

**RaCIP - Raising Capacity for
Inclusive People engaged in private
sponsorships**

Final evaluation on pilot schemes results

Report



WP7 - Deliverable 7.7

Evaluation report on PS pilot schemes results, including results of the second sets of interviews addressed to refugees, mentors and sponsor organizations.

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Executive Summary

The RaCIP project was initiated to foster knowledge production and the experimental implementation of pilot actions aimed at facilitating refugee integration within the European context through Private Sponsorship Schemes (PSS). This partnership encompasses nine collaborating organizations spread across five European Union (EU) countries: Cyprus, France, Greece, Italy, and Portugal.

This report conducts an evaluation of the pilot actions that were developed across all participating countries between September 2022 and July 2023. It consolidates data and findings derived from these pilot initiatives and should be reviewed in conjunction with the project's final evaluation report. The evaluation encompasses data collected by the partners, including information on participants, stakeholders, outcomes, and challenges associated with each activity. The key findings are summarized below.

- In total, there were 738 activities conducted across all participating countries and organizations during the Pilot Actions in the European countries and organizations involved in RaCIP Project.
- Most of the activities are one-time events, without any recurrence, and they were carried out in the year 2023. Notably, 10% of these activities also featured community partners who were distinct from those originally involved in the RaCIP partnership.
- The majority of actions were oriented towards asylum seekers, organizations, and university mentors. The overall category of migrant participants (including asylum seekers', refugees, other people under international protection and other migrants) accounted for a total of 319 out of the 738 activities within the pilot schemes.
- The pilot actions within the RaCIP project engaged a total of 2,277 participants. The participant profile with the highest level of participation was asylum seekers, numbering 1,116, followed by 193 individuals with refugee status, seven people with other forms of international protection, and a total of 30 migrants who do not fall into the previously mentioned categories.
- Among the 913 non-migrant participants, there were 40 hosting families, 54 individual mentors, 53 mentoring families, and 252 organizations. Additionally, there were 45 staff members and six volunteers involved in the project.

- Overall, the RaCIP Project Pilot Actions encompassed a wide range of activities with the overarching goal of empowering organisations and people involved in community integration, and supporting individuals in various aspects of their lives, including administrative, healthcare, housing, education, cultural integration, and employment, with the aim of facilitating their integration and self-sufficiency in the host country.
- The primary goal common to all participating countries was to "Enhance wellbeing and strengthen community connections," representing 32.9% of the total activity goals. Additionally, "Improving participation in work-related activities" and "Language learning and communication skills" accounted for 9.9% and 9.6% of the goals, respectively. In terms of broader resource access, this category constituted 15.6% of the activities' goals, with a significant emphasis on "Access to housing" as the prominent subcategory.
- The analysis of results underscores a broad spectrum of favourable outcomes arising from integration and support activities for migrants, refugees and other participants. These achievements encompass facets such as wellbeing, a sense of belonging and active participation, cultural integration, mentorship and support, employment and skills development, education and training, as well as the dissemination of knowledge and increased awareness.
- A notable portion of the activities focused on enhancing the qualifications of organizations, staff members, mentors, and volunteers, ultimately equipping them to take more effective and efficient actions. The innovative design of these pilot initiatives demonstrates their alignment with the needs of migrants, organizations, and the broader community.
- The pilot projects encountered and effectively addressed a myriad of challenges and obstacles, such as: bureaucratic obstacles, challenges with mobility, challenges in mentorship role definition and management, high mobility and frequent relocations of migrants; fluctuating mentor dynamics; intercultural misunderstandings and conflicts; language and communication barriers; punctuality and time management; limited digital skills among participants; housing and accommodation issues; education and training difficulties; changes in social, political, and legal context and fear and discrimination.
- These challenges were addressed proactively, accentuating the resilience and adaptability of the pilot initiatives in their pursuit of migrant integration organisational enhancement.

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1. Background and introduction

1.1 Project Background

The RaCIP project, which is funded by the European Commission through the Asylum, Migration and Integration Fund (AMIF), was designed to produce knowledge and develop pilot actions of Private Sponsorship Schemes (PSS) for refugee integration, in Europe. The partnership is composed by nine partner organizations, in five European Union (EU) countries, which are the following: Synthesis in Cyprus, Réfugiés Bienvenue in France, the Municipality of Ioannina and Second tree in Greece, Consorzio Veneto Insieme (CVI), the project leader, Glocal Factory and Refugees Welcome Rome in Italy, Serviço Jesuita aos Refugiados (JRS) and Instituto Universitário de Lisboa (Iscte) in Portugal.

Here are some of the objectives pursued by RaCIP:

- To boost the capacities of Civil Society Organisations (CSOs) and local communities and promoting the active involvement of refugees in their integration process.
- To enhance capacity building of organisations operating Private Sponsorship (PS) schemes or otherwise engaged in community-based support to refugees' integration, explicitly involving hosting families; supporting families; enterprises' mentors and university students.
- To feature, establish and develop practices of pilot schemes aimed at scaling up existing PS and strengthening community-based efforts by experimenting PS initiatives.

According to the project, the expected outcomes include:

- Fostering the sharing of valuable experiences and good practices on PSS implementation and refugees' bottom-up integration processes.
- Strengthened social ties through active participation of individual citizens, families, NGOs, CSOs and private companies in PS pilot schemes across Partner countries.
- Design and development pilot schemes related to the mentioned training paths
- Improving existing PS schemes through the exchange of information on the impact of the PS pilot schemes and the building of a collaborative networks of CSOs engaged in supporting refugees' integration.

The project aimed at furthering the scope of the partner organizations' actions, through a first phase of good practices exchange between the partnership and its networks during study visits. Training directed to several stakeholders was developed and delivered to the people involved in the following stage of the project, the pilot schemes implemented by each partner working on the field. The work developed by the partnership during the project was planned to produce processes and outcomes from which to draw sets of good practices in the field, either from reinforced or innovative actions. In this sense, RaCIP also aimed at furthering knowledge on refugee migrant integration, through PSS and involving a variety of actors in the EU context, which is characterized by a great diversity of national contexts specificities.

1.2 Aim of the Report

This evaluation report is intended to map and examine the outcomes of the pilot schemes developed by each partner, in its local contexts. The document will identify PSS practices, with either specific or generalized goals, direct or indirect and short to long-term results, which are not always palpable and concrete, but are understood as contributing to the complexity of integration processes. Throughout the report specific actions will be linked to specific groups of participants in the project, which are part of integration processes through PSS initiatives.

1.3 Purpose and Scope of the Evaluation

The evaluation system was formulated to monitor each activity, output and outcome and assess pilot schemes' results and the project impacts. The step of evaluation addressed in this report map the type of activities that were undertaken by the partnership (outputs) in a time frame and geographical area and assess the coverage, timeliness, and relevance of its results (outcomes). As integration is understood to be a nonlinear process, which involves many actors and areas of existence, this report will also describe to which life dimension(s) an action contributes to, and which actors were involved.

The primary goal of this report is to examine the key categories of activities conducted within the pilot actions, their extent, the participant profiles, and the principal outcomes and challenges encountered during their implementation. In doing so, this report will condense and analyse the data collected from these activities, offering insights into their effectiveness and impact, and examining into trends or patterns. It will also document the primary achievements and outcomes, spotlight the participants, and address any noteworthy accomplishments. Lastly, it will engage in a comprehensive discussion of the challenges encountered throughout the process.

1.4 WP6 Description and Context of the Pilot Actions

The goal of WP6 was to implement a set of pilot initiatives in all partner countries according to specific needs and based on training activities, and to scale up the Plataforma de Apoio aos Refugiados (PAR) model with practices experimented in other partner countries (student and family mentoring). According to the project proposal, Greece and Cyprus were to enhance the capacity of their community-based practices and newly trained mentors were to design tailored integration activities, addressed to refugees already on national soil. Italy and France were to identify a group of refugees that were both, resettled through the Higher Commissioner (HC) and already residing in EU countries and about to leave government-run programmes. Afterwards, organisations in these countries were to replicate the PAR model and implement mentorship schemes learnt through the training in WP5. However, the project allowed for enough flexibility for partners to experiment and adapt practices observed during the study visits of WP2, relevant to their local contexts.

As part of the WP6, each partner involved with the pilot actions initially identified other local civil society organization (CSO) to build their local networks for private sponsorships (LNPS) and identified potential migrant beneficiaries which were either: refugees resettled via HC schemes; refugees already residing in EU countries about to leave government-run programmes; refugees eligible for former relocation programmes; asylum seekers; other persons with international

protection and migrants.¹ Each partner organization undertaking pilot actions was to identify other participants according to their local contexts and line of action from the following set of participants: i) individual mentors; ii) student university mentors; iii) single hosts; iv) family hosts; v) family mentors; vi) staff; vii) stakeholders; and viii) volunteers.²

According to their own focus area each organisation formulated and carried out tailored integration activities, directed at different groups of people involved in PSS. The pilot actions drew from the exchange of experiences between partners, and their local networks, during study visits (WP2) and were supported by earlier training actions (WP5). Each scheme was to be a personalized and multi-dimensional path to integration, tailored on capacities and needs of each person in need of international protection.

1.5 Methodology and Data Collection

The activities were monitored, through a grid, to ensure an uninterrupted engagement throughout the implementation of the pilot schemes and to collect useful data for the final evaluation and next modelling of the experiences themselves. The monitoring grid was constructed through a participative process, involving all partner organizations, to ensure the tool would capture the richness of the undertaken actions, during the pilot schemes. The organizations registered each action of the pilot schemes they undertook in the grid, by entering the type of action, to whom it was directed, its goal(s), its challenges, and its results. The data collected through the grids was later analysed using quantitative methods to assess the coverage of the pilot actions and qualitative methods to assess their timeliness and relevance.

The monitoring grid was filled by each partner, containing info and data on PS pilot activities developed. The grid was constructed to capture the most essential information of each action, through registering it under specific wider categories, in a systematic manner. The systematic

¹ These categories are allocated within the project's framework and have been determined by the partners based on legal regulations, which may not necessarily align with the migrants' own perceptions or self-identification.

² As a result of the provisional reading of the first set of data collected, the groups of participants were later adjusted and reclassified. Mentoring families were classified as supporting families, volunteers were integrated into other groups, individual mentors are mentors, university student mentors are student mentors.

register and classification of the information allowed each action to be later connected to life dimension(s), and type(s) of integration, they contributed to and to draw a general picture of the pilot actions results.

The grid had the following fields: Date; Number of participants; Type of participants; Responsible (Organization or Partner); Goal; Activity; Results; Challenge. Both fields, *Type of participants* and *Goal*, had a predefined list to select from. The type of participants list matched the RaCIP target groups defined earlier in the project, that were migrants, individual mentors, university student mentors, mentoring family, single hosts, family hosts, staff, stakeholders, and volunteers. The overall migrants' group was discriminated in the list as refugee; asylum seeker (applicant for international protection); other people under international protection; other migrants (permits for medical, education, purposes); and special cases.³ The classification of type of migrant allowed the evaluators to make connections between specific migrants' groups needs and resource, and the types of action.

Thematic and content analysis were employed, utilizing coding and adding procedures to discern patterns, themes, shared characteristics, and disparities within the dataset. Both quantitative and qualitative data underwent examination using Microsoft Excel and IBM SPSS Statistics 27. In this process, Microsoft Excel played a pivotal role in coding and conducting thematic analysis for both the quantitative and qualitative data collected. A portion of the dataset was subsequently transferred to SPSS for more advanced quantitative analysis. While Microsoft Excel proved sufficient for many aspects of data analysis, statistical software like SPSS was harnessed to undertake more intricate quantitative analysis tasks. SPSS provided an array of analytical tools, encompassing descriptive statistics, facilitating the summarization and comprehension of the quantitative aspects of the data. Additionally, Excel was utilized for the creation of graphical representations, such as graphs and charts, to visually depict data distributions.

³ As previously mentioned, these categories are established within the project's framework and may not necessarily coincide with how migrants perceive themselves or self-identify.

2. Overview of Pilot Actions

2.1 Activities

Table 1 presents data regarding the activities carried out during the Pilot Actions in the European countries and organizations involved in RaCIP Project. In total, there were 738 activities conducted across all participating countries and organizations.

Synthesis, in Cyprus specifically hosted 51 activities. In France, "Réfugiés Bienvenue" oversaw 104 activities. Greece, on the other hand, witnessed a combined total of 257 activities, with "MOL" and "Second Tree" both contributing to this figure. In Italy, there were also 257 activities in total, facilitated by the organizations "CVI," "Glocal factory" and "Refugees Welcome Italy". Finally, Portugal hosted 69 activities coordinated by "JRS".

Moreover, the table offers insights into the distribution of activities across the countries. These percentages are calculated based on the total number of activities conducted within the project as a whole.

Table 1. Activities by country and organization

Country	Organization	N	%
Cyprus	Synthesis	51	6.9
France	Réfugiés Bienvenue	104	14.1
Greece	MOL	200	
	Second Tree	57	
	Total	257	34.8
Italy	CVI	92	
	Glocal factory	152	
	Refugees Welcome Italy	13	
	Total	257	34.8
Portugal	JRS	69	9.3
Total		738	100.0

The data showing on Figure 1 presents the number of activities each organization undertook, per year of implementation of the Pilot Actions of the RaCIP project. It is noteworthy to point out that the activities started in September 2022 and finished by July 2023. Therefore, the imbalance of the total of activities showing in each year, with 187 activities performed in 2022 and 551 in 2023 by the partnership. However, each country managed the actions according to their local contexts and participants needs and availabilities, spreading the activities differently between both years, with all but Portugal performing more activities in 2023 than 2022. Cyprus balanced the activities between both years, performing 21 in 2022 and 30 in 2023, while France performed 38 activities in 2022 and 66 in 2023. Greece and Italy, both countries with more than one organization taking part in the pilot schemes, performed most of their activities in 2023. Greece performed 12 activities in 2022 and 245 in 2023, whether in Italy 76 activities were undertaken in 2022 and 181 in 2023. In Portugal there were 40 activities performed in 2022 and 29 in 2023.

As the figure shows the most active period for the pilot schemes was in 2023, between January and July, when the pilot activities ceased.

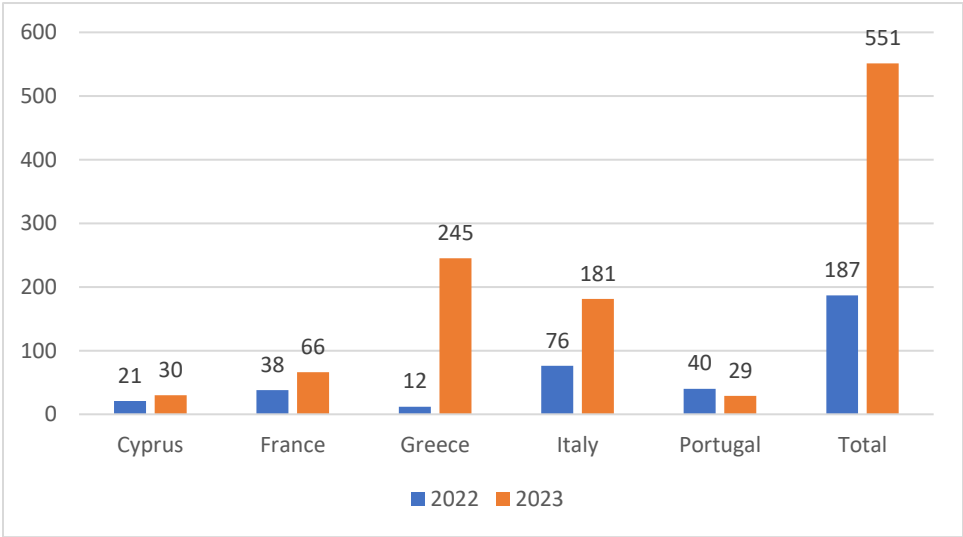


Figure 1. Activities per year, by country

Table 2 shows whether activities occurring in each country were of single or regular occurrence. Of the 738 activities, hosted in the five countries of the partnership, 731 were single events, while

only 7 where recurrent actions happening during a period of time. Only organizations in Cyprus and in Italy arranged for recurring activities, three and four actions correspondently.

Table 2. Activities per occurrence, by country

Country	Singular occurrence		Regular occurrence (over period)		Total	
	n	%	n	%	n	%
Cyprus	48	94.1	3	5.9	51	100.0
France	104	100.0	0	0.0	104	100.0
Greece	257	100.0	0	0.0	257	100.0
Italy	253	98.4	4	1.6	257	100.0
Portugal	69	100.0	0	0.0	69	100.0
Total	731	99.1	7	0.9	738	100.0

The following Table 3 shows by which organization the activities were promoted in each country, if by the RaCIP partner, a Local Community Partner (LCP) or if a partnership between the RaCIP partner and a LCP. Regarding this aspect only in France and Portugal the local community was involved in the pilot schemes and only JRS in Portugal managed to promote a local partnership with an LCP. As such, 42 activities were taken by local community partners, 39 in France and three in Portugal, 18 activities were the result of a partnership between JRS and a LCP in Portugal, and 678 by the RaCIP partners.

Table 3. Activities per responsible, by country

Country	RaCIP partner		Local community partner		RaCIP & Local partner		Total	
	n	%	n	%	n	%	n	%
Cyprus	51	100.0	0	0.0	0	0.0	51	100.0
France	65	62.5	39	37.5	0	0.0	104	100.0
Greece	257	100.0	0	0.0	0	0.0	257	100.0
Italy	257	100.0	0	0.0	0	0.0	257	100.0
Portugal	48	69.6	3	4.3	18	26.1	69	100.0
Total	678	91.9	42	5.7	18	2.4	738	100.0

The data presented in Table 4 pertains to the participant profiles across different countries involved in the actions. In total, there were 200 activities that engaged asylum seekers, with 27

in Cyprus, six in France, 28 in Greece, 110 in Italy, and 29 in Portugal. Across the four partner countries, there were a combined total of 69 activities aimed at refugees, including 24 in France, one in Greece, 11 in Italy, and 33 in Portugal. Additionally, there were only six activities involving individuals with other forms of international protection, with five in France and one in Italy, which also conducted activities targeted at migrants. In sum, the overall category of migrant participants, encompassing all the profiles mentioned above, accounted for a total of 319 out of the 738 activities within the pilot schemes.

The partnership organized a total of 419 activities aimed at non-migrant participants. Specifically, there were 23 activities tailored for hosting families, all of which took place in France. Individual mentors were the focus of 25 activities, distributed across four countries: one in Cyprus, nine in France, eight in Italy, and seven in Portugal. Additionally, 14 activities were designed for mentoring families, with eight in Cyprus and six in Greece.

Regarding organizations, the project featured 203 activities geared towards them, with one in Cyprus, two in France, and a significant 200 in Greece. Staff members participated in a total of 23 activities, comprising nine in Cyprus and 14 in France. University students were the participants of 103 activities, with five in Cyprus, 22 in Greece, and 76 in Italy. Finally, there were eight activities designated for volunteers, with two in France and eight in Italy.

Upon examining this table, it is evident that the majority of actions were oriented towards asylum seekers, organizations, and university mentors. Conversely, there were fewer activities directed at other individuals under international protection, volunteers, and mentoring families. Notably, a significant portion of activities for organizations was conducted in Greece.

Table 4. Number of activities per profile of participants, by country

Profile of participant	Cyprus	France	Greece	Italy	Portugal	Total	%
Asylum seeker	27	6	28	110	29	200	27.1
Refugees	0	24	1	11	33	69	9.3
Other p. under international protection	0	5	0	1	0	6	0.8
Migrants	0	0	0	26	0	26	3.5
Special cases	0	1	0	17	0	18	2.4
Hosting families	0	23	0	0	0	23	3.1
Individual mentor	1	9	0	8	7	25	3.4
Mentoring families	8	0	6	0	0	14	1.9
Organisations	1	2	200	0	0	203	27.5
Staff members	9	14	0	0	0	23	3.1
University Mentors	5	0	22	76	0	103	14.0
Volunteers	0	2	0	6	0	8	1.1
Others/unknown	0	18	0	2	0	20	2.7
Total	51	104	257	257	69	738	100.0

2.2 Participants Analysis

Table 5 summarizes the total number of participants per country. The pilot actions of the RaCIP project engaged 2277 individuals, 412 by Synthesis in Cyprus, 114 by Réfugiés Bienvenue in France, 919 by MOL and Second Tree in Greece, 572 by CVI, Glocal Factory and Refugees Welcome Rome in Italy and 260 by JRS in Portugal.

Furthermore, the table shows the distribution of participants across the countries. These percentages are calculated based on the total number of attendants engaged with the RaCIP project.

Table 5. Number of participants of the activities by country

Country	Participants	
	n	%
Cyprus	412	18.1
France	114	5.0
Greece	919	40.4
Italy	572	25.1
Portugal	260	11.4
Total	2277	100.0

The data on Table 6 presents the number of each category of participants per country. The participant profile with more participation in pilot activities were asylum seekers, 1116 partakers, representing nearly half of the total of participants, of which 261 were in Cyprus, five in France, 571 in Greece, 175 in Italy and 104 in Portugal. The partnership engaged 193 people with refugee granted status within four of its countries, 37 in France, six in Greece, 13 in Italy and 137 in Portugal and a total of seven people with other international protection status in two of its countries, five in France and two in Italy. There was a total of 30 migrants, which don't follow into the categories mentioned above and 18 special cases, both categories were all in Italy. Moreover, the overall group of migrant participants, which all these categories form summed 1364 of the 2277 participants.

Of the 913 non-migrant contributors 40 were hosting families, all in France and 54 individual mentors in four countries, five in Cyprus, 11 in France, 19 in Italy and Portugal. The project undertook activities involving 53 mentoring families in two countries, 31 in Cyprus and 22 in Greece and engaged 252 organizations again 52 in Cyprus and 200 in Greece. Only two countries, Cyprus with 29 and France with 16, oversaw activities with staff members, in a total of 45. Italy was the only country developing activities involving volunteers, six in total and two participants in Italy are from other or unknown category.

This table reveals that the profiles of participants that most participated in the actions were asylum seekers, university mentors and organisations and that the least profiles of participants involved were, other people under international protection, volunteers, and others/unknown. Further, only in France there were hosting families and most organizations involved are from Greece.

At last, in the case of France, there are 29 listed activities that do not include the number of participants, although 14 of them indicate the participant profile: Refugee (3), Asylum seeker (1), Staff members (3), Volunteers (2), Organisations (2), Hosting families (2), and Special cases (1).

Table 6. Number of participant per profile, by country

Participant	Cyprus	France	Greece	Italy	Portugal	Total	%
Asylum seeker	261	5	571	175	104	1116	49.0
Refugees	0	37	6	13	137	193	8.5
Other p. under international protection	0	5	0	2	0	7	0.3
Migrants	0	0	0	30	0	30	1.3
Special cases	0	0	0	18	0	18	0.8
Hosting families	0	40	0	0	0	40	1.8
Individual mentor	5	11	0	19	19	54	2.4
Mentoring families	31	0	22	0	0	53	2.3
Organisations	52	0	200	0	0	252	11.1
Staff members	29	16	0	0	0	45	2.0
University Mentors	34	0	120	307	0	461	20.2
Volunteers	0	0	0	6	0	6	0.3
Others/unknown	0	0	0	2	0	2	0.1
Total	412	114	919	572	260	2277	100.0

Figure 2 provides information regarding the percentage of participants per main groups. The migrant category, which includes five profiles, asylum seekers, refugees, other people under international protection, migrants that don't fit the other categories and special cases, makes up 59.9% of the participant of the pilot actions of the RaCIP project. The second biggest group of participants are university student mentors, making up to 20.2%, followed by the organizations which are 11.1%, mentors including individuals and families represent 4.7%, staff members make up 2%, hosting families are 1.8% and there's 0.4% belonging to other unknown categories.

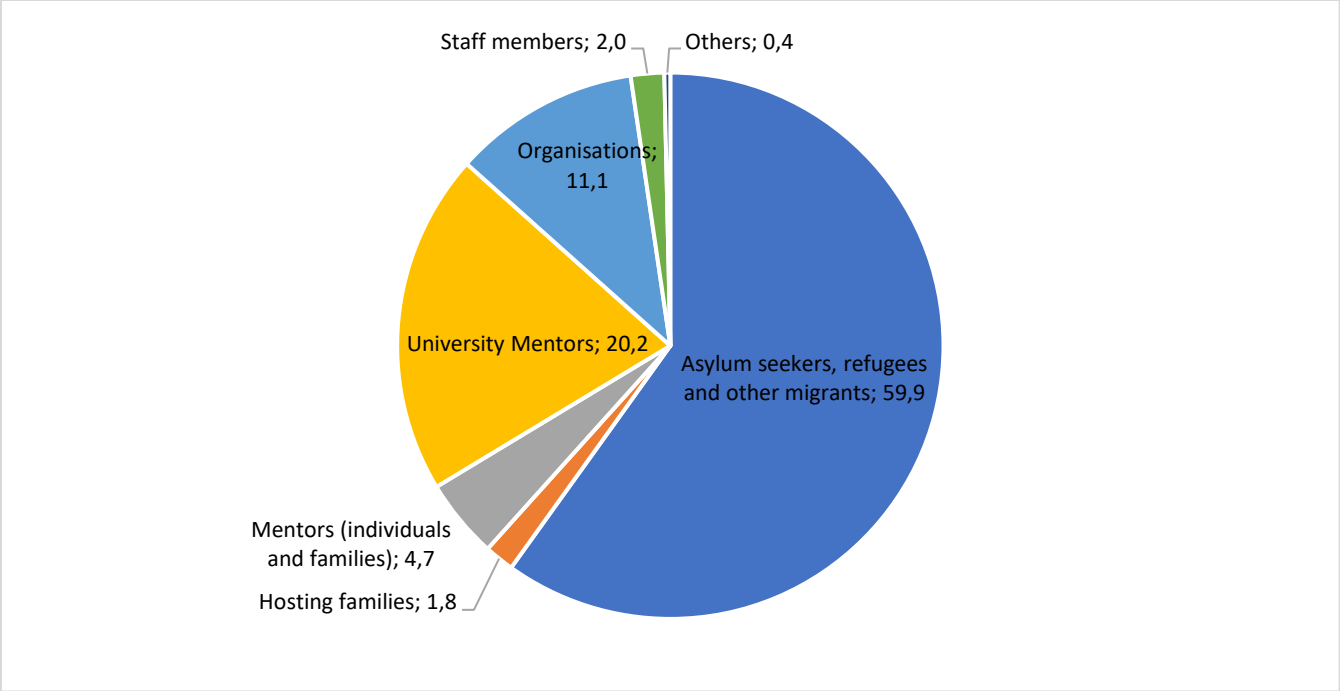


Figure 2. Percentage of participants per main groups

The data showing on this graph, informs the number of participants per category involved in each year of the implementation of the project. All the groups participated in more activities in 2023 and three of the profiles, organizations, staff members and people with other status granting international protection, did not engage in activities during 2022.

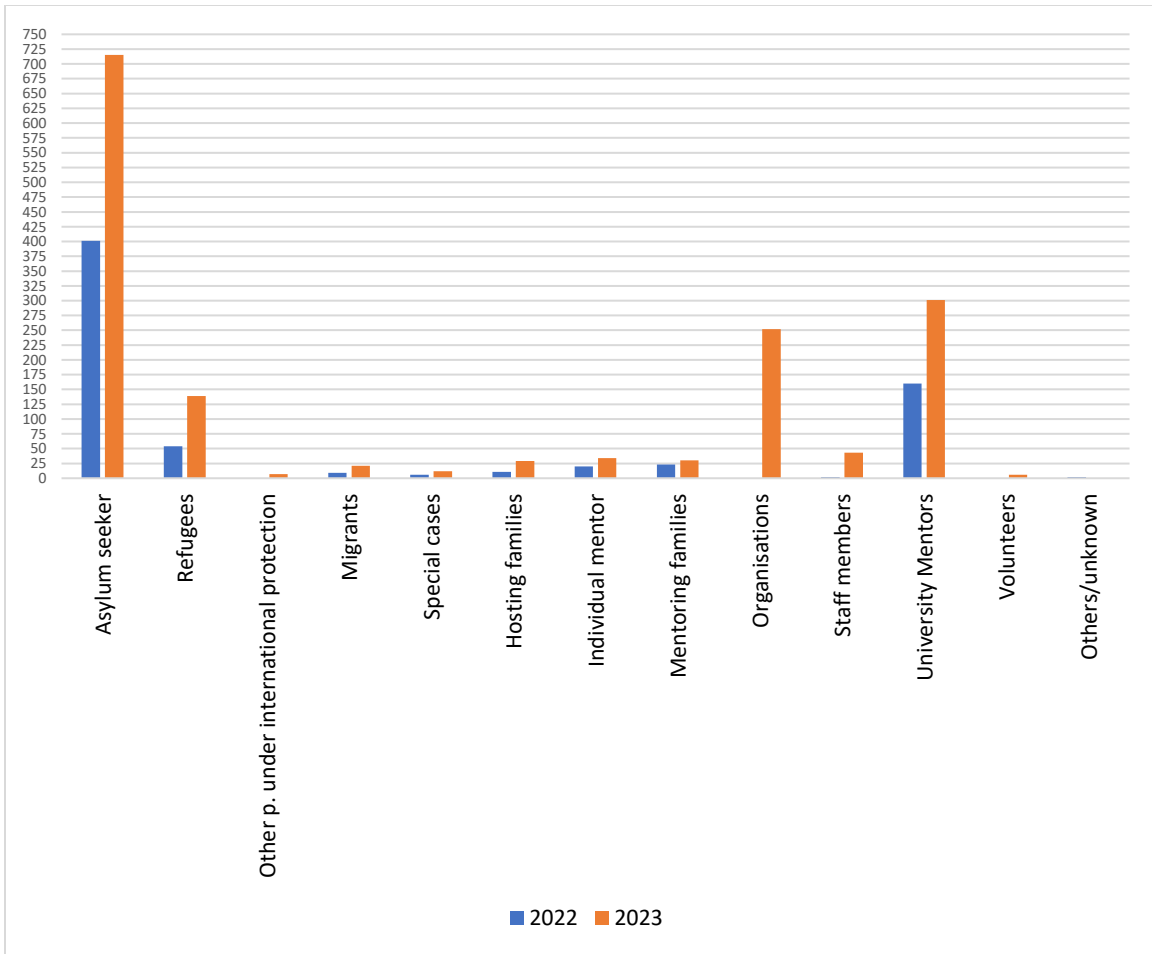


Figure 3. Participants by type, per year

2.3 Activities Goals

Table 7 summarizes the activities goals' list, which was predefined in the monitoring grid, and its distribution per country. "Access to administrative and bank services" was mentioned 13 times, two in Cyprus, five in Italy and six in Portugal. "Access to health" was the goal of 16 activities, four in Cyprus, two in Italy and 10 in Portugal. "Access to housing" was identified 58 times, 43 in France, six in Italy and nine in Portugal. "Access to training/education activities" was set as goal 19 times, six in Cyprus, four in Greece and nine in Portugal. "Improving intercultural, cultural and social skills" was identified 15 times, two in Cyprus, 12 in France and one in Italy. "Improving participation in work-related activities" was mentioned 73 times, four in Cyprus, 66 in Italy and

three in Portugal. “Improving wellbeing and connection to community” was identified 243 times, 31 in Cyprus, 42 in France, 53 in Greece, 105 in Italy and 12 in Portugal. “Language learning and communication skills” was mentioned 71 times, 69 in Italy and two in Portugal. The category of other was selected 222 times, seven in France, 200 in Greece, one in Italy and 14 in Portugal.

Furthermore, the table shows that Italy and Portugal were the countries with a wider variety of goals, both setting activities to nine out of 10 goals, and that Greece was the country with least goals, with “Other” being one of the two categories identified by the two Greek partners and the one containing most of their actions.

Table 7. Number of activities per goal, by country

Goals	Cyprus	France	Greece	Italy	Portugal	Total	%
Access to administrative and bank services	2	0	0	5	6	13	1.8
Access to health	4	0	0	2	10	16	2.2
Access to housing	0	43	0	6	9	58	7.9
Access to legal services	2	0	0	2	4	8	1.1
Access to training/education activities	6	0	4	0	9	19	2.6
Improving intercultural, cultural and social skills	2	12	0	1	0	15	2.0
Improving participation in work-related activities	4	0	0	66	3	73	9.9
Improving wellbeing and connection to community	31	42	53	105	12	243	32.9
Language learning and communication skills	0	0	0	69	2	71	9.6
Other	0	7	200	1	14	222	30.1
Total	51	104	257	257	69	738	100.0

Regarding the goals outlined in Figure 3, it is evident that "Enhancing wellbeing and strengthening community connections" was a common objective across all participating countries and emerged as the most frequently prioritized goal for these activities, accounting for 32.9% of the total activity goals. This observation underscores the recognition of the need to improve both wellbeing and community engagement within the partnership, highlighting their pivotal role in facilitating migrant integration through PSS initiatives.

Following closely behind, "Improving participation in work-related activities" constituted 9.9% of the goals, while "Language learning and communication skills" accounted for 9.6%. In terms of broader resource access, it comprised 15.6% (114) of the activities' goals. Notably, "Access to

housing" was the most prominent subcategory within this, representing 7.9% of the goals, slightly exceeding half of the overall resource access objective.

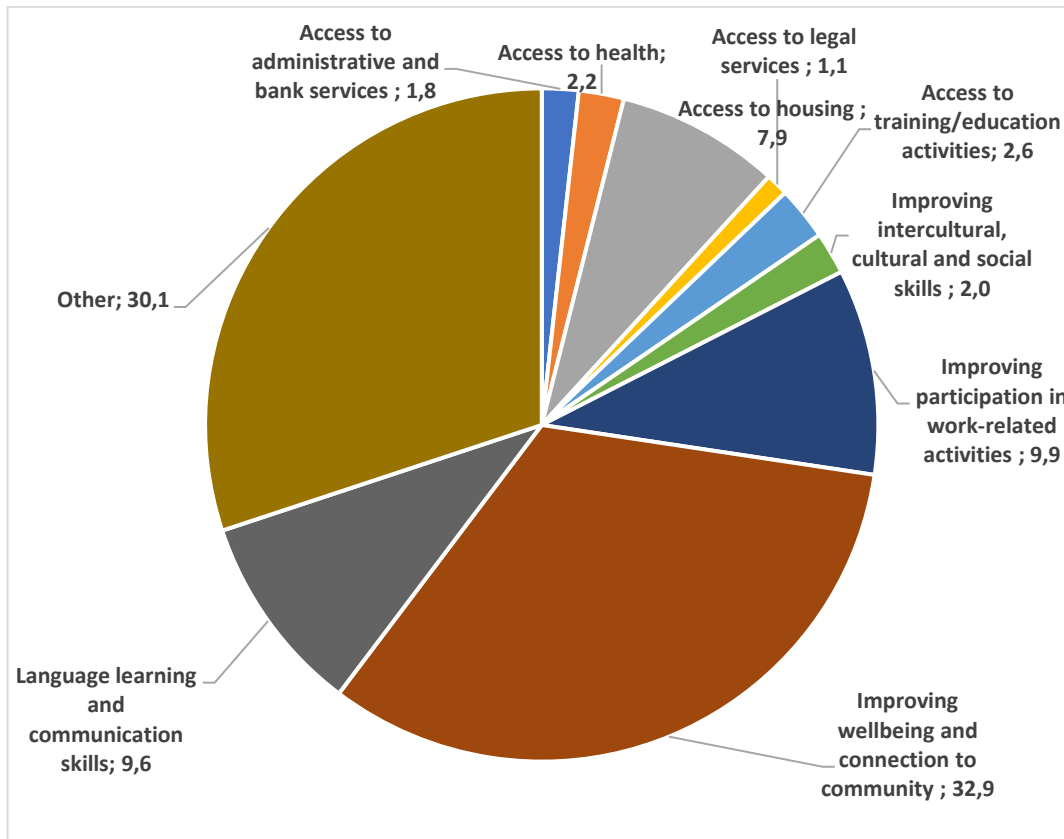


Figure 4. Percentage of activities per goal

Table 8 and Figure 5 present the number of participants per goal. As earlier observed, the goal showing more relevance is “Improving wellbeing and connection to community” with 1335 participants, followed by Language learning and communication skills with 209 participants, and “Improving participation in work-related activities” with 122. Access to resources in general had 341 participants, breaking down to “Access to housing” and “Access to education/training activities with almost the same number of partakers, 105 and 102 correspondently, “Access to health” had 54, “Access to legal services” with 45 and 35 participants on “Access to administrative and bank services” activities. The activities with less participants, 15 in total, were actions for

“Improving intercultural, cultural and social skills”. Furthermore, the “other” category has a relevant number of 255 participants.

Table 8. Number of participants per goal, by country

Goals	Cyprus	France	Greece	Italy	Portugal	Total	%
Access to administrative and bank services	10	0	0	5	20	35	1.5
Access to health	29	0	0	2	23	54	2.4
Access to housing	0	53	0	8	44	105	4.6
Access to legal services	21	0	0	2	22	45	2.0
Access to training/education activities	54	0	24	0	24	102	4.5
Improving intercultural, cultural and social skills	6	8	0	1	0	15	0.7
Improving participation in work-related activities	30	0	0	89	3	122	5.4
Improving wellbeing and connection to community	262	53	695	264	61	1335	58.6
Language learning and communication skills	0	0	0	200	9	209	9.2
Other	0	0	200	1	54	255	11.2
Total	412	114	919	572	260	2277	100.0

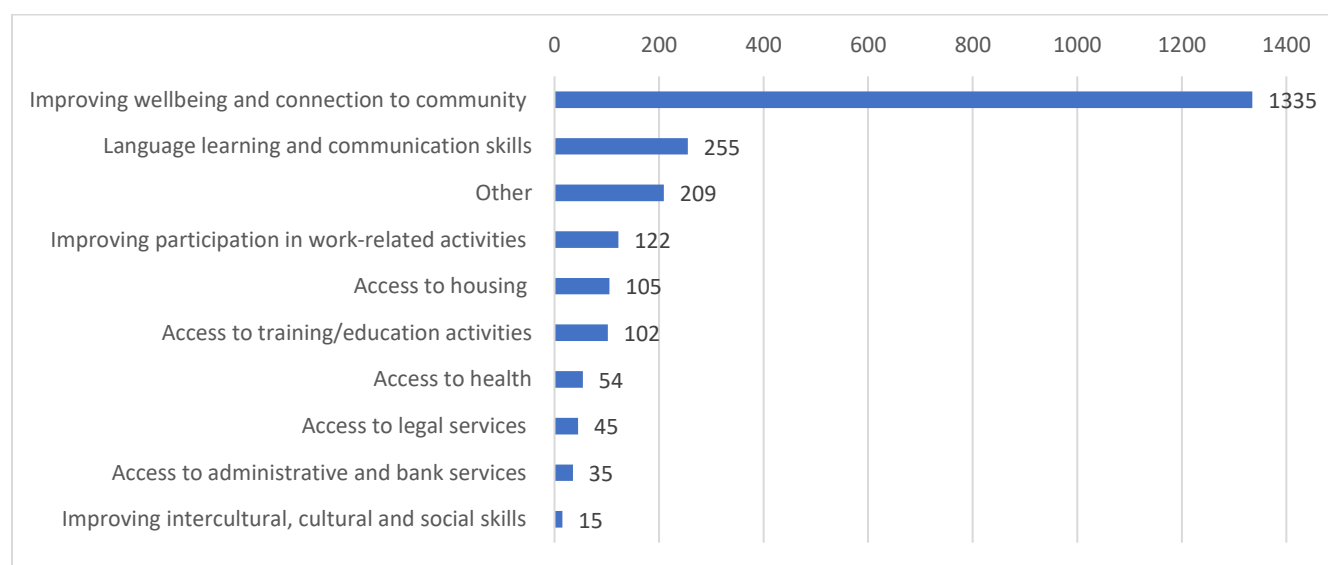


Figure 5. Number of participants per goal

Table 9 presents the number of participants from each profile per goal. Of the 1334 people who have participated in activities to “Improve wellbeing and connection to community”, about two

thirds 852 were migrants of some sort, of which 772 were Asylum seekers, 66 Refugees, eight Special cases and seven Migrants. Nearly one quarter of the participants were 331 University mentors, 22 were staff members, while the remaining 150 participants were actors of the civil society, such as Organisations, Mentoring families, Staff members, Individual mentors and Hosting families. The second activity with most participants, 209, was “Language learning and communication skills”, which counted with 128 university mentors, 74 Asylum seekers, six Refugees and one special case.

“Improving participation in work-related” and “Access to housing” activities, with 123 and 105 respectively had all types of migrants’ status participating, mostly Asylum seekers, 105 in total and 49 Refugees between both goals. “Access to training and education” had 102 participants, from which more than three quarters were migrants, 88 Asylum seekers and eight Refugees and the remaining participants were mentoring families, University mentors and staff members.

“Access to health”, “legal services” and to “administrative and bank services” summed 134 participants with 54, 45 and 35 correspondently. Again, most of the attendees were Asylum seekers, 85 in total and 34 total of Refugees among the three goals. Apart from one mentoring family attending access to health activities, the remaining participants in all three goals were staff members. The goal which counted with less attendants was “improving participation in work-related activities” with 15 partakers, nine of which were from the overall migrant category and 6 were different types of mentors. There was 255 people participating in activities which the goal did not fit any of the set of categories which were classified as “Other”, from which 200 were organizations, 41 were from the overall migrant category and the remaining 14 were individual mentors.

Table 9. Number of participants per goal, by participant profile

	Access to administrative and bank services	Access to health	Access to housing	Access to legal services	Access to training/ education activities	Improving intercultural, cultural and social skills	Improving participation in work-related activities	Improving wellbeing and connection to community	Language learning and communication skills	Other
Asylum seeker	19	33	17	33	88	5	62	772	74	14
Refugees	10	16	41	8	8	3	8	66	6	27
Other international protection	0	0	6	0	0	0	2	0	0	0
Migrants	1	0	6	0	0	1	15	7	0	0
Special cases	2	0	1	0	0	0	6	8	1	0
Hosting families	0	0	29	0	0	0	0	11	0	0
Individual mentor	0	0	0	0	0	4	20	16	0	14
Mentoring families	0	1	0	0	1	2	0	49	0	0
University Mentors	0	0	0	0	2	0	0	331	128	0
Volunteers	0	0	0	0	0	0	6	0	0	0
Organisations	0	0	0	0	0	0	0	52	0	200
Staff members	3	4	5	4	3	0	4	22	0	0
Total	35	54	105	45	102	15	123	1334	209	255

Figure 6 presents the numbers of migrants and refugees' category, which includes all types of migrants, per goal. Of the 1325 activities in which the migrants participated, nearly two thirds or 853 were dedicated to "Improving wellbeing and connection to community", "Training and education", "Work related activities", "Language learning and communication skills", and "Access to housing" had the highest number of attendants of the remaining activities with 96, 93, 81 and 71 respectively. "Access to health", "Legal services" and "Administrative and bank services" had a 49, 41 and 32 participants and the activities that had less people, nine in total, attending aimed at "Improving intercultural, cultural, and social skills".

Furthermore, the figure shows that "Improving wellbeing and connection to community" is a relevant goal for the migrants, followed by activities which can grant them access or improvements at work or access to housing. However, if the several accesses to services activities are grouped together, they gain some relevance with 131 participants.

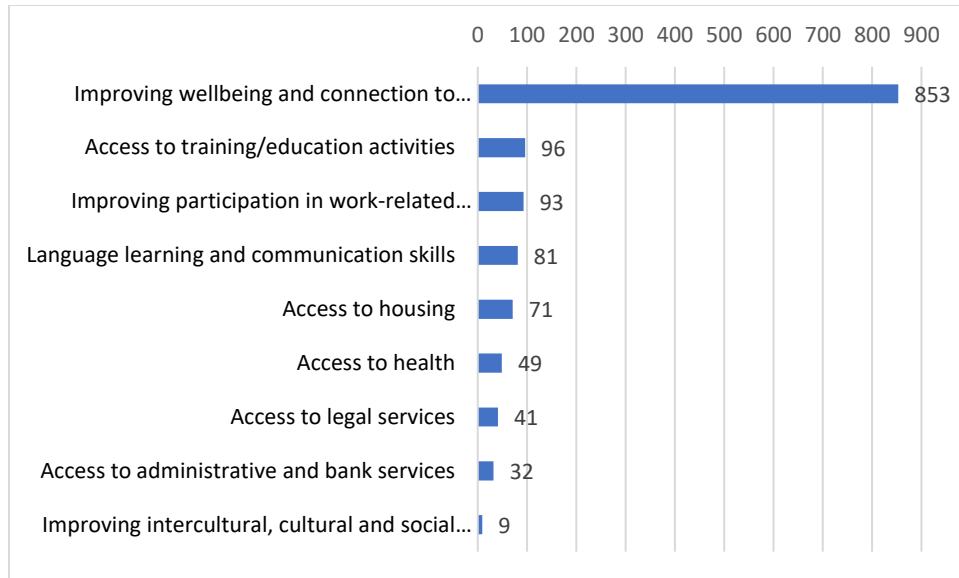


Figure 6. Goals by number of migrant & refugee participants

Figure 7 provides valuable insights into the specific activities in which mentors and volunteers have been actively involved. Out of the 560 activities they have participated in, it is noteworthy that a substantial majority, totalling 396, were focused around the enhancement of wellbeing and the establishment of stronger community connections. Additionally, 128 mentors and volunteers were dedicated to fostering "Language learning and communication skills."

In a more specific breakdown, "Improving participation in work-related activities" garnered 26 participants, while "Improving intercultural, cultural, and social skills" saw the involvement of six individuals. "Access to training and education activities" attracted three participants, while "Access to health-related activities" had only one participant engaged in them.

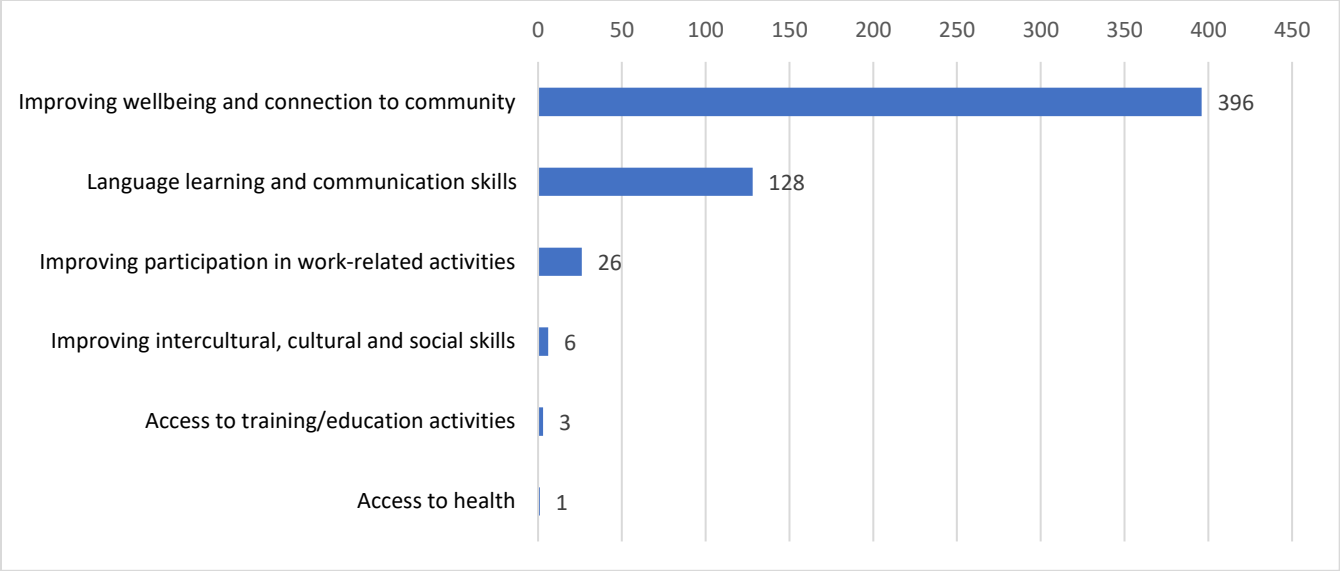


Figure 7. Goals by number of mentors & volunteers' participants

2.4 Activities, Results and Challenges

In this section of the report, we will provide, for each main objective, a comprehensive overview of the primary activities conducted, their associated outcomes, and the challenges faced. These components are structured based on frequency, with the most common ones appearing at the top of the list.

The tables succinctly encapsulate the information and are inherently comprehensible, thus they will be sequentially displayed. They will be arranged based on the quantity of activities conducted, starting with the most numerous and concluding with the more broadly categorized "other activities" table.

In concluding this section, we will provide a concise overview of the primary activities, outcomes, and encountered difficulties.

Table 10. Activities, outcomes and challenges in activities related to improving wellbeing and connection to community

Goal	Activities	Outcomes	Challenges
<p>Improving wellbeing and connection to community</p> <p>Number of activities: 243</p> <p>Number of participants in the activities: 1334</p> <p>Profile of participants Asylum seeker: 772 Refugees: 66 Migrants: 7 Special cases: 8 Hosting families: 11 Individual mentor: 16 Mentoring families: 49 University mentors: 331 Organisations: 52 Staff members: 22</p> <p>Countries where the activities took place: Cyprus France Greece Italy Portugal</p>	<p>Food making, community and social lunches, dinners or picnics & Coffee meetup</p> <p>Sports activities</p> <p>Celebrations, parties, events and festivals</p> <p>Wellbeing activities</p> <p>Meetings with mentors, student mentors or family mentors</p> <p>Visits to historic sites, universities, expositions, museums</p> <p>Other</p>	<p>Increased sense of community, belonging and improvement of soft skills</p> <p>Meeting of basic needs</p> <p>Engagement in group work and sports activities</p> <p>Learning about hosting city's culture, education system and exercise language skills</p> <p>Refugee context and everyday life of asylum seekers was better understood, privilege awareness</p> <p>Networking, new friendships and positive interactions occurred</p> <p>Enhancement of community building, empowerment of newcomers</p> <p>Engagement in cultural exchange</p> <p>Mentors' engagement</p>	<p>Difficulties in managing distribution and relationships with market entrepreneurs</p> <p>Physical fatigue and stress</p> <p>Transportation</p> <p>Punctuality problems</p> <p>Weather-related challenges</p> <p>Availability, personal boundaries and commitment</p> <p>Cultural differences and miscommunication</p> <p>Dealing with trauma and mental health challenges</p> <p>Lack of interest in the activities offered</p>

Table 11. Activities, outcomes and challenges in activities related to improving participation in work-related activities

Goal	Activities	Outcomes	Challenges
<p>Improving participation in work-related activities</p> <p>Number of activities: 73</p> <p>Number of participants in the activities: 123</p> <p>Profile of participants Asylum seeker: 62 Refugees: 8 Other international protection: 2 Migrants: 15 Special cases: 6 Individual mentors: 20 Volunteers: 6 Staff members: 4</p> <p>Countries where the activities took place: Cyprus Italy Portugal</p>	<p>Support for mobility to work</p> <p>Support for job search, helping in job applications, and cv writing</p> <p>Supporting work integration (monitoring, meetings)</p> <p>Assistance in registration in employment centres</p> <p>Digital and soft skills trainings</p> <p>Mentors training</p> <p>Advocacy for future employers</p>	<p>Work was reached by the migrants</p> <p>Job opportunity navigation was assured, and consultations regarding job prospects were conducted</p> <p>CV were written</p> <p>Successful access to a job</p> <p>Skills were learned and certified (self-presentation, digital literacy...)</p> <p>Registration to employment centre was made</p> <p>Autonomy from the reception circuit was achieved</p> <p>Family reunification was achieved</p> <p>Through work, other social impacts were achieved, as access to housing, expansion of the social network, improvement of the host language, family reunification</p> <p>Comprehension of the viewpoints and life experiences of refugees and migrants by staff members and mentors</p> <p>Women specific work challenges were recognized and discussed</p>	<p>Some of the activities were conducted online and proceeded slowly because of lack of digital skills by participants</p> <p>Difficult management of emotions and discomfort by staff members and mentors at the difficulties and trauma experienced by migrant women</p> <p>Processes developed through trial and error</p>

Table 12 Activities, outcomes and challenges in activities related to language learning and communication skills

Goal	Activities	Outcomes	Challenges
<p>Language learning and communication skills</p> <p>Number of activities: 71</p> <p>Number of participants in the activities: 209</p> <p>Profile of participants Asylum seeker: 74 Refugees: 6 Special cases: 1 University mentors: 128</p> <p>Countries where the activities took place: Italy Portugal</p>	<p>Activities of language learning based on students' level</p> <p>Informal language learning through informal teaching methods and social activities (social dinners...)</p> <p>Support to mobility to language classes (bus tickets)</p> <p>Meetings with language schools to activate partnerships</p> <p>Registration in language classes</p> <p>Exam's preparation</p>	<p>Improvements in language skills</p> <p>University students practiced their teaching skills</p> <p>University students practiced their skills forming and overseeing groups</p> <p>Language lessons were reached</p> <p>Increasing of interactions of migrants with community, local students and other foreigner people</p> <p>Migrants have actively engaged with the hosting city's culture and resources</p>	<p>Inherent difficulties in teaching and learning a new language</p> <p>The necessity to tailor activities to meet the participants' requirements</p> <p>Maintaining consistency and fostering a strong work commitment</p> <p>Scarcity of offers</p> <p>Attendance issues</p>

Table 13. Activities, outcomes and challenges in activities related to access to access to housing

Goal	Activities	Outcomes	Challenges
<p>Access to housing</p> <p>Number of activities: 58</p> <p>Number of participants in the activities: 105</p> <p>Profile of participants Asylum seeker: 17 Refugees: 41 Other international protection: 6 Special cases: 1 Migrants: 6 Hosting families: 29 Staff members: 5</p> <p>Countries where the activities took place: France Italy Portugal</p>	<p>Documentation and registration support</p> <p>Access to a housing solution</p> <p>Initial and advanced meetings with host families</p> <p>Support for moving in with the hosting family, or out</p> <p>Initial and advanced meetings with host institutions</p> <p>Support for moving in to autonomous house</p> <p>Enhancing other aspects of social integration (job search, emotional support, social network, language development)</p> <p>Assistance with resolving domestic issues</p> <p>Guidance and mentoring for achieving household independence</p>	<p>Successful access to housing</p> <p>House autonomy</p> <p>Ability to assess whether the housing solution or matching is adequate</p> <p>Strengthening of the social network</p> <p>Facilitation of other aspects of social integration (work, language)</p> <p>Providing stability and a sense of well-being</p>	<p>Inadequate availability of reasonably priced rental housing</p> <p>Obstacles related to xenophobia when seeking accommodation, whether renting a room or a house</p> <p>Communication barriers</p> <p>Management of hosts expectations for refugees</p> <p>Dissatisfaction with the neighbourhood, co-residents or housing conditions</p> <p>Rejections of housing options by migrants</p>

Table 14. Activities, outcomes and challenges in activities related to access to training/education

Goal	Activities	Outcomes	Challenges
<p>Access to training/ education</p> <p>Number of activities: 19</p> <p>Number of participants in the activities: 102</p> <p>Profile of participants Asylum seeker: 88 Refugees: 8 Mentoring family: 1 University mentors: 2 Staff members: 3</p> <p>Countries where the activities took place: Cyprus Greece Portugal</p>	<p>Supporting educational journeys (engaging with educators, engaging with families, assisting with transitions, coordinating with institutions)</p> <p>Assistance in gaining access to educational, training, or internship opportunities, including guidance during meetings, registrations and on-site support</p> <p>Educational activities (as artistic, musical, literary and crafts activities)</p> <p>Entrepreneurship and circular economy training workshops</p> <p>Staff members' workshops and training (self – empowerment)</p> <p>Support to participation in conferences</p>	<p>Accessing education and training</p> <p>Acquiring knowledge, acquiring new skills, and developing new habits.</p> <p>Improving employability</p> <p>Increasing self-confidence</p> <p>Comprehension of the viewpoints and life experiences of refugees and migrants.</p> <p>Strengthening relations with educational and training institutions</p> <p>Broadening the sense of educational possibilities and the knowledge of opportunities</p> <p>Increasing ability to intervene in public and in the community</p> <p>Accessing safe spaces in the hosting cities</p>	<p>Language barriers</p> <p>Difficulties in engage with course materials, discussions, instructors and fellow peers</p> <p>Adapting contents to make them more suitable for migrants</p> <p>Punctuality problems</p> <p>Slow and bureaucratic enrolment processes</p> <p>Women responsibilities of childcare as barrier to participation in training and education.</p> <p>Informing about the restrictions and financial constraints that limit opportunities to open a business</p> <p>Teaching university students how to instruct children</p>

Table 15. Activities, outcomes and challenges in activities related to access to access to health

Goal	Activities	Outcomes	Challenges
<p>Access to health</p> <p>Number of activities: 16</p> <p>Number of participants in the activities: 54</p> <p>Profile of participants Asylum seeker: 33 Refugees: 16 Mentoring family:1 Staff members: 4</p> <p>Countries where the activities took place: Cyprus Italy Portugal</p>	<p>Documentation and registration support</p> <p>Accompaniment and transportation</p> <p>Training on access to healthcare: emergency first aid</p> <p>Medical referrals and appointment scheduling</p> <p>Training on access to healthcare: bureaucratic elements</p> <p>Refugee health advocacy and representation</p>	<p>Successful access to healthcare</p> <p>Documentation was obtained</p> <p>Enhanced competencies and information for facilitating direct access to the healthcare system or mediating such access.</p> <p>Enhanced sense of community and belonging and decreased loneliness</p>	<p>Delays due to weather conditions</p> <p>Minor communication problems due to different cultural backgrounds</p> <p>Bureaucratic difficulties</p> <p>Long-wait in hospitals</p> <p>Effectively managing and communicating all essential information and laws</p>

Table 16. Activities, outcomes and challenges in activities related to improving intercultural, cultural and social skills

Goal	Activities	Outcomes	Challenges
<p>Improving intercultural, cultural and social skills</p> <p>Number of activities: 15</p> <p>Number of participants in the activities: 45</p> <p>Profile of participants Asylum seeker: 5 Refugees: 3 Migrants: 1 Individual mentor: 4 Mentoring families: 2</p> <p>Countries where the activities took place: Cyprus France Italy</p>	<p>Participation in cultural activities in the host city (concerts, museums, tours...)</p> <p>Mentoring activities focused in the creation of relationships</p>	<p>Being able to participate and be involved in the cultural life of the host city</p> <p>Prevent cultural isolation and encourage familiarity with the local area</p> <p>Enhanced understanding of cultural artefacts and the history of the locality</p> <p>Increased social confidence</p>	<p>Difficulties in circulation and access to city centres because of lack of transportation</p> <p>Difficulties in defining boundaries in mentorship roles, particularly when mentees ask additional and further activities</p> <p>Fear of discrimination</p>

Table 17. Activities, outcomes and challenges in activities related to access to administrative and bank services

Goal	Activities	Outcomes	Challenges
<p>Access to administrative and bank services</p> <p>Number of activities: 13</p> <p>Number of participants in the activities: 35</p> <p>Profile of participants Asylum seeker: 19 Refugees: 10 Special cases: 2 Migrants: 1 Staff members: 3</p> <p>Countries where the activities took place: Cyprus Italy Portugal</p>	<p>Accompaniment for account opening in bank or post Office</p> <p>Accompaniment for registries in administration services and employment centres</p> <p>Support to fill applications for benefits</p> <p>Workshops on practical information about administration services</p>	<p>Bank Accounts were opened</p> <p>Knowledge was increased on how to find financial information and whom to contact</p> <p>Knowledge was increased on barriers in accessing administration</p> <p>Documents lacking were identified</p>	<p>Not been able to acquire all the documents requested</p> <p>Language barriers</p> <p>Punctuality problems</p> <p>Limited digital skills</p> <p>Difficult access to bank accounts free of maintenance fees</p> <p>Different understandings of bureaucracy</p>

Table 18. Activities, outcomes and challenges in activities related to access to access to legal services

Goal	Activities	Outcomes	Challenges
<p>Access to legal services</p> <p>Number of activities: 8</p> <p>Number of participants in the activities: 45</p> <p>Profile of participants Asylum seeker: 33 Refugees: 8 Staff members: 4</p> <p>Countries where the activities took place: Cyprus Italy Portugal</p>	<p>Documentation and registration support</p> <p>Assistance in scheduling appointments with institutions such as border police and other government entities</p> <p>Assistance in navigating procedures and permits renewal with territorial regulatory institutions such as border police and other government entities</p> <p>Providing explanations regarding local regulations concerning asylum, family reunification, and other entitlements</p> <p>Workshops on legal services provided for asylum seekers</p>	<p>Efficient fulfilment or request for the realization of rights</p> <p>Enhancement of legal support and guidance</p> <p>Enhancing awareness of local organizations that can provide support with legal matters</p> <p>Recognizing the constraints within local legal frameworks</p> <p>Strengthening of the social network</p> <p>Facilitating the connection between individuals with legal requirements and organizations possessing the resources and expertise to assist them</p>	<p>Language barriers</p> <p>Punctuality problems</p> <p>Limited digital skills</p> <p>Different understandings of bureaucracy and legal fields</p> <p>Institutional delays in responding to requests for accessing rights</p>

Table 19. Other activities, outcomes and challenges

Goal	Activities	Outcomes	Challenges
<p>Others</p> <p>Number of activities: 222</p> <p>Number of participants in the activities: 255</p> <p>Profile of participants Asylum seeker: 14 Refugees: 27 Individual mentor: 14 Organisations: 200</p> <p>Countries where the activities took place: France Greece Italy Portugal</p>	<p>Activities linked to the development of mentoring (training, definition of profiles, engagement rules, identification of skills, challenges and difficulties, good practices...)</p> <p>Conference organization</p> <p>Case management meetings, visits and follow up</p> <p>Other trainings (Self-awareness; Time management; Setting boundaries)</p>	<p>Satisfaction with training</p> <p>Risk management and prevention</p> <p>Increased skills and reflexivity in mentors</p>	<p>Practical implementation of what has been learnt</p> <p>Clarify the goals of the mentorship</p> <p>Attendance issues</p> <p>Time needed to reflect on needs and concerns</p> <p>Concerns on relationship and expectations concerning mentees</p> <p>Concerns on mentees needs</p> <p>Concerns about skills, stress, emotions' management and self-efficacy from the mentor</p> <p>Concerns on how to separate roles as a mentors and the roles as professionals (lawyer, psychologist, social worker)</p>

3. Summary and Closing Remarks

3.1 Summary of Activities

Below is a condensed overview of the primary activity categories implemented as part of the RaCIP Project Pilot Actions:

Wellbeing and connection to community

- Food-related activities, community lunches, supermarket shopping, dinners, picnics, and coffee meetups.
- Sports activities.
- Celebrations, parties, events, and festivals.
- Visits to historic sites, universities, expositions, and museums

Cultural Integration and Language Learning:

- Participation in cultural activities
- Mentoring activities, build relationships and support networks.
- Language learning activities.
- Informal language learning, encourage social interaction for language acquisition.

Administrative Support

- Accompaniment for account opening in bank or post office and assist individuals in opening bank accounts for financial stability.
- Accompaniment for registries in administration services and employment centres; help navigate government paperwork and registration for services and jobs.
- Support to fill applications for benefits; assist with benefit applications for financial support.
- Workshops on practical information about administration services; educate individuals about administrative procedures for independence.
- Documentation and registration support; ensure newcomers have required legal documents and proper registration.

Healthcare Access

- Training on access to healthcare: emergency first aid; equip individuals with basic healthcare knowledge.
- Medical referrals and appointment scheduling; assist with medical appointments for healthcare access.

- Training on access to healthcare: bureaucratic elements; help understand healthcare bureaucracy for better navigation.
- Refugee health advocacy and representation; advocate for refugee health rights and representation.

Housing Support

- Access to a Housing Solution; assist in finding suitable housing.
- Initial and advanced meetings with host families/institutions; preparation for living arrangements with host families or institutions.
- Support for moving In/Out; provide practical assistance during relocation.
- Assistance with resolving domestic issues; guidance and mentoring for achieving self-sufficiency and household independence.

Bridging with Government Services

- Assistance in scheduling appointments with institutions
- Assistance in navigating procedures and permits renewal
- Providing explanations regarding local regulations
- Educating about legal entitlements and responsibilities.
- Workshops on legal services for asylum seekers and empower with legal knowledge.

Education and Training

- Supporting educational journeys, assist with educational transitions and opportunities.
- Assistance in gaining access to educational/training opportunities
- Educational activities, engage in artistic and educational activities for social integration.
- Digital and soft skills training, equip with modern job market skills.
- Entrepreneurship and Circular Economy Training Workshops, foster economic self-sufficiency and sustainability.
- Staff members' workshops and training, equip staff for effective support.
- Mentors training, train individuals to serve as mentors.

Work integration

- Support for mobility to work, assist in commuting to work.
- Support for job search, provide job search assistance, including resume writing.

Overall, the RaCIP Project Pilot Actions encompassed a wide range of activities with the overarching goal of empowering organisations and people involved in community integration, and supporting individuals in various aspects of their lives, including administrative, healthcare,

housing, education, cultural integration, and employment, with the aim of facilitating their integration and self-sufficiency in the host country.

3.2 Overview of Results

The provided outcomes reflect a diverse range of achievements and positive impacts resulting from various integration and support efforts for migrants and refugees. These outcomes can be summarized as follows:

Wellbeing, belonging, and participation

- Enhanced sense of community, belonging, and reduced loneliness.
- Strengthening of community bonds.
- Strengthened social networks, formation of new friendships and experiencing positive interactions
- Providing stability and a sense of well-being.
- Active engagement in sports activities.
- Preventing cultural isolation and fostering familiarity with the local area.
- Increased social confidence.
- Meeting basic needs.

Cultural Integration

- Active engagement with the hosting city's culture and resources.
- Access to safe spaces in hosting cities.
- Increased understanding of cultural artefacts and local history.
- Increased interactions of migrants with the local community, local students, and other foreigners.
- Active engagement in cultural exchange, including the sharing of music, dishes, and delicacies from different countries.

Mentorship and Support

- Participation and involvement of mentors.
- Improved understanding of the viewpoints and life experiences of refugees and migrants by staff members and mentors.
- Increased skills and reflexivity among mentors.

Employment and Skills Development

- Job opportunities were explored, and consultations on job prospects were conducted.
- CVs were prepared.
- Successful access to employment.
- Acquisition and certification of various skills, including self-presentation and digital literacy.
- Registration with employment centres.
- Achieving autonomy from the reception circuit.
- Facilitation of other aspects of social integration, including work and language skills.
- Successful family reunification through work.

Education and Training

- Access to education and training opportunities.
- Acquisition of knowledge, new skills, and habits.
- Improved employability.
- Increased self-confidence.
- Language lessons and practice.
- Strengthening of relationships with educational and training institutions.
- Practice and development of teaching and group management skills by university students.

Knowledge and Awareness

- Increased awareness of barriers in accessing administration.
- Identification of missing documentation.
- Enhanced knowledge and competencies related to accessing healthcare services.
- Improved understanding of local organizations providing legal support.
- Financial Integration
- Increased knowledge of finding financial information and relevant contacts.
- Improved understanding of the refugee context and the everyday life of asylum seekers, leading to privilege awareness.

The wide array of outcomes outlined showcases the multifaceted achievements and positive impacts resulting from dedicated efforts to support the integration of migrants and refugees. These outcomes span several crucial dimensions of their lives, enhancing their overall well-being

and sense of belonging in their new communities. Notably, initiatives have succeeded in reducing loneliness, strengthening community bonds, and fostering social networks, leading to the formation of new friendships and positive interactions. Moreover, access to sports activities has been a key factor in promoting active engagement and social confidence, further contributing to the stability and well-being of migrants and refugees. Equally important is the recognition of the importance of cultural integration, with active engagement in the hosting city's culture, facilitating interactions with the local community and the sharing of diverse cultural experiences. Mentorship and support have played a pivotal role in these integration efforts, with mentors actively participating and contributing to increased understanding and empathy toward refugees and migrants. This has resulted in greater skills and reflexivity among mentors, thereby enhancing their effectiveness in providing guidance and support.

The realms of employment and skills development have seen substantial progress, with migrants gaining access to job opportunities, preparing effective CVs, and ultimately securing employment. This has not only improved their financial stability but also fostered a sense of autonomy and self-sufficiency. Additionally, educational and training opportunities have equipped migrants and refugees with valuable knowledge and skills, boosting their employability and self-confidence while strengthening their relationships with educational institutions.

Lastly, initiatives have increased knowledge and awareness among migrants and refugees about critical aspects of their new environment, such as accessing healthcare services, administrative barriers, and legal support. These improvements have enhanced their overall adaptability and ability to navigate their host society effectively.

It's essential to highlight that a significant portion of these activities had the primary goal of enhancing the qualifications of organizations, staff members, mentors, and volunteers, thereby improving their ability to take effective action and respond efficiently. In this regard, the pilot initiatives exhibited innovativeness in their design, aligning them closely with the requirements of migrants, organizations, and the wider community.

3.2 Challenges

Pilot initiatives encountered and addressed various challenges and obstacles in the context of migrant integration, sponsorship, and support endeavours. These challenges can be classified into the following thematic areas:

- **Bureaucratic hurdles** - bureaucracy posed a significant obstacle, spanning across all the countries and territories where activities were conducted. It often impeded the progress of various processes. Institutional delays are frequent in responding to requests for accessing rights.
- **Challenges with mobility** - obstacles related to accessing activities, employment, training, and cultural opportunities arising from limitations in transportation options.
- **Challenges in mentorship role definition and management** - defining boundaries in mentorship roles; concerns about relationship dynamics and expectations; concerns about skills, stress, emotions' management, and self-efficacy from the mentor.
- **Migrant mobility** - The frequent relocations and high mobility of migrants introduced additional complexity to the initiatives.
- **Fluctuating mentor dynamics** - the rapid turnover of mentors coming and going created challenges in maintaining continuity of activities.
- **Intercultural misunderstandings and conflicts** - cultural differences led to some misunderstandings and conflicts within the activities.
- **Language and communication barriers** - language barriers affecting communication and access to services and communication problems due to different cultural backgrounds.
- **Punctuality and time management** - punctuality problems affecting schedules and processes, attendance problems affecting participation in activities.
- **Digital skills and access to technology** - limited digital skills among participants, some activities proceeding slowly due to a lack of digital skills.
- **Housing and accommodation Issues** - inadequate availability of reasonably priced rental housing, xenophobia-related obstacles when seeking accommodation, dissatisfaction with neighbourhood, co-residents, or housing conditions.
- **Education and training difficulties** - difficulties in engaging with course materials, discussions, instructors, and fellow peers; adapting course content to make it more suitable for migrants; women's responsibilities for childcare as a barrier to participation in training and education.

- **Changes in social, political, and legal context** - the evolving social, political, and legislative landscape introduced uncertainties and required adaptation.
- **Fear and discrimination** - Fear of discrimination affecting integration efforts.

In summary, the challenges outlined in these diverse topics collectively underscore the complexity and multifaceted nature of the integration process for migrants and refugees. Documentation and bureaucratic obstacles have posed significant barriers, as participants wrestle with difficulties in acquiring necessary documents, navigating bureaucratic systems, and facing institutional delays in accessing their rights. Language and communication barriers have further exacerbated these challenges, impacting both interpersonal interactions and access to essential services. Challenges with punctuality and time management have disrupted timetables and procedures, impacting involvement in a range of activities.

Digital skills and access to technology have emerged as additional barriers, with limited digital literacy impeding the progress of some initiatives. Housing and accommodation concerns have also played a role, with inadequate affordable housing options and xenophobia-related obstacles affecting migrants' living conditions. Education and training efforts have faced difficulties related to engaging participants, adapting course content, and addressing childcare responsibilities, particularly among women. Mentorship and support activities, though extremely valuable, have raised concerns regarding role boundaries, relationship dynamics, and mentor self-efficacy.

Furthermore, mobility and transportation limitations have hindered access to work, training, and cultural opportunities. Fear of discrimination looms as a pervasive issue, affecting integration efforts and creating a sense of insecurity among participants. In light of these multifaceted challenges, it is evident that comprehensive and adaptable strategies are crucial for addressing the diverse needs of staff, organisations, as much as migrants and refugees on their journey toward successful integration.

In light of the obstacles encountered during the project's execution, several innovative solutions were experimented with and subsequently implemented. In concluding this report, we aim to

shed light on three noteworthy initiatives that played a pivotal role in addressing these challenges.

One approach that was adopted in certain instances involved the implementation of a mentor network model. Instead of relying solely on one-on-one mentoring relationships, support for migrants was distributed among multiple mentors. This approach fostered a network of support, enabling a more collaborative and comprehensive assistance system for migrants in need.

Extensive training in cultural competency was provided to the mentors involved in the project. This training encompassed a deep understanding of various cultures and strategies for navigating cultural differences effectively. In addition to the cultural aspects, mentors were also equipped with technical skills required for offering proficient support. Moreover, the training emphasized emotional preparedness to help mentors cope with potential frustrations and challenges, ensuring they could provide consistent and empathetic assistance to those they were mentoring.

Lastly, an essential aspect of the initiatives was the promotion of empowering relationships that extended beyond mere assistance. These activities were specifically crafted to activate and empower both migrants and mentors alike. This approach aimed to foster active participation and proactivity from both parties, ultimately cultivating a sense of mutual benefit and utility within these dynamic relationships.