



EUROPEAN WEBSITE ON INTEGRATION

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TEMPLATE FOR COLLECTING EXAMPLES OF PRACTICE

All fields must be completed in English, French OR German

FIELD/CHAMPS/FELD	CONTENT/CONTENU/INHALT
1. TITLE/TITRE/TITEL	One-stop-shop / National Immigrant Support centres (CNAI)
2. COUNTRY/PAYS/LAND	Portugal
3. ORGANISATION	CNAI – ACIDI (High Commission for Immigration and Intercultural Dialogue)
4. CONTACT PERSON/PERSONNE DE CONTACT/KONTAKTPERSON	Catarina Reis Oliveira
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7. LINK/SITE WEB/WEBSEITE	www.oss.inti.acidi.gov.pt
8. PROJECT START DATE/DEBUT DU PROJET/PROJEKTBEGINN ...PROJECT END DATE/FIN DU PROJET/PROJEKTENDE ...ONGOING/EN COURS/ANDAUERND	<p>2004</p> <p>Not applicable</p> <p>Yes</p>
9. SUMMARY/EXTRAIT/ABSTRACT	The idea behind the One-Stop-Shops is rendering available under one roof a wide number of Government and support services to immigrants independently of their legal status. In the same building, foreign citizens can find the Service Border Control, the Labour Inspectorate, the Social Security, Regional Health Administration, the Regional Directorate of Education and the Central Registry Office. Moreover, there are other innovative support services to meet the concrete needs of immigrants, such as support offices for family reunification, legal advice and employment. The participation of socio-cultural mediators who speak several languages establishes a cultural and linguistic proximity to the immigrants.
10. ISSUE/CHALLENGE AND GOALS/ASSUMPTIONS PROBLEME/DEFI ET OBJECTIFS/HYPOTHESES ANGELEGENHEIT/HERAUSFORDERUNG UND ZIELE/ANNAHMEN	The most relevant issue addressed is the management of integration and service provision for immigrants. In a context of growing immigrant population and dispersal of services, one of the most serious challenging responsibilities facing Portugal and among the most often cited problems are the range of institutions involved in the process, the lack of cooperation between government services and their dispersed locations, the diversity of procedures, complex bureaucracy and communication difficulties. Thus, following the Common Agenda for Integration, Portugal set up a “one-stop-shop” model service where foreign citizens can find a set of services responding to their concrete needs in terms of regularization, legal advice, employment, family reunification, all in the same building. The goal is to facilitate the integration of immigrants in Portugal starting with legal issues and documentation and the “one-stop-shops” have a shared data management system when attending the public. The assumption is that these facilities will reduce the number of undocumented immigrants living in Portugal and simultaneously reinforce their integration.
11. HOW DOES IT WORK?/COMMENT CA FONCTIONNE?/WIE FUNKTIONIERT DAS?	<p>One of the actions is service provision for immigrants at one particular physical point covering domains relevant for this population (documentation, education, health, labour, etc.). These services are coordinated in time and content and available in several languages. Besides the civil servants working in the public agencies, there are also cultural mediators to smooth communication and build trust.</p> <p>Another action is the telephone hotline for translation (<i>SOS Imigrante</i>). Cultural mediators speaking 9 different languages (Portuguese, French, English, Spanish, Russian, Ukrainian, Romanian, Byelorussian and Cape Verdean Creole) provide information on the immigration law, rights and duties in the access to the labour market, housing, health, education and Portuguese citizenship.</p>
12. RESULTS/RESULTATS/ERGEBNISSE	<p>From March 2004 to December 2009 a total of 1,979,727 cases were attended in the One-Stop-Shops of Lisbon, Porto and Faro. Currently, these One-Stop-Shops have a daily average of 1,192 users.</p> <p>In a survey to 700 users of the One-Stop-Shops in 2007/2008 showed a general high satisfaction with the agencies / public services available. Almost 82% of the respondents stated being satisfied</p>



	or very satisfied with the Foreigners and Borders Service, whereas 92,3% had a similar opinion about the Social Security and 94,5% with the Labour Inspectorate.
13. EVALUATION/EVALUIERUNG	The first level evaluated the project procedurally as it was implemented, measured against the original project plan. On this level of evaluation, the evaluators concluded that the project as a whole and the partners in particular, have lived up to the expectations of the original plan. The second level of evaluation took the broader context into account and asked questions about the relevance of the exercise and outcomes. In conclusion, yes, the OSS-format is an ideal type of service provision, particularly geared to early reception of newcomers, if the political and structural conditions are fulfilled.
14. WHO WILL BENEFIT?/ BENEFICIAIRES/WER PROFITIERT?	All immigrants (both those who have a legal or an illegal status and new-arrivals and immigrants who are applying for citizenship) and/or persons who have to deal with immigration issues.
15. SOURCE OF FUNDING AND RESOURCES USED/SOURCE(S) DE FINANCEMENT ET RESSOURCES UTILISEES/FINANZIERUNG UND BENÖTIGTE RESSOURCEN	In Portugal the implementation of the National Immigrant Support Centres in 2004 represented a commitment of €1.4 million by the High Commission for Immigration and Ethnic Minorities. In 2007, the majority of ACIDI, I.P.'s annual budget of €5.51 million came from the Ministry for Labour and Social Solidarity. Just 20.9% of this budget was spent on staff costs (essentially cultural mediators). €1.88 million, or 34.1% of the budget, was spent on various integration services, including the National and Local Immigrant Support Centres network. At the EU level, the main source of funding was the INTI. Workers: 65 cultural mediators, 19 civil servants and 5 security guards (2009 data)
16. UPLOAD A FILE/TELECHARGER UN FICHIER/EINE DATEI HINAUFLADEN	http://www.oss.inti.acidi.gov.pt/index.php

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