

# INTERIORIZATION AND INTEGRATION AT THE DESTINATION: UNHCR SERVICES AND PARTNERSHIPS NETWORK



## I. Introduction

Ever since the beginning of the Interiorization Strategy, in April 2018, the UN Refugee Agency (UNHCR) has been supporting the Brazilian Government in the implementation of this initiative, part of *Operação Acolhida* (Operation Welcome, in English) which facilitates the guarantee of rights, autonomy and local integration of Venezuelan refugees and migrants in Brazil. UNHCR supports all interiorization modalities and acts at all stages of the Interiorization Strategy: prior to departure, in transit, and at the final destination. The scheme below – divided by interiorization stage – details the various forms of support, services and referrals made by UNHCR in the different cities that receive the beneficiaries of the Strategy



### ARRIVAL (PACARAIMA)

#### 1. PITRIG - Interiorization and Screening Station

- ☑ Identification of interest in interiorization, registration and forwarding to the BV8 transit shelter (all modalities).

#### 2. BV8 Transit Shelter

- ☑ Transit shelter, forwarding to the Rondon 2 interiorization shelter and pre-boarding procedures (all modalities).

#### 3. Training and Reference Center

- ☑ Registration in *Sistema Acolhedor* (Host System, in English) and provision of professional training to accelerate integration.

#### 4. Baptist Community

- ☑ Identification of profiles to be received in the shelters and integration in the destination cities, preparation of lists of beneficiaries to be interiorized, registration in the *Sistema Acolhedor* (Host System, in English) and in the UNHCR Case Management System (proGres v4) and referral to the Rondon 2 Shelter.

#### 5. Fitness for Travel (FFT)

- ☑ Registration in the UNHCR Case Management System (proGres v4), data collection, protection analysis, referrals and provision of complementary information (all modalities).



### ARRIVAL, SCREENING AND TEMPORARY SHELTER (BOA VISTA)

#### 1. PITRIG - Interiorization and Screening Station

- ☑ Identification of profiles to be received in the reception and integration centers in the destinations, preparation of lists of people interested in being interiorized, referencing for registration in the *Sistema Acolhedor* (Host System, in English) in the shelters or in the *Centro de Coordenação de Interiorização* (CCI) (Interiorization Coordination Center, In English) and guidance for inclusion in the relocation registries.

#### 2. Interiorization Coordination Center (CCI)

- ☑ Coordination with the logistics team of the Interiorization Strategy to plan and schedule monthly flights based on the number of spots offered for each modality, planning of FFTs dates, logistics coordination for air and land transport (all modalities).

#### 3. Shelters and Emergency Space

- ☑ Information sessions on Interiorization, identification and registration of people interested in Interiorization (all modalities);
- ☑ Referrals to the Rondon 2 shelter (institutional modality);
- ☑ Offer of the 'Empowering Refugee Women' program and other training programs and work opportunities (Employment Based modality of Interiorization (EBM));
- ☑ Mapping of profiles interested in the Institutional modality for subsequent relocation.

#### 4. Rondon 2 Shelter (Interiorization Shelter)

- ☑ Guidance and protection analysis for beneficiaries coming from the BV8 shelter (all modalities);
- ☑ Identification of the profiles to be sheltered in the reception and integration centers in

the destination cities, preparation of lists for interiorization, orientation sessions, protection analysis, data collection for Fitness for Travel (FFT) (institutional modality).

#### 5. Fitness for Travel (FFT)

- ☑ Registration in the UNHCR Case Management System (proGres v4), data collection, protection analysis, referrals and provision of complementary information (all modalities).

#### 6. Travel

- ☑ Pre-boarding procedures and guidance (institutional modality).



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### TRANSIT

#### 1. Alojamento de Trânsito de Manaus (ATM) (Manaus Transit Shelter, in English)

- ☑ Reception, provision of information about the final destination, protection analysis, health monitoring, educational activities for children and referral to essential services (EBM, family reunion and social reunification modalities).

#### 2. Transit Shelters

- ☑ Reception during transit of families waiting for the issuing of tickets to their final destination and/or destined for small countryside towns (all modalities).



### FINAL DESTINATION

#### 1. Reception and Integration Centers

- ☑ Sheltering for up to 3 months, referral to public services (education, health, care), protection analysis, skills and professional experience analysis, support in the preparation of CVs, identification of job opportunities, intermediation with employers, contact with local support communities;
- ☑ Social support through temporary sheltering while completing the initial period of adaptation to the new job and city (EBM modality).

#### 2. Refwwerence Services

- ☑ Legal assistance, documentation support, referral to public services (health, education, assistance, public shelter), financial aid (CBI) for the most vulnerable individuals, mental health care, offer and/or referral to Portuguese classes, professional training, intercultural and financial education, support and intermediation in the search for a job, support to entrepreneurship (all modalities).

#### 3. Complementary Supporting Services

- ☑ Specialized support in the fields of education, revalidation of diplomas, Portuguese classes, complementary health services and support for job and income generation.



## II. Reception and Integration into the Final Destination

According to this organization chart, there are three main services for the reception and integration of interiorized Venezuelans at their final destination made available by UNHCR: **reception and integration centers, reference services and complementary supporting services.**

### RECEPTION AND INTEGRATION CENTERS

These centers operationalize the institutional modality implemented by the UNHCR and, eventually, support the employment-based modality with temporary sheltering, including support with meal tickets and other needs. In some cases, these centers offer support with transit sheltering (Transit Shelters) and emergency reception (Plan “B” in case of overcrowding of other shelters). The maximum stay at each center is up to three months, and may be less, depending on the rules determined by each management institution. Services for the rapid, sustainable and autonomous integration are offered by the centers, such as: referral to public social services, analysis of skills and professional experience and training sessions, elaboration of CVs, mapping of job and entrepreneurial opportunities, support in the search for housing and contact with the Venezuelan community in the territory, support for people who are moving out of the centers, such as the identification of houses or apartments to rent, and financial assistance for the purchasing of furniture. Whenever necessary, the centers may also monitor the beneficiaries after shelter exit and may offer further support. Ever since 2018, UNHCR has operated and supported over 50 centers, investing around 40 million BRL in this Strategy. 21 centers and shelters are currently part of our network with a total capacity of sheltering 581 people. 8 of these centers are fully or partially funded by UNHCR and the other 13 receive support from UNHCR for physical structure, protection monitoring, and financial aid (CBI). The reception and integration centers also stand out for supporting the autonomous integration of **people with specific vulnerabilities** that are not included in other modalities of interiorization, i.e., older persons, single-parent families, LGBTI+ community, people with health conditions, people with disabilities, among other vulnerable profiles.

All reception and integration centers included in the UNHCR network are monthly monitored and supported according to the operational procedures established by UNHCR. Whenever there are

vacant spots at one of these facilities, the number of spots and the profiles accepted are communicated to UNHCR, who then forwards this information to *Operação Acolhida* (Operation Welcome, in English) and identifies the corresponding profiles among the population sheltered in Boa Vista.

### REFERENCE SERVICES






These services are available to all Venezuelans, regardless of whether they have been interiorized or arrived spontaneously at that city, and to all other refugees and asylum-seekers, no matter their nationality. The reference centers are “open door” services that assist, guide and forward demands following updated and secure protocols. The services act in the socioeconomic protection and integration of individuals through the provision of legal and social assistance, support their insertion into the job market, entrepreneurship and mental health support. The centers are managed by traditional organizations that are respected by the local networks and have decades of experience working to guarantee the rights of the refugee population. In many cases, they are the only specialized services available in the destinations.

### COMPLEMENTARY SERVICES AND SUPPORT

These services are different from the reference services because they are specialized in certain areas, instead of responding to more general demands. These services are fully funded or supported by UNHCR and offer specific support in the areas of education, revalidation of diplomas, Portuguese classes, legal assistance, intermediation of job opportunities, credit for small businesses, etc. The projects are managed by civil society organizations, universities that are part of the Sérgio Vieira de Mello Academic Chair (SVMAC) and private companies partners of UNHCR, and seek to support all refugees and asylum seekers, including Venezuelan citizens who have been interiorized in any modality or who have arrived spontaneously at their destination.

### III. Reception and Integration Services Supported by UNCHR by State

#### CAPTION

-  Transit Shelter
-  Complementary Services and Support
-  Funded by the UNHCR
-  Reference Services
-  Reception and Integration Centers



## AMAZONAS

### TRANSIT SHELTER

#### 1. *Alojamento de Trânsito de Manaus* (ATM) (Manaus Transit Shelter))

**MANAGING INSTITUTION:** Fraternity - International Humanitarian Federation

**STAFF HIRED BY UNHCR:** 09 people 🧑

**ADDRESS:** Av. Torquato Tapajós, 1047 - Da Paz, Manaus - AM

**SHELTER CAPACITY:** 254 People

**PROFILE:** all profiles

### REFERENCE SERVICES

#### 1. *CARE - Centro de Apoio e Referência a Refugiados e Migrantes* (Center for Support and Reference to Refugees and Migrants)

**MANAGING INSTITUTION:** Adventist

Development and Relief Agency (ADRA)

**ADDRESS:** Av. Maués, 120 - Cachoeirinha, Manaus. CEP: 69065-070

**STAFF HIRED BY UNHCR:** 9 people 🧑

**SERVICES:** access to documentation support, legal and social assistance, referral to public services and partner networks, support for insertion into the job market, support to entrepreneurship, facilitated access to Portuguese and professional training classes, emergency financial assistance for vulnerable persons.

#### 2. *PITrig - Posto de Interiorização e Triagem* (Interiorization and Screening Station)

**MANAGING INSTITUTION:** Operation Welcome

**ADDRESS:** Av. Torquato Tapajós, 1047 - Da Paz, Manaus - AM

**STAFF HIRED BY UNHCR:** 12 people from ADRA and 5 from Mana Institute 🧑

**SERVICES:** support in access to documentation, social assistance, guidance and information on public services and local assistance civil society services.

### COMPLEMENTARY SERVICES AND SUPPORT

#### 1. *Espaço Hermanitos* (Hermanitos Space)

**MANAGING INSTITUTION:** Hermanitos

**STAFF HIRED BY UNHCR:** 4 people 🧑

**ADDRESS:** R. Quintino Bocaiúva, 626 - Centro, Manaus - AM, 69075-904

**SERVICES:** support for inclusion into the job market through a job search platform aimed exclusively at the

refugee and migrant population and constant awareness-raising with the private sector; Facilitated access to Portuguese classes and professional training courses.

## BAHIA

### COMPLEMENTARY SERVICES AND SUPPORT

#### 1. *Sérgio Vieira de Mello Academic Chair at the Salvador University (UNIFACS)*

**ADDRESS:** Av. Tancredo Neves, 2131, Caminho das Árvores, Salvador - BA

**SERVICES:** Portuguese Classes, Legal Assistance, Job Integration Support.

## GOIÁS

### RECEPTION AND INTEGRATION CENTERS

#### 1. *Creche Menino Jesus* (Menino Jesus Daycare)

**MANAGING INSTITUTION:** Luz da Vida Community Association

**ADDRESS:** Rua A2 qd. 03 área 2 – Residencial Anhambi, Aparecida de Goiânia – GO

**CAPACITY:** 18 people for up to 3 months

**PROFILE:** women with children 0 to 02 years old and/or pregnant.

## FEDERAL DISTRICT

### RECEPTION AND INTEGRATION CENTERS

#### 1. *Aldeias Infantis SOS Brasília* (Children's Villages Brasília)

**MANAGING INSTITUTION:** SOS Children's Villages

**STAFF HIRED BY UNHCR:** 6 people 🧑

**ADDRESS:** SGAN Quadra 914 Conj. F, s/n - Brasília/DF

**SHELTER CAPACITY:** 50 people for up to 3 months

**PROFILE:** families with children, single women, pregnant women, LGBTI+ people, people with disabilities, people with health issues and other protection cases.

#### 2. *Abrigo Raio de Luz* (Raio de Luz Shelter)

**MANAGING INSTITUTION:** Caritas Catholic Relief of Brasília

**ADDRESS:** Nucleo rural Capão Comprido Lote 1, Brasília, DF, CEP 71695130

**SHELTER CAPACITY:** 30 people for temporary sheltering (up to 45 days)

**PROFILE:** families with children, LGBTI + people, people with disabilities and other protection cases.

## REFERENCE SERVICES

### 1. IMDH - Instituto de Migrações e Direitos Humanos (Migration and Human Rights Institute)

**MANAGING INSTITUTION:** Instituto de Migrações e Direitos Humanos (Migration and Human Rights Institute)

**ADDRESS:** Quadra 7 Conjunto C Lote 01, Vila Varjão - Lago Norte, Brasília - DF

**STAFF HIRED BY UNHCR:** 10 people

**SERVICES:** Legal and social assistance, referral to public services and partner networks, support for insertion into the job market, support to entrepreneurship, facilitated access to Portuguese and professional training classes, emergency financial assistance for vulnerable persons.

## ESPÍRITO SANTO

### COMPLEMENTARY SERVICES AND SUPPORT

#### 1. Sérgio Vieira de Mello Academic Chair of the Federal University of Espírito Santo (UFES)

**ADDRESS:** Av. Fernando Ferrari, 514 - Goiabeiras, Vitória - ES

**SERVICES:** Portuguese Classes, Legal Assistance, Job Integration.

#### 2. Sérgio Vieira de Mello Academic Chair at the Vila Velha University (UVV)

**ADDRESS:** Avenida Comissário José Dantas de Melo, 21 - Boa Vista II, Vila Velha - ES

**SERVICES:** Health Care, Mental Health Care, Portuguese Classes, Legal Assistance, Job Integration.

## MATO GROSSO

### RECEPTION AND INTEGRATION CENTERS

#### 1. Casa do Migrante (House of the Migrant)

**MANAGING INSTITUTION:** Centro Pastoral Migrante (CPM) (Pastoral Center for Migrants), in Cuiabá

**ADDRESS:** Avenida Gonçalo Antunes de Barros, 2785-Bairro Novo, Cuiabá-MT

**SHELTER CAPACITY:** 20 people for up to 3 months

**PROFILE:** single men

## MATO GROSSO DO SUL

### COMPLEMENTARY SERVICES AND SUPPORT

#### 1. Sérgio Vieira de Mello Academic Chair at the Federal University of Grande Dourados (UFGD)

**ADDRESS:** Rua Quintino Bocaiúva, 2.100 - Jardim da Figueira, Dourados - MS

**SERVICES:** Portuguese Classes, Legal Assistance

## MINAS GERAIS

### RECEPTION AND INTEGRATION CENTERS

#### 1. Vila Alberto Hurtado (Alberto Hurtado Village)

**MANAGING INSTITUTION:** Serviço Jesuíta a Migrantes e Refugiados (SJMR) (Jesuit Refugee Service)

**STAFF HIRED BY UNHCR:** 1 person

**ADDRESS:** Rua Edna Brandão Ferreira, 318 - Santa Amélia, Belo Horizonte-MG

**SHELTER CAPACITY:** 20 people for up to 3 months

**PROFILE:** Families with or without children.

#### 2. Aldeias Infantis SOS Juiz de Fora (Children's Villages Juiz de Fora)

**MANAGING INSTITUTION:** SOS Children's Villages

**Address:** Avenida Juiz de Fora, 667 - Gramma, Juiz de Fora-MG.

**SHELTER CAPACITY:** 30 people for up to 3 months

**PROFILE:** families with children, single women, pregnant women, LGBTI+ people, people with health issues and other protection cases.

#### 3. Casa do Migrante (House of the Migrant)

**MANAGING INSTITUTION:** PROVIDENS

**ADDRESS:** Rua Sergipe, 81 – Funcionários, Belo Horizonte - MG.

**SHELTER CAPACITY:** 25 spots for people in transit

**PROFILE RECEIVED:** single men

### REFERENCE SERVICES

#### 1. Centro de Atendimento do Serviço Jesuíta a Migrantes e Refugiados (Jesuit Refugee Service Center)

**MANAGING Institution:** Serviço Jesuíta a Migrantes e Refugiados (SJMR) (Jesuit Refugee Service)

**ADDRESS:** Avenida Amazonas, 641 - Oitavo Andar - Centro, Belo Horizonte-MG

**STAFF HIRED BY UNHCR:** 2 people

**SERVICES:** Legal and psychosocial assistance, referral to public services and partner networks, support for insertion

into the job market, support to entrepreneurship, facilitated access to Portuguese and professional training classes, emergency financial assistance for vulnerable persons.

### 3. COMPLEMENTARY SERVICES AND SUPPORT

#### 1. Sérgio Vieira de Mello Academic Chair of the Pontifical Catholic University of Minas Gerais (PUC-MG)

**ADDRESS:** Avenida Dom José Gaspar, 500 – Prédio 47, sala 323, Bairro Coração Eucarístico – Belo Horizonte-MG.

**SERVICES:** Health Care, Mental Health Care, Portuguese Classes, Legal Assistance.

#### 2. Sérgio Vieira de Mello Academic Chair of the Federal University of Uberlândia (UFU)

**ADDRESS:** Campus Santa Mônica da Universidade Federal de Uberlândia - Av. João Naves de Ávila, 2121 - Santa Mônica, Uberlândia - MG

**SERVICES:** Portuguese Classes, Legal Assistance, Job Integration.

## PARAÍBA

### 1. RECEPTION AND INTEGRATION CENTERS

#### 1. Casa do Migrante (House of the Migrant)

**MANAGING INSTITUTION:** Serviço Pastoral Migrante (SPM) (Pastoral Service for Migrants).

**ADDRESS:** Rua Projectada s/n, Village Jacuma-Paraíba

**SHELTER CAPACITY:** 15 people for up to 3 months

### 2. COMPLEMENTARY SERVICES AND SUPPORT

#### 1. Sérgio Vieira de Mello Academic Chair of the State University of Paraíba (UEPB)

**ADDRESS:** Rua Baraúnas. 351 - Bairro

**ADDRESS:** Rua Professor Benedito Conceição, 1691 - Capão da Imbuia, Curitiba/PR

**SHELTER CAPACITY:** 30 people for 45 days to up to 3 months

**PROFILE:** Families with or without children.

### 2. REFERENCE SERVICES

#### 1. Refugee Reference Center

**MANAGING INSTITUTION:** Regional Caritas Paraná

**STAFF HIRED BY UNHCR:** 7 people 

**ADDRESS:** Rua Paula Gomes, 703 – São Francisco, Curitiba/PR

**SERVICES:** Legal and psychosocial assistance, referral to public services and partner networks, support for insertion into the job market, support to entrepreneurship, facilitated access to Portuguese and professional training classes, emergency financial assistance for vulnerable persons.

### 3. COMPLEMENTARY SERVICES AND SUPPORT

#### 1. Sérgio Vieira de Mello Academic Chair of the Federal University of Paraná (UFPR)

**ADDRESS:** Sala 28 Praça Santos Andrade, 50 - Centro, Curitiba/PR

**SERVICES:** Health Care, Mental Health Care, Portuguese Classes, Legal Assistance, Job Integration.

## RIO DE JANEIRO

### RECEPTION AND INTEGRATION CENTERS

#### 1. Aldeias Infantis SOS Rio de Janeiro (Children's Villages Rio de Janeiro)

**MANAGING INSTITUTION:** SOS Children's Villages

Staff hired by UNHCR: 4 people

**ADDRESS:** Rua Jardim do Seridó, 200 - Itanhaná. Rio de Janeiro/RJ

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