



## MY FOLDER - Welcome to Saxony

The topic-specific file folder allows immigrants and counsellors to keep a constant overview regarding all steps towards integration



### iQ | GOOD PRACTICE to the point

#### Addressees for transfer:

Employment agencies, job centres, social welfare services, refugees, social refugee workers, and counselling centres

#### MY FOLDER as a tool:

MY FOLDER is a storage space for all documents, application copies, assessment notices and counselling infos. On the one hand, the file folder is a system for storing and organising for refugees as well as immigrants. On the other hand, the folder serves as an information and structuring tool for the staff of the statutory institutions, which provides a continuous overview of the state of the various processes. The tool is regionalised for cities or counties and contains basic information on ten important topics in German and English, as well as all important contact details. QR codes are assigned to the contact details so that the competent authorities can be found quickly. In addition, the folder contains a city map, in which all relevant institutions are marked.

#### Project:

QUASI think further

#### Implementing organisation:

EXIS Europa e.V.

#### Project Contact:

Kay Tröger / Römerplatz 4 /  
08056 Zwickau /  
Tel.: +49 (0)375/390 93 65 /  
post@exis.de

#### Offer:

For additional information on MY FOLDER and requests for the creation of the folder, please contact project manager Kay Tröger. The Dresden folder can be found at: [https://www.dresden.de/media/pdf/sozialamt/Willkommensordner\\_Dresden.pdf](https://www.dresden.de/media/pdf/sozialamt/Willkommensordner_Dresden.pdf)

#### Starting position/challenge

In the summer of 2015, it became clear in the Dresden job centre that the integration of refugees resulted in too many friction losses due to unexplained responsibilities. It became clear that there was a lack of transitional management between different institutions, and the overall process was inadequate. Queries of personal data and qualifications were carried out on several occasions to protect private data and for other reasons.

Therefore, information from one participating (counselling) location was not available to the next, so that the refugees were partly sent "in a circle" to various institutions without their needs being covered. In order to strengthen the information flow in a simple and pragmatic way, the idea of creating a file folder was created by the collaboration between the Dresden job centre, the Dresden state capital and the Network IQ Saxony. It was intended to be a folder that refugees bring to every appointment and to each counselling office and in which he or she can keep all the important documents, which are then systematically at hand for each appointment with a counsellor or consultant.

#### Implementation

The three partners worked hand in hand on the implementation. The regional arrangement of the tab sheets was prepared in several meetings. The city of Dresden contributed the texts, and to simplify handling, they were formulated in German and in English at the same time. They include short and simple explanations on the ten subjects of "arriving in Dresden", "money", "living", "German", "children and family", "work", "vocational education and study", "health", "counselling and help", and "additional documents". Moreover, the respective contact information of various institutions as well as contact



persons are listed in each subject folder, which are provided with a QR code for faster retrieval on the Internet.

After completing the first copies, the concept was presented in a larger circle, in particular to social workers. They were asked to distribute the folders in their region. Depending on the interest of the cities and counties, the folder covers were filled in cooperation with the Network IQ Saxony. The local participants contributed the tab texts and took over the packaging of the folders. The Network IQ Saxony delivered the layout and made sure to use simple language for the tab texts and coordinated regionalisation, print and distribution.

#### Summary

MY FOLDER should become an integral part of all counselling situations. For this purpose, it is distributed to refugees by social workers in the second conversation. But the folders can also be distributed by the employment agency, job centre, social welfare office, or Network IQ. Currently, the folders go to refugees, but they are useful for all immigrants.

# “Even ‘low-tech’ delivers quick solutions”

MY FOLDER works when people seeking counselling and authorities work together

The most important message is in the centre: Welcome to Saxony. MY FOLDER was created as a practical aid, which contributes to the welcoming culture and facilitates the reception and integration of refugees in Germany. The contents of the topic-specific tab pages with helpful contact details serve as basic information. All important documents can be filed in the folder by topic.

“The goal is to master the challenges of professional and social integration with a solid structure, clear processes and a culture of togetherness,” explains Kay Tröger, project manager of MY FOLDER in the Network IQ Saxony. “However, MY FOLDER

only works when the importance of the folder is stressed to the clients, and they actually file the documents as they receive them. The folder must also be brought along to all locations, so that any agency or counselling centre can see and/or synchronize information and add to the folder.”



So far the feedback to the idea has been very good; the job centre and the Dresden employment agency won the first prize for the project “MY FOLDER” in a nationwide competition organised by the Federal Employment Agency. Dirk Hilbert, Head Mayor of Dresden, also praises the project as an “expression of solution-oriented approaches”.

Migration expert Victoria Rietig, policy analyst of the Migration Policy Institute in Washington, stated: “Pragmatic solutions such as the MY FOLDER initiative should be honoured. It demonstrates that even in the 21st century fast solutions are sometimes rather 'low-tech' than 'high-tech'.”

Three questions to Kay Tröger, project manager of MY FOLDER in the Network IQ Saxony

## Order and structure avoid duplicate effort



### What is the innovative part of MY FOLDER?

MY FOLDER is unique in Germany. The focus is on the idea of creating optimal communication with order and structure. This tool is designed to help immigrants implement order and structure within their documents and to easily obtain useful information. The goal is to save all parties, involved in the process of integration, from performing duplicate work and thus to speed up the integration process. The innovative part of this tool is the structured preservation of official letters combined with the information from the ten subject areas - compact and systematically.

### Is it possible to introduce this tool in other regions?

MY FOLDER is a very regional or local and therefore practically applicable concept, on the one hand for the immigrants themselves, on the other hand also for the regional participants and their network tasks. In Saxony, it began with the city of Dresden. Since then

there have been requests for the support of the creation of a nationwide folder, but there has also already been interest from abroad. In order to be able to use the instrument in other places, the following questions must be solved: Which partners should be involved in the content design? Who will finance material and labour costs for creating the folders? What information and contact details should be on the tab pages and in which languages? How can the dissemination be organised?

### What can MY FOLDER affect in the long term?

MY FOLDER is very easy to implement, but it has great impact because it provides all parties with lasting structure and relief. Viewing all the documents at a glance simplifies the work of the statutory institutions considerably. The cities of Dresden, Leipzig and Zwickau, as well as the counties of North Saxony and Saxon Switzerland, have been using the folder for several months to improve the sustainability of their work. A total of 22,000 copies have been distributed so far. The Federal Office for Migration and Refugees has also been distributing it to recognised refugees in Dresden, Chemnitz and Leipzig.

#### Imprint

The project is funded as part of the Network IQ. It is a subproject of the Network IQ Saxony.

**Authors:** Christian Zingel, Kay Tröger

**Editor:** Christian Zingel, Canan Ulug, ebb GmbH

**Photos/Illustration:** Network IQ Saxony, Julia Schlax (RockAByte GmbH)

**Layout:** Gereon Nolte, ZWH

**Version:** 2016

[www.netzwerk-iq.de](http://www.netzwerk-iq.de)

#### Network IQ

The Network “Integration through Qualification (IQ)” aims at sustainable improvements in the labour market integration of adults with a migration background. The programme is funded by the Federal Ministry of Labour and Social Affairs (BMAS) and the European Social Fund (ESF). Strategic partners in implementing the programme are the Federal Ministry of Education and Research (BMBF) and the Federal Employment Agency (BA).

The Network “Integration through Qualification (IQ)” is a programme funded by the Federal Ministry of Labour and Social Affairs (BMAS) and the European Social Fund (ESF).



Designing. The Future. Together.



In cooperation with:

