

Effective cooperation in irregular migration management: multi-disciplinary approaches

Success factors in migration management cooperation

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IOM – Mission in Bulgaria

- Agreement between IOM and the Government of Bulgaria, **signed in 1999 and ratified in June 2000**
- **2004** - Memorandum of Understanding (MoU) signed between IOM and the Ministry of Labour and Social Policy in the field of labour migration and integration.
- **2009** - IOM signed a MoU with the Ministry of Interior (Mol) concerning Voluntary Return Assistance to third country nationals (TCNs) and victims of trafficking, including UAMs.
- **2015** - a new and more detailed MoU signed to be used as a long-term document stipulating partnership between IOM and the Mol in the area of migration.

IOM – Mission in Bulgaria

- **3 offices** (one main office in Sofia, one sub-office in Harmanli reception center, one information center for migrants in Bourgas), CANVAC center
- **39 staff** (incl.: 1 –Harmanli, 2 –Bourgas, 1 – Ovcha Kupel reception center, 1 – Busmantsi closed center)
- Pool of interpreters from rare languages (18 persons in Sofia and Harmanli)
- Project & budget: Increase from 9 projects (2015-2016) to more than 15 projects (2017-2018); **indicative budget: 9 mln EUR**; main donor: EC, DG HOME, Asylum, Migration and Integration Fund (AMIF)
- **Thematic Areas of Action:**
 - ✓ Migration management and support (AVR)
 - ✓ Protection of vulnerable groups
 - ✓ Counter-trafficking
 - ✓ Integration
 - ✓ Capacity building for government institutions and NGOs regarding support and provision of services to asylum seekers
 - ✓ Displacement Tracking Matrix
 - ✓ Migration health
 - ✓ Increasing awareness and tolerance on migration matters



IOM office Sofia



IOM sub office Harmanli reception center

Main partners

- Ministry of Interior - Migration Directorate
- State Agency for Refugees at the Council of Ministers (SAR)
- Ministry of Foreign Affairs
- Ministry of Justice
- Ministry of Labour and Social Affairs
- National Counter Trafficking Commission and Local Commissions
- State Agency for Child Protection
- Agency for Social Assistance
- Local authorities
- International/intergovernmental organizations, and national and international non-governmental organizations

Multidisciplinary approaches in collaboration with national institutions

1. Capacity building
2. Protection Programme
3. Assisted Voluntary Return and Reintegration Programme
4. Outreach activities
5. Family reunification, emergency accommodation of vulnerable groups, return and re-integration support for victims of trafficking
6. Information

Multidisciplinary approaches in collaboration with national institutions: **Capacity building**

- **Training sessions for employees of State Agency for Refugees (SAR), Migration Directorate, representatives from municipalities, CSOs (in Sofia and Harmanli) (2017)**

- ☐ Intercultural Competence
- ☐ Psychosocial and Health Support
- ☐ Working with vulnerable migrants and asylum seekers
- ☐ Working with beneficiaries via interpretation (for interpreters)
- ☐ Identification and referral of victims of human trafficking
- ☐ Protecting Children in the Context of the Refugee and Migrant Crisis in Europe

- **Hosting of Strategic meeting(s) (2017)**

“Strengthening collaboration, sharing experience and exchange of good practices” between State Agency for Refugees, Ministry of Interior of the Republic of Bulgaria, Migration Directorate at the Ministry of Interior and IOM Bulgaria/ HQ /RO Brussels

- **Site Management support (SMS) training for senior management staff of State Agency for Refugees, Ministry of Interior of the Republic of Bulgaria - Migration Directorate (2018)**



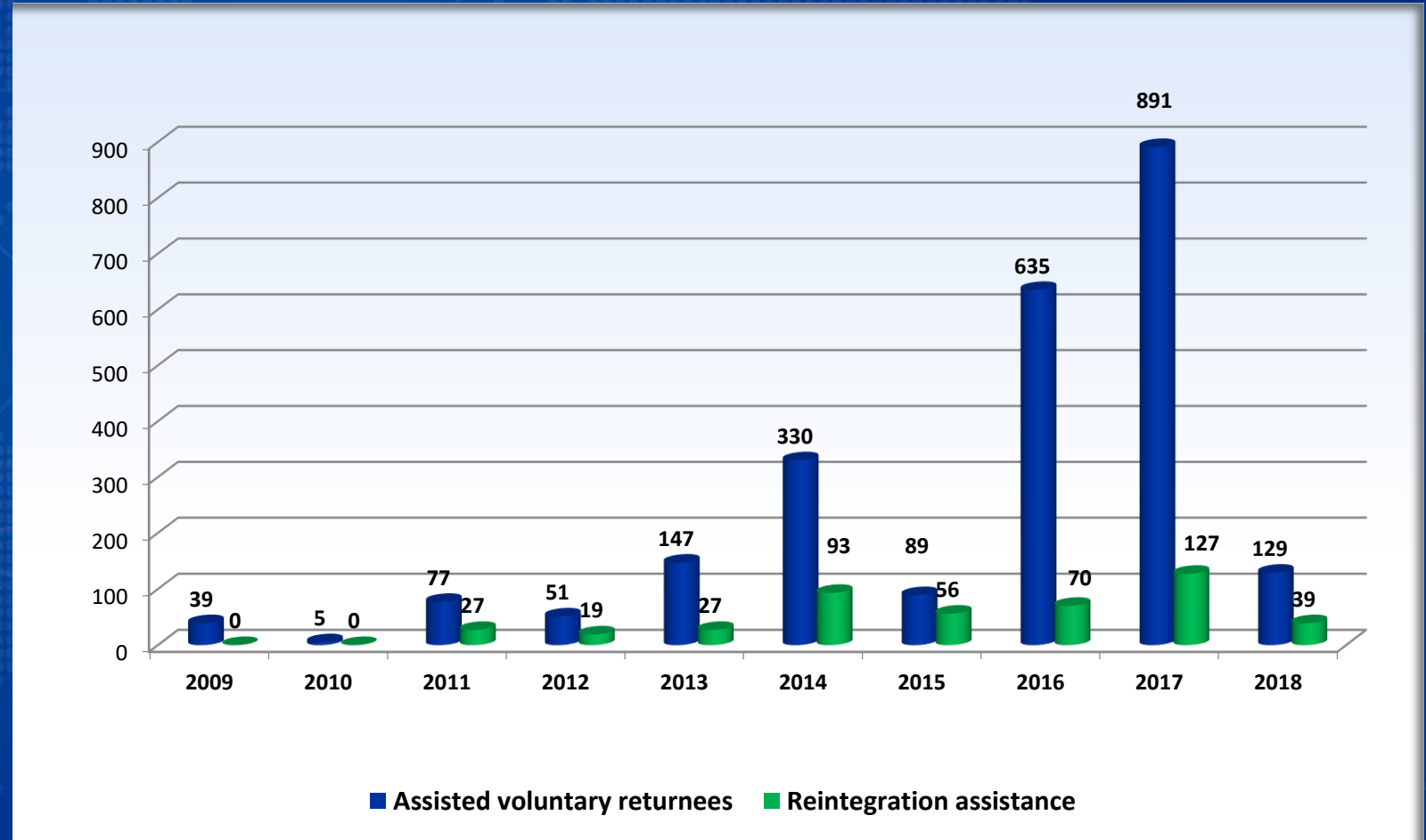
Site Management training, March 2018, Sofia

Multidisciplinary approaches in collaboration with national institutions: **Protection programme**

- Provision of daily support by mobile protection teams (social worker, psychologist, legal counselor) in all centers, managed by SAR and MoI - Migration Directorate (+ new initiative – monthly visits to Kazichane prison hostel)
 - ❖ Legal support (Individual legal consultations, assistance with preparing of documentation, communication with relevant third parties, case referrals)
 - ❖ Social support (assessment of needs, assistance with GP, medical check-ups, financial assistance with purchase of medicines for vulnerable migrants, etc.)
 - ❖ Psychological support (individual consultations, family sessions, group activities)
- Renovation works (toilets and showers, recreational zones, etc.)
- Information sessions:
 - ❑ *“Asylum seekers: procedures, rights and obligations”;*
 - ❑ *“Myths and realities when seeking asylum in Europe”;*
 - ❑ *“Hygiene practices”* linked to the distribution of hygiene materials.
- Monthly recreational (craft, etc.) workshops with women and children;
- Organization of cultural and sports events;
- Individual work and mediation in everyday life problem-solving in reception centers;
- Provision of hygiene materials, clothes, shoes, etc.;
- Support with job search and accessing social services;
- Interpretation and cultural mediation services

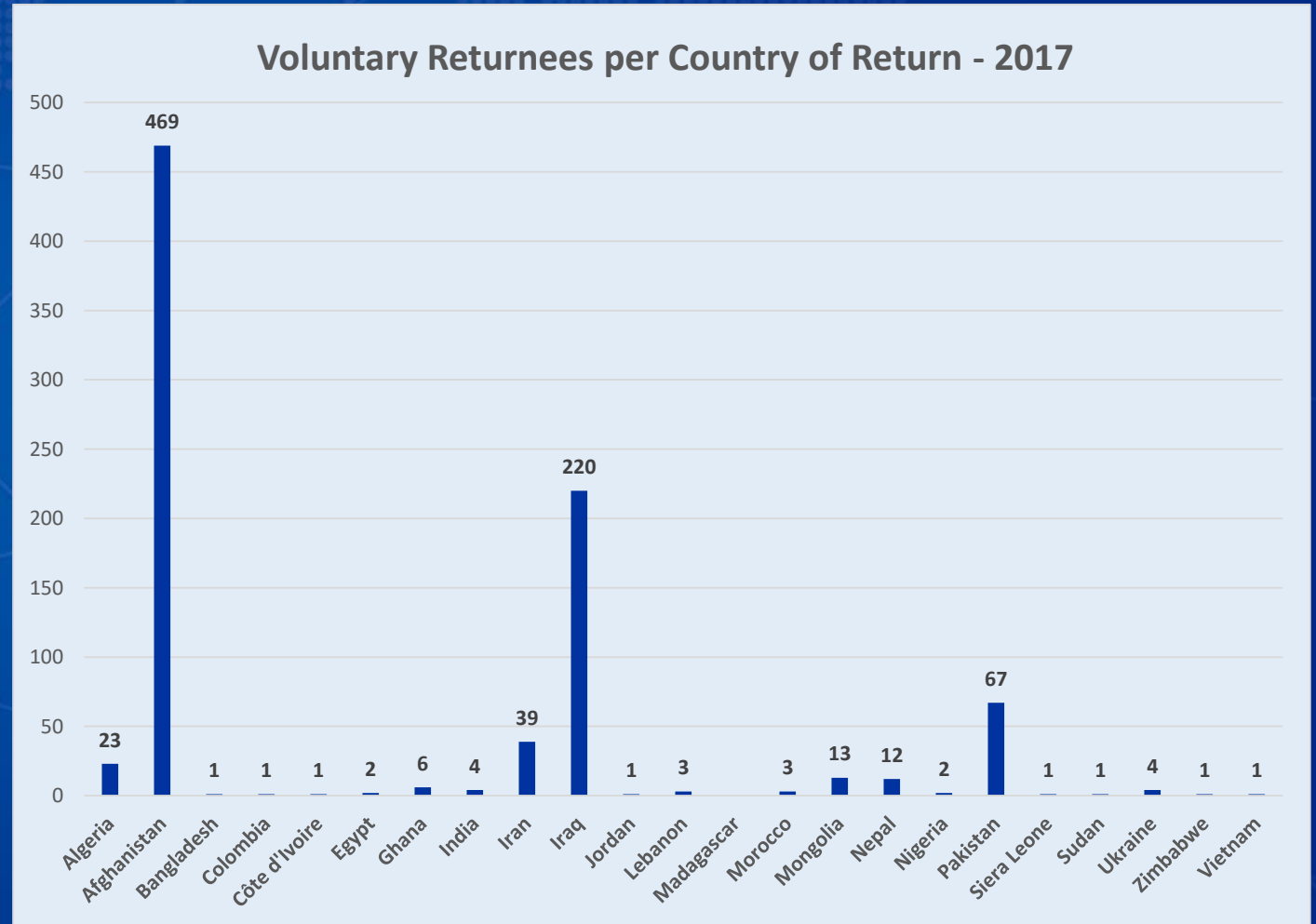
Multidisciplinary approaches in collaboration with MoI - Migration Directorate: **Assisted Voluntary Return and Reintegration Programme**

- Very active cooperation with national authorities – Migration Directorate at both: strategic and operational level
- AVR became preferred option for national Return Policy in recent years;
- IOM has sub-offices in center for accommodation of migrants in Harmanli and Sofia
- 2393 voluntary returnees assisted by IOM, most of them in the recent years



Multidisciplinary approaches in collaboration with MoI - Migration Directorate: **Assisted Voluntary Return and Reintegration Programme**

- Overall in 2017, the AVRR team supported the voluntary return of 891 persons.
- 127 of beneficiaries have received in-kind reintegration assistance in their countries of origin in 2017.
- Focus on support to vulnerable migrants – unaccompanied children; pregnant women; migrants with health problems; single parents with minor children;



Multidisciplinary approaches in collaboration with MoI - Migration Directorate: **Pre departure and Return travel assistance**

- Wide access to information on the possibilities for voluntary return
- Information for the counties of origin
- Assistance to get valid travel documents
- Support for internal transport
- Medical help and checks before departure for vulnerable persons if needed
- Support for temporary accommodation for administrative time fixed for voluntary departure from Bulgaria
- Providing a small amount before departure – pocket money
- Provision of return ticket
- Provision of transport to Airport Sofia and coordination of the departure with airport and border police authorities
- Provision of transit assistance
- Provision of assistance upon arrival

Multidisciplinary approaches in collaboration with national authorities and NGOs: **Pre departure and Return travel assistance**

❑ Key Success Factor for AVRR programmes: Cooperation with national authorities and Non-Governmental Organisations at:

- Policy level – IOM is active stakeholder supporting Bulgarian Government in elaboration national strategic documents in the field of migration;
- Operational level – IOM implements every AVRR programme in very close cooperation with:
 - State Agency for Refugees and Migration Directorate at the Mol – for informing and counselling potential voluntary returnees. Permanent IOM sub-offices in open and closed migration centres. Cooperation in identification of vulnerable migrants, including VoTs;
 - Migration Directorate at Mol – coordination of every voluntary return operation. Preparation of necessary documents.
 - Border Police – coordination of every voluntary return departure with Airport authorities and Border Police. Support to undocumented migrants detected by Border Police. Cooperation in identification of vulnerable migrants, including VoTs;
- Information campaigns for AVRR – carried out by IOM in cooperation with SAR, Migration Directorate, Border Police, International Organisations, local NGOs

Multidisciplinary approaches in collaboration with national institutions: **capacity building on AVRR**

- ❑ Number of trainings and seminars on the AVRR programmes
- ❑ Development of national expertise to implement AVRR programmes
- ❑ Elaboration of set of Manuals – AVRR; Work with vulnerable migrants; Work with unaccompanied children, etc.
- ❑ Cooperation with authorities of countries of origin



Multidisciplinary approaches in collaboration with SAR, municipalities and other key actors at local level: **Outreach activities**

- **Football tournament(s)** for children in Harmanli (2017 and 2018)
- **Graffiti Fest** 2017 in Harmanli
- **Global Migration Film Festival 2017** as part of the global IOM initiative – “Global Migration Film Festival”: movie screenings on diverse migration topics in Sofia and Harmanli.
- Movie screening (ie. Human Flow) in partnership with Sofia Film Fest (2018)
- Participation in **Junior Achievement’s program “Manager for a Day”** 2017 engaging students from high schools in Sofia as managers for a day and getting familiar with the work of IOM in reception centers in Sofia.
- **Presentations in schools**, starting from Harmanli city on the topic “The cultures of Iran and Afghanistan”, focused on the culture, traditions, customs and everyday life in both countries (2018)
- **Playback theater** events, open to the general public and asylum seekers (providing free entry and interpretation) (2018)



Multidisciplinary approaches in collaboration with Ministry of Foreign Affairs (MoFA), State Agency for Child Protection (SACP), Agency for Social Assistance (ASA): Family reunification, emergency accommodation of vulnerable groups, return and re-integration support for victims of trafficking

- Family reunification (support in visa issuance, flight tickets and escort)
- Individual integration programmes for children, who arrived in Bulgarian within family reunification project, managed by IOM *2 families, 6 children received support in 2017
- Emergency accommodation of vulnerable persons (unaccompanied migrant children/ women with children) in specialized social services (in close coordination with ASA)
- Social work in support of children integration in coordination with all relevant institutions
 - ☐ Assistance in obtaining relevant documents;
 - ☐ Interaction with assigned representatives of the municipal administration;
 - ☐ Assistance with school enrollment;
 - ☐ Purchasing of school supplies;
 - ☐ Providing after-class educational activities according to interests and skills;
 - ☐ Assistance with family tracing (led by Bulgarian Red Cross);
- Partnership with the National Commission for Combatting Trafficking in Human Beings – NCCTHB

Multidisciplinary approaches: Provision of information

- Awareness-raising campaign on risks and prevention measures regarding human trafficking and smuggling (short video and information materials in Arabic, Dari, Pashto, Urdu and English)
- AVRR information campaign (short video and information materials in Arabic, Dari, Pashto, Urdu and English)
- Information materials for children (brochures and posters) on their rights and obligations

Success factors on migration management cooperation at national level: IOM Sofia approach

- *Provision of support and specialized assistance to all migrants with respect, based on assessment of their needs;*
- *Multidisciplinary teams providing comprehensive support services to migrants (legal, social, psychological, health, material support, return and reintegration);*
- *Good working relationship with all institutional and civil society actors in the field;*
- *Close coordination of the work with key institutional partners throughout the whole process;*
- *Development and implementation of capacity building programmes in migration management at national level;*
- *Strengthening the exchange of experiences at national level in managing different aspects of migration, as well as by engaging IOM global and EU experts to present on specific topics of interest;*
- *Reaching-out to the general population and engaging in joint activities both migrants and local population.*



THANK YOU!

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