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i'mappy

A STRENGTHENED NETWORK AND AN INTEGRATION MAP FOR REFUGEES

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I'mappy is an integration map especially for young refugees living in Turkey and Europe. Project is designed to reach young refugees who do not have any access to social and basic information about the asylum country and/or has no parents or relatives to provide them with information and support. The idea is to establish a platform to serve as a Refugee Information Center by working with Youthwork Organizations/NGOs worldwide. With the application I'mappy; Youthwork organizations are pinned on an integration map, that provides young refugees with social and basic information and language courses that enables their inclusion in the labor market. NGOs on the map provide information to young refugees about employment in asylum country; training opportunities to gain competences and be proactive in building a sustainable career and future. I'mappy pins NGOs which have engaged with and support minority groups and migrant workers into employment through job shadowing, work placement, employer engagement and employability skills development. In addition to employment opportunities, I'mappy prioritises the education as a part of the solution throughout the inclusion process. From language learning to the recognition of qualifications, the ultimate aim is to overcome multiple barriers/problems faced by this group, to restore young people's dignity and strengthen their psychological well being and ease their inclusion to the society; especially for those who have no access to education. By giving young refugees the opportunity of accessing all kinds of basic information including social activities and language trainings held by NGOs, the most important expectation comes to existence that is to give those young refugees the feeling of hope and to keep them in the social environment. Hence, this opportunity helps the young refugees for the adaptation process, in other words, that would be an integrated part of adaptation process.

In I'mappy project, a series of activities are held to achieve objectives. Main activities are transnational meetings, workshops by the participation of NGOs, training of young refugees on I'mappy (Multiplier events) and closing conference (workshop). These activities are successfully done by IGAM's team and project partners in the implementation part of the project.

After conducted many surveys and questionnaires, the development took place for several months. Application is finalized in April,2018. However, IGAM still continue to update application and entering new ngos and data on it. By now, there is more than 300 NGOs in the application and at least 220 of them are from Turkey. One of the priorities of IGAM for this project is to cooperate and collaborate with the institutions which are added to application. IGAM also believes that the aim of I'mappy application should be to bring NGOs closer and help them to cooperate. Otherwise it will be just mapping application and some information about specific organizations. For this aim, even if IGAM was the wrong address for refugees who reach them via I'mappy application, IGAM undertook the role of giving guidance and so far directed more than 800 refugees to the relevant institution according to their problems. I'mappy application was introduced to different NGO, local authorities, municipalities and neighborhood units(muhtarlık). Many suggestions are taken in order to develop more effective application. According to these feedbacks, categories are established in order to have more user friendly application. Categories

of services was listed as it is follow; Legal advice, Language, Housing, Sport, Education, Psychosocial Support, Financial Aid, Food Essential Support, Art and Culture Through these categories refugees can easily choose the category in which they need help Survival Kit for refugees and User Guide for NGOs have been produced by taking the ideas of both state institutions, non-governmental organizations and as a result of surveys and evaluation reports with potential beneficiaries

I'mappy brochures and informative kits (more than 1000 thousand for each outputs and visibiliy materials) were distributed to NGOs established by refugees, universities, stakeholders so that wide range of young refugees were informed about the project. In addition, the employees of the Refugee Information and Support Point within the scope of IGAM were informed about the project in detail. Documents such as How to use imappy application, Survival Kits and user guide for NGOs were sent to our support offices in Turkish, English and Arabic languages as of the day they were ready. In this way, the project was announced to the masses more easily. One other statement that was altered according to circumstances was to conduct multiplier events to be held in refugee camps. However, there are strict regulations for entering camps or organizing such events for camp's residents, hence these events were compensated with multiplier events outside of the camps. The aim to explain the application I'mappy to the young refugees; how to use it and how to contact with the NGOs by using this application was realized by the events (see E activities) by reaching out a broad number of young refugees through Refugee Consultation Hub (IGAM), Keçiören Municipality, Refugee Established NGOs in Gaziantep, Hatay, İzmir and Ankara (SYDD, RavdaNur Foundation, Maharad, Watan). At these multiplier events, young refugees were informed about the possibilities and opportunities which they can benefit through NGOs. Specifically, more than 60 refugees attended to the dissemination event in HolidayInn Hotel at 10th of April, 2019. In this event I'mappy project is explained to the young refugees by focusing on how to use it and how to contact with the NGOs by using this application. IGAM continued to get the feedback from refugees in this event as well since it is strongly believed that I'mappy project will sustain and other projects will be created by putting on it.

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- Context/background of the project; There are 70,8 million forcibly displaced people in the world today, 25,9 million are refugees and 3,5 million are asylum seekers forced to leave their countries to escape war, persecution, or natural disasters. About 80% of this number of forced migration is destined to arrive in other developing countries, which, in addition to their own social and economic challenges, struggle to develop policies and services to host these vulnerable populations. The Syrian refugee crisis is no exception to that. Since 2011, over 3,7 million refugees fleeing the civil war in Syria have been hosted in Turkey. Alongside with refugees with other nationalities, Turkey is the most refugee hosting country in the world. The inability to find employment and make a decent living, in addition to several problems pertaining to social integration, constitutes a major push factor for immigration. Considering refugees -contrary to what many believe- are some of the most advanced members of their country it shows that highly-skilled population is on

the move. Their main reasons for leaving their previous locations are the lack of non-exploitative employment opportunities that matched their skills, financial needs, concerns for security and protection, search for better opportunities for their children, and the hope for educational opportunities. Overlooking the current situation and rethinking the near future in the Middle East and Europe, donations and volunteers have been pouring into the refugees however stories of waste and inefficiency are becoming more common. Mostly, waste is linked to the volume of donations or disorganization. We believe that the easiest ways to build a collective response to the crisis of this kind and to prevent resources to go waste, is to provide better coordination and unity among NGOs. Therefore we call NGOs for better unity and coordination which resulted in a better economic, and social life, and as their children require educational and psycho-social support for refugees.

- Objectives; 1-) Strengthen the European and international dimension of adaptation of refugees through NGOs, 2-) Raise capacities of NGOs working with refugees by fostering cooperation, networking and exchanges of practices in the field of youth, 3-) Developing an integration map especially for young refugees living in Europe who do not have any access to social and basic information about the asylum country or has no parents or families and provide them with information and support
- Number and profile of participating organisations; 6 partners in this strategic partnership: IGAM from Turkey is the lead applicant, TERA Ankara from Turkey, IASIS from Greece, TDM 2000 from Italy, ADEL from Slovakia and Global Citizens Academy from Lithuania
- Description of undertaken main activities; Transnational meetings, Workshops by the participation of NGOs, Training of young refugees on I'mappy (Multiplier events), Closing conference (workshop)
- Results and impact attained; The project results will include project's website, I'mappy application, user guide for NGOs and survival kit for refugees. This motivates the established dissemination strategy of directing activities at the identified stakeholder groups including: Internal: Young refugees, NGOs active for refugees, Individuals supporting learning and teaching (teachers, educational developers, and more); External: Refuge related institutions of all kinds, Public authorities and policy makers (local authorities, governmental Departments and agencies, those responsible for refugee issues at all levels), Subject communities. Key specific motivation for the above groups is our belief we have something special and innovative. Main target group for I'mappy project is the young refugees. At the end of the project, it is aimed to reach many young refugees through the application I'mappy. Dissemination of this application to young refugees is the crucial point since it will be a very big support for integration period of the refugees. I'mappy project does not target only young refugees in Turkey as explained through the whole document. All refugees in the project partners' countries are considered in the project. Therefore, dissemination activities carried out for the young refugees in all partners' countries.

- If relevant, longer-term benefits: Application of I'mappy and websites of the project alongside with user guides and survival kits is available after the project ends. Each output will be updated regularly by the lead applicant IGAM hence the project's sustainability will be ensured.

Main objectives of the project were:

- to transfer all experiences, know-how and best practices of the project partners' to integrate young refugees to the society they are living in, to ease young refugees' integration and inclusion, to empower and to educate young refugees,
- to increase the capacity and know how of NGOs, local agencies and institutions working with young refugees
- to provide network and communication among NGOs, local agencies and institutions working with young refugees

In order to attain the main objectives of the project, activities planned under this project were:

- Transnational meetings among partners: Throughout the project duration, partners hold 3 transnational meetings. Transnational meetings started with kick off meeting at IGAM's office in Ankara, Turkey. The two other transnational meetings took place in Cagliari, Italy and Athens, Greece with participation of all partners.
- Workshops by the participation of NGOs, beneficiaries and stakeholders
- Training activities for young refugees in Turkey, Lithuania, Greece, Italy and Slovakia train NGOs, stakeholders, beneficiaries as well as young refugees.
- Multiplier events and dissemination activities, exploitation of results
- Closing conference (workshop)

In order to attain the main objectives of the project, following intellectual outputs developed by I'mappy Partners:

- I'mappy application for Android and IOS: Developing an integration map which located NGOs, institutions and local agencies that provides young refugees education, training, social support, linguistic support and etc on an online map. Main target group was young refugees living in Turkey and Europe who do not have any access to social and basic information about the asylum country or has no parents or families.
- Survival Kit: is a booklet that includes key information about asylum rights and obligations in Turkey and partner's countries. The survival Kit includes three chapters on information about emergency numbers & useful addresses, transportation info as well as a short list of places providing food, cloths etc; communication habits/characteristics in each partner's country; information related to basic words and expressions of each partner country.

- User Guide for NGOs :developed to strengthen the European and international dimension of adaptation of refugees through NGOs and to raise capacities of NGOs working with refugees by fostering cooperation, networking and exchanges of practices in the field of youth, to support the capacity building process of NGOs supporting the integration of young refugees in their host communities, to raise awareness of the role of NGOs in the refugee integration policies, providing tools and guidance for improvement of activities and services of NGOs supporting a more effective refugee integration policies. A user guide for NGOs prepared regarding the use of the application I'mappy, training method for young refugees on how to use the application, extension of networking, as well as key things on how to accept and engage refugees in the activities of NGOs, and etc. Aims of the guide are introducing the outputs of the I'mappy project with the guidance of their use
- Project web site: includes all information about the project, partnership structure, grant programme, intellectual outputs of the project, learning/teaching/training activities of the project, multiplier events and online documents and reports that could be useful for NGOs, institutions as well as end users, young refugees, Web site is available in every partners languages.
- Final report: a detailed report of the project, project activities and intellectual outputs that is available to download on the project web site.

Before initiating the development of the IOs, partners have done a research and compile data on the needs, expectations of young refugees and policies of the hosting country (in our project we studied partners countries) . During the development of intellectual outputs, LTT activities and multiplier events, from the beginning of the phase until the end, partners conducted surveys and asked for feedback from the potential users such as NGOs, Humanitarian organizations experienced in the field and end users for the quality of the IOs, asked participants to evaluate the activities to meet with the objectives of the LTT activities and multiplier events. Therefore evaluation took place in every phase of the implementation of the project in order to reach the objectives of the project.

1. Project outputs (Project website (O1); Developing the Application of I'mappy (O2); User Guide for NGOs (O3); Survival Kit (O4); Final Report (O5)

I'mappy is an integration map is developed especially for young refugees who don't have access to social and basic information about the asylum country or has no parents or families. I'mappy pin different kind of organizations that provide social and basic information to young refugees as well as able to provide popular language lessons to the young refugees. I'mappy pin NGOs which have engaged with and support minority groups and migrant workers into employment through

job shadowing, work placement, employer engagement and vocational language training and employability skills development. Therefore, the ultimate aim was to overcome multiple barriers/problems faced by this group, aiming to restore young people's dignity and strengthen their psychological wellbeing; and ease their integration to the society; especially for those who have no chance to enroll to formal education. In addition to that I'mappy is pinning the NGOs providing language learning and adult learning for migrants and refugees since learning a language is often the first step towards becoming part of a new country, culture and community. Helping migrants speak the local language is vital for their entry into the job market. As it is explained in detailed, through the whole application document, main target of this project is the young refugees in Turkey however, application I'mappy also includes the basic NGO database for each partners' countries. Therefore, we believe that this is one of the biggest achievements of the project as such an approach has carried the project to an international level, not limited to Turkey but also to other countries.

Considering the evaluations and feedback of humanitarian organizations in the field, NGOs, stakeholders, government agencies, we established categories in order to have more user friendly application. Categories of services was listed as it is followed; Legal advice, Language, Housing, Sport, Education, Psychosocial Support, Financial Aid, Food Essential Support, Art and Culture Through these categories' refugees can easily choose the category in which they need help.

I'mappy application has exceeded our initial expectations by the positive feedback from Cagliari local governments calling for a complementary project from the I'mappy partnership. Italian partner has conveyed to us the greetings of the young refugees, youth workers and NGOs working with young refugees as well as the local government.

Project website includes all related information and online documents and reports as well the project outputs published as open public. Project web site will be continue at least 5 more years after the completion of the project. In order to keep stakeholders updated, this web site was designed, and it periodically updated with recent news about the project, and related reports and guidelines will continue to be posted via this web site. All information about the project as well as photographs of all events and project outputs in every partners language were posted on the website so that the participants got the maximum benefit from the I'mappy project. There are 3 sections in the website that everybody can find the options of "need support", "give support", "suggestions". In all the meetings and dissemination events, participants were offered to use this feature so that feedbacks are taken via this feature. As it was promised in the project application, website developed in all partners language and all the outputs of the project are available in the website.

A user guide for NGOs regarding the use of the application I'mappy, training method for young refugees on how to use the application, extension of networking, as well as key things on how to accept and engage refugees in the activities of NGOs, and is another significant IO developed during the implementation of the project. Main motivation behind developing this IO was to support the capacity building process of NGOs, to support the integration of young refugees in their host communities, to raise awareness of the role of NGOs in the refugee integration policies, to provide tools and guidance for improvement of activities and services of NGOs supporting a more effective refugee integration policies, to introduce the outputs of the I'mappy project with the guidance of their use. In order to achieve this; a self-assessment tool for NGOs enabling them to evaluate their organizational policies and practices in the context of refugee integration; a guide for NGOs helping them to initiate changes in their policies and practices leading to improved support and inclusion of young refugees in their activities; introduction to the iMAPPY application and a short instruction how to use it; Introduction of refugee integration systems in partner countries are included in the guide. In order to enable the most efficient use of I'mappy outputs by NGOs, stakeholders and young refugees, after the completion of this project, contribution of NGOs was very critical. Therefore, each NGO should understand and know the details of I'mappy. In order to achieve this, user guide is written after long debates in workshops and training events. In the first chapters of the guide, aim and objectives of the guide emphasized by pointing who is it for and it is strongly emphasized that NGO's working exceptionally in the field of refugee integration, working in the field of refugee integration is a part of their regular activities, willing to assess their policies and practices and strengthen their capacity in the process of refugee integration; which are still not active but want to extend their field of work and start activities supporting refugee integration are among the beneficiaries of the user guide. That is why the role of NGO's towards a successful integration of young refugees and how to become a refugee friendly organization were mentioned. These evaluations and suggestions are created with the contribution of acknowledged experts who are working in the field of migration.

Survival kit for refugees including key information about asylum policies in Turkey and also in other partner countries was prepared. The survival Kit includes three different chapters described further below corresponding to language and information provision needs. First Leaflet includes information about emergency numbers & useful addresses, transportation info as well as a short list of places providing food, cloths etc. 2nd Leaflet includes information providing about communication habits/characteristics in each partner country. 3rd Leaflet includes information related to basic words and expressions of each partner country.

Project LTT activities

We had 5 LTT activities during the implementation phase of the project:

First Short-term joint staff training event took place on 5-6- 7 September 2017 in Ankara, Turkey. Meeting of the IMAPPY (A Strengthened Network and an Integration Map for Refugees) was held in 5-6- 7 September 2017 in Ankara with the participation of representatives from the partner institutions. The main objective of this workshop was, before starting to work on application I'mappy, to obtain the opinions of related NGOs on such an application. These opinions considered during the development of the application. Besides, since the application will use database, what kind of database we need and what we need to include or not is discussed during this workshop. Representatives from UNHCR, ASAM, Red Crescent Turkey and NGOs established by refugees are attended to the meeting to give their comments and advice for project. Levent Ekşi presented UNHCR's pilot mapping application 'Services Advisor' (turkey.servicesadvisor.org). It was very important for I'mappy team to exchange opinion since the team don't want project' contents to overlapped. In addition to this, especially foreign partners are asked to highlight their experience with the Turkish NGOs during the workshop. There were also two study visits in the last day of the project: Altındağ Community Center and Turkish Red Crescent which are among the biggest and most institutional service suppliers in Ankara. Aim of these visits was to make need assessment and take their opinions on developing more effective and helpful application

The second Short-term joint staff training event of I'mappy project has been held between the dates 9-11 January 2018 in Ankara. After completion of the draft version of the application I'mappy, second workshop held to get the feedback of the NGOs on the usage, format, content, interface of the application. Many different NGO representatives are invited to an event in order to provide the participation of all related and interested NGOs in Turkey. Many suggestions are taken in order to develop more effective application and these demands are conveyed to IT responsible of project. Users can see NGOs address, contact information and web site when they click the pin. In this meeting services are divided into categories in order to have more user-friendly application. These categories are as it follows; health, employment, reintegration, mediation and guidance, financial aid, food-essential support, art and culture, legal advice, language, housing, sport, education, psychosocial support, social benefits was available only for Android for that time. It was decided that IOS version should also be developed immediately. Ideal scenario was to inform refugees about app directly when they arrive to the country, so that they would get maximum benefit from app. But it is not possible because of practical issues. Therefore, NGOs established by refugees will have a critical role for announcing application.

Third short-term joint staff training event took place between 8-10 May 2018 Ankara. After finalization of the draft version of application I'mappy, a training program organized in Ankara for different NGOs and institutions in order to have a good understanding of the application, not only in terms of technical points but also the logic and approach behind this application. I'mappy application was introduced to many different NGO representatives and their feedback are taken into consideration and application reshaped according to the feedback that is taken. As described

in the intellectual outputs section, "User Guide for NGOs" as well as key things on how to accept and engage refugees in the activities of NGOs presented to the NGOs during the training program. For this training program, it was planned that at least 1 young refugee from each partner would participate since one of our main approaches is the contribution of young refugees to the project in every step.

Fourth short-term joint staff training event took place 26-28. June 2018 Kaunas, LITHUANIA. Brief introduction of the I'MAPPY guide for NGOs was made by Global Citizen's Academy. The role of NGOs in the process of refugee integration was discussed with different organizations. It is decided may also questioned how refugee-friendly is your organization? Moreover, it is planned that how to proceed piloting sessions of the guide for NGOs in partner countries. It was decided that 13 July is the deadline for the guideline and then piloting phase will take place. 21 September chosen as deadline for finalizing the guidelines and then partners will have a month to make changes, design and translate it to their languages. IGAM is in charge of printing the English guidelines for every partner. Questionnaires are finalized after long debate and it is decided that each partner will distribute the questionnaires and take feedback from organizations in their country. Project team made some changes in the user guide according to these feedbacks given.

Fifth short-term joint staff training event took place 4-6 September in Athens It is discussed how many NGOs should be in the map. Project team decided that every partner can add as many as NGOs they want. However, it is also stated that it is not functional to add every NGO in the country (working with refugees) in order not to lose the connection with the NGOs. For example, UNHCR' service advisor almost includes every NGO's (working with refugees) and give necessary information. It was decided that aim of I'mappy should be including the NGOs who knows I'mappy and we can transfer the outputs which are taken from the cases. Not just giving the address or phone number I'mappy should aim to answer the needs of refugees by cooperating with all partners.

In the C6 event, which was organized as final conference at TOBB University, non-governmental organizations, academics, government agencies, as well as the representatives of many refugee groups from Karabük University were invited by exceeding the number of promised participants. During the event a detailed I'mappy project was introduced to the representative of refugee groups. The outputs of the I'mappy projects were distributed to the student representatives' groups to deliver of these documents to the young refugee students

With dissemination and exploitation of results purposes, multiplier events have been organized reaching out a broad number of young refugees through Refugee Consultation Hub (IGAM), Keçiören Municipality, Refugee Established NGO's in Gaziantep, Hatay, İzmir and Ankara (SYDD, RavdaNur Foundation, Maharad, Watan). During these multiplier events, young refugees were informed about the possibilities and opportunities that they can get through contacting NGOs.

On 29th November 2018; a National conference at TOBB University has organized with the participation of academics, NGO representatives and so in a multilingual format.

Initially dissemination activities are planned in the refugee camps in the satellite cities of Turkey however during the implementation phase of the project, it was decided to concentrate on the young refugees living in the cities due to the fact that a vast number of young refugees are living in the cities currently.

IGAM, is also founder of Turkish Refugee Council, which is an NGO established by national and international NGOs and public institutions. Therefore, besides others, IGAM's Turkish Refugee Council network had a tremendous contribution to the dissemination activities of the project. Moreover, each partner was responsible for the dissemination activities in their countries. The contribution of all the partners of the consortium is considered valuable and critical in reaching to the dissemination goals. Each partner undertook dissemination in their country and contribute to the exploitation of the project results at national and European levels. Throughout the project transnational meetings, it is strongly highlighted that every partner shall continue to add value to the application and naturally benefited from the application and the outputs.

Main target group of the project is young refugees who do not have any access to social and basic information about the asylum country and/or has no parents or relatives to provide them with information and support. The idea is to establish a platform to serve as a Refugee Information Center by working with Youthwork Organizations/NGOs worldwide. With the application I'mappy; Youthwork organizations are pinned on an integration map, that provides young refugees with social and basic information and language courses that enables their inclusion in the labor market. NGOs on the map provide information to young refugees about employment in asylum country; training opportunities to gain competences and be proactive in building a sustainable career and future. I'mappy pins NGOs which have engaged with and support minority groups and migrant workers into employment through job shadowing, work placement, employer engagement and employability skills development. In addition to employment opportunities, I'mappy priorities the education as a part of the solution throughout the inclusion process. From language learning to the recognition of qualifications, the aim is to overcome multiple barriers/problems faced by this group, to restore young people's dignity and strengthen their psychological wellbeing and ease their inclusion to the society; especially for those who have no access to education. By giving young refugees the opportunity of accessing all kinds of basic information including social activities and language trainings held by NGOs, the most important expectation comes to existence that is to give those young refugees the feeling of hope and to keep them in the social environment. Hence, this opportunity helps the young refugees for the adaptation process, in other words, that would be an integrated part of adaptation process.

Since then the march of the Syrian refugee crisis, humanitarian aid organizations, international organizations, NGOs, civil institutions, government and private donor has been funding project to ease refugee's integration and inclusion to their hosting country, for their health and well-being, education, survival etc. Those parties are funding through beneficiaries the projects that could assist young refugees throughout this project. This is the classical approach pursued by national and international parties, yet 'mappy is the most innovative approach: strengthening the coordination and unity among NGOs that will result in a better economic, and social life, and as their children require educational and psycho-social support for refugees. Therefore, our project is innovative since it is designed to provide better communication and unity among youth workers, NGOs and institutions; not only uniting NGOs and institutions but also lays down a very useful information for young refugees.

The innovation is given by the role of our Consortium composed of NGOs and organizations representing successful models of socially oriented youth work regularly engaged in supporting disadvantaged young people and young refugees at the local level through education and direct social action. All partners of the Consortium have specific expertise and experience in the professional use of education methodologies, also in the context of high-quality project initiatives at the European/International level. The applicant organization, IGAM, is a Research Center on Asylum and Migration founded in 2013 in Ankara, by a group of academicians, researchers, journalists and humanitarian workers to fill the gap of nonexistence of an independent research center on asylum and migration issues. IGAM is carrying out various project complementary to 'mappy project:

Living conditions of Afghan Refugees in Turkey and Reasons for moving to Europe where the overall objective is to raise awareness of the hard-living condition of Afghan Refugees in Turkey by investigating the reason for their moving to Europe last summer. This project carried out in collaboration with Afghan Refugees Association in Turkey. IGAM was the affiliated entity in the project; Measuring the Level of Integration of Refugees in Turkey where the overall objective is to improve support for the 2.2 million non-European migrants and asylum seekers in Turkey by providing internationally comparable data and tool about level of integration;

Need Assessment of Syrian People Living in Turkey where the overall objective is a need assessment study being implemented by IGAM on the behalf of Goal Global. This project aims to find data and gaps about education, health and employment/livelihood provided by the government and others; Establishment of Turkish Refugee Council where the overall objective is to establish common thinking and action network for asylum and migration issues. In addition, this project aims to bring together all international, national and local NGOs which are active in the field of asylum and migration as well as organizations willing to enter this field.

To sum up, project partnership structure is innovative as Partner organizations were selected by the applicant among the components of its own European network, with a view to involving partners whose competences and professional areas of expertise might provide an added value to the present project. This enables project to have a multiplier effect in terms of dissemination. Project outputs disseminated not only throughout the project duration but also after the completion of the project, thanks to the strong partnership structure of the project.

Outputs of l'Mappy project is innovative with the approaches pursued during the development of IOs of the project. Survey and compilation of best practices used as a methodology throughout the project.

Project Management

Project team conducted evaluation activities and used success performance indicators to measure the progress of the project. The activities that we conducted evaluation were as follows:

- Progress Indicators were used to evaluate these activities
- Number of participants in trainings and activities of the project
- Feedback of the participants in the workshops by a questionnaire.
- Products, leaflets and materials for getting attention and raising awareness of young refugees and public beyond the project
- Hard copy of project outputs and visuals in sufficient quality and quantity
- Training of NGOs related to the use l'mappy application, survival kit and guide developed for NGOs explaining and sharing best practices to approach and train young refugees
- User's evaluation and questionnaire done to more than 300 users after the launch of l'mappy application prototype. Modifications done after evaluating comments and feedback from the NGOs on the usage, format, content and interface of the application.

Our Strategic Partnership in this project contribute to strengthen the international dimension of adaptation of refugees through NGOs and raising the capacities of NGOs working with refugees by fostering cooperation, networking and exchanges of practices in the field of youth. In terms of project management skills, most of the involved organizations have vast experience of management of EU funded projects which is a guaranty for a smooth implementation of the project. Since project partners and the way that they manage the projects differ in specific contexts, it was very important to see different implementation in terms of experience in the field and methodologies used. Considering the experience of project partner's staff and their experience with educational activities, outputs of the project are produced by the experts in their

field and all the activities which are held by partners countries helped us to take maximum benefit from the outputs and the events.

IGAM, as being the coordinator of the project was responsible for leading the organization of the activities of the project. TERA Ankara has supported IGAM throughout the project duration by carrying out the responsibilities of coordination of any kind of activity related to project such as logistics and accommodation arrangements, transfers, coordination of meetings and workshops, monitoring of budget and payments due to legislations, c communication and other necessary arrangements.

The project coordinator successfully handled the coordination between project partners, stakeholders and beneficiaries and carried out the communication with Turkish National Agency.

During the implementation phase of the project, A Project Management Board (PMB) consisting of all parties of the project has been established for this purpose. PMB held online meetings in order to specifically discuss the status of project activities, achievements and deviations regularly.

Basic indicators for internal monitoring and evaluation mechanism were:

- Checking whether the scheduled meetings were on time and the number of participants have met.
- Preparation and delivering the training materials for the training activities and multiplier events.
- Preparation, monitoring and updating of the project website, social media accounts of the project.
- The timing delivery of the project partners contributions for Project's intellectual outputs

The policies pursued by governments regarding refugees', asylum seekers' security and privacy are strict and therefore it was not easy to reach information about young refugees and asylum seekers. In the partnership we tried to use local government agencies, institutions and NGOs as a means to compile information and data about young refugees and asylum seekers. Our intention was to collect data and get information about the needs of young refugees in order to develop the application, survival kit and guidebook for NGOs in accordance with their needs and expectations. We overcome this phase by collaborating with beneficiaries and stakeholders of the project. The data compilation phase took more time than we have initially scheduled due to the above listed reasons.

During the designing phase of the project, we have planned LTT activities and dissemination events for young refugees in the refugee camps located in 7 satellite cities of Turkey. However, due to the strict regulation by the government for safety and privacy reasons, it was not allowed for us to enter the camps. Therefore, we could not implement the activities that we have initially planned. We reorganized LTT activities, dissemination events and exploitation events in collaboration with NGOs around Turkey and invited over young refugees, beneficiaries, stakeholders, youth workers and trainers to our activities in Ankara, Turkey. In order to attain our initial goal which was to explain how to use the application I'mappy application to the young refugees and disseminate all outputs of the project; we organized Multiplier events by reaching out a broad number of young refugees through Refugee Consultation Hub (IGAM), Keçiören Municipality, Refugee Established NGO's in Gaziantep, Hatay, İzmir and Ankara (SYDD, RavdaNur Foundation, Maharad, Watan). During these multiplier events, young refugees were informed about the possibilities and opportunities that they can get through contacting NGOs.

After the finalization of I'mappy application, it was planned to organize training of NGOs and multiplier events for the NGOs from Turkey, Lithuania, Greece, Italy and Slovakia in order to have a better understanding of the application, not only in terms of technical points but also the logic and approach behind this application. The aim set during the designing phase of the project was, for each training program, at least 1 young refugee from each partner will participate in the trainings to foster the dissemination of the outputs by directly integrating young refugees into the project activities. Unfortunately, this could not be achieved because of the procedural restrictions about visa for foreigners under temporary and international protection in Turkey (see the Law no 6458 Law on Foreigners and International Protection). To compensate for this, every partner who host the meeting invited over refugees and NGOs working in the field of humanitarian aid and refugees from their own country. As an example from the meeting held in Turkey, Ms. Dosina Ramadan from an organization called Maharad and Ravda Nur Cuma from Ravda Nur Foundation attended the workshop held in IGAM and helped the project team to reach a wide range of refugee population and share recommendations to disseminate the results of the projects.

All partners of I'mappy Project are experienced in the implementation and execution of EU funded projects and Erasmus+ Program and some were already have been working together in some other projects therefore, there was a full coordination and harmony throughout the project duration.

Project Coordinator, IGAM, has executed several projects in the field of humanitarian aid and refugees having an intensive experience and expertise to manage such a project by considering the project duration and budget for the whole project activities. Besides, TERA Ankara has supported IGAM in terms of project management and implementation.

Throughout the project duration, proper and continuous communication between partners were provided by means of online communication tools, such as teleconferencing, skype, and online platforms, email groups etc. Routine project meetings organized by the project coordinator.

Implementation

Main activities under this project are:

- Transnational meetings
- Workshops by the participation of NGOs
- Training of young refugees on I'mappy (Multiplier events)
- Closing conference (workshop)

The idea behind these activities is first to share all experiences, know-how and best practices by the project partners in order to have a better understanding on the refugee issue. And then, in order to develop the application by considering the needs, expectations, sources etc., organize workshops and ensure participation of related NGOs in these workshops since it is crucial to involve those stakeholders that are actively working with refugees in daily basis.

The process of implementation period with used methodology are explained as follows. First six months surveys were conducted to get evaluations and to take the feedback from refugees and organizations. Workshops were carried out based on the expertise and information shared by the foreign partners. In this period, the groundwork for the next stages was prepared and project's framework was built. This stage involved 3 transnational meetings and a workshop. Transnational meetings started with kick off meeting at IGAM's office in Ankara, Turkey. The two other transnational meetings took place in Cagliari, Italy and Athens, Greece with participation of all partners. At the beginning of the project, it was important to look deeper into the foreign partners' experiences and knowledge in terms of inclusion, integration, empowerment and education. This experience and information needed to be adapted for partners' conditions as an essential element for the project's success.

In the following 9 months which is the period for developing I'mappy application by considering the whole findings, observations, needs, expectations and technical aspects was the main purpose. All partners actively involved for the development of the application with their expertise and experience. A workshop was held in Ankara Turkey (IGAM) at the sixth month of this stage in order to get the feedback from the NGOs on the usage, format, content and interface of the application. Considering these feedbacks, the application was improved. After many surveys and questionnaires, the development took place for several months.

Third Stage of the implementation, training of NGOs and multiplier events took place. After finalization of the application I'mappy, training programs were organized for NGOs from Turkey, Lithuania, Greece, Italy and Slovakia in order to have a good understanding of the application, not only in terms of technical points but also the logic and approach behind this application. The aim was, for each training program, at least 1 young refugee from each partner to participate in the

meetings since one of our main approaches was the contribution of young refugees to the meetings abroad. Unfortunately, this action could not be achieved because of the procedural problems about visa for foreigners under temporary and international protection in Turkey (see the Law no 6458 Law on Foreigners and International Protection). To compensate for this action, every partner who hosts the meetings invited refugees and NGOs established by refugees from their own country. As an example from the meeting held in Turkey, Dosina Ramadan from the organization called Maharad and Ravda Nur Cuma from Ravda Nur Foundation attended the meeting and helped the project team to reach a wide range of refugee population. In these meetings, detailed I'mappy presentations were made to the invited refugees and NGOs established by refugees, and their support for dissemination of the application was requested and the interest in the application was kept alive by keeping in touch throughout the project.

The closing workshop and final report: The project further built capacity and awareness raising by a closing workshop. The workshops were aimed to attract the attention of society on the opportunities and possibilities for young refugees provided especially by NGOs in Turkey. SONRA OKUYACAĞIM

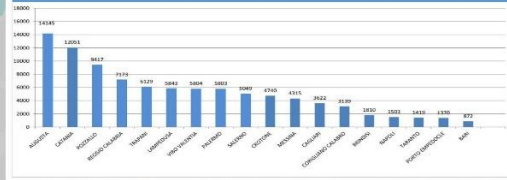
Global Citizens' Academy is an active NGO in international field by participating in youth exchanges and long-term projects including non-formal education, youth work, awareness raising, campaigning and advocating towards creating a just, tolerant and sustainable world. Thanks to these features, they were the core partner to prepare the user guide for NGOs and this guide is prepared after cooperating with important stakeholders in their field in the meetings which were every partner's countries. TERA Ankara's role was identifying the youth work organizations and getting in contact with them and preparing the list of youth workers that will take place on the map which refugees will use as contact points. Thanks to TERA's strong network with youth organizations, the aim of empowering of young refugees, which is one of the important objectives of I'mappy projects is granted. Besides, TERA was the leading partner responsible of the development of the application. ADEL's aim is to increase employment of young people and to support their personal and professional development, and they led the second contributor for guide for young refugees where they could find some information about study abroad, internships, volunteering etc., and promote integration with the society. IASIS' main objective is to provide psychosocial support and education to people who either belong to the range of or are at risk of exclusion, and to adult learners in the humanitarian field. They led the preparation of the survival kit and since they are actively involved in the social inclusion and social harmony. Thanks to IASIS, Survival kit created by the experienced experts in the field. Moreover, in the events which are held in Athens, project teams held study visits to refugee's community centers, and it was very important output for seeing different form of migration management systems. TDM 2000 was the second core partner to develop user guide for NGOs. In transnational meeting in Cagliari, reception system was seen as a remarking practice by IGAM project team in a study visit. As an organization from Turkey, IGAM believe that making study visits experiencing different forms of migration management system and different policies have a great importance in terms of coping with the problems and creating durable solutions. In every meeting IGAM attended or in different platforms, IGAM sharing the information and practices

that it takes from the field. Thanks to I'mappy project, IGAM attended many international meeting and experienced different forms of point of views, policies and practices and present Turkish migration system and its generous practices as a country who host the biggest refugee population.

As an example of good practices ,the reception system is structured on 3 levels in It, Migrants are first directed to a number of selected ports where "hotspots" are set up then procedures are applied as health screening, pre-identification, recording, photo-signaling and fingerprints registration. Migrants are registered as CAT2 (irregular entry) except for asylum seekers and the ones included in the relocation system (CAT1) Migrants' duration of stay in the hotspots should not be longer than 48 Hours. The second place which they sent is REGIONAL HUB. These are Open facilities to receive those already subjected to photo-signaling procedures. Only migrants with the right to apply for the formalization of the international protection application are allowed. Period of residence in this type of facility should last from 7 to 30 days. Migrants are provided with legal assistance. Once the security application has been submitted, they will be transferred to the second reception centers. Migrants' second reception SPRAR (Ordinary Protection System for Asylum Seekers and Refugees). Reception aimed at the long-term hospitality. Protection System for Asylum Seekers and Refugees. There are 640 centers in the national territory, 9 of them located in Sardinia where the meeting held. Only international protection applicants enter the SPRAR, pending the assessment of their requests (6 months + possibility to stay 6 more months). In these SPRAR Highly qualified reception provided such as comfortable accommodation, education, vocational trainings, Italian language courses, legal advices, medical assistance and psychological support.13.4% of the total number of migrants are accommodated in the Sprar Centers. Another reception form is CAS (Extraordinary Reception Centres). This form of reception aimed at the long-term hospitality. Facilities set up in order to cope with the unprecedented migration flows, aimed at filling the gap due to the insufficient number of ordinary reception centers (SPRAR). Only international protection applicants enter the CAS, pending that the competent territorial commission assesses their requests. Highly qualified reception cannot be guaranteed in this kind of reception centers. Majority of migrants beneficiaries of second reception, are hosted In this type of centers.

ITALY'S MIGRANT RECEPTION SYSTEM

ITALIAN PORTS INVOLVED IN THE MIGRATION PHENOMENON (2017)



MIGRANTS' FIRST RECEPTION

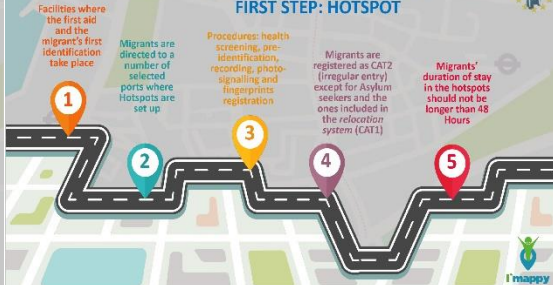


ITALIAN ROAD MAP: "The reception system is structured on 3 levels, divided into First and Second Reception, organized in different types of facilities"

MIGRANTS' FIRST RECEPTION



MIGRANTS' FIRST RECEPTION FIRST STEP: HOTSPOT

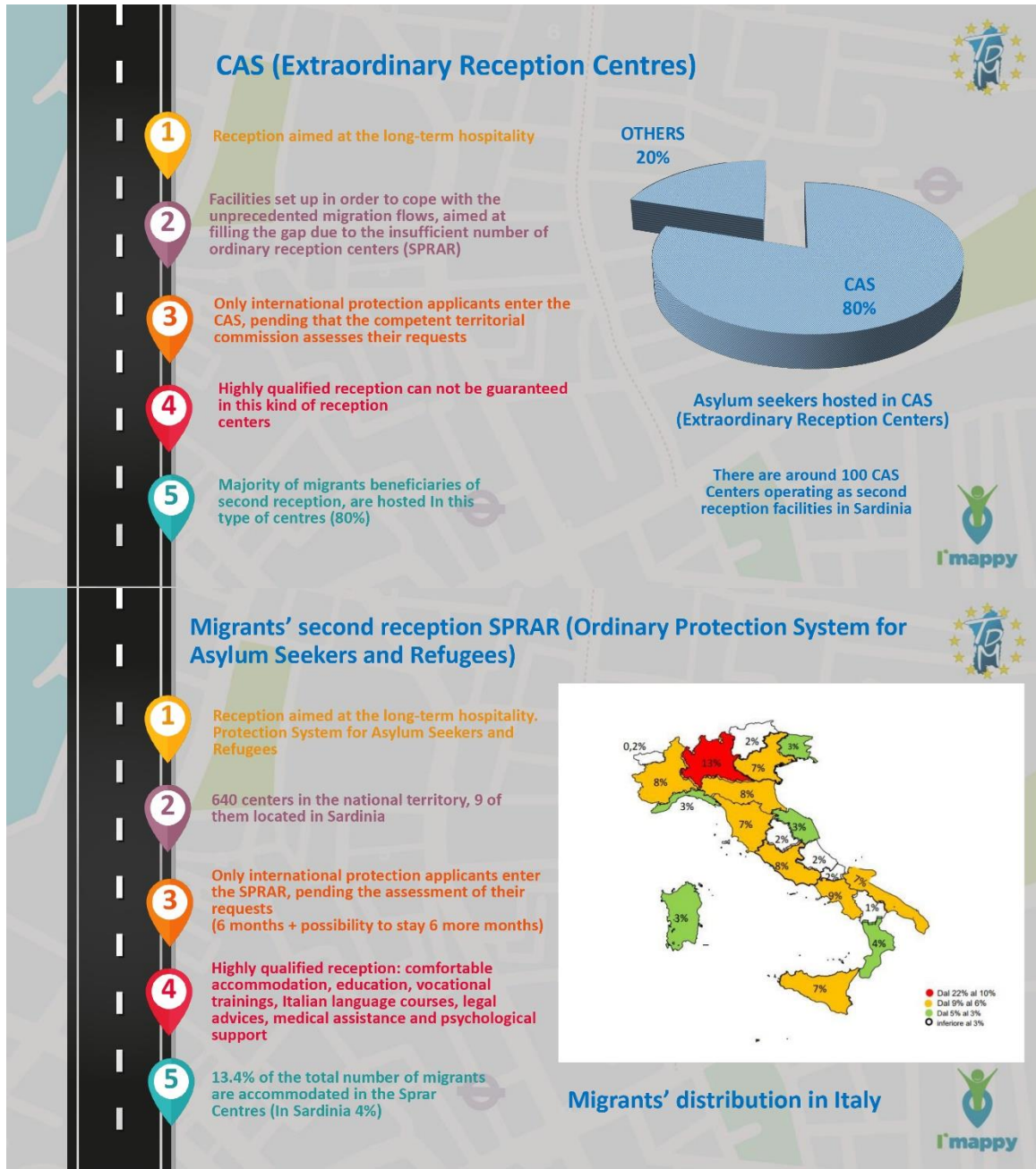


MIGRANTS' FIRST RECEPTION - SECOND STEP: REGIONAL HUB C.I.E. (EXPULSION CENTERS)



MIGRANTS' SECOND RECEPTION





As the partners of the project are from different countries, communication was very important for the management of the project. Moreover, project partners met in workshops and shared information, and exchange ideas and innovative approaches. For that reason, all technological communication tools like were used during the project. In order to allow easy and effective communication between partners a contact person from each partner designated. In terms of project management skills most of the involved organizations have vast experience of management of EU funded projects which is a guaranty for a smooth implementation of the project. Before the project application the partners have been selected considering the

experience of their staff and their experience with educational activities and it has experienced that the way how the meetings are organized, in what methodologies they are using while producing reports. All partners have experience with creating educational content and organising educational activities (face-to-face as well as internet-based) and all of them have extensive experience with the target group and youth work. That is why it was very important to attend transnational project meetings and making study visits. Both in Italy and Greece, project partners visited community centers and related state institutions and experiencing know how and sharing the regulations of each partners country a very noteworthy experience for all project partners and this outcomes are used in every local meeting that IGAM team attend in terms of offering good practices. Supporting the design and delivery of joint vocational training curricula, programmes and teaching and training methodologies, drawing on evidence of trends in a specific skill needed in order to perform in one or more professional fields

4 What target groups were addressed in your activities plan? Were the target groups changed in comparison to the ones identified in the application form?

Main target group for I'mappy project is the young refugees. At the end of the project, it was aimed to reach many young refugees through the application I'mappy. Dissemination of this application to young refugees is the crucial point since it will be a very big support for integration period of the refugees. Our primary target group are young people between 13 – 30 years old. We cover broad scale of topics according to what our members and target group find interesting (e.g. youth participation, intercultural dialogue, active citizenship, entrepreneurship, sport, healthy lifestyle, peacebuilding, but also art and culture). All our projects and activities are based on the approaches of non-formal education, experiential and intercultural learning, social inclusion and active participation. I'mappy project does not target only young refugees in Turkey All refugees in the project partners' countries are considered in the project. Therefore, young refugees and institutions which are giving services to refugees in all partners' countries invited to the events. Moreover, IGAM and other partners invite many more possible beneficiaries for different activities and in almost all events more beneficiary attended to meetings than it was promised.

5.2 DENİZ

Please describe the Transnational Project Meetings organized within your project. What was the purpose and frequency of the transnational project meetings and who participated? Please elaborate how these meetings served the purpose of project coordination and implementation.

In case there is a difference between what was planned and what was implemented, please explain why.

The methods to reach young refugees better and survival kit for refugees presented. Therefore, NGOs will, together with IMMAPPY, have a general and universal understanding on the refugee issue which make them much more organized and conscious for the future activities. Moreover, project partners will meet in workshops and will share information, and exchange ideas and innovative approaches. At the very beginning of the project, a kick-off meeting held in IGAM's place in Turkey by the participation of all partners in the first two months of the project. In the kickoff meeting, general overview and workplan of the project, context of workshops was discussed and had a discussion on the distribution of the tasks among partners. Afterwards there was two more transnational meetings, one in Greece and one in Italy, since at the beginning of the project, it is important to look deeper into all partners' experiences and knowledge in terms of inclusion, integration, empowerment and education. is experience and information needs to be adapted for partners' conditions as an essential element for the project's success.

TM1 Kick of meeting

The meeting was held with the participation of the representatives from IGAM (Tr), ECCO (Tr), Global Citizen's Academy (Lt), ADEL (Sk), IASIS (Gr), TDM 200 (It). The meeting started with the introduction of the partners, their organizations and their activities. And then Metin Çorabatır, president of IGAM, welcomed the partners of the project and gave a speech about the projects run by IGAM and he mentioned about the context of the asylum and migration issue in Turkey. The meeting continued with introduction of the agenda of the meeting by Pelin Ögünç from ECCO(TERA). She gave a presentation about the highlights of the project. Good practices were shared between the partners, websites of different projects checked and discussed. Visibility materials of the projects were discussed. (T-shirt, banner, roll-ups etc.) Furthermore, Social media accounts of the projects were discussed in details. It was decided that Project coordinator IGAM will be responsible of internal and external evaluation with the support of all the partners and the report should cover the activities held in the project

TM2

The agenda of the meeting was introduced by TDM 2000. The partners introduced themselves to the newcomers. The second transnational meeting in Italy and 2-3 August 2017. Furthermore, Pelin Ögünç gave a presentation about the intellectual outputs. She informed partners about national agency's opinion for the language of the application that it is not needed to stick with languages that we promised in the proposal. Cengizhan Ceylan from ECCO(TERA) introduced the budget items one by one. The presentation of Mr. Ceylan covered how to use the budget items and what the partners need when they execute the project in case of the budget. The meeting continued with the introduction of timetable and the actions. It is decided that transnational

meetings should cover study visits to the other NGOs in the hosting countries in order to enable experience and knowledge sharing. It was also stated that it is critical to have clear understanding for our selecting NGOs. We have to put standard criteria. Final version of website represented by IGAM and suggestions related with website are taken. Leaflet example is also represented by IGAM. It is said that postcards can also be used because it will be easier to put all information in it. It was agreed that how to organize website and application is critical topic. Davide from (TDM 2000) represented the current situation of Italy in terms of conditions of refugees. Press conference took place. The press members joined the meeting and they asked questions about the project. Social Council of Cagliari were visited by all partners. Each partner introduced their organization and projects. Current situation in Cagliari and Sardinia was also in the agenda of the meeting. What are we going to do in Ankara for our next meeting was discussed according to application form.

TM3 Athens

The meeting took place with the participation of IASIS , IGAM, Tera Ankara, Global Citizen, IDM 200, ADEL and started with the presentation of IGAM about the logo, roll-up, website then final suggestions are received from project partners. Suggestions for the website are taken from the all partners It is decided that -Need support -Give support parts will be added to the website. Website should be visible on google search and it is decided that it will be promoted. Promotion was bought in that sense. 'İhtiyaç Haritası' website was introduced as good practice. and it is decided that experience and information exchange will be done with this kind of good examples The presentation on choir event was introduced. 'With the presentation, we had chance to reach Syrian families, high level bureaucrats etc.' The pictures from choir event uploaded to website after this meeting. There should be a leaflet -not necessarily printed one- and in that way we can attach it to the emails and website. Piktochart can be a nice option to prepare leaflet. Visibility materials are checked and they reshaped in accordance with suggestions. What kind of information it should be inside of this application was framed? Pictogram was decided to use since it is very helpful to make refugees more active. Which languages are we going to use for the outputs was discussed? Study visits are held refugee community center in Athens and experience sharing sessions were successfully organized.

The project activities relate to the five intellectual outputs of the project: Project website (O1); Developing the Application of I'mappy (O2); User Guide for NGOs (O3); Survival Kit (O4); Final Report (O5)

WEBSITE

A website where progress of the project and all related information and online documents published as open public and developed. In order to keep stakeholders updated, this web site was

designed and it periodically updated with recent news about the project, and related reports and guidelines will be posted via this web site. Moreover, the application I'mappy is accessible via this web-site. Photographs of all events and project outputs in every partners languages were posted on the website so that the participants got the maximum benefit from the I'mappy project. There are 3 sections in the website that everybody can find the options of "need support", "give support", "suggestions". In all the meetings and dissemination events, participants were offered to use this feature so that feedbacks are taken via this feature. As it was promised in the project application, website developed in all partners language and all the outputs of the project are available in the website.

APPLICATION

I'mappy is an integration map especially for young refugees who don't have access to social and basic information about the asylum country or has no parents or families. I'mappy pin different kind of organizations that provide social and basic information to young refugees as well as able to provide popular language lessons to the young refugees. I'mappy pin NGOs which have engaged with and support minority groups and migrant workers into employment through job shadowing, work placement, employer engagement and vocational language training and employability skills development. Therefore, the ultimate aim is to overcome multiple barriers/problems faced by this group, aiming to restore young people's dignity and strengthen their psychological wellbeing; and ease their integration to the society; especially for those who have no chance to enroll to formal education. In addition to that I'mappy is pinning the NGOs providing language learning and adult learning for migrants and refugees since learning a language is often the first step towards becoming part of a new country, culture and community. Helping migrants speak the local language is vital for their entry into the job market. As it is explained in detailed, through the whole application document, main target of this project is the young refugees in Turkey however, application I'mappy also includes the basic NGO database for each partners' countries. Therefore, such an approach will carry this project to an international level, since our concerns about young refugees are not limited with only Turkey; we think that we should take care of young refugees in all over the world. Therefore, depending of the country of organization which are pinned in the map has the language of the migrant group of the country and English. For example, in Turkey, details of the all organizations which marked in the map are available in the application is Turkish, English and Arabic. I'mappy application was introduced to different NGO, local authorities, municipalities and neighborhood units(muhtarlık). Many suggestions are taken in order to develop more effective application. According to these feedback categories are established in order to have more user friendly application. Categories of services was listed as it is followed; Legal advice, Language, Housing, Sport, Education, Psychosocial Support, Financial Aid, Food Essential Support, Art and Culture Through these categories refugees can easily choose the category in which they need help



← Information About i'mappy



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 Italian

 Slovak

 Lithuanian

 Greek

 Arabic

 Turkish

 English

← Select Field Of Activity

الكل

الصحة 1

نصيحة قانونية

اللغة

الاقامة و السكن

الرياضة

التعليم

الدعم النفسي و الاجتماعي

المعونة المالية



i'mappy

325



USER GUIDE

A user guide for NGOs prepared regarding the use of the application I'mappy,, training method for young refugees on how to use the application, extension of networking, as well as key things on how to accept and engage refugees in the activities of NGOs, and etc. Aims of the guide are supporting the capacity building process of NGOs supporting the integration of young refugees in their host communities, raising awareness of the role of NGOs in the refugee integration policies, providing tools and guidance for improvement of activities and services of NGOs supporting a more effective refugee integration policies, introducing the outputs of the I'mappy project with the guidance of their use. In order to achieve this; a self-assessment tool for NGOs enabling them to evaluate their organizational policies and practices in the context of refugee integration; a guide for NGOs helping them to initiate changes in their policies and practices leading to improved support and inclusion of young refugees in their activities; introduction to the iMAPPY application and a short instruction how to use it; Introduction of refugee integration systems in partner countries are included in the guide. Since NGOs are the key element of this application, NGOs contribution for the use of I'mappy project after the completion of this project is very critical. Therefore each NGO should understand and know the details of I'mappy. In order to achieve this, user guide is written after long debates in workshops and training events. In the first chapters of the guide, aim and objectives of the guide emphasized by pointing who is it for and it is strongly emphasized that NGO's working exceptionally in the field of refugee integration, working in the field of refugee integration is a part of their regular activities, willing to assess their policies and practices and strengthen their capacity in the process of refugee integration; which are still not active but want to extend their field of work and start activities supporting refugee integration are among the beneficiaries of the user guide. That is why the role of NGO's towards a successful integration of young refugees and how to become a refugee friendly organization were mentioned. These evaluations and suggestions are created with the contribution of acknowledged experts who are working in the field of migration.

Importance of inclusion

- **A fair and equal society,** founded upon human rights principles, can only be realised when no groups are excluded, unintentionally or otherwise
- It is necessary to ensure that NGOs dealing with refugees and asylum seekers:
 - are free from stereotypes and prejudices
 - ensure openness and equal treatment of any person engaged in their activities



Providing inclusive support and service to young refugees helps to:

- negotiate identity and independence;
- develop resilience and a sense of belonging;
- navigate complex cultural differences between the country of their birth and mainstream local culture;
- develop flexibility and adaptability to diverse cultural contexts;
- develop social ties and meaningfully participate in the life of the local community.



A refugee-friendly organisation



A refugee-friendly organisation

Category	Indicator
Organisational culture and core values	The fundamental values of human rights, antidiscrimination, inclusion and diversity are in the roots of our organisation
Organisational policies and procedures	Our organisation has a written commitment to deliver a safe, equal and inclusive service
Professional development	Our staff and volunteers are trained and supported to deliver an inclusive service for young refugees
Activity/programme planning and delivery	The activities and programmes of the organisation are designed and delivered to consciously include the diverse needs and identities of all young people in the community
Communication	Our organisation puts necessary efforts to ensure proper communication, both with the target group (young refugees) and the wider audience

Aims and objectives of the guide

Support the capacity building process of NGOs supporting the integration of young refugees in their host communities

Raise awareness of the role of NGOs in the refugee integration process

Provide tools and guidance for improvement of activities and services of NGOs supporting a more effective refugee integration process

Introduce the outputs of the iMAPPY project with the guidance for their use

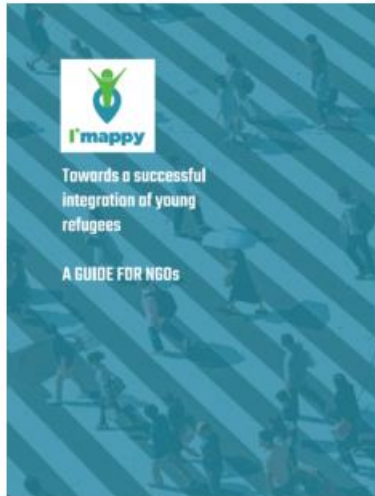


Who is it for?

- The organisations working exceptionally in the field of refugee integration;
- The organisations to which working in the field of refugee integration is a part of their regular activities
- Those organisations willing to assess their policies and practices and strengthen their capacity in the process of refugee integration;
- NGOs which are still not active but want to extend their field of work and start activities supporting refugee integration



What is there?



- A self-assessment tool;
- Advise, guidance and examples of good practices;
- Introduction to the iMAPPY application;
- Introduction of refugee integration systems in partner countries



SURVIVAL KIT

Survival kit for refugees including key information about asylum rules in Turkey and in other partner countries was prepared. The survival Kit includes three different chapters described further below corresponding to language and information provision needs. First Leaflet includes information about emergency numbers & useful addresses, transportation info as well as a short list of places providing food, cloths etc. 2nd Leaflet includes information providing about communication habits/characteristics in each partner country. 3rd Leaflet includes information related to basic words and expressions of each partner country. Questionnaires are distributed to beneficiaries and according to answers it is seen that the majority of the participants are satisfied with the Survival Kit, they found the contents of the Survival Kit clear and understandable, about the sustainability of the program, the participants said that they will definitely suggest the IMAPPY Project to others, the comments related to the effectiveness of the tool was that the information provided are satisfied, but in some points needed to add more elements. The most of the NGO's suggested to translate the tool in more languages, the ones mostly spoken by the refugees and asylum seekers. It is also suggested that Some other Info should be added such as information on the reception system, described step by step in order to give the asylum seekers a clear picture of what is going on and it added to the survival kit content. Participants also suggested to include more detailed information inside the tool that will generally appeal to migrants and not only to the first comers who they have no idea about the transferred country. Some participants highlight as very important to update on the Survival Kit all the necessary new information or changes during and after the project's process. It was also observed

thanks to questionnaires that what really matters for the refugees is the financial and food support.



Reception of Migrants in Greece

*The 2010 Greek Action Plan on Asylum already provided that third-country nationals should be subjected to first reception procedures upon entry. The competent authority to provide such services was the First Reception Service (FRS), established by L 3907/2011.

First reception procedures included:

- ▶ Identity and nationality verification
- ▶ Registration
- ▶ Medical examination and any necessary care and psychosocial support;
- ▶ Provision of proper information about newcomers' obligations and rights, in particular about the conditions under which they can access the asylum procedure; and
- ▶ Identification of those who belong to vulnerable groups so that they be given the proper procedure.

*REFERENCES: <http://www.asylumineurope.org/reports/country/greece/asylum-procedure/access-procedure-and-registration/reception-and>

Intellectual Output 5

- ▶ Survival kit for refugees including key information about asylum rules in partner countries, social security system, social rights, human rights etc.

- ▶ **The survival Kit includes the following:**

Three different chapters described further below corresponding to language and information provision needs.

1st Leaflet includes information about emergency numbers & useful addresses, transportation info as well as a short list of places providing food, cloths etc.

2nd Leaflet includes information providing about communication habits/characteristics in each partner country.

3rd Leaflet includes information related to basic words and expressions of each partner country.

Comments from the Organizations

- ▶ The majority of the participants are satisfied with the Survival Kit.
- ▶ The contents of the Survival Kit are clear and understandable.
- ▶ About the sustainability of the program, the participants said that they will definitely suggest the IMAPPY Project to others.
- ▶ The comments related to the effectiveness of the tool was that the information provided are satisfied, but in some points needed to add more elements.

Recommendations from Organizations

- ▶ The most of the NGO's suggested to translate the tool in more languages, the ones mostly spoken by the refugees and asylum seekers (for example Russian or French).
- ▶ Graphic should be improved in order to make the tool more effective.
- ▶ Some other Info should be added such as information on the reception system, described step by step in order to give the asylum seekers a clear picture of what is going on.
- ▶ Also, suggested more detailed information inside the tool that will generally appeal to migrants and not only to the first comers who they have no idea about the transferred country.
- ▶ More information about the process of the project.

Comments from the target group

- ▶ About the relevance of the topic, the respondents said that the contents are very clear and accessible.
- ▶ About its helpfulness they answered that the guide is very supportive and instructive, but in some points, the refugees who are not newcomers they recommend that they need more information provided.
- ▶ About the sustainability of the project, the majority of them said that they will suggest the IMAPPY to others.
- ▶ Some possible missing parts suggested are: more information about the availability of the hospitals, or more picture added inside the Survival Kit.

Recommendations from the target group

- ▶ Some participants highlight as very important to update on the Survival Kit all the necessary new information or changes during and after the project's process.
- ▶ Information about local weather and average temperature as well as basic gestures and communication could be more graphical.
- ▶ The possibility to integrate the survival kit into the iMAPPY application so that the user could check it on their phones.
- ▶ What is really matters for the refugees is the financial and food support. Support in finding accommodation and job.

Sustainability

- ▶ Involvement of more youth workers, NGOs, institutions related to the target group.
- ▶ Exploitation and adaptation of the tool according to the requirements of the organizations.
- ▶ Using the application or the Survival Kit of IMAPPY project as a good practice for facilitating the beneficiaries having a smooth integration in the asylum countries.

FINAL REPORT

Final Report of the project covered the whole findings, evaluations, feedbacks, comments etc. and technical details of the application IM'MAPPY as well.

Each event will aim to explain the application I'mappy to the young refugees; how to use it and how to contact with the NGOs by using this application. Besides, with these events, young refugees informed about the possibilities and opportunities which they can benefit through NGOs. As it is stated in the previous part, one other statement that was altered according to circumstances was to conduct multiplier events to be held in refugee camps located in 10 provinces; Şanlıurfa, Gaziantep, Hatay, Kilis, Mardin, Adana, K.Maraş, Adıyaman, Osmaniye and Malatya. However, there are strict regulations for entering camps or organizing such events for camp's residents, and when the conditions of the day of the project were evaluated, the majority of the refugees were living in the camps and the services provided to the refugees in the camps were very insufficient. However, as of December 2018, refugees in the camps accounted for only 3 percent of the entire refugee group, and aid agencies and international organizations had concentrated their efforts in the camps and since the number of refugees living in cities is much higher than the number of people living in camps today, refugees have been invited to our activities from various provinces by looking at the problems which they faced with and these events were compensated with multiplier events outside of the camps. The aim of this activities is to explain the application I'mappy to the young refugees; how to use it and how to contact with the NGOs by using this application was realized by the events (E activities) by reaching out a broad number of young refugees through Refugee Consultation Hub (IGAM), Keçiören Municipality, Refugee Established NGOs in Gaziantep, Hatay, İzmir and Ankara (SYDD, RavdaNur Foundation, Maharad, Watan). At these multiplier events, young refugees were informed about the possibilities and opportunities which they can benefit through NGOs. In the C6 event, which was organized as final conference at TOBB University,, non-governmental organizations, academics, government agencies, as well as the representatives of many refugee groups from Karabük University were invited by exceeding the number of promised participants. During the event a detailed I'mappy project was introduced to the representative of refugee groups. The outputs of the I'mappy projects were distributed to the student representatives groups to deliver of these documents to the young refugee students. Moreover, more than 60 refugees attended to the dissemination event in HolidayInn Hotel at 10th of April, 2019. In this event I'mappy project is explained to the young refugees by focusing on how to use it and how to contact with the NGOs by using this application. IGAM continued to get the feedback from refugees in this event as well since it is strongly believed that I'mappy project will sustain and other projects will be created by putting on it.

C1 Short-term joint staff training events / 5-6- 7 September 2017 Ankara

Meeting of the IMAPPY (A Strengthened Network and an Integration Map for Refugees) was held in 5-6- 7 September 2017 in Ankara with the participation of representatives from the partner institutions. The main objective of this workshop was, before starting to work on application I'mappy, to obtain the opinions of related NGOs on such an application. These opinions considered during the development of the application. Besides, since the application will use database, what kind of database we need and what we need to include or not is discussed during this workshop. Representatives from UNHCR, ASAM, Red Crescent Turkey and NGOs established

by refugees are attended to the meeting to give their comments and advice for project. Levent Ekşi presented UNHCR's pilot mapping application 'Services Advisor' (turkey.servicesadvisor.org). It was very important for I'mappy team to exchange opinion since the team don't want project' contents to overlapped. In addition to this, especially foreign partners are asked to highlight their experience with the Turkish NGOs during the workshop. There were also two study visits in the last day of the project: Altındağ Community Center and Turkish Red Crescent which are among the biggest and most institutional service suppliers in Ankara. Aim of these visits was to make need assessment and take their opinions on developing more effective and helpful application

C2 Short-term joint staff training events 9-11 January 2018 at Ankara

The second workshop meeting of I'mappy project has been held between the dates 9-11 January 2018 at Ankara. After completion of the draft version of the application I'mappy, second workshop held to get the feedback of the NGOs on the usage, format, content, interface of the application. Many different NGO representatives are invited to an event in order to provide the participation of all related and interested NGOs in Turkey. Many suggestions are taken in order to develop more effective application and these demands are conveyed to IT responsible of project. Users can see NGOs address, contact information and web site when they click the pin. In this meeting services are divided into categories in order to have more user-friendly application. These categories are as it follows; health, employment, reintegration, mediation and guidance, financial aid, food-essential support, art and culture, legal advice, language, housing, sport, education, psychosocial support, social benefits. Application was available only for Android for that time. It was decided that IOS version should also be developed immediately. Ideal scenario was to inform refugees about app directly when they arrive to the country, so that they would get maximum benefit from app. But it is not possible because of practical issues. Therefore, NGOs established by refugees will have a critical role for announcing application.

C 3- 8-10 May 2018 Ankara Training program for Turkish NGOs

After finalization of the draft version of application I'mappy, a training program organized in Ankara for different NGOs and institutions in order to have a good understanding of the application, not only in terms of technical points but also the logic and approach behind this application. I'mappy application was introduced to many different NGO representatives and their feedback are taken into consideration and application reshaped according to the feedback that is taken. As described in the intellectual outputs section, "User Guide for NGOs" as well as key things on how to accept and engage refugees in the activities of NGOs presented to the NGOs during the training program. For this training program, it was planned that at least 1 young refugee from each partner would participate since one of our main approaches is the contribution of young refugees to the project in every step.

C4 Short-term joint staff training events 26-28. June, 2018 Kaunas, LITHUANIA

Brief introduction of the iMAPPY guide for NGOs was made by Global Citizen's Academy. The role of NGOs in the process of refugee integration was discussed with different organizations. It is decided may also questioned how refugee-friendly is your organization? Moreover, it is planned that how to proceed piloting sessions of the guide for NGOs in partner countries. It was decided that 13 July is the deadline for the guideline and then piloting phase will take place. 21 September chosen as deadline for finalizing the guidelines and then partners will have a month to make changes, design and translate it to their languages. IGAM is in charge of printing the English guidelines. for every partner. Questionnaires are finalized after long debate and it is decided that each partner will distribute the questionnaires and take feedback from organizations in their country. Project team made some changes in the user guide according to these feedbacks given.

C5

It is discussed how many NGO's should be in the map. Project team decided that every partner can add as many as NGOs they want. However, it is also stated that it is not functional to add every NGO in the country (working with refugees) in order not to lose the connection with the NGOs. For example, UNHCR' service advisor almost includes every NGO's (working with refugees) and give necessary information. It was decided that aim of I'mappy should be including the NGOs who knows I'mappy and we can transfer the outputs which are taken from the cases. Not just giving the address or phone number I'mappy should aim to answer the needs of refugees by cooperating with all partners. The application have been tested with people from partners organization and in general it is liked and participants found useful. IGAM use both its formal and informal channels to disseminate the IMAPPY project. It is decided that social media and the website should use more actively.

Management of our NGO has over 5 years of experience in NGO sector. We are experienced in preparing/ organizing and training different kind of projects and events. We have also broad experience with coordinating projects, communication with partners, selection of participants, preparation of participants for taking part in the projects, travel arrangements, assisting in logistic support and carrying out visibility and dissemination activities. In this direction, academics, local and international NGOs, local government officials, young refugees studying at universities are invited to the events. As a company working in this field for many years, IGAM has sent event invitations to the detailed database.

The participants were invited to our activities depending on the content of the event to be held, the area of the outputs to be presented, the age range and the group to be held.

The ultimate aim is helping especially young refugees to have more intercultural, healthy and adaptive, identity strategies in inclusion to the society by increasing social skills (interpersonal collaboration, oral communication,) which empower them in the society, increase the motivation and engagement in civic and multicultural life. It is an undeniable fact that I'mappy can not achieve this by its own. It can be accelerating actor for this process. Participants stated that they found the I'mappy application useful and they would recommend the application to their social circles. We also experienced in the workshops and dissemination events that young refugees are actively involved and easily learned how they can use and how they can benefit from it. Desired impact of I'mappy project for NGOs was to have more organized and have a better capacity to reach more young refugees and now NGOs in I'mappy application have this chance to contact with young refugees in a more direct way. I'mappy project does not target only young refugees in Turkey as explained through the whole document. The employees of the Refugee Support Hub within the scope of IGAM were informed about the project in detail. Documents such as How to use I'mappy application, Survival Kits and user guide for NGOs were sent to our support offices in Turkish, English and Arabic languages as of the day they were ready. In this way, the project was announced to the masses more easily. The inability to find employment and make a decent living, in addition to several problems pertaining to social integration, constitutes a major push factor for immigration. The many studies shows contrary to what many believe, educationally, refugees are some of the most advanced members of their country: 86% say they have secondary school or university education with significant skills such as engineering, computer programming, and teaching. These data show a highly skilled population on the move as well. Considering the informational and financial resources necessary for taking this dangerous and expensive route, such a finding is hardly surprising. Equally important are the survey's results as to what drove these refugees to Europe in the first place. Close to two thirds of the arrivals have indicated that they resided in a third country before coming to Greece, and not surprisingly, that for the great majority, accounting for more than half of the arrivals, this country was Turkey. The interviewees' main reasons for leaving their previous locations were the lack of non-exploitative employment opportunities that matched their skills, financial needs, concerns for security and protection, search for better opportunities for their children, and the hope for educational opportunities. Overlooking the current situation and rethinking the near future in the Middle East and Europe, donations and volunteers have been pouring into the refugees and people are keen to help refugees. But as individuals, charities and NGOs rush to help; stories of waste and inefficiency are becoming more common. Mostly, waste is linked to the volume of donations or disorganization. We believe the easiest ways to build a collective response to the crisis of this kind and to prevent resources to go waste is to provide better coordination and unity among NGOs. Therefore we call NGOs for better unity and coordination which will be resulted in a better economic, and social life, and as their children require educational and psycho-social support for refugees. I'mappy contributed to our aims for providing better unity and coordination and it also helped to refugees to reach social services in an easier way.

I'mappy project help the young refugees who don't have access to social and basic information about the asylum country. Without this access, adaptation of refugees, especially the young refugees, is almost impossible. I'mappy's goal is to provide young refugees to reach this information. Therefore, at the local level, project have an important and supportive role for the adaptation of young refugees in the asylum country. That it why it is very critical to sustain the I'mappy project in the long run and promoting, supporting the similar projects. Most of the European countries face with refugee issue. Therefore, to have a common understanding and practice exchange has a big importance for the overcoming of the difficulties regarding refugees. I'mappy project with its international approach by considering all partners' countries, helped at the international level to create this common understanding and practice exchange.

I'mappy project is presented in all the meetings and dissemination events which are held by IGAM. Especially "Malala Gulmakai Network" and "Media and Civil Society Cooperation for rights of Refugees projects have significant and supportive effects on the dissemination of the I'mappy project since beneficiaries of this project are constituted a wide range of local authorities different NGO, local authorities, municipalities and neighborhood units(muhtarlık). In addition, the employees of the Refugee Information and Support Point within the scope of IGAM were informed about the project in detail. Documents such as How to use I'mappy application, Survival Kits and user guide for NGOs were sent to our support offices in Turkish, English and Arabic languages as of the day they were ready. In this way, the project was announced to the masses more easily. NGOs established by refugees have a critical role for announcing application. GAM, as the applicant was the key leader of dissemination activities and it will continue in the same way. IGAM has extensive experience in organizing workshops, seminars and conferences and have successfully set up and implemented dissemination activity. IGAM, as an NGO is also founder of Turkish Refugee Council with the participation of national and international NGOs and public institutions. This has given us considerable experience in the coordination of dissemination activities and invariably requiring strong negotiation and management skills. Besides, each partner was also responsible for the dissemination activities in their countries. The contribution of all the partners of the consortium is considered valuable and critical in reaching the dissemination goals. Each partner undertook dissemination in their respective country and contribute to the promotion of the project at national and European levels, in every meeting it is strongly highlighted that every partner will continue to add value to the application and naturally will benefit from the application and the outputs

The project aimed to reach out to the target groups as widely as possible, especially the young refugees and related NGOs in order to maximize the impact of the project's work plan activities.

Hence, these tasks started at an early stage to raise awareness and set up a significant community. Towards achieving this goal, the following activities are made.

Development of Project website - The project website developed starting with the first month of the project implementation. All project related information was given on the website. All outputs such as user guide for NGOs and survival kit for refugees was presented on the website as well. Workshops - The consortium partners actively shared their experiences and know-how during the workshops; related practices discussed in order to have a common understanding. Participation of NGOs in these workshops provided highest level of dissemination of I'mappy project's outputs and approaches in each phase of the project. Contacting professional bodies, administrative authorities and policy makers - The consortium partners pursued presentations to thematic networks aiming to reach targeted audiences in a focused manner. This included academic and professional networks active in the area of educational technology where all partners have natural links; policy makers, including school, professional, and higher education administrations in partners' countries. The main tool developed and maintained through the project, application I'mappy is available at websites such as project website and websites of partner organizations. It is foreseen that there is not any limitation on the use of an open license. The project results are offered freely and openly for educators, students, youth workers, and all related third parties via project website.

By means of the hubs mentioned in the previously the project's website, and local websites of all the partners, the main outcomes of the project and results will remain available and IGAM will continue to promote their use. Website of the project is linked to IGAM's website which is prepaid for the following 5 years. IGAM has staff and resources to work for developing and updating the website that will serve for I'mappy project's website. The project website included all outputs of the project will be kept publicly available. Therefore, everybody will access the documents shared and, most important, to use the application I'mappy. The project will be promoted alongside with IGAM's other actions as long as IGAM exists. Also, the continuation of this project has already been prepared with partners and search for further financial support is already started.

The approach of the project is to share best practices and know-how among partner organizations and create a useful need-based map for young refugees. In this process, several NGOs, institutions, public bodies and universities were kept in touch to interpret the needs of the target group and plan a road map. Partners came together several times to discuss and evaluate the implementation of the project. After each careful discussion, project implementers came up with a methodology to develop the outputs. These methodologies are threefold. First, a needs assessment was conducted to understand and prioritize the necessities of the target groups. Second, an integration map was designed and realized based on the findings of the needs

assessment. Finally, each output was created after evaluation and monitoring processes that strengthens the content of the outputs.

This work shows the good collaboration between different countries in different conditions in terms of refugees and asylum. Hence, it creates the potential of a use this project's approach via other local and international NGO's as well as international organizations and public bodies. The application I'mappy is a good example of a mapping idea came into existence. This particular way is shared among stakeholders mostly when promoting the project and in dissemination events. For example, IGAM is the leading organization of Turkish Refugee Council with the participation of national and international NGOs and public institutions. Therefore, IGAM has a wide network and cooperates with many of the stakeholders. In the meetings which are regularly organized by IGAM, I'mappy has been offered as an important actor of cooperating with partners. Both quantitative indicators (i.e site traffic, hits and visits, visibility in social media, number of participants) and qualitative factors (i.e the quality of the participation; participants experiences; feedback from NGOs, other stakeholders, peers, policy-makers) were shared several times with related third parties. Hence, it can be used in a larger scale among those stakeholders.

Sustainability is one of IGAM's priorities for each action. For this project particularly, it is of high importance to reach the final target specified above in terms of resources. At this point, IGAM with its network and expertise level, guarantees the sustainability of this project. For this purpose; by the informative meetings to be held by IGAM, involvement of a greater number of youth workers, NGOs and related authorities such as Provincial Directorate of Migration Management in Ankara ensured. With further printings of the informative brochure, user guide for NGO's and survival kit, promotion of the project's outputs and the application will be persisted. Meetings with DGMM and PGMM pursued to utilize outputs of the project to enhance the duration of sustainability. Number of NGO's included in the application will be increased with a further work by IGAM. By cooperating with NGO's established by refugees and directly with young refugees, sustainability of the project will internalize the project's main concept and keep it active. The main intellectual outputs of the project are application I'mappy, user guide for NGOs and survival kit for refugees. An essential goal for sustainability is to make I'mappy application to be widely accessible for young refugees. Hence, it will contribute to the social cohesion between refugees and host communities. Furthermore, I'mappy is an interactive application where the database should be updated depending on the new activities of related NGOs, institutions and agencies. Therefore, IGAM aims to update the database with continuous contribution of all these NGOs, institutions and agencies. This goal will be accomplished by the support of Turkish National Agency as discussed previously.