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GUIDELINES FOR INTEGRATION OF MIGRANTS AND REFUGEES IN THE REPUBLIC OF AZERBAIJAN

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Contents

List of abbreviations	5
Background information	6
Executive summary	8
1. Introduction	9
1.1 Key definitions	9
1.2 The purpose of the integration programme	11
2. Role of integration caseworkers	12
3. Description of the integration programme	13
3.1 Eligibility criteria for migrants and refugees to benefit from the integration programmes	13
3.2 Key features of the integration programme	14
3.3 Key principles of the integration programme	16
3.4 Case management cycle	17
3.5 Journey of the beneficiary in the integration programme	17
3.6 Integration plan	18
3.7 Termination of the integration support	19
4. Annexes	20

List of abbreviations

EU	European Union
EU MS	European Union Member States
ICMPD	International Centre for Migration Policy Development
ID	Identity Document
IP	Integration Programme
MIA	Ministry of Internal Affairs of the Republic of Azerbaijan
MLSP	Ministry of Labour and Social Protection of Population of the Republic of Azerbaijan
MOBILAZE	“Support to the Implementation of the Mobility Partnership with Azerbaijan”, project funded by the European Union and implemented by ICMPD
MAP	Report on the Mapping of Available Resources for Providing Integration Services in Azerbaijan
NGO	Non-governmental organisation
SMS	State Migration Service of the Republic of Azerbaijan
UMIS	Unified Migration Information System

Background information

About ICMPD

The International Centre for Migration Policy Development (ICMPD), established in 1993, is an international organisation with headquarters in Vienna, Austria. The purpose of ICMPD is to promote innovative, comprehensive and sustainable migration policies and to function as a service exchange mechanism between governments and organisations. The organisation has 20 Member States, over 500 staff members, a mission in Brussels and regional offices and representatives throughout Europe, Northern Africa, the Middle East and Latin America.

The ICMPD project office in Baku, Azerbaijan was opened in April 2016 and signed Seat Agreement with the Government of Azerbaijan in 2021 and received diplomatic status in the country.

About the MOBILAZE 2 project

The EU-funded 'Support to Implementation of the Mobility Partnership with Azerbaijan' (MOBILAZE 2) project builds on the results of the previous MOBILAZE project in Azerbaijan in terms of migration policy development, institutional capacity building, improvement of labour migration governance, provision of information and awareness-raising on the regulation of migration processes in Azerbaijan. The MOBILAZE 2 project runs from 1 June 2021 to 30 September 2024. The overall objective of the projects is to contribute to better management of the migration flows and to achieve respect for the rights of migrants.

Specifically, the following objectives are established:


SO1: Evidence-based migration and border management policies are effectively implemented by professional units within institutions of the Republic of Azerbaijan (Component 1. Migration Governance: Policy Agenda and Implementation);

SO2: Migration data collection, analysis and application are better managed and monitored by institutions in the Republic of Azerbaijan (Component 2. Migration Data: Research and Analysis);

SO3: Enhanced and standardised institutional procedures for capacity building on migration and border management are adopted and implemented by Azerbaijani institutions (Component 3. Migration and Border Management Skills: Capacity Building);

SO4: Institutional and public communication strategy on migration policy agenda and irregular migration threats is implemented (Component 4. Migration and Society: Awareness Raising).

The project consists of 4 components which are dedicated to each specific objective. The achievement of the specific objective 3 will be ensured through the activities under **Component 3. Migration and Border**



Management Skills: Capacity Building. The overall aim of this component is to increase the capacities of Azerbaijan's migration authorities by providing structured capacity building in line with the identified needs and priorities, but also supporting the authorities in providing training to its staff independently in the future. These Guidelines have been prepared under Component 3 of the MOBILAZE 2 project.

Executive summary

At the request of the SMS, the International Centre for Migration Policy Development (ICMPD) has been implementing activities in Azerbaijan dedicated to the integration of migrants, including refugees, in the framework of the “Support to the Implementation of the Mobility Partnership with Azerbaijan” (MOBILAZE 2) project. From February 2023 to February 2024, ICMPD began a pilot Integration Programme for migrants, including refugees, in close cooperation with the SMS, and engaged two national integration consultants based in the Baku Regional Department of the SMS. The main objectives of the integration programme were to: foster a sense of stability and protection among young migrants and refugees, motivating them to pursue a long-term inclusion process; ensure a holistic approach to the needs of migrants and refugees, including housing, training, health, and education; reduce economic and social risks for young migrants and refugees; promote the personal and educational development of young migrants and refugees; and prepare local communities for integration, taking into consideration the two-sided dynamic of the integration process. The Integration Programme also mapped the existing resources and services in Azerbaijan which can be of service in accelerating the integration process, ensuring effective cooperation and referrals among institutions.

The Guidelines were prepared based on the lessons learned and principles of the pilot Integration Programme and provide an understanding of the minimum standards of the integration service delivery for refugees and migrants, helping future integration service managers and caseworkers, as well as public and private integration providers, determine the required skills and tools to provide the service and to ensure the integration process.

The Guidelines include the following sections:

- ◆ List of **definitions** used in these Guidelines.
- ◆ The **content of the Integration Programme** in Azerbaijan within the framework of the MOBILAZE 2 project.
- ◆ The **eligibility criteria for migrants and refugees** who qualify to participate in the above-mentioned Integration Programme.
- ◆ **Implementation procedure of the Integration Programme including functions and responsibilities of integration caseworkers** participating in the Integration Programme.
- ◆ **Key principles of the Integration Programme**, and conditions for enrolment and termination of the integration support.
- ◆ Templates of the **tools to be used** during the implementation of the Integration Programme (Annexes).

In this way, although the Integration Guidelines are not a formally approved normative document, they support integration activities in Azerbaijan based on the best practices piloted during the Integration Programme, recognising and addressing the needs of refugees and migrants.

1. Introduction

1.1 Key definitions

The Guidelines provide a list of key definitions used in the provision of integration programmes and services. The definitions in the list below are the most essential ones, however, this is not the comprehensive list of terminology used in migration management in general. The list below is important for the practitioners involved in designing, developing and implementing the integration programmes.

- ◆ **Integration¹:** The process of newcomers becoming full and active members of their new society, including social, cultural, economic, and political aspects.
- ◆ **Migrant:** ²A person who chooses to move to another country or region, often for economic or employment opportunities, education, family reunification, or other reasons.
- ◆ **Refugee³:** A person forced to flee their home country due to persecution, war, violence, or other forms of persecution and has been granted refugee status or asylum in another country.
- ◆ **Asylum Seeker⁴:** A person who has fled their home country and is seeking international protection as a refugee but whose claim for refugee status has not yet been determined.
- ◆ **Integration Policy⁵:** Government policies and initiatives aimed at facilitating the integration of migrants and refugees into the host society, including language training, employment support, education, and social inclusion programs.
- ◆ **Cultural Competence⁶:** The ability to interact effectively and respectfully with people from different cultural backgrounds, including understanding and valuing their beliefs, customs, and practices.
- ◆ **Language Acquisition⁷:** The process of learning and acquiring a new language, often through formal language classes, immersion programs, or language exchange opportunities.
- ◆ **Multiculturalism⁸:** A social and political philosophy that recognizes and celebrates cultural diversity within a society, promoting the coexistence of different cultural groups while fostering a sense of belonging and equality for all.

1 Ager, A., & Strang, A. (2008). Understanding Integration: A Conceptual Framework. *Journal of Refugee Studies*, 21(2), 166-191

2 International Organization for Migration (IOM). Key Migration Terms

3 United Nations High Commissioner for Refugees (UNHCR). What is a Refugee?

4 United Nations High Commissioner for Refugees (UNHCR). Asylum-Seekers

5 European Commission. Integration of Migrants, retrieved from https://home-affairs.ec.europa.eu/what-we-do/policies/legal-migration/integration_en

6 Cross, T. L., Bazron, B. J., Dennis, K. W., & Isaacs, M. R. (1989). Towards a Culturally Competent System of Care: A Monograph on Effective Services for Minority Children Who Are Severely Emotionally Disturbed

7 Krashen, S. (1982). Principles and Practice in Second Language Acquisition

8 Taylor, C. (1994). Multiculturalism: Examining the Politics of Recognition. Princeton University Press

- ◆ **Community Engagement**⁹: Involving local communities, organizations, and stakeholders in the process of integrating migrants and refugees, including providing support, resources, and opportunities for interaction and collaboration.
- ◆ **Employment Integration**¹⁰: Efforts to facilitate the entry of migrants and refugees into the labour market, including job training, skills development, vocational education, and support for entrepreneurship and small business development.
- ◆ **Housing Assistance**¹¹: Support services and programs to help migrants and refugees find safe, affordable, and suitable housing in their new community, including temporary shelters, rental assistance, and housing subsidies.
- ◆ **Social Inclusion**¹²: Ensuring that migrants and refugees have equal access to social, economic, and political opportunities and resources within the host society, including healthcare, education, housing, and civic participation.
- ◆ **Trauma-Informed Care**¹³: Providing services and support that are sensitive to the experiences of trauma and prioritize safety, trust, and empowerment for individuals who have experienced violence, persecution, or displacement.
- ◆ **Resettlement**¹⁴: The process of relocating refugees from countries of first asylum to third countries that have agreed to admit them for permanent resettlement, often involving assistance with housing, employment, and integration support.
- ◆ **Integration Indicators**¹⁵: Quantitative and qualitative measures used to assess the progress and effectiveness of integration efforts, including employment rates, language proficiency, educational attainment, social networks, and sense of belonging.
- ◆ **An integration caseworker**¹⁶: a professional who provides individualized support and assistance to migrants, refugees, or asylum seekers as they navigate the process of integration into their new community or country. Their role involves assessing the needs and challenges of their clients and developing personalized integration plans to help them achieve social, economic, and cultural integration.

9 Head, B. W. (2007). Community Engagement: Participation on Whose Terms? *Australian Journal of Political Science*, 42(3), 441-454

10 OECD. (2016). Making Integration Work: Refugees and Others in Need of Protection

11 Phillips, D. (2006). Moving Towards Integration: The Housing of Asylum Seekers and Refugees in Britain. *Housing Studies*, 21(4), 539-553

12 Silver, H. (1994). Social Exclusion and Social Solidarity: Three Paradigms. *International Labour Review*, 133(5-6), 531-578

13 SAMHSA. (2014). Trauma-Informed Care in Behavioural Health Services. Treatment Improvement Protocol (TIP) Series 57

14 United Nations High Commissioner for Refugees (UNHCR). Resettlement

15 OECD/European Union. (2015). Indicators of Immigrant Integration 2015: Settling In

16 Case Worker Role Description. Refugee Council

1.2 The purpose of the Integration Programme

The purpose of the Integration Programme is to:

- ◆ Provide migrants and refugees with stability and protection to motivate them to pursue a long-term inclusion process.
- ◆ Ensure a holistic approach to the needs of migrants and refugees, including housing, training, health, and education.
- ◆ Reduce economic and social risks for migrants (especially for young migrants) and refugees and promote their personal and educational development.
- ◆ Prepare local communities for integration.
- ◆ Establish strong institutions to maintain successful operations of the state migration strategy's action plans.

2. Role of integration caseworkers

The integration caseworker is an essential actor in the integration programme implementation as s/he is the main focal point for migrants. S/he is a trained social worker (or at least trained in related professions such as psychology, social pedagogy, etc.), with additional training on integration, work with refugees and migrants, as well as local, national and international regulations and legislations related to migrants and refugees. The integration case managers are also trained to provide trauma-informed, person-centred services to all kinds of vulnerable people, as well as to migrants and refugees.

- ◆ Completing an initial needs and risk assessment for persons in need of integration referred to further stakeholders (such as SMS, MIA, MLSP, etc.).
- ◆ Developing a personalised plan of support for beneficiaries and ensuring that the plan of support is reviewed, and the improvement is monitored regularly.
- ◆ Giving advice and support on a range of issues including housing, finance, education, employment, health, and immigration, as required by the beneficiaries.
- ◆ Supporting beneficiaries with budgeting, registering with care providers, creating social networks, advocacy, / volunteering in community activities or events/ training, employment opportunities, etc.
- ◆ Signposting to other relevant external agencies and referral partners as appropriate.
- ◆ Organising and attending group trips to local places of interest, and networking events for the beneficiaries.
- ◆ Develop links with external organisations or agencies to promote the needs of refugees and migrants to create partnership opportunities.
- ◆ Effectively managing a designated caseload of beneficiaries, as well as keeping accurate records and maintaining the confidentiality of the case files to a high standard.
- ◆ Accompanying the beneficiaries to appointments with statutory and/or voluntary services, if needed.
- ◆ Organising home and community visits with the beneficiaries.
- ◆ Contributing to further development and improvement of integration practices.

3. Description of the integration programme

3.1 Eligibility criteria for migrants and refugees to benefit from the integration programmes

The eligibility criteria aim to ensure that the integration programme effectively supports the social, economic, and cultural integration of migrants and refugees into their host communities. However, it's important to note that eligibility criteria may vary widely depending on the policies and priorities of the organisations administering the programme. As a rule, the following eligibility criteria may be considered, based on piloted IP:

- ◆ **Legal status:** The Integration Programme piloted by ICMPD and SMS provided services to migrants and refugees must have legal status within Azerbaijan, such as a residency permit, or refugee status. However, if the service-providing institution has the mandate to consider “migrant” as an umbrella term and work with asylum seekers, stateless persons, returnees, irregular migrants, etc. the scope of the Programme can be adapted to the respective institution.
- ◆ **Commitment to integration:** Applicants may be required to demonstrate their commitment to integrating into the host society through participation in activities such as cultural orientation courses, job training programmes, or community engagement initiatives.
- ◆ **Needs assessment:** The applicants should participate actively in the needs assessment exercise carried out by the integration caseworkers. The exercise will be conducted to determine the specific support services and resources that migrants and refugees require for successful integration.
- ◆ **Vulnerability:** Priority may be given to vulnerable groups such as women, children, elderly individuals, persons with disabilities, survivors of torture or trauma, etc.
- ◆ **Age:** The Integration Programme does not have any age requirements, however, children may benefit from the Programme only with consent from parents or legal guardians.
- ◆ **Family reunification:** Eligibility criteria may also consider family reunification considerations, allowing family members to access integration services if they are joining a migrant or refugee already residing in the host country.
- ◆ **Compliance with integration requirements:** Migrants and refugees may be required to comply with certain integration requirements, such as attending language classes, participating in cultural orientation programmes, or actively seeking employment or education opportunities while benefiting from the integration programme.

3.2 Key features of the integration programme

The Integration Programme might be adjusted to the specific situation in the country of destination, as well as the specific needs and interests of the migrants. However, based on existing practices as well as lessons learned from the piloted IP during the MOBILAZE 2 project, the following elements could be considered:

Orientation

Orientation services are provided to newcomers to settle and navigate in the communities. Beneficiaries are guided through the administrative procedures. The orientation services include language support for the newcomers who speak no/very little Azerbaijani to navigate to and plan appointments with the doctor's office, language courses, notary service, city registration, and available cultural and educational services in the community.

Migrants and refugees are also supported with the translation of their important documents, such as academic records, driving licenses, birth certificates, marriage certificates, degrees and diplomas, letters and documents confirming their status in the country, etc.

Language

The integration caseworkers map all the available language learning programs and services available in the area where the beneficiary is based /resettled. The Programme ensures that every beneficiary receives at least basic communication language training upon arrival. The Integration Programme organises or refers the beneficiaries to intensive informal language learning services post-arrival as the first step to language learning. Additionally, the Programme equips the beneficiaries with easy-to-comprehend learning materials to boost the language learning experience.


The integration service volunteers help with language learning for the beneficiaries as part of their everyday jobs.

The Integration Programme pays special attention to the qualifications of the language instructors at language training facilities/services provided to migrants and refugees. The instructors are required to have respective qualifications to teach Azerbaijani as a second language to children and adults.

The Integration Programme creates alternative opportunities for the beneficiaries to have fewer chances to attend formal language training classes due to economic, medical, and family-related reasons.

Health

Health is one of the fundamental rights for all, including refugees and migrants. Thus, one of the key aims of the Integration Programme is to ensure migrants' and refugees' access to healthcare services. The Integration Programme envisages referrals of beneficiaries to relevant local health services, assisting the beneficiaries to obtain public or private health insurance packages when possible.



The integration caseworkers support the beneficiaries to register in the local primary healthcare facilities and advocate and promote accessibility of community-based healthcare services for migrants and refugees.

Employment and training

The Integration Programme aims to help its beneficiaries with relevant training and education opportunities.

The integration caseworkers shall map the formal and informal education/training institutes accessible for migrants and refugees in the local areas. If the institutions are not accessible, integration caseworkers shall investigate the reasons for inaccessibility and advocate for access for the beneficiaries of the Integration Programme.

The Integration Programme aims to assess available academic and professional backgrounds, as well as the skills of the beneficiaries upon application to the Programme and it aims to recognise the available prior experience and education. If the integration caseworkers do not have the respective skillset to assess the qualifications of the beneficiaries, or the assessment is not part of the integration caseworkers' scope of work according to the internal policy of the service provider, the beneficiaries should be referred to the respective public authority which does qualifications assessment. The beneficiaries' skills, interests and aspirations are considered when placing them in employment or training opportunities.

The Integration Programme also creates and/or accelerates networking opportunities between beneficiaries and the local community to establish better employment and training possibilities for migrants and refugees.

The Integration Programme develops strategies to make sure that assessment and placement services are responsive to the needs of the beneficiaries, meaning the language understood by the beneficiary used during interviews, the documents and proofs provided by the beneficiary are clear for the employer, etc. These strategies also include awareness-raising among employers on the rights of migrants and refugees.

Social connections

The Integration Programme envisages informal learning and networking activities to bring locals and migrants, including refugees, to share experiences, cultures, and knowledge.

The Programme also develops volunteering schemes among locals to connect, and support migrants and refugees in the process of language learning and running errands. The Integration Programme also supports the development of community groups, and organisations led by migrants and refugees.

3.3 Key principles of the integration programme

3.3.1 Needs-based approach to all the migrants

The Integration Programme is flexible in terms of adapting approaches and strategies to the needs of the beneficiaries. The integration caseworkers use a needs assessment tool (ANNEX 1) to identify the needs of the beneficiaries. The initial and secondary (if needed) assessment questions should be based on ANNEX 1 and ANNEX 2, however, if extra clarifying questions are asked by the caseworkers, the questions should not go beyond the topics mentioned below:

- ◆ Family history
- ◆ Cultural values
- ◆ Social circle
- ◆ Education
- ◆ Past trauma
- ◆ Substance use
- ◆ Employment history
- ◆ Skills
- ◆ Leisure activities
- ◆ Motivations for integration into the host society
- ◆ Immediate needs
- ◆ Patterns of crisis
- ◆ Attitude about money/finances
- ◆ Strengths and weaknesses
- ◆ Plans

3.3.2 Security and confidentiality

The Integration Program strictly follows the security and confidentiality policy the implementing organisation/institution sets up.

If there is no such policy in place, then these Guidelines set up the following minimum standards in terms of maintaining the security and confidentiality of the beneficiaries of the IP:

- ◆ The names of Programme applicants were securely coded and stored in both electronic and paper formats to ensure confidentiality (see ANNEX 6 and 7 which are attached to these Guidelines as separate Excel files).
- ◆ The implementing organisation limits the access possession to the personal information of the IP beneficiaries.
- ◆ Needs assessment and development of the integration plan held in a space where no external body overhearing the conversation between the caseworker and the beneficiary.

- ◆ Participation of the third party (for example, a related representative of the state authority involved in the case management, psychologist, lawyer, etc.) should be possible if the beneficiary gives consent.
- ◆ Confidentiality can be breached only if there is potential harm to the caseworker or IP team, or the beneficiary and her/his family members and close circle.

Throughout the consultation and support process, strict adherence to the principles of barrier-free communication should be maintained, ensuring effective dialogue. Additionally, close attention should be paid to the beneficiary's body language cues, providing valuable insights into their needs and concerns.

3.4 Case management cycle

The integration caseworkers are expected to follow a case management cycle while working with the applicants of the IP. The cycle will ensure effective and smooth implementation of assessments, development and implementation of the integration plans, and monitoring processes.

The case management cycle includes:

- ◆ initial needs assessment
- ◆ intervention planning
- ◆ implementation of the intervention plan
- ◆ final assessment
- ◆ monitoring
- ◆ and closing stages.

The integration caseworkers receive training to master the cycle and familiarise themselves with the methods and tools used within the Integration Programme upon being hired. This is the responsibility of the organisation providing the integration service to train the Integration Programme's team, as well as the integration caseworkers.

3.5 Journey of the beneficiary in the integration programme

Integration is a voluntary process. Beneficiaries of the Programme either apply to the service of their free will or are referred by other governmental or non-governmental organisations according to their needs and will to integrate into the host society or outreached by the integration caseworkers.

3.5.1 Outreach of the beneficiaries

The Integration Programme utilises all possible channels to share information about the services provided. These channels can be the distribution of information flyers and brochures at/to universities, ASAN services, community organisations, neighbourhoods where migrants and refugees reside, hospitals, schools, universities, migrant employing institutions, etc.

The integration caseworkers also organise community meetings with the participation of the locals and migrants to identify community needs, to accelerate the integration process by designing needs-based interventions and activities. Community meetings can be organised with the participation of the local authorities.

Integration caseworkers can also call and invite the migrants and refugees to benefit from the Integration Programme. In this case, ANNEX 5 (Telephone Interview Form) is used to document the phone call and to guide the caseworker.

3.5.2 Application to the Integration Programme by migrants

Migrants can apply for integration support by visiting the office of the Integration Programme.

- ◆ To determine the eligibility of the applicant for admission to the Integration Programme, caseworkers use ANNEX 2 (Migrant Screening Form) at the first meeting.
- ◆ After determining the eligibility, caseworkers carry out the Initial Assessment Form (ANNEX 1) with the applicant. In this stage, also the integration needs of the migrant are determined and the caseworker suggests developing an integration plan.
- ◆ The applicant should read and sign the Consent Form (ANNEX 4) before starting the development and implementation of the integration plan. The consent form should be in the language which is best known and understood by the migrant.
- ◆ During the process, the caseworker strictly follows the stages of the Case Management Cycle.

3.6 Integration plan

The integration plan (the plan) is drafted based on the comprehensive assessment results encompassing psychological, medical, educational, and documentation considerations. The plan is an individualised document covering the needs of the applicant prioritised from the most urgent to the least and activities to address the needs.

- ◆ The beneficiary should sign the Consent form (ANNEX 4) before the integration plan is developed.
- ◆ After identifying the needs through assessment, the caseworker and beneficiary jointly identify integration goals.
- ◆ The integration plan is developed and implemented with the proactive participation of the beneficiary.
- ◆ All the activities included in the integration plan should complement the integration goals and be implemented with the beneficiary, not for the beneficiary.
- ◆ The caseworker closely monitors the implementation of all the activities, carries out progress assessments, and modifies activities, if necessary, upon consent of the beneficiary.

3.7 Termination of the integration support

Integration support is terminated in the cases mentioned below:

- ◆ The beneficiary does not want to be involved in the Programme and informs the integration caseworkers about his/her willingness to terminate the service in a written form mentioning the reasons for it.
- ◆ The integration plan has reached all its goals and there is a mutual agreement between the beneficiary and the caseworker to close the case.
- ◆ If the status of the beneficiary has changed and he/she is no longer eligible for the service.
- ◆ If it is the responsibility of another institution to provide service to the beneficiary due to his/her legal status in the country or needs.
- ◆ If the beneficiary does not comply with rules and regulations about service use set by the service provider.

4. Annexes

Annex 1

Initial Assessment Form

Case No:	
Compiler's name:	
Beneficiary's name:	
Beneficiary's date of birth:	
Initial assessment date:	

Basic information

Gender	
Referred by	
Current status	
Emotional state	
Urgent need	
Short-term need	
Long-term need	
What Integration Programme services do you want to get?	<input type="checkbox"/> Adaptation support <input type="checkbox"/> Health and social services <input type="checkbox"/> Employment and education services <input type="checkbox"/> Cultural services <input type="checkbox"/> Additional support services (Azerbaijani language learning, etc.)

Detailed assessment

Individual's strengths	
Resources identified for help	
Family status	
Social environment/Ways of spending leisure time	
Education	
Employment status	
Skills	

Impressions, assessment, recommendations

Summary	
Goals and objectives (short- and long-term)	
Next steps	
Case Manager's recommendations	

Annex 2

Screening form For migrants and refugees willing to benefit The integration programme services

Initial screening	Choose one answer	
1. Are you a foreigner or stateless person residing in Azerbaijan for employment/education/family/asylum reason(s)?	Yes	No
2. Do you have a permit to stay and reside in Azerbaijan or any grounds for obtaining such a permit?	Yes	No
3. Which of the following does your application relate to?		
♦ planning the use of services and arranging the meetings		
♦ access to health and social services		
♦ access to employment and education services		
♦ exchange of national and cultural values and establishment of social relations		
♦ learning the Azerbaijani language		
4. Do you have any cognitive, behavioural or mental impairment, e.g. severe developmental disability, psychiatric disorder, or severe trauma symptoms that would prevent him from consenting to or benefiting from or safely participating in this programme?	Yes	No
To be eligible to participate in the Integration Programme the applicant should answer “Yes” to questions 1 and 2 and “No” to question 4, and his application should correspond to at least one of the directions indicated in question 3		
Has the applicant been eligible to participate in the programme?	Yes	No

Date:

Time:

Venue:

Consultant filling out the form:

Annex 3

Reporting form on adverse events in the Integration Programme application

Participant's code	_____
Date of the adverse event occurrence	___/___/_____
Date of this report	___/___/_____
What was the adverse event?	<input type="checkbox"/> Beneficiary experienced extreme psychological stress <input type="checkbox"/> Beneficiary reported suspected case on migrant and refugee exploitation <input type="checkbox"/> Beneficiary reported that he was suicidal <input type="checkbox"/> Beneficiary reported murder <input type="checkbox"/> Beneficiary reported intimate partner violence <input type="checkbox"/> Beneficiary is under drugs or alcohol effects <input type="checkbox"/> Beneficiary is under physical and psychological impact <input type="checkbox"/> Other (please describe):
How was the adverse event managed?	
Did the beneficiary get relevant recommendations?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Where is the beneficiary referred to?	
Was the subsequent call made?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Annex 4

Consent form for use of personal information

1. Use of personal information

The International Centre for Migration Policy Development (ICMPD) and the State Migration Service (SMS) within the framework of the cooperation implement a joint project called **“Support to the Implementation of the Mobility Partnership with Azerbaijan (MOBILAZE 2)”**. Following the 3rd component of the project called “Migration and Border Management Skills: Capacity Building”, and according to activity No. 3.5 “Strengthening of institutional capacities to provide integration services to foreigners, including refugees”, the Integration Program of migrants and refugees in Azerbaijan under the piloting period. For the successful program piloting, all my data, including photos, and videos can be used as stated below.

1.1 The International Centre for Migration Policy Development (ICMPD) may use my data in the following manner (check the appropriate box):

- ☐ **Will be anonymized** (my real name, address, and photos *will not be used*)
 - spreading awareness about the Integration Program at the national level by sharing my personal information on social and mass media.
- ☐ **Will not be fully anonymized** (the photo that will identify me *will only be used with age, country, or fake name*)
 - spreading awareness about the Integration Program at the national level by sharing my personal information on social and mass media.
- ☐ **Will not be anonymized** (my real name, address, photos, and videos *will be used*)
 - the support of the Integration Program by sharing my personal information (for ex: updating the database of the State Migration Service, and referring to the relevant governmental and non-governmental organizations to solve the existing problem).

2. Right of withdrawal

As the applicant named below, I have the right to withdraw from participation in the proposed Integration Program at any time and with a simple request by stating the reason in writing.

3. Right of editing

As the applicant named below, I have the right to request ICMPD to correct or edit my personal information.

I have read and understood all the sections above and confirm my agreement with my signature.

Location and Date: _____

Name of consenting person: Name of the Integration caseworker

Signature:

Signature:



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