



BRIEFING NOTE

Reintegration services for returnees returning to Paraguay 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



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de Estados
Iberoamericanos

Para a Educação,
a Ciência
e a Cultura

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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
Address of the OEI Office in Paraguay:	Humaitá, 525 c/ 14 de mayo Asunción, Paraguay
Website:	www.oei.org.py
Contact person:	Lamia Cabrera
Email:	lcabrera@oei.org.py
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Telephone:	(+595 21) 450 903/5

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 Paraguay which provides counseling for the reintegration of returnees in Paraguay, using the referral to other services when required. Returnees with Paraguayan 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 Paraguay 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 service 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 to update communication material, which is simple, understandable and produced in local language to be used as project communication tools:

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



CASES MANEAGEMENT

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 Paraguay. Contact details are shown as follows:

 (+34) 91 594 43 82
 Mon-Fri, 8:30-17:30 CET
 aaalameda@oei.es

- OEI Paraguay has also arranged a direct counseling service from Monday to Friday (8:30-17:30h) for returnees.
- On the website www.oei.org.py information about the services is available. OEI will answer information requests within two working days via email:

 (+595 21) 450 903/5
 lcabrera@oei.org.py
Emergency number: (+595 21) 450 903/5 (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 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 process. This program 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:** returnees 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 him/her 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.**



V. Reintegration opportunities in Paraguay

A) Economic Context and Labor Market

The development of the Paraguayan economy in recent years has been characterized by high volatility resulting from certain difficulties in the agriculture sector. In 2013 the GDP grew by 13.6%, through growth in the agro-exports industry and the favorable international prices of soya, corn and meat. In 2014 and 2015 growth was significantly more moderate, at 4% and 3.1% respectively.

The policy to control inflation promoted by the Paraguayan government is noteworthy through being able to maintain low and stable prices. In terms of public deficit, it is worth pointing out that this has been kept stable in recent years in Paraguay, at 1.42% in 2013, 0.72% in 2014 and 1.32% in 2015.

With regard to public debt, relative growth has been experienced in recent years, moving from 17.02% in 2013 to 24.19% in 2015.

The distribution of industries in the Paraguayan economy has the following structure:

- The primary sector (mining, fishing and agriculture): 25.1%.
- The secondary sector (manufacturing sector): 26.8%.
- The service industry: 41.4%.
- Taxes on products: 6.8%.

As seen above, the service industry is significantly higher, although the relative importance of the primary sector is greater than the majority of Latin American economies.

The main social indicators in Paraguay are the following:

- Gini Index: 48.3.
- Human Development Index: 112th.
- Life expectancy: 76.99 years of age.
- Rate of illiteracy: 5.3%.

Paraguay, 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.

As regards the labor market, a recently higher demand for skilled labor in the job market has also revealed the low skills of people looking for work in the country. This gives rise to a paradoxical situation, whereby educated emigrants, in comparison with non-emigrants in the country, looking for work abroad find low-skilled jobs, while internally exists an unsatisfied demand for skilled workers.

There are employment opportunities in the following industries:

- **Services:** There are opportunities in the customer service industry due to the growth of business, which is particularly applicable to the hotel industry.
- **The farming industry:** Professions from the primary sector, both in livestock and agriculture.
- **Consumer goods:** Professions related to consumer goods like décor, stationery, cosmetics and food are the most notable.
- **Industry:** Professions linked to construction are high in demand, as are professions like electronics technicians, mechanical technicians and production operators, among others.

It's important to mention the service provided by the Secretariat for the Development of Conventional Returnees and Refugees (SEDERREC), particularly regarding the support for the start-up of business ventures, as well as the design of plans for labor insertion. Numerous activities are also developed for beneficiaries and are focused on writing CVs or preparing for interviews.

B) Health and Education System

In Paraguay the total expenditure on healthcare from the public sector was 9.8% of the GDP in 2014, reflecting a significant increase with regard to 1995, when this figure was 5.9%. The public health system in Paraguay falls under the responsibility of the Ministry of Public Health and Social Welfare, the Social Security Institute, Military Health and Police Health Services and the National University of Asunción.

In terms of education, it is worth noting that in 2012 it was 5% of the GDP, representing 0.5% more with respect to 1999.

Despite the efforts made, the Paraguayan education system continues to be at much lower levels than those reached by neighboring countries, standing at a global level of 133 out of a total of 144 countries.

Macroeconomic improvements are expected in the Paraguayan economy in the years to come, which would enable public policies to move towards better coverage of the population's social needs. According to data from CEPAL, the Paraguayan economy is set to grow by 4% in 2017.

C) Summary of existing specific local programs and institutions

There are **24 specific local programs and institutions**.

Ministerio del Trabajo. Dirección General de Empleos	Unidad de trata de Personas de la Fiscalía
Ministerio de Relaciones Exteriores	Municipalidad de Horqueta
MSPyBS	Ateneo Paraguayo
Dirección General de Educación Permanente para jóvenes y adultos- MEC	Juzgado de paz de San Lorenzo
Dirección General de Educación Escolar Básica	Defensoría Pública
Ministerio del Interior- Policía Nacional	Fundación Global Infancia
Ministerio de la Mujer. SEDAMUR	Comité de Iglesias para Ayudas de Emergencia - CIPAE
Secretaría de Desarrollo para Repatriados y Refugiados Connacionales	Pastoral de inmigrantes y refugiados
SNNP	ADAP
DIBEN Dirección de Beneficencia y Ayuda Social	Jobs
Ministerio de Agricultura y Ganadería	TIGO
Hospital del Cáncer	Profesionales de la construcción (Arquitectos)

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

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

Ministerio de Relaciones Exteriores.	Municipalidad de Horqueta
MSPyBS.	Ateneo Paraguayo
Dirección General de Educación Permanente para jóvenes y adultos- MEC	Juzgado de paz de San Lorenzo
Dirección General de Educación Escolar Básica	Defensoría Pública
Ministerio del Interior- Policía Nacional	Fundación Global Infancia
Ministerio de la Mujer. SEDAMUR	Comité de Iglesias para Ayudas de Emergencia - CIPAE
Secretaría de Desarrollo para Repatriados y Refugiados Connacionales	Pastoral de inmigrantes y refugiados
SNNP	ADAP
DIBEN Dirección de Beneficencia y Ayuda Social	Jobs
Ministerio de Agricultura y Ganadería	TIGO
Hospital del Cáncer	Profesionales de la construcción (Arquitectos)

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.