

# **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,  
Guinee, 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**

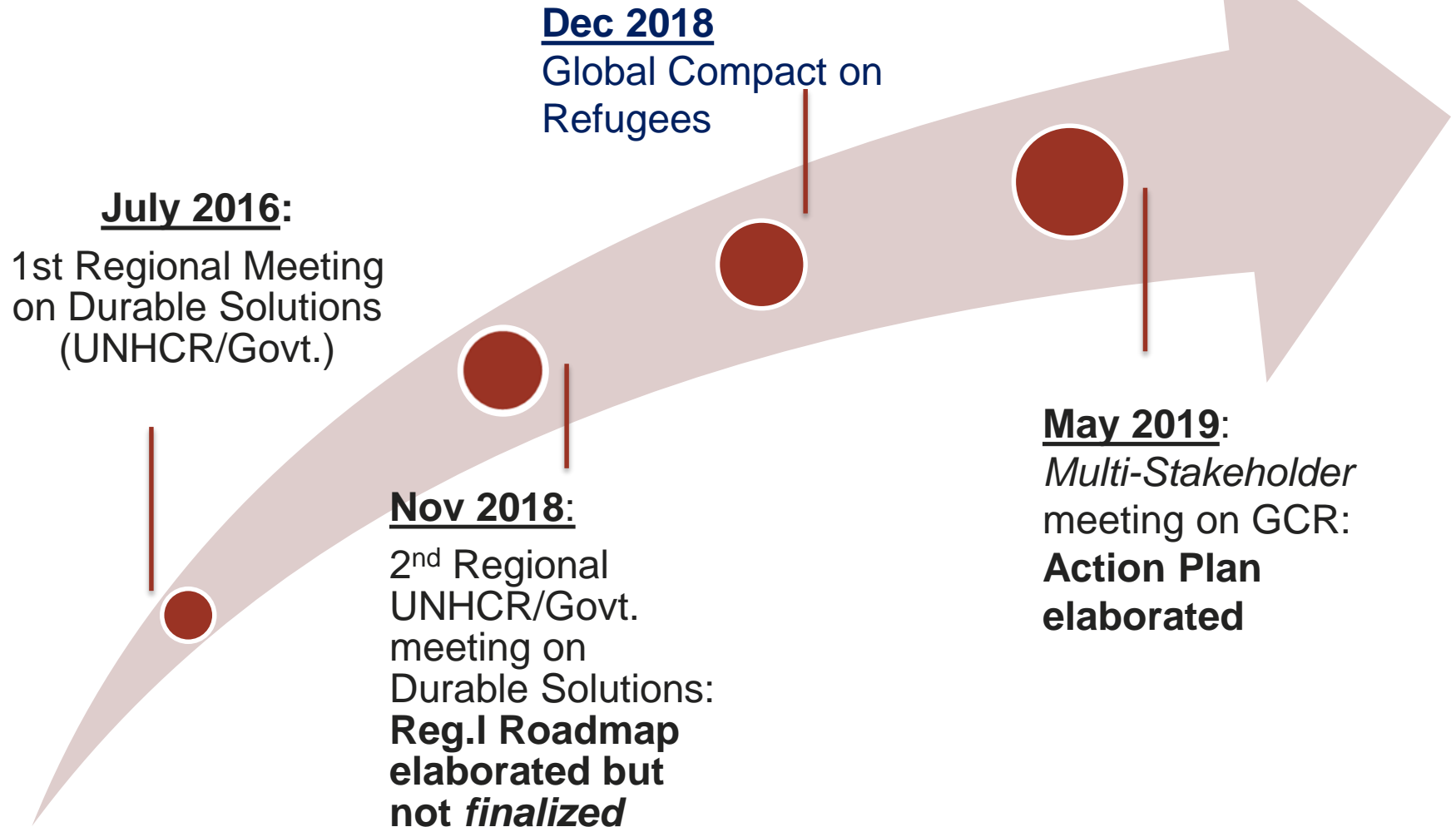
*Conditions for Safe & VolRep in line with **CRRF/GCR** through a **multi-stakeholder approach***

- **Development & Mixed Migrations**

- **ECOWAS (mobility)**

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

# Actions Taken in Côte d'Ivoire



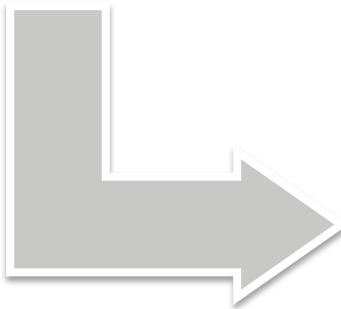
# Objectives of the Workshop

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

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

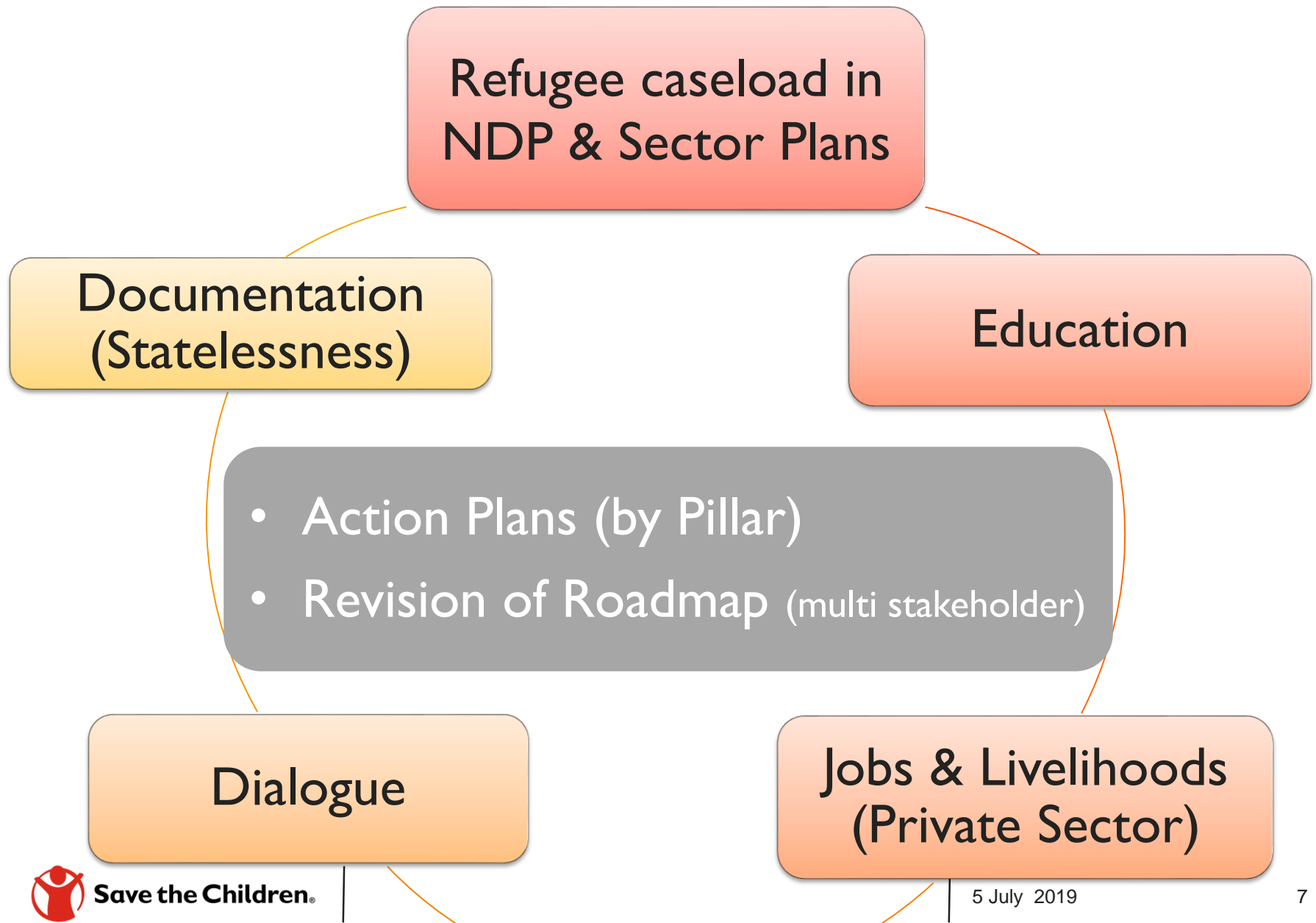


Lessons Learned  
(Uganda)



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

# Outcomes of the Workshop: 5 Pillars



# 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 3<sup>rd</sup> 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

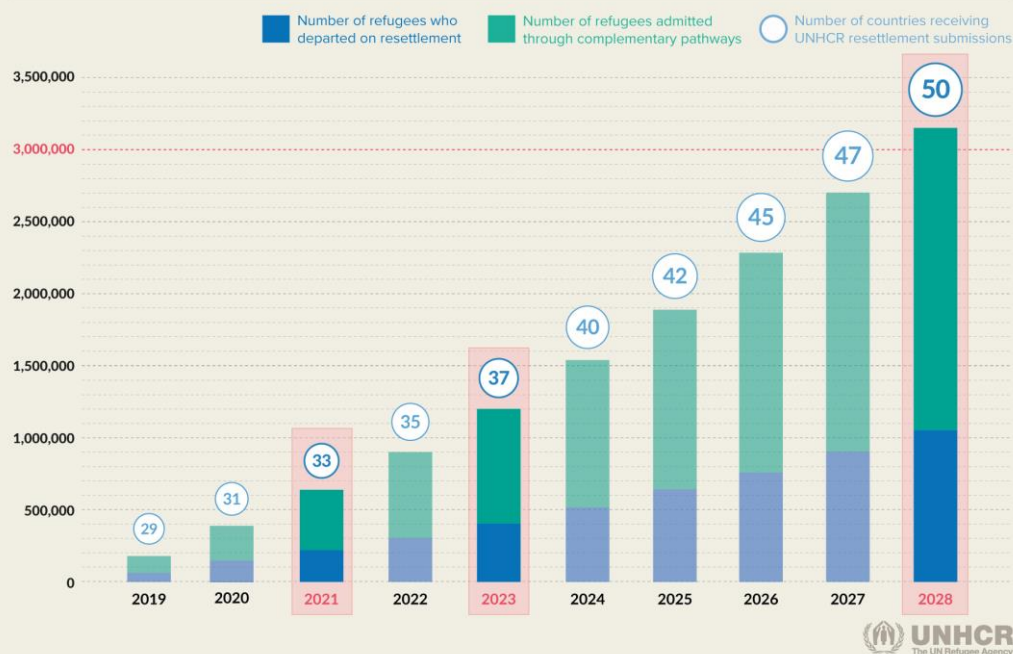
# The Strategy has an ambitious yet realistic vision

## 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





# 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

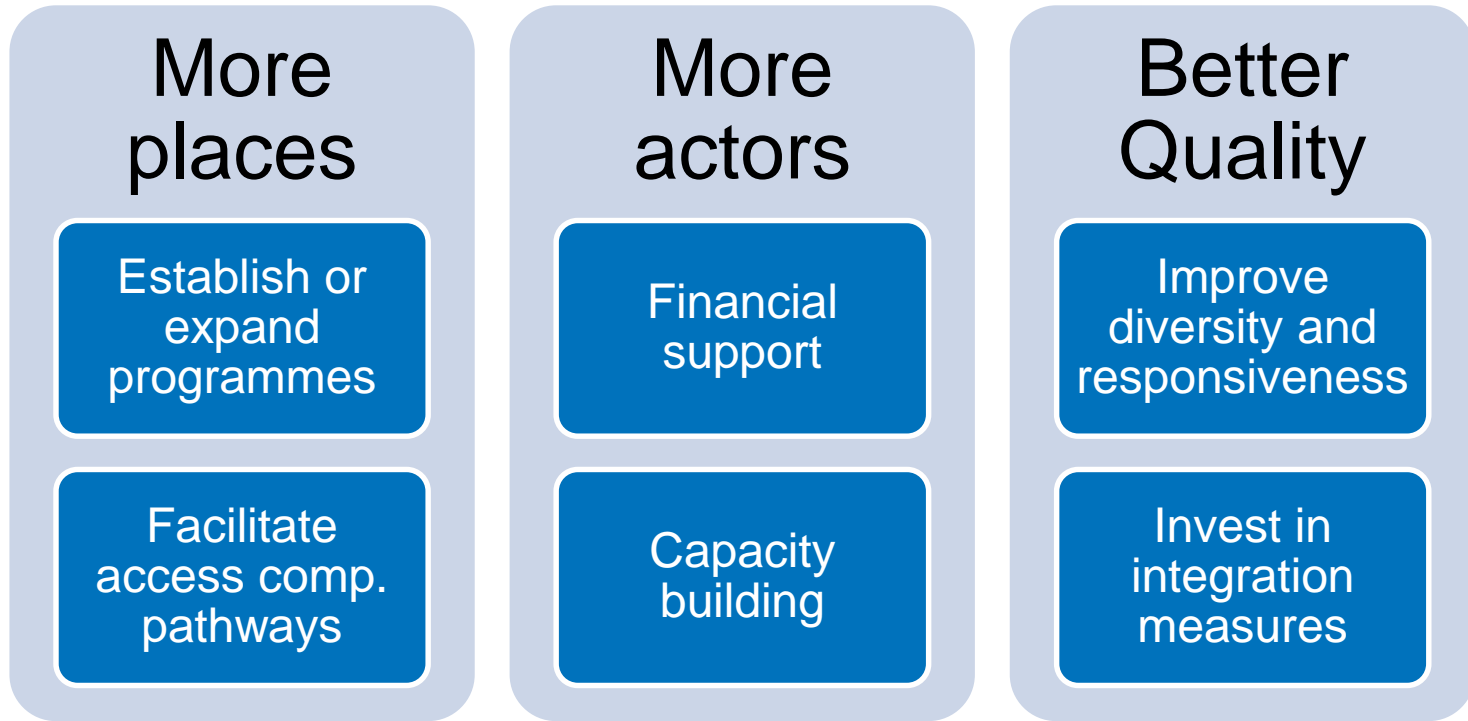
## GOAL 3



### **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)

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- ➡ 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!



International Rescue Committee  
Resettlement & Integration Technical Assistance

A stylized world map in yellow, showing the continents. The map is centered behind the title text.

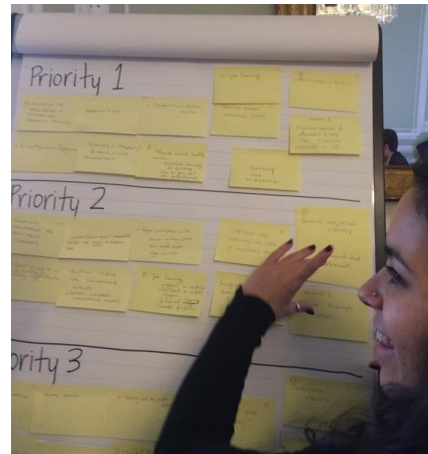
# Civil Society and Growing Resettlement





# 1. Capacity Building and Facilitating the Exchange of Best Practice





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

# 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 to 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

## Through Private Sector Partners



OpenHomes



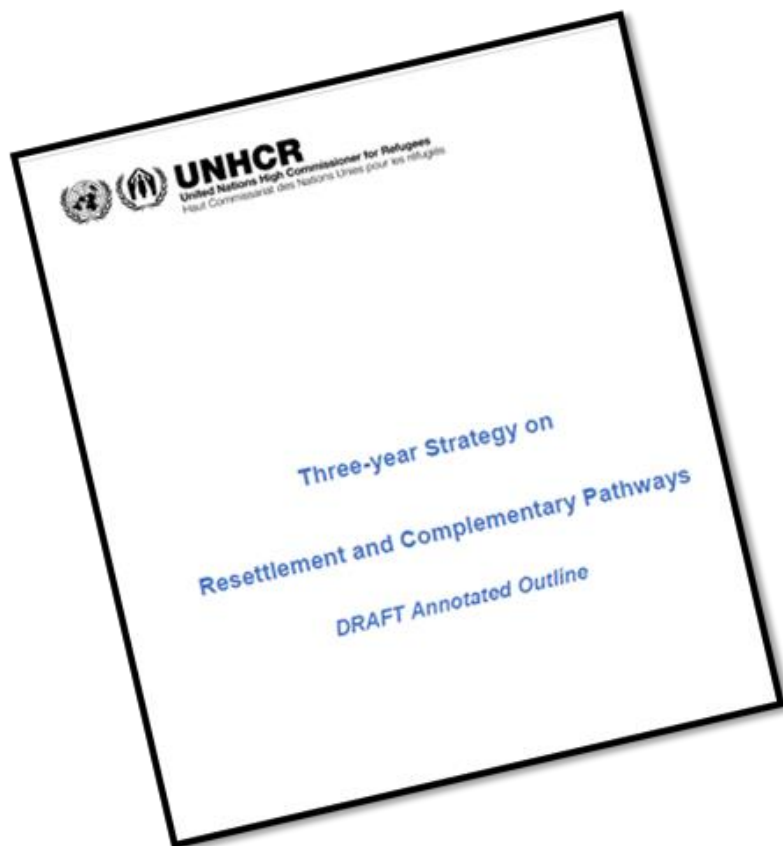
**RITA**

International Rescue Committee  
Resettlement & Integration Technical Assistance



# 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.



# RITA

International Rescue Committee  
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**3. Focus on  
expansion through  
BOTH increasing  
existing programs  
and adding new  
resettlement  
countries**



## 4. Encourage the Whole of Society Approach







# RITA

International Rescue Committee  
Resettlement & Integration Technical Assistance



## **Ghosn Zeitoun Initiative**

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

**NGO Consultations**

**Geneva Jul. 5 2019**

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## 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.

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# 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
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# 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 govs, 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....
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# 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:

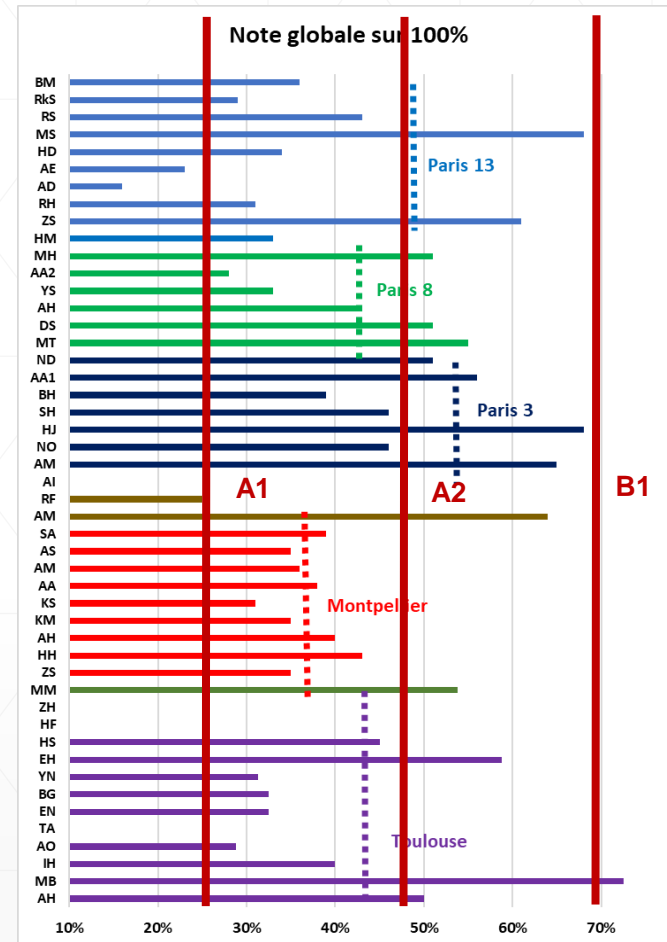
- Caisse d'Allocation Familiale (CAF) procedure. Essential, as it reimburse part of the CROUS dormitory rental
  - Asylum seeking procedure (OFPRA) procedure. Long and complex. Interviews only made in Paris.
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## Major challenges 3/4

### 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**

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## 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)

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