



# REGIONAL SEMINAR ON INTEGRATION POLICIES FOR **Immigrants, Refugees and Returned Migrants**

## PROCEEDINGS

**General Directorate of Migration  
Government of Costa Rica**

**Regional Conference on Migration**



Dirección General de Migración y Extranjería



Regional Conference on Migration  
Conferencia Regional sobre Migración



Dirección General de Migración y Extranjería



Regional Conference on Migration  
Conferencia Regional sobre Migración

# REGIONAL SEMINAR ON INTEGRATION POLICIES FOR **Immigrants, Refugees and Returned Migrants**

## PROCEEDINGS

**General Directorate of Migration  
Government of Costa Rica**

**Regional Conference on Migration**

## PROCEEDINGS

# Regional Seminar on Integration Policies for Immigrants, Refugees and Returned Migrants

General Directorate of Migration  
Government of Costa Rica

Regional Conference on Migration



Dirección General de Migración y Extranjería



Regional Conference on Migration  
Conferencia Regional sobre Migración

### SUPERVISION:

Oliver Bush

### TECHNICAL SUPERVISION:

Renán Rodas

Maribel Muñoz

### EDITING:

Gabriela Hernández

### PRINTING:

Infoterra Editores

San José, Costa Rica

June 2013

# TABLE OF CONTENTS

5 Prologue

## 7 BLOCK I

### STATE AND MIGRATION

Cultural and Political Challenges for the States in the Process of Promoting the Integration of immigrants, refugees and returned migrants

## 11 BLOCK II

### EXCHANGE OF MANAGEMENT EXPERIENCES IN THE FIELD OF INTEGRATION

Projects and Programs

11 TOPIC 1: Integration programs

16 TOPIC 2: Strengths and limitations of integration policies and programs for the acceptance of refugees

19 TOPIC 3: Integration of returned migrants in the countries of origin

## 23 BLOCK III

### RESEARCH AND SOCIAL INTEGRATION

Research as a Starting Point for the Improvement of State Services, Policies and Programs in the area of Social Integration

23 First national Report on Migration and Integration in Costa Rica

24 Research and findings in the areas of education and health

28 Research and findings in the areas of labor and housing

## 33 BLOCK IV

### INTERNATIONAL COOPERATION

International Cooperation Programs to Provide Assistance to States in the implementation of resettlement of returned migrants, and integration of Immigrants and Refugees in RCM Member Countries

33 The Importance of International Cooperation in the Framework of Migration and Integration Policies

34 TABLE 1: Priority topics of international cooperation in the framework of integration and migration policies

37 TABLE 2: Cooperation to State initiatives aimed at fostering integration in the RCM Member Countries.





## PROLOGUE

The arrival of the 21st century makes us see that this will be the century of human mobility.

It is known that persons migrated in the past, crossing borders and seeking better living conditions. However, today's context of globalization facilitates, stimulates, and promotes human mobility as never before in the history of mankind.

Advances in communication and social network technologies have facilitated learning about different lifestyles in different countries. This has enabled becoming aware of the significant differences and inequalities in living conditions in various regions and countries around the world. In addition, the trans-nationalization of markets has led to a global demand for labour, causing persons to move across borders seeking opportunities for employment and improvement of their living conditions.

Under such circumstances, human mobility poses a significant challenge to States. This mobility requires government policies and actions oriented toward facilitating social integration processes of migrants and preventing the creation of niches of social marginalization and inequality. In addition, States currently face a dilemma that had never been faced before – persons living in their territory of origin do not have a social identity defined by the State but by their individuality, which has been shaped by the media, employment or education opportunities in other countries, parents of different origin, and a more immediate and close contact with a greater variety of cultures than in the past.

These new societies, where diversity is the rule, force States to develop policies that should

consider diversity as an essential feature in order to be more effective. This is fundamental for migration policy and should permeate all spheres – security, immigration control, migration of national citizens, voluntary and forced return, and all the aspects linked to migration movements.

Furthermore, the challenges faced by the region in terms of integration should be addressed through two approaches: national and regional. The national approach should focus on ensuring that every institution establishes the phenomenon of migration and integration – whether of foreign nationals or returned nationals – as a central aspect that promotes the economy and development of the society as a whole and is not left in the hands of individuals facing the State. In regard to regional efforts, actions should be implemented more methodically, that is, persons arriving or leaving should hold an official document identifying them as such in order to enable them to realize their life projects, since access to various services provided by the State is facilitated if migrants are able to prove their identity. This is the first step for immigrants to initiate a process to regularize their migration status.

Much still has to be done to achieve real integration of migrants in the receiving societies. Some results are already visible and others we still do not know, but efforts should be perceived as a way of working and not only as an objective to be met. This is a process, not a goal.

Freddy Montero Mora  
Acting Director, General Directorate of Migration  
and Immigration  
Costa Rica



## BLOCK I

# STATE AND MIGRATION

## Cultural and Political Challenges for the States in the Process of Promoting the Integration of immigrants, refugees and returned migrants

### SUMMARY OF ADDRESSES

#### ANGELA CONNIDIS

Director of Integration and Citizenship  
(Canada)

The Canadian Government has emphasized the importance of settlement and integration of immigrants. Therefore, this has been a clearly established objective in relevant legislation. Settlement of immigrants occurs during the first five years after arrival, and integration is a long-term process leading to adaptation and full participation of the foreign national in the receiving community.

The following challenges are encountered during the integration stage:

1. Foreign nationals do not speak English or French.
2. A persistent attitude of racism exists, as well as the perception that "there are too many immigrants".
3. The most vulnerable migrants are boys,

- girls, and adolescents and women.
4. Lack of employment and labour migration exist, as well as low salaries.
5. The civic participation of immigrants is limited, as is their knowledge of the history of Canada and its political institutions; as a result, they are less attached to Canada.

#### KATHYA RODRÍGUEZ ARAICA

General Director of Migration (Costa Rica)

The region should not be afraid to speak loudly about migration. The topic of migration should be included in the political agenda and become a part of public opinion.

Public opinion (as published in the media) has distorted reality. Migration is commonly perceived as a negative phenomenon associated to loss of national employment, criminality, an increase in poverty, and saturation of public services, and this is not true.



Costa Rica is a receiving country for migrants from various migration flows characterized by a significant heterogeneity and multiple cultural and racial influences. Therefore, contributions of migrants are essential.

Integration should be perceived as a State-driven process, including services such as health care, housing, employment, and access to justice.

The General Migration and Immigration Act of Costa Rica, Act 8764, is a political starting point linking migration to the National Development Plan of the country. This law enables a comprehensive approach to migration, including a human rights perspective.

## **JOSÉ RODRÍGUEZ**

Ministry of Foreign Affairs of Guatemala

Guatemala is currently developing a national migration policy, and the new Immigration Act is pending promulgation.

Urgent action is needed, given that Guatemala is a country of origin, transit, and destination of migrants. The most noteworthy figure is that 70% of the deported nationals attempt to migrate again, thus generating insecurity and poverty for those remaining in the country.

International agreements have been established on the return of boys, girls, and adolescents. In addition, protocols for assistance to victims of trafficking are being implemented under the Programme to Promote the Rights of Victims of Trafficking.

The Government of Guatemala is aware that international cooperation is required to achieve reintegration of Guatemalan migrants.





Opening Session of the Regional Seminar on Integration Policies for Immigrants, Refugees and Returned Migrants. San Jose, 22 February, 2012.



## MODULE II

# SHARING EXPERIENCES ON MANAGEMENT OF INTEGRATION PROCESSES

## Projects and Programs

### TOPIC 1

## Integration Programmes

#### EXPERIENCE OF CANADA

MRS. ANGELA ARNET CONNIDIS

Director of Integration, Citizenship and  
Immigration Canada

Settlement and integration of immigrants is an important goal of the Immigration and Refugee Protection Act.

Settlement: This process occurs during the first 3-5 years after arrival. Government support and services are critical to meeting the needs of immigrants.

Integration: It is a long-term process involving adaptation by immigrants and Canadian society and full participation of immigrants in the economic, political, social, and cultural life of Canada.

#### Challenges

1. An increasing number of immigrants do not speak English or French.
2. Challenges relating to diversity.
3. A survey from 2008 shows that 60% of Canadians felt that "too many immigrants are arriving in this country and they do not adopt Canadian values".
4. Persistent racism and hate crimes, concerns regarding radicalization.
5. Perceived vulnerability in regard to critical situations or international conflict.
6. Integration of specific groups (for example, young people, second generation, women).
7. Concerns regarding concentration in ethnic neighbourhoods (including virtual enclaves).
8. Recent immigrants face situations of sub-employment and limited upward mobility.
9. The income gap between recent immigrants and persons born in Canada is increasing.
10. A decrease in civic participation.
11. Lack of knowledge by all Canadian nationals of the history and political institutions of Canada.
12. Visible minorities are increasingly showing less attachment to Canada and a weakened Canadian identity.



### **Perceptions of Citizenship of Convenience**

New initiatives against fraudulent immigration consultants and marriages of convenience are being implemented.

### **Settlement Programmes**

- Assessing needs and referrals;
- Information and awareness-raising services (information before and after arrival);
- Language training and skills development;
- Employment (seeking, getting, and keeping a job);
- Community relations, social and professional networks;
- Support services (childcare services, transportation, etc.).

### **Integration: A Shared Responsibility**

- Actors: Federal Government, provinces, and territories;
- Not-for-profit programmes financed by the government;
- Actors providing settlement services: Education institutions, government organizations, and public institutions.

### **Resettlement of Refugees**

- Multiculturalism: An integrated and cohesive diverse society;
- Citizenship: Facilitates integration; promotes civic responsibility.

### **Successes**

- High rates of persons obtaining citizenship;
- Persons who are satisfied with their life in Canada.

### **Challenges**

- Problems relating to the labour market;
- Language proficiency;
- Low income.

### **Second Generation Citizens**

- Better positions on the labour market;
- Greater possibilities and access to education and services in general;
- A strong sense of belonging.

### **Settlement Assistance Programme**

Immediate essential services are provided for resettled refugees supported by the government, as well as financial support during a one-year period.

### **Referral Office for Foreign Identity Documents**

Provides information and referral services relating to the validation of foreign identity documents.

### **Multiculturalism Programme**

Focuses on promoting an inter-cultural understanding, being proud of the history of Canada and its core democratic values, and equal opportunities for Canadians of any ethnic origin.

### **Basic Aspects**

- Developing an integrated, socially cohesive society;
- Improving the response capacity of institutions to meet the needs of a diverse population;
- Actively participating in international discussions on multiculturalism and diversity

### **Citizenship**

Promotion initiates prior to migration; in addition, naturalization at an early stage in the process is encouraged and perceived as a key milestone for integration.

### **Requirements for Obtaining Citizenship:**

- To pass a test on English or French language proficiency and knowledge about Canada and the rights and duties of citizens;
- Not to be a security risk or have a criminal record.

During the first years, immigrants are more likely to face difficulties in finding a job, obtaining access to education and health service, and finding affordable housing.

The needs of immigrants vary throughout the integration process.

**Successes**

1. The percentage of persons applying for Canadian citizenship is 85%.
2. Immigrants are satisfied or very satisfied with their lives in Canada.
3. They show the same – or a little higher – levels compared to persons born in Canada in terms of participation in activities such as voting, doing volunteer work, and making contributions to charity.
4. Children of immigrants (that is, second generation immigrants) have a greater chance of earning a college degree and better salaries, on average, than first generation immigrants and persons born in Canada.

**EXPERIENCE OF PANAMA**

MRS SINGARA GARCÍA

Assistant for International Affairs

National Immigration Service (SNM)

**“Crisol de razas” (Melting Pot of Races)****Legal Framework**

1. Act 3, February 22, 2008, Article 6, No. 2: Roles of the National Immigration Service (SNM) “to organize, lead, record, regulate, and provide immigration services to foreign nationals and to ensure effective control of their stay in the country, within the boundaries established by this Decree.”
2. Executive Decree 320, August 6, 2008, Article 171: “The Director of SNM has the authority to approve – for humanitarian reasons and as an exception – initiating immigration procedures for eligible foreign nationals.”

The primary objective is to regularize foreign nationals with irregular migration status, observing the criteria of:

- National security (biometrics system);
- Protection of human rights (avoiding labour exploitation and mistreatment);
- Government policy (paying taxes, access to social security, work permits).

**Procedure**

- President’s order;
- Signing the resolution caused by the Director of SNM;
- Publication in the official newspaper;
- Dissemination through the media.

**Requirements**

- To have stayed in the country in an illegal manner for 1 year and not have left the country for more than 6 months during that year;
- Not to have any pending procedure with SNM;
- To attend in person;
- To submit the required documents and forms;
- To pay the required fees.

**Statistical Data**

Eight regularization processes have been completed, regularizing 17,557 nationals from various countries, such as: Colombia, Nicaragua, and the Dominican Republic.

**EXPERIENCE OF COSTA RICA**

MR FREDDY MONTERO MORA

Deputy Director, General Directorate of Migration and Immigration (DGME)

**Promoting Inter-cultural Community Work and Integration**

Legal Framework: “General Migration and Immigration Act No. 8764”, Articles 3, 5 & 7.  
“ARTICLE 3.- This Act regulates actions to control migrants and promotes integration of



migrants into society based on the principles of respect for human life; cultural and individual diversity; solidarity; gender equality; and human rights guaranteed in the Political Constitution and signed, ratified, and current international agreements and conventions in the country. The Directorate of Migration and Immigration shall establish the conditions for entry of non-residents into the country; to this end, criteria shall be established for the classifications of restricted visa, consular visa, and entry without a visa."

"ARTICLE 5.- This Act shall promote integration of migrants into the development of the country; to this end, the Directorate of Migration and Immigration shall design strategies and public policies oriented toward strengthening the sustainability of the social State governed by the rule of law.

The Executive, in compliance with our Political Constitution, current and ratified agreements and conventions in Costa Rica, and this Act, shall establish the migration policy of the State, regulate integration of migrants, respect the culture of migrants, and promote the social, economic, and cultural development of the country, in accordance with public security; in addition, the Executive shall ensure social cohesion and the legal security of foreign nationals living in national territory."

"ARTICLE 7.- Migration policy shall be oriented toward implementing joint actions, through inter-institutional coordination, with the aim of providing an effective response to migration. In addition, it shall seek to promote bi-national or multi-national joint actions with sending countries of migrants, aimed at: 1) Seeking complementarity between national and migrant labour to ensure that national workers are not displaced when incorporating migrant workers. 2) Respecting the human rights and constitutional guarantees of every foreign national that enters and stays in the country. 3) Integrating foreign nationals into

economic, scientific, social, labour-related, educational, cultural, and sports processes. 4) Respecting the customs, pacific coexistence, and diversity of the population. 5) Adopting the required actions to ensure public security and order. 6) Facilitating regularization processes for persons in national territory as required, in accordance with relevant development policy. 7) All migration procedures should ensure social security for migrants. Under this guarantee, it is mandatory for every migration procedure to consider, as one of its essential requirements, affiliation to the Costa Rican Social Security Institution (CCSS). 8) Ensuring full respect for international human rights obligations and international protection of refugees. 9) Incorporating appropriate technology to ensure an efficient and transparent service provision by the General Directorate of Migration and Immigration, as well as decentralization and simplification of the services, based on users and their needs. 10) Recognizing the multi-cultural wealth that exists in the country and the development of the potential of each person. 11) Promoting actions oriented toward the return of Costa Rican migrants."

By virtue of Act 8764 the Directorate of Integration and Human Development is established within the General Directorate of Migration and Immigration.

Integration is a dynamic social process of mutual adjustments and adaptation of immigrants and Costa Rican nationals, oriented toward the common good. Government actions have been implemented with participation of social and municipal organizations. Integration is promoted and implemented at a local level and is based on national policy.

Basic aspects of integration services: bi-directionality, shared responsibility, and interculturality.

### **National Report on Immigration and Integration**

1. A general assessment of the level of access of migrants to public health care, education, social services, etc.
2. An assessment of the level of participation of migrant populations in community development associations.

### **“Rutas de Integración” (Integration Route) Programmes**

Support is provided regarding access to information about the services provided by public institutions. The rule of law is strengthened through integration programmes. The primary areas that have been addressed are: immigration procedures, health, public scholarships, and labour rights and duties.

### **Persons Trained on “Rutas de Integración”**

- Local civil servants
- Public schools
- Municipal officers
- Community leaders
- Religious leaders
- Heads of civil society organizations

### **“Entre Vecinos” (Among Neighbours) Programme**

- Promotes participation of migrants in boards of directors of development associations;
- Recognizes local cultural diversity at a local level as an integration approach;
- Art and recreation as a driving force for awareness rising at a local level.

### **Municipal migration service guidelines**

Provide information about immigration processes and access to public services provided by the State of Costa Rica.

### **Information about immigration processes**

- Access to public services for migrant populations:
  - Health
  - Education
  - Housing

### **Social services**

- Information about national resources for assistance to victims of trafficking or refuge seekers.

In addition, significant efforts have been made to inform and raise awareness of the Costa Rican society in general, through television and radio campaigns, about the importance of integrating migrants.

## TOPIC 2

# Strengths and Limitations of Policies on Reception of Migrants

### EXPERIENCE OF COSTA RICA

GLORIA MAKLOUF

Director Asociación de Consultores y  
Asesores Internacionales (ACAI)

#### Regulatory Framework: Refugees:

**1951 Convention on the Status of Refugees and its 1967 Protocol (Act No. 6079, August 1978).**

**General Migration and Immigration Act**  
No. 8764 (March 1, 2010)

Modifies the process for determining refugee status and creates new structures: Unit for Refugees, Committee for Visas and Refuge, and an Administrative Immigration Court.

Many advances and strengths have been identified with the entry into force of the Act and its Bylaws. However, we should challenge some regressive practices – new challenges are emerging.

#### Positive Aspects

- A focus on respect for human rights and promoting integration of migrants as a development factor;
- Incorporates humanitarian aspects/ special categories: refugees, asylum seekers, victims of trafficking, stateless persons;
- Incorporates the traditional definition of refugee + gender as a cause for expanding international protection;
- Provisions on documentation and the right to employment;
- Regulations on refugees;
- Promotes a differentiated assistance approach: unaccompanied boys, girls, and

adolescents, victims of trafficking, women at risk;

- The right to employment for refugee status applicants;
- Issuing documents without mentioning the refugee status of the holder;
- The possibility of renewing the document every 2 years;
- Eliminating the requirement of affiliation to the Costa Rican Social Security Institution at the initial issuance and exonerating boys, girls, and adolescents from this requirement.

#### Profile of Refugees in Costa Rica

According to UNHCR, approximately 12,000 refugees and refugee seekers are living in Costa Rica; 85% of them are Colombian nationals. In recent years, a greater presence of Venezuelan, Cuban and extra-regional migrants (Eritrea, Somalia, Sierra Leone, Bangladesh, Pakistan, etc.) has been observed. In addition, since 2009 the number of Central American migrants (El Salvador, Honduras, and Guatemala) has increased as a result of forced displacement. Approximately 70-90 migrants enter the country each month (an estimated 15% - 20% are granted refugee status).

In addition, an increasing number of Colombian and extra-regional migrants enter the country in an irregular manner at the southern border.

#### Challenges

1. To improve formal mechanisms at borders and airports for referral to the Refugee Unit without decentralizing the authority to determine refugee status;

2. To expedite immigration procedures;
3. To exercise caution in granting refugee status and to establish clear criteria for determining refugee status.

Two important teams are in place in Costa Rica for receiving refugees: ESME (Equipo de Situaciones Migratorias Especiales, Special Migratory Situations Team, a team to address special migration situations) and ERI (Equipo de Respuesta Inmediata, Immediate Response Team, para la Atención de Víctimas de Trata, an immediate response team to assist victims of trafficking).

The General Directorate of Migration and Immigration has made advances in incorporating a differentiated approach (victims of trafficking; unaccompanied or separated boys, girls, and adolescents; migrants in vulnerable situations) to determine their migration status through the above-mentioned inter-disciplinary teams. It is important to replicate this approach in the Directorates of Immigration in the region in order to improve coordination between countries.

### Refugee Unit

This is a unit that receives refugee status applications. Creating the unit was a wise decision since it brings together all aspects relating to procedures for refugees. However, deficiencies have been observed in terms of management.

### Challenges

1. To improve the quality of information for users;
2. To have more staff in place for eligibility processes (urgent establishment of government positions);
3. To strengthen interviewing techniques and issue sound resolutions;
4. NO job rotation;
5. To shorten response periods;

6. To prevent violation of rights through implementing relevant administrative guidelines.

### Document Issuance

#### Provisional Documents

Article 54, Regulations on Refugees addresses the topic of the right to employment. For applicants pending resolution for more than 3 months the Directorate may issue a work permit.

#### Final Documents

- Bi-annual renewal of the refugee status document;
- Renewal of the refugee status document is dependent upon affiliation to the Costa Rican Social Security Institution.

### Data Recording

Collecting reliable statistical data is essential to effective programme planning.

## EXPERIENCE OF THE UNITED STATES

SUSAN KYLE

Program Officer for National Resettlement Admissions Office, US Bureau of Population, Refugees, and Migration  
US Department Of State

### Resettlement and Integration of Refugees in the United States

The main characteristics are:

- Partnership between the public and private sector (government, NGOs, local communities);
- Integrating refugees through employment at an early stage;
- Placement and various programmes.

### US Government Partners

1. Department of State/Bureau of Population, Refugees, and Migration: In charge of policy-making and general management of the USRAP programme; in addition, responsible for resettlement and initial support to refugees after their arrival, through NGOs (from arrival to 3 months of stay).
2. Department of Homeland Security/Citizenship and Immigration: Relevant officers establish if a person is eligible for admission and then adapts to be granted legal permanent residence (after 1 year), and citizenship (after 5 years).
3. Department of Health and Human Services/Office of Refugee Resettlement (ORR): Manages financial resources and health care and social service programmes through state governments and NGOs (from arrival to 5 years of stay).
4. Congress: Consulted on annual admission of refugees.

### NGOs and Local Partners

1. National NGOs: Provide initial reception and placement services. In addition, provide on-going resettlement and integration services for the Department of Health and Human Services.
2. State and Local Governments: Provide financial resources, health care, and

employment services, English as a second language, education and training, transportation, and other services.

3. Local Communities: Provide resources to support the resettlement and integration process. Welcome refugees and learn from them.

### Integration Elements and Programmes

- Legal status
- Employment
- Housing
- Education
- Health
- Language and culture
- Civic participation

### Challenges

- Diverse and limited resources;
- Limited assessment of results and long-term integration;
- A unified definition of integration does not exist;
- Standardized results do not exist for all refugee programmes.

### Successes

- Various creative programmes and services of multiple sectors;
- Communities are open to receive refugees;
- Refugees become active members of the communities.



## TOPIC 3

### Integration of returned migrants in countries of origin

#### EXPERIENCE OF EL SALVADOR

EUNICE OLAN

Director of Assistance to Migrants  
General Directorate of Migration and  
Immigration

illegal adoption, slavery, forced labour, commercial sexual exploitation, illegal marriage, etc.;

- Acquiring debts with migrant smugglers ("coyotes"), loss of possessions, money, property, and others.

#### Conditions Favouring Migration

- Unemployment;
- Lack of opportunities;
- Poverty and marginalization;
- Migration from rural to urban areas due to lack of agricultural productivity;
- Family disintegration;
- Domestic violence causes many women to flee their aggressor with their children;
- Lack of living alternatives, especially for young people;
- Family reunification;
- The armed conflict forced many persons in productive age to flee;
- Natural disasters (earthquakes);
- Low salaries and deplorable working conditions.

#### Risks and Difficulties of Migration

- Women and men face different risks;
- Family bonds are broken;
- Abuse of authority, physical abuse, sexual abuse, extortion, humiliation, and assault by migrant smugglers and traffickers and drug cartels;
- "While they seek work to support their families, they suffer abuse and in many cases even death";
- Boys, girls, adolescents, and women are victims of the crime of trafficking for the following purposes: organ trafficking,

#### Facing the Return to the Country of Origin

- Difficulty with the Spanish language, especially for those that migrated when they were very young;
- Weak or inexistent family bonds;
- Depending on age, the impossibility of continuing or beginning to get an education;
- Limited possibilities of being incorporated into the labour market since their experiences do not match the needs and realities of the country of origin;
- Difficulty in obtaining identity documents, which are required for every procedure;
- In some cases, being rejected by their families, which motivates them to migrate again;
- Lack of knowledge of their own country in terms of geography and institutional bureaucracy;
- Lack of possibilities of adjusting, due to high living costs and salaries that are not commensurate with the work done (compared to the US);
- Stigmatized or labelled as deported persons and a sub-group of society, in cases of persons with tattoos even without being members of a gang;
- Some migrants return with amputated legs and, being disabled, become a burden for their families.

**What efforts have been implemented in El Salvador since 2009?**

1. A project has been implemented to modernize the Repatriation Unit, which today is the Directorate for Assistance to Migrants.
2. Assistance to persons repatriated from Mexico has been improved.
3. Assistance to persons repatriated from the US has been improved. Immediate logistics support is provided, such as: access to telephones to call their families, transportation to bus terminals, shelter for one night, etc.
4. Awareness-raising processes on irregular migration (with a human rights approach) are implemented for collaborators of the Directorate of Assistance to Migrants.
5. Immediate assistance is provided.

**Plans for 2012**

1. To continue advancing the process of making relevant adaptations and providing equipment to the Directorate for Assistance to Migrants for the reception of migrants repatriated from the US and to provide comprehensive assistance to migrants returning by land and air;
2. To decentralize services for repatriated populations;
3. To record data of returned populations in the integrated Immigration System, with the aim of developing indicators for decision-making;
4. To strengthen labour relations between different State institutions addressing the topic of migration: RREE, ISNA, PNC, FGR, etc.;
5. To participate, according to our competence, in Councils established by the Special Law for Migrants and their Families and the National Council Against Trafficking in Persons.



Speakers during the Regional Seminar on Integration Policies for Immigrants, Refugees and Returned Migrants. San Jose, 22 February, 2012.





## BLOCK III

# RESEARCH AND SOCIAL INTEGRATION

## Research as a Starting Point for the Improvement of State Services, Policies and Programs in the area of Social Integration

### First National Report on Integration in Costa Rica, 2001

**FREDDY MONTERO MORA**  
Deputy Director, General Directorate of Migration and Immigration (DGME)

It is important to develop policies on migration and integration in order to determine the reality of the public sector as a whole. The following actions have been implemented with the aim of helping to promote informed decision-making. Secondary data sources include the following: Data from the World Bank, surveys conducted in Costa Rica, data from the General Directorate of Migration and Immigration (DGME), Ministry of Labour, Ministry of Social Security, and Social Assistance Institute.

Data from the report have facilitated implementing actions (see Table 1).

Within the framework of the new law of the General Directorate of Migration and Immigration, Act No. 8764, the Social Migration Fund has been designed to promote projects that benefit education, health, and other spheres of Costa Rican society.

#### **Priorities**

A document is being developed to guide a deep process to enable implementation of improvements that promote integration. In addition, two programmes named "Rutas de Integración" (Integration Routes) and "Entre Vecinos" (Among Neighbours) are being implemented.



**Table 1**

<b>Actions</b>	<b>Improvement</b>	<b>Comment</b>
1. Health	In the health sector, the number of foreign nationals that have paid contributions to the Costa Rican Social Security Institution has increased.	Those that have not paid contributions to social security and pension programmes include national and migrant populations
2. Labour	An increase in various employment sources, especially in the construction sector.	
3. Education	A significant decrease in the number of national and foreign students in 2006.	An increase in the number of Colombian students, from 1% to 4%. In general terms, 4.5% of students population are foreigners. The programme named "Avancemos" (Let's Advance) includes a very low percentage for migrant populations, especially in the Limón Province.
4. Housing		Homes in slums, popular housing vouchers, and significant backward-ness in terms of populations requiring services.
5. Citizen Participation		1% of the population participates in boards of directors or social groups in Costa Rica, especially Colombian nationals.
6. Perception of the Topic of Migration at a State Level	A desire to resolve these types of situations	More resources should be invested to improve the health and education of Nicaraguan immigrants. Regularization should be facilitated.

## Research and findings in the areas of Education and Health

### ADILIA SOLÍS

Chairwoman of the Centre for Social Rights of Migrants (Cenderos)

#### Research as a starting point to improve State services, policies, and programmes in the sphere of social integration

##### Mission:

To implement efforts oriented toward empowering and giving prominence to migrant populations.

##### Objectives:

1. To promote integration of Nicaraguan migrants and families.
2. To promote positive actions to ensure the right of Nicaraguan female migrants

and border populations to have access to opportunities and live free of violence in order to achieve their human development.

3. To create favourable conditions in terms of public policy for the enjoyment of the human rights of migrants and border populations, with gender and age equality.
4. To promote inclusive and fair communities through capacity-building for local development actors in entrepreneurship, management, and advocacy.

#### Research Studies Conducted

1. Estudio de los hogares nicaragüenses: entre el arraigo y el asentamiento (2005). (A study on Nicaraguan homes: between establishment and settlement).

The primary objective of the study was to show how to take decisions in order to vary populations.

2. Nudos que limitan el acceso a la educación a niños, niñas y adolescentes migrantes nicaragüenses (2006). (Obstacles limiting access to education for Nicaraguan migrant boys, girls, and adolescents).

School aged migrant boys, girls, and adolescents do not have the same access to education as Costa Rican children. This goes beyond access to health care.

Efforts were made to highlight the situation in regard to document issuance, registration, and records of boys and girls in the trans-border regions of La Cruz, Upala, Los Chiles, and Sarapiquí, as well as the department of Río San Juan.

In regard to Ministries of Health in both States, it should be considered that the issue of access to health is a determining factor for the advancement of the populations.

Critical obstacles were thoroughly addressed:

- Basic rights, limit access to labour justice for trans-border workers engaged in agricultural work in the northern region.
- Critical obstacles limiting access to justice and protection for migrant women victims of violence (2011).
- Critical route for access to technical education for young populations.

### **Currently Being Conducted**

Participatory Action Research: Migrant women engaged as household workers.

Participatory Action Research: Security services and migration.

### **Process to follow**

Public Policy and Human Rights: To favour the exercise of the rights of migrant Nicaraguan populations and northern border populations looking forward to the following results:

Result 1: Gain knowledge on the migration process and situations at the border. This enables, together with advocating actions, to build jurisprudence, expanding access to human rights.

Result 2: Organized groups of migrants in target communities and border regions have promoted and implemented relevant actions. Reality and strong links are used as the starting point.

### **The problem**

Respond appropriately to an increasing participation of migrant women in general and Nicaraguan women in particular.

Teen-age pregnancy: Economic factors, among others.

### **Course of Action**

- Respond to demands made by migrant women and perform actions to eradicate violence and teen pregnancy and
- Establish community protection networks in coordination with the police.
- Present results to the Secretariat.
- Local policy-making and action plans for a community free of violence.

### **Challenges**

- High costs of studies and other processes;
- Assessing participatory action research as a model that helps to thoroughly identify specific topics that are invisible – for example, gender issues;
- Ethics and respect.

**GUSTAVO GATICA**

Universidad Estatal a Distancia (UNED) - Guatemala

Actions have been developed to benefit migrants and the population in general, but – due to the situation of migrants in terms of health and education – it is important to invest in the latter. To this end, it is important to consider the following aspects:

- The concept of integration and its scope;
- Reviewing the arguments that are cited for investing in education;
- Capacities proposed by indigenous populations and their inclusion.

Investing in education is not an end in itself but an investment in social cohesion and is closely linked to integration.

Definition of the concept of integration: Insertion into a social complex. Equal rights and obligations; social treatment; processes involving all social cultural activities; access to housing and education; not only cultural activities but achieving that social groups feel that they are part of a population group, that they are accepted; and maximizing their capabilities.

Integration should be a gradual process with simultaneous actions, including educational, labour, and social aspects with real equality of rights. Migrants should be recognized in a political dimension and in addition, their rights should be recognized.

Choosing a job is a perspective. Also feeling as a full member of society, with enjoyment of all rights and real inclusion.

Citizenship without the enjoyment of rights ends up perpetuating inequality.

Difficulties may conflict with good intentions to apply the concept of integration, for example, there are difficulties to take action

at the executive and the legislative levels, and may not be consistent.

The General Migration and Immigration Act entered into force one year ago, and the Directorate of Integration has made excellent efforts. However, while these efforts seem very good they do not appear to be concordant with the Legislative, since the law establishes a series of high costs for migration regularization. Efforts are commendable but a review of the residence applications shows that the number of applications has decreased, compared to the period before the new law came into effect. The high costs are an obstacle to obtaining a residence permit and having real expectations.

**Public Education**

Education is an important aspect within the process of return, the more years of education a person enjoys, the more productive this person will be. Education has a positive impact on the situation of each person. Some advantages are:

- Financial benefits: Higher education levels translate into higher salaries and higher levels of purchasing power; this benefits the economy of a country.
- Non-financial benefits: As a transforming action, education leads to improvements in health – new preventative practices, medical, health.
- Other benefits: The ability to value culture, and more civic participation.

**Final Considerations**

- Education should be strengthened in migrant-receiving countries.
- How many persons benefit from the “Avancemos” Education Programme; 4-5% are Nicaraguan nationals; what improvements need to be made.
- Foster equal capacities and opportunities.
- Living a life that is worth living and having the chance to choose a way of living is the

- best that each person can do.
- Achieving social cohesion – better integration leads to better economic development, better productivity.
- Building positive cultural attitudes.
- Having access to education, having a decent job.

### BRENDA DE TRINIDAD

#### International Organization for Migration – Nicaragua

A general perspective on integration and reintegration should take into account:

- Key indicators for successful integration;
- The experience of integration in Nicaragua (coordinated by 3 departments);
- Lessons learned:
  - Integration and reintegration;
  - Reducing marginality levels;
  - Segregation, assimilation multiculturalism, integration.

### Successful Integration

Successful integration requires support for the Micro-enterprise, language proficiency, organizing induction programmes, access to housing, health care, education, civic and

political participation, social life (guaranteeing permanent residence status).

Integration is an element that is essential to citizenship. IOM promotes voluntary return, considering the decision of the migrant (should be voluntary).

### Types of Assistance

- Subsidies for the return of migrants;
- Appropriate arrangements for reception of migrants;
- Development of productive projects;
- Assistance to families and communities;
- Inter-institutional coordination;
- Socio-economic assistance.

### The experience of Chinandega

Chinandega is a border department, affected by natural disasters and commended by its high organizational level at a local level, including all sectors.

A comprehensive programme is proposed: 4 stages including different actions by civil society, relevant institutions, and the private sector.

#### Stages

- Identification and establishment of a record.
- Comprehensive assistance (health, education, housing, working with families and communities) for victims of trafficking, psychosocial assistance is provided.
- Education: Profile, skills, experience, knowledge, and life perspective.
- Entering the labour market (self-employment, micro-enterprise, private entrepreneurial sector).

Government programme: Reintegration process, support for micro-enterprises (for returned migrants).

#### Results

- Social and economic reintegration, taken on by local governments.
- Expensive processes; however, the programmes are coordinated with other programmes.
- Local policy-making.

#### Lessons Learned

- The need to include local institutions.
- Employment is a key element for the development of effective actions in terms of social and economic activities.
- Involving private enterprises to collaborate with these projects as a corporate social responsibility.

## Research and findings in the areas of labor and housing

### **SALVADOR BERUMEN**

National Institute of Migration of Mexico

#### **Research as a starting point for integration of migrants and their families**

##### **Theoretical and Operational Challenges**

The discussion of integration and assimilation goes beyond theory: it is expressed through attitudes and policies on "integration of immigrants".

There must be respect for the culture of the country of origin of the immigrant as well as the culture of the receiving country. But, to what extent are governments and citizens willing to accept and grant rights to foreign nationals?

Do we make any distinctions when they are different from us, or when they affect our immediate environment (employment, services)?

We must consider:

- The link between integration and the temporary nature of migration
- Temporary, permanent, or trans-border movements
- The link between integration and type of migration
- The country of origin, transit, destination, or return of migrants

##### **Situation at the Mexican Border**

We can say that the Southern border is open and the Northern border is porous. Mexico is also a country of origin of immigrants.

Since 2007 more Mexican migrants have been deported than detained in the United

States. Migrants that are sent back include the following: returned, removed non-criminals, and removed criminals. The numbers of migrants of all categories have increased from 1995 to 2010.

The percentage of discouraged migrants (persons attempting to enter the United States again) has also grown; these are people from a first crossing to the US, according to data from 1995, 1999, and 2010.

##### **Immigration to Mexico – Policies and Results**

- A generous refuge and asylum policy;
- Policies are discretionary, restrictive, and not very flexible for nationals from certain countries;
- Over-regulation, prolonged and costly processes to obtain permanent residence status in the country.

##### **Facilitating Migration**

Mexico has implemented several migration regularization programmes. The most remarkable advantages of these programmes are:

- The new law considers regularization in a permanent manner;
- Respect for human rights;
- Congruence;
- A comprehensive approach;
- Shared responsibility;
- Hospitality and international solidarity;
- Facilitating the international movement of persons;
- Complementarity of regional labour markets;
- Equality for national citizens and foreign nationals;
- Recognizing acquired rights;



- The family unit and the Child's Best Interest;
- Social and cultural integration of national citizens and foreign nationals;
- Facilitating return and social reintegration.

### ANGELA ARNET CONNIDIS

Director of Integration, Citizenship and Immigration Canada

### Citizenship and Immigration of Canada

### Final Considerations

1. A regional approach and cooperation strategies are required in order to achieve integration of migrants.
2. A balance between Migration Control, Security, Human Rights, and Integration of Migrants is needed.
3. The "legal stay" is only the first step toward social integration of migrants.
4. Rights need to be granted but in addition, information on rights should be disseminated and access to rights should be ensured.
5. Two-way integration of nationals and foreign nationals should be promoted (beware of assimilation policies or strategies that do not consider the diversity of foreign nationals).

### Presented topics:

- Participation of citizens in the labour market and income:
- Programme: Skills development requested by persons, education and experience are analysed to determine how they can adapt.
- Housing: An accessible housing programme is in place.
- Refugees are more vulnerable, face more limitations in terms of language or education and in addition, face more obstacles to find housing than other immigrant populations due to lack of knowledge of the English or French language and low education levels.
- Integration is another fundamental topic.

### PLENARY: Question and Answer

#### COUNTRY: DOMINICAN REPUBLIC

#### Comment

- a) The Immigration Act was approved a few days ago.
- b) Efforts have been implemented in regard to the voluntary return of Haitian nationals: financial support to help them settle in their country.
- c) The General Directorate of Migration and Immigration has established agreements with enterprises in Haiti to regularize this situation.
- d) More than 15,000 visas have been granted to Haitian students to enable them to obtain the same benefits as Dominican students.
- e) 87,074 residence permits have been granted, especially to nationals from the United States, Colombia, Cuba, and Haiti.
- f) Efforts are being implemented for Dominicans abroad. United States, Puerto Rico, and Venezuela are the countries with the highest numbers of Dominicans abroad.
- g) A law has been established on the right to vote for Dominicans living abroad (7 Members of Congress of Dominicans Abroad to represent them).
- h) Efforts will be implemented to improve migration control actions in the Dominican Republic.



## PLENARY: Question and Answer

### COUNTRY: COSTA RICA (Virgilio Gamboa, Ministry of Justice and Peace)

Question	Answer
a) Situation of Chinese populations in Costa Rica.	a) The ultimate goal of providing data from other institutions is to gain a better understanding of the situation. Chinese nationals: These are perceptions, but many other nationalities exist. Chinese nationals have entered Costa Rica since the 19th century. Mixed Chinese/Costa Rican families have been common in Costa Rica.
b) Is it true that most homicides are perpetrated by Nicaraguan nationals?	b) In regard to homicide, this is not about Nicaraguans or Costa Ricans – this situation is not accepted. This is a problem caused by lack of appropriate employment, discrimination, and lack of respect for human rights. It exists among all nationalities, high levels of “machismo”; gender equality is the goal – gender-based policy. A primary human right is “to live a dignified life.” For a woman that has been raped or a victim of domestic violence, returning to her country with Costa Rican children is complicated. Contributions by immigrants, these are different times, not only a nation-state anymore but at a global level.

### ORGANIZATION : UNESCO (Mr. Eladio Alvarado)

Question
<p>a) It's necessary going beyond the topic of immigration, of the situation of inequality – a multi-dimensional analysis should be made.</p> <p>b) “Avancemos” Programme: The situation of limited access to scholarships is typical for all nighttime students. A more structural problem that involves public policy.</p> <p>A State that does not make any improvements to benefit its own citizens will not make any improvements for migrants.</p>

### COUNTRY: COSTA RICA (Ministry of Labour, Johnny Ruiz)

Question
<p>a) Current migration movements: indigenous populations from Panama to Costa Rica. A perspective of labor migration. This integration initiative is a shared effort – while relevant actions have been implemented the situation of limited resources is well known.</p> <p>b) Shared responsibility between the country of origin and the receiving country. It should be analyzed how much employment is available and what are the needs.</p>

## PLENARY: Question and Answer

### COUNTRY: COSTA RICA (Social community in DINADECO, Costa Rica, Verónica Vega)

#### Question

Community Development Act. More than 3000 organizations are involved in promoting the comprehensive development of their communities in our country.

- a) Coordinated efforts are being implemented with DGME for the "Entre Vecinos" Programme.
- b) Would like to learn about other initiatives in other countries relating to community actions.

### COUNTRY: CANADA

#### Question

##### **Comment: Gender Equality**

Similar gender-related situations have been observed in specific programmes in Canada. The challenge regarding the dynamics of immigrants is that immigrants are in highly vulnerable situations during the first 2 years after arrival. Legislation on domestic violence, strengthening families, and crisis situations is reviewed. How can this crisis be managed? Through focusing on the topics of culture, women's equality, and crisis management. Immediate intensive actions are needed to ensure protection, as well as escape actions, and institutions involved with refugees should understand that this woman should not return to her country of origin with that man that mistreated her. How can access of immigrants to associations or civil society organizations be enabled? Their own leadership is being studied and strengthened to enable them to join boards. Refugees do not know how to complete the required documents and to what extent they can participate in civil society and associations.

#### Answer

##### **Comment: Mexico**

Political participation of nationals in other countries. And participation in local elections. In Mexico the right to vote is being promoted. However, in regard to local elections this is still not available, or it is not evident that we are interested in granting civil rights to immigrants. First the immigrant needs to be granted citizenship, and this is a very slow and sensitive process. That aspect of political integration is complex.

### FINAL COMMENT:

A woman can also commit femicide, since women also live together.



## MODULE IV

# INTERNATIONAL COOPERATION

International cooperation programmes to assist States in implementing efforts to resettle returned migrants and integrate immigrants and refugees in Member States of RCM

The importance of international cooperation within the framework of migration and integration policy

### MARCELA CHACÓN

Vice-Minister of the Interior and Police,  
Costa Rica

The level of complexity has changed from past to present, including current technology. This has been an important factor even for organized crime.

Certain areas have been occupied by organized criminal groups or affected by natural disasters and other general problems. It should be made understood that persons with important positions in our countries should address the topic of socio-economic assistance. Awareness should be raised regarding development and implementation of relevant projects and best practices should be learned. This responsibility should be taken on, and it should be highlighted that international cooperation needs to be secured, to collaborate with immigrants.

Central America has been classified as one of the most dangerous regions in the world. Migration is also affected by this situation; therefore, the role of cooperation is essential in order to avoid a disaster of great magnitude.

The need for international cooperation agencies to keep paying attention to countries of medium income such as Costa Rica is fundamental. The development of persons goes beyond a monetary policy. In addition, experiences should be shared with other countries, and it is only through international cooperation that we will be able to achieve the development of the country for all – nationals and foreigners.

This vision has been clearly established at international forums. However, we should be aware that personal economic power is not the same as a high level of development in a country.



## TABLE 1

### Priority topics of international cooperation in the framework of integration and migration policies

#### Education

ELADIO ALVARADO- UNESCO

#### **A proposal for coordinating actions to strengthen education opportunities for young persons in the departments of Upala and Desamparados – non-traditional flexible modes**

Within the framework of the “Red de Jóvenes sin Fronteras” (Young People without Borders Network) Programme efforts have been made to develop a different vision of migration – migrants should not be perceived as a synonym for a person in a vulnerable situation.

A revealing figure for Desamparados: 10.2% of the boys, girls, and adolescents are migrants – 77% of them with a regular migration status. Furthermore, 50% of the boys, girls, and adolescents in Desamparados do not go to school; however, the percentage for migrant boys, girls, and adolescents that do not go to school is 70%.

Peter Duker: “One way of recognizing that we are in a specific era is when the grandchildren do not recognize the life that their grandparents led.”

The current trend is that boys, girls, and adolescents drop out of school and seek other alternatives. A five-year period has become intolerable for these young people, who seek other alternatives to get an education.

The experience of UNESCO in this regard was that the lack of access of migrants to scholarships is not necessarily due to their migration status but to being daytime students or not. Less scholarships and transportation

are available for students going to school with other, flexible schedules, irrespective of their migration status. But for migrants going to school during other, flexible hours because they work during the day, this becomes a problem.

Such conditions do not enable equal treatment, which does not occur in practice. Furthermore, infrastructure is not available and dropout rates are dramatic since if these students fail, this is their last chance. In addition, appropriate assistance is not provided and students cannot always afford buying books. And giving them books and sending them home to study on their own is not effective – they need accompaniment. In addition, options to get a college education are not available.

#### **Key Problems**

- Different perspectives but not differentiated treatment;
- Few options available in each community;
- Infrastructure: not appropriate, insufficient;
- Dropping out: a failure after a failure;
- Costs of books and tests;
- Centralized evaluation;
- Assistance: not relevant – students usually study by themselves;
- Insufficient supervision due to the



schedules, work overload, and the characteristics of this population group;

- The need to carry out care-taking duties in their communities.

Generally speaking, problems affect nationals and foreign nationals in the same manner. In terms of gender, the problems are more significant for female students due to the night time schedules, but they need to work to be able to go to school.

Appropriate infrastructure does not exist, the conditions are not adequate or it is not recognized that these are different population groups.

The lack of scholarships is not due to migration status but due to the mode (daytime or night time students). Adolescents aged 15-17 years are dropping out of school.

### Suggestions for Coordinating Actions

- To consider changing centralized evaluation.
- Several paradoxes exist – limited supervision for populations that require much help.
- These population groups have academic learning difficulties.
- In Desamparados, the Ministry of Public Education (MEP) and the Municipality developed a proposal to address these cases through the Inter-institutional Coordination Committees (CCCI) of the department and to coordinate efforts of various public institutions.

### Pilot Plan – Basic Actions

- Infrastructure: 5 facilities in the department (Gravilias, Patarrá, other);

- Designating teachers by MEP;
- Flexible schedules;
- Changing evaluation methods;
- Scholarships and incentives, in coordination with “Avancemos” Programme;
- Guidance on labour integration.
- Participation of evangelic and catholic churches has successfully been achieved without any problems.
- Support from the Spanish Cooperation Agency has been obtained.

### LABOUR

LEONARDO FERREIRA

Deputy Director, ILO Brazil

The contribution of ILO is more linked to the topic of refugees and cooperation of the United Nations; more efforts should be implemented. ILO is the only agency with a tripartite role.

In terms of security, employment of young people is central in Central America; this is a matter of concern for international cooperation. An appropriate policy is to promote employment for young persons (decent employment, respect for human rights, qualified labour). This is something that could be implemented in the region.

Half of the persons that are abroad are economically active. This is true in Central America, Haiti, and the Dominican Republic. This explains why the ILO is present in this region.

Lack of access to social security and lower education levels lead to the absence of

decent employment. However, there is a migrant population that generates a good social population.

Experiences of regulating migration flows exist. However, synergies with employers are lacking, and procedures should be simplified.

The role of ILO has been important to protect the rights of migrant workers since its inception, more than 90 years ago. It is worth mentioning the agreements related to labour migration: Recommendations 86 & 151, Fundamental ILO Agreements, and other initiatives.

### **Current operations in the region**

One of the most important efforts is the Gender-sensitive Labour Policy Project:

#### **Components**

- To improve migration policy, to help improve access to social services and health, to improve regulation of migration flows: technical assistance.
- Coverage of social security.
- To develop competencies and skills of migrant populations.

- Research on intra-regional labour migration flows (Panama, Dominican Republic)

- Results from the research:

- Temporary migration
- A significant presence of women

### **Incorporating Young Migrants into the Labour Market**

Policies should be oriented toward improving access to productive employment, facilitating education for work and entrepreneurial skills, promoting the development of sectors with greater potential for creating employment for young persons, and improving the quality of jobs.

### **Final Considerations**

Gender-sensitive migration policy should not be understood outside the context of the set of economic and social policies of countries of origin and destination of migrants.

Appropriate policies and regulations exist; migration for economic reasons could be an opportunity for countries of origin and destination. This requires political will and institutional capacity.

## TABLE 2

### Cooperation to State initiatives aimed at fostering integration in the RCM Member Countries

#### KRISTIN HALVORSEN UNHCR

Today, 12,500 refugees are living in Costa Rica. Each month 80 refugee status applications are received. The majority of refugees living in Costa Rica are Colombian nationals (10,297). In 2011, 964 persons applied for refugee status.

Efforts implemented by UNHCR are based on the following:

- To promote self-sufficiency and ensure participation in relevant programmes;
- Equal access to services;
- To strengthen mechanisms for experience exchange;
- To support existing efforts by institutions or initiatives in order to avoid duplicating efforts;
- To meet needs according to age, gender, and origin of each person.

However, 3 challenges have been clearly defined:

Economic Integration:

Identity documents, employment, validation of qualifications, and access to health care and housing.

Social Integration:

Discrimination and lack of knowledge.

Cultural Integration:

Seeking mechanisms for experience exchange.

#### Cooperation for Integration

- A campaign named "1+1 hacemos Costa Rica";
- "Rutas de Integración" and "Entre Vecinos" projects;
- "Lazos sin Fronteras" project.

#### Future Challenges

- To ensure that initiatives have a differentiated approach;
- To continue implementing efforts to promote and measure the integration of refugees in the country;
- To join efforts to ensure access to key institutions.

#### EDUARDO NAVARRO IOM

Addressing migration management effectively and widely is key to integration. The role of policy is essential – policies can increase the positive impact of migration.

Furthermore, the role of countries of origin and destination is essential to successfully achieving integration.

The current administration of Costa Rica has implemented significant and important efforts toward integration, and IOM recognizes this.

Effective integration policy enables governments to ensure that migrants are productive during their stay in the country.

This integration is a process of dynamic inter-relations in both directions: mutual adaptation with the host society, and equal rights and duties.

However, some integration models used by governments are effective in a given country and some are not. Therefore, IOM seeks to take advantage of successful practices and replicate them in other States that are seeking to ensure social cohesion.

Therefore, disseminating information about rights and duties in countries of origin is very important. In addition, guidance should be provided before the journey (including cultural aspects) to facilitate adjustment in the receiving country, and assistance and advice should be provided about the services that are available in the receiving country as well as training for skills development.

Furthermore, the following actions are considered to be important as well: participation at conferences to exchange experiences, supporting efforts to improve the image of migrants in the media, organizing awareness-raising actions and legal training for attorneys, judges, and public prosecutors on non-discrimination and access to justice, and implementing reintegration projects for returned migrants belonging to specific ethnic groups and improving the health of migrants.

In addition, support is available from the United Nations Alliance of Civilizations, an initiative of the Secretary General. ([www.unaoc.org/ibis/about/a-proposito-de/la-alianza-de-civilizaciones-de-las-naciones-unidas/](http://www.unaoc.org/ibis/about/a-proposito-de/la-alianza-de-civilizaciones-de-las-naciones-unidas/))

This is an online interactive platform to share best practices relating to integration (IBIS=Integration: Building Inclusive Societies) such as:

- Resettlement
- Map 2001-2010
- Voluntary Assisted Return and Reintegration
- Facilitating Hiring and Employment

In addition, IOM seeks to manage migration for the benefit of all.

Davos 2012 Managing migration for the benefit of all ForumBlog The World Economic Forum.mht

IOM continues to work with its Member States, observers, civil society, the private sector, and other international partners to help promote cohesive, inclusive, and tolerant societies where immigrant populations can coexist harmoniously with local populations. In addition, IOM supports the Plan of Action of RCM.

## MANUEL BLÁZQUEZ AECID

The Spanish Agency for International Cooperation supports efforts to combat poverty and seek social cohesion. These are the types of programmes that the Spanish Agency for International Cooperation seeks to support.

Supporting information systems is important; realities need to be recognized in order to establish lines of action.

Spain has entered into several association agreements establishing relevant lines of action. In Costa Rica as well as all other countries, it is in the border regions where human development is lacking. During the current administration of Laura Chinchilla it was agreed, together with the Spanish Cooperation, to support efforts at the northern and southern border and in addition, along the Atlantic coast and in peri-urban areas, which are highly vulnerable.

The lines of action of the Spanish Agency for International Cooperation, in cooperation with the Government of Costa Rica, are as follows:

- Social welfare
- Access to justice
- Culture and development

Furthermore, the topic of regional integration is a challenge. Therefore, Central American countries should make every effort to address the topic of integration – first regional and then social integration.



Validation Workshops of the Program "Integration Routes", carried out by the Directorate General of Immigration of Costa Rica.





# REGIONAL SEMINAR ON INTEGRATION POLICIES FOR **Immigrants, Refugees and Returned Migrants**

## PROCEEDINGS

**General Directorate of Migration  
Government of Costa Rica**

**Regional Conference on Migration**



[www.rcmvs.org](http://www.rcmvs.org)



Dirección General de Migración y Extranjería



Regional Conference on Migration  
Conferencia Regional sobre Migración