

Society Integration Foundation of Latvia

**Good practice programmes of
socialeconomic inclusion**

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**Interreg
Europe**



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Sabiedrības integrācijas
fonds

SIF implemented EU projects for newcomers

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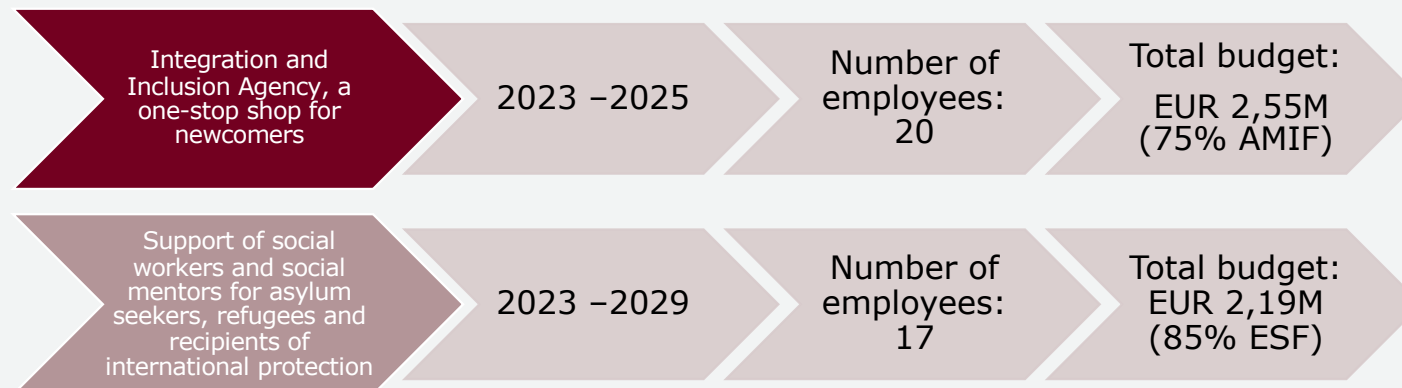
Sabiedrības integrācijas fonds

Co-funded by the AMIF Programme of the European Union

European Union European Social Fund

2027
Nacionālais attīstības plāns

Ministry of Culture Republic of Latvia



Sabiedrības integrācijas fonds

Service architecture

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Integration and Inclusion Agency

Consultative support	Psychological support	Legal support and translation	Community integration support
<ul style="list-style-type: none">➤ Phone, online consultations➤ Customer advisors➤ Dedicated webpage	<ul style="list-style-type: none">➤ Psychologist➤ Psychotherapist	<ul style="list-style-type: none">➤ Legal consultations➤ Translation and interpretation	<ul style="list-style-type: none">➤ Change Agent support➤ Psychoemotional support and facilitating client inclusion processes

**Social and economic
inclusion**

Integration and Inclusion Agency, a one-stop shop for newcomers in Latvia

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Liepāja
03.04.2023.



Jelgava
15.09.2023.

Valmiera
20.03.2024

Rīga
02.01.2023

Daugavpils
21.11.2023

We provide support in the following matters:



Migration

Information about immigration and processing of residence permit, visa or citizenship documents.



Employment

Information about labor rights, opportunities for finding a job and starting a business in Latvia.



Housing

Information on options for declaring residence, finding housing and social assistance from the municipality.



Healthcare

Information about the Latvian health system and steps to getting a family doctor.



Social support & help

Information on the different types of social benefits and services, and the procedure for receiving them.



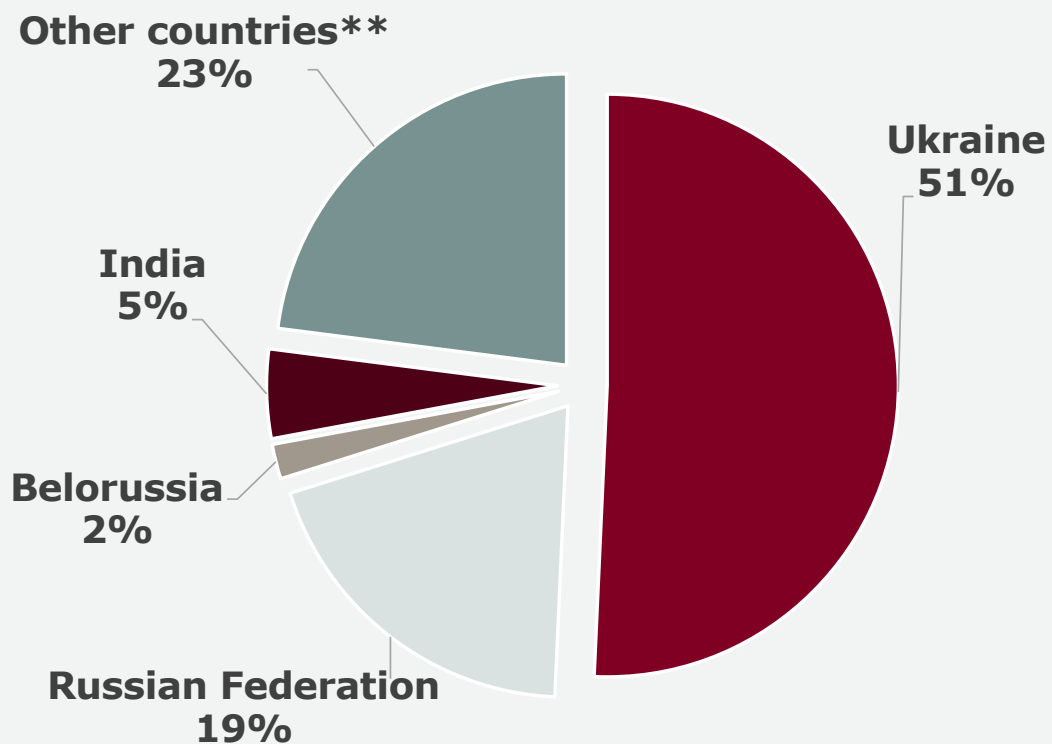
Education

Information about starting or continuing education, recognition of foreign existing educational documents, non-formal education opportunities and volunteer initiatives.

Clients' countries of origin*

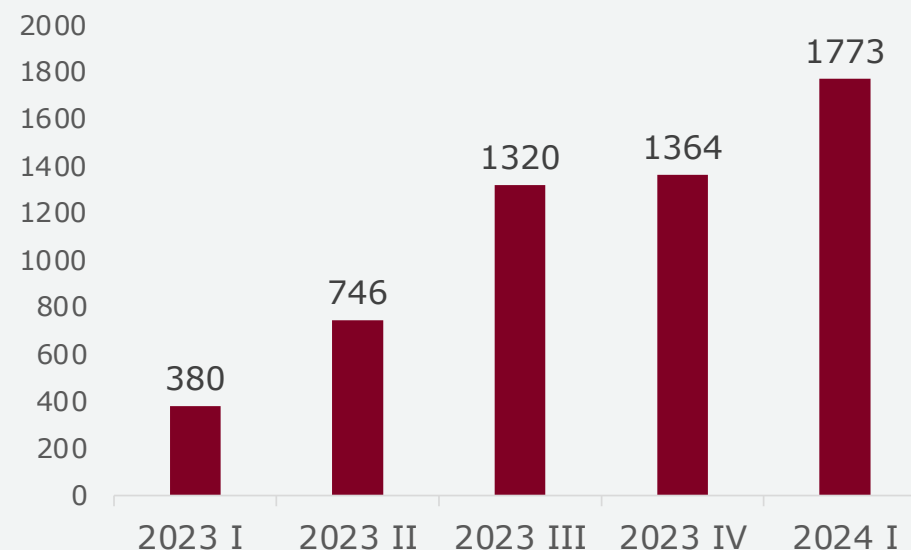


Sabiedrības integrācijas fonds



Other countries**: Morocco, Uzbekistan, Azerbaijan, Georgia, Sri Lanka, China and other

In total provided*: **5806 consultations** for **3983 customers**:



* Data as of 08.04.2024.

Support of social workers and social mentors for asylum seekers, refugees and recipients of international protection

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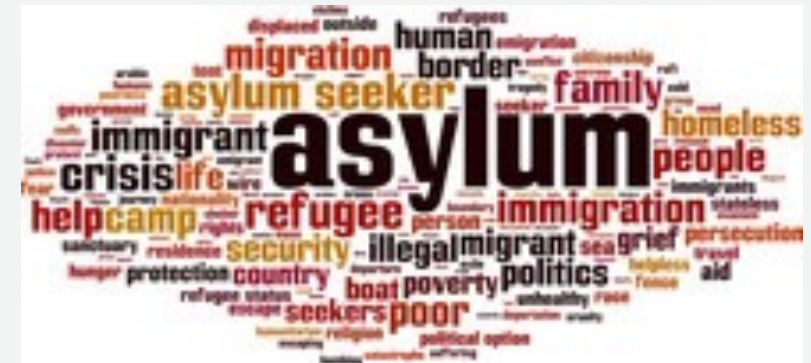


Sabiedrības integrācijas
fonds

Data as of 01.05.2024.

Total number of persons in asylum open reception centres in Latvia – **643***.

- Our services received **472** customers - **73%** from the total number of persons in asylum open reception centres.



Demography data:

- **Men** 74% (348), **Women** 26% (124)
- 27 **families** with children
- 44 **children** in total, including 12 unaccompanied children

Asylum seekers

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Countries of origin:*

(41 countries in total)

1. Islamic Republic of Iran - 11%

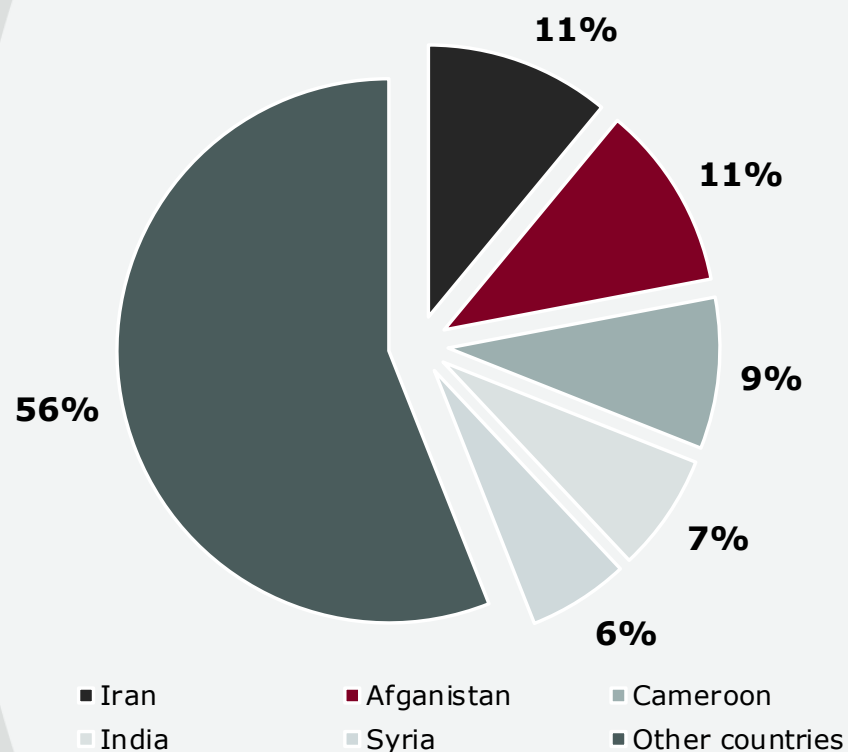
2. Afghanistan- 11%

3. Cameroon- 9%

4. India- 7%

5. Syrian Arab Republic –6%

6. Other countries (Democratic Republic of Congo, Mali, Guinea, Russian Federation, Senegal, Azerbaijan, Somalia, etc.)



*Data as of 01.05.2024.

Consultations and practical support

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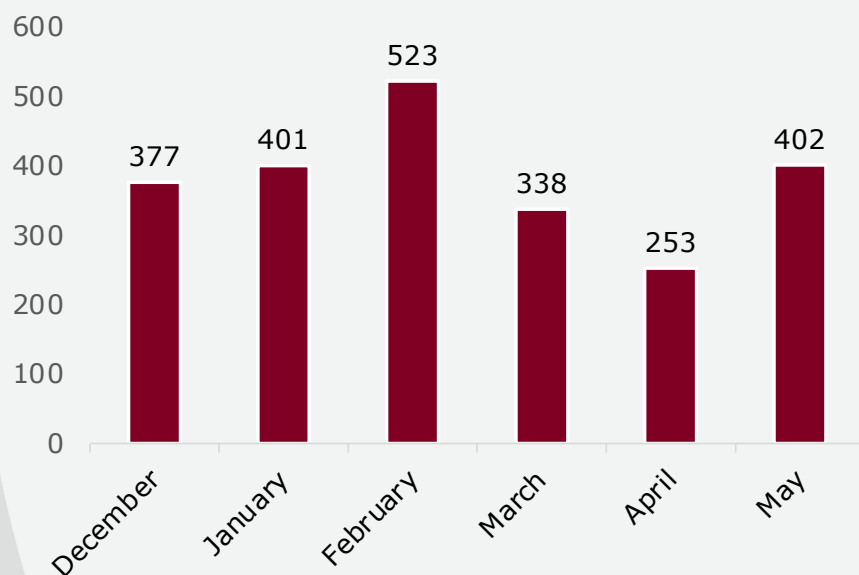
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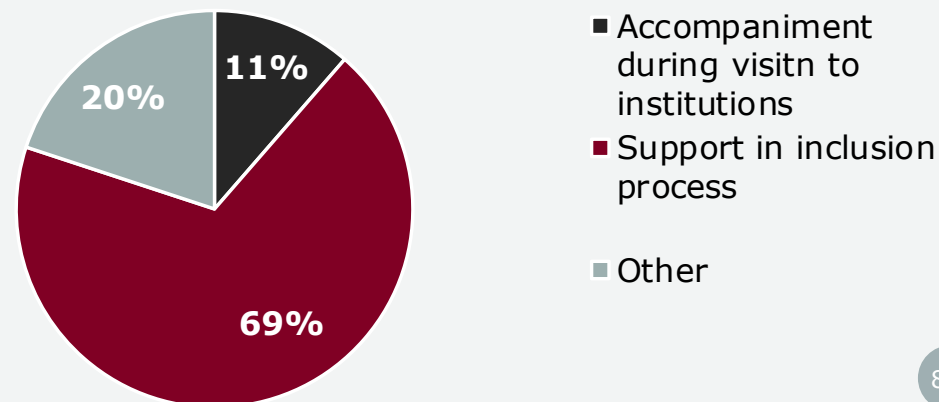
Consultations*: 1888 in total



*Data as of 01.05.2024.

- **Interpretation services** were provided in 190 cases
- **Translation services** were provided in 7 cases
- **Legal advice** was provided in 35 cases
- 80 clients completed **integration courses**
- 126 clients learn the **Latvian language**

Practical support*: 815 cases



Components of social and economic inclusion plan -

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Housing

Employment

Education

Health

Latvian
language

Socialization

Tasks and areas of responsibility (social mentors)

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Support in the asylum process

Mentors provide information and guidance on legislative procedures related to seeking asylum, helping asylum seekers understand their rights, fill out documents and prepare for interviews or other communications with immigration authorities.

Facilitaiton of social and economic inclusion

Mentors help asylum seekers adapt to the new environment by providing practical support in daily life matters, including job search, finding a place to live, access to health care and education, helps to understand cultural norms and learn the Latvian language.

Emotional support and encouragement

Mentors often provide emotional support and encouragement to asylum seekers who often can experience trauma, isolation or anxiety in relation to their past experiences and challenges, as well as challenges in adopting to life in a new country.

Networking and community support

Mentors help the clients to build social networks and get in touch with for local communities, organizations and resources that can offer additional support and options for inclusion.

Core values and success stories



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Respect for the
client and their
decisions

Non-
discrimination
and equality

Respecting
boundaries

Responsibility

Professionalism

Initiative

Facilitated **employment** of more than **40** clients: translation services, construction industry, education, dentistry, road transport services, hospitality and catering, beauty care.

Success stories within first 6 months of implementation:

- A professional young sportsman who represented a secondary league in their country moved to the first league in Latvia after receiving the refugee status.
- A family from an African country – fully socialised, mentors facilitated employment for adult family members, helped with family practitioner appointment.
- Supported a client who was admitted to a local hospital, facilitated cooperation with the hospital personnel (after working hours).
- Kids from a refugee family started to attend a school, after their parents were convinced to do so (due to cultural and social differences in the country of origin the kids were not allowed to pursue education).
- A professional dentist who started as a cleaner in a house of a dental clinic owner after receiving a refugee status, then progressed to a support personnel in the clinic thus returning to their profession.
- A group of men from Central Asia have been employed at a peat bog, where they receive a competitive salary as well as housing.

Cooperation Roadmap (social mentors)

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1. An introductory conversation with a client

- The first meeting is organised within 3 days since the client has expressed the desire to receive the service (if necessary, an interpreter is engaged).
- Discussion about:
 - Client's plans and status preferences.
 - Client's duties and rights during the asylum process;
 - Our role and services;
 - Role of governmental institutions in granting the status.

Standard - 2 face-to-face meetings per month.

2. Employment assistance

- Mentors helps to prepare documents for working
- Inform the client about opportunities to find a job and practically helps in the job search.
- Educates about Latvian labor market culture.

3. Facilitating in resolving issues with education

- Helps to prepare an application for the acceptance of the client's children in an educational institution.
- Accompany children to the initial visit (or several if needed) to educational institutions.
- Helps build cooperation between the educational institution and parents.

4. Practical support and socioeconomic inclusion

- Helps the client receive clothing
- If necessary, contacts/goes with the client to the nurse/doctor to help solve health issues.
- Helps to learn the skills needed for everyday life.
- Recognizes the need to involve a psychologist and then facilitates participation in sessions.
- Proactively introduces the client to Latvian society and cultural life, e.g. by offering participation in various sports, creative, educational groups, etc.
- Provides informational support regarding family reunification.
- If necessary, accompanies the client to institutions, organizations.

5. Practical support after receiving the status

- Helps prepare an application for a one-time benefit.
- Practically helps with the necessary support resources for socio-economic inclusion in Latvian society:
 - Helps to register with a family doctor;
 - Helps to register in the Employment agency;
 - Helps in opening a bank account;
 - Provides practical assistance in the search for housing, including companionship during meetings with the landlord.
- Monitors and continues to support the client after their left the facility, involve other institutions if necessary (e.g. support from the Social Service, etc.).

Welcome to Latvia!

Consultations for arrivals: third-country nationals, refugees and asylum seekers in Latvia

Find out more

Rīga
Raina bulvāris 15
+371 26959706

Jelgava
Skolotāju street 8
+371 25915300

Liepāja
Rožu street 6
+371 29570364

Valmiera
Meža street 7
+371 29809184

Daugavpils
Ģimnāzijas street 11
+371 29557630

Services

Consultations and informative support



Individual consultations are available in person in the capital city, Riga, and in other Latvian cities: Jelgava, Liepāja, Valmiera and Daugavpils, or by phone and online channels (WhatsApp and e-mail) in Latvian, Russian and English.

Change Agent services



The Change Agent provides personalised, comprehensive support and assistance to third-country nationals who have just arrived in Latvia or have been living here for some time.

Interpreting and translation



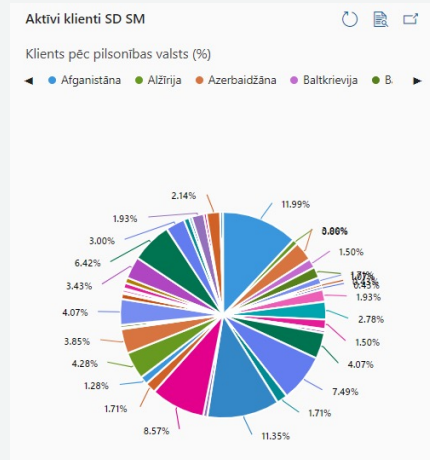
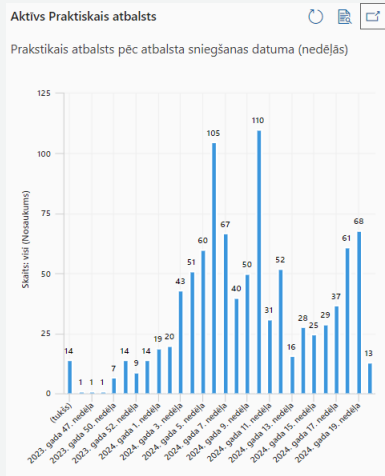
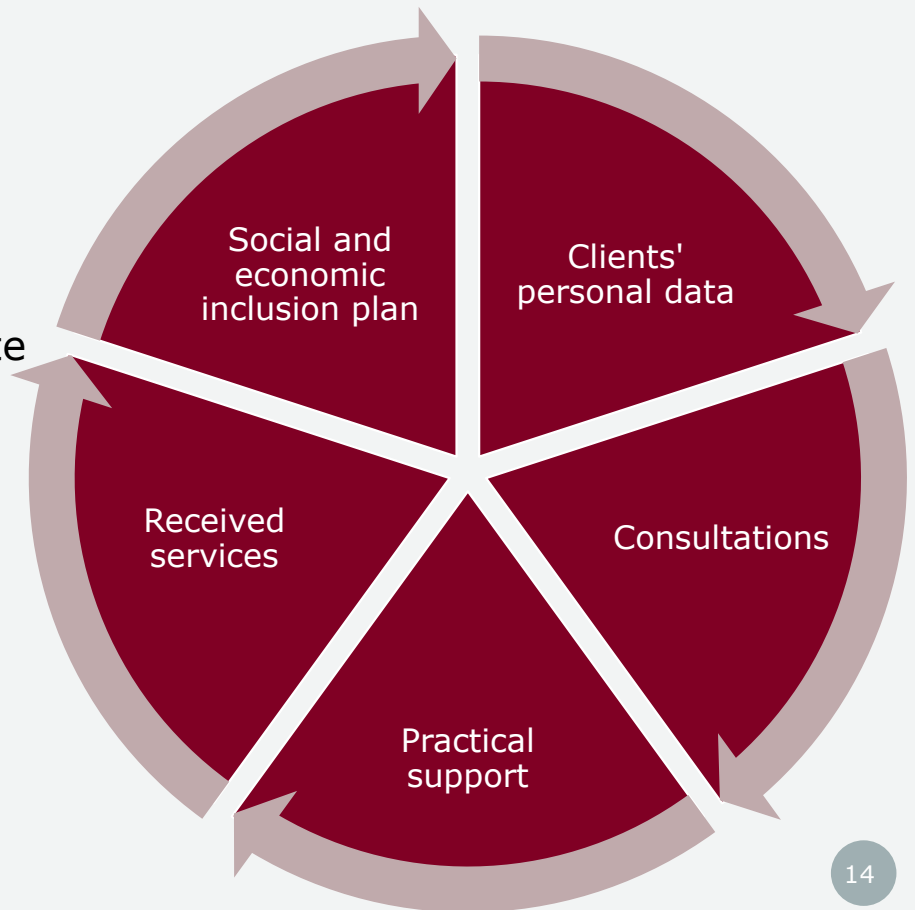
Translation services are also available via electronic resources: telephone, Whatsapp, Facebook, ZOOM, etc.



Customer Relations Management (CMR) Database

The database accumulates, collects and analyzes information about clients and provided consultations and services.

Unified CMR has been used by both projects to facilitate the succession and convenience for users





#togetherness

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