

# IQ-Congress “Come to stay – on the future of integration in Germany”

Berlin, 4-6 January 2014



## One-Stop-Shop: A New Answer for Immigrant Integration

Overview of the One-Stop-Shop approach  
developed in Portugal

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PRESIDÊNCIA DO CONSELHO DE MINISTROS



# Portugal as a host society for immigrants...



## Immigrant population today in Portugal

- 436.822 foreign residents (-1,9%);
- about 4.5% of the resident population;
- about 8% of the working population;
- representing more than 170 nationalities, namely:
  - Brazil;
  - Ukraine;
  - Cape Verde;
  - Romania and
  - Angola



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# Portugal as a host society for immigrants...

## Difficulties on the integration of immigrants in the transition for the XXI century, in Portugal:

- the range of institutions involved in the integration process;
- the lack of coordination between Government services and their dispersed locations;
- the diversity of procedures;
- the complex bureaucracy;
- the communication difficulties because of the cultural and linguistic diversity;
- the difficulties of immigrants in participating in decision-making of integration policy



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# The beginning of a public institution for immigrants integration in Portugal (1996)

Recognising the importance of having a coherent integration policy for immigrants, Portugal created in 1996 a state cabinet with the main mission of promoting the integration of immigrants and the intercultural dialogue in Portugal that in 2007 became a public institute with the official name:  
**High Commission for Immigration and Intercultural Dialogue (ACIDI)**



Since its creation this public body has assured the participation and cooperation of representative **immigrant associations**, **social partners** and **State Services** in the definition and assessment of policies on immigrants' integration and on the prevention of exclusion and discrimination.



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# The One-Stop-Shop Approach

ACIDI, I.P. (Portugal)

## What is a “One-Stop-Shop” ?

SOS Immigrant Line ☎ 808 257 257 📠 21 810 61 91

**ARE YOU AN IMMIGRANT ?**  
**Come to CNAI**

- HEALTH
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- SOCIAL SECURITY
- PAPERS
- EDUCATION
- TEACHING PORTUGUESE
- TRAINING AND QUALIFICATIONS
- NATIONALITY

[www.acidi.gov.pt](http://www.acidi.gov.pt)

CNAI  
NATIONAL IMMIGRANT  
SUPPORT CENTRE  
R. ÁLVARO COUTINHO, 14  
LISBOA (METRO-ANJOS)

*We'll be waiting for you !*

The One-Stop-Shop'  
Portuguese Experience:

**National Immigrant  
Support Centres**

**Integrated Service Provision for  
Immigrants**



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# The One-Stop-Shop Approach

National Immigrant Support Centres (CNAI) – Portugal

Created in 2004 in Lisbon and Porto (and reinforced in 2009, in Faro) by the High Commission for Immigration and Intercultural Dialogue (ACIDI);

**Framework:**

*Citizens' Shops in Portugal*



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# The One-Stop-Shop Approach

ACIDI, I.P. (Portugal)

## National Immigrant Support Centres (CNAI) – Portugal



### Objectives of the CNAIs:

Provide an **integrated response** to problems experienced by immigrant citizens

Investment in a **real partnership and cooperation**, with various services in the same place, with information-sharing, on the basis of the same computer system;

To be an **innovative** institution, very flexible and with the capacity to provide a rapid response to immigrants' needs;



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# The One-Stop-Shop Approach

National Immigrant Support Centres (CNAI) – Portugal

## With a total focus on the needs of immigrant citizens:

- Organization of services according to the needs of our clients;
- Choice of institutions according to the needs of the clients;
- Creation of specialized and motivated intercultural teams;
- Constant optimization of processes, with a resultant reduction in waiting times;
- Creation of a pleasant and human space;



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# The One-Stop-Shop Approach

National Immigrant Support Centres (CNAI) – Portugal

**Public Administration closer to immigrant citizens:**

**Intercultural mediators** fundamental to promote immigrants access to public institutions

**Intercultural mediators** play a central role in facilitating interaction between State services and the immigrant population and form an integral part of the procedures



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# The One-Stop-Shop Approach

National Immigrant Support Centres (CNAI) – Portugal

## Government Agencies at the CNAI:

Ministry of the Interior – *Foreigners and Borders Service and Electoral Registry Office;*

Ministry of Employment - *Working Conditions Authority;*

Ministry of Social Security

Ministry of Education;

Ministry of Health;

Ministry of Justice- *Central Registry Office;*



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# The One-Stop-Shop Approach

National Immigrant Support Centres (CNAI) – Portugal

## Support Offices at the CNAI (ACIDI):

- Immigrant Legal Support Office;
- Family Reunification Support Office;
- Social Support Office;
- Housing Support Office;
- Immigrant Consumers Support Office;
- Qualification Support Office;
- Employment Support Office: Job Centre and *Entrepreneurship*;

**Other Services (ACIDI):** Children's Room;  
Pre-Sorting; Information Counter;



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# The One-Stop-Shop Approach

ACIDI, I.P. (Portugal)

## National Immigrant Support Centres (CNAI) – Portugal

### Added Value for Clients / Immigrant Citizens:

#### Integration of Services:

Resolution of problems that involve various Government agencies;  
Facilitation of access to various institutions;

#### Response to a large number of questions:

Legalisation; Health; Education; Nationality;  
Employment; Family Reunification; Social Support...

#### Personalised service:

Cultural and linguistic proximity;  
Deep knowledge of the subject;

### Benefits of the CNAI for Government Agencies:

Interaction between agencies allows a greater speed in the resolution of processes;

Optimisation of the processes and mutual support between agencies;

Circulation of information between agencies is facilitated – Increased Security;

Sharing of worries and the creation of more efficient processes;

Common working atmosphere;



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# The One-Stop-Shop Approach

ACIDI, I.P. (Portugal)

## National Immigrant Support Centres (CNAI) – Portugal

### CNAIs figures:

In 2004 a total of 223,797 people were attended to at the National Immigrant Support Centers in Portugal

In 2013 a total of 279.558 cases were attended at CNAIs services

From March 2004 to December 2013 more than 3,3 Million cases were attended to.

The CNAIs have a daily average of 1,100 service-users

The main nationalities of service-users are: Brazilian (26,2%), Cape Verdean (17,7%), Guinean (9,9%), Angolan (8,0%) and Ukrainian (4,5). In recent years there are also been an increase in the number of Portuguese nationals using the service.





# The One-Stop-Shop Approach

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## National Immigrant Support Centres (CNAI) – Portugal

### IOM external evaluation to CNAI services

(2009/2010)

#### Opening Hours

Very adequate or adequate: 82.6%;

Not very adequate or not adequate at all: 17.4%;

#### Organisation, Cleanliness and Decoration of the space

Very pleasant or pleasant: 80,7%;

Not very pleasant or not at all: 19.3%;

#### Degree of satisfaction in relation to the kindness of the service

Very satisfied or satisfied: 96%;

Not very satisfied or not at all satisfied: 4%;

#### Relationship of the mediators with the person surveyed

Very close or close: 97.4%;

Distant or very distant: 3.6%;



# The One-Stop-Shop Approach

ACIDI, I.P. (Portugal)

## The One-Stop-Shop' Portuguese Experience: An example to be followed?

### National Recognition

1st Prize for Best Practices in the  
category of serving clients (2004/05)

Organised by the National  
Administration Institute, *Diário  
Económico*, Deloitte



### International Recognition

- CNAI highlighted by the European Commission as one of the 12 Best Practices in relation to integration policies in the 25 EU Member States (2005);
- Portugal the second country with best integration policies and measures (MIPEX 2007 and 2011);
- Portugal rated as the first country by UN with best policies protecting human rights of immigrants (UN report 2009) and with best examples of programmes and services for immigrant integration (IOM 2010);
- ACIDI (Best Practices Public Administration 2011- Award from EPSA;





# The One-Stop-Shop Approach

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## Prerequisites for implementing a One-Stop-Shop:

### (1) Partnership and Coordination in integration services

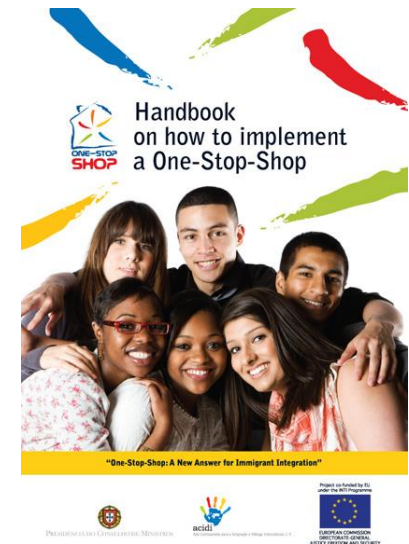
- Coordination among Government services
- Partnership between Government and civil society

### (2) Mediation services by immigrant communities

### (3) Accessibility

### (4) Economic and Public finances aspects

### (5) Services provided







# The Portuguese secrets for integration policy success...

**1. Migration history** – not only with inflows but also with a strong experience on outflows / moral obligation to welcome Immigrants in the same way that we expect the Portuguese emigrants to be welcomed abroad

**2. Political consensus** – convergence of political positions of the major political parties on immigration and integration & / political arguments made by the Extreme right (propagating racist attitudes and xenophobia) have not led until now significant electoral gains

**3. Integration policies under the dependency of Transversal ministry** (presidency of the Council of Ministers before a now parliamentary issues)



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# The Portuguese secrets for integration policy success...

## 4. Immigrants as part of the solution and not as the problem

– Portuguese policy as been based on the participation of immigrants in definition of Integration policies (with COCAI) and on their active role in integration service provision (with the mediators and immigrant associations)

5. **Positive public opinion about immigrants** – Portuguese believe on the positive contribution of immigrants to Portuguese society (2011 Eurobarometer)



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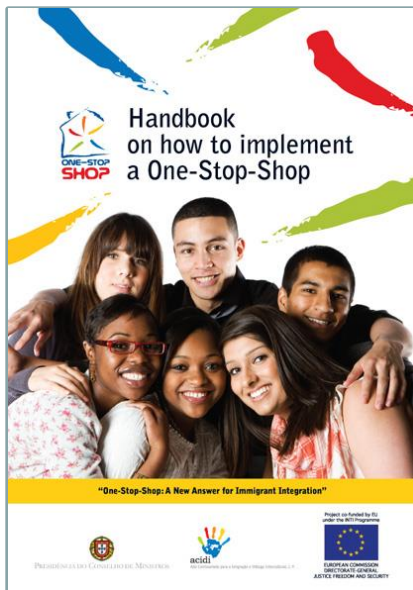


# The One-Stop-Shop Approach

Information, initial ideas, inspiring examples and preliminary recommendations gathered through the different activities of the project are available in the project website:

[www.oss.inti.acidi.gov.pt](http://www.oss.inti.acidi.gov.pt)

Or [www.acidi.gov.pt](http://www.acidi.gov.pt)



Handbook on How to Implement a One-Stop-Shop

The final outcome of the project, the *Handbook on How to Implement a One-Stop-Shop for Immigrant Integration*, was launched at the final conference on 6 February 2009 in Lisbon. It is available to download here: Handbook on How to Implement an OSS. The Handbook is also available to download in Portuguese: Handbook PT; German: Handbook DE; Greek: Handbook EL; Italian: Handbook IT and Spanish: Handbook ES.

To request a copy of the book in English free-of-charge, please contact the coordinator of the Project at [oss@acidi.gov.pt](mailto:oss@acidi.gov.pt). A Summary of the Handbook is available to download here: Handbook Summary.

See also the *Handbook on how to implement a One-Stop-Shop* (available in English, German, Portuguese, Spanish, Greek and Italian) and a **DVD** of the Lisbon OSS



# The One-Stop-Shop Approach

**Thank you for  
your attention**



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