



International Organization for Migration (IOM)  
Organisation internationale pour les migrations (OIM)  
Organización Internacional para las Migraciones (OIM)

## **EUTF-IOM Initiative for Migrant Protection and Reintegration: [Country]**

### **Standard Operating Procedures for Assisted Voluntary Return and Reintegration**

Version 1.0  
August 2017

## Table of Contents

Table of Contents.....	2
List of Boxes, Tables and Figures.....	4
List of Acronyms .....	5
1. Introduction.....	6
1.1 The EU-IOM External Actions to Support Migrant Protection and Reintegration of Returnees 6	
1.2 Objective and scope of the SOPs.....	7
2. Key Concepts and Principles .....	9
2.1 Return.....	9
2.2 Reintegration.....	13
2.3 Involving local actors and building synergies.....	15
2.3.1 Regular exchange of information on AVRR .....	15
2.3.2 Referral mechanisms .....	15
2.3.3 Direct contribution to AVRR activities.....	16
2.3.4 Capacity-building .....	17
3. Assisted Voluntary Return and Reintegration in [Country]: Standard Operating Procedures .....	18
Phase 1: Counselling and registration for the AVRR process .....	18
STEP 1: Counselling and vulnerability assessment.....	19
STEP 2: Confirmation of registration to the AVRR process .....	23
Phase 2: Pre-departure assistance.....	24
STEP 3: Pre-departure assistance .....	24
STEP 4: Travel arrangements .....	24
Phase 3: Return travel.....	27
STEP 5: Embarkation and travel .....	27
Phase 4: Assistance upon arrival .....	28
STEP 6: Reception at the airport or bus station.....	28
STEP 7: Pocket money .....	29
STEP 8: Onwards transportation.....	29
Phase 5: Reintegration Assistance.....	30
Eligibility .....	30
STEP 9: Reintegration assistance upon return .....	31
Counselling, information and referral.....	31
Training and general support .....	32

STEP 10: Additional reintegration support .....	32
General provisions.....	32
Addressing specific situations of vulnerability .....	33
Community-based projects implemented in the main communities of return.....	33
Selection procedure.....	34
Procurement, provision of the assistance and follow-up .....	39
STEP 11: Monitoring and Evaluation .....	39
Annexes.....	41
Annex 1: AVRR process flowchart.....	42
Annex 2: Main resources used.....	43
Annex 3: Forms to be used.....	44
Annex 4: Focus on reintegration .....	46
<i>The integrated approach to reintegration .....</i>	46
<i>The interaction between returnees and communities in the reintegration process.....</i>	46
<i>Different approaches to community-based reintegration assistance .....</i>	47
<i>Key features and advantages of a community-based approach .....</i>	47

## List of Boxes, Tables and Figures

<b>Box 1:</b> Specific procedures for migrants in vulnerable situations .....	19
<b>Box 2:</b> Counselling and pre-departure coordination for non-IOM returnees.....	22
<b>Box 3 :</b> Factors to be considered when assessing the returning migrants' reintegration plans.....	34
<b>Box 4:</b> Focus on community-based approaches to reintegration .....	36
<b>Table 1:</b> Individual, collective and community-based assistance.....	13
<b>Table 2:</b> Possible approaches to AVRR community-based projects, adapted from Altai Consulting ..	14
<b>Table 3:</b> Pre-departure counselling and information on programmes.....	22
<b>Table 4:</b> Scheme to determine the amount of pocket money.....	<b>Error! Bookmark not defined.</b>
<b>Table 5:</b> Eligibility criteria for reintegration assistance under the Joint Initiative .....	31
<b>Table 6:</b> Forms to be used.....	45
<b>Figure 1:</b> Map of EU-IOM External Actions to Support Migrant Protection and Reintegration of Returnees .....	7
<b>Figure 2 :</b> Reintegration assistance flowchart .....	38
<b>Figure 3:</b> AVRR flowchart .....	42
<b>Figure 4:</b> Schematic typology of community-based approach to AVRR, adapted from Altai Consulting .....	47

## List of Acronyms

<b>ABN</b>	Advance Booking Notification
<b>AVM</b>	Assistance to vulnerable migrants
<b>AVR</b>	Assisted voluntary return
<b>AVRR</b>	Assisted voluntary return and reintegration
<b>BID</b>	Best interest determination
<b>CoO</b>	Country of origin
<b>DCI</b>	Development Cooperation Instrument
<b>ECOWAS</b>	Economic Community of West African States
<b>EU</b>	European Union
<b>EUR</b>	Euro
<b>EUTF</b>	EU Emergency Trust Fund for Africa
<b>ICRC</b>	International Committee of the Red Cross
<b>IN</b>	Internal note (IOM)
<b>IO</b>	International organization
<b>IOM</b>	International Organization for Migration
<b>LP</b>	Laissez-passer
<b>MAD</b>	Migrant Assistance Division (IOM)
<b>M&amp;E</b>	Monitoring and evaluation
<b>NGO</b>	Non-governmental organisation
<b>PARA</b>	Post-arrival and reintegration assistance
<b>RMM</b>	Resettlement and Movement Management Division (IOM)
<b>SOPs</b>	Standard Operating Procedures
<b>UMC</b>	Unaccompanied migrant children
<b>UNHCR</b>	United Nations High Commissioner for Refugees
<b>UNICEF</b>	United Nations International Children's Emergency Fund
<b>VoT</b>	Victim of trafficking

# 1. Introduction

## 1.1 The EU-IOM External Actions to Support Migrant Protection and Reintegration of Returnees

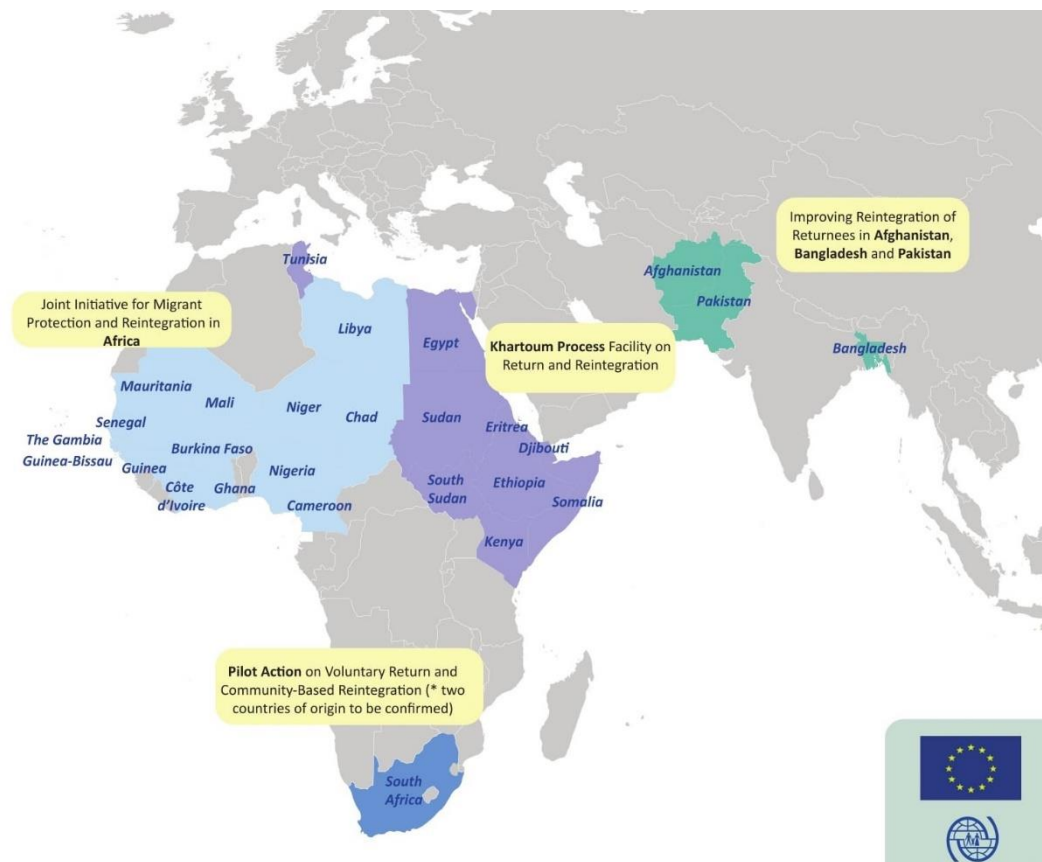
In line with the European Union's foreign policy and development priorities and the European Agenda on Migration, IOM and the European Union (EU) have jointly developed the following four programmes focusing on migrant protection, dignified voluntary return and sustainable reintegration launched in 2017.

The **Joint Initiative for Migrant Protection and Reintegration in Africa** supports the efforts of African partner countries along the Central Mediterranean migration routes to strengthen migration governance and respond to urgent protection needs of migrants. The Initiative implements projects in 14 countries alongside a regional component: Burkina Faso, Cameroon, Chad, Côte d'Ivoire, Guinea-Bissau, Guinea, Ghana, Mali, Mauritania, Niger, Nigeria, Senegal, The Gambia, and Libya. The main areas of activity include: (i) increasing protection and assistance for vulnerable and stranded migrants; (ii) facilitating voluntary return; (iii) achieving sustainable reintegration; (iv) enhancing government and stakeholder policies and responses; (v) giving access to accurate information; and (vi) improving data on migration flows, routes and trends as well as migrants' needs and vulnerabilities. With an approximate budget of over EUR 140 million, it is funded by the EU through the Emergency Trust Fund for Africa (EUTF) – Sahel region and Lake Chad Area window and North of Africa window (Libya), and with contributions from Germany (EUR 48 million) and Italy (EUR 22 million).

The **Facility on Sustainable and Dignified Return and Reintegration in support of the Khartoum Process** assists countries in the Horn of Africa participating in the Khartoum Process to facilitate orderly, safe and regular migration through the development and implementation of rights-based, development-based and sustainable return and reintegration policies. Main activities will include: (i) increasing the capacities of partner countries and relevant stakeholders to develop and strengthen return and reintegration policies and processes; (ii) facilitating assisted voluntary return and reintegration processes amongst partner countries along main migration routes; and (iii) facilitating economic, social, psycho-social and legal support to reintegration of returnees. Somalia, Ethiopia, Djibouti and Sudan have been identified as priority countries for this project. The budget of EUR 25 million is funded by the EU, through the Emergency Trust Fund for Africa (EUTF) – Horn of Africa Window.

The **Pilot Action on Voluntary Return and Sustainable, Community-based Reintegration** contributes to the development of sustainable voluntary return and community-based reintegration approaches in targeted countries along the South African migration corridor. Alongside activities to support national and sub-national authorities, returnees and their communities, a global Knowledge Management Hub will be established to produce analyses and disseminate relevant project outputs and research to policymakers and practitioners. It is funded by the EU under the Development Cooperation Instrument (DCI) – Global Public Goods and Challenges Programme. The Action's budget is EUR 15 million.

As part of a larger EU financing decision on [Improving Reintegration of Returnees in Afghanistan, Bangladesh and Pakistan](#), IOM is implementing three country-level projects to facilitate the reintegration of returnees and increase capacities of national and sub-national authorities to manage migration and ensure sustainable reintegration. Monitoring and evaluation will, however, be managed at the regional level. An estimated budget of EUR 30.5 million is funded by the EU under the DCI – Regional Programme for Asia.



*Figure 1: Map of EU-IOM External Actions to Support Migrant Protection and Reintegration of Returnees*

## 1.2 Objective and scope of the SOPs

The present “Standard Operating Procedures for Assisted Voluntary Return and Reintegration Assistance” (hereafter “the SOPs”) are based on Framework SOPs that were developed with the aim to provide a common understanding and ensure a consistent approach in the context of the EU-IOM External Actions to Support Migrant Protection and Reintegration of Returnees (hereafter “the programmes”), including the Joint Initiative for Migrant Protection and Reintegration in Africa (hereafter “the Joint Initiative”). The Framework SOPs were adapted to [country] following a consultative process with the main AVRR and related stakeholders.

After presenting the basic concepts and principles related to assisted voluntary return and reintegration (AVRR) as defined by IOM, these SOPs clarify the processes and procedures related to return and reintegration in [country], as well as the roles and responsibilities of the different actors involved. They constitute a living document that will be updated upon new developments and needs.

To facilitate reading and adaptation of these SOPs, the following icons and corresponding boxes have been included:



Important notes



Section to be adapted to reflect programmes' or countries' specificities



Forms to be filled in or signed



Note specific to the Joint Initiative



Actors involved



## 2. Key Concepts and Principles

### 2.1 Return

#### Return

The act of going back from a country of presence (either transit or host) to the country of origin or habitual residence.<sup>1</sup> There are subcategories of return which can describe the way the return is implemented, e.g. voluntary, forced, assisted or spontaneous return; as well as subcategories which describe who is participating in the return, e.g. repatriation (for refugees). Returns may be undertaken by air, land or sea.

#### Assisted Voluntary Return and Reintegration (AVRR)

Administrative, logistical and financial support, including reintegration assistance, provided to irregular migrants, (rejected) asylum-seekers, victims of trafficking, stranded migrants, qualified nationals and other migrants unable or unwilling to remain in the host country, and who volunteer to return to their countries of origin.

*Note on returns from Libya: Due to the prevailing circumstances, returns facilitated by IOM in Libya are referred to as Voluntary Humanitarian Returns.<sup>2</sup> IOM's ultimate goal is to progressively enhance the services offered in Libya to attain the highest possible AVRR standards as applied globally.*

#### Evacuation

Facilitation or organization of transfer of individuals or groups from one area/locality to another in order to ensure their security, safety and well-being.

#### Forced return

The compulsory return of an individual to the country of origin, transit or third country, on the basis of an administrative or judicial act.

IOM is never and in no way involved with the forcible return of migrants. However, IOM may still provide forced returnees with post-arrival and reintegration assistance.<sup>3</sup>

While taking no part in the forcible return of migrants, IOM may provide capacity building support to state and non-state actors in countries of origin, transit or third countries to improve the management of pre- and post-arrival processes that may also be relevant to forced returns.

---

<sup>1</sup> For the purposes of the SOPs, we will use "country of origin" (CoO) as encompassing both.

<sup>2</sup> While this type of return is implemented under the programmes, it is not described in these SOPs. A separate guidance for voluntary humanitarian return from Libya is being prepared by IOM Libya. The present SOPs thus do not apply to Libya. Upon return in countries of origin covered by the Initiative, returnees from Libya are however eligible to reintegration assistance as per these SOPs.

<sup>3</sup> A definition of PARA is provided further below.



- IOM cannot assist, or create any impression of assisting host countries in organizing or facilitating forced returns;
- The availability of IOM post-arrival and reintegration assistance must not be a determining factor for the forced return process to take place;
- IOM must obtain the consent of the government in the country of origin, transit or third country of return before engaging on post-arrival and reintegration assistance (PARA);
- *IOM staff can refer to IN/205: Guidance Note on Post Arrival and Reintegration Assistance (February 2012).*



**Internal notes (INs) being IOM internal documents, they cannot be shared externally.**

### Large-scale return

Return of more than 50 migrants within one movement requiring the organization of a dedicated operation by charter flight, bus or boat convoy.

### Suspension of AVRR

Under certain circumstances, IOM may decide to temporarily suspend returns to certain regions or countries for reasons of operational and security nature.<sup>4</sup>

### Voluntariness

Based on a decision freely taken by the individual. A voluntary decision encompasses two elements: (i) freedom of choice, which is defined by the absence of any physical or psychological pressure; and (ii) an informed decision, based on the availability of sufficient, up-to-date and objective information.



- Migrants have the right to change their decision to return at any time;
- Determining whether the return is voluntary is the pre-requisite to IOM's involvement in any AVRR activity;
- IOM, or a recognised partner, must ascertain that the return is voluntary before arranging AVRR;
- Migrants must confirm in writing that they are returning voluntarily by completing the "Voluntary return declaration and authorization for collection of personal data" form.

### Confidentiality and data protection

---

<sup>4</sup> IOM staff can refer to IN/242: Guidance Note on Limitation, Suspension and Resumption of Assisted Voluntary Return (AVR) and Assisted Voluntary Return and Reintegration (AVRR).

The confidentiality of personal information must be observed at all times. Some personal information may need to be transmitted to a third party for the purpose of AVRR (for example, documentation). As per IOM's Data Protection Principles, written consent must be obtained from the assisted individual prior to the disclosure of his/her personal data and/or story to a third party. In addition, there may be further considerations to take into account in order to abide by the privacy laws of the country concerned.



IOM staff must refer to the IOM Data Protection Principles and the IOM Data Protection Guidelines. When in doubt, the MAD Division and the respective Regional Office must be consulted.

### Administrative detention

Detention refers to the restriction on freedom of movement through confinement that is ordered by an administrative or judicial authority. Places which detain migrants may include “prisons, closed camps, detention facilities or airport transit zones.”<sup>5</sup>

The term “administrative detention” covers a range of situations outside the process of police arresting suspects and bringing them into the criminal justice system. Migrants, including asylum seekers often find themselves in administrative detention. In most cases, detained migrants will be held under the migration legislation of the country concerned.



- AVRR can be provided to migrants detained because of violation of immigration rules only.
- IOM and/or its partners must have direct access to migrants in the detention facility, and be able to offer counselling in conditions that allow the migrant's views to be expressed freely and confidentially.
- *IOM staff can refer to IN/199: Assisted Voluntary Return and Reintegration (AVRR) for Migrants in Detention (February 2012).*

### Migrants in vulnerable situations

IOM defines vulnerability within a migration context as “the diminished capacity of an individual or group to resist, cope with, or recover from violence, exploitation, abuse, and violation(s) of their rights. It is determined by the presence, absence, and interaction of factors and circumstances that (a) increase the risk of, and exposure to, or (b) protect against, violence, exploitation, abuse, and rights violations.”<sup>6</sup>

Migrants with the following profiles have been frequently considered by IOM to be at heightened risk due to their vulnerability : chronically ill migrants; migrants with significant medical conditions; victims

---

<sup>5</sup> UNHCR Revised Guidelines on Applicable Criteria and Standards Relating to the Detention of Asylum Seekers, 1999, Guideline 1, quoted in IOM. *IOM staff can refer to IN/205: Guidance Note on Post Arrival and Reintegration Assistance (February 2012).*

<sup>6</sup> IOM, *Protection of the Human Rights and Fundamental Freedoms of Migrants and the Specific Needs of Migrants in Vulnerable Situations*, Global Compact Thematic Paper, 2017

of trafficking; victims of exploitation, abuse and violence; elderly; unaccompanied migrant children; single-headed households; female-headed households; and pregnant women.<sup>7</sup>

#### *Migrants with known health needs*

Migrants having health concerns that are known to IOM or its partner(s) in the pre-departure phase and that may affect the capacity of an individual to take an informed decision and/or the well-being of migrants during the AVRR process.

#### *Unaccompanied and separated migrant children*

Unaccompanied children are “children [...]”<sup>8</sup> who have been separated from both parents and other relatives and are not being cared for by an adult who, by law or custom, is responsible for doing so.”<sup>9</sup>

Separated children are “children [...]” who have been separated from both parents, or from their previous legal or customary primary caregiver, but not necessarily from other relatives. These may, therefore, include children accompanied by other adult family members.”<sup>10</sup>

For the purpose of these SOPs, references to unaccompanied migrant children (UMCs) also include separated children and the procedural safeguards for UMCs equally apply to separated children.

---

<sup>7</sup> This list is not exhaustive but includes the main vulnerabilities usually considered within AVRR interventions.

<sup>8</sup> As defined in Article 1 of the Convention on the Rights of the Child of 20 November 1989 (CRC), a “child” means “every human being below the age of 18 years unless under the law applicable to the child, majority is attained earlier.”

<sup>9</sup> IOM staff can refer to IN/208 Guidance Note on IOM Assisted Voluntary Returns and Reintegration of Unaccompanied Migrant Children, July 2013.

<sup>10</sup> idem

## 2.2 Reintegration

### Reintegration

The re-inclusion or re-incorporation of a person into a group or process, for example, of a migrant into the society of his or her country of origin or habitual residence.

### Sustainable reintegration

Reintegration can be considered sustainable when returnees have reached levels of economic self-sufficiency, social stability within their communities, and psychosocial well-being that allow them to cope with (re)migration drivers. Having achieved sustainable reintegration, returnees are able to make further migration decisions as a matter of choice rather than necessity.<sup>11</sup>

IOM is developing a list of indicators to measure sustainability.

### Individual, collective and community-based reintegration assistance

Individual reintegration assistance	Collective reintegration assistance	Community-based reintegration assistance <sup>12</sup>
Assistance provided to individual returning migrants. Assistance traditionally delivered in the context of AVRR.	Assistance provided to several returning migrants as a group.	Individual or collective reintegration assistance directly involving local communities <sup>13</sup> and/ or directly addressing their needs. <sup>14</sup>

*Table 1: Individual, collective and community-based assistance*

### Different approaches to community-based reintegration assistance

Different types of community-based reintegration assistance can be defined according to the degree of involvement of the local community (from reintegration assistance involving and impacting the local community to assistance to local community including a component of reintegration of returnees).

<sup>11</sup> IOM, *Towards an Integrated Approach to Reintegration in the Context of Return*, 2017

<sup>12</sup> For further details, refer to specific section on community-based reintegration assistance.

<sup>13</sup> Despite its increasing use and importance, the concept of “community” is vague and encompasses a wide variety of realities. While there is no single definition of community, this concept usually includes a few common features such as the fact that (i) it refers to a group of people interacting with one another (relatives, neighbours, etc.) (ii) within a specific geographic territory (village, neighbourhood, city) and (iii) often sharing common values, beliefs and attitudes. For the purpose of these SOPs, one can define a community as the immediate environment of the returning migrant. Whether in a rural or urban setting, it typically includes his/ her family, friends and neighbours. In a broader sense, the notion of community can be extended to other actors that could play a role in the provision of services to returnees that may facilitate their reintegration, such as local authorities, civil society and the private sector.

<sup>14</sup> Direct involvement of the local community refers here to the participation of representatives of the community in the design and/ or the validation of the beneficiaries’ reintegration projects, as detailed further in the SOPs. An assistance can thus be characterized as community-based if the community participates in or validates the reintegration assistance envisaged.

Within the context of AVRR, three main possible approaches to community-based reintegration can be identified: (i) the migrant-focused approach, (ii) the community-focused approach and (iii) the approach focusing on existing projects.

Type	Description	Advantages	Disadvantages
Projects taking as a starting point the returnees' needs	Individual or collective project of (a) returnee(s) in which the returnee(s) involve(s) the community	Strong impact on migrants; responds to their needs	Risk not to really address the community's needs.  Limited impact in terms of reducing the risks of tensions between returnees and their community due to a limited involvement of the community.
Projects taking as a starting point the community's needs	Project designed with/ for the community in which returnees are included	Strong impact on the community; really addresses the needs of the local community. Provides enabling environment for reintegration.	Risk of limited impact on returnees (that may have limited involvement)
Projects taking as a starting point already-existing projects	Including returnees to successful projects (implemented by IOM or by other actors that benefitted from support in the past or are currently benefitting from support).	Higher chances that projects are successful and generate regular and sufficient income for its beneficiaries.  Solution to limited available funding for reintegration and lack of internal expertise in a given sector by the AVRR actors.  Coaching opportunities for migrants who do not have specific skills.	Need to connect migrants to projects (detailed and updated database of existing projects and of returnees, compatibility determination). Requires a good relationship between the returnee and the group already created.  IOM or other referring actor may not have access to information on all available projects.

**Table 2: Possible approaches to AVRR community-based projects, adapted from Altai Consulting** <sup>15</sup>



More information on reintegration, including on IOM's integrated approach to reintegration and on community-based reintegration assistance, can be found in *Annex 4 – Focus on reintegration*.

### Post-arrival and reintegration assistance (PARA)

For IOM, it refers to assistance provided to returning migrants starting at the post-arrival stage encompassing activities such as onward transportation, counselling and provision of information, reintegration and community development.

<sup>15</sup> Altai Consulting, *Retour volontaire et réintégration : approches communautaires*, 2016, produced for IOM Morocco in the framework of the project "Responding to the needs of vulnerable and distressed migrants in targeted countries of origin, transit and destination". The research is currently available only in French.

PARA can be provided to migrants whose return is not booked or organized by IOM or its recognised partner(s), including non-IOM returnees (migrants who returned through voluntary return schemes implemented by state or non-state actors) and forced returnees.

## 2.3 Involving local actors and building synergies

Synergies and cooperation with state and non-state actors should be built in host countries and in countries of origin to promote local ownership and sustainability of the AVRR process. Different levels of involvement are considered here: (i) regular exchange of information on AVRR, (ii) contribution to migrants' assistance through referrals, (iii) direct contribution to AVRR activities and (iv) capacity-building.

Formal agreements with local actors can add particular value to institutionalise the referral mechanisms and their direct contribution to AVRR activities in the framework of the programmes. When considering such cooperation, it is important to assess the quality and reliability of the state or non-state actor(s) in question. It is recommended to perform a quality check and a risk assessment before proceeding with any new cooperation. These checks are of particular importance before IOM enters into any contract for the provision of services or provides a grant to a local actor in the context of the programmes.



Regular monitoring of the procedures and activities of local actors contracted to provide services or which have been awarded grants within the programmes should be ensured. These actors should regularly report on their activities and achievements in line with the respective agreements signed with IOM and related requirements of the donor. IOM staff should refer to IN/168 for further information on contracting procedures.

### 2.3.1 Regular exchange of information on AVRR

Each IOM Country Office is responsible for regular data collection and reporting on AVRR supported by the programmes. IOM shall exchange information with the donor, national authorities and other relevant stakeholders about the AVRR activities carried out as well as about the trends and main figures related to AVRR in their country. As per IOM Data Protection principles, personal data of migrants will not be shared.

The IOM Regional Office for West and Central Africa will share reporting templates to consolidate all programme data.

In [country],

### 2.3.2 Referral mechanisms

Both in the host countries and in the countries of origin, migrants with specific needs who opt for AVRR should be referred to existing services and programmes implemented by state and non-state actors, including IOs, NGOs, or UNHCR (among others) based on their profile and needs. With regard to reintegration assistance, referrals should constitute the first option for all migrants, whether or not vulnerable.

In order to ensure adequate referrals, IOM should identify the main services and programmes of potential relevance for returning migrants. Community mappings or country-level assessments can help identifying relevant services and programmes and inform the referral process.<sup>16</sup>

Some actors that should be considered for referral are present in most of the countries covered by the programmes:

- UNHCR: referral of (potential) asylum-seekers;
- UNICEF: referral of UMC and cooperation on best interest determination (BID);
- National Red Cross and Red Crescent Societies/IFRC/ICRC: cooperation on family tracing.

Other relevant actors should be identified at national and local levels.

To the extent possible, actors covering the whole range of pre-departure and reintegration needs and preferences, including agencies and NGOs specialized on specific vulnerabilities and on psycho-social assistance, employment agencies, youth employment programmes, education and vocational training institutions, microfinance institutions, private sector and the like should be included in referral mechanisms.

Existing ad-hoc referrals should be formalised.

### 2.3.3 Direct contribution to AVRR activities

IOM should engage national institutions that have competence over the return and/or the reintegration of migrants, as well as other actors such as local authorities and NGOs, in the implementation of assisted voluntary return and reintegration assistance.



#### Counterparts' contribution:

- Added value in terms of experience, expertise and geographical coverage;
- Improved provision of AVRR in remote regions and specialized support as a complement to IOM's activities;
- Enhanced sustainability and local ownership of assistance provided to returnees.

In addition, national and local authorities, civil society organizations and potentially the private sector, as well as members of the local communities should be involved in the reintegration process. "Reintegration committees"<sup>17</sup> could be established at national and/or local levels in the countries of origin, gathering these actors and with the task to: participate in the community mapping (where relevant), contribute to referrals, participate in the selection process to be implemented at reintegration assistance stage (see Phase 5 in the SOPs) and, where relevant, be involved in the design, support, follow-up and monitoring of community-based projects.

<sup>16</sup> In the framework of the EUTF – IOM Initiative, community mapping and profiles are envisaged. Separate guidance on this activity was produced.

<sup>17</sup> The term of "reintegration committee" is only provided as an example. Other names can be considered, such as "case management committee" that were established in Cameroon, Nigeria, Cote d'Ivoire and Guinea Conakry in the framework of the IOM Morocco-managed, EU-funded project "Responding to the needs of vulnerable and distressed migrants in targeted countries of origin, transit and destination".



When agreements are reached as to the scope and functioning of the cooperation between IOM and the actors identified, the respective roles and responsibilities of each party should be clarified in the SOPs.

#### **2.3.4 Capacity-building**

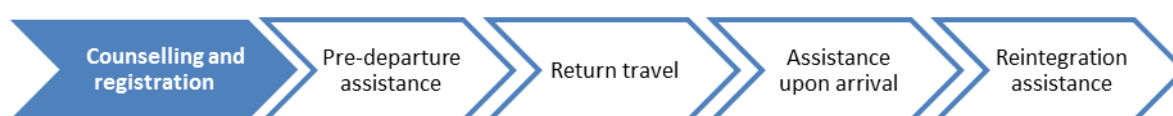
State and non-state actors can also be involved as beneficiaries of capacity-building activities. However, efforts to build the capacity of AVRR actors should be coordinated as part of each programme's capacity-building component; they are not covered by these SOPs.

### 3. Assisted Voluntary Return and Reintegration in [Country]: Standard Operating Procedures

The Standard Operating Procedures presented in this chapter only formally apply to [country]. Nevertheless, the broader system envisaged applies to all countries covered by the Joint Initiative. All countries indirectly involved in the Joint Initiative (e.g. host countries not covered by it but from which migrants return, as they are eligible for reintegration assistance) are encouraged to implement them.

These SOPs have been adapted to the context and to the specific situation of [country]. As such, no adaptations have been made to sections that are not of direct relevance to [country] (e.g. no adaptations were made by countries of origin to pre-departure assistance or return travel sections).

#### Phase 1: Counselling and registration for the AVRR process



The IOM Mission in the host country has overall responsibility for counseling and registration for the AVRR process.



Depending on the context in the country, other state and non-state actors may also have a role in counseling and registration for the AVRR process. If so, as part of the adaptation of these SOPs for your country context, the roles and responsibilities of the different actors should be described here and the specific partner(s) in charge of the various aspects at stake should be mentioned where relevant in the section below. This box and the corresponding icon should then be deleted.



Actors involved:

Actor	Role and responsibilities within the action

### ***STEP 1: Counselling and vulnerability assessment***

- 1.1.1. Upon identification/referral of a migrant potentially willing to apply for AVRR, IOM in the host country or its partner(s) organizes a counselling session with the migrant. The counselling session aims at (i) informing the migrant on the AVRR option and process and (ii) registering the AVRR application and collecting information on the migrant (biodata, profile, etc.) and assessing his/her potential needs and vulnerabilities;
- 1.1.2. The information on return and reintegration options shall be accurate and impartial and allow the migrant to take an informed decision about his/her return;
- 1.1.3. To assist migrants in making an informed decision, IOM staff or a recognised partner must be able to provide as much information as possible on the relevant country of origin during the counselling. To this end, brief leaflets describing the type of assistance available upon return developed by the IOM Missions in the countries of origin and updated as and when needed, are made available to counsellors and migrants in the host country. The return counsellor refers any particular questions the migrant has to the IOM Mission in the respective country of origin and/ or arranges for the migrant to talk (via Skype or phone) to IOM in the country of origin for more precise information about the return context and the type of assistance available;
- 1.1.4. In case of specific control procedures or measures upon arrival, such as short interviews by border police for migrants returning with laissez-passer (LPs) or temporary travel documents, or of compulsory vaccines, IOM or its partner(s) in the host country informs the migrant accordingly;
- 1.1.5. Migrants should be allowed to express their views freely and clearly, irrespective of their legal status or location;
- 1.1.6. Where there is evidence or concern that the person is unable to make an informed decision, for reasons other than potential external factors, such as in the case of children or those with severe mental disabilities, a legal guardian (that is, an appointed person with the power of attorney) must be associated with the decision-making process;
- 1.1.7. The counsellor collects information relevant to the AVRR process, including biographical data (age, sex, place of birth, etc.), information on the current situation of the migrant, his/ her migration experience, his/her skills, his/ her intended return location, etc. The information collected will have a direct impact on the organization of the return and should inform the reintegration process;
- 1.1.8. During the counselling session, the return counsellor assesses the migrant's vulnerabilities and asks him/her to inform IOM of any known health needs. Upon identification of specific vulnerabilities, the migrant is referred to adequate services (protection, health, etc.). Vulnerable migrants are also guaranteed reintegration assistance upon return;
- 1.1.9. Potential asylum seekers are referred to UNHCR.

#### **Box 1: Specific procedures for migrants in vulnerable situations**

Particular attention must be paid to vulnerable migrants because of their specific needs. They require tailored assistance before and during the return travel as well as upon arrival and as part of reintegration in the country of origin.

Specific procedures must be complied with when assisting the following categories of migrants:

- Migrants with known health needs;

- Unaccompanied Migrant Children (UMCs);
- Victims of Trafficking (VoTs) and other victims of abuse, exploitation and violence.

### **Migrants with known health needs<sup>18</sup>**

When facilitating the voluntary return and reintegration assistance of migrants with known health needs, IOM's primary considerations should include the following factors:

- (i) The nature of the pre-existing health conditions of the migrant, when known;
- (ii) The ability of the migrant to make a competent decision<sup>19</sup> on the return and to express his or her voluntariness;
- (iii) The safeness of return, i.e. whether the return travel would exacerbate the migrant's health condition and/or whether the migrant's health condition would deteriorate upon arrival as a direct result of the return;
- (iv) Any measures that would need to be put in place to ensure adequate travel assistance (e.g. wheelchairs, medication, medical escorts, etc.) from the point of departure to the final destination in the country of origin;
- (v) The availability and accessibility of appropriate post-arrival health assistance for the returnee in the country of origin.



- When providing return transportation assistance, the standard IOM health procedures for movement assistance apply, including operational procedures for Medical Escorts;
- *IOM staff can refer to IN/236: Guidance note on assisted voluntary return and reintegration for migrants with health needs (March 2016).*

### **Unaccompanied and Separated Migrant Children (UMC)**

Before IOM can support a UMC with AVRR, it must:

- (i) Confirm the identity of the legal guardians in both the host country and the country of origin (or in a third country, where applicable and subject to the legal requirements of the third country);
- (ii) Confirm that a family assessment by IOM or a reliable partner has been completed; and
- (iii) Confirm that the Best Interests Determination (BID) process has concluded that it is in the best interest of the UMC to return.

IOM's assistance is determined by the outcome of the BID process and the confirmed willingness of the child to return.

<sup>18</sup> Partly extracted from IOM, *Standard Operating Procedures (SOP) for Assisted Voluntary Return and Reintegration (AVRR) to Iraq*, March 2017

<sup>19</sup> A competent decision describes the possession of sufficient mental abilities to understand and make a reasoned decision in relation to a problem, and to understand and appreciate the potential consequences of that decision. Persons under the age of 18 (children) and/or with mental health issues are generally presumed incompetent to consent. *IOM staff can refer to IN/236: Guidance note on assisted voluntary return and reintegration for migrants with health needs*, March 2016.



- During the return process, the IOM Missions in host country and country of origin need to ensure the smooth handover of the UMC to his/her family in the CoO;
- *IOM staff can refer to IN/208: IOM Assisted Voluntary Returns and Reintegration of Unaccompanied Migrant Children (July 2013).*

### **Victims of trafficking (VoTs) and other victims of abuse, exploitation and violence**

When providing any form of direct assistance to a trafficked migrant or to a migrant victim of abuse, exploitation or violence, IOM's primary aim is to protect the beneficiary by promoting his or her sustainable rehabilitation. AVRR is a means by which this end may be achieved.

Prior to facilitating the AVRR process, IOM must take all reasonable measures to:

- Ensure that risks are properly identified, assessed, and managed at every stage of the assistance process (i.e. pre-departure, return and post-arrival);
- Provide case-specific reintegration support to each returning beneficiary.

Risk and reintegration needs assessments must be conducted. The purpose of the risk assessment is to confirm that IOM can facilitate a safe return. The purpose of a reintegration needs assessment is to confirm that IOM can facilitate a sustainable reintegration.

Returning to the country or community of origin is not always the best solution for a trafficked migrant or for a migrant victim of abuse, exploitation or violence. For this reason, IOM reserves the right to decline the provision of AVRR in cases where either the risks and needs assessment performed prior to departure indicate that return would not be safe or sustainable.

The return of a trafficked migrant or of a migrant victim of abuse, exploitation or violence to the country of origin should not require that s/he returns to the community of origin. Where possible, IOM should assist the beneficiary in relocating to a community of his or her choice.



- IOM must take appropriate measures to protect the privacy of the beneficiary;
- Migrants with specific protection needs should be referred to the relevant IOM Assistance to Vulnerable Migrants (AVM) focal point;
- *IOM staff can refer to IN/198: Assisted Voluntary Return and Reintegration (AVRR) for Trafficked Migrants (February 2012).*

### **Other vulnerabilities**

In [Country], specific attention is also required for migrants in the following situation(s): [ ].



Specific issues of concern should be determined at country level (in host, transit and origin countries) according to the local context and specificities. When defining this, IOM and its partner(s) shall consider the factors that both increase vulnerability and contribute to protection. “It is the interplay of factors at the individual, household, community, and structural levels, as well as any situational factors that arise, that either increases or decreases the vulnerability of individuals, households, communities, and groups to violence, exploitation, abuse, and rights violations.” (IOM, *Protection of the Human Rights and Fundamental Freedoms of Migrants and the Specific Needs of Migrants in Vulnerable Situations*, Global Compact Thematic Paper, 2017)

This box and the corresponding icon should then be deleted.

### **Box 2: Counselling and pre-departure coordination for non-IOM returnees**

The above provisions apply in case of AVRR facilitated and implemented by IOM. Under the Joint Initiative, migrants returning under other voluntary return schemes implemented by state and non-state actors as well as through forced returns, are eligible for reintegration assistance. Information on the assistance available and coordination between the actors implementing returns and the Joint Initiative must be addressed as follows:

<b>Return scheme</b>	<b>Pre-departure counselling/ information on the Joint Initiative</b>
Migrants returning from eligible countries (i.e. countries covered by the Joint Initiative on the Central Mediterranean Route, North Africa and Europe) within AVR schemes implemented by state or non-state actors without IOM's assistance in booking or organizing the return travel	<p>IOM should inform actors implementing AVR projects to [Country (CoO)] about the existence of the action, its procedures and the assistance available.</p> <p>At pre-departure stage, these actors should refer migrants returning through these projects to the IOM Mission in the CoO and provide them with the information needed to facilitate migrants' assistance upon arrival and reintegration assistance, keeping the IOM Missions in the host country informed.</p>
Migrants returning from eligible countries (i.e. countries covered by the Joint Initiative on the Central Mediterranean Route, North Africa and Europe) through forced return	<p>IOM must in no way be involved in counselling and pre-departure assistance in case of forced returns. Initial contact with the returnees can only take place once they have cleared all procedures related to the admission to the country and IOM is officially notified of their arrival by the relevant national authority.<sup>20</sup></p>

*Table 3: Pre-departure counselling and information on programmes*

<sup>20</sup> The notification of forced returns should consist in a list of migrants returned with some basic data including at least their names, area of return, age, sex and contact details, as well as information on the date and origin of the flight.

## ***STEP 2: Confirmation of registration to the AVRR process***

- 1.2.1. Once the migrant has confirmed s/he wishes to return, and IOM confirms s/he is eligible, s/he signs the “Voluntary return declaration and authorization for collection of personal data” form, prepared in a language clearly understood by the migrant;
- 1.2.2. The information collected is uploaded in the database by the return counsellor and is made available to the respective IOM mission in the country of origin;<sup>21</sup>
- 1.2.3. If, during the counselling session(s) or at data entry stage, a migrant is found to have already benefitted from IOM’s AVRR assistance under the same programme, s/he may be refused renewed assistance. Each IOM Mission should assess this and take a decision in this respect.



During this phase, the following forms should be filled in/ signed:

- Profile and vulnerability screening form\*
- Voluntary return declaration and authorization for collection of personal data

### *AVRR of migrants with known health needs*

- IOM Fitness to Travel Form & Information Questionnaire
- General consent form (to share data on medical condition to third parties)
- Form for external doctors in countries of origin

### *AVRR of VoT*

- Screening Interview Form
- IOM Risk Assessment Checklist

### *AVRR of UMC*

- UMC Voluntary return declaration form – Country of Destination
- UMC Voluntary return declaration Form – Country of Origin
- UMC Consent for family tracing and family assessment
- Legal guardian travel consent form

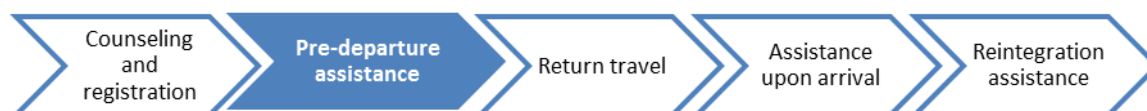
### *AVRR of minor child with only one parent while both parents share full legal custody*

- Declaration on Voluntary Return of Minor Children with one Parent

\* Forms to be developed in the framework of the programmes.

<sup>21</sup> Detailed information about the registration and upload process is provided in the guidance on data collection and management to be produced in the framework of the Joint Initiative. An online data management system is being developed and will be shared with IOM Missions in the next months. These SOPs will then be updated accordingly.

## Phase 2: Pre-departure assistance



The IOM Mission in the host country has overall responsibility for pre-departure assistance.

Depending on the context in the country, other state and non-state actors may also have a role in pre-departure assistance. If so, as part of the adaptation of these SOPs for your country context, the roles and responsibilities of the different actors should be described here and the specific partner(s) in charge of the various aspects at stake should be mentioned where relevant in the below section. This box and the corresponding icon should then be deleted.



### STEP 3: Pre-departure assistance

- 2.3.1. Migrants lacking travel documents need the issuing of a *laissez-passer* or other forms of (temporary) travel document from consular authorities. If required, IOM or its partner(s) assists them in getting the relevant travel document;
- 2.3.2. Depending on the migrant's assessed vulnerabilities or expressed needs, IOM or its partner(s) assists or refers him/ her for medical assistance, basic needs, temporary shelter or protection considerations, as relevant.

### STEP 4: Travel arrangements

- 2.4.1. IOM in the host country books the return travel.<sup>22</sup> Ticket is issued after confirmation by the IOM Mission in the CoO or its partner(s) of its availability to provide reception assistance (if required);
- 2.4.2. Medical escorts must be identified for AVRR of migrants with significant medical conditions. Operational escorts (either IOM staff or another trained individual) must accompany large-scale return movements as well as AVRR of UMC (at least until the child is 15 years old), and if deemed necessary should accompany elderly or migrants with other specific needs requiring the presence of a trained staff;<sup>23</sup>
- 2.4.3. IOM or its partner(s) informs the migrant as soon as possible about his/ her travel details and luggage allowance so that s/he can make the necessary arrangements in the host country (e.g. collect belongings) and in the country of origin (e.g. contact relatives), if and as relevant;

<sup>22</sup> In case of charter flight, please refer to IOM, Resettlement and Movement Management Division (RMM) Movement Manual, Chapter 16 Charter Transportation.

<sup>23</sup> For procedures and guidelines related to escorts please refer to IOM, Resettlement and Movement Management Division (RMM) Movement Manual, Chapter 7 Escorts



2.4.4. As soon as possible and at the latest five working days before the return is due to take place, the IOM Mission in the host country:

- Sends the Advance Booking Notification (ABN) to the Operations Team in the IOM Mission in the country of origin (and if relevant in the country of transit) including: the number of migrants expected to return and the travel details, including the transportation means (bus, commercial flight, charter). In case of charter flights, the IOM Mission in the host country also informs the IOM Mission(s) in the country(ies) whose airspace is crossed to ensure permission by the relevant authorities;
- Informs the IOM Mission in the CoO about the intended final destination of the migrants;
- Communicates any specific need for airport (or bus station) assistance, onwards transportation and/ or temporary shelter upon return in the CoO;
- Provides basic information on the migrants' profiles and vulnerability assessment established prior to departure;
- Provides specific details about any case requiring specific attention (vulnerability, medical needs, protection issue, etc.);
- Informs the IOM Mission in the CoO about assistance (including pocket money and reintegration assistance) the returning migrants received or may be entitled to under the host country's AVRR project (when the return is implemented by IOM from a host country that is not covered by the programmes (e.g. return from the EU));
- If the return travel is not direct, informs the IOM Mission in the country of transit and, if needed, requests transit assistance.



In case of VoTs, if risks or protection needs have been identified, related information should be kept confidential and only communicated to the AVM focal point in the CoO.

2.4.5. The IOM Mission in the country of origin:

- Confirms its availability for assistance within one working day from reception of the notification;
- Provides counselling via Skype or other means if requested by migrants or by the IOM Mission or its partner(s) in the host country;
- Prepares for reception and reintegration assistance of the migrants and particularly of the cases requiring special attention, including medical cases needing immediate medical care, children and UMCs or migrants with potential protection issues, including by informing and activating relevant national or local actors;



In case of large-scale returns (charter flights, bus convoys or boat convoys), the IOM Mission in the host country should make every possible effort to inform the IOM Mission in the CoO well in advance. IOM Missions in the CoOs will inform IOM in the host countries if there are minimum notice requirements for reception of charter flights. Monthly planning sent on a monthly basis by the IOM Missions in the host countries is highly recommended. The IOM Mission in the CoO notifies the European Union Delegation in the country when large-scale returns are due to take place.

2.4.6. Prior to departure, a final discussion takes place between the return counsellor from the IOM Mission or its partner(s) in the host country and the beneficiary. The discussion aims at:

- Confirming the migrant's travel details;
- Reviewing the details of the reintegration assistance available after arrival in the country of origin;
- Providing IOM contact information in the country of origin, including of the staff providing arrival assistance, if relevant.



During this phase, the following forms should be produced:

- ABN
- Returnee information sheet \* containing the contact details of the IOM Mission in the CoO, the assistance available upon return and the migrant's unique reference number

\* Form to be developed in the framework of the programmes.

## Phase 3: Return travel



The IOM Mission in the host country has overall responsibility for the return travel.



This phase is typically managed and implemented directly by IOM. However, should other actors be involved in this process, the roles and responsibilities of the different actors should be described here as part of the adaptation of these SOPs to each country context and the specific partner(s) in charge of the various aspects at stake should be mentioned where relevant in the below section. This box and the corresponding icon should then be deleted.



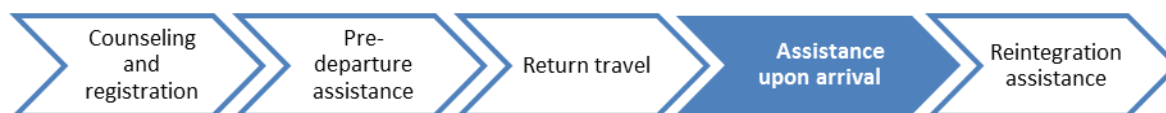
Returns typically take place by plane (either commercial or charter, depending on the number of migrants considered in the movement, availability of seats in commercial flights and logistical considerations), by bus or by boat.



### ***STEP 5: Embarkation and travel***

- 3.5.1. Staff from the IOM Mission in the host country always accompanies the migrants at the airport or bus station. S/he hands over tickets, LPs and the Returnee Information Sheet, as well as IOM bags for the migrants to be recognized upon arrival. S/he ensures that all migrants board the plane/ bus smoothly;
- 3.5.2. Upon departure, the IOM Mission in the host country notifies the IOM Mission in the CoO and updates the database with departure confirmation within two days;
- 3.5.3. If required, transit assistance should be provided by the local IOM Mission in the transit airport/ station.

## Phase 4: Assistance upon arrival



The IOM Mission in the country of origin has overall responsibility for assistance upon arrival.



Depending on the context in the country, other state and non-state actors may also have a role in assistance upon arrival, for instance in reception assistance at the airport. If so, the roles and responsibilities of the different actors should be described here and the specific partner(s) in charge of the various aspects at stake should be mentioned where relevant in the below section. This box and the corresponding icon should then be deleted.



### ***STEP 6: Reception at the airport or bus station***

- 4.6.1. Staff from the IOM Mission in the CoO or its partner(s) ensures returning migrants reception at the airport or bus station *at least* for all cases of large-scale returns as well as for each case of vulnerable migrants needing immediate assistance upon return. Reception assistance is also provided at the specific request of the IOM Mission in the host country;
- 4.6.2. IOM or its partner(s) facilitates smooth border checks and luggage collection and provides initial information on the reintegration process;
- 4.6.3. If a migrant is found not to be from the country s/he returned to, secondary movement until his/ her country of origin must be arranged in the shortest delays, taking into consideration the potential need to get correct travel documents and to provide the migrant with temporary accommodation and ensure his/her basic needs are met during his/ her stay. The IOM Mission in the country of return should immediately inform the IOM Missions in the host country the migrant returned from as well as in the actual country of origin and ensure the migrant is registered accordingly.
- 4.6.4. When migrants arrive in a location where IOM has no presence, a representative of IOM in the CoO or its partner(s) travels and meets the returnees upon arrival and carries out the assistance actions (reception, provision of cash grant, support for onwards transportation and referral or support for immediate needs);
- 4.6.5. When providing post-arrival assistance in case of forced returns, IOM must ensure that its airport/ port of entry presence is well outside the immigration and customs processing areas. Initial contact with the returnees can only take place once they have cleared all procedures related to the admission to the country.



Tailored assistance is provided to migrants with specific needs upon information received from IOM in host countries (see next phase).



Upon arrival of a UMC in his/her country of origin, the legal guardian(s), with the support of IOM, should complete the UMC Handover Notification including the details of arrival and handover.

### **STEP 7: Pocket money**

- 4.7.1. All returnees are provided with pocket money upon return unless already received before departure (e.g. most AVRR projects implemented in the EU).



The pocket money is meant to cover the migrants' basic needs such as housing, clothing and food in the short term, as well as onwards transportation until final destination when not covered as part of the return travel. It does *not* constitute a form of reintegration assistance and is not linked to it. It should be determined based on (i) the principle of fairness and (ii) the need to mitigate any risk that the cash allowance creates a "pull factor" especially for returnees from neighbouring countries.



The IOM Mission in the CoO and its partner(s) should establish what amount is needed to cover migrant's basic needs in the short term taking into account to the above considerations, and indicate it below. This box and the corresponding icon should then be deleted.

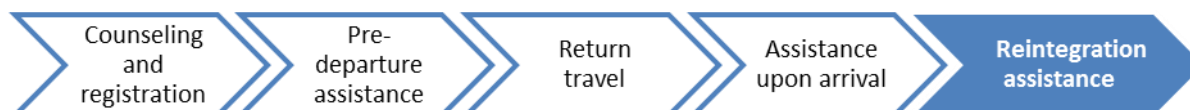
- 4.7.2. The amount of pocket money to be provided in [Country] is of [amount] EUR (approximately [amount] [currency]).

Upon handover of the pocket money, the migrant should sign the Acknowledgement of Payment Receipt (to be developed in the framework of the programmes).

### **STEP 8: Onwards transportation**

- 4.8.1. If required, onward transportation until final destination (and overnight accommodation) is arranged by IOM in the CoO or its partner(s) for migrants in situation of vulnerability. IOM Missions in the CoO and in the host country should do their best to also facilitate the onward transportation of non-vulnerable migrants, considering the available resources and the migrants' needs, and in compliance with the principles of equity and fairness.

## Phase 5: Reintegration Assistance



The IOM Mission in the country of origin has overall responsibility for reintegration assistance.



Depending on the context in the country, other state and non-state actors may also have a role in reintegration assistance. If so, the roles and responsibilities of the different actors should be described here, as part of the adaptation of these SOPs for your country context, and the specific partner(s) in charge of the various aspects at stake should be mentioned where relevant in the below section. This box and the corresponding icon should then be deleted.

It is to be noted that where structures and actors already have recognized roles in reintegration support, their role and the service they provide should, to the extent possible, not be duplicated (e.g. where actors such as Migrants Resources or Information Centers already provide counseling to returning migrants, their experience, location, etc. should be leveraged). Potential “reintegration committees” (or any other name/ form) or community structures established or supported should also be described here.



See Figure 2: Reintegration assistance flowchart at the end of this section for a quick review.



### Eligibility

Migrants fulfilling the below criteria are eligible for reintegration assistance in the framework of the Joint Initiative:

Returning from	Returning to	Under one the following return schemes	When

<ul style="list-style-type: none"> <li>• Transit or migrants stranded along the Central Mediterranean Route (mainly Burkina Faso, Libya, Mali, Mauritania, Niger)</li> <li>• North Africa</li> <li>• Europe</li> </ul>	<ul style="list-style-type: none"> <li>• One of the countries of origin covered by the Joint Initiative</li> </ul>	<ul style="list-style-type: none"> <li>• AVRR implemented by IOM</li> <li>• Voluntary return projects implemented by state or non-state actors without IOM's assistance in booking or organizing the return travel (if referred to IOM in the CoO)</li> <li>• Forced return (if referred to IOM in the CoO)</li> </ul>	<ul style="list-style-type: none"> <li>• After the start of the CoO action<sup>24</sup></li> <li>• No later than 12 months before the end of the CoO action.</li> </ul>
--	--	--	---

*Table 4: Eligibility criteria for reintegration assistance under the Joint Initiative*

The dependants of the above categories of migrants who did not migrate may also be eligible for assistance under certain conditions (see further).

### *STEP 9: Reintegration assistance upon return*



All eligible returning migrants are entitled to reintegration assistance upon return in the form of counselling, information and referral services, as well as training and other types of general support activities that IOM or its partner(s) organizes in the CoO.

#### Counselling, information and referral

- 5.9.1. Upon return (ideally within one month depending on country context), eligible migrants contact the IOM Mission in the CoO or its partner(s) and arrange for the counselling sessions;
- 5.9.2. Upon appointment, IOM or its partner(s) in the CoO meets the returnee to assess potential vulnerabilities, specific needs, migrant's background, perspectives and reintegration assistance;
- 5.9.3. When not possible to meet (e.g. migrant living in rural areas far away from IOM office or from its partner(s)), the counselling can take place by phone. Face-to-face meetings are however the preferred option;
- 5.9.4. Complementing the information provided before departure, IOM or its partner(s) in the CoO informs the migrants on the range of reintegration assistance available as well as on the complementary reintegration support available (see section "complementary reintegration support");
- 5.9.5. Where possible, and especially for vulnerable cases, family members, relatives or friends of the returnees should be involved in the counselling sessions;

<sup>24</sup> In the case of AVRR implemented by IOM from host countries covered by the Initiative, migrants who returned as of the starting date of the host country's action are eligible for reintegration assistance.

- 5.9.6. If during the counselling session(s) or at data entry stage a migrant is found to have already benefitted from IOM's AVRR assistance under the same programme, s/he may be refused renewed assistance. Each IOM Mission should assess this and take a decision in this respect;
- 5.9.7. IOM or its partner(s) provides migrants with information on the opportunities existing in the CoO and more specifically in their community of return, including on employment opportunities (e.g. information on the job market, employment agencies, youth employment programmes, specialized NGOs, etc.), funding and support mechanisms available for entrepreneurs (e.g. credit and microfinance institutions, specific support programmes for micro/ small businesses, etc.) and support services available for vulnerable migrants (e.g. healthcare services, shelters, family tracing, etc.);
- 5.9.8. When services or programmes able to respond to the needs or preferences of returning migrants (either vulnerable or not) exist, IOM or its partner(s) in the CoO refers returning migrants to them. This includes referral to existing community-based projects as well as to psycho-social services or programmes able to support migrants dealing with mental health needs or facing challenges re-establishing links with their relatives.

#### Training and general support

- 5.9.9. All eligible returning migrants can benefit from training or other forms of general support that IOM or its partner(s) implements in the CoO.
- 5.9.10. Examples of general support activities include: (i) regular training sessions (on business management, technical skills, etc.), (ii) focus groups among returnees or psychosocial counselling sessions with relatives, (iii) job or other types of fairs where returnees can meet representatives of the private sector, of microfinance institutions, etc.
- 5.9.11. In [Country], the following activities are envisaged: [activities envisaged].
- 5.9.12. IOM or its partner(s) informs the returnees accordingly and, if interested, registers them. All related costs (travel, accommodation, participation) are covered by the programmes.



The IOM Mission together with its partner(s) and in coordination with the relevant Regional Office should define the type of activities to be implemented and inform the IOM Missions in the host countries accordingly. This box and the corresponding icon should then be deleted.

#### STEP 10: Additional reintegration support

##### General provisions

- 5.10.1. **Access to additional reintegration support** is linked to (i) addressing specific situations of vulnerability, to (ii) community-based projects implemented in the main communities of return or to (iii) a selection procedure.
- 5.10.2. **Assistance can be used for:**
- The creation or strengthening of income generating activities (including at community level);
  - Job insertion: apprenticeship/ on-the-job training, paid internships;
  - Training or educational support: vocational training, education (including for children);
  - Medical support: medical treatment and follow-up, hospitalization, traditional medicine;



- Psychosocial support: individual coaching, focus groups or activities related to psychosocial well-being, including at community level through dialogue or other activities promoting social cohesion;
- Housing support: housing rent, restructuring, shelter fees, temporary guesthouse, nursery home;
- Basic needs: first aid goods, food, or other emergency needs that may arise upon return.

The above types of assistance are not exclusive: migrants can benefit from assistance in more than one category.

- 5.10.3. Assistance can be individual, collective or community-based. Different **levels of assistance** do not necessarily exclude each other. In particular, vulnerable migrants can be assisted individually to address their specific needs such as temporary accommodation while being assisted within a collective project to set up an activity that will provide long-term income;
- 5.10.4. The **value of the assistance** is not fixed and can vary according to the action's specific criteria and budget, to the migrants' reintegration plans (see below) as well as of their profile, needs and preferences;
- 5.10.5. Particular attention should be given to **women** returning as part of a household: specific assistance may be considered so as to foster their self-sufficiency;
- 5.10.6. As **dependants or family members** who did not migrate are directly involved in and impacted by the returnee's reintegration, part of the assistance can also be provided to them under specific conditions;<sup>25</sup>
- 5.10.7. IOM and its partner(s) are encouraged to **pilot innovative activities** going beyond the traditional AVR approach. Initial ideas should be discussed with the Regional Coordination Unit ahead of implementation.

#### Addressing specific situations of vulnerability

- 5.10.8. All migrants in situation of vulnerability that cannot be referred to adequate services or programmes must be provided by IOM or its partner(s) with individual reintegration assistance tailored to their needs (as determined during the counselling sessions and vulnerability assessments carried out before departure and upon return). All vulnerable migrants must be assisted;
- 5.10.9. In addition to the individual needs-based assistance they are entitled to, migrants in situation of vulnerability may also benefit from complementary forms of assistance to improve their reintegration prospects. Depending on the vulnerability assessment and counselling session(s) carried out in the CoO (as well as of the risk assessment in case of VoTs), migrants in situation of vulnerability may benefit from any other type and level of assistance available (i.e. individual or collective assistance, either community-based or not, for business set-up, training, etc.);
- 5.10.10. Regular follow-up should be ensured by IOM or its partner(s).

#### Community-based projects implemented in the main communities of return

- 5.10.11. If and where community mappings or assessments have been carried out, IOM or its partner(s) together with representatives of the community may design community projects

---

<sup>25</sup> For instance, if deemed relevant in view of the returnee's smooth reintegration, the assistance can cover the education costs of the returnee's children or the set up of an income generating activity by a family member if the returnee has medical conditions preventing him/her to run a business.

aiming at improving the conditions for return and reintegration in the community. Migrants returning to a community where such project is implemented, willing to participate and with the adequate skills, should be inserted in the project. Coordination should be ensured with the communities and other actors implementing community projects, including with EUTF funding, in order to optimize the resources available and prevent any possible duplication or overlapping in the activities envisaged.

#### Selection procedure

- 5.10.12. All other interested eligible returning migrants can apply to additional reintegration support by submitting completed reintegration plans. These plans should indicate the type and purpose of assistance requested as well as details about the expected costs and outcomes.<sup>26</sup> IOM or its partner(s) should support returning migrants to prepare their Reintegration Plan;
- 5.10.13. IOM and its partner(s) or larger reintegration committee(s) assess each reintegration plan and select those to be supported according to specific criteria (see below) tentatively on a monthly basis;<sup>27</sup>
- 5.10.14. The reintegration plan submitted by the returning migrant determines the level and type of reintegration support to be provided;
- 5.10.15. To the extent possible, the following factors should be considered when assessing the returning migrants' reintegration plans and should be linked to the selection criteria to be defined:

#### **Box 3 : Factors to be considered when assessing the returning migrants' reintegration plans**

##### **Factors related to the individual**

- **Socio-economic situation:** What is the socio-economic situation of the migrant (part of a poor household, sole provider for the family, numbers of dependants, etc.)?
- **Migration experience:** What is the migration experience of the migrant, and how some key elements of this experience (including hardship, cost and duration of the migration experience, as well as potential skills, capacity or networks built abroad) may have a positive or negative impact on the migrant's reintegration?
- **Complementarities with other projects and programmes:** Has the migrant received some form of reintegration assistance under other return and reintegration projects or support programmes available in the CoO?
- **Returnees' perspectives, preferences and opportunities:** Has the returning migrant expressed concrete reintegration perspectives and preferences? Does s/he have specific opportunities? Does s/he have the intention to remigrate within a short period?
- **Potential impact of the reintegration project:** Does the reintegration project elaborated by the returning migrant have a potential positive impact at local level (including involvement of the community in the project, potential for employment creation, alignment to local development plans, etc.)?

##### **Factors related to the context**

<sup>26</sup> A Reintegration Plan template will be produced and proposed to all IOM Missions concerned.

<sup>27</sup> A Selection Form template (to be adapted according to the selection criteria identified – see below) will be produced and proposed to all IOM Missions concerned.

- **Concentration of returns in specific areas:** Is the area of return an area with a high concentration of returns?
- **Opportunities and conduciveness for community-based assistance:** What are the socio-economic opportunities in the area of return and is it conducive to community-based projects? Has the community of return expressed specific needs or proposals for returnees' involvement? Has the community of return expressed particular tensions stemming from significant numbers of returns in their area that could be alleviated?
- **Capacities/ resources available in the return location:** Are there capacities or resources in place in the area of return potentially facilitating or on the contrary hindering the reintegration process?

#### Factors that should not influence the decision

- Migrants' administrative status in the host country;
- The modality of return (AVRR, humanitarian voluntary return, evacuation, forced return).<sup>28</sup>

- The **selection criteria** for additional reintegration support are based on the factors identified above. The following selection criteria have been defined in [Country]:



The following selection criteria are proposed in these SOPs. They should be adapted, narrowed or widened at national/ local level to best fit the action's objectives and national/ local contexts. Each country should determine the importance of each criteria - specific scores may for example be assigned to each of them – and the returnees' reintegration plans should be assessed against these criteria.

Several (positive and/ or negative) criteria can be reflected in one reintegration plan.

This box and the corresponding icon should then be deleted.

#### Positive criteria (from most positive to least positive)<sup>29</sup>

- Project gathering several returnees and several members of the community;

<sup>28</sup> It is understood that the modality of return may have an impact on the potential vulnerability of returning migrant as well as on his/ her degree of preparation of the return. However, the modality of return itself should not play a role in the definition of the level, type and value of the assistance proposed.

<sup>29</sup> Positive criteria refer to criteria that increase the score, or that should positively influence the decision to select a project for complementary support. Negative criteria refer to criteria that diminish the score, or that should influence negatively the decision to select a project.

- Project allowing support to the needs of migrant with high vulnerability;
- Project expected to contribute to improve the community's socio-economic situation, including by creating employment and livelihood opportunities in the community;
- Project responding to specific needs of the community, inter alia by contributing to improve access to services at community level;
- Project contributing to environmental sustainability, climate change adaptation and/ or disaster risk reduction, or with positive impact on environment;
- Project contributing to social cohesion (i.e. contributing to improve the attitude of the community towards return and returnees and vice-versa);
- Project gathering several returnees (cooperative/ collective project)
- Project closely linked to the local development plan;
- Project expected to create employment for family members/ relatives;
- Project presented by migrant with good technical or managerial skills.

#### Negative criteria (from most negative to least negative)

- Project that could do harm to the community of return (e.g. by competing with existing local initiatives);
  - Project that is assessed as not viable;
  - Project presented by migrant already assisted in his/ her reintegration through another AVRR project;<sup>30</sup>
  - Project presented by migrant that has not been determined as vulnerable, with no collective or community aspect and no specific skills;
  - Project presented by migrant with strong support network;
  - Project presented by migrant that returned from a neighbouring country.<sup>31</sup>
- Several (positive and/ or negative) criteria can be reflected in one reintegration plan.
  - The above decision system can be adapted or further refined as needed at country level upon agreement by the IOM Mission in the country and the main state and non-state actors involved in return and reintegration, including taking in consideration the budget available and potential constraints.

#### Box 4: Focus on community-based approaches to reintegration

In the framework of the present programmes, the following three approaches to community-based assistance are considered:

<sup>30</sup> Migrants returning under other AVRR projects are usually provided with a cash grant and, in some cases, with so-called "reintegration assistance". In the context of these programmes, migrants receiving assistance for any combined value below EUR 1,000 will be considered as "not assisted in their reintegration through other AVRR projects". It is indeed considered that any amount below EUR 1,000 cannot be described as reintegration assistance as in no way, regardless of the area of return's cost of living, of the individual's needs, skills and reintegration project, etc., can smaller amounts contribute to sustainable reintegration. IOM Missions and their partners may define their own minimum requirements for assistance to be considered as "reintegration assistance", provided that it is above EUR 1,000. The same type of system as for the determination of the cash grant can be used. The more assistance a returnee receives under other projects, the less s/he should be considered for complementary reintegration support.

<sup>31</sup> In the framework of the Initiative, this criteria can be extended to ECOWAS countries, with the same rationale as for the determination of the cash grant.

- (i) **Community-based assistance focusing on the returning migrant** are envisaged through the selection of migrants/ projects for complementary reintegration support. Migrants presenting projects envisaging the involvement of or a potential impact on the community to which they return, should be selected for complementary assistance and supported by IOM or its partner(s);
- (ii) **Community-based assistance focusing on the communities** stems from community mapping/ assessments and/or from local dialogue sessions. Based on a participatory approach closely involving local actors (authorities, civil society, private sector, members of the community including local leaders and former returnees, etc.), needs and opportunities in the communities – that can be economic and/ or social - are identified. Together, they design project(s) addressing these needs and opportunities. Local coordination/ management/ supervision structures (“reintegration committees”) gathering IOM and/ or its local partner(s) as well as some selected local actors should be established once a community-level project has been identified. Quick labour market assessments/value chain studies can be commissioned to complement the community assessment carried out and better frame the types of projects most likely to have a positive impact on both the community and returnees. IOM or its partner(s) then supports the set-up of the project(s).  
Once implemented, returnees should be involved in these projects if and when interested and if and when they have the skills required. By targeting high areas of emigration, which are also typically high areas of return, an environment favouring reintegration is created, as well as direct opportunities for returnees and non-migrant populations;
- (iii) **Community-based assistance through existing projects** are envisaged too, especially by referring migrants to larger projects operated by other actors and by forging partnerships with specialized organizations.

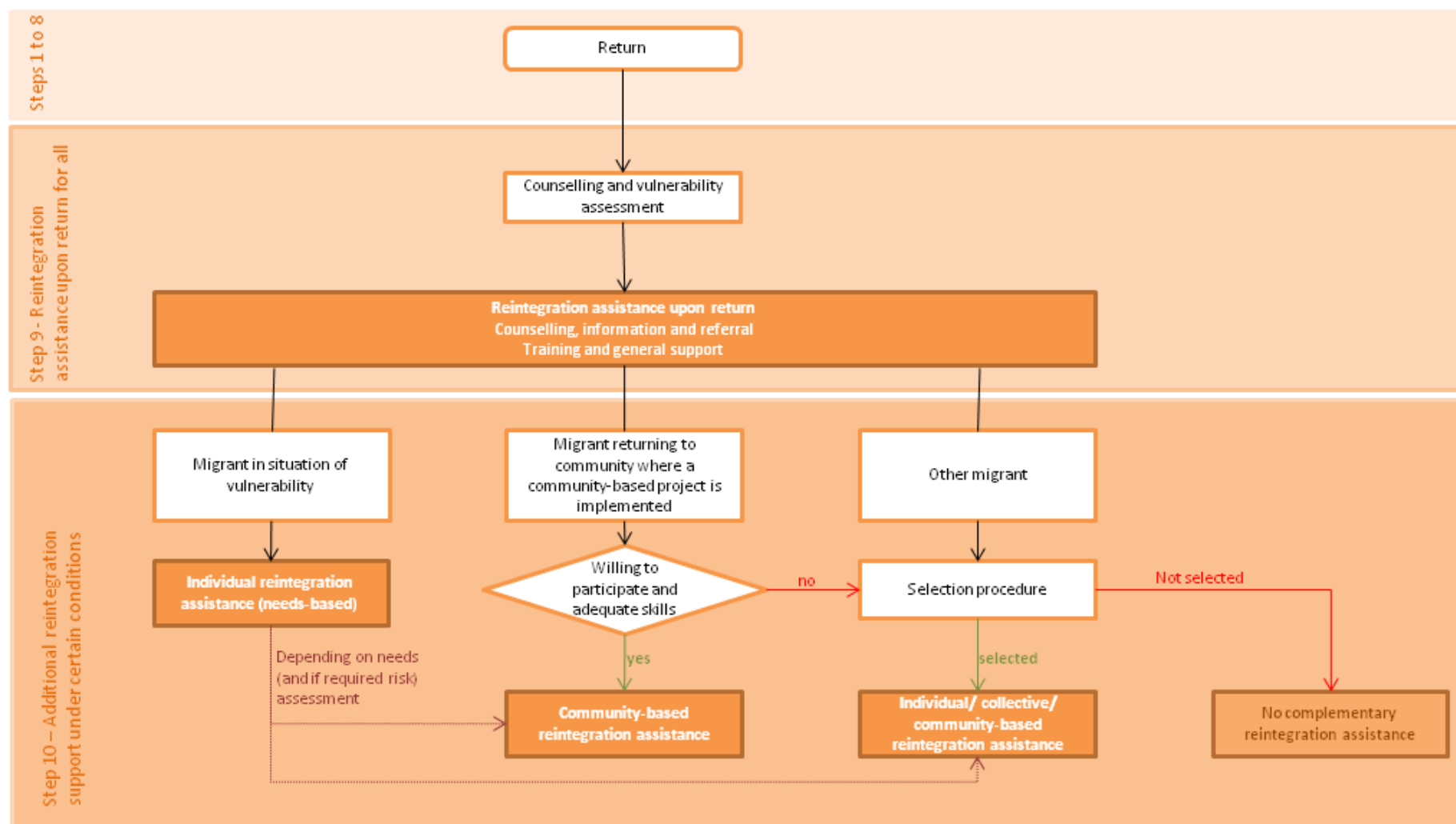


Figure 2 : Reintegration assistance flowchart

### Procurement, provision of the assistance and follow-up

- Upon approval of a reintegration plan<sup>32</sup>, the beneficiaries together with IOM or its partner(s) fine-tune it and verify the costs of the goods and services needed to implement it. The beneficiaries, IOM or its partner(s)<sup>33</sup> identify the best supplier(s) and a final decision is taken on the value of the assistance to be provided. If the beneficiaries agree, IOM or its partner(s) starts the procurement process in compliance with IOM's procurement rules;
- IOM provides the assistance in-kind, i.e. through the provision of the goods and services needed to implement the beneficiaries' reintegration plans. IOM directly pays the suppliers by bank transfer, or if not possible by cheque;
- Payments can be made in either one or more than one instalment. Depending on the project size, on the value of the assistance and on the number of beneficiaries (in the case of collective projects), several instalments could be envisaged to also allow for a regular follow-up/monitoring;
- When the in-kind approach is not feasible<sup>34</sup>, small cash instalments can be envisaged. Each IOM Mission should define rules and procedures in this regard, in compliance with IOM's procurement rules and taking in consideration the local context;
- When the goods or services are available, IOM or its partner(s) informs the beneficiaries accordingly within three working days;
- IOM or its partner(s) should regularly contact the beneficiaries and provide support where possible, including at economic level (e.g. advice, information on existing financing schemes, etc.) and at psycho-social level (e.g. support to address situation of vulnerability, to re-establish family links, etc.).

### STEP 11: Monitoring and Evaluation

- Monitoring should follow the parameters set in the Joint Initiative's Monitoring and Evaluation (M&E) Framework.



An M&E Framework is being developed under the Joint Initiative and will be shared with all Missions involved when finalized. It will include instructions on the content, timeframe and responsibilities of monitoring and evaluation activities.



Depending on the context in the country, other state and non-state actors may also have a role in monitoring. If so, the roles and responsibilities of the different actors should be described here. This box and the corresponding icon should then be deleted.

- Evaluation of the reintegration component of the programmes is highly recommended. It can be either internal or external, with a preference for external evaluation.

<sup>32</sup> No approval is needed from IOM in the host country or from any other IOM Mission for the assistance provided under the programmes

<sup>33</sup> As agreed between the returning migrants, IOM and/ or its partner(s).

<sup>34</sup> For instance because of the lack of banking system in the area or because the assistance corresponds to most pressing needs for which in-kind support may prove difficult (such as food, medicines, or accommodation in some cases).

- In the framework of the Joint Initiative, an external evaluation on reintegration is envisaged and specific guidance will be provided to all Missions. The Regional Coordination Unit will manage it in coordination with each IOM County Mission carrying out reintegration activities.



During this phase, the following forms should be filled in/ signed:

**Counseling and assistance stages:**

- Profile and vulnerability screening form\*
- Individual Reintegration Plan\*
- Selection form/ selection evaluation grid for complementary reintegration support\*
- Declaration of reintegration assistance and financial contribution

**Monitoring stage:**

- Declaration on Monitoring and Evaluation
- Photography consent form
- Case management form\*
- Final monitoring questionnaire\*

\* Forms to be developed in the framework of the programmes.



## **Annexes**

## Annex 1: AVRR process flowchart

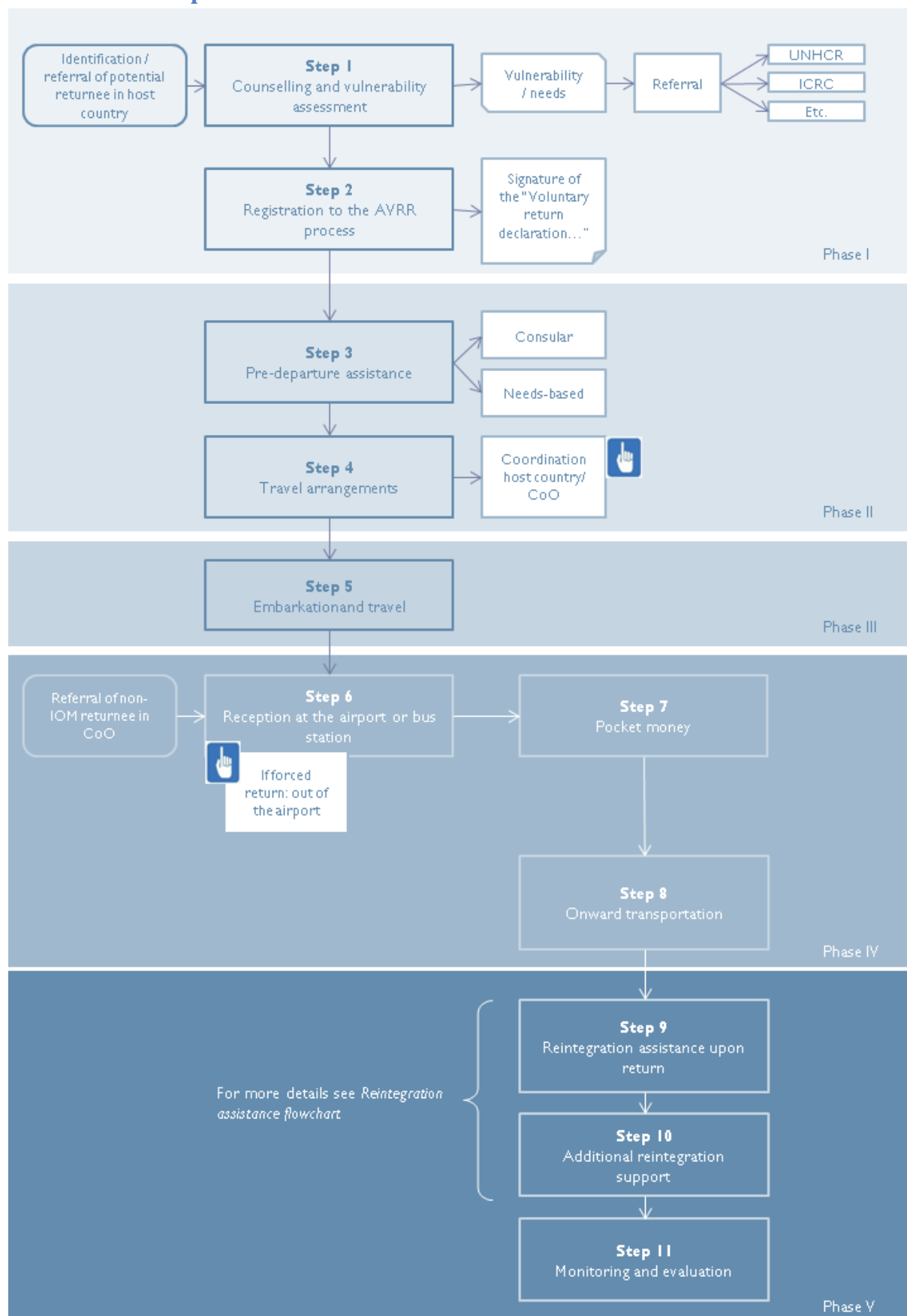


Figure 3: AVRR flowchart

## Annex 2: Main resources used

IOM, *Towards an Integrated Approach to Reintegration in the Context of Return*, 2017

IOM, *Enhancing Migrant Well-Being upon Return through an Integrated Approach to Reintegration*, Global Compact Thematic Paper, 2017

IOM, *Supporting Safe, Orderly and Dignified Migration through Assisted Voluntary Return and Reintegration*, Global Compact Thematic Paper, 2017

IOM, *MRRM Handbook*, draft version, 2017

IOM, *Standard Operating Procedures (SOP) for Assisted Voluntary Return and Reintegration (AVRR) to Iraq*, March 2017

IOM, *Assisted Voluntary Return and Reintegration (AVRR) in the Southern Africa Region, Guidance Document*, August 2016

IOM, *IOM Handbook on Direct Assistance for Victims of Trafficking*, 2007

IOM, *Assisted Voluntary Return and Reintegration Handbook*, April 2010

IOM, *Glossary on Migration*, Second edition, 2011

IOM, *IN/168 rev (2): Procurement Manual*, May 2016

IOM, *IN/197: Guidance note on Assisted Voluntary Return and Reintegration*, February 2012

IOM, *IN/198: Assisted Voluntary Return and Reintegration (AVRR) for Trafficked Migrants*, February 2012

IOM, *IN/199: Assisted Voluntary Return and Reintegration (AVRR) for Migrants in Detention*, February 2012

IOM, *IN/205: Guidance Note on Post Arrival and Reintegration Assistance*, February 2012

IOM, *IN/208: IOM Assisted Voluntary Returns and Reintegration of Unaccompanied Migrant Children*, July 2013

IOM, [IN/219: Assessing Risk When Assisting Victims of Trafficking](#), December 2014

IOM, *IN/220: Identification of Victims of Trafficking for Purposes of IOM Protection Through Direct Assistance*, December 2014

IOM, *IN/236: Guidance note on assisted voluntary return and reintegration for migrants with health needs*, March 2016

Altai Consulting, *Retour volontaire et réintégration : approches communautaires*, 2016

### Annex 3: Forms to be used

Form	Institutional/ ad-hoc tool
<b>In the host country</b>	
Voluntary return declaration and authorization for collection of personal data	Institutional
Profile and vulnerability screening form	Ad-hoc
ABN	Institutional
Returnee information sheet	Ad-hoc
<b>In the CoO</b>	
Profile and vulnerability screening form	Ad-hoc
Acknowledgement of Payment Receipt	Ad-hoc
Reintegration Plan	Ad-hoc
Declaration of reintegration assistance and financial contribution	Institutional
Selection form/ selection evaluation grid for complementary reintegration support	Ad-hoc
<b>Monitoring and Evaluation</b>	
Case management form	Ad-hoc
Final monitoring questionnaire	Ad-hoc
Declaration on Monitoring and Evaluation	Institutional
Photography consent form	Institutional
<b>Forms for vulnerable cases</b>	
<b>Medical Cases</b>	
IOM Fitness to Travel Form & Information Questionnaire	Institutional
Form for external doctors in countries of origin	Institutional
General consent form (to share data on medical condition to third parties)	Institutional
<b>VoTs</b>	

Screening Interview Form	Institutional
IOM Risk Assessment Checklist	Institutional
<b>UMCs</b>	
UMC Voluntary return declaration form – Country of Destination	Institutional
UMC Voluntary return declaration Form – Country of Origin	Institutional
UMC Consent for family tracing and family assessment	Institutional
Legal guardian travel consent form	Institutional
UMC Handover Notification	Institutional
<b>AVRR of minor child with only one parent while both parents share full legal custody</b>	
Declaration on Voluntary Return of Minor Children with one Parent	Institutional

*Table 5: Forms to be used*

## Annex 4: Focus on reintegration

### *The integrated approach to reintegration*

According to IOM's Integrated Approach to Reintegration, "the complex, multidimensional process of reintegration requires a holistic and a need-based approach: one that takes into consideration the various factors impacting an individual's reintegration, including economic, social, and psychosocial factors across individual, community, and structural dimensions."<sup>i</sup>

"Sustainable reintegration"<sup>ii</sup> can be facilitated when the above factors are addressed in parallel, through:

- Individual assistance targeting the specific needs of returning migrants and households;
- Community-based support to foster a participatory approach in the reintegration process where families and communities are involved and their specific needs and concerns addressed; and
- Structural interventions aiming at improving the provision of essential services for returnees and non-migrant population alike, and promoting overall good governance of migration."<sup>iii</sup>

Achieving the adoption of an integrated approach to reintegration requires, among others, cooperation and complementarities with different actors and across different sectors, including state and non-state, public and private, local and international actors involved with return management, community stabilization and cooperation for development.

For more details on this approach, please refer to: IOM, *Towards an Integrated Approach to Reintegration in the Context of Return*, 2017, available [here](#).

### *The interaction between returnees and communities in the reintegration process*

As indicated above, the integrated approach to reintegration encompasses different levels of interventions at the individual, community and structural levels.

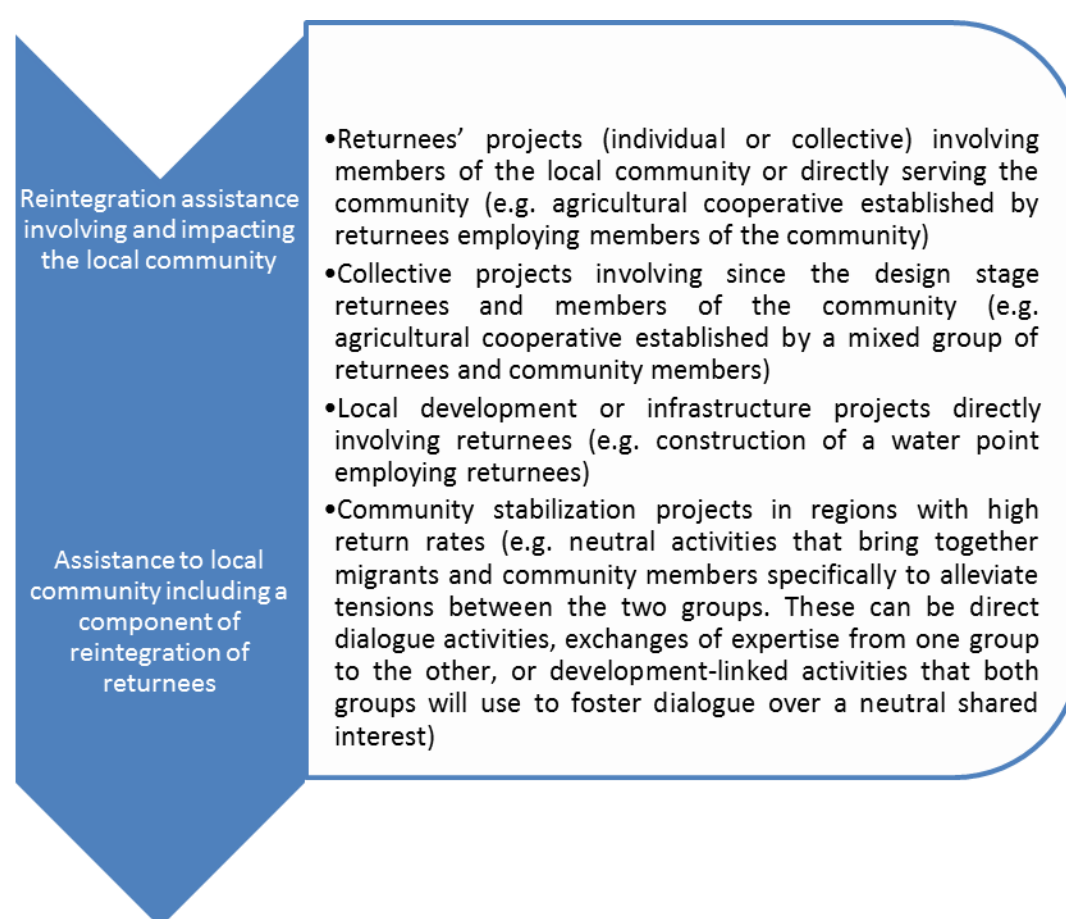
Such a holistic approach needs to recognize that the role communities play in migrant reintegration can be manifold. When return is seen as a failure or the decision to migrate in the first place is seen as abandonment, leading to a more hostile environment, reintegration efforts will be negatively impacted. Resentment among communities may also be generated, if the reintegration assistance received by individual returnees is perceived as an undue reward to returnees as opposed to local populations. However, the opposite is also true, as communities can provide a conducive environment for reintegration in terms of safety nets, support of strong social networks, as well as financial resources. When communities perceive return positively, it helps to mitigate the risk of stigmatization of returning migrants, enabling them to re-establish social ties, and facilitating re-insertion into society.<sup>iv</sup>

To enhance understanding on the needs, concerns and opportunities of the main communities of return and ensure that reintegration activities respond to their needs and priorities, community mappings/assessments should be carried out.<sup>v</sup>

## *Different approaches to community-based reintegration assistance*

Reintegration assistance can be defined as “community-based” when the assistance provided to an individual or a group involves the local community and/ or directly addresses its needs.

Different types of community-based reintegration assistance can be defined according to the degree of involvement of the local community (from reintegration assistance involving and impacting the local community to assistance to local community including a component of reintegration of returnees). This is illustrated in the below figure which provides a conceptual panorama of the various possible approaches (that are not all reflected in the EU-IOM External Actions to Support Migrant Protection and Reintegration of Returnees).



*Figure 4: Schematic typology of community-based approach to AVRR, adapted from Altai Consulting<sup>vi</sup>*

Within the context of AVRR, three main possible approaches to community-based reintegration can be identified: (i) the migrant-focused approach, (ii) the community-focused approach and (iii) the approach focusing on existing projects.

### *Key features and advantages of a community-based approach<sup>vii</sup>*

- ✓ *Contribution to social and psychosocial dimensions of reintegration:* Community-based projects are not limited to income generating activities: they can also address social cohesion

and psychosocial aspects. For instance, they can promote dialogue and increased understanding on irregular migration and return<sup>viii</sup> to reduce the stigma and contribute to improving the attitude of community members towards returnees and vice versa. On the other hand, beyond their economic impact, community-based income-generating projects also contribute to the social reintegration of returnees by encouraging the (re)establishment of social networks by returnees and reducing the potential resentment of the local community, thereby contributing to improve social cohesion within the community. Returnees brought together have a shared experience of migration, and by sharing their project with non-returnees, they avoid building “insular networks” isolated from the communities they return to. Contributing to the local community, returnees can feel a sense of utility and belonging, which in turn contributes to improve their psychosocial wellbeing;

- ✓ *Participatory approach*: Families and communities are involved in the reintegration process and their specific needs and concerns are addressed. Potentially, former returnees (e.g. through mentoring schemes) and diaspora (e.g. through sponsorship schemes) can also be involved;
- ✓ *Sustainability of projects*: A participatory approach and the shared property and management of the projects established with members of the community can help improve the sustainability of reintegration;
- ✓ *Enabling environment for reintegration*: Community-based reintegration assistance alone cannot and is not intended to address the structural drivers of migration but aims at creating an enabling environment so that reintegration is more likely to be successful. By positively impacting the main areas of return, providing economic opportunities, empowering local communities and strengthening social cohesion, it should enable communities to better receive returning migrants, and migrants to better reintegrate in their community;
- ✓ *Potential driver for local development*: Community-based reintegration projects are based on the needs of the local community and should be aligned with local development plans. In such case, the involvement of local leaders and communities at the early stages of the identification of community-based reintegration projects is a must. Distinction should, however, be made between community-based reintegration assistance that is limited in scope and has the main purpose of facilitating reintegration versus larger scale community development projects that have the main purpose of addressing all aspects of local development.

---

<sup>i</sup> IOM, *Towards an Integrated Approach to Reintegration in the Context of Return*, 2017

<sup>ii</sup> According to IOM, reintegration can be considered sustainable when returnees have reached levels of economic self-sufficiency, social stability within their communities, and psychosocial well-being that allow them to cope with (re)migration drivers. Having achieved sustainable reintegration, returnees are able to make further migration decisions a matter of choice, rather than necessity.

<sup>iii</sup> IOM, *Towards an Integrated Approach to Reintegration in the Context of Return*, 2017

<sup>iv</sup> Paragraph inspired from IOM, *Enhancing Migrant Well-Being upon Return through an Integrated Approach to Reintegration*, Global Compact Thematic Paper, 2017.

<sup>v</sup> A separate *Guidance for Community Mapping and Socio-economic Profiles* has been produced in the framework of the Joint Initiative, further detailing the objective and methodology of these mapping exercises.



---

<sup>vi</sup> Altai Consulting, *Retour volontaire et réintégration : approches communautaires*, 2016, produced for IOM Morocco in the framework of the project "Responding to the needs of vulnerable and distressed migrants in targeted countries of origin, transit and destination". The research is currently available only in French.

<sup>vii</sup> Section adapted from:

IOM Niger, *MRRM Handbook*, 2017 (draft version)

IOM, *Towards an integrated approach to reintegration in the context of return migration*, 2017

<sup>viii</sup> Strong links with awareness-raising activities can be developed in this regard.