



BRIEFING NOTE

Reintegration services for returnees returning to Argentina from ERIN Partner Countries



This program is co-funded by the Asylum, Migration and Integration Fund

AMIF Migration in Movement

Organização de Estados Ibero-americanos



Organización de Estados Iberoamericanos

Para a Educação, a Ciência e a Cultura

Para la Educación, la Ciencia y la Cultura

I. ORGANIZATIONAL INFORMATION

Organización de Estados Iberoamericanos (OEI) is an International Inter-governmental Organization for Cooperation among Ibero-American countries in the field of education, science, technology and culture in the context of integral development, democracy and regional integration.

Full-fledged Member States and Observers States are all Ibero-American countries part of the community of nations integrated by Argentina, Bolivia, Brazil, Colombia, Costa Rica, Cuba, Chile, Dominican Republic, Ecuador, El Salvador, Guatemala, Equatorial Guinea, Honduras, Mexico, Nicaragua, Panamá, Paraguay, Peru, Portugal, Spain, Uruguay and Venezuela. The headquarters of the Secretary General is located in Madrid, Spain.

OEI has been working in voluntary return projects since 2012, promoting sustainable return processes in 8 countries through the project "Eurolatinamerican System for professional training, return and sustainable insertion" and through the "One Stop Shop Project" (in two phases). The second edition of One Stop Shop Project has been in implementation phase to date. The mentioned projects were financed by the European Return Fund.

The One Stop Shop Project has pursued the objective of promoting mechanisms for the sustainable reintegration of Latin American returnees returning from Europe.

In addition, since 2016 OEI has been the Service Provider for ERIN in Argentina, Brazil and Paraguay and, with other sources of funding besides ERIN network, continues to offer active reintegration services for returnees in Bolivia, Colombia, Chile, Ecuador, Honduras and Uruguay.

Name of the organization:	Organización de Estados Iberoamericanos (OEI)
Address of the Secretary General (SPOC):	C/ Bravo Murillo, 38 28015 - Madrid, España www.oei.es
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II. COOPERATION OF OEI WITH ERIN

ERIN (European Reintegration Network) is an EU-program that provides support to reintegration of both voluntary and non-voluntary returnees. ERIN is co-funded by the Asylum, Migration and Integration Fund (AMIF) of the European Commission.

OEI is the ERIN service provider in Argentina which provides counseling for the reintegration of returnees in Argentina, using the referral to other services when required. Returnees with Argentinean nationality who wish to return from any ERIN partner country, can be eligible for receiving a range of support and measures to facilitate their reintegration process. These services can include e.g. providing information on specific services and programs of the country, counseling, advice and referral of returnees to specific local programs and institutions. The ultimate goal is to facilitate and promote the "homecoming" and reintegration process from a multidimensional point of view.

The ERIN partner institutions (EPIs) are listed below:

Austria	Ministry of Interior
Australia	Department of Immigration and Border Protection
Belgium	Federal Immigration Office
Belgium	Federal Agency for the Reception of Asylum Seekers
Denmark	Ministry of Foreign Affairs
Finland	Finish Immigration Service
France	French Office for Immigration and Integration
Germany	Federal Office for Migration and Refugees
Greece	Ministry of Public Order and Citizen Protection
Italy	Ministry of Interior
Luxembourg	Ministry of European and Foreign Affairs
Malta	Ministry for Home Affairs and National Security
Netherlands	Repatriation and Departure Service
Norway	Norwegian Directorate of Immigration
Romania	General Inspectorate for Immigration
Spain	Integration of Immigrants Migration Board
Sweden	Swedish Migration Agency
Switzerland	State Secretariat for Migration
UK	Home Office - Immigration Enforcement

III. TARGET GROUP OF THE SERVICE

The target group of ERIN can be:

- Voluntary returnees.
- Non-voluntary returnees.
- (Ex) asylum seekers.
- Elderly persons.
- Unaccompanied minors.
- Vulnerable persons.

For both voluntary returnees and non-voluntary returnees, OEI implements the following policies to safeguard the beneficiaries' interest:

- Rejection of all forms of discrimination while assisting returnees either voluntary or non-voluntary.
- All returnees will receive the same, high quality service, irrespective of ethnicity, religion, gender, sexual orientation, political affiliation, disability, age, language or social background'.

IV. SERVICES OFFERED BY OEI IN THE FRAMEWORK OF ERIN

The aim of the ERIN program is to provide sustainable return and reintegration to returnees who have returned to Argentina from ERIN partner countries. OEI will provide meeting and welcoming services in the country to support returnees' reintegration. Through the use of its human capital, infrastructure and Office Network, OEI will also provide sustainable return services to returnees in a speedy and efficient manner, in addition to monitoring post-return in order to guarantee sustainable reintegration.

OEI offers an [individual reintegration plan](#) to respond to the different needs of the returnee, with the aim of making the return and reintegration process a success.

The design of this reintegration plan is based on two cornerstones:

- The existence of a [national network of services and institutions](#) (public, private and international organizations), that provides to the returnee with services free of charge and responds to different needs such as education, vocational training, health, housing, job seeking, business support, women's care, child care, etc. Contact with returnees from previous projects is also encouraged to establish mutual support networks among peers.
- [A focus of individual care](#) based on the combination of: needs and wishes of the returnee, and also access to services and assistance, in line with identified needs.

INFORMATION AND COMMUNICATION

OEI is responsible for updating the communication materials, which is understandable and produced in local language(s) to be used as program communication tools:

- Briefing Note in Spanish and English, including a description of the available reintegration services.
- Microsite within OEI website that describes available reintegration services.

CASES MANEGEMENT

A) Pre-return contact

- OEI will be available, if the returnee wishes to do so, to take contact prior to the return trip, to establish a relationship of trust between both OEI and the returnee. In addition, a Single Point of Contact (SPOC) will be available for national counselors or other pre-departure entities in sending countries.
- OEI has arranged a SPOC in Europe for direct counseling for potential returnees before and after return.
- The Single Point of Contact also serves as relationship building before arrival of the returnee in Argentina.
- Contact details are shown as follows:
 - ☎ (+34) 91 594 43 82
 - 🕒 Mo-Fri, 8:30-17:30 CET
 - ✉ aaalameda@oei.es
- OEI Argentina has also arranged a direct counseling service from Monday to Friday (8:30-17:30h) for returnees.
- On the website www.oei.org.ar information about the services is available. OEI will answer the information requests within two working days via email:

☎ (+5411)48130033/34
✉ srodriguez@oei.org.ar
Emergency number (+5411)48130033/34.
(Available on Office Hours)

B) Return and Reception

After the return, the beneficiary must go to or contact the OEI Office for the eligibility check. It is important to highlight the following:

There are at least three “face to face” meetings with the returnee (meetings will take place on locations agreed taking into account returnee’s preferences).

First meeting will be held after 15 days upon return.

A first reintegration plan is designed and objectives are fixed, tasks are established, etc. The **second meeting** will take place depending on the length of the reintegration plan.

In cases of 6 month reintegration plans, it will take place after 3 months from the start. In cases of 12 months reintegration plans it will take place after 6 months from the start. The second meeting aims at monitoring the process and analyzing potential new needs. **The third meeting** aims at the final evaluation of the reintegration plan.

- Eventually, when returnees do not live in the capital city of the country where the OEI Office is located, meetings can be held by telephone or Skype, so that no returnee misses the opportunity to receive personal counseling. In addition, with local institutions with whom OEI cooperates, it is possible to coordinate individual meetings.
- Additionally, as part of the returnee reintegration plan design and update, national services and programs to which the returnee is referred to are monitored (health, education, etc.) Taking into account services monitoring results, reintegration plans will vary and be updated.
- **Arrival Assistance and Airport pick up:** when necessary and upon request of the ERIN Partner Institutions, returnees will be collected at the airport and be provided with support in the immigration and customs procedures. In addition, support will be provided to purchase transportation tickets to reach the final destination of the returnee.
- **Emergency housing and immediate necessities after return:** for specific cases, we will work with local services and programs linked to education, health, etc. to facilitate emergency housing, food, and clothing, among others, to address primary needs.
- **Support to business start-ups:** business orientation in relation to local economic context, assistance with developing business ideas, business training, development of a viable business plan, assistance with business registration, etc.

Below are shown the general and specific services which OEI can provide in the framework of ERIN:

A) General Services that OEI can provide

- **Referral to administrative instances and social networks (pre-departure or post arrival):** OEI will provide support to registration in the community, apply for missing documentation, access to local healthcare, social care services and family tracing services. In addition, OEI will provide support to the returnee for establishing social networks, e.g. making contacts with friends, family and local communities.
- **Referral to legal service** (e.g. land property and pension rights). OEI will refer to legal assistance if the services of a lawyer are required.
- **Counseling and referral with regard to the enrolment in school education:** minors may need to enroll in the local school system. OEI will assist to the returnee in determining the educational level of the (underage) children and refer the returnee to the appropriate schools.
- **Referral to vocational training/programme and assistance to labor market:** OEI shall make use of its local or nation-wide infrastructure/network to support the returnee in identifying the appropriate vocational training program and support the returnee in the enrolment. This can contribute to enhancing the returnee's opportunities on the labor market. In addition, OEI will provide specific support to the returnee to access the labor market. This assistance may consist of referral to specialized employment agencies or job counseling.
- **Assistance for entrepreneurship of business projects:** the returnee who wants to set up a business will receive advice and support from OEI on how a business is started, what kind of business are revenue generators, what official documents are needed, what financial matters should be taken into account, and how to design and draw a business plan.

B) Specific Services that OEI can provide

- **Medical services:** OEI shall explain to the returnee with medical needs what medical treatments are in place in the country of origin (medical system) and provide clarification on the medical procedure which needs to be followed and the costs that are involved. In addition, the returnee with medical needs may want to see a practitioner/doctor or even visit the hospital for treatment. Also, it is possible that the returnee may want to see a practitioner/doctor for a medical check-up upon arrival. OEI shall, together with the returnee, determine what the medical needs are and consequently refer him/ her to the appropriate medical facility/treatment. In case the returnee wants to obtain additional medication after return, OEI must direct the returnee to the appropriate pharmacy/medical clinic to get that, though bearing in mind that the cost price of the medication and the medical treatment will be in line with the local standards.
- **Psychological support and social assistance:** Returnee with psychological problems may want to get or continue their psychological treatment after return in the country of origin. OEI shall, together with the returnee, determine what the medical needs are and refer to the adequate entity, including arranging an initial interview. On the other hand, returnees with this kind of needs will be referred to the Social Services closest to their home. OEI shall, together with the returnee, determine what the social needs are and consequently refer their to the appropriate social facility including the arrangement of an intake interview.

C) Specific Services for Unaccompanied Minors

- **Family tracing** to build up family contact with parents/relatives before return in order to prepare returnee's reintegration process.
- When the parents/ relatives of the UAM cannot be identified prior return, OEI must **organize and assure adequate accommodation** (in line with local standards) for the reception, schooling and reintegration of the UAM child.
- When a UAM is placed in an adequate accommodation, an official governmental instance (e.g. Ministry of Social Affairs or Child Protection) is held legally responsible for the UAM's well-being. OEI shall provide all **necessary support to the UAM in order to arrange the guardianship**.



D) Summary of existing specific local programs and institutions in Argentina

There are 36 specific local programs and institutions:

Ministerio de Desarrollo Social de la Nación	Empresa de transporte Maipu
Oficinas de empleo provinciales	Empresa de transporte El Cacique
Desarrollo Social Municipal	Escuela de Formación Profesional n°7-Chaco
Área de Discapacidad del Municipio de Ayacucho	Escuela Los Ortiz- Batan
Escuela de Enfermería del Hospital Materno Infantil de Mar del Plata	Consejo escolar de la ciudad de Mar del Plata
Hospitales	Centro de formación profesional n°7 Gabriela Mistral- Batan
RENAPER	Cáritas
PAMI	ANSES
Centro de Acceso a la Justicia-Ministerio de Justicia y Derechos Humanos	Abogada Particular Dra. Ivana Michel
Parroquia Barrio Zumarán	Acción Católica
Fundación Hombre Nuevo	Arzobispado de San Isidro
Hogar de Día Justo Moyano	Puerto Libre de San Isidro
Radio María	Empresas particulares
Fundación Manos Libres	AFIP
Programa emprendiendo sueños	Fundación SES
SEDRONAR	Hospitales-Centros de Salud
Áreas de Educación	Secretaría de niñez, adolescencia y familia de la provincial
Asociación de Abogados de Tandil	APIDDA

Analysis on the legal personality of the specific local programs and institutions (Public/Private)

There are both public and private institutions that provide services to returnees.

In the following table in the public entities are marked yellow and the private entities blue.

Ministerio de Desarrollo Social de la Nación	Empresa de transporte Maipu
Oficinas de empleo provinciales	Empresa de transporte El Cacique
Desarrollo Social Municipal	Escuela de Formación Profesional n°7-Chaco
Área de Discapacidad del Municipio de Ayacucho	Escuela Los Ortiz- Batan
Escuela de Enfermería del Hospital Materno Infantil de Mar del Plata	Consejo escolar de la ciudad de Mar del Plata
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V. Reintegration opportunities in Argentina

A) Economic Context and Labor Market

Argentina is Latin America's fourth economy, after Brazil, Mexico and Colombia. Its GDP per capita is around 18,917 dollars, according to data from the IMF in 2014, which is second in the entire region, behind Chile.

Following a slight GDP growth of 0.5% in 2014, as a result of reduced domestic demand and a fall in exports, the situation changed in 2015, with the GDP growing at 2.4% due to expansionary fiscal policies. This has come about despite its weak industrial production and exports.

The main problem with the Argentinean economy is inflation, with the increase in petrol prices and the devaluation of the peso contributing to this trend. However, fiscal policy adjustments, ongoing moderate domestic demand and the strengthening of domestic supply through improvements to micro-economic policies will gradually turn this situation around. Likewise, all these policies will contribute to reducing the fiscal deficit.

With respect to the balance of trade, the aforementioned devaluation of the Argentinean peso is significant in driving the exports of goods and services to reduce the trade deficit.

The practically non-existent restrictions to the inflow of foreign investment, according to data from the OCDE's index of Restrictions to Direct Foreign Investment, provides opportunities to develop existing markets and the emergence of new markets, which could mean a great deal of employment opportunities.

The rate of unemployment sat at 6.9% in 2015, and Argentina was also 40th out of 188 in the UN's Human Development Index (HDI).

Argentina, as with other countries, is currently experiencing a complex economic situation with difficulties in different areas. However, such problems also generate opportunities, particularly the broad opportunities to design and launch on the market and consolidate business ventures. Returnees can undertake micro-projects in retail, for example, via grocery shops or stores for mobiles and other electronic devices. There are also numerous opportunities to successfully start up small businesses in the food and electronics industry. This is due to the positive global market trend and the nature of this type of business.

The main employment opportunities are concentrated in Buenos Aires, *with its 13 million inhabitants, representing 30.5% of the population and 37% of the country's GDP*. That said, there are also job opportunities in cities like Córdoba, Rosario and Mendoza.

The country also has skilled labor, agricultural, energy and mineral resources. Job opportunities are identified in the following industries:

- **The service industry:** There is strong employment potential in the customer service industry due to the growth of business, which is particularly applicable to the hotel industry. Other in-demand professions are those linked to the following areas:
 - Transport and logistics: lorry drivers, companies' private chauffeurs and logistics experts, among others.
 - Care services: nurses and social workers, among others.
 - Leisure and culture: cultural managers, customer services and sales people.
 - Company services: office clerks and accountants.
- **Agri-food:** professions in the primary sector, as well as the relevant professions for
- **Manufacturing food products** (cooks, bakers, pastry chefs, etc.).
- **Viticulture:** The 2020 Viticulture Plan stands out for driving the industry forwards, potentially generating major employment for professionals or those interested in this industry (crop management, sales, customer services, etc.)
- **Automotive industry:** this industry has a wide range of professional opportunities for mechanics, engineers, sales professionals, insurance companies, etc.
- **Mining:** Despite the drop in investments in this industry, it continues to hold sway in the economy. Opportunities are identified for operators, chemical engineers and geologists, among others.
- **Real estate:** Professionals in sales and customer services are in demand.

B) Health and Education System

According to data from the World Bank, the total expenditure on health in Argentina reached 4.8% of the GDP in 2014. The Argentinean health system is made up of the public sector (covering around 50% of the population), insurance companies or social plans and the private sector. However, there has been a slight decrease in insurance companies, while the private sector only covers 5% of the population.

It must be noted that access to the health system is more general and provides greater coverage in big cities and centers with more services.

In terms of education, public spending was notably at 5.1% of the GDP in 2012. The Argentinean education system is considered one of the best in Latin America, along with the Cuban and Uruguayan systems. The management of the education system corresponds to the national government, the provinces and the Autonomous City of Buenos Aires.

Education is compulsory from 4 to 18 years of age and is free in state schools at all academic levels. Education is divided into the following levels: infant, primary, secondary and higher education.

The macro-economic improvements expected for the coming years in the Argentinean economy could potentially mean steering public policies towards greater coverage of the social needs of the population. According to data by the World Bank, the Argentinean economy will grow in 2017 by 2.7% and in both 2018 and 2019 by 3.2%.

VI. Service Management with a Migrant Rights Approach

OEI shall develop its activities taking into account the following principles:

- individual return approach;
- confidentiality;
- impartiality;
- equal opportunities;
- adherence to applicable international principles and standards in migrations affairs; and
- reintegration plans designed to safeguard dignity and rights of migrants in return operations

