

Specialized services to meet the needs of migrant communities

30 october 2019

ALTO COMISSARIADO PARA AS MIGRAÇÕES, I.P. HIGH COMMISSION FOR MIGRATION





HIGH COMMISSION FOR MIGRATION

- Public Agency directly dependent on the Presidency of the Council of Ministers
- Actively participates in the implementation of public policies on migration, aiming migrants integration.
- Welcoming and integrating is a central part of the High Commission for Migration's mission.



MIGRANT SUPPORT LINE

| | 2.ª a 6.ª, das 9h às 19h Monday to Friday from 9am to 7pm (Lisbon time) LINHA DE APOIO A MIGRANTES | Informação útil disponível em diferentes línguas. Marcação de atendimento presencial nos serviços dos CNAIM (Centro Nacional de Apoio à Integração de Migrantes). | | | |
|------------|--|--|--|--|--|
| | MIGRANT SUPPORT LINE | Useful information available | | | |
| | 6 808 257 257[*] (+351) 21 810 61 91 | in different languages. | | | |
| PORTUGUESA | | In person appointments available in all CNAIM (National Support Centre for the Integration of Migrants) services. | | | |



- First proximity and customer service created by the High Commission for Migration, in 2003 (SOS Immigrant Line)
- Provides information about several issues
- Works from Monday to Friday Between 9:00 am and 7:00 pm



Main Goals of the Migrant Support Line

- Provide a telephone answering service able to give general information on migration issues
- Immediately answering to frequently asked questions
- Forward whenever the issues do not fall within the subject of the Migrant Support Line
- Schedule appointments to the specialized offices of the One-Stop-Shop





Languages available on the Migrant Support Line



Portuguese **Cape Verde Creole** English French Spanish Russian Romanian Moldovan Arabic



TELEPHONE TRANSLATION SERVICE – STT









- Service created in 2006
- From Monday to Friday, Between 9:00 am and 7:00 pm
- Data base of 60 translators / interpreters
- Offers immediate and scheduled translations in 56 different languages





Procedure:

- Received a call through the Migrant Support Line;
- Transferred to the STT operator;
- Some information is collected: name of the institution / service, name of the client; customer's telephone number;
- Also the language required; date and time required for the telephone translation service.





- Once the call has been established - the translator, the institution and the immigrant will be placed in a conference call;
- At the end of the conference the operator requests an evaluation of the functioning of the Service.



Important to mention:

- Operator and translators are required to strictly observe the professional secrecy;
- It is a free service, and it is ACM duty to pay the translators.



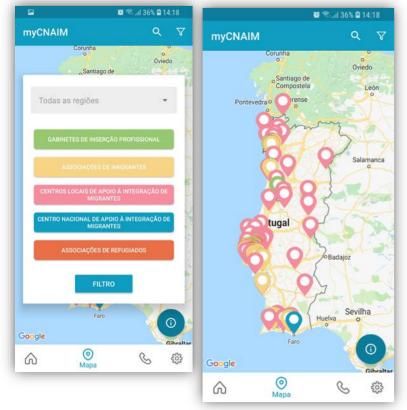
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| Welcome Migrant | | | What is an applicant for international protec | | | Learning the Portuguese Language Reference «Portuguese for Speakers of Other Languages - The Elementary | | | | |
| | | | What is a refugee | e? | | User in t | the Hos | st Country | >> | |
| Immigrant | Citizens of the EU | Refugee | What is a subsid | Languages Framework Directorate- Agency for | nceived in 2008, the «Portuguese for Speakers of Other inguages - The Elementary User in the Host Country» amework is the result of a partnership between the rectorate-General for Education (DGE), the National jency for Qualification and Vocational Education (ANQEP, | | | | | |
| Know Portugal | | Is the application for protection filed by a for citizen or stateless person always a request international protection? | | | IP) and the Institute of Employment and Professional Training (IEFP, IP). This Reference is intended for non-native adults and the output linguistic-communicative profile corresponds to level A2 - Elementary User. Access the Reference «Portuguese for Speakers of Other | | | | | |
| Home | · · · · · · · · · · · · · · · · · · · | S E | What is considered a serious offense for subsidiary protection purposes? | | | Languages - The Elementary User in the Host Country» at https://www.dge.mec.pt/sites/default/files/Basico /Documentos/portugues_falantes_outras_linguas.pdf Access the «Portuguese for Speakers of Other Languages | | | | |
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NATIONAL SUPPORT CENTER FOR THE INTEGRATION OF MIGRANTS

Where?

- CNAIM Lisboa
 Rua Álvaro Coutinho, 14
 1150-025 Lisboa
- CNAIM Norte Av. de França, 316 Edifício Capitólio 4050-276 Porto
- CNAIM Algarve
 Loja do Cidadão
 Mercado Municipal, 1.º Piso
 Largo Dr. Francisco Sá Carneiro
 8000-151 Faro

Holistic strategy aiming to facilitate the integration process of migrants.

Coimbra

Lisboa

Évora



National Support Centers for the Integration of Migrants

- Representation of different migrant support institutions, services and offices in the same space, with a real partnership and cooperation between the represented services and ministries
- Integrated response to migrants reception and integration process, operating on a One-Stop-Shop model
- Workers who communicate in several different languages, many of them with a background as migrant or descendant of migrants \rightarrow Empathy \rightarrow Better understanding of the situations.
- Coordination with the Migrant Support Line, the Telephone Translation Service an the Local Support Centers for the Integration of Migrants





Support Offices from the High Comission for Migration

| Welcoming and Sorting Office | Pre-Screening Reception and Screening Children Lounge | | |
|---|---|--|--|
| Legal Support Office | Legal Service Consumption and Over Debt Support for Family Reunion Voter Registration Support | | |
| Social Affairs and Inclusion Office | Housing Child Registration Social Support Refugees Voluntary Return | | |
| Support Office for Employment, Higher Education and Qualification | Employability and entrepreneurship Qualification Higher education | | |



Ministries present in CNAIM

Presidency of the Council of Ministers

Agency for Administrative Modernization



Ministry of Internal Affairs

Immigration and Borders Service

Ministry of Labor, Solidarity and Social Security

The Social Security Authority for Working Conditions

Ministry of Justice

Ministry of Education

Ministry of Health

Central Registry Office

Education Office

Health Office





Thank you for your attention!

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