



## Event Summary Introduction

The 1st EU Migration Policy Summit took place on the 7th of June 2018 in Brussels, organized by Ashoka Hello Europe. The unique one-day event gathered over 180 participants, from distinct sectors: policy makers and experts, social entrepreneurs, third sector organizations at both national and EU levels, as well as foundation and business leaders. Participants represented over 20 countries.

The Summit had 3 main goals:

1. **Showcase solutions:** by bringing some of the most innovative, proven and impact-driven citizen sector solutions together, we aimed to inspire all the participants, to challenge our thinking, and to illustrate a new framework for migration and integration work.
2. **Enable collaborative thinking:** the Summit was to be a space for social entrepreneurs, policy experts and other stakeholders to think together about how these solutions can influence policy, and how policy can benefit from working with them.
3. **Co-create new solutions:** we aimed to begin a conversation that would produce specific policy recommendations at the EU level, created by citizen sector leaders and policy makers and experts together.

Topics included housing, health and education, recognition of skills and employment, multi-sector governance and scaling. The unique event enabled the social entrepreneurship solutions and put them forward for policy makers and beneficiary organisations to recognize them better.



## Perspectives: Setting the Stage from Citizen Sector and Institutions

The summit was opened with statements made by **Elena Arène**, *Ashoka Belgium* and **Rainer Höll**, *Ashoka Europe* and was facilitated by **Natasha Walker**. The two inspiring speakers reiterated Ashoka's contribution to the world of innovation and emphasized how resilient European societies have been when dealing with the migratory waves of 2015-2016, despite alarming rhetoric. They emphasized how important it is to look at these challenges from a rights-based and humanitarian point of view and to tap into the incredible potential of social entrepreneurship in solving societal problems with proven ideas that can be scaled to achieve quick impact. For example, Inge Missmahl with IPSO has already reached more than 100.000 people with her peer-to-peer psycho-social counseling in Afghanistan. Jane Leu & Upwardly Global have facilitated the employment of thousands of migrants into professional jobs and David Lubell with Welcoming International has affected policy change on all levels of government in the US, as well as countries such as Canada and Australia. Daniel Kerber with More than Shelters has worked in the world's biggest refugee camps and knows very concretely about the deficiency of the international aid system. This is how Hello Europe was born, an accelerator for migration and integration which is currently scaling platforms in Germany, Turkey, Austria and the Netherlands and will continue to do so in Belgium, Sweden, Portugal, Spain, Italy and Greece.

The background on EU migratory policies was set up by Carlos Coelho, a Member of the European Parliament (MEP). In his speech, he took stock of the progress made at EU level for a complete reform of the Common European Asylum System and the creation of the European Asylum Support Office or the European Border and Coast Guard equipped with competences and adequate funding. In his opinion, the solution to problems related to migration and integration is still far away. Despite the advancement of three major directives in the field: the reception conditions directive, the qualification regulation, and the resettlement regulation, all essential for creating a proper European asylum system, there has not been much progress on other key aspects. The European Parliament has been waiting for months for the Council to take a stance on their proposals, including their meeting on 5 June, when ministers and representatives of ministers with responsibility for home affairs and migration were unable to achieve an agreement to reform the Dublin regulation. Last but not least, Mr Coelho emphasized the role of citizen sector in the field of migration, especially in light of the 2019 EU elections. He also emphasized the struggles taking place at national level. In his opinion, supporting citizen-led initiatives working on the ground is the best weapon against populism which provides misinformation about migration.

Heather Roy, Secretary General of Eurodiaconia, a European network of churches and Christian NGOs providing social and health care services and advocating social justice, delivered a very powerful speech about how integration is a two-way street and that not only migrants integrate in our societies but also the way nationals adapt and act to integrate them is important. More importantly, she created an important link between European

social policies and migration. In her opinion, migrants should benefit from the European Pillar of Social Rights and they should have access to core services such as housing, healthcare, education and cultural activities, access to the labour market and social security. Migrants should be a core part of the Pillar and civil society should challenge national governments and MEPs as to how the pillar is implemented in the communities.

Following these introductions, the social entrepreneurs leading the morning workshops introduced themselves and the policy areas they were seeking to contribute to.

## Morning Workshops

The input from the social entrepreneurs:

### EMPLOYMENT

#### SOCIAL INNOVATIONS FOR LABOUR MARKET INTEGRATION

- **Jane Leu**, Upwardly Global/Migration Ventures, USA/Germany
- **Jimmy Antonsson**, Mitt Liv, Sweden
- **Robert Kratzer**, Social Bee, Germany
- **Sera Choi**, DG EMPLOYMENT
- **Laura Catana** (facilitator), Ashoka Romania

#### Key issues discussed:

- What Social Entrepreneurs bring: they bring the data. SEs can more easily test and prove concepts: capturing and sharing this data is incredibly helpful for policy makers to create and defend new policies. It is important to have clear theories of change, proof of concept, impact and modelling.
- What SEs need to know: creativity on how to lobby, as well as specific needs, priorities and obstacles policy makers face. Stakeholder maps to identify other interested parties could be very helpful: cities (can lobby), businesses, and migrants themselves to bring to the table.
- Policy proposals: more **incentives for innovation** for states, businesses and citizen sector organizations: e.g. social impact bonds, or funds for organizations successful at hiring and retaining migrants and refugees.

#### Recommendations:

- Stakeholder mapping: to know who are the people influencing particular laws and policies: how can we bring them into the room? Who can help put this together?
- Analysis commissioned by EU to identify integration process and policies needed to adjust.
- Refugees in the room: spaces for EU Commission to hear directly from refugees and migrants and involve them in designing solutions.
- Incentives from the EU to member states – e.g. Awards for 3 regions best at integrating migrants in their community.
- A funding mechanism to use 2-5% of EU procurement for organizations employing refugees or helping others employ them.

### HOUSING

#### DESIGNING INFRASTRUCTURE FOR A WELCOMING CULTURE

- **Daniel Kerber**, More Than Shelters, Germany and Global
- **Luisa Seiler**, Singa, France
- **Mauro Striano**, Policy Officer FEANTSA (Migration and Employment).
- **Alessandro Valera (facilitator)**, Ashoka Italy

**Key issues discussed:**

Physical space impacts our wellbeing. Access to regularization and documents gives migrants and refugees certain access to the housing market, but in recent years residence permits are for shorter periods which puts the individual in a very difficult transitional phase and no real investment and integration takes place, especially since during the application phase the refugees cannot change residence. The housing market is already saturated. Housing is also based on a quantitative perspective. There is no funding going to more qualitative indicators (social environment, access to labour market, etc.).

**Recommendations:**

- Permanent residency should be offered for longer duration.
- The housing should be allocated in connection to other factors, such as access to labour market, education, socio-cultural integration processes.
- Funding opportunities should be given for housing.
- Even if housing belongs to national competences, the EU has a mandate to give policy support to national level. The last action plan of 2016 recognizes the barriers to housing.
- Funding from the EU investment bank for reception centers, and for long term housing would be an advantage.

**HEALTHCARE**

CONTEXTUALISED AND EFFECTIVE SOLUTIONS FOR MENTAL AND PHYSICAL WELL-BEING OF MIGRANTS

- **Inge Missmahl**, IPSO Context, Afghanistan/Germany
- **Geertrui Serneels**, Solentra, Belgium
- **Ramazan Salman**, MiMi, Germany
- **Rainer Höll (facilitator)**, Ashoka Europe

**Key issues discussed:**

The existing welfare systems do not offer enough recognition to newcomers and refugees and access to basic healthcare assessment and mental healthcare counselling is not provided everywhere. There are certain gaps in the health service provision. The most striking one is the lack of access to interpretation services. A change of paradigm is needed when dealing with migrants experiencing different types of trauma. The long procedures for accessing a legal status (for asylums seekers and refugees) or integration of migrants are aggravating the situation.

**Recommendations:**

- Healthcare should be treated both European and national level, although currently it is more a national competence.
- For asylum seekers, a European fund should be allocated to give Health Vouchers to all newcomers. The voucher could consist of minimum conditions a person needs to have when starting a new life in Europe: a health check, psychological care, access to some life skills assessment and language skills (to learn the language of the country he/she is in).

- A change in paradigm should occur also at the educational level: cultural sensitive education and health literacy campaigns should be implemented in basic education.
- In dealing with migrants and refugees, there should be an EU standardization on access to translation.
- EU-funded training for health professionals dealing with migrants should be provided so that they are more sensitive and better equipped.
- Connect healthcare with livelihood projects and to acknowledge that mental health at work is a responsibility to be shared by the employer.

## **EDUCATION AND RECOGNITION OF SKILLS**

### TOOLS TO RECOGNISE SKILLS AND ENABLE MIGRANTS TO CONTRIBUTE

- **Lily Scheuerpflug**, Kiron, Germany
- **Pascaline Servan-Schreiber**, University of the People, USA
- **Michael Stenger**, Schluau Schule, Germany
- **Maria Illies**, DG EMPLOYMENT, Policy Officer in Disability and Inclusion Unit
- **Loic van Cutsem (facilitator)**, Ashoka Austria

#### **Key issues discussed:**

- Online access to internet
- Language levels – twofold barrier
  - Need to lower language thresholds (often people are excluded because the requirements are too high – ex. C1 language level)
  - Need to foster language learning
- Local government requirements sometimes act as barriers
- Lack of readily available information on skill recognition in the host country
- Loss of motivation is a recurring problem
- Legal, societal and political barriers

#### **Recommendations:**

- The need to foster relationships with local ministries (particularly with national ministries of education).
- The importance of creating a network in each municipality – this is needed for a holistic education system;
- agreements with universities (equivalence of credits as part of Bologna system – which, currently, is not applicable to all newcomers).
- More recognition of learning outcomes.
- Quality assurance.
- Financial supporters.
- Develop more forward looking political approaches.

## **YOUTH LEADERSHIP AND EDUCATION**

### SKILLS FOR 1<sup>ST</sup> AND 2<sup>ND</sup> GENERATION MIGRANTS: MODELS THAT WORK

- **Rui Marques**, Ubuntu Academy, Portugal
- **Andrea Puschhof**, Chancenwerk, Germany
- **Tom Barratt**, Peace First, UK
- **Alliyyah Ahad**, Migration Policy Institute, Brussels

▪ **Emma Lindgren (facilitator)**, Ashoka Sweden

**Key issues discussed:**

- Importance of the narratives in politics: young leaders must take a real part of designing policy recommendation – they are part of the solution
- Involving youth in delivering new policies
- Building consensus around migration policies among political parties
- Funding for supporting youth programmes should be more encouraged
- Investment in intercultural education is not sufficient

**Recommendations:**

- Challenge: counter populism/racism —> EU wide school competition (creative answers/action focus) for diversity to promote global citizenship among youth —> enabled by school network and Erasmus +/- European funding.
- Challenge: decrease administrative barriers for EU funding for youth-led initiatives by simplifying the process —> make it more accessible through digitalisation and translation and involving parents/schools.
- Make powerful storytelling (me, us, now) available for youth so they can influence public policy more directly.

### **Panel Presentation: How Citizen Sector Initiatives Become Policy**

Three panelists presented specific experiences of how citizen sector organizations have influenced policy at national and federal levels. Daniel Kerber, founder of More Than Shelters, presented a pilot based approach. His experience of bringing together key stakeholders along with the beneficiaries (i.e. people on the move) to learn from each other and develop pilot experiences, had created change in large cooperation entities (UNHCR, etc.). David Lubell, founder of Welcoming International, spoke of his experience in building federal level initiatives to influence and help reform policy. He emphasized the need to reach out to all parties, but also to seek the partner who had most ability to change, and to create initiatives that are able to survive when government partnership end. Finally, Pedro Calado, the High Commissioner for Migration in Portugal, spoke of the experience of creating the High Commissioner for Migration as a joint venture between the citizen sector and government. He emphasized the need to bring a win-win mentality where all parties see their need to participate and that the problem can only be solved if they work together. He shared more in depth about the Portuguese model the one-stop shop involving two types of partnerships at central administration and at local level with the involvement of the third sector, mostly with migrant associations and social entrepreneurs proved itself to be a best practice.

The three panelists agreed that the current migratory issues need to be addressed in an integrated way with the consultation, involvement and the support of all stakeholders. They all emphasized the need to participate in public policy processes and create new collaborative processes that brought all the key stakeholders together to see the problems and potential solutions in the same space.

# Afternoon Workshops

## MODELS FOR INTEGRATION

### INCENTIVIZING SELF-ORGANIZATION AND CONTRIBUTION INSTEAD OF DEPENDENCY

- **Abdoulaye Fall**, Winkomun / ACAF, Spain
- **Sonia Ben Ali**, Urban Refugees, France
- **Marie Boscher**, DG HOME, Policy Officer
- **Laura Catana (facilitator)**, Ashoka Romania

#### Key Issues Discussed:

- Support Migrant Led Initiatives: Migrants and refugees leading initiatives that are supporting each other are rarely recognized. By supporting them, new, local, and cost-efficient solutions could emerge and help solve problems. Their major need is capacity building, funding and access for refugee-led organizations.
- Incentivizing self-led initiatives is more effective than assistance. Evidence exists from tools like ACAF (Self-Funded Saving Groups) create empowerment, trust, social networks, savings and resources; all the while emphasizing human dignity.
- Refugees and migrants need to be at the table: identifying successful solutions, leading organizations, helping to plan and execute funding mechanism.
- A need for a paradigm shift in funding and collaboration: need to reach smaller and more local organizations, form consortiums, give incentives to self-led initiatives.
- Often legal framework is an issue at national level, e.g. if refugees have no status, they remain in a permanent position of dependence with no ability to self-organize.

#### Recommendations:

- EU Level organization to support and provide funding and support for migrant-led organizations. A board of migrants, or a platform of refugee led organizations? A certificate or stamp to verify trusted refugee led organizations, and open doors for partnerships with them?
- Comprehensive approach guidelines for cities and EU level. Do this to support local organizations, and to propose specific incentives that can encourage refugees and migrants to self-organize and support each other.
- Collect and present data and economic evidence on the cost savings by supporting refugee led organizations through a specific programme.
- Meeting with different DG folks on funding for incentives and another gathering with urban cities and policy makers with refugees.

## SCALING

### TOOLS FOR SCALING SOCIAL INNOVATION ACROSS BORDERS

- **Luisa Seller**, SINGA, Germany,
- **Lily Scheuerpflug**, Kiron, Germany
- **Liam Carey**, Third Age, Ireland
- **Roberto Estelles**, DG EMPL, Job Creation Unit
- **Loic Van Cutsem (facilitator)**, Ashoka Austria

#### Key issues discussed:

- It is about Scaling impact, not necessarily scaling the organisation itself.
- There are many solutions out there, but in some sectors they do not travel well and we tend to reinvent the wheel.

- Key questions to consider for scaling:
  - o When to scale? (ripeness / window of opportunity)
  - o What to scale? (what is feasible, what is unique, what is needed in other contexts)
  - o How – which model? (ex. Open source, licensing, organic)
  - o With whom? (partners)
- Beware of getting 'caught' in national level structures, while in reality having methodologies/thinking on a global level and impact on a local level.

#### **Recommendations:**

- In order to promote promoting systemic collaboration and knowledge transfer rather than pushing organisations to grow, more attention should be given to qualitative indicators (outcomes) rather than quantitative indicators (outputs)
- European Institutions can play a key role in giving recognition/visibility and networking opportunities to successful scaling stories.
- More funding should be made available (at pan-European level) to initiate scaling/replication projects.

### **MULTI-STAKEHOLDER APPROACH**

#### SUCCESSFUL CASES WHERE COLLABORATION WORKS

- **David Lubell**, Welcoming International, USA/Germany
- **Rui Marques**, Ubuntu Academy / Governança Integral, Portugal
- **Daniel Kerber**, More Than Shelters, Germany
- **Francesca Lionetti**, Project Officer, Council of Europe
- **Rainer Höll (facilitator)**, Ashoka Europe

#### **Key issues discussed:**

Civil society and citizen sector organisations need to professionalise and use similar approaches to the ones the corporate sector is using to achieve its goals. Knowledge of the regulatory environment is key. The information on the tools applicable is just as important. When campaigning for changing the law, engagement with all policy makers needs to be achieved. Funding is one of the biggest barriers.

#### **Recommendations:**

To translate the ideas into policy action, a few elements are needed:

- The role of intermediaries is important. Government doesn't always know who to get around the table. So lobbying for more funding to intermediaries could be an interesting approach.
- Raise awareness about differences between organisations and the need for flexibility in designing projects together. Concrete action: there needs to be funding to give more time to design collaborative projects. Action: more phase zero grants.
- Do not compete for funding but compete for collaboration.
- Design a process that is solution-focused rather than problem-focused to foster collaboration.
- Collaboration building across sectors as a process. Demand from policy makers to ask for collaborative work as a requirement for EU funding.
- Changing the concept of profit and what is profitable. We must build an incentive that is as strong as profit, and show that things can be "profitable" in other ways than monetary gain.

## FROM POLICY TO PRACTICE

### HOW CAN CITIZEN SOLUTIONS ORGANIZE TO MEET POLICY GOALS

- **Jane Leu**, Upwardly Global / Migration Ventures, USA / Germany
- **Pedro Calado**, High Commissioner for Migration, Portugal
- **Virginia Rodríguez**, Por Causa, Spain
- **Thomas Huddleston**, Migration Policy Group, Brussels
- **Alessandro Valera (facilitator)**, Ashoka Italy

#### Key issues:

- Implementing policies is a challenge that requires all stakeholders to participate. It cannot be done alone by the government or businesses or non-profits. So there is a need for collaborative spaces where different organizations can work together.
- A key to implementing and garnering support for it is solid data research and making it public and easy to understand (Por Causa example, sparking High Commission for Child Poverty).
- Collaboration needs to be manageable, though, not just many organizations in the same room, but real strategic, deep partnerships and conversations.
- Collaboration as a manageable process, not just tons of institutions in a room, but purposeful, deep partnerships.
- Politicians and policy makers won't normally take risks, they look to SEs for that, to lead the way and test things, but to scale it is important to bring those innovations to the existing institutions.

#### Recommendations:

- A need to make participation and collaboration mandatory when creating/writing policy, and executing it, especially participation of beneficiaries and organizations that will execute the initiatives.
- There are a lot of good practices that have been collected from SEs and others, how can we disseminate and scale those best practices? Two-way street, contests or funding for local ideas to get funding and scale, but also for institutions to hear from and integrate innovative ideas.

## The Way Forward

The EU Migration Policy Summit provided open spaces where some real consultation and co-creation work occurred with policy makers and experts around the main topics related to migration. The 9 workshops produced some concrete guidelines for recommendations related to EU policy, service delivery, cooperation, funding, best practices and potential changes of paradigm. There was a general agreement that citizen sector solutions are perfectly situated to cover gaps in the service delivery and design when it comes to addressing migratory needs. For this to be achieved better, more collaboration and better synergies need to be created between all sectors as well as with policy makers. Also, more effort should be done to streamline funding and to make it available to smaller and more innovative organisations in addition to the established organisations, (which are less inclined to innovation). Representation of interests belonging to citizen sector should improve via different avenues and policy makers should encourage better consultation mechanisms and even co-creation. Last but not least, raising awareness and collaboration

was another big theme coming from the summit. There was overall consensus on the fact that a lot of work still needs to be done and that an initiative like Hello Europe could build bridges and collaboration between social entrepreneurs and policy makers.

As mentioned in the Closing Remarks of the summit by Deputy Head of Unit Antoine Savary (DG HOME, Unit B1), the development of inclusive societies remains one of the key policy objectives for the EU and member states. Mr Savary mentioned the available tools at EU level for achieving this objective, such as the Action Plan on the integration of third country nationals, the European dialogue on skills and migration, the sectoral policies on pre-departure/pre-arrival, education, labour market integration and access to vocational training, access to basic services and participation and social inclusion. In his opinion, labour market integration and the involvement of local authorities (i.e. the Urban Agenda Partnership on Integration) remain key. Finally, he spoke of proposals to provide guidance for member states to invest better in integration, including better access to EU Funding, microcredit and blended funding mechanisms, the creation of the European Integration network, as well as more coordinated work on the European Semester and the European Pillar of Social Rights.

Amy Wilson, who leads Humanitarian and Migration Affairs at the US State Department, spoke of their desire to continue sharing their experience in refugee resettlement to advance together, and highlighted the complementarity of the summit with the ‘Social Innovation for Refugee Inclusion’ which is another initiative bringing communities of practice on migration working closer together. She also emphasized the desire to continue to collaborate together with the EU and citizen sector organizations so that government can be an ally for change and not a barrier.

Last but not least, Thomas Huddleston from the Migration Policy Group wrapped up the findings from the workshops by giving an overview on regular channels for migration and by mentioning the European Citizens’ Initiative (ECI) on migration <http://www.migpolgroup.com/eci/>. He also emphasized the fact that there is a need now more than ever to support initiatives around integration and improved migration policies, and to mobilize public support (including voting for EU-representation) in order to galvanize public opinion in favor of more inclusive and effective integration approaches.

Kenny Clewett, Ashoka Hello Europe Director, concluded the conference by sharing the new Framework of Change that they have identified in working with leading citizen sector solutions. This framework points to the key factors that organizations achieving high impact results share. It is an avenue forward in what kind of organizations and policies to support. They include:

- 1) **Creating Changemakers:** In this framework, people on the move are no longer seen as passive objects of pity, but rather as resourceful changemakers, eager to contribute. Also, host communities are taken seriously and mobilized as changemakers, with the responsibility and ability to welcome people well.

- 2) **Empathy at the foundation:** These initiatives provide intentional ways for empathy to be fostered in communities where integration is happening. This happens through spaces for equal interaction, effective story-telling and listening, creating shared purpose, and seeing diversity as a resource, not a problem.
- 3) **Collaboration across sectors:** The challenges that emerge from movements of people across borders cannot be solved by one actor or maintaining the status quo, it is essential to build new spaces for collaborative thinking.

The Summit ended with a reminder of next steps, which include sharing these results, and putting together policy acceleration teams to help further the agendas and recommendations arrived at in the different workshops.

