

UNHCR Annual Consultations with Non-Governmental Organizations

Conversations on Pledging & Showcasing - Solutions
CICG Room 2, Geneva, 5 July 2019

Supporting sustainable reintegration of returnees in Cote d'Ivoire

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Côte d'Ivoire - Context

PoC (2019):

West Africa - Côte d'Ivoire Emergency

Number of refugees
As of 12 May 2011



Stateless:
692,800

Returnees:
270,000 (72K
VolRep & 198K
spontaneous)

**Ivorian
refugees:**
+22,000
(Ghana, Liberia,
Guinea, Togo)

Refugees:
1,573

Current Context in CI

- GDP: 8%,
Promising Economy (1st world cocoa producer)

- **Private Sector** and > demand for **labour** (including child labour)

- **Political Stability**, (laws & amnesties)
- **2020 Elections**

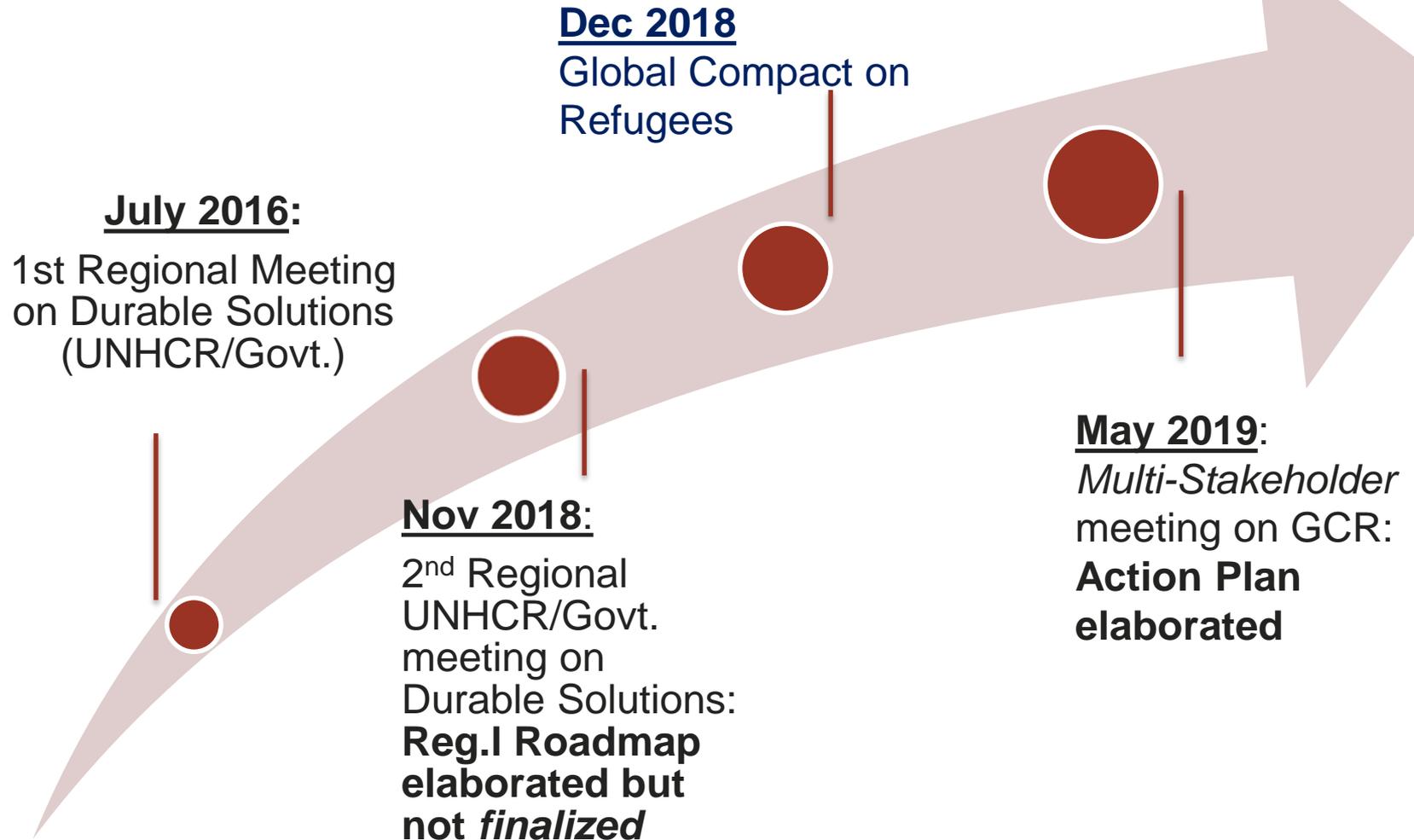
*Conditions for Safe & VolRep in line with **CRRF/GCR** through a **multi-stakeholder approach***

- **Development & Mixed Migrations**

- **ECOWAS (mobility)**

- **Few INGOs** (Save the Children, IRC, CARE, ACF) + many local **active NGOs**.

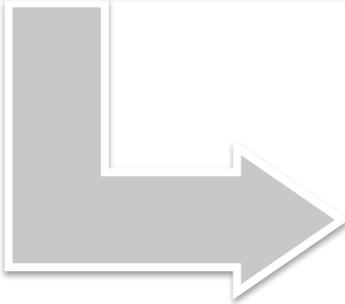
Actions Taken in Côte d'Ivoire



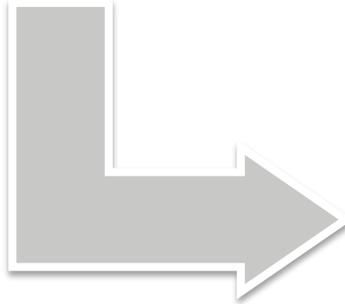
Objectives of the Workshop

*National and Local Gov, returnees,
UNHCR, Hum/Dev actors, Academia,
ICRC*

Multi-Stakeholder approach
(> 40 participants)
UNOs, Donors, Private Sector



Lessons Learned
(Uganda)



Analysis of Needs, Challenges
& Recommendations for
Safe VolRep (GWs)

Outcomes of the Workshop: 5 Pillars

Refugee caseload in
NDP & Sector Plans

Documentation
(Statelessness)

Education

- Action Plans (by Pillar)
- Revision of Roadmap (multi stakeholder)

Dialogue

Jobs & Livelihoods
(Private Sector)

Key Takeaways

- **Multi-stakeholder approach:** a comprehensive & sustainable response to the reintegration process
- Govt willing to **lead** and HCR as **catalytic role** for GCR
- **Role model** for WA (CRRF application)
- **Opportunity** for the **GRF pledges** (Dec 2019)
 - ✓ *Current lack of funding for UNHCR, Govt. CSOs to bring the GCR agenda forward*
 - ✓ *Identification of non-traditional donors interested in pledging (Private Sector, WB, AfDB)*
 - ✓ *Returnees, Refugees and local communities' participation*

Key recommendations to NGOs

- Active part of the **multi-stakeholder approach** (structured)
- Support the elaboration & operationalization of a **multi-year Roadmap**
- Identify opportunities with **Private Sector** (from start)
- Contribute to the set up of a **Data Management System**
- **Protection Risk Assessment** re. reintegration (child labour, human trafficking etc.)
- Position in your **area(s) of expertise** (i.e. Save the Children in Education and Child Protection)

Key recommendations to other Stakeholders

- UNHCR Leadership across **all** contexts: “Regionalization” for *stronger presence* across countries
- Align DS Strategies to **National Development /Sector Plans**
- Support Govt-led **coordination structures** (existing/new)
- **Transparency** for efficient resource allocation and coordination (info sharing)
- **Good Practices** from other countries (Chad, Uga)
- Close the **Hum-Dev divide** and appoint **Focal Points** (Govt, UN, NGOs)

THANK YOU



Save the Children



NGO Consultations
Geneva, 05 July 2019

The Three-Year Strategy (2019-2021)

**on Resettlement and
Complementary Pathways**

To achieve the GCR objective of expanding 3rd country solutions, the Strategy is guided by three main aspects;



A truly multi-stakeholder consultative process was pursued to develop the Strategy

+ 90
stakeholders
consulted

Stakeholders
included States,
NGOs, private
sector,
academia, faith-
based actors,
refugees and
other UN
agencies

+40 written
contributions
received

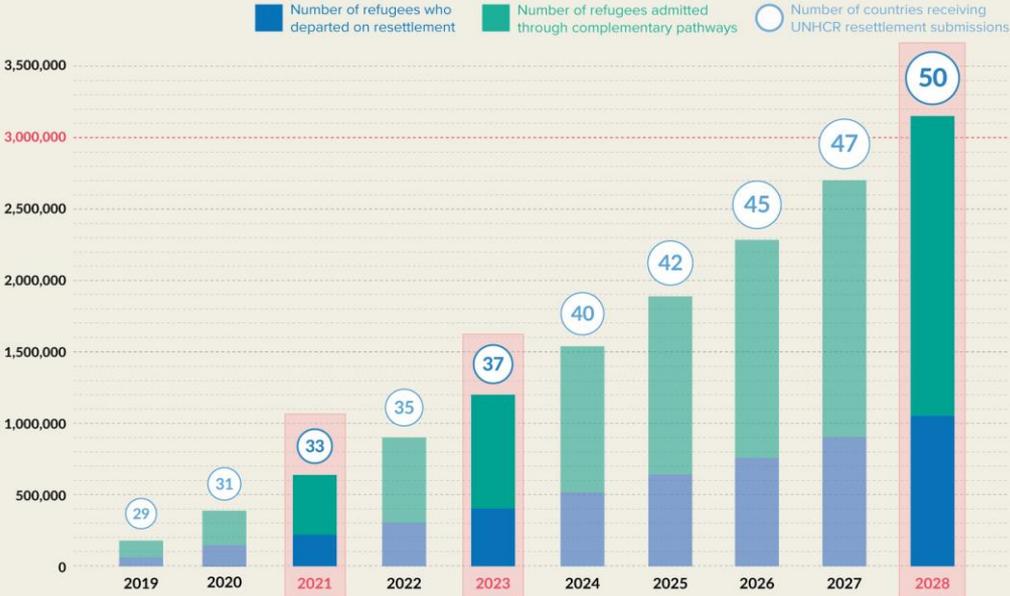
The Strategy has an ambitious yet realistic vision

VISION STATEMENT

Third country solutions for refugees are expanded so that by the end of 2028, 3 million refugees benefit from effective protection and solutions through resettlement (1 million) in 50 resettlement countries and complementary pathways (2 million).

The vision in numbers

Third country solutions for 3 million refugees by the end of 2028



The three dimensions of the vision



BETTER PROTECTION AND QUALITY

Maximizing the protection impact and quality of resettlement and complementary pathways

Improving the protection focus and impact of programmes and the quality of solutions that benefit refugees and host communities

MORE ACTORS

Expansion of the base of actors engaged in resettlement and complementary pathways

The engagement of an expanded range of countries and other stakeholders in resettlement and complementary pathways.

MORE PLACES

Expansion of the scope and size of resettlement and complementary pathways

Sustainable and predictable growth in the scope and size of resettlement and complementary pathways opportunities



The Three Goals of the Strategy

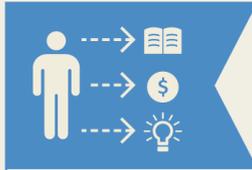
GOAL 1



GROW RESETTLEMENT

New resettlement countries
and more places

GOAL 2



ADVANCE COMPLEMENTARY PATHWAYS

Improve access and
develop opportunities

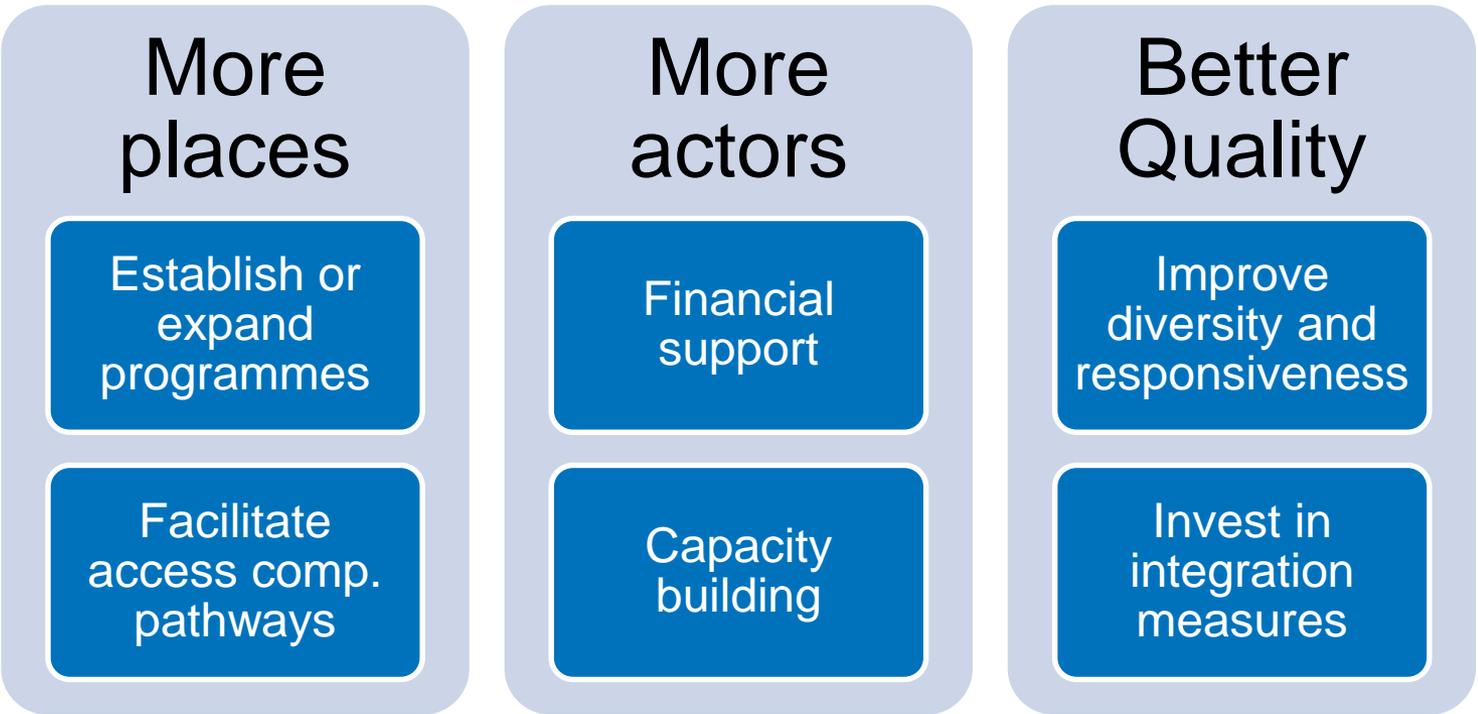
GOAL 3



BUILD THE FOUNDATION

Promote welcoming and
inclusive societies

The Global Refugee Forum: A platform and tool to galvanize support for the Strategy



NGOs and Civil Society have an important role to play

Civil society at the international, regional, national and local levels (including NGOs, faith-based organisations, refugees in receiving countries, diaspora and citizens)

- ➡ Advocate with local and national authorities for the establishment and expansion of programmes through demonstrating their benefits;
- ➡ Mobilize citizens and harness local actors' initiatives to directly engage in supporting refugees arriving through resettlement and complementary pathways, including through community-based sponsorship models;
- ➡ Bring refugees and local communities together through sponsorship models, volunteerism, mentorship programs and inter-faith and inter-cultural events;
- ➡ Ensure that reception and integration programmes respond to the specific needs of refugees and their capacities;
- ➡ Include and partner with refugees and diaspora.

THE STRATEGY

AT A GLANCE

VISION

Third country solutions for refugees are expanded so that by the end of 2028, **3 million refugees benefit from effective protection and solutions** through resettlement (**1 million**) in **50 resettlement countries** and complementary pathways (**2 million**).

GOALS AND PRIORITIES



1. GROW RESETTLEMENT: New Resettlement Countries and More Places

- New countries establish successful resettlement programmes
- Resettlement programmes are scaled up and sustainable
- Resettlement programmes are responsive to the needs and have maximum protection impact



2. ADVANCE COMPLEMENTARY PATHWAYS: Improve Access and Develop Opportunities

- Complementary pathways for admission are developed
- Complementary pathways for admission are accessible to refugees
- Complementary pathways include protection safeguards and are solutions-oriented



3. BUILD THE FOUNDATION: Promote Welcoming and Inclusive Societies

- Initiatives promoting welcoming and inclusive societies are supported
- Refugees are able to successfully integrate in their new societies
- Resettlement and complementary pathways contribute to fostering inclusive societies

Thank you!

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Civil Society and Growing Resettlement





1. Capacity Building and Facilitating the Exchange of Best Practice



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**The IRC EURITA
project delivers
practical, outcome-
based knowledge to
integration
practitioners and
community
stakeholders**



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EURITA.org

Is a platform for sharing resources and e-learning activities in five thematic areas essential to successful refugee integration



Case
Management
Strategies



Economic
Empowerment



Information
Sharing



Interpretation &
Language Access



Community
Engagement

Case Management Resources



Directions: Use this checklist and add up your checkmarks to identify which stage your program is currently in (nascent, emerging or mature), in the following sections.



Case Management Practice



NASCENT

- protocols/procedures not fully established or just developing
- Case management-related needs tend to be reactive rather than proactive (focus on addressing immediate needs; limited long-term planning)
- Clients are often a source of frustration and case management is inconsistently provided to clients.
- Staff often view clients as having problems to be solved, rather than as individuals with capacity and problem-solving skills.
- Clients often become dependent on staff for completing even the smallest task.
- Program does not have a procedure in place to monitor cases or evaluate services provided



EMERGING

- Case management protocols/procedures somewhat routine
- Office has a short and long-term plan for ensuring no gaps in service delivery, even if it hasn't been fully acted upon yet
- Case management is typically provided to most clients
- Caseworkers occasionally use a strength-based, client-centered approach, but it remains inconsistent among staff
- Program staff inconsistently monitor cases and evaluate services provided
- Program has a case closeout procedure, but it is inconsistently implemented by staff
- Accommodation for the cultural and religious practices of clients is generally made.



MATURE

- Case management protocols/procedures well-established
- Office has a short and long-term plan for ensuring no gaps in service delivery and is on track to meet stated goals
- All program staff are trained in strength-based case management and utilize this method on a consistent basis in providing services to clients.
- Client capacity for resilience and problem solving are supported. Individuals are treated as people with goals, rather than as problems to be solved.
- Program staff consistently monitor cases and evaluate services provided to ensure utmost quality
- Program has a formal case closeout procedure which is consistently implemented by staff

continued



2. Encouraging a Whole of Society Approach



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Through Private Sector Partners



Virgin



OpenHomes



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Through the Local Community & Engagement with the General Public





How to use the 3 year strategy to support your advocacy efforts

2. Reference Numerical and Time-bound Targets

1 million refugees will depart on resettlement following a UNHCR referral by 2028

2 million refugees will be admitted on complementary pathways by 2028.



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3. Focus on expansion through BOTH increasing existing programs and adding new resettlement countries



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4. Encourage the Whole of Society Approach



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Ghosn Zeitoun Initiative

**Integrating Syrian (and Palestinian) refugee students in French
Higher Education system**

NGO Consultations

Geneva Jul. 5 2019

Key dates and figures

- NGO « Démocratie & Entraide en Syrie, Ghosn Zeitoun » created and registered in November 2012
 - First programme of students' welcoming initiated in 2013...
 - First program started in 2014... Welcoming 25 Students at University of Creteil (UPEC), in partnership with the Departement of Val-de-Marne (Paris Region), CROUS (the social support institution of French Universities) and France-Terre-d'Asile (the large French support NGO for refugees).
 - Languedoc Roussillon, Provence Alpes Cote d'Azur,
 - 2017-2018 programmes
 - Welcoming 25 students from inside Syria and neighbouring countries with the Mairie de Paris
 - Welcoming 20 students HCR refugees in Jordan (including Zaatari, Emirati, Zarqa camps) with Region Occitanie
 - Welcoming 20 students already refugees in France at University of Mulhouse...
-

Operating mode

- **Step 1** – student's selection (call – interview – gender – family situation - project)
- **Step 2** - legal and secured transfer to France
- **Step 3** – 1 year intensive French language (target B1)
- **Step 4** – integration in HE system (mostly Bachelor level)

+ assisting in all administrative procedures incl. asylum status (OFPRA)

+ academic guidance



COST - 500 € x 12 months = 6,000 € per student. If the student obtains Asylum status (or now subsidiary protection) he/she have right to obtain a grant (bourse sur critères sociaux) from the CROUS for 5 years to finance his studies.

Stakeholders

- A local gov. (Region, Department), providing at least 50% of the financing
 - A University, providing intensive French teaching
 - The CROUS, providing students dorms + other facilities
 - Conférence des Présidents d'Universités (CPU), providing support for entry to University
 - France-Terre-d'Asile (FTDA) or similar organizations, providing support for asylum application
 - UNHCR, helping students out of camps and neighbouring host countries
-

Role of the NGO

- Non-profit organization
 - Board constituted by researchers and university professors in France
 - Team made only of voluntary contributors, mostly among students-refugees of first programs... no wages paid
 - Accounts verified by CPA accountant and published at the official Gazette
 - Signing and executing agreements with local govts, CROUS, and other stakeholders
 - Making all paper works, institutional relations and welcoming installation for students (visas, installation at dormitories, guaranties of rooms rentals, etc.)
 - Following individually students progress in French and providing with universities guidance for University access; following also University delivery of intensive French courses, animating social integration activities.....
-

Major challenges 1/4

CHALLENGE 1 → GETTING VISA

- Partnership with Ministries of Interior (security check) and Foreign Affairs, as well as Embassies
- Partnership with UNHCR (not on other relocation programs)
- Visa D student... Then application for asylum when in France
- Lodging agreement with CROUS should be made to enable issuing of visa
- Students should have valid passports... difficulties
- Married students have not be allowed to bring partner/children... to be made following asylum granting (family grouping)



Major challenges 2/4

CHALLENGE 2 → DEALING WITH ARRIVAL ADMINISTRATIVE FORMALITIES

- Welcoming individually a diverse group coming from different locations at different moments, financing and organizing transportation to France and dormitories
- Providing basic support for installation for first days
- Making all initial formalities the first days: registration at University, registration at Préfecture and OFII, registration at social security, opening a bank account (many banks refuse for Syrians), minimum tools for rooms, transportation tickets, phone cards, etc. All French cities and Universities are not equipped efficiently (even for French students).

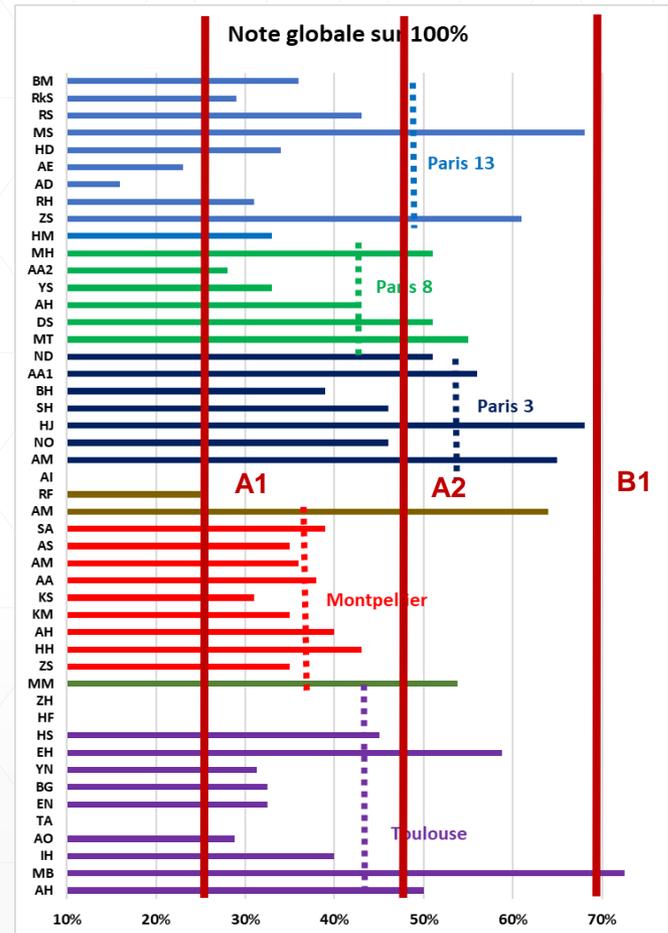
+ Subsequent formalities:

- Caisse d'Allocation Familiale (CAF) procedure. Essential, as it reimburse part of the CROUS dormitory rental
 - Asylum seeking procedure (OFPRA) procedure. Long and complex. Interviews only made in Paris.
-

Major challenges 3/4

CHALLENGE 3 → LEARNING FRENCH

- Some students have difficulties
- Some Universities have also difficulties (strikes, etc.)
- The NGO organizes national standard tests of French (TCF CPIE, under authority of CPU) at two intermediate moments to follow progress
- Some students (approx. 30 %) need a second year of French language



Major challenges 4/4

CHALLENGE 4 → INTEGRATING A UNIVERSITY PROGRAM

- Must be started before the final results of the French year
- Questions of equivalence of years in Syria and others (Baccalaureat, ENIC NARIC)
- Complex processes of application (Parcoursup, special interviews, preparation of file – example architecture -, need for additional support – example first year of Medicine PACES -)
- Some specialties are not found in the region of welcoming (example: interior designer in Montpellier)
- Orientation interviews and support of applications: NGO, CPU and the University

++ FOLLOW-UP

Conclusion & avenues

Despite many challenges, difficulties encountered this initiative has become a successful model

- General model with individual follow up / Alumni serve new students
- Strong involvement of all partners
- Reasonable cost for financing partners 6000 € per student per year

Avenues → growing in scale?

Avenue 1 – Same initiative can be extended to other regions in France / Built on France specificities in education and asylum procedures → need adaptation for other countries / Can even be adopted even if private financing and not Region (Example student from Gaza)

Avenue 2 – Providing higher education IN / CLOSE TO refugees camps (model of short offshored courses combining online and face-to-face learning)
