

D23 – Local Research Report - Portugal

WP2: Research & Needs Analysis



Harnessing the Potential of Migrant Women as Integration Experts [INTEGR8]

Work Package 2: Research & Needs Analysis *D23 – Local Research Report for Portugal*

Prepared by ISQ

Project Title: Harnessing the Potential of Migrant Women as
Integration Experts [INTEGR8]

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A. a. Overview of the national context

In Portugal the High Commission for Migration (Alto Comissariado Para Migrações) is the governmental organization which primarily focuses on migration, while the Council for Migration (CM) and the Commission for Equality and Against Racial Discrimination (CICDR) are advisory groups to the High Commission for Migration (ACM). At regional and local level the municipalities engage in assisting immigrants in cooperation with NGOs and local associations.

Since 2011 Portugal has a negative migration balance; more people leave the country than arrive; in 2014 the difference was approximately 30 000 people. However this trend still prevails, from 2014 a slight augmentation of immigration and decrease in emigration has been registered. The migration dynamics urges the country to place more focus on the efficient integration of immigrants, as it can play an important role in the country’s demography in the future; currently Portugal has the fifth highest ageing index in the U28.

Immigration has become characterized by a “feminization tendency” in the recent years, 51.5% of immigrants are women. The 9% of all babies born in Portugal are the children of mothers with foreign nationality, while immigrants represent only the 3.8 % of the total population residing in the country. It is also a fact, that statistics show higher concentration of immigrants in the young and active population (62.5% between the age of 20 and 49) respect to locals, which is even higher among immigrant women (51% of foreigners between 15-49 are women). The number of elderly people over the age of 65 is lower among immigrant residents, 6.5 % respect to 20.8% among Portuguese inhabitants. The 10 most important foreign nationalities are the followings: Brazilian (22.1%), Cape Verdean (10.4%), Ukrainian (9.6%), Romanian (8%), Chinese (5.4%), Angolan (5%), Guinean (4.5%), British (4.2%), Sao Tome and Principe (2.6%), and Spanish (2.5%).

Along the past decades the principle for reason of migration was labor the market perspective, but since a few years immigrants’ profile started to change, studies and family unification have gained more importance, based on visa requests. Resident permits were given mainly relating to independent or research activity, as well as to professions requiring high qualifications. Likewise in most OECD countries, in Portugal as well there is a gap between the academic performance of local and immigrant population (drawback of foreign students); at the same time the diminishing of this distance has become notable at the levels of primary and secondary education, moreover foreigners’ inscriptions to the Portuguese higher education system is increasing. The recognition of qualifications increased to 500% respect to a decade ago, as well.

Integration programs/projects/initiatives

The “Centros Nacionais de Apoio ao Imigrante” (CNAI – National Immigrant Support Centers) were created in 2004 in order to give response to some difficulties felt by the immigrants in their process of integration in Portugal. The cultural, organizational and legislative challenges and differences with which the immigrant must coop took the High Commission for the Migrations (ACM) to create a place to gather, in the same space, different services, institutions and Cabinets of Support to the Immigrant.

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ACM created a center (and an innovative approach) specially focused on the immigrants in Lisbon (central position), Faro (South) and Oporto (North).

These centres function as “attendance stations”, having numerous services under one roof: Foreigners and Borders Services (SEF), Social Security (SS), Authority to the Work Conditions (ACT), Central Registry Office CRC), Ministry of Education (ME) and Ministry of Health (MS). Besides, CNAI have specialized cabinets which aims to render support and information in diverse and specific areas, namely: the Cabinet of Support to the Family Regrouping (GARF), the Cabinet of Legal Support to the Immigrant (GAJI), the Cabinet of Social Support (GAS), the Cabinet of Housing Support (GAH), the Cabinet of Employment Support (with two new versions, one coordinated by the Network GIP Immigrant – Cabinet of Professional Insertion – and other specialized in the area of entrepreneurship), the Cabinet of Support to the Immigrant Consumer (GAIC) and the Cabinet of Support to the Qualification (GAQ). All the cabinets and services work in collaboration, gather in a common physical space, render service, information, forwarding, advising and, sometimes, developing mediation activities to the questions/problems that are presented by the clients.

CNAI introduced the usage of intercultural mediators from different countries, mastering different languages (14) to render services of support more accessible. The fact that the mediators speak the same language and have experience with migration brings important added value to the system. The system is based on wide cooperation, e.g. ACM, the Immigrant Associations (AI) and Non-Governmental Organizations (ONG) work together on the recruitment of mediators.

The ACM launched a program fostering voluntary participation facilitating the socio-cultural integration of immigrants and refugees, and Portuguese emigrants who want to return to Portugal, called “Programa Mentores para Migrantes”. This is a network of volunteer mentors who help with orientation and covering a vast diversity of topics from entrepreneurship to free time and hobby activities, providing accompaniment and information to resolve problematic issues and to get to know the society. There is a systematic selection, assessment, matching and evaluation know how behind the program.

Telephonic Translation Service, as well under the governance of ACM, covers around 60 languages. This is an important service which facilitates immigrant’s reception and access to services in all important areas (e.g. social security, healthcare, etc.) enabling communication between the members of the host country and them.

Language learning is seen as a key to integration, therefore there are different programs and courses that can be joined voluntarily in Portugal. The “Programa Portugues para Todos” (Portuguese for All) is a joint initiative of the Presidency of the Council of Ministers, the Ministry of Solidarity, Employment and Social Security, and the Ministry of Education and Science. It aims to make language courses available to the immigrant population free of charge, in order to facilitate access to nationality, permanent residence and/ or status of long run resident (level A2). Besides, the program offers technical Portuguese courses as well for the sectors of retail, hospitality, beauty care, civil construction which is to boost a better access and integration in the work market. The courses are implemented by the General Direction of Schooling Facilities (DGESTE) through the schools of the public network and by the Institute of Work and Professional Training (IEFP, CNAI). In the framework of the same program an electronic Platform of Pedagogic Resources was also developed to teach elementary Portuguese. At the same time, according to the interviewed migrants’ opinion the access to these free courses can be complicated.

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From statistical point of view, the number of language courses is gradually growing and has become completed with bottom-up initiatives managed by NGOs, immigrant Associations (e.g. Associação Solidariedade Imigrante - language courses offered by volunteers), startups (SPEAK- language exchange club) and informal language exchange gatherings (Meet Up).

Successes/issues

The National Immigrant Support Centres (CNAI) represents an effective and innovative integration approach, which has become a European Best Practice. In general, integrations programs are targeted at men and women equally, with no gender specification. At the same time CNAI provides child care in their attendance stations in the meanwhile the mothers attend to their services.

Besides, there are various information programs, campaigns and projects specifically targeted at citizenship and gender equality, among which some focus on immigrant woman, such as information on maternity and related rights, rights and tasks in the field of domestic work, prevention of domestic violence and female genital mutilation. The main coordinator of these programs is the Commission of Citizenship and Gender Equality, but the civil society bears an important role as well, such as NGOs like the Immigrant Women’s Support Group (Grupo de Apoio ás Mulheres Imigrantes – GAMI), Associations (Associação Solidariedade Imigrante).

The local municipalities provide support and cooperation in these activities as well, they have their own initiatives just like the Marias program in under the management of Municipality of Oeiras, focused on informing elderly woman on healthy alimentation and active lifestyle. There are no such criteria that only immigrants can join these programs, however according to the experiences the attendees are mainly immigrants.

Any identified gaps

Mothers are entitled to a maximum of 6 months maternity leave in Portugal, while in some other countries maternity leave can last up to 2 years. This creates a difference in mothers’ mind-set regarding nursery school entry. Foreigner mothers don’t want to give their babies in nursery as early as Portuguese mothers, therefore those who can, stay at home with their child. Due to the fact that in the Portuguese society there is no market/social need for programs and activities targeted at young mothers with small babies (they bring the infants in the nursery after the first 6 months), foreigner mums remain isolated. This is more difficult in case of new migrants with little social network in the country.

Identified skills, topics with relevance and/or transferability to Integr8

Programa Mentores para Migrantes – selection, assessment and evaluation processes of mentors; mentor profile; matching of mentors with migrants.

http://www.acm.gov.pt/acm
https://www.cig.gov.pt/
https://www.portaldocidadao.pt/web/alto-comissariado-para-as-migracoes/centros-nacionais-de-apoio-ao-imigrante-cnai-
http://www.meetup.com
http://www.solimigrante.org/

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<https://www.speak.social/pt/>

<http://ppt.ACM.gov.pt>

<https://mentores.acm.gov.pt/home>

<http://www.acm.gov.pt/-/programa-ppt-portugues-para-todos>

A. b. Best practices

“MARIAS”

Lead organisation details

Departamento de Coesão e Desenvolvimento Social, Divisão de Acção Social, Saúde e Juventude.

Maria Assunção Tavares - Técnica do Centro Local de Apoio à Integração de Imigrantes

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CLAI. Carnaxide. Rua Delfim Santos N°9.

The Marias Program started as a bottom-up project pilot, quite recently a few months ago. The Carnaxide department of Oeiras Municipality’s Cohesion and Social Development Centre has identified a strong need for interaction, gathering and integration among elderly women (above 73!) from Cape Verde. Elderly woman of the neighborhood (mostly migrants) often visited the local office, just coming in to talk a bit with someone, all alone at the beginning. Detecting the need, the department leader launched a weekly ‘afternoon tea and talk’ session at the center. The organizers took the opportunity to identify further necessities: teaching healthy eating habits (drinking tea without sugar, cooking healthy food) and active lifestyle to the group of goldies, accompanied by an on the spot medical check (blood pressure, blood sugar level) week by week. This gave opportunity for participants and facilitators to follow the ladies health state and improvement; in fact, their health condition showed notable improvement within a short time. Moreover, the ladies got inspired to organize healthy walks among themselves and nowadays the do 60 min walks in the neighborhood by themselves, day by day. The facilitators also helped them to gain access to the facilities of the local gym, for gymnastics and swimming (aqua aerobic) classes. In the gym they have the chance to gain confidence in many new aspects: e.g. wearing swimming suit for the first time in their life; meet, socialize and interact with local Portuguese women. As well, the Marias group organizes dinners with healthy food prepared by participants, in cooperation and teamwork in every month. The connections and friendship established among participants became a very important motivating power, and a source of empowerment to the “Marias”. Nowadays they go together to doctor’s visits; they accompany each other to important occasions and appointments. Furthermore, some participants showed great organization and leadership skills, and stepped ahead to become motors of inclusion and cooperation themselves.

The Marias program was launched based on a real need, with an open, experimental approach. With the involvement of the target group, in an open innovation style, a much complex program came to life. The pilot proved to be more successful than it was hoped originally, and is planned to be implemented in other neighborhoods and municipalities as well, even in Cape Verde. There are also plans to create theatre performance from the stories shared at Marias afternoon’s tea & talk gatherings.

What can we learn from this best practice that is relevant or transferable to INTEGR8?

The model can serve as an example for future Migrant Integration Experts on collaborative program development and practical application.

Are there any resources/learning materials which could be used as part of the INTEGR8 Toolkit for Migrant Integration Experts? No.

“Assomada Andebol”

Lead organisation details

Associação de Solidariedade Social Assomada -

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Assomada Andebol started in Linda-a-Velha, Grande Lisboa more than a decade ago, with the aim of providing a healthy surface for integration, positive interactions, commitment and feeling of success and belonging to immigrant kids mainly from Cape Verde. This surface was handball. In the proximity of Lisbon there are numerous neighborhoods where the concentration of immigrants is very high, which often combines with visa, residence, citizenship and work permit problems, and as a vicious circle with, this has correlates with legal problems and crime. The program was launched for immigrant kids in general, but mainly girls committed to it. This fact has to do with the socio-cultural background of Cape Verde; parents tend to keep a more thorough control over daughters, they help at home more, than in case of sons. It was a demanding task to convince parents to support the kids sport activity, but the association followed the kids’ school performance and family situation as well, which brought success at the end. Since boys found other entertainments easier, they didn’t commit. As a result the association had mainly girl members. Throughout the years Assomada gave Portugal national champions, members of the National Handball Team, even world champions and several personal success stories grow out from the program. The kids who became members, managed to finish their studies, build a professional career and personal life. Years after the start statistics show a notable difference between girls and boys social situation and success in integration, which was given to the sport activity and its team spirit.

The program won Soroptimist Prize in Portugal in 2010 and it has transferred to and implemented in Cape Verde as well.

What can we learn from this best practice that is relevant or transferable to INTEGR8?

The importance of engaging children in activities at early age has preliminary importance; they should be one of our main target groups.

Are there any resources/learning materials which could be used as part of the INTEGR8 Toolkit for Migrant Integration Experts? No.

Links/references to relevant websites/reports etc. <http://associacaoassomada.blogspot.pt/>

“FESTIVAL IMIGRARTE”

Lead organization details

Associação Imigrante para a Defesa dos Direitos dos Imigrantes

Rua da Madalena nº 8 - 2º 1100-321 Lisboa

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www.facebook.com/festivalimigrarte

festivalimigrarte@gmail.com

<http://www.festival-imigrarte.com/>

Imigrarte is a festival that takes place in Lisbon city center once a year, free of charge open to the public. The idea came from the Associação Imigrante para a Defesa dos Direitos dos Imigrantes, which is one of Portugal’s biggest association helping migrants, counting nearly 23 000 members from 97 nationalities. The event brings together artists (musicians, painters, writers, poets, singers, dancers) regardless of legal background and nationality. Migrant artists living in Portugal from various nationalities share their national art, culture traditions proudly to the audience. Besides, there is art & crafts market and food court as well, where visitors can try out pieces of traditional culinary art at a friendly prices. The whole event is familiar, and the little provisory shops and bars are managed by families and friends. The event counts with the cooperation of national health services, providing basic health check and recommendations on a healthy lifestyle to attendants free of charge. The festival’s main organizer is the above association, but anyone can join the organization team, on voluntary bases. The organization and background work takes place in the association’s premises. As well, numerous public organizations and NGO’s provide their support to the event (e.g. Municipality of Lisbon, Santa Casa, etc.) The festival gained importance and popularity among both host and immigrant population.

What can we learn from this best practice that is relevant or transferable to INTEGR8?

Art and food is a great mean of integration; it provides a surface and a connection point among host and immigrant population. The model is successful and self-maintaining. It can be a good model for integration activities and programs, which could be included in the curriculum. E.g. Know-how/steps of organizing a cross-cultural event/festival.

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Are there any resources/learning materials which could be used as part of the INTEGR8 Toolkit for Migrant Integration Experts? No.
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Links/references to relevant websites/reports etc. http://www.festival-imigrarte.com/parceiros/
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B. FINDINGS FROM THE INTERVIEWS WITH MIGRANT WOMEN

Background

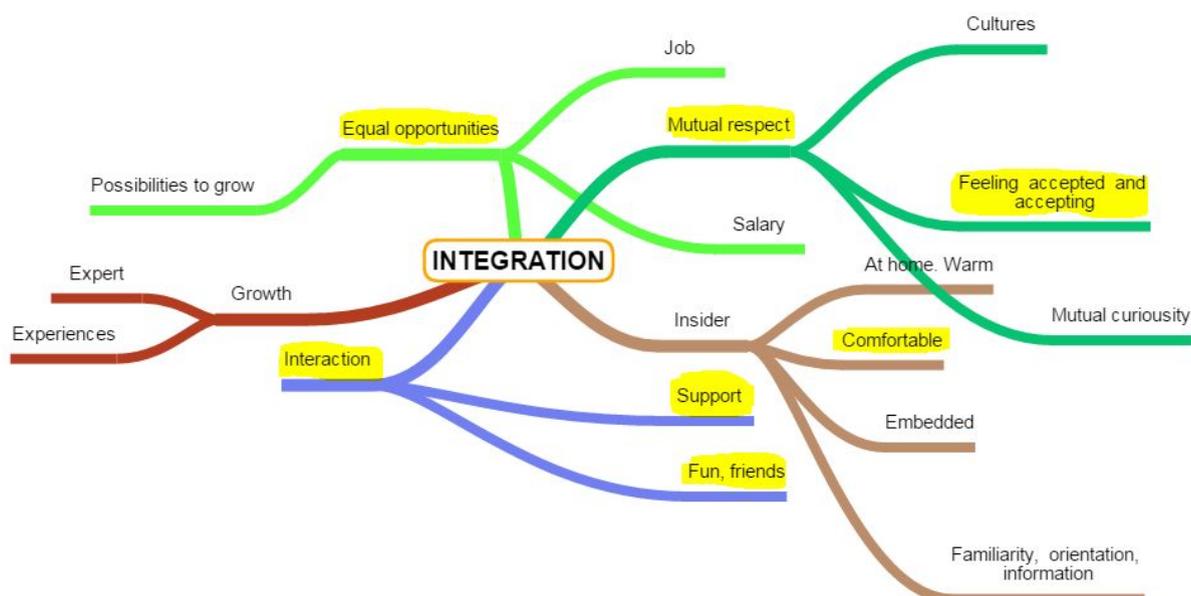
3 ladies were interviewed personally (face-to-face in depth interviews) from Romania (Transylvania), San Tome and Principe and Hungary, one lady through skype from Angola, as well there was a focus group interview with 8 participants from Hungary and Ukraine. All together 12 women, between the age of 24 and 42, the median is 30.1 years. The interviews took place in English, Portuguese and Hungarian.

The majority of immigrants from European countries speak English besides their native language, as well they speak Portuguese (some only level A1, while others, mostly those who live in Portugal since long, at C1-2 proficiency level). The interviewees from the Portuguese ex-colonies speak native Portuguese (no other language). In average they spent 3.95 years in Portugal, but this shows strong variation among participants, some arrived only a few months ago, while others have been in Portugal for more than 7 years. Their motivation for immigration is also quite varied, the youngest interviewed adults mainly came to study (with scholarship or without), and the minority decided on moving because of relationship (Portuguese partner) or looking for adventure (seaside lifestyle). Among older adults the most important driving force was relationship (Portuguese partner, or foreigner partner with whom they moved together to Portugal due to work or lifestyle), work and lifestyle. Some interviewees are still studying (3), while the rest is working as a freelancer/independent worker (3), as an entrepreneur (1), employee (2) or as a housewife (1), while (1) person is an active job seeker. Everybody finished the secondary studies, and except one person they all have some kind of vocational or higher education background. Professions wise there was a wide coverage, e.g. programmer, psychologist, camera man, linguist, entrepreneur (in gastronomy), economist, assistant, program coordinator, etc. The majority of the interviewed women (9) plan to stay in Portugal on the long run, the rest only on middle term (few years). Regarding family status, 4 women are mothers (in nuclear family), while the rest lives in relationship. The minority is in single status (3).

Integration

The following MindMap shows the answers given to the question, 'what does integration mean to you?' The common answers are highlighted with yellow color.

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The most emblematic everyday life situations transmitting the feeling of integrations concentrated around the following topics:

- doing things that remind them of their origins and roots: cooking traditional food, dancing national dances, singing childhood songs, making jokes or referring to things that relate to the culture/traditions/common sense that everybody understands
- when feeling needed, useful, valorized
- when being with the original family members or friends
- at school/training - connection and interaction with team mates, common framework
- when receiving support (free training course, mentoring)
- when spending quality time with members of the new family or friends (e.g. going for excursions)
- when feeling self-realization at work
- when participating at public events (sport), community happenings (conference, workshop) or open group events (board game groups) – sharing common interest in something
- when being able to use the Portuguese language without barriers (e.g. shopping)
- when feeling accepted by the family and friends of the partner

On the contrary, the interviewed participants highlighted the following situations as negative examples when they feel outsiders:

- when feeling lonely at the university, being the only foreigner and having no friend to speak with there
- when meeting difficulties on the job market (Portuguese seem to have privilege) – this pushes towards relying on oneself, becoming an entrepreneur (which is not bad)
- difficulties of visa, legalization, bureaucracy
- in big groups, when lot of people speak at the same time and it is difficult to understand or join the conversation. Because of language barriers and because of lack of connection points (common history, common traditions, common childhood experiences- films, jokes, songs, bands or cultural heritage)

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- meeting lack of curiosity about who am I, where do I come from, how do we live, how is my family
- when language skills obstacle humor (showing or understanding) and activity (in conversation)
- when being treated as a foreigner or as ‘strange’
- lacking possibilities to other mothers with same needs (staying at home with toddlers – meeting up, attending activities organized for us) since there are no such needs here
- discovering different attitude (in man), which has to do with nationality
- difficulty to make friendship with locals and being invited to join activities, communities
- climate challenges (no central heating in the houses, due to which winters are very cold indoors)
- different alimentation, lifestyle, rhythm causes challenges

The situation of various immigrant groups can be very different in Portugal. Foreigners from EU countries meet different challenges than immigrants from the Portuguese ex-colonies. People belonging to the first group mentioned barriers relating to language and social network (lack of friends, communities, networks), as well difficulties of entering the job market (opportunities, salary, conditions) and some inconvenience of bureaucracy (time consuming, difficult to oversee), while people from the latter group highlighted legal issues, complications of bureaucracy (legislative problems, entitlement to visa, work permit, or citizenship) and access to social security as main barriers of integrations. The first group mainly consist first generation immigrants, while the second group has a high percentage of second generation immigrants as well (e.g. from Cape Verde), still fighting with the difficulties and first steps of basic integration. They highlighted a vicious circle resulting from the inter-dependency of citizenship and work permit. In the absence of one, the other is not available; this often blocks the whole process.

To the question, ‘what would help you to feel more integrated in this country’, interviewees answered highlighting the followings: friendship, adequate work, sports, joining Associations and participating in the trainings and programs offered by them, volunteering. Moreover, information relating to various aspects of integration is accessible through different sources e.g. a part of documentation and in legislation related details in official place, but the others relating to culture, language, hobbies, recommendations, are available through informal sources. Therefore, the systematic sharing and receiving (supported by marketing and communication) of best integration practices, information, tips and tactics/technics would be also welcomed by the interviewed women (e.g. online platform, books, meetings, association, tea and talk groups). More than one person mentioned, that an immigrants’ club or organization would be useful, where likeminded people could meet, get to know each other and help each other; it should focus on the more advanced steps of integration, making friendships, speak about their home countries and discuss about the new experiences and the processes of cultural shock. Focusing mainly on women, the framework and conditions of work were stressed (some women accept unfair conditions, e.g. extra hours, extra work, lowers salary, weekend work, extra duties just to have a job). Psychological needs were also mentioned, as the new situation, the lack of social network and emotional support, and the difficulties of integration (e.g. language skills) tend to weaken the self-esteem. Major focus on mental hygiene and ‘culture shock’ elaboration workshops, trainings, clubs and peer mentoring would be helpful in this.

Need analysis

The interviewed immigrant women rated the Migrant Integration Expert possible curricular competences. In the below table we state the averages of the received scores.

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i. Facilitation Skills	3,3
ii. Personal Effectiveness/ Self-confidence	5
iii. Presentation Skills	3.2
iv. Public-speaking in your native language	2
v. Public-speaking in your host country language	3.5
vi. Intercultural Awareness and Appreciation	2.5
vii. Working with people from different cultures	2
viii. Organization Skills	4
ix. Communication Skills	3
x. IT Skills – Accessing Information Online	4.5
xi. E-learning – Learning through an online platform/video lectures	4
xii. Online Networking – Online messaging, using Skype, etc.	3
xiii. Managing Challenging People	4.8
xiv. Resolving Conflict in a professional manner	5
xv. Resolving Conflict with people from different cultures	4

Participants have quite different language skills; some speak only Portuguese beside a very basic English knowledge, while some others speak 4 languages fluently, at C1 level. The majority speaks 2 languages at least (mother tongue plus a foreign language, English or Portuguese) well and there are many who speak 3 languages (English or Portuguese and another language).

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Half of the participants are open to cooperate along the project, in some way, mainly those, who plan to stay in Portugal on the long run. They are also interested in the Migration Expert Training. From among them, some have experience with sharing skills and experiences: teaching languages or cooking, organizing sport events, cultural activity or free time activity (e.g. walks, hikes). There are also ones, who regularly share their own good experiences with other immigrants, in the framework of events and trainings organized by associations or municipalities.

Regardless the fact the more than half of the interviewed women mentioned some kind of drop back of self-esteem (or security), they felt univocally confident to share skills and experiences with other immigrants within their communities and with women from other migrant communities as well.

It would help them to fulfill the Migration Expert role if they had financial support (scholarships, employment, remuneration), organizational and professional support from the local municipalities (e.g. partnerships, facilities, network, marketing, need analysis), and if they felt that their actions answered to real needs and provoked enthusiasm among the target group. Further information and experience, a team behind (e.g. supervision) and the better understanding of other’s needs and position would also help.

As potential experts they highlighted the following capacities of their own: understanding the immigrant situation, compassion, listening, transmitting acceptance and confidence (trust), friendliness, sympathy, empathy, openness/will to learn, sharing gastronomic and cultural highlights, language teaching, sport and wellbeing training, information sharing and orientation.

SUPPORTING OTHERS

According to the interviewed persons migrant women need more information, collaboration with associations, opportunities and motivation to share experiences, community and interaction, informal support groups, language skills, project challenges to work on in teams (where they can put their skills and experience in use and gain self-confidence and feel successfulness).

The interviews revealed some interesting cultural practices in relation to the migrant women’s original countries: folkloristic dance houses, singing groups, church groups (singing groups, creative groups preparing for processions in a cooperative way), board games (not only for woman), book clubs, creative clubs, traditional festivals.

When speaking about the concrete activities that the future experts could offer to the migrant communities, the followings were named: gastronomy, games, storytelling, conversation and support group, mental hygiene activities (meditation, self-discovery), sport and recreation activities, language course.

The desired form of Migration Expert training depended on the lifestyle of the interviewed persons, those who have fulltime job would prefer blended learning, with approximately 2 face-to-face sessions a month (few hours), while those who work in flexible time slot or are not working, would prefer blended learning combined with longer workshops, or shorter but weekly sessions.

All possible types of resources were welcomed, but most importantly case studies, online platform, videos and manual; while obstacles could be: lack of time, costs of transportation. Besides financial subsidy no other support need were mentioned.

C. FINDINGS FROM THE INTERVIEWS WITH MIGRANT AGENCIES/EXPERTS

Background

7 professionals were interviewed who work on the field of migrant integration. By educational background they studies mental hygiene, public administration, management, social worker/social assistance, pedagogy, and training. When choosing the experts to cooperate with, it was a priority to gain a deep and colorful insight into the migrant integration dynamics and needs in Portugal, and to cover a broad perspective. 6 ladies were interviewed personally (face-to-face in depth interviews) and one through skype, from the following organizations:

	Organisation Interviewed	Name of Interviewee(s)	Job Title of Interviewee(s)	Website of Organisation	Date & Location of Interview
1.	Departamento de Coesão e Desenvolvimento Social, Divisão de Acção Social, Saúde e Juventude, Carnaxide	María Tavares Assunção	Director	www.cm-oeiras.pt	21/02/2017
2.	Departamento de Coesão e Desenvolvimento Social, Divisão de Acção Social, Saúde e Juventude, Município de Oeiras	Ms. Marta Monacacha and Ms. Patrícia Faia	Project managers, Technical staff	www.cm-oeiras.pt	3/02/2017
3.	CNAIM - Centro Nacional de Apoio à Integração de Migrantes	Isabel Braz Ana Couteiro	Program coordinators, Technical staff	www.om.acm.gov.pt	24/01/2017
4.	Associação Solidariedade Imigrante, Associação para a Defesa dos Direitos dos Imigrantes	Timoteo Macedo	Founder	www.solimigrante.org	24/01/2017
5.	Associação Portugal-Hungria	Kinga Szebegyinszki	Program manager & community promoter	https://www.facebook.com/portugal.hungria	18/01/2017

Experiences

Most organizations, both governmental and non-governmental focus as a goal and activity on integration of men and women as one major topic, however there are

- programs which gained more popularity among migrant woman than man (support programs and trainings on entrepreneurship led by CNAIM);
- possibilities that are mostly utilized by mothers (e.g. assisted kids care in CNAIM centers during the client’s attendance)
- initiatives that respond to specific, bottom up needs of migrant woman (e.g. elderly woman’s social inclusion program, the ‘Marias’ tea and talk club organized by the Cohesion and Social Development Centre of Carnaxide);

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- focus on providing information to migrant woman about human rights, domestic violence pregnancy and motherhood, (e.g. Tornar Visível – 4 women tell about their life and how they changed it for better, promoted by the Associação para a Defesa dos Direitos dos Imigrantes).

The official public integration activities focus mainly on the first steps of integration, helping to settle and legalize the stay in Portugal, to arrange all the necessary documents (social security, residence, citizenship, visa, tax number, taxation, work permit, health system, etc.). These processes and programs deal with the basic need of the most important migrant groups (from the Portuguese speaking ex colonies). Migrants from EU countries meets slightly different difficulties therefore their needs are also a bit different, concentrating firstly on language skills and secondly on further steps of socio-cultural integration (beyond the legal and bureaucratic framework). The language courses are still provoking controversy since there is higher demand and smaller offer of free public courses (which fulfill the requisites of efficiency and efficacy – contrasting experts and migrants opinions). The governmental organizations and NGOs place less focus on the ‘soft’ integration (support migrants in finding their place, feeling good and handle psycho-socio-cultural challenges) than on legal and administrative integration, hence there are good examples of such initiatives and projects. There is regional focus on providing language course and trainings (e.g. on entrepreneurship, on rights, etc.); integration to the job market, services and projects promoting migrant’s cultural values in Portugal, education and citizenship at school and within the communities; info campaigns fighting racism and discrimination (mainly managed by the municipalities). Associations (e.g. of the specific nationalities) and other civil organizations, bottom up initiatives, social media play important role in filling this gap (e.g. ImigrArte Festival, MeetUp, Facebook). Besides, it became a priority of the government to enhance open mentality and inclusive society among the new generation, implementing sensitization programs and projects at schools (from primary school).

On experts opinion the integration of the first generations of migrants (e.g. from the ex-colonies, Cape Verde) didn’t happen well enough. As a result, the second generation immigrants already born in Portugal met even bigger difficulties of integration (there was a time - between 1981 and 2007 - when second generation immigrants born in Portugal didn’t receive citizenship, only in case their parents had it already; furthermore, citizenship can’t be given to people with criminal record neither). This situation made immigrants from ex-Colonies more vulnerable to get in touch with criminality. There are a large number of second generation immigrants in their 30s who are still here without documents and legitimate situation if they had a legal issue. This affects more man then woman; still, it is a challenge to resolve. Experts mentioned another dimension, the personal limitation rooted in customs and tradition: e.g. in some African countries ladies are not used to wear swimming suit, and they need special ‘training’ to overcome their shyness and embarrassment to join activities available to them in swimming pools. A difficulty of finding job and self-realization on the job market tends to complicate woman’s integration even more (cumulated difficulties: gender and nationality). It was also mentioned that migrant women often tend to accept a more isolated situation, at first because of the language barriers, which makes it more difficult to get job, then just comfort with it.

In order to bring together host and migrant individuals the following measures are implemented, or detected as a need to cover by the interviewed organizations:

- Understanding, accepting and ‘sharing’ the experiences. CNAIM introduced a Mentor Program – migrants who have already settled and found their place in the host society help the newcomers and people in need as Mentors in the integration process. They share similar

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cultural background, speak the same language therefore can better understand, support their compatriots.

- Communicating and understanding each other. CNAIM, Municipalities and NGOs organize and offer Portuguese language courses. The associations offer foreign language course as well, for Portuguese people.
- Art and culture as intermediary - organizing events where music, dance, visual arts, poetry, arts and crafts, etc. can bring insight to the other culture and create opportunities for talking and interaction. Associations organize festivals, folklore dance and music groups, movie afternoons, events celebrating the countries national days and festivities (e.g. Easter traditions, gastro festivals, concerts and movie night relating to national celebrations, etc.)
- Summer schools and Sunday schools for kids of multinational couples (e.g. in the migrant language, or in the host language)
- Healthy soul, healthy body. The Hungarian- Portuguese Cooperation Association organizes mental hygiene programs – talk clubs facilitating the elaboration of cultural shock and the ‘reframing of difficulties’, applying storytelling, collaborative tasks and positive psychology.
- Sports as surface for cooperation and interaction. E.g. Assomada Programs, Marias program (gym and swimming)
- Empowering migrants to resolve their problems – with the help of host country members and other migrants (e.g. CNAIM, Associação Solidariedade)
- Furthermore, according to some experts sensitization trainings would be useful, as well as common projects involving host country members and migrants.
- Regarding woman uncovered needs are: alternative child care (grandparents are not close to take care of the kids who are not in nursery school, e.g. summer camps, mother and child programs would be useful); promotion of networking, cooperation and mutual help among mothers; facilitation of flexible work hours and access to the job market for mothers, networking events in general.
- Balancing techniques (stress management, resilience training), networking trainings, facilitation of a mentoring chain and culture shock trainings are needed.

Train the trainer needs

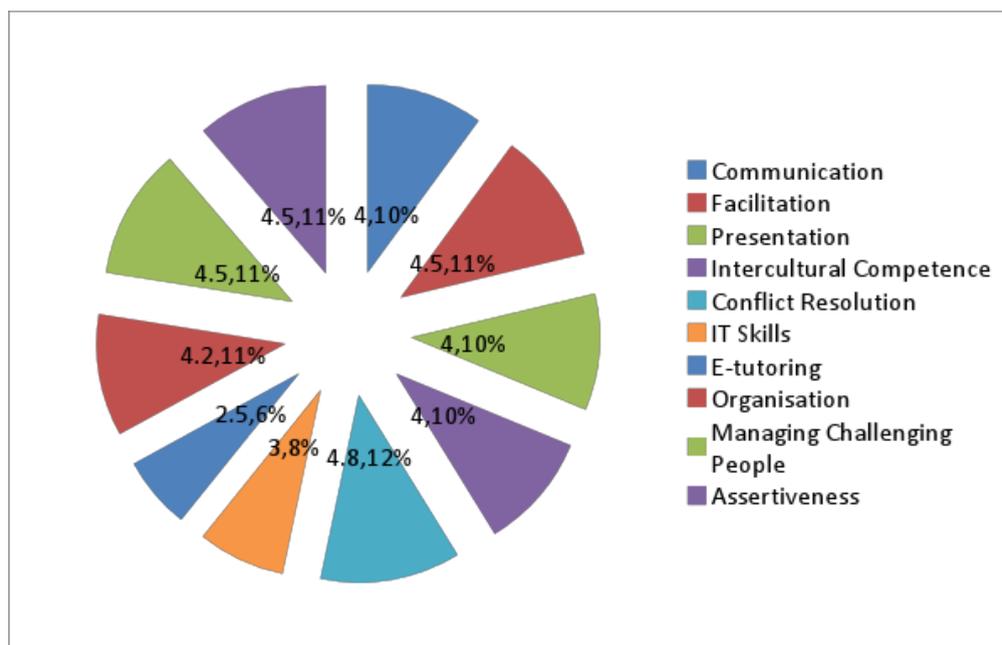
The following topics were suggested, as needed competences and detected gaps which could be covered by the INTEGR8 train the trainer training:

- Motivation training (to help clients find their intrinsic motivation to come, to return, to keep up, to open up again)
- Balancing and stress management techniques (mindfulness, resilience, culture shock management)
- Legislation, administration, rights – to provide legal support and information
- Entrepreneurial skills for migrants
- Marketing (online) and communication
- Project management
- Empathy
- Intervention
- Community management

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- Participative, embedded training techniques

The interviewed experts favored firstly face-to-face training, secondly blended learning methodology, with meetings once or twice per month, 1-3 or 3-5 hours during work hours (mainly afternoon). The below chart shows the results received from the rating of possible competence enhancement topics



D. INNOVATIVE SOCIAL AND CIVIC INCLUSION METHODOLOGIES

1. Social and civic inclusion methods (outputs)

Cross Cultural Poetry Writing and Reading

2. Name and contact details of lead organization

Pessoa e Companhia Associação Cultural is a Lisbon based association which offers innovative community building programs, events, initiatives in an international context. Their flagship principles are fostering inclusion, active citizenship and cultivating culture without borders. They organise interactive workshops regularly, always serving psycho-social integrity and wellbeing.

3. Purpose/Aim of the methodology

Cross-Cultural Poetry in the Night are two different workshops, both open to the public, and both applying arts and creativity as a motor of integration and networking. The methodology is innovative as it focuses on using the ear and the language skills in a new way, and the understanding and speaking of the same language is not even necessary. Everyone who is curious to languages, sounds and meanings can find joy in poetry meeting in the dark.

Cross-Cultural Haïku workshop is another activity organized by the same association, which consist of creating short poems on the spot, inspired by other senses (gastronomy, visual art) or just feelings, topics, experiences.

4. Short description of the methods/output and how implemented

Everyone knows a poem (or short fragment in prose) in his native language. The piece can be even a popular song. Then he or she recites the piece to the group of participants in the dark. This helps the presenter to feel more comfortable, less nervous to speak in public. The others listen and enjoy the sounds of the poem, and after the

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recitation share their associations and ideas about the heard piece. Finally the performer translates it more or less to the others. The group will share impressions about the meaning, the difference, the language and catch some key word. The poem, which exquisite simplicity disturbs

Writing a poem requires observing the world in or around us. Based on this idea, the association organises Haiku poet nights as well. Participants are invited to share a haiku they enjoy in any language, the more cosmopolitan, the better. Then tips are given to participants about haiku writing. The aim is to enjoy the sounds of the poems and to talk about them. And maybe one day collect all the works and publish them.

5. Best practice identified and key lessons learned which are relevant or transferable to Integr8 and can inform:

a. Learning requirements

Reading and writing

b. Course content

NO

c. Learning outcomes

Network, community, feeling of success.

6. Links/references to relevant websites/reports etc.

<https://www.facebook.com/pessoacompanhia/> <http://www.pessoacompanhia.com/>

7. Social and civic inclusion methods (outputs)

Human Living Library

8. Name and contact details of lead organization

The Human Library is designed to build a positive framework for conversations that can challenge stereotypes and prejudices through dialogue. The Human Library is a place where real people are on loan to readers, persons tell their own stories as they were books. It is a place where difficult questions are expected, appreciated and answered.

The method was developed in Copenhagen in 2000 as a project for Roskilde Festival by Ronni Abergel and his brother Dany and colleagues Asma Mouna and Christoffer Erichsen. The original event was open eight hours a day for four days straight and featured over fifty different titles. The broad selection of books provided readers with ample choice to challenge their stereotypes and so they did. More than a thousand readers took advantage leaving books, librarians, organizers and readers stunned at the impact of the Human Library.

9. Purpose/Aim of the methodology

One of the main concerns of the creators, inventors was what would happen if people would not get the point? Or if the audience just simply did not want to be challenged on their prejudices? Well given that there was a total of 75 books available, the conclusion was that with so many different people together in a rather small space for a long time, then they are bound to start reading each other if no readers come. And so it was to become. Before the first reader could take out a book, the talks were already going on extensively and the feeling of something very special was in the air. The policeman sitting there speaking with the graffiti writer. The politician in discussions with the youth activist and the football fan in a deep chat with the feminist. It was a win-win situation and has been ever since.

10. Short description of the methods/output and how implemented

Human Library has an advantage to organizers around the world. It's not very expensive and can be organized no matter how big or small your budget is. The biggest resource needed to facilitate a Human Library is time and energy to do the tasks.

One of the creators, Ronni Abergel, realizing the potential of the idea, decided after the first event, to begin to work to promote the idea to potential new organizers. Since then he has founded the Human Library Organization,

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produced a guide to new organizers with the Nordic Council of Ministers and the Council of Europe. Travelled to many countries to help train new local organizers, plan launch events and present the idea to interested organizations and public authorities. Today it is estimated that the Human Library has been presented in more than 70 countries around the world, most of them in partnership with local organizers.

Anyone who decides to become an organizer, will receive backup from the Human Library Organization.

11. Best practice identified and key lessons learned which are relevant or transferable to Integr8 and can inform:

- d. Learning requirements** – Communication skills
- e. Course content** – Human Library Guide
- f. Learning outcomes** – listening, empathy, acceptance, openness.

Possibility: publishing blog, book, articles about the best stories.

12. Links/references to relevant websites/reports etc.

<http://humanlibrary.org/>

13. Social and civic inclusion methods (outputs)

STORY NIGHTS

14. Name and contact details of lead organization

Story Nights is a Storytelling Club and live event series dedicated to inspiring, healing, transforming and entertaining people through the art of storytelling. It was launched in October 2015 in Bratislava, and then has been growing steadily. Nowadays they organize storytelling events in Bratislava, Vienna and Budapest. They facilitate cross-border live events with storytellers, members and listeners from all over the world.

15. Purpose/Aim of the methodology

Let's get together for a magical evening of true stories told by people all around the world!

The goal is to bring meet in a prejudice and judgment free environment to share true stories that make people from all around to word, migrants and host country members, travellers, think, laugh, cry, hope, wonder, learn and care. Nobody is forced to tell a story, but free to come and just listen to others' true stories.

The Storytelling Club believes that every true story is an opportunity to learn something about ourselves, from others and has the potential to make a difference to understand better the world around us. Stories connect people, enable them to take their masks off and see beyond the stereotypes. It is free of charge; everybody can bring friends and ears to listen, a mouth to tell and a heart to feel.

16. Short description of the methods/output and how implemented

This is an informal initiative, organized through social media by volunteers. Anyone can join the club, and anyone who wants to share their story can do so for 5 - 7min and tell true tales about life, experiences, passion, goals, taboos, cultures, romance, and adversity. The organizers focus on creating an environment where speakers and attendees can mingle, and network with one another. Each session features between 10 to 12 storytellers who get to claim the stage for less than 7min. If you're interested in sharing your true stories in the next upcoming storytelling night, please send us your name, email address and brief topic/ theme of your story.

17. Best practice identified and key lessons learned which are relevant or transferable to Integr8 and can inform:

g. Learning requirements

This group is suitable for storytellers of all skilled levels from beginners to master storytellers. Such approach can help migrants to become active, connect, and show themselves the way they are. It can help in the elaboration of their experiences, as well in taking actions and opening. The mutual curiosity of listeners from host country members and foreigners can create a bridge.

h. Course content

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There is no special course content, but there are requirements: strong emphasis on providing a welcoming, supportive and friendly atmosphere.

i. Learning outcomes

Network, community. Possibility: publishing blog, book, articles about the best stories.

<https://www.facebook.com/groups/storynights/>

Title of migrant integration measure

“CAFEZINHO”

Lead organization details

Hungarian-Portuguese Association

Contact person: Kinga Szebegyinszki – Community Promoter

The Portuguese-Hungarian Association launched an informal club named “Cafezino”, in order to facilitate the integration of Hungarian speaking immigrants in Portugal as well to promote mental hygiene, psychological wellbeing, awareness about the cultural shock and the dynamics/steps of integration in a new country. The facilitator brings topics to discuss about and reflect on the various traits of living in abroad; the challenges of integration process; motivations, good practices and resources in a group.

The sessions last approx. 3hrs, and the base of the course is the psychologist & coach, Nora Szucs’s book, called Wings and Roots. Exercises are taken from here, as well from booms on cultural shock and positive psychology.

In the future it is possible that the Menta 50 Plus course book (developed in the framework of European Project) will be used as well, as a source of gamified community building exercises.

What can we learn from this best practice that is relevant or transferable to INTEGR8?

The model can serve as an example for future Migrant Integration Experts on collaborative program development and practical application.

Links/references to relevant websites/reports etc.

<http://menta.nsinfo.hu/>

http://menta.nsinfo.hu/uploads/menta50_en.pdf

Szucs, N.: Szarnyak es Gyokrerek. 2015, Budapest. Ursus Libri

E. Conclusions and Recommendations

The main aim of our research was to get a broad perspective about the situation and needs of migrants living in Portugal. Therefore we focused on involving various nationalities (Angola, Cape Verde, San Tome and Principe, Hungary, Romania, Ukraine), levels and types of institutions and organizations into the field research. As well, we wanted to prepare the next phases, involving possibly interested professionals and individuals into the research. Based on the interviewed persons’ feedback, there is a good chance for continuing the cooperation with them along the project in the future.

The most important and interesting finding that we will need to take into consideration at the development and implementation of the training courses is the fact that the problems and needs of various migrant groups are very different. While EU citizens face socio-psychological and self-actualisation challenges (career, social network), people arriving from the non EU countries struggle more with legal and administrative challenges. It is important to be aware of this and even though the legal integration is beyond INTEGR8 projects competence.

There is a well-developed institutional network that provides help in documentation and basic integration issues, but the deep-tissue integration, embracing soft skills and socio-psychological need is requires more attention and here INTEGR8 has a very important role.

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