



Refugees project: **A NEW HOME**

#SoThatItWontBeOnlyWords

The Project aims at the creation and maintenance of accommodation facilities and the development of integration itineraries for applicants and beneficiaries of international protection, applicants and beneficiaries of stateless status, persons covered by the temporary protection regime in Spain.

Addressees (profile): Applicants and beneficiaries of International Protection of stateless and temporary protection status in Spain. Among them we will attend large families, single parents with minor children, seniors (old people), pregnant women, and victims of trafficking.

Operational objectives:

1. Offer housing and support
2. Facilitate the process of social integration
3. Foster the learning of the Spanish language
4. Promote the development of skills and social skills
5. Provide advice and legal assistance
6. Facilitate the correct understanding of information
7. Participate in the automation of data

Planned Action: temporary reception, social intervention, language learning, psychological care, legal assistance, translation and interpretation, statistics, reports and computer applications.

Description and purpose of the project.

Description of the project's content

The intervention with the target people will be carried out through the individualized itineraries of integration, which implies an assessment, intervention and accompaniment adapted to each situation. The total duration of the itinerary is 18 months, extendable to 24 months for vulnerable people. Within this overall duration, each phase will be oriented, depending on the degree of autonomy acquired by the recipient.

Our work includes the aforementioned three phases: **Reception (1st phase), Integration (2nd phase) and Autonomy (3rd phase)**. At the time of intervention, we will take into account the aid provided in the different Activities, according to the provided manuals, as well as the management process of places.

1. Temporary reception:

Our project provides transfers to the accommodation locations in the case of beneficiaries who are relocated or resettled.

Actions included in this Activity will take place in the first phase of the integration process. We will offer basic services (accommodation and support) to the residents, evaluating the possible factors of vulnerability and helping them to acquire the necessary skills to start an independent life by the time of leaving the Centre, facilitating the process of acquiring autonomy and integration in the Spanish society.

For this reason, our temporary accommodation locations will have **multidisciplinary teams** from the **first phase**, which will address the individualized itineraries, both for individuals and for the different components of family units, from all social perspectives necessary to foster their independence.

In total we offer in our project **90 places** knowing that the beneficiaries will arrive in three shifts, so we will serve in total **209 persons** during this period of execution (16 months, since the opening of the accommodation locations in September 2017). We expect that we will receive beneficiaries in situations of special vulnerability; therefore, the target is the beneficiaries' estimation. In this Activity we will manage the applicable aid based on each case and we will communicate them in a timely manner.

In order to preserve and protect the environment and promote energy efficiency, we will follow a series of good practices. Each residential location will have recycling containers

to separate crystals, organic elements, oils and paper. The litter bins will have colour identification according to the residue that it contains.

The moment they enter the accommodation locations, each person will receive a **"Guide to Good Environmental Practices"** which will indicate what to do with certain waste cycling and the mechanism of waste collection in each building (schedules, days of plastic removals, etc.). Likewise, emphasis will be placed on the proper waste management of electrical and electronic equipment (WEEE), where the beneficiaries must take the waste to the nearest collection point (clean point, store where it was purchased); to facilitate the return of WEEE to the established integrating waste system. Likewise, the mentioned guide will include guidelines to follow regarding the use of energy, air conditioning and water. These good practices will be shared in a specific workshop on the same subject that will be given in each residential resource.

2. Social intervention:

During this Activity we also incorporate the information and orientation as it forms part of the social intervention in a broad concept and we are using in this structure the steps included in budgets.

Information and Orientation:

Actions included in this Activity can be taken in any of the phases of the integration itinerary. We will provide first-hand information to the beneficiaries in which sufficient advice and guidance is provided, verbal and written, on issues related to public and private services.

It also includes information on rights and duties of foreigners, asylum procedures in Spain, voluntary return to their countries of origin and any other information that might be useful for them. This information will be transmitted in a language that the recipient can easily understand. For this, we will organize group information sessions in the different apartments of reception.

Thus, the activities of social intervention will take place in **the first, second and third phases of the integration process**. We will carry out a personalized orientation process by designing an individualized itinerary of integration with the target people, in order to facilitate their social integration process in Spain.

The individualized integration itineraries will always require the participation of the interested parties in their planning, development and evaluation and it will include a study, assessment, orientation and follow-up in different areas (social, health, educational ...), providing the target people with the necessary tools to achieve their autonomy status.

Two months before the temporary placement in our accommodation locations, we will prepare, together with the beneficiaries, the access to the second phase. For this purpose, our staff will prepare the social report and, along with the support of the volunteers, the beneficiaries will be accompanied in the search process for accommodation. In principle, this search will be carried out in the same province, but also possible referrals to a different province will be considered.

For this purpose, we will have Social Workers and Social Educators holding university degrees and an experience in social intervention. These professionals will manage the aid of this Activity taking into consideration the possibility of reducing them based on our economic situation.

3. Language learning

Actions included in this Activity will take place in all phases of the itinerary, since the learning of Spanish is fundamental for the socio-labour integration. The classes will be adapted to the **specific needs and levels** of the target people. Their involvement and commitment will be promoted in their own learning process.

They will be articulated in 3 levels of face-to-face classes, two compulsory and one optional, taking as reference the Common European Framework of Languages Reference:

LEVEL A (compulsory): initial level, for people without knowledge of the language or with basic knowledge, minimum 15 hours per week in the PHASE OF RECEPTION / minimum 5 hours per week in the INTEGRATION PHASE.

LEVEL B (compulsory): intermediate level, minimum 10 hours per week in the PHASE OF ACCOMMODATION / minimum 2 hours per week in the INTEGRATION PHASE.

LEVEL C (optional): advanced level, language improvement, minimum 4-5 hours per week in the WELCOME PHASE.

4. Psychological attention:

Actions included in this Activity can take place in any of the phases of the integration itinerary. In our project we will tackle adaptation difficulties of the target people and we will promote the development of psychosocial skills and abilities and the promotion of health and social integration through developing individual and/or collective processes, evaluation, diagnosis, psychological monitoring, in close collaboration and coordination with the Psychological and Psychiatric Services of other Public Administration and private entities, facilitating the standardized use of the accommodation locations. For this purpose, we will be contracting psychologists.

6. Translation and Interpretation:

Actions included in this Activity can take place in any of the phases of the integration itinerary. Its purpose is to allow, within the scope of the projects and Activities contemplated in the System of Reception and Integration, the communication between the recipients and the public or private entities with which they are related in the development of the individualized itineraries of integration, as well as ensuring a correct understanding of the information, advice and/or benefits received by the user.

7. Statistics, reports and computer applications:

We will be following the instructions of the DGM for the SIRIA computer application. We will also be preparing the updated reports on the situation of our places and the management of the economic aid. As well as presenting the statistical data of the recipients according to the established plans. Always in compliance with the Organic Law of Data Protection.

For this purpose, we will be contracting personnel, both in the Technical Office of Diakonía, together with the personnel in the performing entities, whom in their turn they will provide data to the Technical Office of Diakonía to be sent to the DGM.