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**HELLENIC REPUBLIC**  
Ministry of Migration & Asylum

## **Social Integration Directorate**

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**“From knowledge to territorial tools and practices”**

## Setting the scene

### Greece: General Framework for the Integration of Third-Country Nationals

“National Strategy for the Social Integration  
of Asylum Seekers and Beneficiaries of International Protection”  
(November 2021)

The National Strategy introduced a pre-integration process for those with a refugee profile.

The National Strategy includes four main pillars:

- **Pre-integration** of asylum seekers for the smooth transition of adults to professional life and of minors from non-formal to formal education. Defense of rights and promotion of the European way of life and the rule of law. Prevention and effective protection against all forms of violence.
- Development of intensive **educational and training programs** to facilitate beneficiaries' access to the labor market.
- Prevention and effective **protection against all forms of violence**, exploitation, and abuse by strengthening reporting mechanisms.
- Monitoring of the integration process through commonly accepted and comparable **indicators**.

## Setting the scene

### Greece: General Framework for the Integration of Third-Country Nationals

In connection with the “National Strategy for the Social Integration”,  
the Ministry of Migration and Asylum,  
through the competent “Social Integration Directorate”:

- is responsible for the **planning, implementation, monitoring and evaluation of programs** and actions for the social integration of third-country nationals,
- **in cooperation with other (co)competent Ministries** and public authorities at the central, regional and local level, self-government bodies, international organizations and the civil society bodies also developing integration action (thus setting a multi-level governance of social integration), and
- **in all possible sectors of everyday life**, that is, housing, education, employment, health, intercultural co-existence etc. (thus setting a multi-level approach of social integration).

## Showcasing practices

### The “HELIOS+” integration program and the “Migrant Integration Centers”

#### “HELIOS+” integration program (multi-level governance model & multi-level approach)

- implemented since **2019**,
- funded by the European Union / the Ministry of Migration and Asylum / the ESF+ (through Regional Operational Programs 2021-2027),
- designed and monitored by the Ministry of Migration and Asylum, in collaboration with the “ESF Actions Coordination and Monitoring Authority”,
- **implemented by IOM**, in collaboration with several partners (mostly NGOs) also active in integration,
- **implemented in all 13 regions of Greece**, through the operation of local desks, the so-called “HELIOS+ centers”
- providing integrated services: a) accommodation support, b) integration counseling, c) Greek language learning, d) employability support, and e) activities of awareness-raising and social cohesion

## Showcasing practices

### The “HELIOS+” integration program and the “Migrant Integration Centers”

#### “Migrant Integration Centers”

(multi-level governance model & multi-level approach)

- 23 Migrant Integration Centers operate at the local level,
- designed and monitored by the Ministry of Migration and Asylum, in collaboration with the “ESF Actions Coordination and Monitoring Authority”,
- funded by ESF+ (through the Regional Operational Programs 2021-2027),
- providing several services to legally residing third-country nationals, either directly or through referrals to integration programs and actions implemented by various actors at the local level:
  - a) provide information, services and counseling with regards to social integration and social networking issues,
  - b) collaborate and refer requests to other competent associations, services or bodies,
  - c) organize activities (Greek language, history & culture, intercultural activities, activities for access to the job market).

## Challenges and gaps

Certain basic challenges and gaps are always present and mostly concern:

- the effective **coordination** across different **levels of governance** (central, regional, local),
- the effective collaboration between different **stakeholders**,
- the effective combination and coordination of various **offered programs and services**,
- the equal and **effective access of all beneficiaries** to the offered programs and services,

## Added value of the Pact

With the “European PACT for migration and asylum” introducing the notion of “pre-integration”, **the programs and actions designed and implemented in Greece now include also asylum seekers**, especially those with refugee profile (beyond the beneficiaries of international and temporary protection).

Thus, the integration process starts already from the very first stage of reception, **including also persons who reside in reception facilities.**

The Ministry of Migration and Asylum is planning to give emphasis especially on language learning and professional training, so that beneficiaries enter the labour market and live independently as soon as possible after their arrival.



## Comparative contribution

### Designed actions: “Integration Desks” and “Integrated Information System”

#### “Integration Desks” or Orientation Hubs (coordination of stakeholders and services)

- designed to operate in the existing reception facilities across the country
- all adults will have to visit the “Integration Desks” after the registration of their asylum application for the creation of their individual profile
- according to their individual profile, they will be referred to programs and services of language learning and professional training, and they will be matched with available job vacancies.

#### “Integrated Information System for Social Integration” (coordination of stakeholders and services)

- the “Integration Desks” will be interconnected with existing information systems of several Ministries and other public services through an “Integrated Information System for Social Integration”.
- this “Integrated Information System” will give the possibility for:
  - a) upload of individual profiles,
  - b) upload of available job vacancies,
  - c) upload of available integration programs and services,
  - d) matching of individuals with available job vacancies and integration programs and services, and
  - e) extraction of relevant data.

## **Comparative contribution**

### **Designed actions: “Language training” and “Professional training”**

#### **“Language training”**

- language learning and civic training,
- for legally residing (adult) third-country nationals, (asylum seekers, beneficiaries of international and temporary protection, legally residing migrants),
- implementation at the local level (countrywide),
- funding from the Sectoral Operational Program “Human Resources for Social Cohesion 2021-2027”.

#### **“Professional training”**

- professional training on individualized basis,
- for legally residing (adult) third-country nationals (asylum seekers, beneficiaries of international and temporary protection, legally residing migrants),
- implementation at the local level (countrywide),
- funding from the Sectoral Operational Program “Human Resources for Social Cohesion 2021-2027”.

**Thank you for your attention**



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