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

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

By Catarina Reis Oliveira (catarina.oliveira@acidi.gov.pt)

Head of Unit of Research and International Relations
High Commission for Immigration and Intercultural Dialogue (ACIDI) - Portugal
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
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
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.
The One-Stop-Shop Approach

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What is a “One-Stop-Shop”? 

**The One-Stop-Shop’ Portuguese Experience:**

**National Immigrant Support Centres**

Integrated Service Provision for Immigrants
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
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;
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;
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 a integral part of the procedures
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*;
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;
# The One-Stop-Shop Approach

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## National Immigrant Support Centres (CNAI) – Portugal

<table>
<thead>
<tr>
<th><strong>Added Value for Clients / Immigrant Citizens:</strong></th>
<th><strong>Benefits of the CNAI for Government Agencies:</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>Integration of Services:</strong></td>
<td>Interaction between agencies allows a greater speed in the resolution of processes;</td>
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<tr>
<td>Resolution of problems that involve various</td>
<td>Optimisation of the processes and mutual support between agencies;</td>
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<tr>
<td>Government agencies;</td>
<td>Circulation of information between agencies is facilitated – Increased Security;</td>
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<tr>
<td>Facilitation of access to various institutions;</td>
<td>Sharing of worries and the creation of more efficient processes;</td>
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<td><strong>Response to a large number of questions:</strong></td>
<td>Common working atmosphere;</td>
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<td>Legalisation; Health; Education; Nationality;</td>
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<td>Employment; Family Reunification; Social</td>
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<td>Support...</td>
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<td><strong>Personalised service:</strong></td>
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<td>Cultural and linguistic proximity;</td>
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<td>Deep knowledge of the subject;</td>
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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.
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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%;
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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;
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
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)
4. **Immigrants as part of the solution and not as the problem**
   – Portuguese policy has been based on the participation of immigrants in the 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).
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

Or www.acidi.gov.pt

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

for further contact

catarina.oliveira@acidi.gov.pt