

D4.3: Process for First Refugee Action Plan





Project data			
Project	Programme of Inclusion for Migrant People at risk of social exclusion		
Project Acronym	PIPE		
Project number	2023-1-ES01-KA220-ADU-000160578		
Project Start Date	06/11/2023		
Project End Date	05/11/2026		
Coordinator	EVM Group SL, Spain		
Partners	Institut Fur Roma und Minderheiten EV, Germany		
	Aalborg Universitet, Denmark		
	Universidad de La Laguna, Spain		
	Elliniko Mesogeiako Panepistimio, Greece		
	MAG-Uninettuno s.r.l., Italy		

Deliverable data			
Work Package	WP4: Online Guide for migrants		
Work Package Leader	IRMI&AAU		
Deliverable number	D4.3		
Deliverable name	Process for First Refugee Response Plan		
Dissemination level	External		
Date of release	05.05.2025		
Status	Final		

Versions			
Version	Release date	Author(s)	Changes
V1 - draft	31.03.2025	IRMI - AAU	Initial document of the protocol
V2- draft	01.04.2025	EVM	change formatting according to project template
V3- draft	05.05.2025	IRMI - AAU	final changes on the formating

© (1) (8) (2) CC BY-NC-SA 4.0 LICENSE: A4.3: Process for First Refugee Action Plan® by PIPE is licensed under a Creative Commons Attribution-NonCommercial-Share Alike 4.0 International License

DISCLAIMER: Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Education and or the Spanish National Agency (SEPIE). Neither the European Union nor SEPIE can be held responsible for them.





Table of Contents

1. Introduction	3
2. Proposed First Action Plan – Per Country	3
2.1 Denmark' First Action plan for Needs	3
2.2 Denmark's First Action plan for Challenges	4
2.3 Denmark's First Action plan for Opportunities	5
2.4 Germany's First Action plan for Needs	5
2.5 Germany's First Action plan for Challenges	6
2.6 Germany's First Action plan for Opportunities	7
2.7 Greece's First Action plan for Needs	8
2.8 Greece's First Action plan for Challenges	9
2.9 Greece's First Action plan for Opportunities	11
2.10 Italy's First Action plan for Needs	11
2.11 Italy's First Action plan for Challenges	12
2.12 Italy's First Action plan for Opportunities	13
2.13 Spain's First Action plan for Needs	15
2.14 Spain's First Action plan for Challenges	15
2.15 Spain's First Action plan for Opportunities	17
3. Conclusion	19





1. Introduction

The development of the First Refugee Action Plan is a structured process aimed at addressing the needs, challenges, and opportunities faced by migrant populations in host countries. This initiative builds upon the comprehensive research conducted in D4.2, which examined the socio-economic conditions, policy frameworks, and support mechanisms affecting refugee integration. The objective of this plan is to create a tailored response that enables sustainable and inclusive integration for refugees and asylum seekers across different national contexts. This document serves as a blueprint for designing refugee response action plans that cater to specific country contexts. The approach emphasizes collaboration between policymakers, civil society organizations, and local communities to ensure that interventions are both effective and sustainable. Key areas of focus include access to education, employment opportunities, healthcare, and social inclusion mechanisms.

Given the complexity of refugee integration, the process outlined in this plan is structured to facilitate a data-driven, participatory, and adaptable framework. The strategy aims to ensure that solutions are both responsive to the immediate needs of refugees and aligned with long-term societal benefits. By providing country-specific action plans, this document seeks to empower stakeholders with actionable insights that can drive meaningful change for refugee communities.

2. Proposed First Action Plan – Per Country

2.1 Denmark' First Action plan for Needs

Based on the needs that were identified during the desktop research in Denmark (D4.2), the following actions are recommended:

Basic Needs can be addressed by the following actions:

- Healthcare Access: Increase availability of multilingual medical staff. Develop outreach programs to
 inform migrants about available healthcare services. Provide culturally sensitive medical support,
 including mental health services.
- Housing:Expand social housing projects tailored to migrant families. Offer rent subsidies or financial assistance for low-income migrants. Collaborate with private landlords to increase affordable housing options.

Safety and Protection Needs can be addressed by the following actions:

- Legal Protection: Strengthen access to legal aid and advisory services. Provide free legal workshops to help migrants navigate residency and asylum applications. Ensure translation services in legal proceedings for non-Danish speakers.
- Mental Health Support: Expand trauma-informed psychological support programs. Train healthcare professionals to address culturally specific mental health challenges.





Social and Integration Needs can be addressed by the following actions:

- Language Learning: Enhance availability of free Danish language courses. Implement digital language learning tools for self-paced education. Develop work-based language learning programs.
- Social Inclusion: Promote community-building events and mentorship programs. Create cultural
 exchange initiatives between migrants and native Danes. Encourage volunteer and civic
 engagement opportunities for migrants.

Self-Reliance and Economic Needs can be addressed by the following actions:

- Employment: Provide vocational training and recognition of foreign qualifications. Develop targeted employment programs with businesses to support migrant hiring. Implement mentorship and networking initiatives to improve career opportunities.
- Financial Inclusion: Improve access to banking services for migrants. Offer financial literacy workshops covering budgeting, credit, and taxes.

2.2 Denmark's First Action plan for Challenges

Based on the challenges identified during the desktop research per country (D4.2), the following actions are recommended to address the challenges identified in Denmark.

Socio-Cultural Challenges can be addressed by the following actions:

- Language Barriers: Expand accessible language learning options for all proficiency levels. Provide interpretation services in key public services.
- Social Exclusion: Strengthen migrant participation in local governance. Encourage corporate social responsibility programs to support migrant inclusion.

Economic Challenges can be addressed by the following actions:

- Employment Discrimination: Enforce stronger anti-discrimination laws in hiring practices. Conduct diversity training for employers and businesses.
- Financial Difficulties:Introduce microfinance programs to support migrant entrepreneurship. Offer financial planning services and employment support schemes.

Legal and Administrative Challenges can be addressed by the following actions:

- Access to Legal Status: Simplify residency and citizenship application processes. Provide multilingual resources on legal rights and responsibilities.
- Navigating Bureaucracy: Create one-stop support centers for migrant administrative processes.
 Implement digital platforms for easy access to legal and social services.

Psychological Challenges can be addressed by the following actions:

• Mental Health Support: Increase availability of therapists specializing in trauma care. Develop peer support groups to address social isolation and stress.





2.3 Denmark's First Action plan for Opportunities

Based on the opportunities identified during the desktop research per country (D4.2), the following outlined actions will help to support the identified opportunities in Denmark.

Socio-Cultural Opportunities can be supported by the following actions:

- Language & Cultural Training: Expand government-supported language and cultural programs. Facilitate community-based integration events.
- Community Engagement: Promote mentorship programs between migrants and locals. Encourage youth-led social inclusion initiatives.

Economic Opportunities can be supported by the following actions:

- Employment Support: Strengthen partnerships between businesses and migrant support organizations. Offer skill development and certification programs.
- **Entrepreneurship Support**:Provide micro-loans and grants for migrant entrepreneurs. Establish co-working spaces for migrant business initiatives.

Legal and Administrative Opportunities can be supported by the following actions:

- Pathways to Citizenship: Reduce processing time for citizenship applications. Offer legal counseling for migrants pursuing permanent residency.
- Legal Aid and Advocacy: Expand free legal assistance programs for migrants. Strengthen migrant rights awareness campaigns.

Psychological and Well-being Opportunities can be supported by the following actions:

- Mental Health Support: Enhance funding for culturally competent mental health services.
 Implement community-based mental health outreach programs.
- Community-Based Support: Foster social bonding initiatives through shared cultural activities. Support programs that build resilience and well-being among migrant populations.

2.4 Germany's First Action plan for Needs

Based on the needs that were identified during the desktop research in Germany (D4.2), the following actions are recommended:

Basic needs can be addressed by the following actions:

- Housing: establish government-backed housing programs that partner with private landlords and housing cooperatives to set aside rental units for migrants and refugees at subsidized rates. Support migrant-led housing cooperatives, where communities can co-own and manage affordable housing projects.
- Healthcare access: Simplify registration processes for migrants and refugees allowing access public
 healthcare without long waiting periods. Provide mental health support tailored to migrants and
 refugees, provide cultural competency training for medical professionals on the unique health
 challenges migrants face, including trauma, stress, and language barriers.
- Food security: develop partnerships with local farmers and food suppliers to create low-cost food markets for vulnerable communities. Establish partnerships with supermarkets, restaurants, and food producers to collect surplus food and distribute it through food banks or community kitchens.





Safety and protection needs can be addressed by the following actions:

- Legal protection: open legal aid centers in major cities and refugee reception centers, offering free
 legal consultations for migrants and refugees. Ensure all legal aid services are available in multiple
 languages. Collaborate with non-governmental organizations (NGOs), universities, and legal
 professionals to advocate for more protective asylum policies.
- Physical safety: Train local law enforcement to recognize and respond to hate crimes, xenophobia, and violence against migrants and refugees. Introduce stronger anti-hate crime laws that specifically protect migrants and refugees from racial discrimination and violence. Organize community-building events that bring locals and migrants together to foster understanding and reduce tensions.
- Mental health support: Establish community-based mental health clinics, train multilingual therapists and counselors, offer mental health counseling in schools, employment programs, and refugee shelters to normalize seeking help.

Social and integration needs can be addressed by the following actions:

- Language learning: set up free German language learning centers, implement peer-to-peer learning, collaborate with employers to offer on-the-job language training and workplace language mentors.
- Social networks: Organize monthly cultural exchange gatherings where migrants and locals share
 meals, music, and traditions. Pair migrants and refugees with local volunteers or long-term
 residents who can guide them through life in Germany. Encourage companies to create mentorship
 programs connecting refugees with experienced professionals in their field.
- Cultural and community engagement: Create Local Cultural Exchange Centers, organize Annual Intercultural Festivals, promote Migrant-Led Community Initiatives

Self-reliance and economic needs can be addressed by the following actions:

- Employment: Encouraging businesses to offer employment opportunities with incentives for hiring refugees or migrants, such as tax breaks or subsidies. This could include creating a direct pathway from internships to permanent employment. Offering short-term internships or apprenticeships tailored to migrants and refugees, allowing them to gain local work experience, build their professional network, and understand workplace culture in Germany.
- Economic stability: Provide microloans or grants to migrants and refugees interested in starting their own businesses. Offer courses and workshops on business planning, financial literacy, marketing, and navigating the legal and tax systems in Germany. Help migrants and refugees navigate any bureaucratic hurdles that may arise when starting a business, including assistance with registration, permits, and other legal requirements.

2.5 Germany's First Action plan for Challenges

Based on the challenges identified during the desktop research per country (D4.2), the following actions are recommended to address the challenges identified in Germany.

Socio-Cultural Challenges could be addressed by the following actions:

• Expand language courses and cultural orientation programs that go beyond basic language skills, focusing on German societal norms, values, and everyday interactions.





- Establish localized community integration centers where migrants and refugees can connect with local residents through cultural exchange activities, shared learning experiences, and community-building projects.
- Provide mandatory cultural sensitivity and anti-discrimination training for local authorities, service providers, and employers interacting with migrants and refugees.
- Create peer support networks and mentorship programs where established migrants, refugees, or local volunteers act as mentors for newly arrived migrants.
- Launch nationwide campaigns to raise awareness about the positive contributions of migrants and refugees to German society and combat negative stereotypes.

Economic Challenges could be addressed by the following actions:

- Provide financial literacy for migrants and refugees . Facilitate microloans or grants to migrants and refugees interested in starting their own businesses.
- Offer courses and workshops on business planning, financial literacy, marketing, and navigating the legal and tax systems in Germany.
- Help migrants and refugees navigate any bureaucratic hurdles that may arise when starting a business, including assistance with registration, permits, and other legal requirements.
- Support migrant local stores and shops

Legal and Administrative Challenges could be addressed by the following actions:

- Simplify administrative procedures for obtaining work permits and residency applications, reducing bureaucracy to support smoother integration.
- Enhance access to clear and comprehensive guidelines for administrative procedures regarding residency and work permits. This can include multilingual online platforms offering step-by-step guidance.
- Increase access to free legal aid and support services for asylum seekers and migrants
- Expand migrant-friendly healthcare services, ensuring the availability of cultural mediators and providing information in multiple languages, including English, to improve accessibility.
- Establish migrant support centers in key cities and regions where individuals can receive assistance with paperwork and integration processes, creating a welcoming environment.

Psychological Challenges could be addressed by the following actions

- Higher accessibility of culturally sensitive mental health services, including trauma-informed care
- Establish peer support groups in their native languages.
- Offer free therapy sessions designed for migrants who have experienced trauma

2.6 Germany's First Action plan for Opportunities

Based on the opportunities identified during the desktop research per country (D4.2), the following outlined actions will help to address the identified opportunities in Germany.

Socio-Cultural Opportunities:

- Expand access to social integration programs by increasing funding for local community centers that
 offer activities such as cultural exchange programs, volunteering opportunities, and family support
 services
- Provide free or subsidized language courses, with additional support for learners who may have limited formal education or literacy in their native language.





• Develop community-based mentorship programs where long-term residents can guide refugees through social, cultural, and everyday challenges, helping to build networks of belonging.

Economic Opportunities:

- Implement tailored vocational training programs that align with the local job market, focusing on high-demand sectors such as healthcare, construction, and technology.
- Establish partnerships between local businesses and refugee support organizations to create job placement initiatives that support refugees' integration into the workforce.
- Provide financial literacy courses and job readiness workshops, including resume writing, interview skills, and workplace norms, to increase refugees' employability.

Legal and Administrative Opportunities:

- Simplify and streamline asylum processes by offering a one-stop-shop service that consolidates all asylum and work permit applications into a single platform or office.
- Launch multilingual digital resources and workshops that clearly explain asylum and work permit procedures to refugees, ensuring they can navigate legal systems with ease.
- Strengthen collaborations with local authorities and NGOs to provide legal clinics and pro-bono services, offering refugees and migrants assistance with documentation, appeals, and residency applications.

Psychological and Well-being Opportunities:

- Increase funding for mental health services specifically for refugees, ensuring availability of culturally competent professionals trained in trauma-informed care.
- Expand community-based mental health initiatives, such as peer support groups and group counseling, to offer a sense of community and collective healing.
- Integrate mental health screening into health service delivery at refugee reception centers and during primary healthcare visits to ensure early intervention for those experiencing psychological distress.

2.7 Greece's First Action plan for Needs

Based on the findings from the desktop research conducted per country several key needs, opportunities and challenges have been identified across the region of Greece. The following outlines specific actions required to meet these needs, challenges and opportunities.

Basic Needs can be addressed by the following actions:

- Housing Support: Reinstatement of the 'ESTIA' housing program for asylum seekers. Expansion of temporary accommodation options. Collaboration between the state and local stakeholders (hotel units) with the aim of involving them in ensuring the dignified living conditions of refugees and migrants, especially those residing in camps
- Addressing food insecurity: Furnish refugees and migrants with culturally sensitive education on healthy eating practices and safe food preparation. Ensuring that refugees and migrants are not excluded from food assistance networks or aid programs due to legal or other barriers. Enable refugees or migrants to grow their own food or participate in local agricultural networks, reducing reliance on external aid.





Safety and protection needs can be addressed by the following actions:

- Provide counselling and psychological guidance to assist individuals to cope with challenges posed by trauma and adapting to the new social conditions
- Promoting Support from Civic Organisations and NGOs about their legal rights and the benefits they are entitled to, such as social security, healthcare and education rights.

Social and Integration Needs can be addressed by the following actions:

- Enhancement of access to Public Services: Development of physical and multilingual "One Stop Shop" services that will provide essential and useful information to migrants and refugees according to their needs. Adapting services to cultural contexts. Empowering key sectors and services in the public sector (education/health/administrative services) with certified interpreters.
- Educational development: Establish vocational training centers and educational programs for migrants and refugees tailored to local market needs. Long-term lifelong learning and education programs for refugees and migrants in the Greek language. Workshops for the education and skills enhancement of migrants and refugees. Training in digital technology
- Development of mentoring services for migrants and refugees:

Self-Reliance and Economic Needs can be addressed by the following actions:

- Reduction of bureaucracy: Reinforcing the staff of the Asylum Service to Minimize waiting periods.
 Consolidation of services in a single focal point so that refugees and migrants do not have to travel to multiple offices or services.
- Strengthening labor market integration: Academic and professional recognition of the qualifications
 of asylum seekers and refugees. Provision of personalized and specialized support for the entry and
 integration of migrants into the labor market. Organization of seminars and lectures to strengthen
 the interaction between businesses and migrants refugees. Strengthening the defense of legal
 employment of migrants and refugees in the labor market.
- Reduction of administrative and legal barriers that prevent refugees' access to the labor market. Eliminate legal barriers that prevent the right to vote and stand for election.
- Support for participation in public life: Establishment of a mandatory framework aimed to strengthen the Migrant and Refugee Integration Councils in all municipalities in Greece. Involve of the Migrant and Refugee Integration Councils in local, regional, and national integration policies.

2.8 Greece's First Action plan for Challenges

Based on the challenges identified during the desktop research per country (D4.2), the following actions are recommended to address the challenges identified in Greece.

Evaluation of interventions and programs

- Implementation of an effective and standardized evaluation framework for interventions
- Systematic Data Collection and Monitoring
- Improving staff capacity involved in the implementation and evaluation of interventions
- Development of customized evaluation tools that facilitate data collection and the assessment of the impact of interventions at the local level





Promoting entrepreneurship

- Creating incentives for businesses in smaller towns and rural areas aimed at hiring and continuously training and enhancing the skills of migrants and refugees
- Access to Insurance Coverage and to Finance Fundings
- Networking and Market Access for Migrants and Refugees

Enhancing Public-Private Sector Cooperation

- Exchange of best practices, expertise, and innovation
- Set up of legislative frameworks that allow and strengthen public-private sector cooperation
- Enhancement of coordination between national and regional organizations

Legal and Administrative Barriers

- Development of legislative frameworks to eliminate legal and administrative restrictions on residence permits for migrants, legal status for refugees, participation in the labor market, civic engagement, etc.
- Provision of sustainable and long-term legal support
- Establish measures to facilitate the naturalization of migrants and refugees

Enhancement of long-term funding

- Enhance the efficacy of constrained resources by identifying sustainable governmental and European programmes that will both strengthen existing support programmes (housing, education, labour market) and create new ones.
- Stable and sustainable funding is allocated to key areas such as education and employment, in order to facilitate integration.

Development of administrative and legal procedures

- Streamlining of asylum and residence permit procedures to expedite the asylum and residence permit granting processes.
- Clarification/Facilitation of bureaucracy
- Simplification of the "database issue's bank" for migrants who have been in Greece for many years and are seeking citizenship.

Integrated services

- Development of services that provide comprehensive and holistic legal, social, economic, labor, and psychological support.
- Support for Interpersonal Skills Development and Cultural Integration through Multidimensional Support Services
- Maintenance and sustainability of Digital services and platforms





2.9 Greece's First Action plan for Opportunities

Based on the opportunities identified during the desktop research per country (D4.2), the following outlined actions will help to address the identified opportunities in Greece.

Implementation of good practices

- Strengthening the cooperation of governmental structures with NGOs, local institutions, international organizations and countries abroad in order to exchange good practices of support programmes for refugees and migrants
- Cooperation between services developing policies to support migrants and refugees and civil society organizations with many years of experience in the field of migration
- Develop a digital platform or resource hub that collects and shares successful models of refugee and migrant support from various regions and organizations that can be adapted to the local needs

Leveraging the skills of migrants and refugees

- Certification and recognition of their skills to facilitate their integration in the labor market
- Strengthening programmes that will link migrants and refugees according to their job profile (skills, competences, previous experience) with the local labour market
- Foster entrepreneurship including training, mentorship, and financial support to help them succeed in local markets.
- Create cross-cultural mentorship programs

Empowering cross-cultural interaction

- Campaigns aimed at reducing the distance between migrants/refugees and natives
- Awareness-raising campaigns
- Highlighting the benefits of intercultural contact
- Strengthening policies against discrimination and xenophobia

2.10 Italy's First Action plan for Needs

Based on the needs that were identified during the desktop research in Italy (D4.2), the following actions are recommended:

Basic Needs can be addressed by the following actions:

- Ensure access to affordable, adequate, and safe housing for refugees and provide long-term support to help them enter the rental market.
- Provide clear information on healthcare services and access procedures, and language support to facilitate understanding.
- Ensure accessible legal assistance to help migrants navigate the asylum application process and stay procedures.





Safety and Protection Needs can be addressed by the following actions:

- Implement protective measures and ensure safe environments, with specific attention for victims of exploitation (e.g., labor exploitation, trafficking).
- Offer mental health services, and support, to address trauma and psychological challenges faced by migrants especially those forcibly displaced.
- Strengthen the legal protection measures for refugees and ensure that all migrants are properly informed about their rights.

Social and Integration Needs can be addressed by the following actions:

- Expand and support Italian language programs, recognizing language proficiency as crucial for integration and access to services.
- Ensure the integration of migrant children into the public education system and provide skill-building and vocational programs for adults to improve employment prospects.
- Foster trust and social relationships through building social networks and community programs that encourage interaction between migrants and host communities, reducing isolation.

Self-Reliance and Economic Needs can be addressed by the following actions:

- Implement programs for employment support, recognize migrants' qualifications and skills, support job searches, and transition them into stable, long-term employment out of informal or low-wage and low-skilled job.
- Develop programs for facilitating economic inclusion and independence for integration and stability, targeting financial inclusion, especially for migrant women who can face additional obstacles.

Long-Term Support Needs can be addressed by the following actions:

- Establish long-term support systems and programs, including language learning, employment assistance, and community-building initiatives to facilitate full integration into Italian society.
- Promote comprehensive cultural exchange programs to foster mutual understanding between migrants and host communities.

2.11 Italy's First Action plan for Challenges

Based on the challenges that were identified during the desktop research in Italy (D4.2), the following actions are recommended:

Socio-Cultural Challenges can be addressed by the following actions:

- Develop integration programs that can support migrants navigate cultural differences and promote awareness of intercultural aspects in both migrant and host communities to foster a better understanding of the value of diversity.
- Expand and coordinate language-learning programs tailored to daily interactions, ensuring accessibility, effectiveness, and broad availability.





• Implement anti-discrimination campaigns, promote inclusive public discourse, and enforce policies to combat discrimination, particularly in social relations, housing and workplaces.

Economic Challenges can be addressed by the following actions:

- Provide job training and support employment services to ensure migrants secure stable and skilled jobs that align with their competencies.
- Improve and simplify access to financial services by addressing administrative barriers and promoting financial literacy.
- Develop programs that create stable and formal employment opportunities, reducing dependence on informal job networks and strengthening enforcement of labor rights.

Legal and Administrative Challenges can be addressed by the following actions:

- Simplify administrative procedures and provide adequate guidance to migrants, including support from intercultural mediators.
- Facilitate navigation through bureaucratic processes, such as residence registration and health service access.
- Facilitate access to legal information and assistance regarding status and the procedure for accessing legal aid services with clear guidance on asylum procedures, in particular for vulnerable persons.

Psychological Challenges can be addressed by the following actions:

- Expand access to psychological support and mental health services for all from the start of the integration process, especially for migrants with traumatic experiences or those in vulnerable situations, in order to cope even with mental health issues that are not immediately visible.
- Ensure that all reception and integration systems, including SPRAR and CAS, incorporate psychosocial and mental health support as a core service.

Social Isolation and Integration Challenges can be addressed by the following actions:

- Promote social inclusion initiatives that foster community engagement and reduce isolation and social marginalization.
- Facilitate the creation of social networks that support cultural, linguistic, and economic integration.
- Develop targeted programs for vulnerable migrant groups, including legal and psychological support for women, disabled migrants, and victims of trafficking.

2.12 Italy's First Action plan for Opportunities

Based on the opportunities that were identified during the desktop research in Italy (D4.2), the following actions are recommended:

Socio-Cultural Opportunities can be addressed by the following actions:

 Organize local events and activities involving both migrants and host communities, such as cultural festivals, language workshops, and community initiatives.





• Support and fund intercultural programs that foster dialogue and mutual understanding between different cultures based on social interaction.

Economic Opportunities can be addressed by the following actions:

- Launch targeted training programs with the support and collaboration of local entities and private sector in order to improve employability in the formal labor market.
- Support migrants in establishing small businesses by providing access to low-interest loans and business consultations.

Legal and Administrative Opportunities can be addressed by the following actions:

- Streamline procedures and reduce costs for the recognition of foreign professional qualifications and educational credentials.
- Establish a network of one-stop support centers that provide migrants with comprehensive information on rights, services, and opportunities, reducing administrative complexity.

Psychological and Well-being Opportunities can be addressed by the following actions:

- Expand psychological support services for migrants, with a focus on trauma experienced during the migration process, delivered by trained professionals and volunteers.
- Develop mental health programs targeting migrants at reducing stigma and improving access to health services.
- Ensure all migrants have access to emergency healthcare and essential services.

Social Inclusion Opportunities can be addressed by the following actions:

- Support volunteer and civic engagement initiatives that involve migrants in the social, political, and cultural life of their communities in which they live.
- Organize mentoring programs where migrants can receive guidance and support from members of the host community, fostering social cohesion, and mutual knowledge.

Opportunities for Vulnerable Groups can be addressed by the following actions:

- Develop specialized support programs for migrant women, particularly those at risk of labor or domestic exploitation, offering empowerment courses, training, and legal counseling.
- Offer tailored support for migrants with disabilities, including assistance services and customized training programs for better integration.

Mental Health and Social Cohesion Opportunities can be addressed by the following actions:

- Implement mental health education programs in schools and communities to raise awareness about psychological well-being for both migrants and local populations.
- Promote community activities that reduce social isolation for migrants, such as support groups and socialization opportunities between different ethnic groups.

Access to Services Opportunities can be addressed by the following actions:

• Develop a digital platform where migrants can easily access clear and comprehensive information about available services, rights, and opportunities.





2.13 Spain's First Action plan for Needs

Based on the needs that were identified during the desktop research in Spain (D4.2), the following actions are recommended:

Basic needs can be addressed by the following actions:

- Food security: establish community food banks, and collaborate with local NGOs and public institutions to ensure access to nutritious meals.
- Housing: increase the availability of affordable housing through public housing programs, rental assistance, and social housing initiatives. Simplify rental agreements for migrants and provide legal support to prevent housing discrimination.
- Healthcare access: Develop multilingual healthcare services, train providers in cultural competency, and streamline administrative requirements to improve healthcare access.

Safety and protection needs can be addressed by the following actions:

- Legal protection: provide free legal aid services, increase awareness campaigns on migrant rights, and simplify legal procedures for residency and work permits.
- Physical safety: enforce strict regulations against hate speech and discrimination, conduct awareness campaigns, and promote intercultural dialogue in communities and workplaces.
- Mental health support: Offer accessible psychological support services tailored to migrants, with multilingual professionals and trauma-informed care, particularly in rural areas.

Social and integration needs can be addressed by the following actions:

- Language learning: expand free language courses, both online and in-person, with a focus on practical communication skills for daily life and employment.
- Education and skills training: improve access to vocational training and certification recognition, create mentorship programs, and facilitate diploma validation to enhance employability.
- Social inclusion: develop cultural exchange programs, promote community activities, and create migrant integration centers to foster social networks and prevent isolation.

Self-reliance and economic needs can be addressed by the following actions:

- Employment: establish job placement programs, ensure fair wages and working conditions, and combat employment discrimination through policy enforcement.
- Financial inclusion: simplify banking requirements for migrants, create multilingual financial literacy programs, and offer microfinance opportunities to support self-employment and entrepreneurship.

2.14 Spain's First Action plan for Challenges

Based on the challenges identified during the desktop research per country (D4.2), the following actions are recommended to address the challenges identified in Spain.

Socio-Cultural Challenges could be addressed by the following actions:

 Establish and make accessible free or low-cost language courses tailored to migrants, integrating digital learning tools for accessibility.





- Provide translated materials and interpretation services in key public sectors (healthcare, administration, education).
- Promote language exchange programs pairing migrants with local residents.
- Simplify administrative forms and procedures using plain language and multilingual guidelines.
- Launch awareness campaigns against hate speech and misinformation targeting migrants, particularly in digital spaces.
- Implement anti-bullying programs in schools and community centers to foster inclusivity.
- Organize intercultural events and workshops to promote understanding between migrants and host communities.
- Develop community programs and networks focused on social integration, particularly for migrant women and adolescents.
- Develop mentorship and sponsorship programs connecting migrants with local families and professionals.
- Expand housing support programs (like it was done for Ukrainians in 2022) to assist migrants in securing stable accommodation.
- Encourage local volunteer initiatives to engage migrants in social activities.

Economic Challenges could be addressed by the following actions:

- Simplify and speed up the process of recognizing foreign qualifications and diplomas.
- Facilitate migrant access to banking and financial services by reducing documentation barriers.
- Promote financial literacy programs tailored to migrants to improve their understanding of the banking system.
- Strengthen labor rights enforcement to prevent workplace discrimination and exploitative conditions.
- Offer vocational training and upskilling programs tailored to the labor market demands.
- Establish employment support services that connect migrants with employers willing to promote diversity.

Legal and Administrative Challenges could be addressed by the following actions:

- Simplify the administrative procedures for obtaining work permits and residency applications.
- Provide better access and clear guidelines to administrative procedures to obtain residency and work permits. Develop multilingual online platforms offering guidance on administrative procedures.
- Increase access to legal aid and assistance programs for asylum seekers and migrants.
- Expand migrant-friendly healthcare services with trained cultural mediators and provision of information in other languages, at least in English.
- Establish support centers in key locations where migrants can receive assistance with paperwork.

Psychological Challenges could be addressed by the following actions:

- Increase the availability of culturally sensitive mental health services, including trauma-informed care
- Establish peer support groups and hotlines in multiple languages for migrant mental health assistance.
- Integrate mental health screening into primary healthcare services for early detection of issues.





• Offer group therapy and resilience-building workshops for migrants who have experienced trauma.

The above-mentioned actions could be implemented through a multi-stakeholder approach involving government agencies, NGOs, private sector partnerships, and community groups. The use of digital tools, policy reforms, and social programs will play a key role in mitigating these challenges.

2.15 Spain's First Action plan for Opportunities

Based on the opportunities identified during the desktop research per country (D4.2), the following outlined actions will help to address the identified opportunities in Spain.

Language & cultural training actions:

- Expand access to existing language programs like PROA+ and MUS-E by increasing outreach and enrollment support for migrants.
- Develop more online and hybrid language courses tailored to migrants' needs, including literacy training and practical communication skills.
- Enhance cultural orientation programs to include interactive learning, community engagement activities, and mentorship opportunities with locals.

Community engagement actions:

- Strengthen initiatives like the "Gran Canaria Convive" and "Intercultural Community Intervention Project" by promoting intercultural exchanges and dialogue sessions between migrants and host communities.
- Facilitate migrant participation in local social, educational, and cultural activities to foster integration and reduce isolation.
- Establish more host-family and sponsorship programs to accelerate cultural adaptation and social inclusion.
- Create support networks for migrant women, youth, and families to enhance their social integration and well-being.

Anti-discrimination initiatives actions:

- Expand educational campaigns and training in schools, workplaces, and communities to combat hate speech, discrimination, and xenophobia.
- Strengthen enforcement of anti-discrimination laws by enhancing reporting mechanisms and providing legal assistance for victims.
- Increase digital literacy and critical thinking workshops to counter misinformation and hate speech on social media.

Housing initiatives actions:

- Develop more social housing programs and expand affordable housing access for migrants in vulnerable situations.
- Partnering with local governments and NGOs to create emergency housing support and rental assistance programs.
- Establish a monitoring system to prevent discriminatory rental practices.





Employment support actions:

- Improve job-matching services by connecting migrants with skill-appropriate employment opportunities.
- Expand vocational training and skills certification programs, ensuring recognition of foreign qualifications and diplomas.
- Promote corporate diversity and inclusion policies to integrate migrants into the workforce.

Entrepreneurship support actions:

- Create mentorship and financial support programs for migrant entrepreneurs.
- Offer workshops and incubator programs to guide migrants through business setup and legal requirements.

Financial inclusion actions:

- Simplify banking access requirements and documentation for migrants.
- Increase financial literacy programs to help migrants understand banking, savings, and investment opportunities.

Legal aid and Advocacy actions:

- Advocate for policy reforms that streamline the naturalization process and improve access to residency permits.
- Provide legal assistance and information sessions about citizenship and residency rights.
- Expand legal aid programs and pro bono services for migrants facing discrimination or legal barriers.
- Strengthen partnerships with NGOs and government institutions to improve migrant access to justice.

Administrative processes actions:

- Digitize and simplify residency and work permit application procedures.
- Provide translation and interpretation services in public institutions to assist migrants with administrative processes.

Mental health support actions:

- Increase funding for culturally sensitive mental health services for migrants.
- Train healthcare professionals in trauma-informed care and intercultural competence.
- Establish specialized mental health programs for migrants who have experienced trauma and displacement.
- Offer psychosocial support services in community centers





3. Conclusion

The First Refugee Action Plan represents a critical step in the development of structured, evidence-based interventions aimed at supporting migrant populations. By systematically addressing the challenges faced by refugees in host countries, the plan provides a framework that ensures integration efforts are both effective and sustainable. Through a collaborative, multi-stakeholder approach, this document highlights the importance of localized action plans that account for unique national contexts. The insights drawn from research and engagement with refugee communities inform practical solutions that address core areas such as employment, education, and healthcare. Importantly, the plan also recognizes the role of host communities in fostering an inclusive and supportive environment for newcomers.

Looking ahead, the successful implementation of these action plans will require ongoing commitment from governments, NGOs, and the broader community. By leveraging partnerships and data-driven insights, the goal is to create policies and initiatives that not only respond to immediate needs but also build pathways for long-term integration and social cohesion. This document serves as a foundation for these efforts, ensuring that refugee populations receive the support necessary to thrive in their new environments.