VISION

The International Organization for Migration (IOM) views integration as an essential component of effective and comprehensive migration management to promote social inclusion and good relations across diverse groups, thereby contributing towards diverse yet inclusive and cohesive societies. While integration is highly contextual and varies across countries, IOM recognizes that successful integration is a dynamic and multi-directional process that involves mutual adaptation of migrants and of the host society, based on principles of protection of fundamental rights, respect, tolerance and non-discrimination.

OBJECTIVE

The project "Portugal: Enhancing Migrant Integration Services", funded by the European Union via the Technical Support Instrument (TSI) and implemented by IOM Portugal in cooperation with the European Commission's Directorate General for Structural Reform Support (DG REFORM), aims to support the Portuguese High Commission for Migration (ACM) in enhancing its capacity to better respond to migrants' integration needs.

To achieve this, the project will focus on improving the National Support Network for the Integration of Migrants (RNAIM), constituted by the National Support Centres for the Integration of Migrants (CNAIM), the Local Support Centres for the Integration of Migrants (CLAIM), the Migrant Support Line (LAM) and the Telephone Translation Service (STT).

**CNAIM – National Support Centre for the Integration of Migrants in Lisbon
@IOM Portugal**

TO THIS END, THE PROJECT AIMS TO CONTRIBUTE TO:

- Improving the integrated response to migrants through a stronger and more structured multilevel coordination, support, and monitoring mechanisms;
- Supporting the transition to an effective multi-channel approach enhancing digital platforms to respond to the identified needs of users;
- Reviewing and enhancing the training activities to better respond to the evolving training needs of ACM staff.

OUTCOMES AND OUTPUTS

Integration is a multi-dimensional issue that covers migrant's inclusion in economic, psychological, social, linguistic, and civic spheres, as well as empowering host communities and local actors to receive and engage with migrants.

The project strongly relies on a close involvement with the beneficiary, the High Commission for Migration in all major stages of the activities, to promote full appropriation of all project tools and deliverables, through regular consultative methods.

The project has the duration of 27 months (2022-2024) and seeks to achieve such impact through three main outcomes, expected to result in the discriminated outputs.

OUTCOME 1	OUTCOME 2	OUTCOME 3
The integrated response to migrants is improved through stronger and more structured multilevel coordination, support, and monitoring mechanisms	The newly designed digital platforms support the transition to an effective multi-channel approach and better respond to the identified needs of users	The training activities are reviewed and enhanced to respond better to the evolving training needs of staff from CNAIM and LAM
• Information sharing and coordination mechanisms are in place at ACM; • Emergency Teams are endowed with an enhanced response mechanism; • RNAIM services are strengthened by improving its coordination and monitoring mechanisms.	• Recommendations on enhancing the functioning of the newly designed digital platforms; • A Digital Experience Monitoring Strategy is developed.	• ACM's Training Plan is reviewed and strengthened; • A distance learning experience is enhanced.

DELIVERABLES

📊 Staff Training Plan

💼 Welcome Toolkit and Procedural Guide

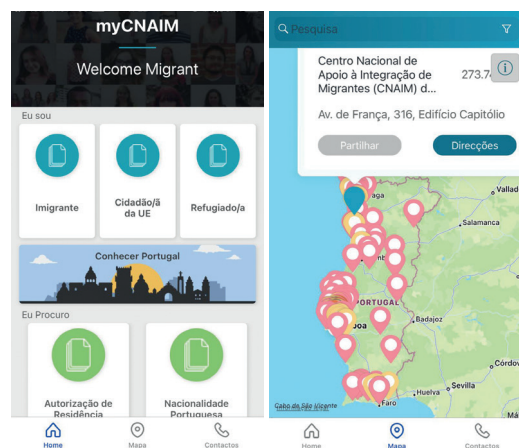📱 Multichannel Digital Strategy

🎥 Digital Experience Monitoring Tool

⏱️ Standard Operating Procedures for Emergency Teams

⚙️ Workshops

Digitalization of Integration Services @MyCNAIM mobile application

PARTNER AND FUNDING

BENEFICIARY/ PARTNER

High Commission for Migration (ACM)

◉ CNAIM (National Support Centres for the Integration of Migrants)

◉ CLAIM (Local Support Centres for the Integration of Migrants)

ACM — ALTO COMISSARIADO PARA AS MIGRAÇÕES

FUNDING SOURCE

Technical Support Instrument (TSI)

◉ EU programme that provides tailor-made technical expertise to EU Member States to design, develop and implement structural reforms. Smart, sustainable and socially responsible reforms help to strengthen the resilience of economies and societies.

Funded by the European Union

PROJECT CONTRIBUTIONS TO GLOBAL PROCESSES

Global Compact for Migration

Global Compact for Migration

Objectives:

1. Collect and utilize accurate and disaggregated data as a basis for evidence-based policies

15. Provide access to basic services for migrant

Sustainable Development Goals

10 REDUCED INEQUALITIES

17 PARTNERSHIPS FOR THE GOALS

Goals and targets:

10. Reduce inequality within and among countries

10.2. Empower and promote the social, economic and political inclusion of all

10.7. Orderly, safe, regular and responsible migration and mobility of people. implementation of planned and well-managed migration policies

17. Partnerships for the goals.

17.8. Enhance the use of enabling technology, in particular information and communications technology

Migration Governance Framework

MIGRATION GOVERNANCE FRAMEWORK

Principles:

1. Migration and related policies are best formulated using evidence and whole of government approaches

2. Good migration governance relies on strong partnerships

IOM UN MIGRATION

CONTACT