raïsd

Reshaping Attention and Inclusion Strategies for Distinctively vulnerable people among the forcibly displaced

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Catalogue of Attention and Inclusion Practices for FDP in the EU influence area
- HUNGARY -

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Potential Good Practices [Budapest, 2020]

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Forced displacement crises overcome societies and institutions all over the world. Pushed by the urgencies rather than events, solutions are frequently reactive, partial, and disregard some groups. The project 'Reshaping Attention and Inclusion Strategies for Distinctively vulnerable people among the forcibly displaced' (RAISD) aims at identifying highly Vulnerable Groups (VG) among these forcibly displaced people, analysing their specific needs, and finding suitable practices to address them. The concept of 'vulnerability context' considers the interplay between the features of these persons and their hosting communities, their interactions and experiences, and how different solutions for attention and inclusion affect them. As a result of this work, a methodology to carry out these studies will be developed. These goals are aligned with the call. They pursue characterizing these migrations and developing suitable aid strategies for them. The Responsible Research and Innovation (RRI) frames the project. It proposes that all actors (including civil society) co-design actions, transversely integrates the gender perspective, and supports sustainability. Our research strategy will be based on methodological triangulation (i.e. the combined application of several methodologies). We will implement it through a specific participatory action research approach to fulfil the aim of undertaking advocacy-focused research, grounded in human rights and socio-ecological models. The team will work as a network of units in countries along migration routes. The units will promote the VG people' involvement, so they can speak with their own voices, gather information, and test practices. Work will rely on a tight integration of Social and Computer Sciences research. Automated learning and data mining will help to provide evidence-based recommendations, reducing a priori biases. A software tool will support collaboration, continuing previous H2020- funded RRI work.

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1 Policies, laws and treaties affecting attention and inclusion strategies towards VGs of FDP

1.1 Policies regarding VGs

Hungary has been a part of the 1951. UN Convention relating to the Status of Refugees and its 1967. Protocol. It was the first country in the then communist bloc to sign and ratify it in June 1989. Until 1998, the Convention was applied with the geographical restriction, recognizing refugees coming from European countries. The UNHCR opened its office in Hungary in 1989 and has been continuously present since. Currently it functions as a regional representation, covering eight counties in Central-Europe and the Western-Balkans.

IOM also has a representation in Hungary since 1992. Its Budapest office worked as a regional representative for the first decade of the 2000s. As an EU member state, Hungary has transposed all migration and asylum-related standard rules, and it is also involved in the work of the relevant EU agencies such as FRONTEX or the EASO.

However, for the past ten years, politics and political communication in Hungary has become increasingly ethnocentric and nationalistic, framing immigration as one of the major threats to the integrity of the Hungarian (and European alike) people. As a result, the country has become increasingly hostile toward immigrants, especially asylum seekers. There has been a series of legal and political measures endorsed with a thorough political and public communication campaign that resulted in the dismantling of the refugee reception and integration systems.

The increased volume of immigration in 2015-2016 affected Hungary significantly. Being located on the external borders of the European Union and the Schengen zone, Hungary has been a primary destination for both regular and irregular migration. During this crisis, the Hungarian government decided to build a physical fence on the Hungarian-Serbian (and later on the Hungarian-Croatian) border to prevent unauthorized border crossings. Besides the building of the wall, the government passed several legal amendments to reduce illegal migration to Hungary. For example, Hungary designated Serbia as a safe country, therefore, apprehended migrants could be sent back there. Furthermore, Hungary made expedited asylum determination possible while guaranteed only limited procedural safeguards for applicants. Also, illegal border crossing (including climbing through the fence) was declared a criminal offense, therefore, refugees apprehended while climbing could be imprisoned.

Restrictive Hungarian legislation continued to have a substantial impact on the country's migration and asylum seeker profile after 2015. In 2016, another restrictive legislation entered into force that made it possible for the police to apprehend a foreigner unlawfully staying in Hungary within 8 km of the border. Migrants who get arrested by the police are sent back to the closest transit zone where they can submit their asylum application. The new legislation resulted in 19,000 migrants sent back beyond the borders between July and December 2016.

In 2017, two other restrictions entered into force. One of them is that since January, admittance to Hungary is limited to 5 persons a working day per transit zone. The other restrictive rule (March 2017) prescribes that asylum seekers have to stay in the transit zones where they submitted their application for the entire period of their asylum procedures. The legislation affects children above the age of 14 as well, which means that only children under 14 are now protected by the Children Protection Act.

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1.2   Implementation of the strategies and policies

Refugee reception facilities in Hungary have been transformed since 2015 as a result of the government's anti-refugee policies. Before the restrictions, Hungary accommodated asylum seekers in refugee reception centres. Five such facilities had operated until 2016. After the physical fence was completed on the southern border, and the restrictive laws entered into force (unauthorised border crossing declared as a criminal offense, asylum seekers are sent back to the transit zones for the entirety of the asylum application process), the government decided to dismantle them. As a result, all the refugees have to stay in the transit zones. Thus in 2016, the government closed some of the reception centres. Among them, the Bicske camp, which, due to its closeness to the capital, functioned as the location for many integration programs provided by civil organizations.

Refugees who claim asylum in Hungary are accommodated in the two transit zones by the Serbian border and are detained there for the duration of their procedure. The transit zone in Tompa hosts families from Syria, Iraq, and Arab-speaking countries, as well as single men of various nationalities. The transit zone in Röszke accepts families from Afghanistan, Iran, and some African countries and unaccompanied children ("Migration Issues in Hungary," 2017). The facility in Vámosszabadi accommodates beneficiaries of international protection for a maximum of 30 days. People staying there receive meals but are not entitled to any kind of financial help. Besides that, detention facilities (operated by the Police) accommodate migrants who irregularly enter Hungarian territory and do not claim asylum. Moreover, if a migrant overstays in the country and has no identification documents, they are also transferred into an alien policing detention centre. In these facilities, a person can be kept up to twelve months.

The last type of migrant accommodating facility is child protection centres. There is currently only one of these operating, managed by the Guardianship Office of Hungary in Fót, close to Budapest. It is open and accommodates unaccompanied minors apprehended in Hungary. Here, civil organizations can provide education, creative integration projects for the children.

It can be stated that asylum seekers are de facto detained in the transit zones along the Serbian border during the status determination process. People with vulnerabilities, such as families, children, and unaccompanied children above 14, are no exception. Only unaccompanied children under 14 are placed in a special children's home. All applications submitted by people entering from Serbia are considered inadmissible. Appeal against the fast-track procedure is limited to 3 days. The number of people allowed to enter the transit zones has been limited, and the restrictions are continuously decreasing. It has been only five people per week per entry point on the average for the past year. All migrants apprehended in Hungarian territory without a legal right to stay shall be „escorted" to the other side of the border fence along the Serbian border.

In the summer of 2020, the Hungarian government announced the introduction of a new asylum system. At the core of the new system is a compulsory precondition for those seeking asylum in Hungary to first submit a "statement of intent" at the Hungarian embassy in Belgrade or Kyiv. Depending on the approval of the "statement of intent", the would-be asylum-seeker is issued with a special travel permit allowing him or her to travel to Hungary and submit an asylum application there. By restricting access to territory and the asylum procedure, Hungary de facto removes itself from the Common European Asylum System (CEAS) (Hungarian Helsinki Committee, 2020).

These measures resulted in a situation where the number of asylum seekers and consequently people receiving international protection has decreased to a few hundred per year. Open refugee reception centres are virtually empty. Community-based accommodation of asylum seekers is no longer possible. Those who receive international

protection usually leave Hungary for a Western-European country soon after their status is granted. Those who remain in Hungary face enormous hardships. Care and support are provided only by a handful of professional migrant-specific NGOs.

1.3 Formal and Informal care practices from the host or transit communities

Care practices are limited due to the harsh conditions described above and a strong "secondary movement." The latter means that the majority of those registered moved on and disappeared from the system even before the first decision was made (i.e., moved further West to other European countries). As a result, the number of cases the asylum authority made an in-merit decision had been much lower than the actual number of asylum seekers until 2017, when asylum seekers could no longer leave the transit zone unless they abandon their case by returning to Serbia or receive a favourable decision.

The introduction and gradual adjustment of the closed transit zones had a considerable selection and containment effect. It resulted in an unprecedented recognition rate, which was quickly adjusted in 2018 by further restrictive measures resulting in a significant drop in the intake but an even higher recognition rate.

Despite the government's approach, right at the peak of the refugee crises, Hungarian and international civil organizations started to mobilize themselves to provide the necessary help. In the most challenging days of the crises in the summer of 2015, civil organizations, charities, churches, groups of friends as well as individuals provided food, water, blankets, clothes, and other necessities for the refugee families. Here, the framing of the crises was utterly different from the government's interpretation. Civil organizations emphasized that the issue is a humanitarian one, therefore, to help those in need is not only a moral but also a legal obligation.

Pro-refugee and human rights civil organizations and NGOs have been very active in pursuing an agenda that contradicts the Hungarian government's efforts.

1.4 VGs' experiences:

1.4.1 Identification of potential good practices by VGs

Interviewed VG representatives in most cases could not identify properly (by name, service period, name of the organization) specific programs designed for migrants or refugees. There is a significant gap between what the interview participants could name and what we know from the secondary data or what was collected by the assistance of the Action Research Unit members (see the report on Tailored Attention and Inclusion strategies).

In this case, the lack of information is what we can interpret. State-run programs are not visible due to the law changes in June 2016. Since then, the engagement in integration services between state institutions (the Immigration Office or the Family Support Centers) gradually decreased, and in June 2018, it was eliminated. Also, the similar or substitute services financed from the Asylum, Migration and Integration Fund such as housing programs, language courses, labor market integration support were phased out. At present, widely available financial-type (cash or housing) support is not accessible. In this field, only *ad hoc* and very limited initiatives pop up from time to time. Interviewees had stronger memories of those programs that directly reduced their vulnerability originated in destitution. Other types of programs have low visibility, and even the organizations' names were often mixed up.

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1.4.2 Recommendations or proposals for new or existing programs/ practices

As presented in 1.4.1, only *ad hoc* and very limited initiatives pop up from time to time. Interviewed members of VGs had stronger memories of those programs that directly reduced their vulnerability originated in destitution.

1.4.3 Practices to avoided according to their experience

As presented in 1.4.1, only *ad hoc* and very limited initiatives pop up from time to time. Interviewed members of VGs had stronger memories of those programs that directly reduced their vulnerability originated in destitution.

2   Identification of potential key criteria to evaluate strategies and practices for attention and inclusion of VGs of FDP[1]

Potential key criteria to evaluate strategies and practices for attention and inclusion were primarily identified by the ARUs. They defined good practices as approaches, experiences, or initiatives that are working well and can be replicated elsewhere, requiring techniques and methods that produce effects and results. Furthermore, they are considered to be effective in contributing to refugee's integration. Hence, it can be disseminated and proposed to other organization contexts both nationally and internationally.

2.1.   *Actor-oriented criteria to evaluate policies and practices of attention towards Vulnerable Groups (VGs) of forcibly displaced people (FDP)*

The following guidelines were identified for good practices during the formation phase of the ARU and the research undertaken via interviews with VG members and stakeholders:

- The good practice shall be easy to learn and is possible to implement in other contexts.
- The good practice shall prove its strategic relevance as an effective way in achieving specific objectives, furthermore, it shall have a positive impact on refugees and host communities.
- The good practice shall reflect the fundamental universal principles of human rights law, humanitarian law, and refugee law. Also, it shall take into account the local context.
- The good practice shall be flexible and have the potential for replication in different local or national contexts.
- The good practice shall improve collaboration between professionals, institutions, and citizens during its implementation. Furthermore, it shall follow the principles of a participatory approach by promoting meaningful participation of refugees and migrants.
- The good practice shall involve approaches of collaborative governance and a community of practitioners that may include authorities, community groups, local professional networks, businesses, academia, and humanitarian organizations.
- The good practice shall promote gender equality and shall take into account the specific gender realities of women, men into all aspects of the initiative.
- The good practice shall encompass initiative efforts on refugees welcoming and integration.
- The good practice shall enhance the understanding between refugees' and the broader community

2.2.   *Common features for compatible criteria*

All refugees and migrants are entitled to protection with regard to their life, health, personal development, and human dignity. Good practices that aim to address the integration of VGs of FDPs should satisfy minimum quality standards and be implemented in the best way of responding to target groups' needs and covering a wide range of activities. Common features of minimum standards were identified above according to the following categories:

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[1] Result 3.1. Catalogue of actor-oriented criteria to evaluate strategies and practices for the attention and inclusion of VGs of FDP
Result 3.2. Preliminary study of approaches to integrate actor-oriented criteria in the evaluation of strategies and practices for the attention and inclusion of VGs of FDP

- Technical feasibility
- Efficacy and success
- Respect of human rights and equity framework
- Replicability and adaptability
- Network coordination
- Gender sensitiveness
- Innovation
- Awareness.

3 Identification of potential good practices

3.1. *Characterisation of practices*

3.1.1. *VG: All. Practice 1: "Let's work together for integration"*

- Identification of stakeholders that made an identification of the practice: András Kováts, Menedék - Hungarian Association for Migrants
- Criteria actors or stakeholder are using to assess them as a "good practice": bridging an information gap between local governance and civil society members (service providers)
- Name and leading organization (contact details provided): Menedék - Hungarian Association for Migrants
- Target VG and type of host community: all VGs who look for specific assistance (mainly in Budapest)
- Application setting: an informative brochure was compiled, presenting ongoing projects (funded by the Asylum, Migration and Integration Fund - AMIF) to set up a network of service providers in the migrant + refugee integration scene
- objectives: to enhance the accessibility of services for different immigrant groups
- Length: 1 year 3 months (1 April 2017 - 30 June 2018).
- Requirements/ accessibility issues: none, the brochure was free to download, and it was distributed in print
- Performance procedures: n.d.
- Difficulties or constrains for its implementation: political context
- Results: a comprehensive brochure that gives a broad overview of services (as of 2018)
- Comments: for more information, see https://tudastar.menedek.hu/sites/default/files/tegyunk_egyutt_az_integraciert_mmia_kedvezmenyezettek_tajekoztato.pdf (in Hungarian)

> **1. Relevance of the development of initiative in its specific context** (analysis of the need for such an initiative in its specific context, support from the leading institution to such initiative, partnerships, target groups: please list and describe the target population, support of local / national / international , financing…)

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This initiative consisted of social counselling to create a network of service providers who could share information on various services and activities in the community. It was not innovative at the core as it provided direct assistance to immigrants in Hungary, but the novelty was that Menedék could harmonize services with other existing services and ensure sufficient communication between service providers. This way, activities could be tailored to be complementary and not overlap.

The leading organization was Menedék, and there were 20-30 other institutions involved, including NGOs, international organizations, and sector-based service providers.

The primary target population was immigrants in need of social assistance, and the secondary target population was institutions and services.

Various international organizations, local authorities, and NGOs supported the project. It also received technical and material assistance from the government. However, during implementation, the government's politics and attitudes began to change. They stopped public support but did not withdraw their financial assistance. The project was financed by the EU and was channelled through the national government's Ministry of Interior. Overall, 75% of the budget came from the EU and the remaining 25% from the national budget.

2. Visibility of the action (What are the means of communication used? Are they effective? If so, why and how are communication objectives achieved? What are the objectives? If not, explain!)

In terms of communication with the partners, mostly regular direct phone calls, meetings, or memos, were used. At the end of the project a final conference was organized with all the stakeholders. Furthermore, a publication was issued towards the completion of the program.

Overall, the communication was internal and there was no need to convey a message to particular audiences. The common goal with the partners was to achieve the project objectives by collaborating with each other.

This approach was effective but after the government changed its position towards migration and started a campaign against pro-refugee NGOs, some of the partner organizations opted out from the project as they felt it was too risky to be associated with Menedék.

The communication objectives were to bring together as many relevant service providers as possible and make their activities streamlined and complementary to each other. Furthermore, it was also crucial to make all the services accessible to the target population. These objectives were partly achieved.

Due to the general issue that some of the partners did not want to be associated with Menedék and the different dynamics of cooperation created a complex environment. It was also hard to convince all the actors to join the network. Despite the difficulties the project had an estimated 80% success.

3. Transferability (How the model can be implemented by other institutions / other countries?)

Transferring this model to other institutions or countries may be feasible as the model itself does not require much effort, though communication when reaching out to potential partners is required. In this sense it does not require great capitals but could be a lot of work and organisation to put in place. The model is effective because of the techniques used to enhance organizations in order to create a network where information flows efficiently and smoothly.

When implementing, it is important to ensure a mutual benefit for partners so that they feel how the project is also to their advantage.

Likewise, the content needs to be relevant so if there is a need or problem to which the initiative reacts, partners would naturally find it appealing. The method is universal and it is centred on social counselling and integration. Using the same technique it is possible to identify any problem around vulnerability where this sort of coordination and cooperation among associations can be put in place.

4. Sustainability
(If the initiative or initial project has already finalized, how continuity is ensured beyond the initial life of the project?
If the initiative or project is still ongoing, what will be the developments in the coming years? What are the mechanisms to ensure the sustainability of the initiative beyond its expected life)

The sustainability within the initiative depends on whether or not the purpose of the cooperation is to bridge a gap or to eradicate a problem. Once the problem is solved, there is no need to continue cooperation efforts.

Further sustainability can be assured through unique interests of partners. If they feel that they take more out of it than what they invest, chances are that the action put in place and the communication will continue.

So far, the network is still going strong with many of the partners, which indicates a very good experience. The initiative can continue rather insubstantially and focus on particular issues. If wanting to do more remarkable activities, more input is needed by the partners, for example assuring someone to facilitate and upkeep the integrity of the project.

5. Innovative character (Describe briefly the factors favoring the success of the initiative and the innovations introduced by the initiative)

The withdrawal of the government from the initiative created more of a need for a likewise programme, than a reason to abandon the project. Similarly, it was very much centred on professional discussion as it was also pragmatic, client-centred and problem-centred. The project was aimed on activities and potential outputs. It wasn't just a general collaborative construct. It was a low threshold network in which partners could join without important or difficult commitments. There was a lot of knowledge-transfer within the network, along with technical/practical experiences shared, which led them to be able to learn from one another very rapidly.

One of the innovations of the initiative was that the coordination began from the bottom, like a grassroots approach, of which's coordination among service providers is not typical or usual.

6. Impact (How the initiative changed or produced an impact on the targeted beneficiaries, in its context and beyond - lessons learnt)

This initiative impacted the targeted beneficiaries by creating a better, more organized access to services for immigrant populations in Budapest. The services were more targeted to their specific needs, and it became quicker to get to the right place if/when assistance was needed.

7. Ease of implementation (Optional field. Please specify how easy (or not) was to implement the initiative. Please identify the factors that contributed to the smooth implementation and/or the difficulties encountered)
This initiative was very easy to implement technically, but politically it was difficult after the government withdrew their public support, and other partners dropped out too. Their participation represented an act of opposing to the government which they did not risk to do.
8. Tools and resources for implementation (Optional field. If possible, please specify, enumerate and describe the human, material and financial resources allocated to the implementation of the initiative)
N/A
9. Other/additional information (Optional field. Please share any other relevant information regarding this initiative)
N/A

3.1.2. VG: Isolated individuals. Practice 2: "Refugee outreach"

- Identification of stakeholders that made an identification of the practice: András Kováts, Menedék - Hungarian Association for Migrants
- Criteria actors or stakeholder are using to assess them as a "good practice": intercultural mediation and creating linkages towards isolated individuals or small groups
- Name and leading organization (contact details provided): United Nations High Commissioner for Refugees (UNHCR)
- Target VG and type of host community: isolated individuals, mostly in Budapest
- Application setting: the project, supported by UNHCR and implemented by Menedék, aims to provide services that expand the opportunities of refugees and beneficiaries of subsidiary protection arriving in Hungary. Also, it aims to ensure a higher level of protection for children and to identify vulnerable persons and to secure access to local integration for those in need of international protection.
- objectives: individual casework and social counselling in Budapest focusing on the individual needs and problems of refugees and beneficiaries of subsidiary protection (i.e. general support in communication between refugees and authorities, employers, flat owners and utility companies in order to prevent or manage intercultural or language conflicts, as well as legal counselling to refugees and beneficiaries of subsidiary protection).
- Length: continuous (ongoing for 2+ years)
- Requirements/ accessibility issues: none, all activities are open, the social workers are already working at Menedék
- Performance procedures: several counselling sessions (individual and group)
- Difficulties or constrains for its implementation: n.d.

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- Results: ongoing
- Comments: for more information see https://menedek.hu/en/projects/psycho-social-support-beneficiaries-international-protection-hungary

1. Relevance of the development of initiative in its specific context (analysis of the need for such an initiative in its specific context, support from the leading institution to such initiative, partnerships, target groups: please list and describe the target population, support of local / national / international , financing…)
The project was led by the United Nations High Commissioner on Refugees (UNHCR) with a 6 month pilot program. While all organizations in the area were conducting outreach activities, they have not been structured strategically. In Menedék's case, people were coming into the office trying to schedule appointments when it was too late or let their problems became worse. The flow of information was poor and people were being misled by rumours or wishful thinking. This initiative was important for filling in gaps in communication by reaching out to the general public first so that the perspective of potential clients was better understood. There was an overall lack of awareness so a better transmission of information was provided to potential clients.
The leading institution was UNHCR, and they financed an outreach coordinator during the 6 months that the pilot project was running. UNHCR also funded community events and programs. Some of the partnerships that Menedék had for this initiative was with a local outreach work-group. Specific partners besides UNHCR and Menedék were JRS and MigHelp.
The target population was different for each organization, as they were all pilot programs. Menedék targeted a new population: vulnerable third-country students.
UNHCR didn't directly support Menedék but paid the living allowance of the refugee outreach coordinators. There was a general support from local university coordinators and international coordinators working in foreign offices of the universities.

2. Visibility of the action (What are the means of communication used? Are they effective? If so, why and how are communication objectives achieved? What are the objectives? If not, explain!)
The means of communication used were an outreach coordinator (based on UNHCR's concept), email lists and social media.
Participants that represented groups of students were able to use their personal networks, and it created a snowball effect to reach more young people and involve them into the programs. Email lists were effective with students, though some students considered it "old school." Social media was not effective when establishing new connections, but it was good to maintain existing ones. A Facebook group was created to update youth on activities and communicate in general.
Menedék was able to reach the target group, but a higher outreach rate was expected. Lessons have been learned. However, in the future the same channels would be used avoiding to repeat past's mistakes in communication. Individuals' personal position in the community and wording capacity will be of key importance. If social media is going to be used, there must be a person willing and capable to go through their own personal network and profile in order to gain more visibility and reach.

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3. Transferability (How can the model be implemented by other institutions / other countries?)
As of right now, there is no exact model. The result of the outreach project confirmed that there is a group of people that must be looked at from some specific angles. It is important to understand their situation from all aspects.
Even though there is no model, the lesson can still be learned and applied elsewhere. There is a growing student population in Eastern and Central Europe, so it is becoming a trend everywhere. People should not judge or identify vulnerability solely based on the legal status of someone - it is imperative to look deeper into other aspects. When looking at how the refugee care systems are financed, it is very much focused on legal statuses. The first criteria is whether the person is a refugee or asylum seeker, which is not thoroughly checked.
In some cases for example, students may be more vulnerable than refugees. Unfortunately, students are ignored by the care system because they have a legal status, though many people do not consider that they may have also just escaped an abusive household or even a war zone.

4. Sustainability (If the initiative or initial project has already been finalized, how is continuity ensured beyond the initial life of the project? If the initiative or project is still ongoing, what will be the developments in the coming years? what are the mechanisms to ensure the sustainability of the initiative beyond its expected life)
In the coming years, the basic initiative of the UNHCR is to have systematic outreach that will hopefully happen with not just one target group, but with numerous ones. Menedék is now in planning to find strategic outreach methods. Another step is the specification of target groups, as different groups require different strategies to reach them. Methods of reaching the youth will continue as such, but with different people and social media profiles.
To ensure sustainability, it is important that after building a strong basic audience, a group of people who understand Menedék and are motivated to engage could make it work by itself after providing orientative links, information and activities. The group should grow simply through word of mouth and an overall snowball effect, as positive experiences will likely encourage more people to join in. The organization is also exploring new methods of communication, like more old-fashioned methods, to see if there is a possibility of a faster growth.

5. Innovative character (Describe briefly the factors favoring the success of the initiative and the innovations introduced by the initiative)
The success of the pilot is unmistakeable as there are a number of new type of people that are now engaging with Menedék. Before this initiative, people would have to find Menedék on their own and come to the office to schedule appointments. Now, this has expanded radically. The organization meets potential clients outside of the office through organized activities such as hiking or football. From here, the social workers can start to monitor problems and questions, and if there are any potential issues it can be investigated further in the office. This new model is working well, naturally it can be more effective or have it implemented better. Overall, this project shows the importance of the initiative and the new way of thinking it introduces.
An innovation introduced by this initiative was the inclusion of students of third country nations in vulnerable situations. This was made possible through the communication efforts of Menedék with the

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6. Impact (How the initiative changed or produced an impact on the targeted beneficiaries, in its context and beyond - lessons learnt)	
This initiative impacted the targeted beneficiaries very positively. Those who were engaging really enjoyed the youth club. Little elements of integration, like offering an escape from daily stress and casual conversation helped contribute to the impact. Also, by engaging on such a personal level, 10 people were identified and provided with personal care and social work services. This helped prevent risks of suicide and homelessness, while also giving personal mentoring coupled with language lessons.	
7. Ease of implementation (Optional field. Please specify how easy (or not) was to implement the initiative. Please identify the factors that contributed to the smooth implementation and/or the difficulties encountered)	
N/A	
8. Tools and resources for implementation *(Optional field. If possible, please specify, enumerate and describe the <u>human, material and financial resources</u> allocated to the implementation of the initiative)	
N/A	
9. Other/additional information (Optional field. Please share any other relevant information regarding this initiative)	
N/A	

3.1.3. *VG: Families / children. Practice 3: "SOS Refugees"*

- Identification of stakeholders that made an identification of the practice: Márton Bisztrai, Menedék - Hungarian Association for Migrants
- Criteria actors or stakeholder are using to assess them as a "good practice": a combination of medical attention and social work
- Name and leading organization (contact details provided): SOS Children's Villages
- Target VG and type of host community: Families with small children in and around Budapest
- Application setting: a multidisciplinary team was set up that provided healthcare and social care to refugee families and minors at various locations (refugee reception centers, families' temporary shelters, reception facility for unaccompanied minors)
- objectives: to provide complex assistance for refugees at different stages of the asylum procedure
- Length: 1 year 6 months (1 December 2015 - 31 May 2017)

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- Requirements/ accessibility issues: it required the training of the team (including volunteers) and transporting them to various facilities dispersed in the country.
- Performance procedures: focus on unaccompanied minors (2200 individuals during 1.5 years) but also training of staff at facilities
- Difficulties or constrains for its implementation: most NGOs were banned from entering the reception facilities in 2017
- Results: complex care for minors and families, capacity building for reception center staff
- Comments: for more information, see https://www.sos.hu/lezarult-programjaink/menekult-program/ (in Hungarian)

1. Relevance of the development of initiative in its specific context (analysis of the need for such an initiative in its specific context, support from the leading institution to such initiative, partnerships, target groups: please list and describe the target population, support of local / national / international , financing...)
The SOS Refugees initiative was thought of before the asylum seekers influx of 2015, but the crisis made the program extremely necessary. This initiative consisted of a mobile team, including social workers, psychologists, intercultural mediators and occasionally pediatricians, all working together to give holistic answers to clients' personal problems. Targeted social work intervention and medical care were much needed. The leading institution for this program was SOS Children's Villages, which co-financed the program, and Menedék was the implementing partner. There was no other support, but there was cooperation from state authorities such as the immigration office and official health providers, like hospitals and doctors. Along these, housing for refugees was partially funded by the Budapest Municipality Homeless Shelter Institution, which is supported by the EU Integration of Migrants and Refugees.
2. Visibility of the action (What are the means of communication used? Are they effective? If so, why and how are communication objectives achieved? What are the objectives? If not, explain)
The means of communication utilized were translators and intercultural mediators, which helped build the bridge on a daily basis between service providers and clients. It was effective because connections were maintained on both ends. The translators and mediators would visit the clients, meet them, and bring them to the doctors' office for example. There have not been any specific objectives in communication, but mainly to stay in contact with the clients and improve their living conditions and health. It was essential to get more detailed information about their health conditions and transfer this to the proper authorities. However, the question remained whether or not the ones receiving those informations dealt with the problems appropriately.
3. Transferability (How the model can be implemented by other institutions / other countries?)
The model for this program can be implemented anywhere and at any time. All that is needed are the proper resources and adequate, qualified professionals: social workers, intercultural mediators, translators and medical professionals, including pediatricians. A cross disciplinary collaboration is to be put in place, and to highlight the importance of transparency among the service providers. This has

already been implemented in many countries in Europe, and the idea did not originated from Hungary. It was a project that needed to be done in order to help those in need.

4. Sustainability
(If the initiative or initial project has already finalized, how continuity is ensured beyond the initial life of the project?
If the initiative or project is still ongoing, what will be the developments in the coming years? what are the mechanisms to ensure the sustainability of the initiative beyond its expected life)

Unfortunately, this project has no continuity since NGOs were banned from visiting the closed reception centers at the border. However, if there is a will and a budget, anyone can do it. General sustainability has no relation to being banned. This model could be run in any reception center or urban setting. Menedék had considered restarting the project with the same model - combining different fields like social work and medical care - in an urban environment, but it was too complicated as there are many other organizations running housing projects in Budapest, and they may not have been supporting an interference.

5. Innovative character (Describe briefly the factors favoring the success of the initiative and the innovations introduced by the initiative)

The most successful element of this initiative was the holistic approach, having different types of professionals at the camps to assist in whatever capacity was needed.

There were no specific innovations that came out of this project, as these things exist in other countries too. More ideas could have been used from other similar projects in other locations, but it was very limited. The main goal should be preventive actions in terms of health but unfortunately no one has the capacity to do that in Hungary.

6. Impact (How the initiative changed or produced an impact on the targeted beneficiaries, in its context and beyond - lessons learnt)

The SOS Refugees initiative had an overall positive impact on the people that were involved. They were given better care than what they were receiving in the camps - if any at all - and hopefully, the program was able to improve the overall health condition of many people. Maybe they had a better experience with the medical system thanks to the doctors and nurses that helped and who were sensitized to their public, and as a side effect, perhaps they felt more human in their surroundings.

7. Ease of implementation (Optional field. Please specify how easy (or not) was to implement the initiative. Please identify the factors that contributed to the smooth implementation and/or the difficulties encountered)

It was challenging to implement this program. The doctors involved could only prescribe medicine, conduct checkups, give vaccinations if needed, but there was still a gap that remained between what was detected and what was actually cured on a long term. Doctors could not always conduct certain procedures at the camps until the official system understood the diagnosis and approved it. This, usually

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took a long time. Also, if an operation was needed, some of the doctors involved in the program were not qualified to perform it.

8. Tools and resources for implementation *(Optional field. If possible, please specify, enumerate and describe the <u>human, material and financial resources</u> allocated to the implementation of the initiative)*
N/A

9. Other/additional information (Optional field. Please share any other relevant information regarding this initiative)
Gaps between the official health care system and healthcare standards are extremely important and must be addressed. The doctor is obliged to say if an operation is needed, even if they cannot perform it. They must give a diagnosis if necessary, but it is hard to say when or if someone will be able to get the patient to the hospital from the camp.

3.1.4. VG: Women / adolescents. Practice 4: "Women and adolescent clubs"

- Identification of stakeholders that made an identification of the practice: Márton Bisztrai + Vivien Vadasi, Menedék - Hungarian Association for Migrants
- Criteria actors or stakeholder are using to assess them as a "good practice": group meetings and programs for specific groups to foster integration
- Name and leading organization (contact details provided): Menedék - Hungarian Association for Migrants
- Target VG and type of host community: Women/adolescents in Budapest (hub: District VIII)
- Application setting: Menedék offers special community programs to foster the acquaintance of adolescents and women with migrant backgrounds with Hungarian customs and language via joint activities.
- Objectives: One of the objectives of these free sessions is to monitor specific needs (and vulnerabilities) and inform adolescents and women about services available for them (at other service providers).
- Length: continuous (ongoing for 2+ years)
- Requirements/ accessibility issues: These "clubs" are "exclusive" in a sense that the women's club is only for women, which opens the possibility for a safer, more trustful ambiance, while the adolescents' club is only for adolescents, therefore it is more appropriate for age-specific activities.
- Performance procedures: ongoing
- Difficulties or constrains for its implementation: role of the family (either encouraging or discouraging)
- Results: ongoing
- Comments: for more information, see https://menedek.hu/mit-csinalunk/szocialis-munka (in Hungarian)

1. Relevance of the development of initiative in its specific context (analysis of the need for such an initiative in its specific context, support from the leading institution to such

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initiative, partnerships, target groups: please list and describe the target population, support of local / national / international , financing…)
There was a need for integration with the women coming from other countries. They did not know the city of Budapest very well, and this club helps them learn more about it in all aspects. Also, having a club with only women allows a more comfortable environment and helps them feel more at home in terms of their cultures. The youth club was needed because this specific age group was not being targeted according to their needs. There are integration-related issues that were not being appropriately tackled for this group, and group activity was considered to be the best tool to address these issues. The youth felt overloaded by long working hours and studies, isolated from their own age group, and didn't really know how to relax, where to go, or what to do. This is an opportunity for everyone to have fun together and indirectly learn new things. The leading institution is Menedék, and there are no other partners involved, but this could change in the future. These clubs are funded by the UNHCR. Also, Menedék is trying to cooperate with other organizations and volunteers for the women's club and coordinating fundraising campaigns for the youth club. The target population of the women's club is migrant women, and for the youth club, it is migrants between the ages of 18-30.
2. Visibility of the action (What are the means of communication used? Are they effective? If so, why and how are communication objectives achieved? What are the objectives? If not, explain!)
The primary way of communicating with the women is through the Viber app. The events and activities can be communicated to everyone at once in a group chat. Menedék works with its intercultural mediators to share with the women as well. The group chat is effective in giving and receiving information, especially because the app can be used in any language. The main objective is getting people to come to club meetings and activities. At first, it was difficult to get people to come; for years, the women would have to be reminded every week to attend the next meeting, but the club is finally at a point where the members are excited and participate every week with pleasure and ease. They also do their outreach in their personal networks to expand the group. For the youth group, many different communication tools were used: email, Facebook, WhatsApp, phone calls and texts. It wasn't very effective when all tools were being used, but now it is limited to email and an active Facebook group, making it easier to communicate and be more effective. There are three main communication objectives. The first is practical - organizing events, inviting people, and sharing information. The second objective is assessment, asking what people's needs are and what they would like to see or do in the future. The last one is engaging with the members on an individual level. The group events double as a monitoring platform, if people aren't willing or comfortable enough to talk to the club leaders about their issues. If a need is identified, they are invited to the office for a consultation.
3. Transferability (How the model can be implemented by other institutions / other countries?)

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A lot of other European countries have women's clubs as well. Everyone can learn from each other through information exchanges during conferences and workshops in other countries. It doesn't have to be implemented the same way; it can always be modified to fit each country/organization's needs. For example, in Greece there are many people in camps waiting for decisions and for them having a club like this is a good way to spend their time in a useful way. Here, there are not many people waiting in camps anymore. It is more important in Hungary for the migrants to be able to stand on their own feed and learn practical skills like language, how to use public transportation, how to find things on the Internet, and how to write. Although countries have different situations regarding the migrant population, a group for women to spend time together is always needed.

There is nothing unique about the model for the Youth Club either. It has been implemented in many other organizations across Europe. If anything, it is possible that Menedék has more specific goals than a typical youth group. The club's main purpose is recreation and learning opportunities, but also to use it as a monitoring surface to invite people into the individual case management system.

4. Sustainability
(If the initiative or initial project has already finalized, how continuity is ensured beyond the initial life of the project?
If the initiative or project is still ongoing, what will be the developments in the coming years? what are the mechanisms to ensure the sustainability of the initiative beyond its expected life)

A long-term plan to ensure the sustainability of the Women's Club is creating products out of reused materials and then selling them to support upcoming projects. This plan is now at the beginning stage. There was no stable group, but now one exists where they feel comfortable on their own, and new ideas are coming through. In addition to selling products, other ideas to ensure continuity include involving locals in activities with the migrant community, such as cooking specialty dishes to share with them. Having people who volunteer their time to teach yoga and Hungarian to the immigrants for free makes the plans more viable.

One of the key components of sustainability of the Youth Club is the use of fundraising campaigns. Another way to ensure continuity is that if the club turns into more of a community and people start getting together outside of organized group activities. Also, engaging more with the local Hungarian community will help. Lastly, it is crucial to have a core team in place that will attend all the events, and around them is another circle of people who can jump in for a few occasions. This is necessary because even the people in the core team probably will not be there after a year.

5. Innovative character (Describe briefly the factors favoring the success of the initiative and the innovations introduced by the initiative)

A factor that favors the success of the Women's Club is that the women do not need to be reminded about programs and are excited to attend every week. They feel safe in the club, and free from everyday life.

An innovation that is introduced by this initiative is opening the club up to locals. Also, this year the club is focusing on the environment to help the members understand the importance of taking care of the planet and make them more conscious about their use of unsustainable materials like plastic.

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The main factor of success in the Youth Club has been flexibility in planning. Every six months, the Youth Club organizers evaluate the last period, and according to the findings, they adjust whatever is needed. It is a process of learning by doing. Menedék has also implemented a new democratic approach to the Youth Club and involved the participants in the decision-making process. For instance, the participants have also been involved in the fundraising process. This kind of campaign is a unique approach of Menedék.

6. Impact (How the initiative changed or produced an impact on the targeted beneficiaries, in its context and beyond - lessons learnt)

The biggest impact that the women's club has had on its members is the sense of independence that they now feel. Most women coming here do not know how to read or write, but the club was able to help them learn. They also learned Hungarian, which allowed them to find work. They learned about the culture and through the tours of Budapest, they know about the place in which they are living. Some even learned how to ride a bike because it is easier and cheaper than public transportation.

Based on their feedback, the members of the Youth Club felt the club has had a positive impact on their lives. They appreciate the information they have learned about this country and its culture, history, and society. Additionally, engaging on a personal level with those that were identified as potentially vulnerable helped prevent a risk of suicide and homelessness.

7. Ease of implementation (Optional field. Please specify how easy (or not) was to implement the initiative. Please identify the factors that contributed to the smooth implementation and/or the difficulties encountered)

N/A

8. Tools and resources for implementation *(Optional field. If possible, please specify, enumerate and describe the human, material and financial resources allocated to the implementation of the initiative)*

N/A

9. Other/additional information (Optional field. Please share any other relevant information regarding this initiative)

N/A

- Identification of stakeholders that made an identification of the practice: Emőke Takács, Artemisszió Foundation
- Criteria actors or stakeholder are using to assess them as a "good practice": bridging Hungarian citizens and newcomers to Hungary together through social events
- Name and leading organization (contact details provided): Artemisszió Foundation
- Target VG and type of host community: both VGs and Hungarian citizens who join the community or take part in events
- Application setting:
- objectives: to enhance the integration of third-country nationals in the city of Budapest, by providing support for building the capacity of the local administration to develop and implement local integration strategies, to set up migration information points, and to establish partnerships with non-governmental organizations (NGOs).
- Length: it is an ongoing project and it started in 30.06.2017
- Requirements/ accessibility issues: none
- Performance procedures: Mira offers mentoring programme, language programme, and events and activities that bring Hungarians, migrants, and refugees together.
- Difficulties or constrains for its implementation: political context, difficult inter-institutional cooperation
- Results: Mira has grown significantly since it began in 2017.
- Comments: for more information see https://artemisszio.eu/mira/en/

1. Relevance of the development of initiative in its specific context (analysis of the need for such an initiative in its specific context, support from the leading institution to such initiative, partnerships, target groups: please list and describe the target population, support of local / national / international , financing...)
One of the greatest challenges migrants and refugees new to Hungary face is social exclusion. Social exclusion makes it difficult for them to find jobs, learn Hungarian, and feel like a part of the community. Mira is a programme that benefits both newcomers to Hungary and Hungarian citizens, bringing the two together in an organic and inclusive way. It does this by hosting events at which Hungarian citizens and newcomers participate in activities, and through doing so are able to interact with each other. The ultimate goals of Mira are to provide integration related services; to provide migrants and refugees with a space to participate in activities with each other and with Hungarian citizens; to empower migrants and refugees to become leaders.
2. Visibility of the action (What are the means of communication used? Are they effective? If so, why and how are communication objectives achieved? What are the objectives? If not, explain!)
Activities available to Mira members include yoga classes; a football club; computer programming classes; driving courses; a women's club.

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Members of the public are invited to join Mira members at board game nights; movie clubs; intercultural events. These activities are intended to generate discussions on diversity and different cultures. Events and activities open to the public are posted on Facebook.

Mira has collaborated with Open Doors Hungary to create a space for public events and activities, called MiraDoor. Many events are organised under the name of MiraDoor, and Mira and Open Doors Hungary take turns organising activities. These include creative workshops, at which Mira participants can act as workshop leaders. Migrants and Hungarian citizens often act together as workshop leaders during these workshops, such as at 'culture nights' where members create a presentation on their home country.

3. Transferability (How the model can be implemented by other institutions / other countries?)

Mira offers a mentoring programme, language programme, and events and activities that bring Hungarians, migrants, and refugees together. Many of the events and activities are open to the public, however the mentoring and language programmes are only accessible to members. Anyone can become a member after registering with the programme. All these aspects of the project can be transferred to other institutions and countries by taking into consideration the contexts and the local needs.

4. Sustainability
(If the initiative or initial project has already finalized, how continuity is ensured beyond the initial life of the project?
If the initiative or project is still ongoing, what will be the developments in the coming years? what are the mechanisms to ensure the sustainability of the initiative beyond its expected life)

In the mentoring programme, Hungarian volunteers mentor migrants and refugees. These volunteers are not social workers, but enthusiastic locals who want to help migrants and refugees to better understand Hungarian systems and to create a social network in Hungary. The mentoring is informal and personalised. Mentors not only provide newcomers with a community in Hungary, but also help them to navigate practical issues like obtaining a driver's license, visiting the doctor, and more.

Mira is evaluated internally: every six months the council meets for a day to discuss and evaluate Mira projects. In these meetings the successes of different events and projects are analysed, and decisions are made on the future of the programme.

5. Innovative character (Describe briefly the factors favoring the success of the initiative and the innovations introduced by the initiative)

Mira benefits both Hungarian citizens and migrants who join the community or take part in events. There are events which are specifically tailored for the benefit of mothers, children, migrants, and refugees. An innovation that is introduced by this initiative is opening the club up to locals. Also, this year the club is focusing on the environment to help the members understand the importance of taking care of the planet and make them more conscious about their use of unsustainable materials like plastic.

The main factor of success in the Youth Club has been flexibility in regards to planning. Every six months, the Youth Club organizers evaluate the last period, and according to the findings, they adjust whatever

6. Impact (How the initiative changed or produced an impact on the targeted beneficiaries, in its context and beyond - lessons learnt)
Mira has grown significantly since it began in 2017. There are currently: 60 members who volunteer as teachers, trainers and mentors; 60 members who actively attend events and activities; 200 people who attend events sporadically, many of whom know about these events through Facebook. Approximately two-thirds of Mira members are not Hungarian citizens, one-third of whom have a refugee background. Many of the council members are not Hungarian citizens and two of the council members are refugees. Some of the most successful Mira programmes are the boy's football club, the mentorship program, and the creative workshops. The football team trains every week and competes with a Hungarian group, which provides an opportunity to interact with Hungarian boys in a fun and active way. The mentorship program is essential in helping migrants and refugees to overcome practical issues and in creating a social network. Creative workshops are inspirational, and provide members with opportunities to take on leadership roles.

7. Ease of implementation (Optional field. Please specify how easy (or not) was to implement the initiative. Please identify the factors that contributed to the smooth implementation and/or the difficulties encountered)
N/A

8. Tools and resources for implementation *(Optional field. If possible, please specify, enumerate and describe the <u>human, material and financial resources</u> allocated to the implementation of the initiative)
N/A

9. Other/additional information (Optional field. Please share any other relevant information regarding this initiative)
N/A

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Besides the practices described above, which by and large meet the selection criteria, three more good practices were identified which partially fit the definitions. These projects or practices have had a different focus, therefore, only basic information is provided about them in the following section.

3.1.6. VG: All. Practice 6: "Building bridges"

- Identification of stakeholders that made an identification of the practice: Balázs Lehel, International Organization for Migration (IOM)
- Criteria actors or stakeholder are using to assess them as a "good practice": bridging an information gap between migrants and local governance
- Name and leading organization (contact details provided): International Organization for Migration (IOM)
- Target VG and type of host community: all VGs who look for a specific assistance (mostly in Budapest)
- Application setting:
  1. implementing a study tour to Austrian cities with identified best practices and formulating policy recommendations for the Municipality of Budapest, with a view to improve the capacities available in Budapest regarding local integration measures; and
  2. establishing a Migrant Information Desk (MID) which provides information on migrants' rights and obligations, residence and legal issues, education and health systems, labour market and social services, specific migrant support services and any other issues affecting migrants in Hungary. (description published at IOM's website)
- Objectives: to enhance the integration of third-country nationals in the city of Budapest, by providing support for building the capacity of the local administration to develop and implement local integration strategies, to set up migration information points, and to establish partnerships with non-governmental organizations (NGOs).
- Length: 1 year 2 months 2 weeks (15 April 2017 – 30 June 2018)
- Requirements/ accessibility issues: none, walk-in information point set up in central Budapest
- Performance procedures: The Information Desk provided information on official subjects and everyday-life topics, such as social security, education, labour market and public transport to third country nationals legally residing in Hungary. Venue: 1052 Budapest, Bárczy István Str. 1-3. Opening Hours:
  Monday: 9am-6pm, Tuesday, Wednesday, Thursday: 9am-5pm, Friday: 9am-2pm
- Difficulties or constrains for its implementation: political context became hostile, the Municipality of Budapest did not want to make too much publicity for the information point
- Results: internal analysis, lessons learnt for a possible future revival of the idea (this time in a more favourable context)
- Comments: for more information see: http://www.iom.hu/building-bridges

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3.1.7. VG: All. Practice 6: "YOUMIG"

- Identification of stakeholders that made an identification of the practice: Béla Soltész, Menedék - Hungarian Association for Migrants
- Criteria actors or stakeholder are using to assess them as a "good practice": enabling the staff of the municipality for dealing with migration-specific topics
- Name and leading organization (contact details provided): Municipality of Szeged
- Target VG and type of host community: young immigrants (not only refugees) in a mid-sized town by the southern border of Hungary (main entry point for refugees in 2015)
- Application setting: a town where immigrant population has started to rise, participated in a transnational project about better measuring and managing migration. After a screening of local needs and local services, several pilot interventions were implemented: front office and back office staff training in topics related to immigration, specific training to kindergarten teachers about integration of foreign children
- objectives: to lay the foundations of a local immigrant integration framework in a town where there was no such thing before
- Length: 2 years 6 months (1 January 2017 - 30 June 2019).
- Requirements/ accessibility issues: qualified researchers and trainers were hired from partner institutions
- Performance procedures: there were 5 full-day trainings, and the front office info point for migrants operated during one year (and a website and a brochure were created)
- Difficulties or constrains for its implementation: political context, difficult inter-institutional cooperation
- Results: a network and a shared knowledge base of immigration-related knowledge for municipal employees
- Comments: for more information see https://www.szegedvaros.hu/youmig/#english

3.1.8. VG: PTSD patients. Practice 7: "Protect"

- Identification of stakeholders that made an identification of the practice: Lilla Hárdi, Cordelia Foundation
- Criteria actors or stakeholder are using to assess them as a "good practice": clear, simple diagnosis tool to be used in service provider institutions
- Name and leading organization (contact details provided): Cordelia Foundation
- Target VG and type of host community: PTSD patients in healthcare or social care programmes, mostly in Budapest
- Application setting: in the context of a transnational project, a questionnaire was developed and tested. This questionnaire could be used by staff members of service provider institutions for a first diagnosis of PTSD among refugees. A very short - 15 minutes - training enabled service providers to become familiar with the questionnaire, and consequently they could use this tool for monitoring PTSD symptoms among their clients.
- objectives: to develop an easy-to-use tool for PTSD diagnosis
- Length: 1 year 6 months (1 September 2012 - 28 February 2014)
- Requirements/ accessibility issues: the testing phase included a testing of the questionnaire with 2500 refugees.
- Performance procedures: 500 volunteers and/or staff members of service provider institutions were trained.
- Difficulties or constrains for its implementation: n.d.

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- Results: an easy-to-use tool for PTSD diagnosis
- Comments: for more information see https://docplayer.hu/102881-Protect-a-kinzas-aldozatainak-felismerese-es-tamogatasa-az-europai-orszagokban-a-roluk-valo-gondoskodas-es-kezelesuk-elosegitese-erdekeben.html (in Hungarian)

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