



## **AD HOC QUERY ON 2019.90 Cash reintegration assistance to returnees**

**Requested by Marie BENGTTSSON on 8 October 2019**

**Compilation produced on 9 December 2019**

**Responses from Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Portugal, Slovakia, Sweden plus Norway (22 in Total)**

### **Disclaimer:**

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## **1. Background information**

For the purpose of exchanging good practices among the Member States concerning AVRR, Sweden would be interested to receive information concerning the provision of cash reintegration assistance to returnees by Member States. The information sought primarily concerns the methods of payment used for cash reintegration assistance.

## **2. Questions**

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- 1. Does your Member State provide cash reintegration assistance to voluntary returnees? If yes, please provide information regarding the amounts provided.**
- 2. Is the cash assistance paid out in the Member State prior to, or after return to the country of origin?**
- 3. How is the cash assistance paid (e.g. in cash, via bank transfer, via a payment card)? If the assistance is paid by means other than cash payment (e.g. via bank transfer or via payment card), please describe how this is arranged in practice?**
- 4. Does your member state have a contract with a service provider to make these payments? If yes, which service provider?**
- 5. What costs are involved in making the payments (fees to service provider, amounts)?**
- 6. Please describe the advantages and disadvantages of your Member State's method of paying cash assistance as well as any challenges you experience in relation to making payments.**

We would very much appreciate your responses by **5 November 2019**.

### **3. Responses**

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		Wider Dissemination <sup>2</sup>	
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<sup>1</sup> If possible at time of making the request, the Requesting EMN NCP should add their response(s) to the query. Otherwise, this should be done at the time of making the compilation.

<sup>2</sup> A default "Yes" is given for your response to be circulated further (e.g. to other EMN NCPs and their national network members). A "No" should be added here if you do not wish your response to be disseminated beyond other EMN NCPs. In case of "No" and wider dissemination beyond other EMN NCPs, then

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	<p>EMN NCP Austria</p>	<p>Yes</p>	<p>1. Prior to departure, voluntary returnees receive financial assistance of € 50 to € 500, depending on the country of return and on their residence status in Austria. Voluntary returnees who are taking part in a reintegration project can receive additional assistance for reintegration in cash and/or as payment in kind. The type and amount of the benefit depends on the reintegration project available in the respective country. Participants in the project "RESTART II - Reintegration Assistance for Voluntary Returnees to Afghanistan and Iran", implemented by IOM, receive € 500 in cash upon return. People returning under the ERRIN framework usually receive a financial assistance of € 200 in cash. --- Source: Ministry of the Interior</p> <p>2. See question 1 --- Source: Ministry of the Interior</p> <p>3. Financial support under RESTART II and ERRIN is paid in cash upon return. --- Source: Ministry of the Interior</p> <p>4. The financial return- and reintegration assistance, prior to the return, is paid for by the return counselling organisations or IOM. Support to reintegration under RESTART II is paid for by IOM. Under ERRIN, the payment of the reintegration assistance is conducted locally by the respective service provider (Caritas, ETTC, Weldo, IRARA) and is specified in the national annex. --- Source: Ministry of the Interior</p> <p>5. In regard to the support of the reintegration under RESTART II, IOM does not incur costs . Similarly, no additional costs are incurred under ERRIN.</p>
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for the Compilation for Wider Dissemination the response should be removed and the following statement should be added in the relevant response box:  
"This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further."

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			<p>---</p> <p>Source: Ministry of the Interior</p> <p>6. The initial financial assistance, paid prior to departure, is to be considered primarily as a contribution intended to meet the needs during the journey and, depending on the amount, for the first period after the return. A challenge hereby is to find a system that is clear for all actors involved and easy to explain and administer.</p> <p>The cash assistance provided by the Service Provider upon return serves particularly to cover the needs after the return. A specific advantage is that with this payment the Service Provider can already establish a basis of trust.</p> <p>---</p> <p>Source: Ministry of the Interior</p>
	<p>EMN NCP Belgium</p>	<p>Yes</p>	<ol style="list-style-type: none"> <li>1. Yes, Fedasil (the Belgian agency in charge of the voluntary return programme) provides in-cash assistance. However, this assistance is not considered as a reintegration assistance. The premium is EUR 250 per adult and EUR 125 per children.</li> <li>2. The in-cash assistance is paid directly at the airport prior to the return in the country of return.</li> <li>3. The in-cash assistance is provided in cash at the airport prior to the departure. In specific cases, the money spent to reach the airport can also be reimbursed.</li> <li>4. IOM is the service provider that makes the payments at the airport. Fedasil can also provide this service in some cases.</li> <li>5. No extra costs are involved in making the payments.</li> <li>6. No specific challenges or advantages have been noticed. Nevertheless, we can mention the possibility that the returnee spends all the money directly at the airport, the willingness of some</li> </ol>

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			returnees to have the money beforehand or the possible difficulty to exchange the currency in the country of return.
	EMN NCP Bulgaria	Yes	<ol style="list-style-type: none"> <li>1. No 2019.90.docx</li> <li>2. N/A</li> <li>3. N/A</li> <li>4. N/A</li> <li>5. N/A</li> <li>6. N/A</li> </ol>
	EMN NCP Croatia	Yes	<ol style="list-style-type: none"> <li>1. No it's provided in kind. IOM Croatia provides cash assistance in pocket money only, 105 EUR per person, but this is not the part of reintegration assistance.</li> <li>2. N/A</li> <li>3. N/A</li> <li>4. N/A</li> <li>5. N/A</li> </ol>

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			6. N/A
	EMN NCP Cyprus	Yes	<p>1. IOM Cyprus implements the AVRR programme in Cyprus, co-funded by the Asylum, Migration and Integration Fund and the Republic of Cyprus. Reintegration assistance is provided in kind (support to establish an income generating activity (such as support to start-up/business or job placement), health support, vocational training/education, and accommodation or housing equipment) to eligible returnees after they return to the country of origin. Cash assistance is provided to all returnees at the airport prior to departure and the amount is 300EUR.</p> <p>2. Prior to return. Please see above</p> <p>3. In cash</p> <p>4. N/A</p> <p>5. N/A</p> <p>6. N/A as reintegration assistance is provided in kind</p>
	EMN NCP Czech Republic	Yes	<p>1. There is no in cash reintegration assistance provided by the Czech Republic. The only financial support that could be provided in cash is very limited amount to cover the travel costs from arrival spot (usually capital) to the place of usual residence. It is only applicable for ex asylum seekers. IOM has special reintegration format for other returnees, but also in their project there are no payments done in cash.</p>

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			<p>2. If that's the case (and it is really rare. Please, see the response above), it is handed over at the airport before departure.</p> <p>3. In cash.</p> <p>4. No. It's very rare, therefore there is no need for such contracted cooperation.</p> <p>5. N/A</p> <p>6. The general rule is to make all the assistance in kind (via IOM offices on spot). It's only in cases where we are not able to ensure travel arrangements till the very final destination prior departure so the limited cash is provided to cover related costs.</p>
	<p>EMN NCP Estonia</p>	<p>Yes</p>	<p>1. All reintegration assistance provided by IOM Estonia under AMIF and co-funded by the Ministry of the Interior within AVRRE programme, takes place in an in-kind format. Limited cash is provided to reach to final destination and if needed support during first week or two after arrival. Provided support has no geographical limitations, as long as the person is eligible to participate the programme.</p> <p>2. Mainly prior to return to country of origin at the point of disembarkation. In some occasions persons might receive it after return through IOM network of offices.</p> <p>3. In cash and at the point of disembarkation. If after return, the person would need to contact IOM office in the country of origin.</p> <p>4. IOM and the Estonian Ministry of the Interior have signed a project donor agreement.</p> <p>5. The cash support ranges from 50-200 EUR per single adults; families are entitled to support up to 500 EUR, depending the size of the family.</p>

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			6. As the cash assistance is limited, then overall no disadvantages from IOM Estonia side.
	EMN NCP Finland	Yes	<p>1. Yes, Finland provides cash assistance to returnees. The support can be max 2 000 euros to adults, but usually it is something between 200-1 500 euros. Children returning with their families get half of the support of adults. Finland has divided countries into four categories and the support amounts are based to these categories. The categories you can see from our webpage <a href="https://migri.fi/sv/bidrag-till-olika-lander">https://migri.fi/sv/bidrag-till-olika-lander</a> in Swedish or in English: <a href="https://migri.fi/en/amounts-of-assistance-by-country">https://migri.fi/en/amounts-of-assistance-by-country</a> The categories are based on ODA listing, with some political decisions made due to e.g. high amounts of asylum seekers from certain countries.</p> <p>2. 200 euros is paid in Finland (children 100 EUR), the rest is paid in the country of origin after return. In exceptional cases, like at the moment to Iran, more cash can be paid at the airport in Finland.</p> <p>3. Finland uses extensively the support of IOM, so it is up to the local procedures of IOM how the payment is done. Usually it is cash payment, in Russia apparently via bank transfer.</p> <p>4. IOM (ERRIN service providers only handle in-kind).</p> <p>5. Finland has an extensive contract with IOM in AVRR services which includes the service fees of IOM. What is the amount of service fees happened in CoO we are not aware of since it is all on one budget line.</p> <p>6. The advantage of “outsourcing” the activities to IOM is easiness and in the case of IOM a fairly good level of trust in working operations. The disadvantage is the lack of transparency when you have done the outsourcing and don’t get to access the actual transactions.</p>

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	<p>EMN NCP France</p>	<p>Yes</p>	<p>1. NO The reintegration grant is not paid in cash. OFII or its local operator takes charge of purchasing the goods the applicant need for his/her plan from suppliers. These may be medicines, a training course or material goods needed to start your new business.</p> <p>2. Irrelevant</p> <p>3. Irrelevant</p> <p>4. Irrelevant</p> <p>5. Irrelevant</p> <p>6. Irrelevant</p>
	<p>EMN NCP Germany</p>	<p>Yes</p>	<p>1. a) BAMF: The Federal Office for Migration and Refugees (BAMF) provides under the authority of the federal Ministry of Interior, Building and Community (BMI) an enhanced reintegration assistance (Starthilfe Plus) to the following countries: Afghanistan, Algeria, Bangladesh, Benin, Burkina Faso, Cameroon, China, Côte d'Ivoire, DR Congo, Egypt, Eritrea, Ethiopia, Gambia, Ghana, Guinea, Guinea-Bissau, India, Iraq, Kenya, Mali, Mongolia, Morocco, Niger, Nigeria, Pakistan, Russian Federation, Senegal, Sierra Leone, Sri Lanka, Sudan, Togo, Tunisia, Vietnam, Zimbabwe. Following amounts are applicable: 1.000 EUR per adult/ UMCs, 2.000 EUR per family.</p> <p>b) Federal States: In addition to the reintegration assistance provided by the programmes of the BAMF, some of the federal states (Bundesländer) also provide returnees with cash assistance to support their reintegration in the country of origin. Due to the fact that a compilation of the reintegration programmes (or the lack thereof) of all federal states would go beyond the scope of this AHQ, only a short synopsis of the best practices of the federal states is provided.</p>

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			<p>Some of the federal states have the option to provide reintegration assistance in cash to returnees in the scope of their own federal programmes in addition to REAG/GARP/ Starthilfe Plus. The exact amount of assistance is usually dependent on the individual case and the federal state.</p> <p>2. a) BAMF: The cash assistance is paid in the country of origin 6-8 month upon return.  b) Federal States: In the majority of the federal states, the cash assistance is paid prior to the return to the country of origin. In some federal states (i.e. Bavaria, Baden-Wurtemberg, Saxony Anhalt)the cash assistance is paid out in the country of origin.</p> <p>4. a) BAMF: The Federal Office for Migration and Refugees has a contract with IOM.  b) Federal States: No federal state has reported to work with a service provider (i.e. IOM) to hand out the cash assistance. Sometimes NGO's (Caritas, Red Cross, etc.) who offer return assistance in addition to REAG/GARP / StarthilfePlus work with branch offices of their organisations in the countries of origin.</p> <p>5. a) BAMF: The contract with IOM is project based and the costs include several services. The costs for payment of cash assistance are not based on each payment but rather on an estimated amount of payments during the contract period.  b) Federal Sates: If the cash assistance is provided with the aid of a financial service provider, service fees apply for each transaction. The fees are covered by the federal state responsible for the payments and are not being subtracted from the amount of cash assistance paid to the returnees. In case of NGO's, in some cases extra fees had to be paid.</p> <p>6. a) BAMF: The BAMF has a good cooperation with IOM who can operate in all the countries where payment of cash assistance is relevant.  b) Federal States: According to the federal states, having no service provider (i.e. IOM) in the counties of origin who can help with making the payments is seen as problematic. Making money transfers with the help of a financial service provider always incurs fees. In addition, in most cases the address and identity document of returnees are needed to make payments. Because of the structure of the financial service providers (mostly Western Union is used), making multiple</p>
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			payments incurs an increase of administrative effort. Also, sometimes safety measures of the financial service provider to prevent money laundering can lead to the locking of an account.
	EMN NCP Hungary	Yes	<ol style="list-style-type: none"> <li>1. No in- cash assistance is provided by the Hungarian authorities.</li> <li>2. N/A</li> <li>3. N/A</li> <li>4. N/A</li> <li>5. N/A</li> <li>6. N/A</li> </ol>
	EMN NCP Ireland	No	
	EMN NCP Italy	Yes	<ol style="list-style-type: none"> <li>1. No In Italy, the reintegration assistance to returnees is only provided in kind (goods and services) after the returnee's arrival in his/her country of origin, and it is functional to the implementation of the Individual Reintegration Plan. In the ongoing projects, the reintegration assistance amounts to Euro 2000 for single returnees and family heads , to 50% for family members and to 30% for dependent minors (but only if the minor has left with head of the family).</li> </ol>

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			<p>In addition to the abovementioned reintegration assistance, a cash contribution is provided to each returnee upon departure. It amounts to Euro 400 and it aims at covering immediate needs at the arrival in the country of origin (such as clothing purchases, first accommodation, transport costs). This contribution shall be delivered to each AVRR beneficiary, upon departure, after the Border Police checks in airport, by the operator in charge of airport assistance.</p> <p>2. N.A</p> <p>3. N.A.</p> <p>4. No.</p> <p>5. N.A.</p> <p>6. N.A</p>
	<p>EMN NCP Latvia</p>	<p>Yes</p>	<p>1. No, reintegration assistance is only non-cash (purchase of goods and svices to beneficiaries in the third countries).</p> <p>2. Returnees receive 100 eur per person in the airport just before departure.</p> <p>3. In cash only. Payment cards are problematic for migrants in several countries.</p> <p>4. Yes, all assisted voluntary return cases are contracted to IOM (international organization for migration), which includes whole process - from application and counselling to documents, tickets, transport to airport and reintegration in the country of return.</p> <p>5. There is no specific service fee for making the cash payments.</p>

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			<p>6. Ideally the returnees would receive the cash already upon arrival to their country of origin, but many of them need this money to continue their trip from airport to home, as well as they choose to purchase some presents for the family to keep up the "image of a successful person". Therefore use of IOM office in respective country to receive cash is not an option for most of returnees. Approximately 1% of returnees could not resist alcohol in the airport transit zone, and consequently had problems to be accepted on the flight (some were cancelled). Most of returnees does are against any payment cards, since they do not believe that they will work in their countries. If they would be receiving payment cards, they would still take all available funds in cash in the airport. Banks are also reluctant to issue the payment card to a person, who does not have a personal code and legal status in the country.</p>
	EMN NCP Lithuania	Yes	<p>1. No. Lithuania provides reintegration aid in the country of origin of the returnees, but the aid is in kind. Reintegration allowance is available for a duration of one year – up to 1500 EUR.</p> <p>2. N/A</p> <p>3. N/A</p> <p>4. N/A. Aid in kind is handled by the International Organization for Migration (IOM).</p> <p>5. N/A</p> <p>6. N/A</p>

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	<p>EMN NCP Luxembourg</p>	<p>Yes</p>	<p>1. Luxembourg provides reintegration aid in the country of origin of the returnees. However, this aid in kind is available for a duration of six months.</p> <p>Complete aid (assistance to reintegration in kind):</p> <ul style="list-style-type: none"> <li>o Single adult: up to 3000 €</li> <li>o Adult couple: up to 4000 €</li> <li>o Family: up to 5000 €</li> </ul> <p>Cash allowance paid on return 500 € per adult and 400 € per child</p> <p>Basic aid (assistance to reintegration in kind):</p> <ul style="list-style-type: none"> <li>o Single adult: up to 500 €</li> <li>o Adult couple: up to 700 €</li> <li>o Family: up to 1000 €</li> </ul> <p>Cash allowance paid on return 300 € per adult and 300 € per child</p> <p>Vulnerable cases (UMC, VoTs, medical, pregnant women): 700 € per person in additional to the basic/complete assistance received</p> <p>Third country nationals from the Western Balkans (Kosovo, Montenegro, Macedonia, Albania, Serbia and Bosnia-Herzegovina) and Georgia are excluded from the AVRR-L program.</p> <p>2. N/A. See answer to question 1.</p> <p>3. Cash.</p> <p>4. Yes the International Organization for Migration (IOM). Assisted Voluntary Return and Reintegration.</p> <p>5. N/A.</p>
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	EMN NCP Malta	Yes	<p>1. Malta provides 200 euro in cash to each migrant benefitting from AVRR. The cash is utilised during movement from Malta to the country of origin.</p> <p>2. Prior to leaving Malta.</p> <p>3. In cash.</p> <p>4. ◀ N/A</p> <p>5. ◀ N/A</p> <p>6. ◀ N/A</p>
	EMN NCP Netherlands	Yes	<p>1. Yes, this programme is called REAN (Return- and Emigration from the Netherlands) managed and implemented by the International Organization for Migration (IOM). When certain conditions are met, apart from i.a. counselling services and a flight ticket, returnees can receive up to 500 euro (340 euro for a child) financial support in cash, in addition to reintegration support of 1500 euro for an adult (2500 euro for a child) that will be provided in kind. The cash amount aims to support returnees with initial costs upon arrival in the country of origin (CoO), whereas the in kind amount aims to support returnees in creating an income generating activity (such as starting a small business, to become a partner in an existing business, job placement or to pay for school/education).</p> <p>2. The eligible cash amount is provided in the Netherlands before departure of the returnee. The</p>

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			<p>in-kind reintegration amount appointed to the returnee will be provided after return, once (s)he has contacted the local IOM office in the CoO.</p> <p>3. An IOM officer at Schiphol airport withdraws the cash amount from a debit card after having passed the border and hands it over to the returnee shortly before boarding. In case the returnee is also eligible to in kind reintegration support, (s)he needs to contact the local IOM office to further discuss the reintegration plan. After approval of the reintegration costs by IOM the Netherlands the local IOM office can reimburse the returnee, upon receipt of invoices, up to the agreed reintegration amount. This is done through bank transfer mostly. Where possible, the Dutch government prefers to carry out the financial transaction in kind. These payments in kind would prevent a situation in which the cash assistance would be used for other things than the activities agreed upon.</p> <p>4. IOM.</p> <p>5. The local IOM offices in the countries of return receive a service fee from the REAN project of 350 euro for the administration and provision of reintegration support. For the cash payments at the Airport, the actual costs are funded by the national REAN program.</p> <p>6. The advantage is that cash payment to returnees is done at the last moment before departure at the airport after having passed the border, making sure the cash support is used for return purposes (risk of return withdrawal is not a factor this way) enabling the migrants to buy some necessary items during travel and directly after return in the country of origin. Disadvantage is that it requires a proper and time-consuming administrative administration to manage the payments and there is no monitoring how the cash has been used. Advantage of in-kind reintegration scheme is more control over the assistance provided. Disadvantage is more administration and thus costs it involves and challenges returnees face in terms of e.g. flexibility how to use the budget and related administrative requirements.</p>
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	<p>EMN NCP Portugal</p>	<p>Yes</p>	<ol style="list-style-type: none"> <li>1. Yes, under the framework of ARVoRe VII project, implemented in Portugal by the International Organization for Migration and co-funded by AMIF and Border and Immigration Service reintegration assistance is cash based. The reintegration assistance value can be up to 2000 EUR.</li> <li>2. Cash reintegration assistance is always paid in the country of origin by IOM Country Offices. One week after return, beneficiary is approached by IOM Country Offices and/or local partners to confirm safe arrival and discuss the way forward towards reintegration support. Individual Reintegration Plan is discussed and confirmed. If everything ok, the Country Office will do a bank transfer of the first part of the value (1000 EUR); second part is paid only after confirmation of good use of the first part. Monitoring of reintegration support continues up to six month after arrival.</li> <li>3. Via Bank Transfer, processed by IOM Portugal Country Offices. If the assistance is paid by means other than cash payment (e.g. via bank transfer or via payment card), please describe how this is arranged in practice? Please see answer above.</li> <li>4. No, payments are always made by the Organization.</li> <li>5. In addition to the reintegration value only bank transfer fees.</li> <li>6. This method allows for more flexibility at the same time it increases responsibility of beneficiaries and involves him/her in the process. It's also a faster and less bureaucratic process. Provided that more than 90% of beneficiaries return to Brazil and that presence of IOM in the country is limited, this is a way to overcome distance. Challenges are mostly related to the way authorities perceive cash based assistance vs in kind reintegration assistance.</li> </ol>
	<p>EMN NCP Slovakia</p>	<p>Yes</p>	<ol style="list-style-type: none"> <li>1. No. Within the framework of the Slovak AVRR programme operated by IOM, reintegration assistance is provided only IN KIND, post arrival.</li> </ol>

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			<p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p> <p>5. N/A</p> <p>6. N/A</p>
	<p>EMN NCP Sweden</p>	<p>Yes</p>	<p>1. The Swedish Migration Agency (SMA) provides cash reintegration assistance to the following countries: Afghanistan, Central African Republic, Chad, Democratic Republic of Congo, Eritrea, Iraq, Ivory Coast, Liberia, Libya, Mali, Sierra Leone, Somalia, South Sudan State of Palestine, Sudan, Syria, Yemen. The following amounts are applicable: 30,000 SEK per adult, 15,000 SEK per child, maximum 75,000 SEK per family.</p> <p>2. The cash assistance is paid in the country of origin.</p> <p>3. In the majority of countries the assistance is paid through IOM in the country of origin. In Eritrea, Palestine and Syria the Swedish Migration Agency makes payment by bank transfer to the returnee's bank account in their home country after return.</p> <p>4. The Swedish Migration Agency has a contract with IOM.</p> <p>5. The contract with IOM is project based and the costs includes several services. The costs for payment of cash assistance is not based on each payment but rather on an estimated amount of payments during the contract period.</p>

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			6. The Swedish Migration Agency has a well working cooperation with IOM who can operate in the majority of countries where payment of cash assistance is relevant. The problem is rather in countries where IOM are not operating, especially Eritrea and Syria where sanctions prevents bank transfers and makes international payments impossible/delayed.
	EMN NCP Norway	Yes	2. The cash assistance is paid out after the return to country of origin  3. The cash assistance is paid in cash or via bank transfer if the returnee has a bank account that can be used.

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