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Tool kit for Supporters of Migrant Entrepreneurs

Realized in the framework of the project “Vet opportunities for migrants and refugees”

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1. Introduction

The VET4MIGRE project aims to bridge the gaps for migrants and refugees who want to start a business in their host country. This guide is for you, a supporter of a migrant or refugee entrepreneur. The guide is transversal, because it aims to cover the many phases and problems one might encounter when launching a business initiative in a new country.

Italy, Bulgaria, Denmark, Greece and Spain, countries involved with this project, are member countries of the European Union that share many general policies of rights, obligations, welfare state, economy, environmental protections, etc. Therefore, many of these policies can be similar or even the same in the rest of the member states, and so applicable across a vast European geography. At the same time, each country has its own history, geographic location, economic level, unemployment rate, population, etc., which makes them unique and for which we aimed to address in a tailored way. In this way, this guide is both macro and micro, to collect a global vision at the European level of how to work with migrants and refugees who want to start a business, while also offering some tailored country-specific information.

Thus, this guide covers a wide range of topics: practical guidance with business support and legal advice, good practice guides and case studies, psychological support, EU policy and regulations, tips for helping someone just starting out, understanding the profile and person that you are assisting, etc.

The main objective of the VET4MIGRE project overall is to enhance business skills among the migrant population of the EU, supporting the creation, improvement and wider dissemination of support schemes for migrant entrepreneurs. It focuses on facilitating mutual learning, the exchange of experiences and good practices, the exploitation of synergies and the emergence of strategic collaborations.

1.1. Toolkit for VET providers for migrants: Objectives and methodology

This toolkit will provide information on how to work with migrants and refugees, as well as reflective activities for you the supporter, that can be developed. This will be a complete kit for busy professionals that will be useful for social workers who seek to develop and extend responses to the particular needs of migrants and refugees in their communities.

This toolkit further aims to address some critical problems related to the inclusion of foreign populations in their new social environment, trying to enhance their inclusion in the labor market.

The values of supporting this population, recognizing the principles of both social justice and the dignity and worth of each person, also allow for a focus on the importance of ensuring that responses to refugees and migrants are well-considered and appropriate.

Moreover, this kit contains data and figures, tips for good practices and the use of case studies to illustrate the problems more clearly. It is adaptable to a wide range of social workers that in a number of different ways, are all ensuring that migrant and refugee entrepreneurs are able to realize their goals of creating a successful business.

More specifically regarding the contents of this toolkit, we first define the stakeholders (Chapters 1 and 2), and consider the different ways they can help and build this supportive network. Stakeholders must have updated information and tools to work with migrants and refugees in the host country in the best possible way. These tools can be entirely practical in nature, or like a roadsign, pointing out where more information can be found. In addition, it is very important to know issues this population is susceptible to, e.g. negative stereotypes in the host country, and how stakeholders can play a role as an advocate for better policy-making and encouraging new ways of thinking.

Chapters 3 and 4 are especially aimed at social workers, psychologists or therapists who work with these people, so that they can provide the psychological support they need. This population often has a difficult life story since they left their home until the moment they ask for help to start a business. Yet, they are also well-positioned to use these experiences as an entrepreneur. Moreover, it is essential to get to know the individual person and with the tips outlined, demonstrate and communicate that at the core of your relationship is a respect for human dignity.

We cannot forget the importance of legal regulations to start a business being a migrant or a refugee, for which we dedicated chapter 5. Then, in chapter 6 you can find country-specific information, with figures, data, cases and organizations of each of the countries participating in this project. We hope that you can use this as a springboard to providing enhanced support to those migrant and refugee entrepreneurs with whom you work and interact.

2. Chapter 1: Role of Stakeholders in Migrant Entrepreneurship

2.1. Learning Objectives

The key objective of this chapter is to identify the stakeholders working with migrant and refugee entrepreneurs and to clearly define their roles. Moreover, is to establish the stakeholders' commitment and to align their requirements to the organizational objectives. Additionally, another goal is to learn how the stakeholders deal with the organizational politics, how they resolve conflicts, as well as how they maintain commitment to the goal by offering dynamic and meaningful support to migrant entrepreneurs.

2.2. Learning Outcomes

By the end of this first chapter, we should be able to identify the stakeholders working with migrant and refugee entrepreneurs, their role, their needs and how they can make a positive impact. You will also be able to identify who they coordinate with and how they manage their expectations. Furthermore, we should be able to know how the stakeholders are able to resolve conflicts and ensure that they will remain committed and involved.

2.3. Who is a stakeholder?

Stakeholders are normally parties who have a stake in a task or a project and affect its success. They can be defined in two categories. The internal stakeholders that are usually silent partners and external stakeholders that are groups, strategic partners or community bodies. They might be representatives, administration offices, non-profit organizations, non-governmental organizations, public institutions, suppliers, government agencies, community-based organizations and more. Both internal and external stakeholders need to be considered when a stakeholder's analysis is conducted¹. A stakeholder analysis is a process of considering and weighing the demands and influence of the stakeholder and this information gained is often used in order to make more balanced and effective decisions.

¹ <https://smallbusiness.chron.com/stakeholders-roles-company-25029.html>

2.4. Role of a stakeholder

Stakeholders assume diverse roles and duties. Such roles are:

- **Providing Expertise**

They can be experts who are knowledgeable with specialized abilities. It is essential to include all important stakeholders in gatherings and meetings while documenting and recording all necessary requirements to avoid missing key points. In the context of migrant and refugee entrepreneurs, these could be, for example, members of the business community who can guide and mentor entrepreneurs that are just starting out. Other examples include members of the municipality who offer courses and resources for entrepreneurs, NGOs working with this group that offer trainings or other services, psychologists, etc. All of these experts can guide a migrant or refugee entrepreneur through the process of starting their own business, especially in the critical first years.

- **Creating Visibility**

Providing the new entrepreneurs with information about existing administration help for business and actual establishments and associations in the community, is also an essential role of a stakeholder. While online correspondence can be compelling, community associations are better set to guarantee that the correct target is achieved, for example through events, fairs or festivals, as they are best integrated in the local society. These occasions can give the chance to disperse data about existing administrations and SME's and also give the opportunity to meet and communicate with potential beneficiaries, also face-to-face. Expanding on existing systems and associations is critical in this setting to get some answers concerning similar (nearby) opportunities. These exercises are best combined with an integrated communication campaign, conducted through different media such as newsletters, newspapers, TV and radio as well as social media.

- **Providing Networking**

Numerous migrants can come up short on finding and making business arrangements in the new host nation and this measure, assisting with network-building, incorporates and bolsters individuals to make the all-important and often difficult step of joining relevant business networks and setting up contacts with such businesses as well as with providers



and new clients. This measure is of key significance to the accomplishment of the task of starting a business, especially in a new host country where an individual's network for a newcomer is often comparatively more limited, and it is also interlinked with other measures and thus can increase the value of the help they can get. Networking is additionally important in making an extension between targeted schemes for migrants and schemes for the general population, since networking will expand the conceivable outcomes for migrant entrepreneurs to a more extensive assortment of help administrations, as well as potential organizations, providers and clients.

- **Providing legal advice**

Setting up a fully-operational business requires managing crucial legal inquiries and filling out task reports and other applications. For a migrant or refugee entrepreneur who has no past involvement in this area and is additionally not used to the authoritative framework and organizations in the host country, this may be an obstacle that can cause great difficulties when navigating regulations and administrative red tape. Again, this also is critical to get correct from the start, and thus, it is a fundamental area where assistance can make a difference in outcomes. Moreover, immigrant entrepreneurs need advice about immigration regulations such as residence permit renewal and status changes. The provision of legal advice on start-up regulations, tax and labor, as well as migration legislation from advising experts is a key point in order to support migrant entrepreneurship.

- **Business support and training**

Opening a business can be a difficult and demanding task. There are procedures that need to be fulfilled like the registration of the business, business management, the design of the business model, finding customers and building a customer-base, all of which can be proven challenging. For that reason, advice regarding the business idea and the development of the business plan is extremely essential, also over the long-term. Moreover, the provision of business training plays an essential role at the development of entrepreneurial skills and includes concrete steps to set up and run a company.

- **Providing mentoring**

Most migrant entrepreneurs face difficulties related to the lack of country specific skills and social capital in the host country. Mentoring is a professional relationship in which one experienced entrepreneur helps another, often less-experienced one, and can therefore provide valuable support based on practical experience. The mentorship incorporates abilities and learning improvements, such as getting into a system that may upgrade the mentee's expertise and self-improvement. Moreover, a fruitful mentorship may have a positive effect on the inspiration of the mentee, conceivably leading to further development of the business. The mentoring activity tends to be developed after the migrant has received some initial business training and advice. The courses in which a successful mentorship is done, will rely on the particular requirements of the mentee and the compatibility of the mentor and the mentee.

- **Providing facilities**

In comparison to native entrepreneurs, migrant entrepreneurs might experience difficulties in finding facilities for their businesses. For instance, this may be due to the lack of knowledge about the ideal area or the trouble of finding a place with a reasonable price. In order to support immigrant entrepreneurs in finding their suitable facility for their future businesses, stakeholders may assist with finding and renting a space, as well as with securing the contract at favorable rates. The stakeholder may also provide a discounted or even a free working-space where a potential migrant entrepreneur can begin setting-up a business or experiment their business idea.

- **Provide language and cultural sensitivity awareness and training**

Language and cultural sensitivity refers to the analysis of a set of actions to understand and address the needs of migrant entrepreneurs whose cultural background is not the same as the general population's. The arrangements of administration and information in other languages are vital, both for outreach activities and for providing services to as many migrant entrepreneurs as possible. Finally, the experience of trainers, consultants, and/or service providers in working with people from different cultural backgrounds ensures a better understanding of specific issues encountered by migrant entrepreneurs. Such experience may come from both intercultural training and practical work experience as well.

2.5. Migrant and Refugee Entrepreneurship and Economic growth in the European Context

Migrant Entrepreneurs can play a crucial role in the economic development of a country and of a city, by contributing to further innovation, job growth and community shaping. Migrants are usually attracted to urban areas as there is often more work opportunities and already existing communities of other migrants. Urban areas are also characterized by multicultural societies, a fact that encourages further innovation and creativity.

Migrants in general, have been proven to be engaged in more entrepreneurial activities than natives and that arises from the fact that migration is a risky activity that reflects a risky attitude important for entrepreneurship. A migrant entrepreneurship is not always solely comprised of traditional ethnic businesses, but is present across a wide range of sectors. They also enhance social opportunities for migrants, create more social leadership, increase self-confidence and promote social cohesion by revitalizing streets and neighborhoods.

According to the OECD index, the contribution of migrant entrepreneurs in most OECD countries and particularly in Spain, Austria, Germany and the Netherlands, has shown that this contribution applies to the 1,5-3% of the total employed labor. In some countries, the contribution of migrant entrepreneurship to employment is significantly higher: Switzerland (9,4%), Luxembourg (8,5%) and Ireland (4,9%).

Furthermore, highly-skilled migrant entrepreneurs play a significant role in the economy of the host country/city by introducing new ideas and concepts. They contribute to the fields of science and engineering, through research by creating innovative concepts that lead to economic development and technological progress.

There is also evidence that migrant entrepreneurs can play an important role as facilitators of foreign trade by reducing implicit trade barriers with their countries of origin. That can be simply explained by the fact that they are using their contact networks and knowledge about the markets in their home countries.

Even though the migrant entrepreneurs are more likely to start a new business compared with native entrepreneurs, their business survival is lower than that of the natives. The reason why this phenomenon arises can be found in specific barriers that immigrants face in their host country while developing their businesses as well as difficulties in obtaining the needed manpower, social and financial capital for their business ventures. One of the most significant obstacles for a successful business is the lack of financial resources, credit constraints, duration of residence in the host country, poor knowledge of the language, limited education or specific qualification that are not recognized in the host country or lack of professional experience.

For that reason, there are policies aimed to reduce the obstacles that migrant entrepreneurs face, as well as policies that promote and are crucial for the economic growth and for encouraging and supported migrant entrepreneurship. It is also why, stakeholders support for this group is so critical.

The specific measures that are recommended and need to be taken into account at the EU and national level moving forward, also for which relevant stakeholders should be aware of and seek to actively promote when possible, are:

- The introducing of a framework in order to raise awareness and encourage sharing of good practices in programs that build the capacity and sustainability for migrant entrepreneurs throughout EU.

- The development strategic partnerships and stakeholders' coordination with the countries that seek to engage their EU Diaspora communities in business activities between the country of origin and the EU.
- The use of trade agreements as a mechanism for the encouragement of the business activity between the country of origin and the EU.
- The promotion of migrant Entrepreneurship.
- The enhancement of labor mobility for migrant entrepreneurs by drafting new laws and by improving cooperation between authorities in EU countries. Labour mobility contributes to innovation, transfer of knowledge and the development of manpower.
- The provision of support in existing migrant businesses so these businesses become more sustainable in order to help long-term employment.
- The provision of services, information, training and mentoring and continue programs that increase the human and social capital of migrant entrepreneurs.
- The provision of access to mainstream organizations in order to enhance opportunities for migrant entrepreneurship.
- The accretion of the financial capital of migrant entrepreneurship by providing access to credit.

2.6. Stakeholders' Promotion of Social Cohesion

Social cohesion refers to the issue of unity within diversity. Relevant to this issue is: immigration. In general, social cohesion can be described as a quality of a national community that may be threatened because of dividing lines between class, religion, languages, culture, and ethnic groups. The two main “products” that arise from strong social cohesion are: (1) the reduction of social exclusion and also the reduction of disparities between the various groups that constitute the population and

(2) strengthening the social relations and social capital between and within these various groups.

Motives and perceptions that need to be taken into consideration from the relevant stakeholders regarding social cohesion include:

- Adjusting to social exclusion and dealing with difficulties that the migrant entrepreneurs face when it comes to accessing, e.g. welfare entitlements.
- Celebrating and reinforcing different cultural identities.
- Prioritize and respond efficiently to migrants' social needs.
- Organizing social activities.
- Establishing meetings and define a negotiation position in relation to other groups or institutions and agencies that may control public resources.
- Expressing solidarity against perceived threats to cultural norms.

2.7. Reflective Activity

As a stakeholder working with migrant entrepreneurs, it is important to assist in the building of relationships with other members of the business community. This can lead to such positive outcomes as: fair prices, terms and expectations, as well as better quality and more reliable delivery or execution. Furthermore, companies that build lasting relationships with customers focus their entire organization on understanding the customers' needs and desires and provide them with superior quality, safety, reliability and service, are expected to be more lucrative.

How could you, as a stakeholder working with a migrant entrepreneur, 1. assist in the building of a stronger network within the local business community and 2. build a stronger customer base in a context of greater environmental sustainability?

More specifically, through a more fruitful relationship between the local business community and its customers, you can assist a migrant entrepreneur in your local community to be able to:

- Develop environmentally friendly products while maintaining competitive prices.
- Minimize the environmental impact of products used and their disposal.
- Educate the customer about the environmental benefits of the products.
- Reduce the amount of waste generated by product production.
- Encourage innovative products and services.
- Measure the results of these efforts.
- Establish an open policy to all, based on trust.
- Use a variety of communication methods (surveys, strategic alliances etc.).
- Create an active role in the communities and legislation actions.
- Establish a process of self-review regarding environmental aspects and its implications.

2.8. Conclusions

In order to place migrant entrepreneurship within the triangle of market, state and civil society, all the points mentioned above have to be enhanced or even rooted in real life by strengthening the economic action and the participation of the society. Stakeholders can play an active role in making this a reality and in encouraging the great potential in migrant entrepreneurs with a business idea. In order for these points to be made more concrete and have a true long-term impact, it is important to promote further research in migrant entrepreneurship and its place in the economies of the EU. In order to develop more affective policies there is a significant need to rethink migrant's role in society and for stakeholders to not only work on the individual level but also promote greater awareness of their positive impact for European societies. Increasing awareness of the positive part that migrants can play as self-employed business, men and women can contribute to a more sensible public and political debate on the phenomenon where new negotiation processes can be initiated with migrants as active members and creators of development.

3. Chapter 2: Who do you as a stakeholder serve?

In this chapter, we are going to focus on the individual, that is, the migrant or refugee who needs to receive advice from a social worker. We will start talking about two migrants who are an example of overcoming, to serve as an inspiration to all people. We will also know the statistics and data of people who come to Europe, as well as the tools to help people to develop their skills to improve their future. Last but not least, we will reflect on erroneous stereotypes about migrants, giving important reasons.

3.1. Profiles of migrant and refugee entrepreneurs and 2 real case studies of migrants

In order to promote the profile of entrepreneurs generally within the discussion of integration of migrants and refugees in Europe, as well the individual profile of the migrants themselves, in this chapter are presented case studies as good practices. The case studies presented here come from Val Camonica (Lombardy) and from Matera (Basilicata), (from the North and South of Italy respectively). The examples are very useful for demonstrating the positive impact of migrants' integration in the comparatively most fragile territorial dimension of Italy, the one characterized by small towns of the inland areas, which have a low rate of settlement and conversely suffer from on-going high rates of depopulation, and which may also have a privileged relationship with migrants. The area is picturesque, notably with valleys and small mountainside and hill towns; these places are immersed in a fairytale atmosphere, seemingly far removed from the warm fronts of the migratory emergency of the recent years in Europe. But perhaps this is not the whole story. Let's get a closer look at where, thanks to the example of local cooperatives, a model of alternative reception of migrants and refugees is a place that has in fact *redesigned* how that "emergency" has played out, thanks to the thoughtfulness of the community and stakeholders involved.

The stories the Social Cooperative "K-Pax" in Val Camonica (Lombardy)

A boat arrives with young men to the shores of Italy from Libya. One of these men is from Mali. He crossed the desert on a pick-up truck to arrive in Libya, his pre-established destination. Here he found a job as a worker in a factory, facilitated by

the fact that he spoke Arabic well. It was what he was what he had been looking for, or so he thought. This dream, however, was destroyed a few months later when the factory was tragically bombed. Fortunately, all the workers escaped, but he realized it was clearly too dangerous to remain in Libya. The young man, then in his early 20s, decided to cross the Mediterranean Sea to arrive at the Sicilian coast. He spoke of the difficulty of this trip—a voyage far too dangerous for anyone to have to experience. In Valcamonica he recounts how he found a glimpse of his own future. He was welcomed by the K-Pax Social Cooperative of Breno, in the province of Brescia, where he began his journey of integration and started to work.



Firstly, with regards to integration, he realized and was assisted in the important task of understanding norms of behaviour in Italy. Then, learning the language was the fundamental next step. Today, he is engaged in a five-hour/day internship for three months at a local print shop. He is learning about the job and, finally, he can think about his future, which will be here, in Italy.

In 2011, from among the Italian mountainsides, and thanks to the initiation of the social cooperative K-Pax, a project for greater acceptance of refugees was born. The initiative was launched after the transfer in 2011 of over 100 refugees to Monte Campione, in an old, abandoned hotel, at about 1800 meters above sea level. The Municipalities and some private individuals then moved to address this local emergency. The project was initiated to create, rather than a large concentration of migrants in one place, a widespread reception in small apartments of 4 or 5 people per accommodation instead, across the various member municipalities of Valcamonica. Even today, we propose this model of reception against large

concentrations because we think it is the right path. Every refugee has a social worker for which he or she can refer to, that takes care of his or her daily life on an individualized basis, in order to promote autonomy and insertion in the labour market. Other services are also guaranteed, such as legal protection or work orientation, the search for specific training courses and the search for traineeships, also with consideration to entrepreneurship and realizing one's own business.

Regarding the needs of these refugees and schooling in particular, the refugees who arrive in Valcamonica came, having varying levels of education and training. Oftentimes, they have never attended school. Sometimes they speak French or English, facilitating their communication in Italy, but not always. This creates a challenge for both operators and teachers of Italian. Schools are spread throughout the territory in three locations: Edolo, Breno and Darfo. Each classroom hosts two classes, depending on the language level and progress of the individuals. Teaching and continuing education is considered to be one of the key points for inclusion of the refugees in the host territory. For the operators of the schools, the work of the cultural-linguistic mediator is also very important to break down this wall that the language imposes because there are particularly delicate and important interviews concerning, for example, personal history, asylum request, counselling for personal hardships, and so on. In other words, for a stakeholder to meet the needs of the individuals they are assisting, language is key. Currently, there are about 17 apartments that host refugees, distributed across 11 Municipalities of Valcamonica with 60 refugees. The secret of what we call "micro-acceptance" is about bringing people back to a natural condition of existence. It is not natural for 250 people to live in a single structure. In such a situation, people are going to lose individual identity and to concentrate and add to each other's problems; they are at risk of falling into a state of total dependence on the structure. The cooperative effort thus helps to bring the person into an ordinary context, in housing units of 4 or 5 people, and into relational networks that must be built in the host territory. The limits of micro-acceptance, on the other hand, lie in the possibility of receiving large numbers of migrants at the same time, because these processes need a very wide organizational work and the network that needs to be built is vast network and complex to manage. The biggest obstacle is building a network on a municipal basis, throughout the Italian territory. In this example, we thus see highlighted how stakeholders in villages across Italy are working across domains to ensure that the individuals are integrated in a way that is conscious of what it means to ensure the

dignity of the person themselves within their new society. This work of the stakeholders is considered essential for creating the conditions for which a migrant entrepreneur can truly thrive.

The stories of the Cooperative “Il Sicomoro” - Matera (Basilicata)

Abidjan is among the most populous cities in the Ivory Coast and it is where the young man in this story was born in 1990. He started sewing at the age of 12, in his uncle's shop. At the time, it was discovered that he really had a talent for tailoring, but he could not pay for his studies to enter the academy. So a friend of his offered a small space in his studio. There he was, working under a master atelier at the age of just 16 and until the age of 18, he decided to open his own shop in the high fashion district of Abidjan. In his atelier, together with his two assistants, he made clothes for weddings and important ceremonies, for politicians and the well-to-do. He began to work as the tailor of one of the most important political parties and life was going well for the young man. A year later, however, war devastated the country, everything was turned upside down, and all the members of the opposition parties were being persecuted. He was forced to drop and leave everything familiar, even the small shop built with immense effort. He was forced to flee. After a seemingly endless journey, he arrived in Matera (Basilicata), and in 2018 became the first “master” of what is called the “Silent Academy 2019,” a project of Matera 2019, co-produced by the organization “Il Sicomoro.”



The Cooperative Il Sicomoro was born in Matera in 2003 from the experience of the Caritas Diocesana of Matera-Irsina, and today is present in several municipalities of Basilicata, with projects across different areas of commitment and network organizations, including: reception of asylum seekers and refugees; personal assistance services through the management of retirement homes; job placement services for individuals with disadvantages; rehabilitation and support services for school learning; and territorial development projects. As part of the SPRAR reception pathways, the Cooperative has developed, through participation in FAMI projects and European projects, mainly oriented towards job placement and the development of new business ideas by migrants present in the territory of Basilicata.

One very interesting project is currently on-going at Il Sicomoro and noted above involving, the "Silent Academy." This project was born within the cultural program of Matera, which is the European Capital of Culture 2019. It is an academy dedicated to the exchange of skills and the talent of migrants and refugees in the region. It is inspired by the English "Silent University" conceived of by the Kurdish artist Ahmet Ogut, and created with the aim of giving voice to the skill-sets of migrants.



Ahmet Ogut²

Compared to the original concept, the one in Italy differs in that it includes a wider range of skills-- not only academic ones. Above all, skills involving the slow work of

² <https://www.artistsprocesses.com/Artist/307457/Ahmet-%C3%96%C4%9E%C3%9CT>

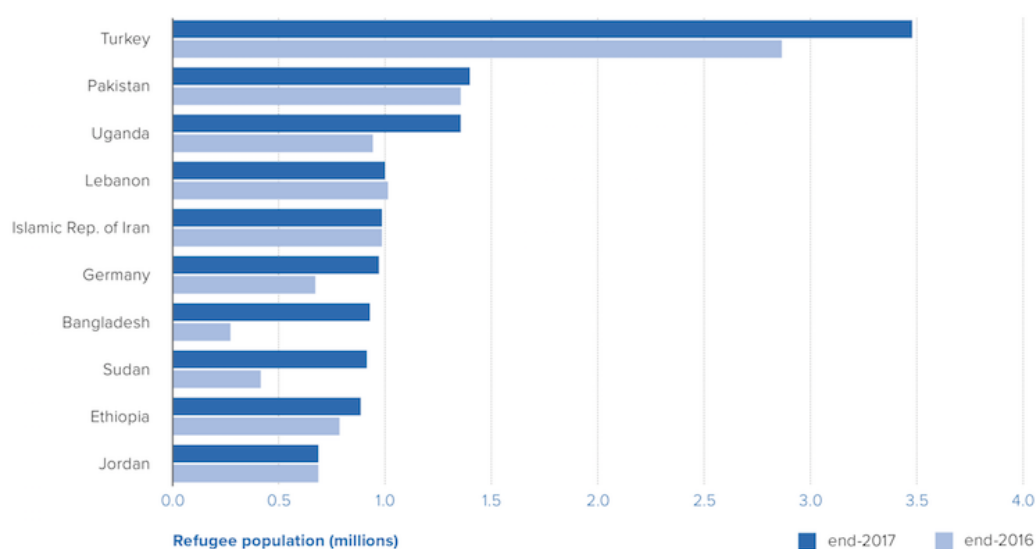
the hands are valued and encouraged. This “silent language” thus becomes an opportunity for exchange of craft and handiwork skills, between migrants and locals. Again, offering a unique and replicable approach for stakeholders to promote the already-present potential entrepreneurial power of migrants and refugees, as well as further developing this potential while promoting better integration within the local community. This project is multi-dimensional, and again has at its heart stakeholders seeing the person, their skills, and building communities and economies in the process.

3.2. Overview of who it is coming to Europe today

How many refugees are in Europe?³

First of all, to better understand the European context, it is worthwhile to open a window to the wider world, from which we can observe a surprising panorama: the greatest number of refugees is actually welcomed by *non*-European countries. The situation at the end of 2017 has thus been, that the number of refugees in the entire world is a total of 19.9 million (2.7 million more than at the end of 2016), residing in the following host countries:

Figure 4 | Major host countries of refugees



3 Source: Unhcr (2018), Global Trends 2017 / Eurostat, database online

As you can see, Germany is the only European country in this top 10 list. In Europe specifically, there is a total of 6.1 million refugees, a number that has grown significantly in recent years (+ 18% compared to the end of 2016, + 39% compared to 2015). However, this tally also includes refugees in Turkey. So if we exclude refugees in Turkey, the number is reduced to 2.6 million, a figure lower than that recorded by Africa (more than 6 million refugees), Asia (4.2 million) and the Middle East-North Africa (2.7 million).

Below is found data on several main European countries. It should be noted that the data include not only refugees in the strictest sense but all those individuals who have obtained a form of protection over the years, such as: refugee status, subsidiary protection, and former humanitarian protection.

	Refugees number	Every 1000 inhabitants
Turkey	3.480.348	43,6
Sweden	240.962	24,1
Malta	8.000	17,4
Austria	115.263	13,1
Germany	970.365	11,8
Norway	59.236	11,3
Switzerland	82.681	9,8
Denmark	35.672	6,2
Holland	103.860	6,1
France	337.177	5,0
Belgium	53.199	4,7
Serbia	27.913	4,0
Finland	20.805	3,8
Greece	32.945	3,1
Italy	167.335	2,8
United Kingdom	121.837	1,9

These numbers tell us about a continent where the percentage of refugees compared to the total population is very low--even if it continues to grow. Excluding Turkey, used in the table as an element of comparison, Sweden remains the country with the highest proportion with relation to refugees and the local population (2.4%). So-called high values (between 1% and 2% of the population) in general are seen in the Nordic and Central European countries, lower in Mediterranean Europe, with the exception of the two small islands of Malta and Cyprus. Moreover, the number of

refugees continues to increase across Europe. In particular, we see the case of Germany, which already had a high number of refugees and in the space of two years this number tripled, taking them from 300,000 in 2015 to 970,000 in 2017. The percentage of refugees in the total German population rose from 0.2% in 2013 to 1.2% in 2017 (a 45% increase only between 2016 and 2017). Significant increases have also been seen in the country of Greece (+53% and Syrians remained blocked after the Balkan route closed), Belgium (+26%), Austria (+24%), Cyprus (+16%), followed by Italy (+13.5%).

Asylum requests

The latest complete data on asylum requests presented in the European countries are for 2017. In total, Europe received 712,235 asylum applications, which is just over half of those received in 2016, i.e. 1.3 million. Here are the data from the European countries that had the highest number of asylum applications compared to the population in 2017.

	Asylum requests	Every 1000 inhabitants
Greece	58.650	5,4
Cyprus	4.600	5,4
Malta	1.840	4,0
Austria	24.715	2,8
Germany	222.560	2,7
Sweden	26.325	2,6
Italy	128.850	2,1
Switzerland	18.015	2,1
Belgium	18.340	1,6
France	99.330	1,5
Holland	18.210	1,1

Germany is the country that received the most asylum requests in 2017, albeit with a sharp decline in numbers compared to 745,000 in 2016, followed by Italy, which received 128,000 applications, which is 18% of the European total. Apart from the collapse of asylum requests in Germany (-70%), other countries have seen the numbers of asylum seekers decrease, including the cases of Hungary (-89%), Poland (-59%), Denmark (-48%) and Austria (-42%) -countries whose governments are currently working to close their borders. Asylum requests decreased also in the Netherlands, Finland, Sweden, and the United Kingdom. The number of asylum requests instead increased in Romania (+156%, but started from numbers close to

zero), Cyprus (+57%), Ireland (+31%, but also here began with low numbers), France (+18%), Greece (+15%). Italy is in this group, with a very limited increase of 5%. It should be furthermore remembered that only a portion of these requests are transformed into protection status. In Italy, for example, around 40% of the 81,000 applications examined were approved for a form of protection in Italy.

Finally, let's look at the main countries of origin of people applying for asylum in Europe in 2017, to better understand the profiles of those for whom stakeholders in Europe would be providing assistance:

	Asylum requests	In 2016
Syria	105.035	-69%
Iraq	51.790	-60%
Afghanistan	47.930	-75%
Nigeria	41.100	-14%
Pakistan	31.940	-36%
Albania	25.745	-22%
Eritrea	25.120	-27%
Bangladesh	20.860	+24%
Iran	18.500	-55%
Guinea	18.325	+31%
Russia	17.000	-37%

Thus, 60% of those seeking asylum in Europe come from the above ten countries of origin. In particular, one out of three asylum seekers come from just three countries: Syria, Iraq, and Afghanistan. Yet migrants fleeing from these three countries find it increasingly difficult to enter Europe to seek asylum: in 2016 they had placed 650,000 asylum applications against 200,000 in 2017.

Compared to 2016, representation of a wide number of nationalities among refugee arrivals is falling, due to the growing difficulty in entering Europe through Turkey and Libya. Among countries increasing in applicant numbers, we highlight two countries of origin in South America: Colombia (4.6 thousand applications, + 360% compared to 2016) and Venezuela (14.5 thousand applications, + 300%). Increasing numbers can also be seen from some Sub-Saharan African countries like Guinea, Senegal and Cameroon. Application numbers from Turkey are also up (16 thousand applications, + 50%).

3.3. How to find out about a migrant entrepreneur's background and how to magnify and build upon the skill-sets and experience they bring

The growing presence of refugees and asylum seekers outlined above, has increased the need for the introduction of more adequate policies in Europe-- not only for first aid relief to migrant arrivals but also for their longer-term integration into society. Welcoming those who come from a different culture and tradition involves not only providing the first reception to the territory but developing interventions aimed at facilitating inclusion in society, and knowledge of and adherence to its values. With a view to improving the current reception and post-reception system, thus improving the governance of immigration, integration is interpreted as a complex process that starts from the first reception and aims to achieve in the end: personnel autonomy, which is especially relevant in the context of migrant entrepreneurship and for a stakeholder to encourage the entrepreneurial spirit.

Therefore, the ability of professional figures, i.e. stakeholders, to be able to actively intervene in the construction of the training, professional and scholastic paths of these individuals and therefore, in their social integration processes and in the prevention of any phenomena of social distress, becomes of fundamental importance. From this perspective, the promotion of psycho-social well-being is especially important. All of these paths and processes are interconnected, thus the integration of skills and knowledge, and connection to different relevant actors is an organic process that is on-going and requires continuous assessment along the way. The integration work of a so-called internal dimension of well-being to the external dimensions (endowment of tools, skills and human resources) requires a special set of actors. From a perspective in which "orientation" is understood as a *process* aimed at facilitating knowledge of oneself, along with all the more straight-forward skill-sets in the domain of education, occupation, cultural and economic contexts, there are complex strategies needed to be implemented. Here the stakeholder is aiming to encourage maturation and development of the skills necessary to define or redefine relevant personal and professional goals, to elaborate or re-elaborate a life project that encourages ever-greater independence and to support related decision-making.⁴ Ultimately, the orientation aims to be configured as a means of helping people to

⁴ Source: L'orientamento formativo e professionale dei richiedenti asilo e rifugiati e la riflessione sul progetto CREI. IPRS

become more autonomous and “entrepreneurs of themselves” and takes on 2 important values:

- *proactive value*, that is, capable of generating changes in people and through these changes in the labour market;
- *value of empowerment*, or strengthening of the individual’s self-concept in terms of the construction of the professional self and of coping strategies, as well as greater self-awareness and a sense of self-efficacy.

This model of orientation was created to underline the importance of reflecting upon the real needs of people, firstly by identifying appropriate tools for the detection of needs, with respect to time and future opportunities for the individual. Therefore, emphasized here is not only the monitoring and promotion of the cognitive dimension, but also the meta-cognitive and affective-motivational dimensions. Thus, the construction of a horizon of life through the determination of an individualized training path that is precisely centred on the individual, helps to avoid shortcomings and rigidity of existing perspectives and models that don’t take the multi-dimensional individual into account when assessing their needs and evaluate knowledge, skills, and competencies, certifying them where possible, through analysis and self-analysis of the skills acquired in certain contexts and personal life spans. The assessment and certification of language competencies as well as basic skills allows better identification of job opportunities and entry into the world of work and entrepreneurship, as well as they intervene effectively in the construction or reconstruction of a migratory path of the person. What is required by a stakeholder is investigating in depth the motivations, interests, values that push the person to be an active part in the construction of their own path. Discovering these dimensions within the person is central in the initial phases of structuring an orientation path that can emerge through, e.g. the conduction of a semi-structured interview, which must be as empathetic as possible. This semi-structured interview will assure conditions where the individual can express themselves freely and will have the objective to grasp fundamental aspects of the life experience of the person, entering in depth both in relation with the context in which the person lived before leaving his / her country, and in relation to the journey undertaken and, no less important, staying now in the host structure, taking into consideration the only element that unites this type of users, that is the migratory experience. It is therefore from the migratory project that we have to start to set up the individualized training path and to go and investigate the dimensions that come into play in the representation that the individual has of

him/herself, the reference context and how he/she relates to such contextual realities, the sense of self-efficacy, needs, values, and decision-making styles that, as vary between the self and the outside world, acquire a strong strategic relevance in orientation and in decision-making processes insofar as they pose a significant variables of knowledge of oneself and others.

Further addressing how stakeholders can address and support the psychological situation of migrant and refugee entrepreneurs follows in a subsequent chapter of this report.

3.4. What stereotypes do migrant and refugee groups and entrepreneurs often face?

The Migration Policy Center of the European University of Florence has recently published a detailed report⁵ to dispel some common misconceptions related to the issue of immigration. Eight stereotypes that, in the light of analysis and documented research have been completely denied and discredited, show that there are common mistaken ideas about migrants and refugees and that most of the convictions are erroneous simplifications of reality. Stakeholders working to promote the success of migrant and refugee entrepreneurs, and promote their position in society, would do well to not only know these stereotypes their target group may face, but how to actively disprove and combat them.

- **Stereotype 1: Europe does not need immigrants.** This statement, according to the research, is incorrect, which can be quickly illustrated by hypothesizing a scenario without foreigners between the years 2010 and 2030 from Europe. The calculated loss of 33 million people of working age (-11%) among the twenty-eight Member States of the European Union, would mean a 25% reduction of young people between 20-30 years of age, and an increase of 29% for people between 60-70 years old. This situation would have heavy repercussions on the welfare system of the EU, where the dependence relationship of those over sixty years of age on the younger generations would rise by 28% in 2010 to 44% in 2030.

⁵ The Migration Policy Center of the European University of Florence has recently published a detailed report to dispel some common places related to the issue of immigration.

- **Stereotype 2: Immigrants steal our jobs.** This belief is totally contradicted by statistical analyses, which instead show how unemployment and immigration go more often in opposite directions rather than running in parallel. On the one hand, this is because immigrants tend to choose areas that can guarantee them a job, and on the other because, in high-employment places the market offers employment opportunities for both immigrants and natives, without having them compete with one another.

- **Stereotype 3: We do not need low-skilled immigrants in the EU.** This is another position contra-indicated by the data, which instead show how these people find their position in the labour market, compensating for the increasing number of European natives who choose to devote themselves to tasks that require more specialization.

- **Stereotype 4: Grants undermine our welfare systems due to large families and greater risks of losing their jobs.** In reality, empirical evidence shows that, given their age and employment structure, immigrants have on average a positive net tax contribution in their respective host societies.



- **Stereotype 5: Immigration hampers our ability to innovate in Europe, because by providing low-skilled and low-cost labour the incentive to invest in new technologies for businesses is reduced.** The analysis, on the other hand, shows that the presence of often highly qualified workers and their diversity of origin plays a favourable role in enhancing innovation in the workplace.
- **Stereotype 6: The coasts of southern Europe are being invaded by asylum seekers.** In reality, the overwhelming majority of recent refugees do not live and seek safety on the “old continent” but in the neighbouring countries.

■ **Stereotype 7: "Economic migrants" are trying to cheat our asylum system.**

Statistics show that the majority of requests for refugee status are legitimate and truthful. Moreover, the lack of asylum channels from the most distant areas, such as the Horn of Africa, prevents many who would have the right to apply from legal entry.

■ **Stereotype 8: Our children are affected by the presence of foreigners in school classes.**

This statement is found to be incorrect according to PISA (International Student Evaluation Program) surveys, which show that inferior educational performance is linked to social disadvantages of a very different kind, and not to the presence of migrants.



The data collected, therefore, highlight the level of inaccuracy in many people's conception of the situation of migration in Europe today, which can and does have a direct effect on the policies of the so-called "Fortress Europe," which is increasingly being closed and controlled along its borders. This strategy in the long run risks being harmful in a Europe whose population of natives is in constant decline and progressively aging, with all the consequences that this entails in terms of welfare, labour market, and tax contribution. Thus, the fresh air and positive momentum of a migrant and refugee entrepreneur's spirit and initiative, offers great potential for the growth of the continent. It is this potential that a stakeholder, with readily-available knowledge and argumentation for promotion of the target group at their disposal, can make a difference in the lives of these individuals and their societies—always keeping the person at the center.

3.5. Reflective Activity

In your personal context, what data or case studies would be helpful for you to have readily available, for the purpose of convincing members of your local society, and also the individual migrant or refugee entrepreneur themselves whom you serve, about the importance of his/her achieving success?

4. Chapter: 3 Tips for starting a supportive relationship with a migrant or refugee entrepreneur

Entrepreneurship itself is a powerful driver of economic growth and job creation: it creates new companies and jobs, opens up new markets, and nurtures new skills and capabilities. Promoting entrepreneurship can provide an important mechanism to advance integration and accelerate migrants' and refugees' contributions as actors of development in the process. Entrepreneurship is thus increasingly viewed as an effective approach to overcoming some of the challenges of integration by providing a venue for income and employment for individuals with constrained access to the labour market.

Indeed, the UNCTAD definition of entrepreneurship is “the capacity and willingness to undertake conception, organization and management of a productive new venture, accepting all attendant risks and seeking profit as a reward”. This definition considers the broader spectrum of entrepreneurial activity that encompasses self-employment, microenterprises, small to medium-size enterprises (SMEs) and high-growth firms.⁶ So, in fact entrepreneurship itself can have multiple benefits, including: developing the economy and creating new jobs; bringing new business ideas to the market; bringing innovations; adding to the abundance of cultures: linking international trade with their own countries. Thus, the European Commission aims to support an environment attractive to all forms of entrepreneurship, where also business support services reach all potential entrepreneurs, including those from more vulnerable groups, with the aim to make the EU in its entirety stronger and more cohesive. Within the EU, migrants represent an important pool of potential entrepreneurs, but can face, as other more vulnerable groups, specifically legal, cultural and linguistic obstacles. These issues need to be addressed in full to give support equitable to that received by all other entrepreneurial groups.⁷

4.1. Beginning an engagement with a migrant or refugee entrepreneur

In creating a strategy for kicking-off a supportive relationship with a migrant or refugee entrepreneur, you may consider the following points on which to expand.

- Interview and conduct research about the migrant or refugee's current status and conditions for living in the host country, as well as country of origin.

⁶<https://www.unhcr.org/5bd31fd67.pdf>

⁷https://ec.europa.eu/growth/smes/promoting-entrepreneurship/we-work-for/migrants_en

Become knowledgeable about the context and also the practical implications of his or her current status. Inquire about the need for further legal assistance for creating a solid base on which one, in a new country, is legally able to get started and if there are obstacles, assist in finding the right answers –and people- to get there.

- The first thing every entrepreneur needs to understand is that there is a great difference between trying to open a business in one's own country and being a migrant entrepreneur. Help identify for them these differences and how to bridge the identified gaps.
- Together, create a Profile/CV of the migrant/refugee's skills, knowledge and experience, as well as personality profile in order to understand and build upon the potential for entrepreneurship. Here, it is important to highlight specific qualities that match the individual to the business they wish to create. Decide whether their personality is a good fit for entrepreneurship. Becoming your own boss is a goal for many people, but some people are better suited to this lifestyle than others. Knowing how one will likely react to events and solve problems will help achieve goals.[2] Help develop, adapt and focus on the personal skills and background of the person. Here are some useful questions in this regard: *Are you comfortable with a lot of responsibility?* Entrepreneurs often have no backup and are responsible for the success or failure of their business. *Do you enjoy interacting with people?* Almost all entrepreneurs have to do a lot of customer service work, particularly at the start of business creation. If you don't enjoy interacting with people, you may have difficulty getting your business off the ground. *What have you done thus far in your current context and also in your experience that you can draw from and build upon in creating a business now?* Are you able to accept uncertainty and even failure? Even the most successful entrepreneurs -- for example, Bill Gates, Steve Jobs, and Richard Branson -- have had businesses fail on them, often several times, before they found a formula that worked.[3]*Do you thrive in a situation involving problem-solving and creative solutions?* Entrepreneurs at all levels face many problems for which they need to find creative solutions. A high tolerance for frustration and the ability to think through problems will serve you well as an entrepreneur.
- Assist the migrant in listing his or her strengths. Encourage them to be honest with themselves as they consider their strengths and weaknesses. Explain

that when talking to potential investors or clients, it is important to have a very clear idea of one's own strengths so that they can be communicated to others.[8]

- Together, identify industries and sectors that provide potential opportunities for entrepreneurship. Encourage the migrant to think about their priorities. Here, useful questions include themes of what they want out of life, as well as their business—discovering the heart of their motivation. What are they willing to sacrifice? [1] Help consider what elements are needed to make these priorities a reality and write them in a list.
- Assist in the all-important background research necessary to begin network creation—of local actors, including businesses, NGOs (e.g., co-working spaces with wifi, community centers, incubators and accelerators), municipal offers and free legal support for entrepreneurs, as well as key people that could support the migrant or refugee entrepreneur. Consider how you can be a bridge to people and institutions that offer services and will help the individual get off to the best start in the local area. Connect the migrants with already developed businesses in the country and see if it's possible to use the managers of these as coaches and mentors. Share with them good examples of successful role models and leaders in local, also migrant communities, and those who have created a successful business. Here, interaction could be mentoring, but it could also involve volunteering or simply a conversation.
- Always ensure that your advice is current and also compliant with the latest policies and agendas.
- Once a plan is established and ready to be set in motion for business creation, evaluate and re-evaluate the initiatives. Be committed for the long-term and understand for this target group, greatest success will be seen if support is resource-intensive and tailored to the individual's needs. This also means helping ensure that the proper resources (and networks) are in place for referral.

In assisting in evaluating the business plan, consider the following: *How viable is the plan?* While starting one's business, it is common to include assumptions that do not translate well into the everyday functioning of the business. Look for the gap between these assumptions and the reality of your

⁸<https://www.wikihow.com/Become-an-Entrepreneur>

business. Make adjustments and corrections to ensure that your business plan is more realistic and also context specific, i.e. appealing in the host country culture. *Is the Target Group correct?* After the initial phase of identifying one's ideal customer based on age, income, gender, so on, and once the business has been running for a period of time, encourage that one looks at the demographics again to possibly broaden the TG by enhancing products, services and marketing. *Have you thoroughly involved your employees--shared the main points of the business plan and asked for their feedback?* This will allow one to better gauge how the plan actually impacts the running of your business. It is key to ask one's employees questions such as: Do they have suggestions to improve ways to provide better customer service? Do they feel the objectives laid out in the business plan align with the way they currently do their jobs? Do they feel that the correct target audience is being reached? Is there any other possible target group that could also be reached? *Have you thoroughly researched current Industry trends and mapped the local competition?* Help ensure that they are making the best of current trends that impact their business. It is also essential that you examine the ways in which competitors have changed their functioning to accommodate the change in trends. This way together you can find ways better the migrant's or refugee's own service and deliver benefits to consumers that competitors are unable due to their restraints in the market or your own special resources and knowledge.

- For migrant and refugee entrepreneurs, finances can be a real problem. There is often a problem with securing funding and loans, due to lack of network access and particularly in refugee cases, legal status. Regarding the business, help explore if funds that are secured are allocated properly. This is something that must be routinely done, e.g. every month with an accountant. Help discover if there are other ways in which your resources can be optimized or other funders to be approached. Here, as a supporter, advocacy at the policy level is also helpful for the long-term outcome.
- Again, entrepreneurship involves navigating much red tape, and for a migrant or refugee, this is even more the case. Help research legislation and rights, as well as opportunities for further professional assistance. Be ready to name and assist in accessing the most important documents needed to collect; identify which regulations are most salient and discuss how these might vary

well differ from the individual's home country administration.

- Ensure continuous mapping of opportunities in which to include the migrants in different trainings, workshops, fairs, etc. for improving skills, knowledge and networking. Always keep in mind that, while bringing with them their own valuable life experience and skills, often the cultural and language barrier can be a great impediment to overcome. Thus, local trainings in language and culture that are on offer should also be mapped regularly.

4.2. Bussines Plan

Further tips for assisting someone in creating a business plan follow below:



- Make sure the goals are “SMART”: SMART goals provide clarity and deadlines for achieving them. SMART goals are moreover: 1) Specific: The goal is clearly defined. “I want to make more money,” is vague. “I want to make \$10,000 per month,” is specific. 2) Measurable: Help quantify the goal so they know how to achieve it. This is where being specific helps. What constitutes “more” in more money? A specific dollar amount is measurable. 3) Attainable: It’s good to set goals that make one stretch and challenge oneself, but you set yourself up for frustration and failure if your goal is impossible. 4) Relevant: Goals should fit with one’s ultimate plans in life. 5) Time: A date must be set by which one’s goal will be expected to be achieved.
- Work backwards to set milestones: A challenge to reaching goals is that often the due date is so far away that many people put off taking action until it’s too

late. Instead, looking at the amount of time you have and the goal you want to reach, create mini-goals that move you toward the big goal. This is especially important for a migrant or refugee entrepreneur who may lack the especially all-important social and psychological network of support and motivation that are instrumental in motivating one to keep going. Of course also help him or her to determine what needs to happen to reach the goals; get specific on what it takes to reach mini and big goals within the time frame. For example, determine how many clients needed to make \$5,000 and \$10,000 per month in your business. How many prospects need to enter the sales funnel? How many pitches need to be made to generate a sale?

- Help determine what actions are required to reach the goals. For example, one may need to have 100 leads to find 10 people to talk to, so what actions will it take to find 100 leads? Then, help put those actions into a schedule. There should already be a list of tasks needed to be completed to reach one's goal. Now it's time to put those tasks into a schedule by making a daily plan. These are the tasks you do each day to generate prospects and leads. They are also the tasks you do to create and deliver your product or service. One way to support making it all work is emphasizing the need to learn how to manage and maximize one's time.
- Check in a very practical and regular way: is the migrant or refugee entrepreneur doing the daily tasks that he or she assigned his/herself to do? When you feel like things aren't going well, find a way to intervene sensitively and effectively and to assist in keeping highest levels of motivation. That seems like a no-brainer, and yet most people don't achieve their goals because they don't do the work on a regular and consistent basis. In most cases, the plan doesn't fail, people simply quit.

4.3. Conclusion

Finally, when supporting a migrant and refugee entrepreneur that is just starting out, help bring to their full attention the advantages of being an entrepreneur with this background. They have unique qualities to leverage upon which you can assist in bringing to the surface of their awareness. These characteristics include, e.g. automatic cross-cultural experience. Experiencing different cultures allows foreign-born entrepreneurs to synthesize the uniqueness of different cultures and use them

to their advantage.[9]

Moreover, migrant and refugee entrepreneurs very often have a hunger for success that could be said to be their biggest advantage for seeing their business succeed. Migrant entrepreneurs are often used to working longer hours, pushing harder and reaching for the extra milestone. As a foreign-born entrepreneur, he or she has often had to overcome various challenges and barriers to stay in the country, to assimilate locally, and to give up what was already achieved and most familiar in their country of origin. As a result, they possess unique and valuable insights and strengths that will help them ride the inevitable downs –and ups- of entrepreneurship.

5. Chapter 4: Ensuring psychological support

The following chapter is a reflection on what stakeholders should keep in mind when working with migrant and refugee entrepreneurs, specifically how to support them from a psychological standpoint, including key points to remember about how their psychological profile will be special.

5.1. Introduction

Recent studies conducted in Denmark show that health may be a considerable factor in explaining why there are high numbers of unemployment rates amongst refugees. Refugees and migrants can suffer from mental disorders, whether influenced by stressful events related with their migration or not. Access to psychological health care can be difficult, with barriers such as language, lack of information about the healthcare system, different explanatory models of mental distress or different attitudes to medical and psychological treatments compared with those of the majority population in the host country. ¹⁰

Prior to arriving in their host country, migrants and refugees have often been through incredibly physical and emotionally trying situations. It is therefore crucial that they receive the necessary psychological support in order to manage this. As a recent article from The Guardian newspaper reported, “The consequences of failing to

⁹<https://www.entrepreneur.com/article/298246>

¹⁰ Mental health promotion and mental health care in refugees and migrants. Copenhagen: WHO Regional Office for Europe; 2018

provide sufficient psychological support to those that need it are well established,” according to Richard Stott, clinical psychologist and specialist in anxiety disorders and trauma. “There is a risk of long-term mental health conditions developing, including chronic post-traumatic stress disorder, depression and risk of suicide,” he says. “Untreated mental health conditions can be detrimental not only to the wellbeing of the individual, but also compromise physical health, parental functioning and the wellbeing of children and other family members.”

Displacement is also an important factor that needs to be considered, meaning that, migrants and refugees can feel a loss of empowerment in their new setting, which can often result from factors such as language barriers and not feeling a sense of belonging in the local community. Trauma frequently plays a prominent role in migrants’ and refugees’ lives and should always be taken into consideration when providing support, forming relationships and building trust (Hess, 2017). Additional factors that affect the health of refugees and migrants groups include social and cultural barriers to integration, low socioeconomic status, acculturation stress, exclusion and discrimination, changes in lifestyle and diet, and loss of family and friendship networks (WHO). Therefore, mental health and wellbeing are approached here from different perspectives, considering how social factors impact health.

5.2. How can stakeholders offer effective emotional support?

In order to offer effective emotional support, it is important that stakeholders have an awareness of the migrants’ and refugees’ cultural background. It is also useful for stakeholders who are ensuring support, specifically psychological support, to undergo additional training while they are active in their roles, so that they continue to refine their support skills (Hess, 2017). It is also important to remember that refugees and migrants are not a homogenous group; every person faces different challenges and has different health needs.

Stakeholders should be mindful that in certain cultures, mental health issues are not always voiced prominently or in the way they expect them to be, and that when they are, they can often be dealt with through methods such as religious means, like prayer or talking with a religious leader. Trauma can frequently leave individuals confused and can lead to anxiety and panic attacks, as well as depression (Hess, 2017).

In order to create a safe and stimulating environment for migrants and refugees it is recommended by the WHO to raise awareness of entrepreneurship support and initiatives among migrants and refugees, connect migrant and refugee entrepreneurs with experienced mentors and create and support networking opportunities for migrant and refugee entrepreneurs. From the perspective of optimizing the regulatory environment, UNCTAD highlights the need to build refugee and migrant confidence in the regulatory environment by clarifying that support is available and providing certainty about rights and regulations as well as assisting refugee and migrant start-ups in meeting regulatory requirements by providing guidance, facilitation and interpretation services.¹¹

5.3. Examples of support

Regarding *social support*, a group of researchers in Australia determined predictive values for several key variables, e.g., educational background, self-esteem, or a supportive social environment, which seem to be associated with the subjective health and well-being of refugees.¹² Support of others turns out to be a critical factor for refugees to cope with the demands of resettlement. In this context, social support is discussed as a key factor for the psychological well-being of refugees.

The World Health Organization (WHO) describes well-being as the knowledge of one's own abilities, along with productivity and self-realization in society.¹³ A widely tested model in this context, the six-factor model of psychological well-being, postulates six key dimensions of well-being: self-acceptance, personal growth, purpose in life, environmental mastery, autonomy, and positive relations with others.¹⁴ Formal and informal support can have beneficial effects on well-being. Social support is defined as a positive resource provided by one's environment, which helps with coping with stressful situations, critical life events, daily problems. In order to improve differentiation, a distinction is made between two types of sources of social support. Formal social support systems include professional entities - such as governments of host societies, politics, and services, while, informal social support systems include help provided by ethnic communities,

¹¹ Policy guide on entrepreneurship for migrants and refugees, UNCTAD

¹² The persistence of predictors of wellbeing among refugee youth eight years after resettlement in Melbourne, Australia. Soc Sci Med. 2015;142:163-8

¹³ www.searo.who.int/entity/mental_health/promotion-of-mental-well-being/en/

¹⁴ The structure of psychological well-being revisited. J Pers Soc Psychol. 1995;69(4):719-27

family members, friends, and peers. One way to formally support refugees is to provide a sense of affiliation and opportunities to utilize their abilities in the new society - housing security, language courses, education, and employment. These services can contribute to refugees' well-being, because they foster a sense of being socially supported. Through housing security, for example, refugees can enter the workforce or build a social network on their own. Similar effects can be observed for informal social support system: research indicates that social reinforcement provided by refugees' own ethnic community has significant positive effects on well-being. Particularly for refugee children and adolescents, connectedness with their peers, like close friends and classmates, is an essential factor in this context because it provides additional informal Social support through interpersonal relationships, friendship, and belonging.¹⁵

On the subject of *technological support*, research shows how refugees use information and communication technologies (ICT) to respond their changed circumstances, and how these technologies can help them to augment their opportunities to make informed decisions for their desired outcomes, increasing their feeling of empowerment. In that way, information and communication technologies can be used in order to exercise a degree of control over their new settlement circumstances and help to cope with the consequences of dislocation from their original countries. It is based on the idea that "at a fundamental level, information is an essential tool that helps individuals copes with their lives" (Diaz Andrade and Doolin, 2018).

Moreover, research highlights the complexity of communication in a society where the main information and interaction with the government and service providers are digital. This can be intensified by cultural assumptions and schemas that underline ICT that might be unfamiliar for refugees. Therefore, it is important to provide support to develop a degree of "informational self-reliance" (Kennan et al., 2011, p. 207). Researchers recommend that for this support to be successful, it has to transcend the goal of helping employability or other immediate problems, it should include "their need to maintain affective and social links with those left behind, and to express a

¹⁵ Acculturation and [social support](#) in [relation](#) to psychosocial adjustment of adolescent refugees resettled in Australia. 2004;28(3):259-67

sense of belonging and identity in their resettlement” (Diaz Andrade and Doolin, 2018).

This idea is also supported by the UNHCR, that suggests providing greater diffusion of and training in ICT and new technology for refugee and migrant communities. Specifically, by facilitating working spaces and access to infrastructure (e.g. internet, phone, electricity) and supporting initiatives that develop digital literacy through training migrants and refugees in new technologies such as coding, IT, digital fabrication (3D printing) and social media.¹⁶

With regards to *support for PTSD*, the PROTECT-ABLE project¹⁷ “aims at disseminating, thorough training, lobbying, networking and communication, a process of early screening and orientation for asylum seekers suffering from consequences of traumatic experiences (torture, rape, serious forms of physical, psychological or sexual violence), in order to encourage the Member States to comply with the European directives on asylum. It also aims at developing a good practice in the registration process of asylum seekers by implementing an evaluation tool for vulnerable asylum seekers.”

Many of the best practices featured in the project can be applied to a host of scenarios, including stakeholders working with Migrant and Refugee entrepreneurs. They include key points such as:

- Be ready to recognize the individual's suffering so that the person feels understood and accepted.
- Don't question the truthfulness of their experiences.
- Be conscious that torture victims may perceive any person who holds the authority or power to make decisions that affect their life, as a potential perpetrator.
- Don't pry about the details of traumatic events.
- Don't assume the role of a therapist.

¹⁶ Policy guide on entrepreneurship for migrants and refugees, UNCTAD

¹⁷ <http://protect-able.eu/>

There are further certain typical responses to arriving and beginning life in a new country, specifically after fleeing conflict. Stakeholders should consider that migrants and refugees, specifically those who have fled war and experienced trauma, might be experiencing the following:

- They might find it difficult to make decisions.
- They may find it difficult to remember things.
- They may struggle to concentrate.
- They may experience too many thoughts at once.
- They may experience confusion.
- They may experience self-recrimination.
- They may have suicidal thoughts and flashbacks of distressing experiences, as well as recurring nightmares.

“PROJECT-ABLE” also states that, although a person may not exhibit signs of having suffered trauma, there may be a delayed reaction in doing so and that these symptoms may manifest themselves after a period of time.

To give an idea of some of the current support offered in Denmark, we can look at the Oasis treatment center in Copenhagen.

They offer support to refugees and their families who have fled traumatic circumstances. Their treatment models and methods highlight important support strategies that all different kinds of stakeholders and organizations can adopt. These include:

- Finding a safe place where there is a focus on establishing trust and security. Even the welcoming and cozy environment of an NGO and a cup of coffee can go a long way towards this as I personally found out and will elaborate on in a case study.
- A re-establishment phase - to link ties to everyday life, where the patient must re-establish relationships with family, work and leisure life, and thus develop actively and independently. NGOs can be a great help with this and provide the necessary support and advice on how to find work and accommodation etc. Just being a local and knowing how to navigate different bureaucratic systems can be a great assistance to newly arrived individuals.

Throughout these different phases, the individual will work with a social worker, a psychologist and a body therapist. If needed, they will also receive medical treatment.

Currently there is no “evidence of higher prevalence of psychotic, mood or anxiety disorders in refugees and migrants at arrival compared with the host populations”. The only disorder with substantial differences compared with the host population is post-traumatic stress disorder (PTSD). Nevertheless, it is important to be aware PTSD is not the most prevalent disorder in refugees. Mood disorders, such as depression, are more frequent than PTSD in refugees and migrants, although prevalence does not consistently differ from host populations.¹⁸

For *supporting inclusion* in one's new community cannot be underestimated. It is important to recognize that there are different subgroups of inclusion. The cultural, social and economic inclusion of migrants is beneficial for both the migrants themselves and society in general. Economic inclusion helps migrants and minorities find quality employment suited to their skills, which has a large positive impact on the economy. Cultural inclusion allows migrants and minorities to enjoy their own culture in the open, and encourages them to participate more in the cultural practices of wider society. Social inclusion means that migrants and minorities have full access to essential health, housing, employment and social services, which creates long-term savings for wider society. Finally, the World Bank Group defines social inclusion as: 1 .The process of improving the terms for individuals and groups to take part in society, and 2. the process of improving the ability, opportunity, and dignity of those disadvantaged on the basis of their identity to take part in society.

5.4. Case Studies

Stakeholders can learn a lot from hearing about the direct experiences (positive and negative) of migrants' and refugees' experiences of arriving in new countries, so what follows are two insightful and at times, contrasting case studies:

¹⁸ Mental health promotion and mental health care in refugees and migrants. Copenhagen: WHO Regional Office for Europe; 2018 WHO Technical guidance on refugee and migrant health, 2018, p.5

Case Study 1

Our first interview was with a young man from the Gambia, who had just arrived in Copenhagen. He had spent the previous two years in Italy, where he had been granted asylum. He shared deeply personal and sensitive things about his journey here. As a witness to injustice and truly terrifying violence without consequence or logic on his journey -both in Libya and in the Gambia all the way from childhood-, he was left struggling, at times feeling overwhelmed with anger, particularly when he first arrived in Italy. In Italy, he was supported and these issues were addressed in different ways. A crucial part of his positive experience in Italy was that he was provided with psychological support. He attributes his ability to better deal with his anger over the human atrocities he has seen, from sessions with this psychologist.

When telling us about his journey from Libya to Italy, he repeated that in Italy, when he arrived, it was distressing that he, “had sand all over me.” This quote gets to the heart of the matter: Dignity. It is the responsibility of stakeholders such as NGOs and other organizations in supportive roles, to ensure migrants and refugees are treated with dignity and truly seen and heard as fellow human beings. The question of course, is how? There is no easy answer but it often starts with a small yet significant gesture and act of awareness. In this case, it was the shower that our interviewee was offered that day. Stakeholders will do best to simply ask what individuals want in order to feel normal and whole. The answer might be surprising.

Case Study 2

Our second interviewee is a young man from Syria who came to Denmark 6 years ago after fleeing from his home country. He had no specific destination in mind when leaving Syria and his journey took him via several countries including Turkey, Cyprus and Italy. He finds that in most cases, people he knows have experienced conflict and hardship are actually doing alright in general. “Most of them are really well, even though they have experienced war.” This is true for him, but he recounted that one friend is troubled by difficult thoughts relating to the trauma and that he is currently seeing a psychologist which he states “you can get really easily here in Denmark.” He points out that key thing stakeholders’ should bear in mind is that it should not be assumed that a migrant or refugee has experienced trauma or is psychologically unstable. “If they do have something, they will tell you. Just treat them as normal”. He finds generalizations and stereotyping about trauma as problematic for

people who have arrived in a new country from a place of conflict and instability. “You end up frustrating the ones that are “normal” and you end up in this stereotype”. He says that this can push people away from NGOs and other similar support networks. He has himself felt patronized by a particular NGO whose workers were trying to provide him with special support and extra attention, due to his background. He did clarify how this doesn’t mean that some people don’t need support. He emphasized the importance of an organization working from a culturally aware and culturally sensitive standpoint.

In fact, in Denmark, it was discovered that he is dyslexic. Having realized this, he has gained access to numerous offers here, including free tech materials to aid in studying and a one-year parallel class for adults with dyslexia where he studied subjects such as Math, Danish and English. These highlights how there are opportunities for stakeholders working with this group to help identify special needs and provide support that the refugee or migrant was not aware of the fact that he/she needed it, but that can greatly affect their path in life, also regarding employability and entrepreneurship.

Ultimately, in considering the two case studies, we can arrive at a common theme: treat people with real dignity. This includes taking actions to get to know the individual person, while being culturally sensitive and aware.

5.5. Reflection exercise

Consider your own place of work/volunteer ship and the people you have encountered or are likely to encounter. Then, complete the following template:

Reasons for taking cultural sensitivity and an individual’s story and background into consideration:

List potential difficulties in supporting individual migrants and refugees you work with. Then, identify which actors and strategies could be helpful in order to provide effective emotional support (consider also networks outside of your organization):

Difficulties	Actors involved	Strategies

6. Chapter 5: Regulations & Policies of EU and positive promotion and awareness of migrant situation in Europe today

6.1. Introduction

For stakeholders working with migrant and refugee entrepreneurs in the EU, it is important to have a solid base of knowledge about current policies and regulations that affect this group. Below follows a collection of current EU policies and regulations that would be useful for you as a stakeholder to learn more about when working with and supporting migrant and refugee entrepreneurs. This chapter also concerns promoting a positive mindset across society that is welcoming and encourages migrant and refugee entrepreneurship.

6.2. Information about rights and obligations

The integration of migrants is not a new issue, but it is becoming ever more pressing because of the large numbers of immigrants that have entered Europe during the past two decades. According to Eurostat data related to migration flows, immigration

to the EU from non-member countries was 2.4 million in 2017. Furthermore, a total of 4.4 million people immigrated to one of the EU-28 Member States during 2017¹⁹.

Migrants in Europe often struggle to gain a secure foothold in the labour market, as a result of limited language proficiency, discrimination, and difficulties regarding recognition of their qualifications and their efforts to accurately signal how their skills and experience can meet employers' needs. Moreover, against a backdrop of aging populations and persistently low economic growth, few European governments are doing enough to help recent immigrants move from low-skilled precarious job positions to decent and reliable work²⁰.

The integration systems vary from country to country across Europe. While some countries have invested heavily in labour market integration policies over the past ten years, others have focused mainly on single, isolated actions involving immigrants' involvement in the labour market. Moreover, when comparing across countries, in Western European countries, migration inflows consist have been a historical phenomenon, though increasing in recent years, and consisting mainly of labour immigrants, asylum seekers and refugees; while in most of the Eastern European Member States, immigration is a limited and more recent phenomenon. The challenges this influx poses in host countries are complex. Thus, the need for effective and well managed immigration and integration policies is getting stronger both at the national and EU level.

Even though migration policies are a national competence²¹, EU institutions have a long-standing record in supporting the integration of migrants into European labour markets and societies, especially with regard to the labour market and the integration of subjects with fewer opportunities, since addressing integration challenges is a multidimensional process and requires integrated policy actions in a number of policy areas across all of Europe.

Therefore, within this multidimensional perspective, the European Commission has drawn up some action plans contained for the most part within the European migration agenda, outlined briefly below:

¹⁹ Eurostat data (Data extracted in March 2019) "Migration and migrant population statistics"

²⁰<https://www.migrationpolicy.org/research/aiming-higher-policies-get-immigrants-middle-skilled-work-europe>

²¹ Please refer to each individual legislation.

- The Action Plan on the Integration of Third Country Nationals²², this plan was presented in June 2016 in order to strengthen the common approach across policy areas and involve all relevant actors and Stakeholders. The EU has supported Member States in their integration policies for several years already. In 2014, the Justice and Home Affairs Council reaffirmed the EU Common Basic Principles for Immigrant Integration Policy adopted in 2004, establishing a common approach to the integration of third country nationals across the EU.
- The Communication on the progress report on the implementation of the European Agenda for Migration²³ (March 2019), which highlights the need for continuous determined action with a comprehensive approach.
- Joint activities and efforts within the Member States, in cooperation with partners outside of the EU.

Other measures of the European Commission:

- help national governments, regional and local authorities, social partners and the civil society by supporting early labour market integration, public employment services, access to education and trainings;
- launched in 2017, the EU “Skills Profile Tool for Third Country Nationals”²⁴ is an online multilingual tool to help identify and map skills and qualifications;
- monitor policy developments in employment and social inclusion of these vulnerable groups through the European semester in accordance with the implementation of the Europe’ 2020 strategy;
- fund a range of measures for migrant integration through the European Social Fund, the Fund for European Aid for the most Deprived and the Employment and Social Innovation programme;



²² https://ec.europa.eu/home-affairs/what-we-do/policies/legal_migration/integration/action-plan-integration-third-country-nationals_en.

²³ https://ec.europa.eu/home-affairs/what-we-do/policies/european-agenda-migration_en

²⁴ EU Skills Profile Tool for Third Country Nationals

- encourage and supports evidence-based policies, mutual learning, stakeholders' dialogues and exchange of good practices among the Member States.

6.3. Practical methods for combating stereotypes and promoting this group in wider society and at the European level

Biases influence what we see, what we believe, and how we understand the world. They arise through and are informed by stereotypes – generalized ideas and images about groups of people. However nowadays, in a globalised world, it would be nearly impossible to live in the world and not be exposed to stereotypes, since usually people learn them as part of our socialization into our respective communities.

Despite this, while it is easy to dismiss prejudices due to ignorance, sometimes stereotypes are exacerbated in the society because of how much incorrect news and information you consume, as happens today related to migrant work issues. *Especially* for migrants, this out of control process, in turn, exposes them continually to a higher risk of poverty, unemployment, over-education, as well as to more frequent work-related health problems and accidents. Related to the labour market, migrants tend to be segregated into low-paid and unskilled, precarious occupations. Therefore, migrant workers face a two-fold inequality in this regard: they are not only more often recruited into these types of low-skilled jobs, but also remain more frequently in such employment.

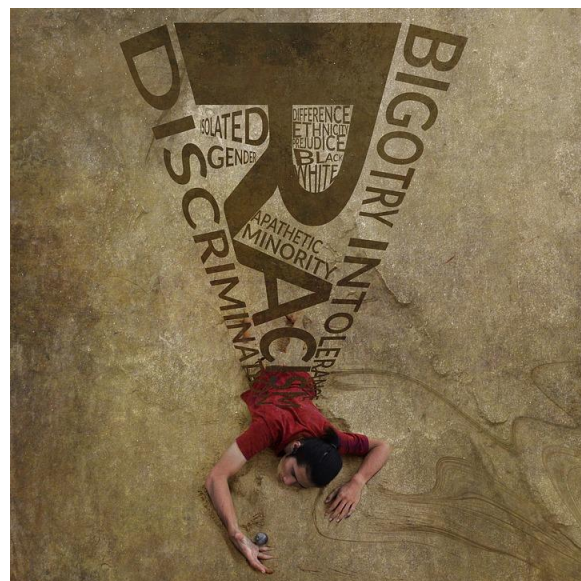
This social and economic devaluation of migrant workers' skills represents a blatant form of social inequality and a considerable waste of human capital. There is also a danger that, if something is perceived as a permanent condition (common stereotype), it can become even more difficult for the individual to accept and tolerate. Beyond the recognition of migrant and refugees' skills and qualifications, there are many hurdles still facing the effective use of immigrants' skills in host-country labour markets. These concern the practical experience of employers and stakeholders with immigrant skills, the public perception of these skills and the knowledge of immigrants themselves about the functioning of the host-country labour market. Practical labour market experience is an important tool to ensure that misconceptions and information deficiencies and stereotypes are not self-perpetuating. This is where active labour market policy measures generally step in.

Thus, the most common stereotypes about immigrants today and how they impact how people think and act, could be classified into two categories²⁵:

- *Immigration, "Illegality," Crime, and Terror;*
- *Economic Malaise*

Regarding the first category, the most serious concern about immigration today is the fear that immigrants are bringing crime and terror to the new country. The recent explosive growth in the numbers of new refugees flowing into Europe coupled with the Paris – Brussels terrorist attacks have stoked anti-immigrant sentiments on both sides of the Atlantic. In Europe, there are growing concerns over so-called “no-go zones,” such as the infamous *banlieues* in Paris, and the ghettos in Brussels, where youth alienation, unemployment, crime, and radicalization are creating new pipelines to global and domestic terror.

Other concerns about immigrant populations among members of the host society center on questions of transnational ties and an individuals' perceived unwillingness to fully invest and integrate into the new society. Many immigrants are said to fail to become fully-engaged citizens. When they become citizens, they are accused of taking on citizenship for mere instrumental purposes (e.g. for economic benefits or welfare).



Accusations of divided loyalties are also centered on the practice of sending remittances to family members remaining in the home country.

Relatively to the second category, “economic malaise,” opinion polls demonstrate that immigrants are now commonly viewed as an economic burden. They are said to take jobs away from their native-born counterparts, depress wages, and exhaust social services. A common charge within this category is that immigrants do not pay taxes and do not contribute to Social Security; yet they benefit from public services such as public education, welfare, food stamps. Therefore, the high rates of

²⁵ <https://www.gov.scot/publications/works-reduce-prejudice-discrimination-review-evidence/pages/5/>

unemployment among the second generation across the globe, especially in Europe, add to concerns about the long-term prospects of new immigrants.

It must be said that, the charge that immigrants hurt the economy, depress wages and abuse basic social services, something that is, again, contrary to the empirical evidence. Indeed, the preponderance of evidence suggests that immigrants represent a moderate net surplus in a variety of economic indicators²⁶. Furthermore, even low-educated immigrants, who have little formal education, bring valuable skills and experience that needs to be activated and valued. What *is* historically true is the tight correlation between economic downturns and anti-immigrant sentiments²⁷; when there is a difficult economic situation; immigrants serve as ready –scapegoats- in times of crisis.

In order to face stereotypes on migrants and refugees head-on, and for a stakeholder to promote this group in wider society, the interventions that are most frequently implemented can be roughly divided into three categories. These strategies can be implemented at the micro- and macro-level, when influencing people's understanding and creating greater public awareness:

- **Educational strategies** (including but not limited to school-based interventions). Educational initiatives and policies concerned with promoting positive relations through challenging stereotypes and 'myths' about out-groups, are essential. This may involve groups being in direct contact with each other or in peer discussion between different groups on topics that might be said to create divisions and tensions (such as certain historical events). Educational intervention, greater dissemination of facts regarding immigration numbers and outcomes, and prejudice-reduction initiatives build on *contact theory* coupled with activities such as cooperative learning; discussion and peer influence; instruction; and multi-cultural curriculum to reduce prejudice.
- **Short-term diversity training courses.** In many ways, the interventions discussed in the previous section could be termed 'diversity training' because the objective is to help people value diversity, as opposed to fearing difference - a key cause of prejudice. This section, however, looks at more

²⁶ <https://www.oecd.org/migration/OECD%20Migration%20Policy%20Debates%20Numero%202.pdf>

²⁷ JG Polavieja - Socio-Economic Review, Volume 14, Issue 3, July 2016, Pages 395–417,

short-term and isolated diversity training programs, rather than focus on longer term interventions targeted at certain populations. These often take place in, e.g. corporate workplaces, and with adults as opposed to children and adolescents, though some do focus on younger people. This type of training comes in many forms, with some 'instructional' in nature such as showing movies or delivering lectures, and others encouraging interactive activities such as role plays and discussions. Diversity training may involve group discussions about 'difference', based on the same values which are at the heart of educational initiatives: overcoming ignorance; expressing hidden assumptions; and feeling empathy for other groups or individuals.

- **Media campaigns.** Media campaigns are extremely popular, and frequently used with the intention of promoting change through raising awareness and challenging attitudes and stereotypes. Today, media outlets are more wide-ranging than ever before, to include traditional media as well as online social media.

6.4. Reflective activity^{28, 29, 30, 31}

Below is an activity that can be implemented in a training or workshop to promote greater awareness about the migrant and refugee situation in Europe today. How would you implement the activity and with whom? How could this activity foster greater awareness and so, promote more positive opinions about migrant entrepreneurs in your local community?

Storytelling activity: One individual or actor or a group tells a fascinating story or a true-life example to create a strong emotional connection from the start with their lived experience. The main goal of this activity will be affecting the emotional side of the listeners, preparing the cognitive aspects of the brain to store new information and see the situation in a new light.

²⁸ https://www.uvm.edu/~dewey/reflection_manual/activities.html

²⁹ <http://www.landmark-project.com/ebistro/documents/ReflectionActivities.pdf>

³⁰ https://www.repository.cam.ac.uk/bitstream/handle/1810/265159/MEM_ReflectivePracticeHandout_V4_20170616.pdf?sequence=1&isAllowed=y

³¹ <http://www.umsl.edu/services/ctl/faculty/instructionalsupport/reflection-strat.html>

7. Chapter 6: National Inputs

In this chapter, we look more closely at the current situation in the EU countries that are represented in this project, namely: Greece, Italy, Bulgaria, Denmark, and Spain. We look at data regarding the national context, challenges, as well as best practices and a collection of videos and links to relevant national organizations. The aim is for stakeholders within these countries to reference the data and information included in their own personal situation in support of migrant and refugee entrepreneurs. It is also meant as a cross-reference of what is being done in member countries across the EU, to build on best practices already in effect moving forward.

7.1. National Level: Greece

Statistical data regarding migrant arrival in Greece

Greece is one of the main gateways to Europe, along with Italy and Spain, within the Mediterranean region. Refugees and immigrants arrive in Greece through its land borders with Turkey in the north (Evros) and mainly through the Greek-Turkish sea border in the Aegean Sea. In 2015, about a million refugees and immigrants arrived in Greece, considering it as the first station in Europe and as a transitional country on their way to their final destination in central and northern European countries.

The EU-Turkey agreement on immigration has had a significant impact on refugee arrival management in Greece. From March 2016, when the agreement came into force, the overwhelming majority of migrants and refugees who arrived in Greece was limited to the islands, in the so-called "hotspots" and in structures where they were intended for a short stay and not long-term.

While in 2015, almost 857.000 people crossed into Greece, in 2016 173.000 people arrived only by sea. Following the closure of the so-called "migration route" through the Balkans in March 2016, tens of thousands of refugees were trapped in Greece. Via support mechanisms in this EU emergency, the European Commission has so far put 605.3 million EUR to respond to the demand side in Greece³².

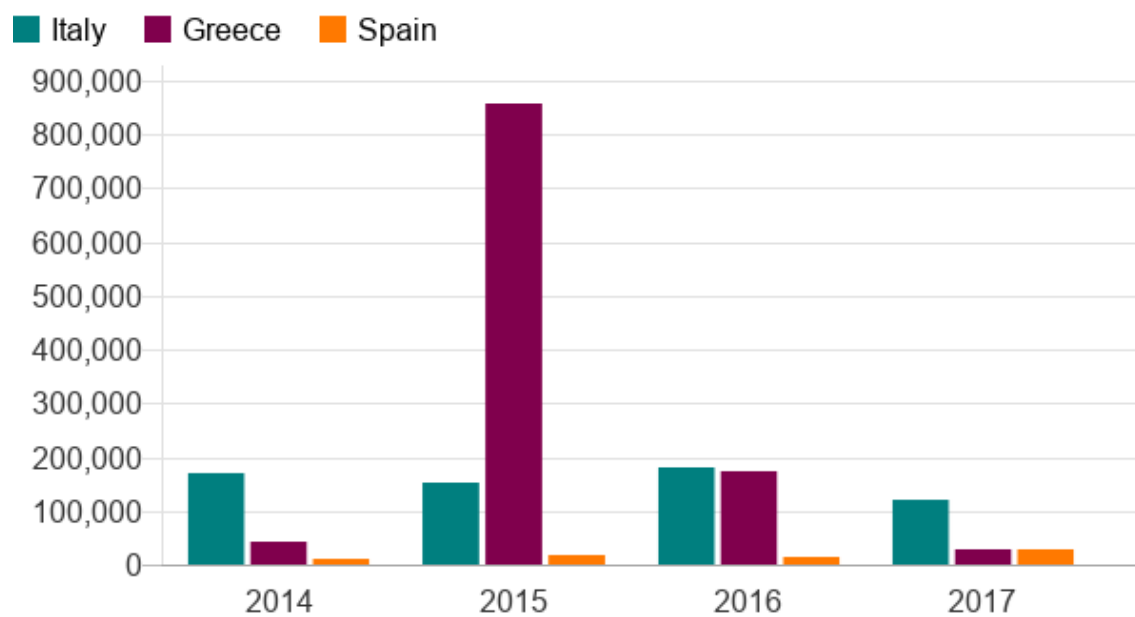
At present, approximately 16,000 refugees and migrants remain on the Aegean islands, mainly the 5 islands of Lesbos, Chios, Kos, Samos and Leros. Lesbos continues to host the largest number of migrant arrivals, having received about 56%

³² <https://www.unhcr.org/greece.html>

of the total arrivals entered by sea in 2018. This figure is significant and continues to put pressure on the already overwhelmed Greek reception and asylum system. Overpopulation, inadequate living conditions and lack of protection and security are just some of the problems faced by the refugees who live on the islands.

Migrants and refugees

Total arrivals 2014-17



Source: UNHCR

BBC

According to the latest Eurostat figures, the country is second in the EU in terms of the percentage of asylum seekers per million inhabitants, which, along with the economic crisis, shows how difficult it is to find solutions and to pursue policies which relate to everyday life and even more to the integration of these people.

Most asylum seekers in Greece come from Syria, Afghanistan, Pakistan and Iraq, while 32,983 applicants are women, 69,201 men and 32,272 minors. A percentage of 0.5% this group was over the age of 65 while most, 49.2%, were young between 18 and 34 years old. As far as unaccompanied minors are concerned, 4,401 of them have filed an application for international protection, of which 486 are girls and 3,915 are boys. A total of 374 minors have so far received international protection in

Greece, while many have joined the relocation program or the process of family reunification³³.

Challenges at a national level: Greece

Immigrants and refugees in Greece are systematically being brought into detention. In this way, the Greek authorities seek to push for implementing the return program and also as a deterrent to stop the migration flow. This tactic, however, proves to have limited, if not zero, effectiveness.

The living conditions in the detention centers often do not meet international standards. They are overcrowded, exercise poor hygiene and provide insufficient access to food and healthcare. In other words, people living in these centers can suffer inhumane and degrading treatment. One woman interviewed, coming from war-torn Syria with her family and waiting at a center at Kara Tepe, Lesbos, said desperately: "We were saved from death in Syria and now we are afraid we will die here." Despite the great efforts of stakeholders including doctors, activists and social workers in foreign relief organizations, needs are often impossible to be met. Moreover, the lack of interpreters makes it "extremely difficult to communicate with either on the issue of asylum or on any other matter." Many immigrants and refugees feel angry and frustrated by international organizations and NGOs whose supply is insufficient and inefficient compared to the scale of the phenomenon and the overriding needs. One of the reasons for inefficiency is the extremely small number of staff and volunteers, which are totally disproportionate to the circumstances.

In addition to the registration and detention centers, several "hospitality centers" have been set up throughout the country, which operate under the responsibility of mainly non-governmental or voluntary organizations or even the Greek authorities. One of the most recent is the "open space of hospitality" in Eleonas, in the area of Votanikos (Athens), which was created in August 2015 and can accommodate about 700 people. These centers provide elementary services such as food and clothes, as well as overnight and shower areas. However, due to overcrowding and lack of staff, these centers often cannot meet the needs of all migrants and refugees.

³³ Source: Eurostat Data

Best practices: Greece

Through the Emergency Assistance Facility, the Commission has so far allocated 605.3 million EUR to respond to the demand side in Greece. This amount has been contracted to the EU's partners in humanitarian aid in Greece, such as UN agencies, Red Cross / Red Crescent Movement and NGOs.

The Commission's flagship initiative under the EU Mechanism, is the 'Emergency Support To Integration and Accommodation' (ESTIA), which helps refugees and families renting apartments and providing financial assistance through prepaid cards. The total emergency assistance in Greece through the ESTIA program from implementation in 2017 is more than EUR 290 million.

The action of the program on financial assistance with the UNHCR for Refugees establishes a basic social protection network for all asylum seekers and refugees in Greece, by providing them with pre-established monthly amounts via a special card. The purpose of the program is to allow 45.000 refugees and asylum seekers to meet their basic needs in a decent way by the end of 2018. Prepaid cards are available throughout country and are linked to the Greek social protection network, and they are also calculated by size of the refugee family. At the same time, this aid strengthens the local economy, the family shops and service providers.³⁴ In addition to the ESTIA program, the EU Emergency Mechanism has funded 313.6 million EUR through 18 humanitarian partners in order to cover further humanitarian needs in Greece, such as housing provision, primary health care, psychosocial support, improved hygiene conditions and access to education.

From 2015, the European Commission has helped coordinate the arrival of in-kind assistance to Greece through the European Civil Protection Mechanism. Until now, twenty states that have participated in the Mechanism have offered over 200.000 items in Greece as a response to the immediate needs created by the crisis, such as tents, beds, sleeping bags, blankets, sets of articles electric generators, water pumps, fire extinguishing equipment and other specialized equipment.³⁵

Assuring these fundamental necessities and that basic needs are met, highlights how stakeholders in Greece, working with migrant and refugee entrepreneurs must

³⁴ <http://estia.unhcr.gr/en/estia-spells-home-for-refugees-in-greece/>

³⁵ https://ec.europa.eu/echo/where/europe/greece_en

ensure that this group has the conditions in place to get a proper start, and connect them to the existing outlets that ensure this, as well as working to promote greater access to resources for this group.

A video case study from Tilos island: Greece

Structures for reception of asylum seekers have been in place and operating on the island of Tilos since 2015, a year when some thousands of immigrants and refugees arrived daily to the Greek islands and ended up in Tilos. At that time, residents built a shelter hosting facility and supported asylum seekers. A BBC Reporter refers to Tilos as "the most welcoming place in Europe for refugees". In solidarity, organizations offered a donation to the island to run a co-existing program and supported, in cooperation with the UNHCR, a housing program with European funding. As stated by a representative of the organization, "what happened in Tilos is an excellent example of how a small society can support asylum seekers".

Link to video: <https://www.youtube.com/watch?v=pwa9KPxbZWQ>

Links to relevant organizations: Greece

Organizations providing Migration Services

- **Greek Council for Refugees** <https://www.gcr.gr/index.php/en/> Greek Council for Refugees works on a daily basis to provide free legal and social advice and support through three basic services: Refugee Reception Center, Legal and Social Aid Departments.
- **UNHCR GREECE** <https://www.unhcr.org/gr/footer-toplinks/epikoinonia.html> The Office of the High Commissioner for Refugees in Greece (UNHCR) ensures the protection of refugees, asylum seekers and all persons.
- **International Organization for Migration (IOM) Greece** <https://greece.iom.int/en> IOM activities contribute to protecting human rights.
- **Amnesty International Greece** <https://www.amnesty.gr/> Amnesty Greece, through their detailed research and determined campaign, helps for fighting abuses of human rights worldwide, as well as of refugees/immigrants.
- **Group of Lawyers** <http://omadadikigorwnenglish.blogspot.com/> Group of Lawyers is a blog in which the user can find useful information about refugee issues (rights).

- **National Commission for Human Rights (NCHR) Hellenic Republic** <http://www.nchr.gr> The GNCHR is specialized in human rights issues.
- **The Greek Ombudsman** <https://www.synigoros.gr/?i=stp.en>
The Greek Ombudsman carries out visits at shelters and detention facilities in many parts of the country, cooperates with bodies and NGOs and fights for the rights of minor refugees. The organization makes recommendations to improve the treatment of unaccompanied minors.
- **Greek Forum for Refugees** <http://refugees.gr/social-services-en/>
Rights for Refugees and Greek forum for Refugees provide all the information about the application for Asylum in Greece, as well as some services for the basic rights:
-International protection -Unaccompanied minors -Marriage -Birth-naming - Death -Education -Employment -Housing -Health -Tax register number - Social security number -Voluntary return.

Organizations providing Health Services

- **Doctors Without Borders (MSF) Greece** <https://msf.gr/en>
Doctor without borders (Medicines Sans Frontiers MSF), in an effort to respond to the medical needs of refugees and migrants living in the city, opened a center for vulnerable people in the center of Athens. The center provides sexual and reproductive health care (prenatal care, gynecological care, care for pregnant women, postnatal care, care for sexually transmitted infections and diseases, etc.). Also, the team provides health promotion and educational sessions. In addition, MSF facilitates the transfer of patients to public health structures when needed and facilitate the communication of patients with Arabic and Farsi cultural mediators.
- **Hellenic Red Cross** <http://www.redcross.gr/>
The Hellenic Red Cross aims at relieving human pain in times of war and peace, supporting injured, sick, refugees, elderly people with financial difficulties and individuals from every vulnerable group of the population.
- **Action Aid Hellas** <http://www.actionaid.gr/> Action Aid's Hellas main concern is to support and empower women, to mobilize them, to improve their lives and thus the lives of their families.
- **PRAKSIS** <https://www.praksis.gr/en/> Praksis primary objective is the design, application and implementation of humanitarian and medical actions. In

particular, PRAKSIS aims to provide free social services and basic medical services etc.

Organizations providing Education Services

- **Intercultural Centre “PYXIS” Greek Council for Refugees** <http://www.gcr.gr/index.php/en/aboutgcr/structure/compass> Pyxis' implement various cultural and educational activities like courses in Greek and English, computers, remedial teaching, etc., mainly for refugees' children, while at the same time, it offers counseling and guidance services.
- **Metadrasi** <http://metadrasi.org/en/home/> The main activities of Metadrasi are: Interpretation services, training of interpreters, escorting missions for unaccompanied children, legal assistance, Greek language courses, multilingual guide for education in Greece.
- **Youth and Lifelong Learning Foundation** <https://www.inedivim.gr/en> Provides specialized services, such as: Greek language learning, provision of interpretation, provision of social and psychological.

Organizations providing Employment Services

- **KLIMAKA** <http://www.klimaka.org.gr/home/> Klimaka provides services such as: Labor and social inclusion, legal counseling etc.
- **REFUGEE.INFO** <https://www.refugee.info/athens/info/workinggreece/> Refugee Info's website, its iOS and Android apps, and its social media channels aim to provide refugees with critical, clear information about conditions, legal procedures and rights in locations across Europe. This information is provided in English, Arabic and Farsi.
- **REFERGON** <http://www.refergon.com/> Refergon is based in Athens and helps refugees to find employment opportunities, prepare them for job interviews, certifies their skills.

Final analysis: Greece

It is clear that Greece has been transformed to a host country, and while it is obvious that the migratory wave has deeply affected Greek society over the past 15 years, it coincided with a period of long-term economic growth. At the level of public policies on immigration, we distinguish two main categories of regulation: a) related to the regulation of migratory flows and the control of migrants and b) related to the arrangements concerning the life of migrants within a state and their integration.

In Greece, migration flows continue to be intense in the second half of 2018, causing strong concerns about whether the country can manage the smooth reception and hospitality of refugees. The large number of inputs, unlike the small number of outflows, raises concerns about the situation in the wider Balkan region. The estimated number is over 100,000 refugees and migrants, and that number is constantly increasing.³⁶ According to data released by the Ministry of Immigration Policy for October 2018, there are more than 25,000 refugees and migrants in the islands, in addition to the already large number of people who have been asylum-seekers since 2015. The difficulty of transferring these people to other European countries and the refusal of officials to return individuals voluntarily to Turkey creates the need for an immediate solution.

Although significant efforts have been made to transfer a proportion of these refugees to other European countries, mainly in Germany, as part of the family reunification program, the number that manages to pass legally remains very small. At the same time, requests from other European states for return of those who do not have the necessary residence documents has been increasing considerably. Efforts to control inflows and outflows of refugees and migrants are great, but efforts to ensure satisfactory living conditions are even more intense. Thus, for stakeholders aiming to meet the needs of refugee and migrant entrepreneurs in Greece, this often means ensuring the most basic conditions for success are met.

7.2. National Inputs: Italy

Statistics about who is arriving in Italy³⁷

During the first four months of 2018, about 9,300 migrants arrived in Italy, some 75% less than in the same period of 2017. This is a trend that is completely in-line with the decline seen over the last six months of 2017 (-75% compared to the same period in 2016). However, data for the winter months are not very indicative of the level of flows in the following months. The landings start increasing from April and reach a peak between June and August, following a typical seasonal trend.

The trend of arrivals for April can, therefore, be considered a first sign of how many arrivals could be recorded throughout the year. In this regard, the events of mid-April

³⁶ <https://www.p-consulting.gr/prosfugiko-metanasteutiko/>

³⁷ Source: Eurostat Data

are particularly worthy of note, as 1,500 people landed in four days. However, a further dose of prudence is necessary, because the seasonal trends are flanked by the decisions and policies of the actors involved along the route. 2017 demonstrates this point, in that up to July 15th last year, arrivals on Italian shores were about 30% higher than in 2016, and just from mid-July, in the period of the year when there are usually more arrivals, it started to decline and this continues to today.

The total number of asylum applications in Italy has increased from 2014 to the first half of 2017, putting the country's asylum system under strong pressure. From the second half of 2017, however, the gap between the asylum applications presented and those examined has started to close. However, this is not due to a higher number of requests examined, which has remained at around 7,000 per month since mid-2015, but due to a sharp decline in the number of asylum applications submitted (linked to the decline in landings in the same period). Furthermore, the constant monthly deficits between applications presented and examined has led to a significant accumulation of asylum applications still to be processed: if in January 2014 these were less than 15,000, at the beginning of 2018 they were close to 150,000.

Continuing to examine the requests at the same pace as in 2017, Italy would need more than a year and a half without arrivals to respond to all asylum seekers. And if the situation might seem similar to what Germany is experiencing, which in 2017 took an average of 15 months to assess asylum applications, in reality, the situation between the two countries is completely different. Every month, in fact, the German asylum system can evaluate as many as 50,000 asylum applications compared to 7,000 in Italy.

Best practice in Italy: The Riace Model

It is July, 1998: a sailing ship departs from Turkey with 184 people on board, including 72 children, and arrives a few hundred meters from the coast of Riace Marina (Calabria). All onboard are Kurdish refugees fleeing political persecution in Turkey, Syria, and Iraq. Under these circumstances, it was born, almost by chance, the model of reception that will be taken as an example in different parts of the world. Riace, a medieval village at the top of a hill on the southern coast of the peninsula, is at the time practically a ghost town, threatened with extinction. Only 900 people live there, and the area is scattered with abandoned houses; the local school is close to

closure. A man named Domenico Lucano, returning from Rome and other cities in Northern Italy, sees in that place not a danger, but an opportunity. To repopulate the village and rebuild its social and economic fabric becomes his goal. The recently-arrived refugees are all housed in a church structure and the following year Lucano establishes the association "Città Futura". Immediately the team is engaged in welcoming foreigners and seeks to facilitate their integration into the local context, through work, education, and use of the abandoned homes. "There were people without a house here and there were houses without people. It's simple." Lucano became mayor in 2004 of the village and now has now reached his third term.

The Riace model reverses mainstream thinking and expectations, and creates an innovative and highly effective model. Far from being aimed at cramming migrants in hotels or crumbling barracks to keep them there as long as possible and pocket the contributions without worrying about integrating foreigners into the local context, this initiative aims to make these persons, active, committed and productive citizens. First of all, it grants the uninhabited houses of the village on loan for use to migrants. Thus, when the housing issue is resolved, the money allocated to the sustenance of every refugee or asylum seeker are transformed into job grants that are turned over to cooperatives, who in turn use them to pay the migrants employed in the shops they manage. So the migrants and refugees learn a trade, have an income and are not exploited, while the local economy is revitalized. Then, there are the so-called bonuses, a kind of coupon spendable in the municipal territory, to stimulate consumption and the local economy and give purchasing power to migrants. Finally, Riace is among the first countries to enroll in the SPRAR widespread reception system (Refugee Protection System and Asylum Seekers).

The result is in the numbers: Riace in 1998 had just 900 inhabitants, today it has over 2,000. Just over 400 are foreigners, representing 20 different nationalities--a sign that many natives have also returned to their village, contributing to rebuilding their economic and social fabric with the immigrants. The small village is all a succession of shops and businesses where locals and foreigners work hand in hand, as the conditions for thriving entrepreneurship have been met. Road and green maintenance and waste management are also in "multi-ethnic" hands. So Lucano has brought a completely new life to the village along with all of its productive and committed occupants. In the last 20 years, Riace has remarkably hosted 16,000 asylum seekers.

Challenges and recommendations at the national level: Italy

Due to their complexity, the migratory flows that have affected Italy require equally complex management, which affects different levels of policymaking. However, empirical evidence and analysis allow us to identify the most effective interventions with the most positive impact, for the entire community as a whole. From these considerations we can draw a series of recommendations, for which stakeholders may advocate on behalf of the migrant entrepreneurs, and mainly addressed to national political decision-makers, for policies to be implemented at both the national and territorial level.

- Increase direct spending on integration policies. It has been demonstrated that only an incisive action with greater resources committed in the present will succeed in shifting the trajectory of international protection holders towards an increasingly effective integration.
- Studies, models and analyses should be conducted to guide policies for integration and evaluate integration services. These models must be flexible enough to adapt to the diversity of specific contexts, and able to evolve with the accumulation of new knowledge. A systematization of integration policies would allow the development of training and work orientation courses based as much as possible on the profile of the individual migrant. This would make the migrant more independent (less subject to care pathways), maximizing the chances that he or she will be offered an employment and entrepreneurial path suited to his aspirations and abilities. Moreover, who manages the reception must ensure transparency, while public administrations should demand certainty in the provision of services and rigor in assessing their impact on the levels of integration achieved by individual migrants.
- Protect the vulnerable, recognizing its long-term costs. Although integration spending is an investment that, as demonstrated, brings future benefits for all, it should be noted that some very vulnerable categories, or with very low skills, qualifications and levels of education need longer-term support. Migrant entrepreneurs should receive a long-term focus, as this investment will have greater returns and chance of success. It is also essential to better identify the problems most frequently detected from a psychological and health point of view, so as to guarantee immediate answers and support and reduce the impact of trauma or illness on the individual migrant.
- Rethinking territorial distribution policies. Using "quotas" for the distribution of migrants and asylum seekers on the national territory on the basis of GDP and the

population of a region may appear a politically neutral system to manage the reception, but it should be examined for its appropriateness, also when considering the path of migrant entrepreneurs and ensuring the conditions for their success.

- Enhance the role of private actors. To increase the chances of access to the labor market, especially for those foreigners looking to start a business in Italy, it is necessary to sensitize the management of private groups, so that they are open and receptive to the possibility of welcoming entrepreneurs into existing business networks and communities.

Italy: Final Analysis

All of these measures and indications for policy-makers are useful for stakeholders working in Italy, but also replicable in other countries across Europe. Moreover, the example from Riace also points out how in Italy, organizations are demonstrating how ensuring that conditions are met for migrant and refugee entrepreneurs to thrive, can have cross-cutting beneficial outcomes for the society at large. These outcomes can benefit the economy and also address other issues that are important in Italy today, i.e. finding solutions to repopulating increasingly abandoned rural areas. Thus, a stakeholder in Italy can look to these examples to point out new paths for migrant entrepreneurs and also hold them up to the wider society, to show how there is great potential for mutual benefit when a society finds innovative answers to integration and builds and works together.

Links to relevant organizations: Italy

NGOs Italy

- **Open third sector** <https://italianonprofit.it/enti/filtro-beneficiari-migranti-e-stranieri/>

This organization is a startup for social vocations, which measures social impact and cooperates across a network of universities, incubators, and accelerators.

- **Doctors for human rights: ESODI** <http://esodi.mediciperidirittiumani.org/>
ESODI is an interactive web map based on the testimonies of over 2,600 sub-Saharan migrants gathered from 2014-2017 by operators and volunteers of Doctors for Human Rights (Medu).

- **Baobab Experience** www.baobabexperience.org Offers first assistance, psychological and legal support to refugees in transit in Rome.
- **SOS ERM association** www.facebook.com/soserm In Milan, provides first reception for refugees in transit since 2014.
- **The Trentino Association Speranza: Hope For Children** www.speranza-hopeforchildren.org Operating in Greece, Turkey, Syria, and Serbia, distributes clothes, food and everything needed for families in transit through the Balkans and supports some medical clinics in Syria.
- **Advocates Abroad** www.advocatesabroad.org An NGO that provides legal assistance to all asylum seekers who need it. It operates throughout Europe, in the Middle East and especially in Greece and Turkey.
- **Mediterranean Hope** www.mediterraneanhope.com A project of the Federation of Evangelical Churches in Italy providing assistance, support, and protection to migrants.

7.3. National level: Bulgaria

Statistics about who is arriving in Bulgaria³⁸

By January 1st, 2018, around 71,000 people from non-EU countries were residing in Bulgaria, accounting for about 1% of the total Bulgarian population of 7,050,000 people. By contrast, 13,000 EU citizens were residing in the country, which accounts for only 0.2% of the Bulgarian population. The top 5 countries with the largest number of foreign residents residing in Bulgaria included, Russia, the largest group with 22,000 people, followed by people from Turkey and Syria, totaling about 12,800 people, and Ukraine, with about 6,000 people.

Of note, Bulgaria has been among the countries in the European community with relatively low migratory pressures over the past 2 years. In 2018, a total of 2,536 people have sought protection, with only 317 being granted refugee status. For the first month of 2019, only 147 sought protection in Bulgaria, 26 of whom were granted refugee status. According to Eurostat data for 2019, for every 1000 local residents in Bulgaria, there is a proportion of three migrants. In Germany the proportion is higher at 12.5 to 1, in Greece and Belgium - 10.8, in the UK - 9, etc.

³⁸ Source: Eurostat Data

Best practice

Humans-in-the-Loop HITL³⁹ is a social enterprise based in Bulgaria that employs and trains refugees to provide data services to companies in order to train and test their ML algorithms. Their workforce specializes in data labeling for the ML industry and has worked with all of the most popular annotation platforms and tools. Their loop managers supervise the process and double check 100% of the generated labels.

One such migrant working with the organization is a young man from Syria who has completed basic education. He developed the skills to work in an Arabic shop and to communicate with people and work with a computer.⁴⁰ Another young lady in her 20's from Syria brought with her professional skills in architecture and trained to enhance her skill set working with programs like Autocad and Photoshop. Another example is a young lady from Pakistan with a journalism background and good English and Urdu skills.⁴¹ All three are among the first full-time employees in the social enterprise. For over a year, the team has been working with them to improve their skills, economic inclusion, and prepare them for reaching their future business goals.

The principle of working in Humans in the loop is as follows: 6 hours of work per day and 2 hours of training. The goal is for people to qualify, so that after one or two years in the social enterprise they can find work as professionals in their chosen field. In addition, they have the support of social workers and mediators who help them in their integration and consult them according to their needs - psychological problems, legal issues, acquisition of citizenship and others. Most of them also attend Bulgarian language courses at the Bulgarian Red Cross. There is also further cross-institution collaboration to ensure the success of these individual, i.e. the Employment Agency supports this activity through its Refugee Employment and Training Program. They cover a minimum wage and insurance program for 12 months.⁴² Their social mission is to provide employment and training to refugees and members of other vulnerable groups, thereby including them in the global digital economy and up skilling them so that they can access further professional opportunities in their host society, also as entrepreneurs.

³⁹ <https://www.youtube.com/watch?v=oLgGny08leU>

⁴⁰ <https://www.facebook.com/watch/?v=1332541156880180>

⁴¹ <http://www.bcause.bg/en/enterprenuership/news-entrepreneurship/458-otvaryane-na-khorizontite-%E2%80%93-sotsialno-predpriatie-humans-in-the-loop-pomaga-na-mladi-bezhantsi-da-restartirat-zhivota-si.html>

⁴² <http://redcross-en.test4.prostudio.bg/>

Challenges at the national level: Bulgaria

Since August 2013, there has been a significant increase in asylum applications from Syria, Afghanistan, Iraq and Pakistan, and national and local institutions have not been fully prepared to cope with this growth in Bulgaria. As a result, the country faces a number of challenges in particular with integration. Social and economic integration of beneficiaries of international protection carries with it not only big challenges, but also significant potential for Bulgarian society economy. Employment is one of the most important instruments for social and economic inclusion and participation in society. Qualification, retraining and finding work that matches one's qualifications are among the most powerful tools to promote integration and inclusion. The decision of how to approach the present situation will not only determine the fate of thousands of people, but will also define self-understanding of Bulgarian society in the 21st century.⁴³

There are a number of barriers that prevent refugees and migrants from entering the labor market quickly in Bulgaria. The greatest obstacles are the lack of Bulgarian language skills and a low level of English education and documentation of skills and qualifications. Briefly, stakeholders in Bulgaria supporting migrant and refugee entrepreneurs should aim in the long-term to concentrate on two goals: one, to improve social network support, including finding adequate housing and healthcare access, solving administrative problems, as well as tackling social discrimination overall. Secondly, stakeholders should encourage policy-makers to make legalization processes easier and ease the process of accreditation of foreign degrees, as it is currently an extremely long and complicated process, heightened by the high fees and additional translation costs and notary deeds.

Links to relevant organizations: Bulgaria

- **Humans-in-the-Loop HITL** <https://humansintheloop.org/> This social enterprise employs and trains refugees to provide data services to companies to train and test their ML algorithms.
- **TimeHeroes & CVS Bulgaria** <https://timeheroes.org/en> <http://cvs-bg.org/?lang=en> These are both platforms for volunteering. Here you will find ideas on how to make your time and skills a superpower.

⁴³ <https://www.unhcr.org/bg/wp-content/uploads/sites/18/2016/12/Employment-for-Refugees-FINAL-BG.pdf>

- **Caritas** <https://caritas.bg/> This organization helps people in need and provides information with a view of increasing the effectiveness of social work.
- **Red Cross Bulgaria** <http://redcross-en.test4.prostudio.bg/>

Video case study: Bulgaria

Human-in-the-Loop (HITL) As outlined above, this concept supports migrants in leveraging both human and machine intelligence to create machine learning models. In this approach, humans are directly involved in training, tuning and testing data for a particular ML algorithm. The intention is to use a trained crowd or general human population to correct inaccuracies in machine predictions thereby increasing accuracy, which results in higher quality of results. See this in action at the video link here: <https://www.youtube.com/watch?v=oLqGny08leU>

Final analysis: Bulgaria

Bulgaria is often considered a transit country for refugees. This means that most refugees that arrive in Bulgaria, do not intend to remain in the country. In fact, at least 80-90% of the applicants seeking protection in Bulgaria, continue or plan to continue to other European countries. Still, around 10% of people remain in Bulgaria and are eager to settle in the country for a longer time period. Most prefer to stay in the capital because there are established foreign-born communities, and non-profit organizations that provide them with support. People who want to stay in Bulgaria, however, especially families, in many cases are willing to move elsewhere, as long as they are supported for resettlement, can ensure employment, and the attitude towards them is positive.⁴⁴ There are numerous examples of lasting and successful businesses owned by migrants today in Bulgaria, primarily in the restaurant, trade, and car repair services. Moving ahead, stakeholders can build on these good examples in Bulgaria, encouraging those migrants and refugees who do decide to stay to have the conditions and support system necessary to succeed.

⁴⁴ <https://ec.europa.eu/migrant-integration/?action=media.download&uuid=B8313CCE-BE56-2825-D77DC5E9DCFD6E3>

7.4. National Level: Denmark

Background of who is arriving in Denmark

The purpose of this introduction is to present an overview on the size and composition of the migrant and refugee population in Denmark. The aim is to contribute to the understanding of their situation in the country, by exploring their country of origin, their main occupation and their legal status.

With the data from January 2017 from the last report to OECD⁴⁵, the number of immigrants⁴⁶ and descendants⁴⁷ in Denmark is 741.572, is equaling 12.9% of the entire Danish population of 5,7 million people. As presented in Figure 1, 8.3% of this group have a non-Western origin, while 4,6 percent come from Western countries. The percentage of descendants corresponds to 2,8% from a non-western and 0,5% from western origin.

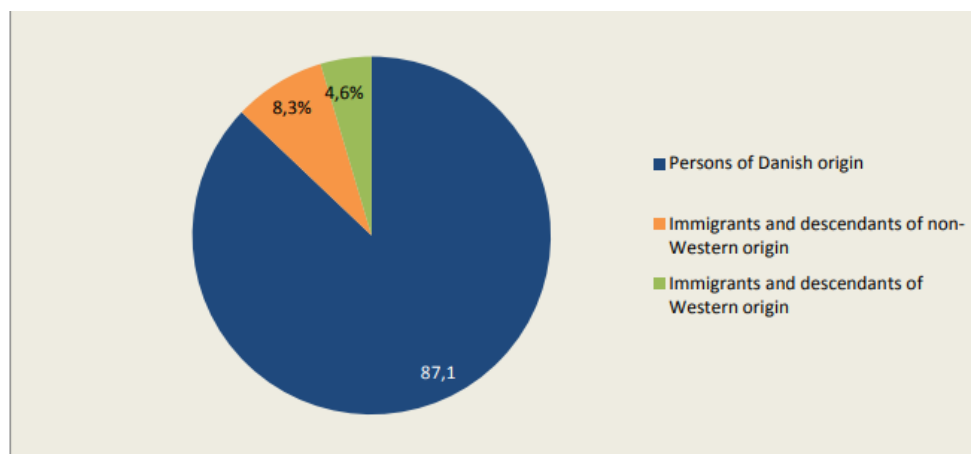


Figure 1 The Danish population by category, at 1 January 2017 (percentage). OECD 2017

The age distribution of both Western and non-Western origin migrants shows that most of the immigrants are between 16 and 64 years of age, and so part of the economically active age group of a society (report to OECD, p.19). Almost 83% of the immigrants with Western origin and 85% from non-Western origin belong to this age group. From a perspective of employment in this age group (16-64), the unemployment rate of immigrants of western origin is 3.9%, lower than immigrants'

⁴⁵ <http://uim.dk/publikationer/international-migration-denmark>

⁴⁶ Defined as a person born abroad, whose parents are both born abroad.

⁴⁷ Defined as a person born in Denmark, whose parents are either immigrants or descendants with foreign citizenship.

from a non-Western country (4,9%), while the unemployment rate among persons of Danish origin is 2.5% (OECD, p.24).

This employment rate has not changed since 2010, considering the age group 24-64 year-old (16-24 is excluded since they are mostly under education). Comparing the employment rate of immigrants, descendants and Danish people by gender and country of origin from 2010 to 2015, we can see how males from Danish origin rank at the top (81% of employment rate) followed by female from Danish origin (76%). The lowest employment rate is found among immigrant females from non-Western countries (46%).

From the perspective of country of origin, the biggest immigrants' groups in Denmark come from the country of Poland, with almost 41,000 people, followed by Syria and Turkey with 35,4 and 32,9 thousand people respectively. The bar chart of Figure 2 shows the top 10 countries of origin of immigrants in Denmark during 2018.⁴⁸

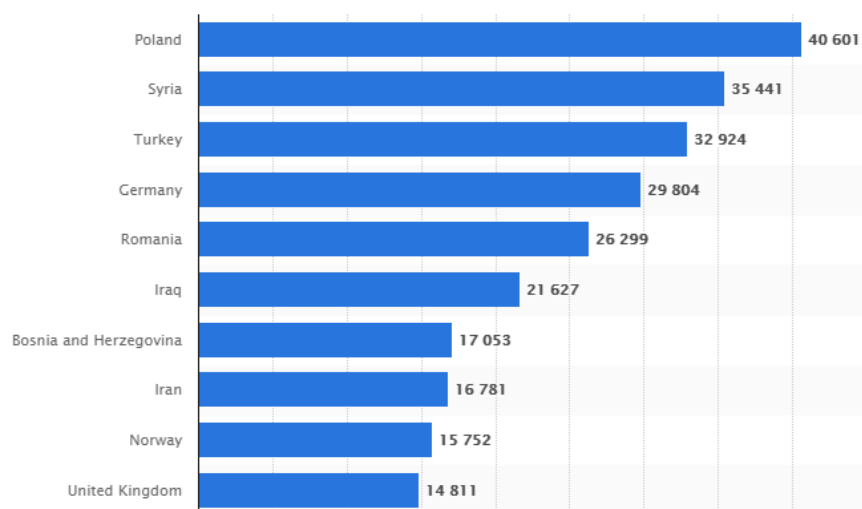


Figure 2 Number of immigrants in Denmark in 2018, by top 10 countries of origin. Statista 2019.

During 2017 refugees made up 3% of all foreigners who were granted resident permits in Denmark.⁴⁹ The profile of the refugees that come to Denmark has furthermore changed across the years.

⁴⁸ <https://www.statista.com/statistics/571909/number-of-immigrants-in-denmark-by-country-of-origin/>

⁴⁹ refugees.dk

Top 5 nationalities asking asylum in Denmark 2014-2018

2014		2015		2016		2017		2018	
Syria	7.210	Syria	8.608	Syria	1.251	Syria	818	Eritrea*	656
Eritrea	2.275	Iran	2.787	Afghanistan	1.122	Morocco	308	Syria	598
Stateless	1.140	Afghanistan	2.331	Stateless	488	Eritrea	306	Georgia	396
Somalia	700	Eritrea	1.740	Iraq	491	Afghanistan	176	Iran	196
Russia	520	Statsløse	1.734	Morocco	347	Iran	136	Morocco	181

*) The majority already had another residence permit. REFUGEES.DK / Source: Danish Immigration Service

Figure 3 Top 5 nationalities asking asylum in Denmark. REFUGEES.DK

Nevertheless, when considering the total number of asylum seekers, only a portion of these cases get granted asylum. Figure 4 shows the people (top 7 countries) that were granted refugee status during 2018, by gender and country of origin.

residence permit	time	citizenship	Total ↑	Men	Women
Asylum, Refugee status	2018	Eritrea	607	235	372
Asylum, Refugee status	2018	Syria	536	210	326
Asylum, Refugee status	2018	Iran	233	157	76
Asylum, Refugee status	2018	Afghanistan	147	101	46
Asylum, Refugee status	2018	Stateless	39	17	22
Asylum, Refugee status	2018	Iraq	20	12	8
Asylum, Refugee status	2018	Somalia	13	1	12

Figure 4 Residence permits 2018 Refugee Status. Statistics Denmark.

Best Practice Denmark: Refugee Entrepreneurs

This NGO offers a best practice for Denmark, in that it uses entrepreneurship as an integration tool that expands one's life opportunities in a program of: Incubation and Acceleration. The incubation phase prepares the individual for business creation, and the Accelerator phase takes the previous knowledge gained and puts it into action. Moreover, RED is exceptional in the investment made that is critically, long-term. RED provides consultancy and counselling for individual refugee entrepreneurs for 7 years. Currently, they have 12 refugees in their program and 10 businesses. The methodology used is designed to help people establish a business from A to Z. RED also has collaboration with Hack Your Future teaching refugees to learn code. They provide consulting to entrepreneurs about all aspects of business development, from websites, logo, brand and pitch-training to micro-financing.

RED also focuses on aiding the entrepreneur in better understanding business culture in Denmark. Their program emphasizes how to appeal to the Danish market and trains accordingly. One of the businesses has a purposeful design that is Nordic. In this way, the entrepreneur is not relying on immigrants as their main customer and the larger picture and aim of integration is addressed, not just the success of an individual business. Psychological services and connecting their refugee group of entrepreneurs to these resources is also taken into consideration, with collaboration with the Danish Refugee Council. Another component of the program is that of corporate social responsibility. This is adding value. For example, via social entrepreneurship using eco-friendly products. The program is resource-intensive, long-term, offering individualized support and consultations. Ultimately, at RED, they wish to reach out to refugees and support them in creating their own businesses to ensure greater life purpose and connection.

Challenges: Denmark

There are several key barriers faced by migrant and refugee entrepreneurs in Denmark, yet it should be noted that the Danish state has highlighted entrepreneurship as a promising road for effective integration in the country. With this in mind, a stakeholder supporting this group should help address in Denmark and when necessary, for starters, the hurdle of the language barrier. In Denmark, there is much bureaucracy to navigate someone to start a business, and this situation is further exacerbated when the rules and regulations can only be found in Danish text, when one is lacking sufficient language skills. To address this barrier and others, in addition to mainstream workshops and language classes, mentorship can provide an essential bridge to success in Denmark. This mentor can also help in e.g. cultural aspects essential to gaining Danish customers and to accessing funding and other resources.

Discrimination continues to also be a problem, and like in many other European countries, there is a political trend of engaging in increasingly negative rhetoric towards immigrant communities. Stakeholders should work to raise awareness among members of society and influence policy makers, especially in this regard, aiming for greater sensitivity and focus on facts, e.g. about the economic benefits of inclusion.

Video Case Studies of Migrant and Refugee Entrepreneurs in Denmark

Khalid from Syria talking about TellMe, the media platform he founded in Denmark:

<https://www.youtube.com/watch?v=-RdPt5AH8Uk>

Yes Copenhagen's collaboration with the Revolt business in employing refugees:

<https://www.youtube.com/watch?v=rxUrHr-Fc3I>

Danish organizations reference list

These organizations offer services for migrants and/or refugee entrepreneurs in Denmark.

- **Refugee Entrepreneurs**

<http://refugeeentrepreneursdenmark.dk/entrepreneurs> With the aim of transforming the "refugee crisis into a refugee opportunity" this organizations uses entrepreneurship as an integration tool to educate and expand the life chances of the individual.

- **Egenvirksomhed** <http://egenvirksomhed.nu/> This organization connects business people who take responsibility for the development of entrepreneurs who are receiving state or integrations support.

- **Multi-Ethnic Business Development Center** <http://mbdc.dk/> This business was created by business owners with connections to the many residents in Denmark with an international background. They offer support in starting a business in Denmark.

- **Innovation Fund Denmark**

<https://innovationsfonden.dk/da/soegemulighed/integrationsindsats-med-fokus-paa-flygtninge> This fund invests in entrepreneurs, researchers and businesses with knowledge and ideas that creates growth and jobs in Denmark.

- **YES CPH** www.yescph.co/ Provides an affordable, high-quality facility service for businesses, including lunch, cleaning and kitchen services, by employing well trained, motivated and friendly refugees.
- **CPH Business House** <https://international.kk.dk/bhc> Business House Copenhagen links businesses and the City of Copenhagen and helps individuals to start their own business, with advice on getting permits, etc. and support with the start, operation and development phase.

- **Restart Refugees**
<https://restartrefugees.com>,
https://www.facebook.com/pg/REstartRefugees/about/?ref=page_internal
 This organization empowers refugee entrepreneurs with locally crowd sourced funding. The greatest barrier of entrepreneurship is lack of access to traditional financing and this group aims to change that, together.
- **Center for Employment, Language and Integration**
<https://www.kk.dk/cbsi> Job center integration is for new arrivals that have not lived in Denmark for more than 3 years. They provide support and advice with employment, mentorships and more.
- **Trampoline House** <https://www.trampolinehouse.dk/> This independent community center provides refugees and asylum seekers in Denmark with a place of “support, community and purpose.”
- **Growth House Copenhagen** https://startvaekst.dk/vhhr.dk/omos_vhhr
 This institution helps businesses create growth, jobs, exports, etc. They provide individualized support. Consultation can cover topics such as internationalizing, leadership, and financing.
- **CBS Entrepreneurship platform** <https://www.cbs.dk/en/knowledge-society/business-in-society/entrepreneurship> This platform connects the resources in entrepreneurship research and education at CBS with the school’s global networks of business leaders and experts, with entrepreneurs in Denmark
- **Bike & Bloom** <https://www.bikeandbloom.com/om-os> This is a business whose vision is to offer refugee and immigrant women a way into the Danish labor market. These individuals are part-time employed as florists.
- **Newcomer’s Union**
<https://www.foreningen-nydanske.dk/home/medlemsressourcer/om-foreningen/hvem-er-vi> They are aiming at paving the way for immigrants in the labor market and make diversity management a natural and valued aspect of Danish industry. The association has over 100 member companies - both private and public - that help to focus on inclusion and diversity.
- **Entrepreneur Magazine & Danish Entrepreneurship Association**
<https://www.d-i-f.dk/2018/12/17/vejen-til-et-succesfuldt-investorpitch/> Danish

Entrepreneurship Association is a non-profit industry organization that focuses on entrepreneurs. Since 1985, they have fought for better conditions for Danish entrepreneurs and helped to strengthen the Danish entrepreneurial environment.

- **The Refugee Food Festival** <http://www.refugeefoodfestival.com/?lang=en>
This is a citizens' led initiative, founded by the charity Food Sweet Food with the support of the UN Refugee Agency (UNHCR). The idea of the festival is for restaurants to open and entrust their kitchens to refugee chefs, to share tasty and unifying moments.
- **Action Aid Denmark** <https://www.ms.dk/en> With almost 70 years of experience with development work and their work aims to improve poor people's conditions of life, the target groups for this organization are primarily women and youth. Together with local organizations they work to empower people living in poverty, support them in understanding and demanding their rights, and help them to build democratic and sustainable societies.
- **Danish Business Authority** <https://danishbusinessauthority.dk/business-denmark> The Danish Business Authority endeavours to create the best conditions for growth in Europe, and to make it easy and attractive to run a business in Denmark.
- **Work** <https://indberet.virk.dk/> Laws and reporting overview for businesses in Denmark.
- **Ministry of Foreign Affairs: Guide to Establishing a Business in Denmark**
[file:///C:/Users/Leah/Downloads/Establishing a Business in Denmark 2018.pdf](file:///C:/Users/Leah/Downloads/Establishing_a_Business_in_Denmark_2018.pdf)
- **Start Up Denmark** <http://www.startupdenmark.info> Start-up Denmark lets you live and launch your start-up in one of Europe's most entrepreneur-friendly countries. It is a start-up visa scheme for talented entrepreneurs who want to grow high-impact start-ups in Denmark.
- **In the middle** <https://www.imidt.dk/startvejledninger/> Free support and startup manuals to start most types of small business. It's all in Danish.

Final Analysis: Denmark

Cross-collaboration, as demonstrated by the best practices in this chapter, across organizations with varying expertise and resources, is in Denmark a key step for any

stakeholder working with migrant and refugee entrepreneurs. It is also important for a stakeholder to grab the facts about the positive impact migrant entrepreneurs can create in their host society. These benefits can change the mindset and so create a more conducive political situation for this group. Finally, when considering how to achieve greatest success in supporting migrant and refugee entrepreneurs in Denmark stakeholders should devise a program that is resource-intensive, individualized, and long-term.

7.5. National Level: Spain

Statistics about who is arriving in Spain

In 2018, a total of 59,048 migrants arrived irregularly in Spain up until the month of November, representing a 129% increase over the previous year, when 25,786 people arrived by sea and land by the month of November.⁵⁰ In fact, the total number of irregular entries in 2018 exceeds the number of registered arrivals in all of 2017, 2016 and 2015 put together. The sum of the entries registered during those three years amounts to 56,636 persons.

Arrivals of people on the Spanish coastline have already reached a historical record: 52,795 migrants in 2018, compared to 39,180 migrants who reached Spain by sea during the 2006 Cayucos crisis, mainly through the Canary Islands. Until now, that year had recorded the maximum number of arrivals through boats. Thus, irregular entries across the sea have increased by 165% compared to 2017, according to data from the Ministry of the Interior⁵¹. In fact, Spain has already received more people by sea than in the last seven years combined.

⁵⁰ <https://www.europapress.es/epsocial/migracion/noticia-casi-60000-migrantes-llegado-espana-vias-irregulares-2018-130-mas-ano-pasado-20181204165536.html>

⁵¹ http://www.interior.gob.es/documents/10180/9654434/24_informe_quincenal_acumulado_01-01_al_31-12-2018.pdf/d1621a2a-0684-4aae-a9c5-a086e969480f



Sub-Saharan migrants are received by the Red Cross upon arrival in Spanish lands.

Photo: Agencia EFE, July 22, 2018.

Specifically, the Balearic and peninsular coasts saw 50,325 people arrive in 1,818 vessels: 167% more than last year. The sea route that has grown the most is that of the Canary coast, where 1,263 migrants arrived in 63 boats, representing an almost 214% increase over last year. An increase is further seen, by more than 87%, in arrivals to the coast of Ceuta, with 430 people in 36 vessels; and 77.4% off the coast of Melilla, where 777 people have entered by sea in 30 vessels.

According to the data handled by the International Organization for Migration⁵² (IOM), updated December 4th, 2018, tragically, at least 114 immigrants and refugees have lost their lives or disappeared at sea while trying to reach the Spanish coasts during the month of November, 2018. The IOM has further registered the entrance to Spain by sea of 53,512 people in 2018. For its part, the UNHCR has counted this year 52,796 arrivals in its database⁵³, consulted by Europa Press. The irregular entries by land here amounts to 6.381; and the total number of entries, by land and sea route, is 59,177. Further, according to the UNHCR, which includes in its registry the nationalities of incoming migrants, 21.4% of those who have entered irregularly in Spain are from Morocco; 20.9% of Guinea; and the 15.9 from Mali.

As a stakeholder, it is useful to know the protocol for their reception: Maritime Rescue receives refugees near the sea and the Red Cross on land. After checking

⁵² <https://www.iom.int/es/node/83644>

⁵³ <https://www.acnur.org/es/datos-basicos.html>

their identity (police) and their health status (Red Cross), they are taken to reception centers throughout Spain. There, social workers and psychologists seek a solution for their situation. The vast majority of migrants have family in Europe and their idea is to go live with them. On many occasions, Spain is a country of passage for these people, who continue their journey. Conversely, many migrants also arrive to Spain by plane from Latin America, from countries such as Venezuela, Cuba, Mexico or Costa Rica, fleeing from government repression, femicide or death threats in insecure countries.

In the following image we can see the foreign population that lives in each Autonomous Community in Spain (data 2017⁵⁴). In blue we see the Communities where the foreign population increases and red, those where it decreases. The areas with the most migrant population in Spain are Catalonia, Madrid and the Valencian Community.



Distribution of migrant population in Spain (2017)
Photo: <http://sociluisraelruiz.blogspot.com>

Best practice in Spain: repopulating abandoned towns

In September 2015, the EU held an extraordinary meeting to try to solve the refugee crisis in Syria, but also in countries such as Iraq, Pakistan or Afghanistan. In this meeting it was agreed that Spain should welcome 17,680 people⁵⁵. Although the

⁵⁴ <http://sociluisraelruiz.blogspot.com/2012/04/la-poblacion-espanola.html>

⁵⁵ <https://www.elimparcial.es/noticia/155707/sociedad/los-3.000-pueblos-abandonados-en-espana-solucion-para-los-refugiados.html>

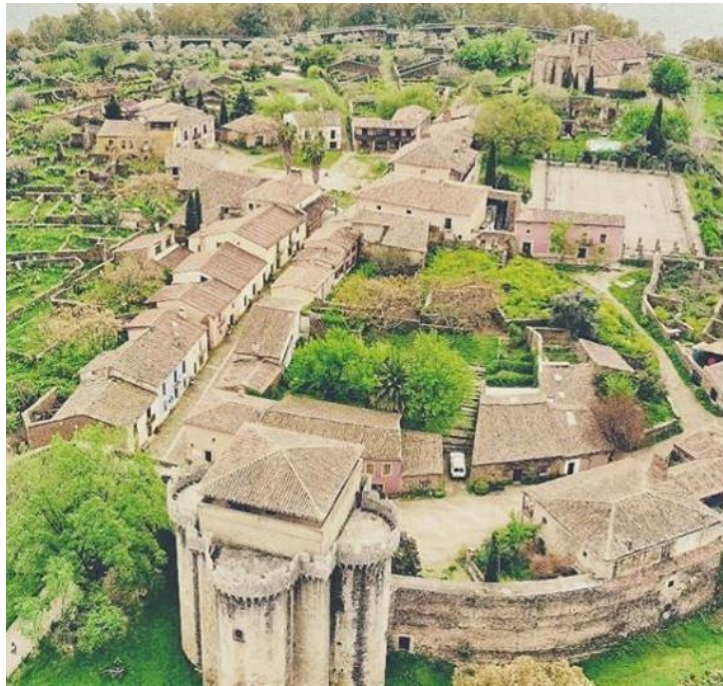
Spanish autonomous governments and NGOs have already proposed reception and support plans, a common and clear strategy has not yet been defined. Through the platform Change.org, the team of creative activists of “Miracle,” proposed a solution that is positive both for the refugees and for the host territory: to breathe new life into some of the 3,000 abandoned towns that exist in Spain.



Map of the abandoned towns of Spain
Photo: www.diariodelviajero.com

"Since 2011 Syria is in a civil war and more than half of its population (10 million children, women and men) has been displaced. A true madness. There are 3,000 abandoned villages in Spain, that is, without any single inhabitant. This is also a real madness," expressed one representative of the organization. "This can be a great opportunity to help the Syrian people and also many other Spaniards who want to start a new life and for the moment do not find the opportunity, contributing to the revitalization, for example, of a sector such as agriculture, where currently only 5% of the country's active population works."

Therefore, the proposal, formulated at “Change.org” in the form of a letter to the Government, ends with a call: "There are many of us who are willing to collaborate but it is you, the Government, who has the means to make this or any other thing happen. This is another alternative that matches the humanitarian aid that is being requested as a country, so we hope to demonstrate the ability to listen."



*Granadilla (Cáceres), one of the 3000 abandoned towns in Spain.
Photo: www.mundodeportivo.com*

Link video: <https://www.youtube.com/watch?v=WBWDIipao0>

The Portuguese town of Idanha-a-Nova, with 2,500 inhabitants, constantly seeks to attract investment and labor. The population is decreasing more and more and refugees can be part of the solution. This is the model on which Spanish organizations are inspired to repopulate the abandoned towns of Spain with refugees and migrants and also the potential they bring to rebuild the local economies by starting their own businesses.

Final analysis Spain

2018 was a difficult year for Spain, with regards to immigration. The massive arrival of migrants was not foreseen and the Spanish Government had to provide an answer. In this year, there was a change of government in the country, and also a change in immigration policy. The new government changed the way of tackling this crisis to receive these people in a more human way -people who very often put their lives at risk by coming to Spain, mainly by sea.

Although since the beginning of 2019 the migration crisis has slowed, immigration is a topic of great significance in the political debate within Spain, especially in light of the low Spanish birth rate and need of labor to be able to pay pensions. In

conclusion, the issue of arrival and integration of the migrant population will continue to be front and center on the political agenda of the Spanish government in the coming years, as they aim to find the best possible solutions. In the practices outlined above, stakeholders supporting such solutions can draw upon good examples and a more effective way forward.

Organizations List: Spain

- **Granada Acoge:** <https://www.granadaacoge.org/> Works for the integration, equality and social justice of migrants in Granada and Spain.
- **Red Cross Spain:** <https://www.cruzroja.es/principal/web/intervencion-social/inmigrantes> First reception, basic assistance and return program to their countries of origin.
- **Red Acoge:** <https://www.redacoge.org/es/> Transversal assistance to migrants (employment, housing and legality).
- **Comisión Española de Ayuda al Refugiado:** <http://cear.es> They work with migrants in need of international protection and / or at risk of social exclusion.
- **Cooperación y Desarrollo con el Norte de África:** <http://www.codenaf.net/> Works with people from North Africa who want to migrate to Spain or Europe.
- **ACCEM:** <http://www.accem.es/refugiados/inmigrantes/> Promotion of social and labor insertion, as well as equality of rights and duties of all people regardless of their origin, sex, race, religion, opinions or social group.
- **Asociación Pro Derechos Humanos de Andalucía:** <http://www.apdha.org/index.php> Defense of human rights, peace and international solidarity.

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