



Hack for Good ← challenges

Workshop with Partners

Participating Entities



Câmara Municipal de Lisboa

**Alto Comissariado
Migrações**

**Centro de Acolhimento
de Refugiados Menores
Desacompanhados**

**Conselho Português
Refugiados**



Associação Crescer

**Plataforma Global de Apoio
a Estudantes Sírios (APGES)**

Cruz Vermelha Portuguesa

Serviço Jesuíta Refugiados

**União das Misericórdias
Portuguesas**



In preparation for Hack for Good 2017, we decided to gather in the same room some local organizations that have been working at the front line with refugees and ask: “What are the main challenges you feel in your daily work?”

As a result, we have here a large list of challenges. In some of them a technological solution is more evident, in others the solution probably goes through other types of options. We have added challenges in three main areas:

1 inclusion

2 education

3 identity

1_inclusion

Facilitating the social, cultural and economic integration of refugees in their host communities.

Some of the main problems identified

Inadequate or missing pre-departure information;
Difficulty in finding housing;
Difficulty in finding a job;
Trauma follow-up;
Problems in the recognition of technical / academic / professional competences;
Difficulties in family reunification;
Lack of preparation of technicians;
Absence of support networks (credible, effective, information noise);

Communication

Basic communication difficulties in a common language;
Absence of translation in the various dialects;
Immediate availability of translators / interpreters / mediators to decode what's new and facilitate understanding and communication;
Absence of information and technical resources in the language they dominate (ex: Arabic keyboards);
Lack of mediators or resources that bridge the gap between different cultures and religions.
Concordance in concepts;
Lack of knowledge about the territories and services of the places where they are accommodated as well as the use of public transport;

2_education

Online and offline formal and non-formal education solutions.

Some of the main problems identified

Obtaining sufficient and accurate refugee profile information from the point of view of education;
Equivalence problem, especially over 18 years + proof of schooling;
Educate citizens / intercultural;

Portuguese language

Learning the Portuguese language and culture;
Integrated way of seeing the inclusion of people. Language is many codes, we also have artistic language, cultural codes are linked to language and our language. By drawing, by theater, these are very important for passing behavioral codes and other messages;

+ Inclusive Schools/ Universities

Lack of awareness and information of schools / teachers to integrate this population, as well as their expectations, and a lack of knowledge about these populations and their problems;
Vulnerable / foreign groups are often created in schools, where these people are sometimes created - because they are integrated into more vulnerable groups, or lack of knowledge in Portuguese;

Adult / Teen Literacy

Lack of school responses for illiterate adolescents or those with low levels of schooling;
Lack of answers to adult literacy - often the people themselves, because they are illiterate, shy away from feeling diminished / issues of dignity. Reality is important but it is not enough.

3_identity

Facilitating the social, cultural and economic integration of refugees in their host communities.

Family Reunion

Waiting time to start the process and other services;
Morosity and complexity of the process;
Requirement of documents inaccessible to beneficiaries;
Lack of information regarding legal issues;
Management of the beneficiaries' expectations;
Lack of financial resources to carry out the processes;
Bureaucratic constraints in third countries;
Impossibility to initiate proceedings before obtaining refugee status / subsidiary protection regime;

Perceptions and Expectations (of refugees, organizations and communities)

Host institutions have distinct integration programs (duration, location, territory, methodologies, values, ...);
Past information in refugee camps (pre-placement) is not always part of official entities and does not correspond to reality;
Counter-information on social networks;
Expectations, on the part of the beneficiaries, of obtaining answers - social, health, education, professionals ... - in the immediate;
By organizations / communities: expectations of gratitude;

Lack of emotional detachment, on the part of those who work in the field, in relation to the theme;
Idealized refugee profile;

Program Identity (operation and framework)

Better knowledge of the program at European level:

Replacement mechanisms;
Reception conditions in the different member states;
Rights of movement, fixation and work in Europe;
Dublin Regulation;
Family reunion;

Better knowledge of the program at the national level:

Steps and duration of the asylum process;
Reception conditions;

Different platforms;
Different reception / accommodation conditions;
Functioning of public services (not homogeneous);
Instability of the molds operating the program;
Need for pre-placement screening center;

