-style-type: none"> - ‘Cafe Tutor’ programme -Befriending Programme -Social events & Excursions -Other social groups/sports/clubs/hobbies etc

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	<ul style="list-style-type: none"> - RW compile FB List of local groups, Clubs etc. communicate matters of interest to the group. - Welcome and Info Pack should contain details about local clubs/ hobby groups etc 	<ul style="list-style-type: none"> -Other social groups/sports/clubs/hobbies etc - Link to local programmes e.g. Men's Sheds, Crafty Ladies etc 	<ul style="list-style-type: none"> - Social Inclusion Week events +Human Library + What Would you Take? Participatory Exhibition + Intercultural Ceili + Intercultural Football Tournament + Global Craft Fair
6. Childcare and youth participation	<ul style="list-style-type: none"> -Children connect to schools -Details of crèche & childcare facilities -Homework Club – connect to existing if possible - Connect to Youth Club -‘School buddy’/Peer support 	<ul style="list-style-type: none"> -Parent & Toddler groups (if applicable) - Homework Club - Volunteer led English support club -Connecting to youth clubs, brownies etc - ‘School buddy’/Peer support - Young Males programme - TUSLA (child protection agency) info session + Q&A 	<ul style="list-style-type: none"> -Parent & Toddler groups (if applicable) - Homework Club -Connecting to youth clubs etc -Easter/Summer camps etc -Connecting to other clubs, classes of interest etc - Parenting programme – Incredible Years, Triple P etc - ECCE free preschool year info - ARABIC
7. Access to information	<ul style="list-style-type: none"> -Drop-in clinic/Outreach (DORAS advice & info service) -Connection and referrals service - Distribution of Welcome and Info packs which will contain 	<ul style="list-style-type: none"> -Drop-in clinic/Outreach (DORAS advice & info service) -Connection and referrals service (DORAS) - Citizen’s Information Info session 	<ul style="list-style-type: none"> -Drop-in clinic (DORAS advice & info service) -Connection and referrals service (DORAS) - Family Advocacy Programme

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	<ul style="list-style-type: none"> -Development of Service Directory (if none in existence) - Assistance with accessing Social Welfare, HSE etc 	<ul style="list-style-type: none"> - Money and Budgeting Service Info session - Ethnic liaison officer (GARDAI) - Circulate Report Racism information - Access to volunteer solicitor e.g. Family Reunification applications 	<ul style="list-style-type: none"> - Exit Packages with updates from all agencies
8. Employment and Training	<ul style="list-style-type: none"> -Compilation of local training and employment services - Welcome Pack should contain details of career guidance counsellor, further education institutes, job seeker websites etc 	<ul style="list-style-type: none"> -Link to career guidance professional - Link to Employment Services (DSP) - Link to local Job Clubs 	<ul style="list-style-type: none"> - Continue to link to career guidance professional and follow up - Foundations for Work programme -- Vocational Mentoring Programme - Local Enterprise Office Workshop -Placements/internships/ work experience
9. Active citizenship	<ul style="list-style-type: none"> -Development of active citizenship initiatives 	<ul style="list-style-type: none"> - Volunteer Info Session for group - Individual appointments at Volunteer Centre -Volunteering Programme 	<ul style="list-style-type: none"> - Volunteering programme -‘Hold a workshop’ initiative - Advice on political participation -‘Leadership and Active Citizenship’ programme (DORAS)

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			<ul style="list-style-type: none"> - Obtaining citizenship, Irish political system (for future)
<p>10. Community development of reciprocal understanding</p>	<ul style="list-style-type: none"> -Foster School & Community groups connections 	<ul style="list-style-type: none"> -Cafe Tutor -Befriending -Vocational Mentoring -School Buddy -School & Community groups links – World Refugee Day etc events - Anti-Rumours training – roll out to local schools -Link to local theatrical/arts groups e.g. pop-up migration cinema 	<ul style="list-style-type: none"> -Anti-rumours campaign & pop-up cafe -Intercultural training - Family Advocacy Programme -Cafe Tutor -Befriending -Vocational Mentoring -School Buddy -School & Community projects e.g.Social Inclusion week, visiting speakers

Integration Indicators:

1. Language Acquisition

In the situation where a migrant's first language is not English it is important that they avail and have the means to access language supports on offer. This will assist them to function more effectively in day to day life, aids integration and helps them to feel more comfortable and confident in their new environment.

2. Education and Accessing Education

Many refugees frequently leave their country abruptly. This can cause complications with those seeking to undertake studies, are midway through their studies, or those who wish to further their studies e.g. with an advanced award. They may wish to continue their education in the resettlement country. Refugees in particular can find it difficult to navigate and access an unfamiliar education system. Third level institutes for example often have differing entry policies, prospective students may be required to undergo an English level assessment exam such as IELTS or TOEFL to access third level. Fees for refugees may be problematic, as well as accessing funding, grants, scholarships and other monetary supports. Applications and form filling in these areas may cause difficulty for some individuals.

3. Employment and Training

Refugees may wish to gain employment in a sector where they have prior work experience or they may wish to change career direction entirely. Possible barriers or challenges to successful employment may be: having insufficient English; lack of host country employer references; inadequate experience and knowledge of the position in the host country; getting awards such as degrees recognised in their new country; racism. Refugees should have the option to avail of job training programmes e.g. CV preparation and interview support, intercultural awareness in the workplace, work experience placements. They should also be linked to statutory and non-statutory employment services where applicable. It is vital that refugees have a firm understanding of their rights in the workplace and supports and procedures in place should they consider these rights abused.

4. Social Inclusion

To facilitate in feeling part of the community it is important for new citizens to actively participate in it. This takes other indicators into account but also focusses on an individual's' hobbies and interests in particular. These can be accessed by way of specially designed Care Plans to gain a thorough understanding of the types of activities the individual may have been involved in previously or something they may like to try such as sports, crafts, activities, volunteering and other interests. Refugees should be linked up to existing classes etc., or where a gap is identified, a new programme could be developed.

5. Childcare

Children should be linked up to crèche, pre-school, or other specialist childcare providers at times and at a price (if guardians are paying) suitable to the parents/guardians.

6. Cultural Orientation

Moving to a new country may involve encountering an entirely new culture and new communities may need to embrace unfamiliar social and cultural systems and different religious attitudes and social customs to those which they are accustomed. Specially arranged information sessions for groups are useful to address cultural differences in a variety of matters and can offer the opportunity to ask questions in a supportive environment. Booklets addressing common perceived differences which may potentially cause misunderstanding/ facts of interest translated into a refugee's language are also beneficial.

7. Housing

Upon gaining convention refugee status, individuals may then seek independent housing. Potential issues facing them in seeking housing include their rent capacity, favoured locations, safety, access to networks, proximity to place of worship and schools etc., sourcing accommodation, negotiating with landlords, housing references, obtaining key money. For programme refugees access to housing may be by way of a housing agency/ county council. It is important in each case that housing is of an acceptable standard, meets safety regulations, and suits specific needs of individuals e.g. those with a disability who may have special requirements. Liaising with social workers and occupational therapists may be necessary in this regard.

8. Youth Participation

Youth involvement in extracurricular activities can aid integration. Young people may wish to continue with interests they explored previously or try out a new hobby. This may involve participating in sports, crafts, clubs etc. Refugee children should have access to social networks such as youth clubs and specialist supports such as homework clubs and additional English language assistance if required.

9. Health

This indicator takes refugees' physical and mental health into consideration. Refugees should have access to a GP and dentist and knowledge of protocol and any fees each entail, they should be familiar with details such as out-of-hours doctor service, location of and procedures at hospitals etc. Health promotion can include programmes such as healthy food and cooking courses, and active lifestyles. Positive mental health is important to take into account. Refugees commonly come from situations where they have encountered very troubling scenarios.

Counselling services (ideally with a counsellor who shares their language) should be available if required. Group information sessions can be useful. Many refugee populations have culturally different attitudes to mental health, e.g. that it is a weakness or inflicted from an external force etc. but it is important that they are aware of and can access supports if they wish to do so in the short and long-term.

10. Active Citizenship

Once a refugee feels comfortable in their new surroundings, some may wish to become more heavily involved in active citizenship e.g. becoming a citizen, voting, volunteering, organising events in/for their community, joining leadership and political programmes.

11. Access to information and linking to services

Refugees may have difficulty in accessing accurate information and assistance may be required in linking to statutory and non-statutory agencies. This may be conducted through high quality face to face support by way of drop-in clinics, home visits or referrals. Location specific Welcome Packs and Guides can be highly beneficial to refugee groups too for providing up to date and reliable information.

12. Community Awareness Raising

Integration is a two-way process between new groups and host communities. Community awareness raising events and programmes should aim to break down barriers, tackle misinformation, dispel rumours and recognise each other as first and foremost human beings who deserve respect and dignity.

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Anti-Rumours Campaign: The anti-rumours campaign aims to dispel the widespread myths and misconceptions around the topic of immigration and migrant integration. As part of the campaign, Doras Luimní provide free training to a team of anti-rumours advocates who are given the necessary tools to carry out their own projects and workshops which challenge the most common myths. **The anti-rumours pop-up cafe** invites you to join us for a tea/ coffee and a look at our anti-rumours information material. Visitors are encouraged to ask questions about the content, which examines and explores the top 5 myths of migration including topics such as integration, asylum seekers, and economic issues.

Befriending programme: Friendly and reliable members of host community are matched with Programme Refugee. They meet once a week/every two weeks to help adjust to life in Portlaoise/ Irish culture.

Cafe Tutor programme: one to one tutoring of English language/ culture exchange. Volunteer tutor and Programme Refugee meet in a coffee shop for one hour per week. Choice of different cafe each week. Resources can be made available. Option of monthly meetup of all the tutors and students. (E.g. PSCORE)

Drop-in Clinic: Programme Refugees can attend for information, advice and guidance on accessing services, referrals, form filling, applying for travel document, medical card etc.

Entrepreneurship Workshop: Link to Portlaoise Enterprise Centre and Local Enterprise Office

Foundations for Work - Foundations for Work (FfW) is a project designed to increase the basic competences of young immigrants so they may improve their job prospects and benefit from mainstream training in their host country. Doras Luimní was one of five FfW partners from five countries collaborating on this project Preparing Programme Refugees for entering workforce, focus is on CV and Cover letter/ application writing, English for work situations, mock interviews etc. Details of how and where to look for jobs, assistance with job hunt.

Group Gathering: Programme Refugees meet once a month/every two months to share experiences and feedback.

Hold a Workshop: Community initiative – teach a skill to the community. Utilize PR skills e.g. Syrian cooking workshop, Arabic 101 etc. This could also involve sharing their experiences as a guest speaker and raising awareness. Skill Swap.

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Homework Club: Connect to existing services. Additional homework assistance if gap appears.

Intercultural Awareness Training: Provides an introduction to intercultural communication, cultural diversity, migrant rights and entitlements. It is ideal for organisations who want to bring about institutional change, to improve and develop the way that they work. This training is especially relevant to people who have regular, professional engagement with people from migrant communities and would like to expand their knowledge base. The aim is to equip participants with the necessary knowledge to work effectively in supporting clients from migrant communities. This is part of our overall agenda to promote and develop intercultural awareness and understanding which lays the essential foundations for successful integration.

Leadership and Active Citizenship programme: The programme aims to strengthen and advance the capacity of leaders within the migrant community, who are working towards societal change. Participants will learn the core concepts of leadership and gain skills such as communication, critical thinking, self-awareness, as well as enhance their knowledge of the Irish political system, representation and voting, media skills and positive community activism. Alternative option, 'Opening Power to Diversity' (CROSSCARE)

Library Session: PR meet with librarian and are introduced to various services on offer e.g. joining the library, ESOL materials, study spaces, library clubs etc.

School Buddy/Peer support: Resettlement worker and teachers source suitable 'buddy' to assist in PR school integration.

Social events & Excursions: PRs attend social events in Portlaoise and trips are arranged to various Irish tourist spots (once a month), along with Cafe Tutor/Befrienders etc.

Specific needs referrals: Referrals if required to speciality services such as SPIRASI, CARI etc and access to support groups.

Easter/Summer Camps etc: Link to existing services / develop English intensive + arts/crafts camps.

Vocational Mentoring Programme: PRs are matched with mentors according to professional background to encourage maintenance of refugees' professional identities and provide access to mentors' networks. (Good Practice Example: Sweden)

Volunteering programme: Encourage PRs to volunteer in the community, use their skills, make links and connections, and improve their English. Link to IOM's Grassroots Integration through Volunteering (GIVE) toolkit, Give Something Back to Berlin model.