

# TALK<sup>2</sup>CONNECT

RETURN AND REINTEGRATION



# 2023

Summary of Talk2Connects webcast, webinars and podcasts produced during 2023



# The Talk2Connect Year

Full season here: [Talk2Connects Webcasts \(streamio.com\)](https://streamio.com/c/talk2connects_webcasts)

Live webcast published online 16<sup>th</sup> March 2023

## #1: What is return counseling? The importance of the pre-departure phase

[https://streamio.com/c/talk2connect\\_1\\_what\\_is\\_return\\_counselling](https://streamio.com/c/talk2connect_1_what_is_return_counselling)

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Live webcast published online 13<sup>th</sup> April 2023

## #2: The return and reintegration of un-accompanied children – ensuring their best interest

[https://streamio.com/c/talk2connect\\_session\\_2](https://streamio.com/c/talk2connect_session_2)

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Live webcast published online 17<sup>th</sup> May 2023

## #3: Sustainable Reintegration in Iraq

[https://streamio.com/c/talk2connect\\_session\\_3](https://streamio.com/c/talk2connect_session_3)

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Live webcast published online 29<sup>th</sup> June 2023

## #4: The decision-making process towards return: supporting a migrant's return decision

[https://streamio.com/c/talk2connect\\_session\\_4](https://streamio.com/c/talk2connect_session_4)

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Live webcast published online 27<sup>th</sup> September 2023

## #5: Different approaches to support reintegration in West Africa

[https://streamio.com/c/talk2connect\\_5\\_different\\_approches\\_to\\_support\\_reintegration\\_in\\_west\\_africa](https://streamio.com/c/talk2connect_5_different_approches_to_support_reintegration_in_west_africa)

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Live webcast published online 25<sup>th</sup> October 2023

## **#6: Female migrants in the return and reintegration process**

[https://streamio.com/c/talk2connect\\_5\\_female\\_migrants\\_in\\_the\\_return\\_process](https://streamio.com/c/talk2connect_5_female_migrants_in_the_return_process)

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Live webcast published online 22<sup>nd</sup> November 2023

## **#7: The Economical Reintegration of Returning Migrants**

[https://streamio.com/c/talk2connect\\_7\\_how\\_to\\_obtain\\_economical\\_self-sufficiency\\_after\\_return](https://streamio.com/c/talk2connect_7_how_to_obtain_economical_self-sufficiency_after_return)

Live webcast published online 13<sup>th</sup> December 2023

## **#8: The EU Strategy on Voluntary Return and Reintegration - Meet the EU Return Coordinator and Frontex**

[https://streamio.com/c/talk2connect\\_8\\_the\\_eu\\_strategy\\_on\\_voluntary\\_return\\_and\\_reintegration](https://streamio.com/c/talk2connect_8_the_eu_strategy_on_voluntary_return_and_reintegration)

# Webcast 1

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## “What is return counseling? The importance of the pre-departure phase”

Live webcast published online 16<sup>th</sup> March 2023

Full webcast:

<https://s3m.io/520wZ>

Download link: [https://streamio.com/api/v1/vid-eos/64147e026f8d8dd9b3000009/public\\_download](https://streamio.com/api/v1/vid-eos/64147e026f8d8dd9b3000009/public_download)

### 1.1 About the webcast

We look at return counseling from several perspectives with visits to Belgian state agency Fedasil and relief organization Caritas in Belgium. Representatives from the Swedish Migration Agency and ICMPD introduce the Talk2Connect project, followed by a panel discussion with key players in international migration. We also meet Mr. Mikael Ribbenvik, general director, Swedish Migration Agency and chair of EUAA. Host: Lisa Tallroth

### 1.2 Guests and voices in this webcast:

Charlotte Kirotar, Head of Unit, Swedish Migration Agency, Sweden

Kjell-Terje Torvik, Project Manager, ICMPD, Belgium

Aurore Graide, Voluntary Return Counselor, Fedasil, Belgium

Tristan Zink, Coordinator of the Voluntary Return Section South, Fedasil, Belgium

Signe Sondergaard, Program Specialist, Danish Refugee Council, Denmark

Diamantoula Vlantoni, Project Specialist Training, ICMPD, Belgium

Hugo Rickberg, Expert, Swedish Migration Agency, Sweden

Katrien Van Den Bergh, Coordinator Reintegration Team, Caritas, Brussel, Belgium

Coralin Caliman, Social Assistant, Caritas, Brussel, Belgium

Mikael Ribbenvik, General Director, Swedish Migration Agency and Chair EUAA

## 1. Content with timeslots and watch links

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#### **1.4**

##### ***Intro discussion about Talk2Connect***

00.00-05.23

Charlotte Kirotar, Head of Unit, Swedish Migration Agency

Kjell-Terje Torvik, Project Manager, ICMPD



<https://s3m.io/w9hOG>

[https://streamio.com/api/v1/videos/64ebc87b6f8d8dce71000001/public\\_download](https://streamio.com/api/v1/videos/64ebc87b6f8d8dce71000001/public_download)

#### **1.5**

##### ***Setting the scene: The global scene of Return and Reintegration***

06.30-11.10

Kjell-Terje Torvik, Project Manager, ICMPD



<https://s3m.io/rOQxB>

[https://streamio.com/api/v1/videos/64ebd00e6f8d8dafea000001/public\\_download](https://streamio.com/api/v1/videos/64ebd00e6f8d8dafea000001/public_download)

## 1.5

### **Reportage: Meet Fedasil and their Work with Return Desks**

11.30-16.50

Aurore Graide, Voluntary Return Counselor, Fedasil

Tristan Zink, Coordinator of the Voluntary Return Section South, Fedasil



<https://s3m.io/bYrNu>

[https://streamio.com/api/v1/videos/6410d0716f8d8d9adf000001/public\\_download](https://streamio.com/api/v1/videos/6410d0716f8d8d9adf000001/public_download)

## 1.6

### **Panel Discussion with Return Experts**

16.55-28.00 + 33.10-43.00

Signe Sondergaard, Program Specialist, Danish Refugee Council

Diamantoula Vlantoni, Project Specialist Training, ICMPD

Hugo Rickberg, Expert, Swedish Migration Agency



<https://s3m.io/K1Nqu>

[https://streamio.com/api/v1/videos/64ec56166f8d8d049a000008/public\\_download](https://streamio.com/api/v1/videos/64ec56166f8d8d049a000008/public_download)

**1.7****Reportage: Meet Caritas – a NGO Working with Return and Reintegration**

28.10-33.07

Katrien Van Den Bergh, Coordinator Reintegration Team, Caritas

Coralin Caliman, Social Assistant, Caritas

<https://s3m.io/zAnel><https://streamio.com/api/v1/videos/6410d0b06f8d8db8b6000001/public-download>**1.8****Interview on Return and Reintegration**

43.00-55.10

Mikael Ribbenvik, General Director, Swedish Migration Agency and Chair EUAA

<https://s3m.io/knyq8><https://streamio.com/api/v1/videos/640b459b6f8d8d9c83000001/public-download>

# Webinar 1 - scenario

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Live interactive webinar  
2023-03-24

## Questions for the break-out rooms

- **GROUP 1:** Discussion on how to create an environment of trust in the counselling session
  - Why do you think it is important to create a safe and trusted environment during a counselling session?
  - Do you have any good practices to share on this? Please share your experience from your everyday work in the field
  
- **GROUP 2:** Discussion on working with interpreters in counselling sessions
  - What are the challenges in working with interpreters?
  - Share any good practices and ideas according to the different settings of counselling (e.g. online, face-to-face, counselling rooms)
  
- **GROUP 3:** Discussion on interview techniques in counselling sessions
  - Which questioning techniques are important when counselling?
  - According to your experience, which techniques have proven to be effective? Share any examples you bring from your work



# Webcast 2

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## “The return and reintegration of unaccompanied children – ensuring their best interest

Live webcast published online 13<sup>th</sup> April 2023

<https://s3m.io/6Y3Uc>

<https://streamio.com/api/v1/videos/65b7a2a26f8d8d83c4000010/public/download>

### 2.1 About the webcast

What are the most urgent concerns when handling minors who are migrating on their own? We visit Albania and a newly established center in the capital Tirana. We also learn more about *the Strömsund model* - a unique method in caring for the most vulnerable that has been put into place in Northern Sweden.

### 2.2 Guests and voices in this webcast

Kjell Terje Torvik, expert on return of unaccompanied children

Elisabeth Lindholm, Manager, Strömsund Resource Center

Erisa Babasuli, Project Coordinator, SOS Childrens Village, Tirana, Albania

Alesia Lena, Psychologist och Key Case Worker, SOS Childrens Village, Tirana, Albania

Marion Guillaume, Researcher, Pillar and Youth Lead, Samuel Hall

## 2. Content with timeslots and watch links

### 2.1

#### *Overview of the European Landscape*

03.00-08.10

Kjell Terje Torvik, expert on return of unaccompanied children



<https://s3m.io/DuaHw>

[https://streamio.com/api/v1/videos/64ec5c7c6f8d8d2fcd000001/public\\_download](https://streamio.com/api/v1/videos/64ec5c7c6f8d8d2fcd000001/public_download)

### 2.2

#### *The Strömsund Model – Tools for counselling UMA*

08.10-18.10

Elisabeth Lindholm, Manager, Strömsund Resource Center



<https://s3m.io/o4Zda>

[https://streamio.com/api/v1/videos/64ec453b6f8d8de050000001/public\\_download](https://streamio.com/api/v1/videos/64ec453b6f8d8de050000001/public_download)

### 2.3

#### **A Visit at SOS Childrens Village Reception Center for UMA in Tirana, Albania**

18.30-22.50

Erisa Babasuli, Project Coordinator, SOS Childrens Village, Tirana, Albania



<https://s3m.io/SRnNt>

[https://streamio.com/api/v1/videos/65a12a336f8d8daa5f000001/public\\_download](https://streamio.com/api/v1/videos/65a12a336f8d8daa5f000001/public_download)

### 2.4

#### **Meet the Psychologist Working with UMA**

25.15-29.05

Alesia Lena, Psychologist and Key Case Worker, SOS Childrens Village, Tirana, Albania



<https://s3m.io/KFhLm>

[https://streamio.com/api/v1/videos/65a12a896f8d8de0fb000001/public\\_download](https://streamio.com/api/v1/videos/65a12a896f8d8de0fb000001/public_download)

## 2.5

### **Working with Sustainable Reintegration of UAM**

31.20-42.50

Marion Guillaume, Researcher, Pillar and Youth Lead, Samuel Hall



<https://s3m.io/5zXKE>

[https://streamio.com/api/v1/videos/64ec7aba6f8d8dc418000001/public\\_download](https://streamio.com/api/v1/videos/64ec7aba6f8d8dc418000001/public_download)

## 2.6

### **Panel discussion**

43.00-57.00

Marion Guillaume, Researcher, Pillar and Youth Lead, Samuel Hall

Kjell Terje Torvik, expert on return of unaccompanied children

Elisabeth Lindholm, Manager, Strömsund Resource Center



<https://s3m.io/lm5dY>

[https://streamio.com/api/v1/videos/64ec87116f8d8d66f5000001/public\\_download](https://streamio.com/api/v1/videos/64ec87116f8d8d66f5000001/public_download)

# Webinar 2 - scenario

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Live interactive webinar  
2023-04-20

## Questions for the break-out rooms

### No. 1 12 year old not wanted home by parents

You meet with a 12 year old boy and his legal guardian. The boy's asylum application is **still open**. His **mental health** is getting worse and now he **wants to go home**. The boy is accommodated by the social service. The **boy's parents** states they **do not welcome** their child back home.

#### Questions

- A. **Would you support the boy to return home?**
- B. **Which stakeholders would you discuss his case with?**
- C. **What if the child is a girl, does that change anything?**
- D. **What if the child is 17 years old?**

### No. 2 12 year old offered accommodation upon arrival

You meet with a 12 year old boy and his legal guardian. The boy's asylum application is **still open**. His **mental health** is getting worse and now he **wants to go home**. The stakeholders in the host country supports the boy to return, but his **family is very negative**. A **reintegration partner** has offered to accommodate the child upon arrival.

#### Questions

- A. **How would you support the child in the reintegration process?**
- B. **What if the child is a girl, does that change anything?**
- C. **What if the child is 17 years old?**

### No. 3 12 year old does not want to leave host country

You meet with a 12 year old boy and his legal guardian. His asylum application is processed and he must **return back home**. He is **very negative to leave**. He has friends and a **good life** in the host country. The family in his home country is worried and **wants the boy to return**.

#### Questions

- A. **Which stakeholders do you need to discuss the case with?**
- B. **What do you say to the child?**
- C. **What if the child is a girl, does that change anything?**
- D. **What if the child is 17 years old?**

# Webcast 3

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## “Sustainable Reintegration in Iraq”

Live webcast published online 17<sup>th</sup> May 2023

<https://s3m.io/xfpiU>

[https://streamio.com/api/v1/videos/65abd7c76f8d8d6a3c000001/public\\_download](https://streamio.com/api/v1/videos/65abd7c76f8d8d6a3c000001/public_download)

### About the webcast

Iraq is one of the countries most affected by migration with thousands of Iraqis leaving the country year in search of a better future. Recently however, more and more Iraqis are returning to their home country. We visit ETTC (European Technology and Training Centre) - one of the largest service providers assisting returning migrants. We also meet with two returnees who, with the help of ETTC, have set up their own companies in the Erbil area.

### Guests and voices in this webcast

Constanza Vera-Larrucea, DELMI Research Centre, Sweden

Hajjaj Mustafa, Programme Executive, ETTC, Erbil, Iraq

Fuad, Returnee living in Erbil, Iraq

Fouad Fathulla Jari, Monitoring Officer, ETTC, Erbil, Iraq

Jihad Zero, Managing Director, ETTC, Erbil, Iraq

Vin Aref, Senior Project Officer, ETTC, Erbil, Iraq

Zina, Returnee living in Erbil, Iraq

Mohammed, Returnee living in Erbil, Iraq

Faris, Returnee living in Erbil, Iraq

Amanda Bay, Protection Officer, IOM, Erbil, Iraq

Dirk van den Boom, Director, IntegPlan, Germany

## 3. Content with timeslots and watch links

### 3.1

#### *Introduction to Iraq*

02:47 - 07:20

Guest:

Constanza Vera-Larrucea, DELMI Research Centre, Sweden



<https://s3m.io/52q9D>

[https://streamio.com/api/v1/videos/64ec8a986f8d8d0ded00000a/public\\_download](https://streamio.com/api/v1/videos/64ec8a986f8d8d0ded00000a/public_download)

### 3.2

#### **Reportage: Returning to Iraq – meet the service provider ETTC and returnees**

07:25 - 20:41

Participants:

Hajjaj Mustafa, Programme Executive, ETTC, Erbil, Iraq

Fuad, Returnee living in Erbil, Iraq

Fouad Fathulla Jari, Monitoring Officer, ETTC, Erbil, Iraq

Jihad Zero, Managing Director, ETTC, Erbil, Iraq

Vin Aref, Senior Project Officer, ETTC, Erbil, Iraq

Zina, Returnee living in Erbil, Iraq

Mohammed, Returnee living in Erbil, Iraq

Faris, Returnee living in Erbil, Iraq



<https://s3m.io/kVHjq>

[https://streamio.com/api/v1/videos/64df81596f8d8dd53e000001/public\\_download](https://streamio.com/api/v1/videos/64df81596f8d8dd53e000001/public_download)



### 3.3

#### ***Panel discussion on return and reintegration in Iraq***

20.50 – 58.00

Guests:

Constanza Vera-Larrucea, DELMI Research Centre, Sweden

Amanda Bay, Protection Officer, IOM, Erbil, Iraq

Dirk van den Boom, Director, IntegPlan, Germany

Hajjaj Mustafa, Programme Executive, ETTC, Erbil, Iraq



<https://s3m.io/3EGeP>

[https://streamio.com/api/v1/videos/64edb2716f8d8dc731000001/public\\_download](https://streamio.com/api/v1/videos/64edb2716f8d8dc731000001/public_download)

# Webinar 3 - scenario

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Live interactive webinar

2023-05-24

## Background information

Mariam, Ahmed and their three children are returning from a European country to Iraq. They have been staying in Europe for five years (without residence permit) and their youngest child, 3 years old, was born there. The family is eligible for reintegration support, both in-cash and in-kind.

## Case scenarios

Below you can find four different scenarios that you, as a case officer, need to address. ***Please, share your own experiences if you have been in similar situations!***

1. Mariam and Ahmed have only vague ideas on how to spend the reintegration support amount they will receive. They would like to have more information about their options, as they don't find the answers they are looking for in the leaflet distributed.  
***How could you as a case manager, get more information and counsel the family?***
2. Communication upon arrival is crucial, ***how can you, in the pre-departure phase, assure that you and other stakeholders can reach the family? (E.g make sure that mobile phone works etc)***  
***What other contact details could you include in their file?***
3. Two of the children of the family have been attending school during their stay in Europe.  
***What kind of information would be you to offer in the pre-departure phase, in order to facilitate a sustainable reintegration for the children?***
4. Ahmed and Mariam they believe that they can choose if they prefer the in-kind or in-cash assistance. Further they believe the reintegration service provider to suggest how to make use of the support. They have therefor prepared very little on this. ***How do you manage their expectations? What needs to be clarified in order to promote sustainable reintegration?***

# Webcast 4

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## “The decision-making process towards return: supporting a migrant’s return decision”

Live webcast published online 29<sup>th</sup> June 2023

<https://s3m.io/BPUhg>

[https://streamio.com/api/v1/videos/65a51a006f8d8df099000001/public\\_download](https://streamio.com/api/v1/videos/65a51a006f8d8df099000001/public_download)

### About the webcast

One of the most important conditions when working with voluntary return is the decision of returnees to return to their countries of origin. What are the steps needed to empower migrants in their decision-making process? What are the available tools and practices that can be used in your day-to-day work as a counsellor?

We visit Stadsmission in Stockholm, a non-profit charity that, among other activities, assist and support undocumented migrants.

We also travel to Gävle in central Sweden to visit a return center where migrants get help to prepare for returning to their countries of origin. Finally, we take a look at the situation in neighboring Denmark where a new agency for assisting returnees has been set up.

### Guests and participants

Rojin Tutak, Return Counsellor, Swedish Migration Agency, Sweden

Lena Mineur, Head of Unit, Swedish Migration Agency, Sweden

Morten, Danish Return Agency, Denmark

??, Danish Return Agency, Denmark

Dina Murad, Return and Reintegration Counsellor, Danish Refugee Council, Denmark

Ida Söderin, Project Manager and Counsellor, Stockholm City Mission, Sweden

Jasper Swanenberg, Operational Officer, Frontex

Marieke van Houte, Senior Researcher, Radboud University, Nijmegen, Netherlands

## 4. Content with timeslots and watch links

### 4.1

#### *The Swedish Return Counsellor on Supporting the Migrants Decision*

03.06-08:09

Rojin Tutak, Return Counsellor, Swedish Migration Agency, Sweden



<https://s3m.io/XisHp>

[https://streamio.com/api/v1/videos/649c425e6f8d8dfa5c000001/public\\_download](https://streamio.com/api/v1/videos/649c425e6f8d8dfa5c000001/public_download)

### 4.2

#### *Visit to a Transit Center in Sweden*

08.34-12.42

Lena Mineur, Head of Unit, Swedish Migration Agency, Sweden



<https://s3m.io/NBi6a>

[https://streamio.com/api/v1/videos/65a50c596f8d8d9a1c000002/public\\_download](https://streamio.com/api/v1/videos/65a50c596f8d8d9a1c000002/public_download)

### 4.3

#### **Danish Return Agency – Full Focus on Return**

12:55-18:55

Morten Larsen, Danish Return Agency



<https://s3m.io/fhBt5>

[https://streamio.com/api/v1/videos/649c47c36f8d8dbfbe000001/public\\_download](https://streamio.com/api/v1/videos/649c47c36f8d8dbfbe000001/public_download)

### 4.4

#### **Danish Refugee Council – an NGO Perspective**

25:15-29:32

Dina Murad, Return and Reintegration Counsellor, Danish Refugee Council, Denmark



<https://s3m.io/d3XG5>

[https://streamio.com/api/v1/videos/64ec92ae6f8d8d6bbf000004/public\\_download](https://streamio.com/api/v1/videos/64ec92ae6f8d8d6bbf000004/public_download)

#### 4.5

##### ***An Eight Step Model Supporting Rejected Asylum Seekers***

Ida Söderin, Project Manager and Counsellor, Stockholm City Mission, Sweden



<https://s3m.io/xbtYl>

[https://streamio.com/api/v1/videos/649d35206f8d8dff0e000001/public\\_download](https://streamio.com/api/v1/videos/649d35206f8d8dff0e000001/public_download)

#### 4.6

##### ***Frontex Taking on a new role in voluntary return***

36:28-41:33

Jasper Swanenberg, Operational Officer, Frontex



<https://s3m.io/zyfa4>

[https://streamio.com/api/v1/videos/64ec9c066f8d8dee3e000006/public\\_download](https://streamio.com/api/v1/videos/64ec9c066f8d8dee3e000006/public_download)

#### 4.7

##### ***A researcher perspective on Return Counselling***

Marieke van Houte, Senior Researcher, Radboud University, Nijmegen, Netherlands

29:42-35:48



<https://s3m.io/HuXEB>

<https://streamio.com/api/v1/videos/64ed13606f8d8d04c2000001/public-download>

#### 4.9

##### ***Panel Discussion***

46:25-58:00

Dina Murad, Return and Reintegration Counsellor, Danish Refugee Council, Denmark

Jasper Swanenberg, Operational Officer, Frontex

Marieke van Houte, Senior Researcher, Radboud University, Nijmegen, Netherlands



<https://s3m.io/FQf36>

<https://streamio.com/api/v1/videos/64eda5976f8d8d12b5000001/public-download>

# Webinar 4 – scenario

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Live Interactive webinar  
2023-06-29

## Background

Mariam, Ahmed and their three children have applied for asylum but have now received their last decision from the highest court. They appealed but the court finally decided that they have to leave and go back to their country of origin. Mariam and Ahmed are both working, two of the children goes to school and the youngest goes to pre-school. The youngest child has a disability, the rest of the family is healthy.

*Today you will meet the family for the first time after their final decision. When you meet them the adults are upset and the children very quiet.*

1. Please describe your counselling techniques and ideas when informing/counselling people in stress.
2. What are the most important things to regard when planning for the next meeting and the next step towards acceptance of the fact that their goal in Europe was not met?
3. What specific needs do you have to address regarding families with children?



# Webcast 5

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## “Different approaches to support reintegration in West Africa”

Live webcast published online 27<sup>th</sup> September 2023

<https://s3m.io/hjHtm>

<https://streamio.com/api/v1/videos/651433a76f8d8d6312000001/public/download>

### About the webcast

We visit Senegal to learn more about major reintegration challenges, such as the migrants’ burden of stigma and financial debt. A special focus is given to the work done by OFII - the French office for immigration and Integration. We meet with service providers and returnees who are busy establishing businesses after having returned from several years in France.

We start by looking at the activities of OFII in Bobigny - a suburb of Paris and - and at Charles de Gaulle airport.

### Guests and participants

Nassim Majidi, Co-Founder and Executive Director, Samuel Hall, Kenya

Mariano-Thierry Lawson, Deputy Director, OFII, Bobigny, France

Samia Sidhoum, Return Counsellor, OFII, Bobigny, France

Arnoud Caron, Return Counsellor, OFII, Charles de Gaulle Airport, France

Rashid Ali, Returnee to Bangladesh

Nadira Khemliche, Deputy Director, OFII, Charles de Gaulle Airport, France

Aminata Marguerite Ba, Return and Reintegration Advisor, OFII, Dakar, Senegal

Stéphane Darmas, Director, OFII, Dakar, Senegal

Abdou Ndiaye, Director, CIF Afrique

Pelessar Omaire Gomis, Returnee living in Dakar, Senegal

Simone Pierre Niakh, Programme Officer, RRF, Dakar, Senegal

Abdourahman Diallo, Returnee living in Senegal

Mamadou Sall, Returnee living in Dakar

Pierre Marie Faye, Manager, PIMFECS, Dakar, Senegal

Mamadou Sene, Returnee living in Senegal

Wilhelmina Frimpong Manso, Senior Project Officer, AG Care, Ghana

Monique Kaba Binta, Project Co-ordinator, Fedasil, Belgium

## 5. Content with timeslots and watch links

### 5.1

#### *Introduction – Different Approaches to Support Reintegration in West Africa*

Nassim Majidi, Co-Founder and Executive Director, Samuel Hall, Kenya



<https://s3m.io/dhvxN>

<https://streamio.com/api/v1/videos/65a29a406f8d8df111000001/public-download>

## 5.2

### **Reportage: “The All Inclusive Approach”: French Migrations Agency OFII work with returning to Senegal**

Mariano-Thierry Lawson, Deputy Director, OFII, Bobigny, France

Samia Sidhoum, Return Counsellor, OFII, Bobigny, France

Arnoud Caron, Return Counsellor, OFII, Charles de Gaulle Airport, France

Rashid Ali, Returnee to Bangladesh

Nadira Khemliche, Deputy Director, OFII, Charles de Gaulle Airport, France

Aminata Marguerite Ba, Return and Reintegration Advisor, OFII, Dakar, Senegal

Stéphane Darmas, Director, OFII, Dakar, Senegal

Abdou Ndiaye, Director, CIF Afrique

Pelessar Omaire Gomis, Returnee living in Dakar, Senegal

Simone Pierre Niakh, Programme Officer, RRF, Dakar, Senegal



<https://s3m.io/SRe4z>

[https://streamio.com/api/v1/videos/6513f6896f8d8d97b0000007/public\\_download](https://streamio.com/api/v1/videos/6513f6896f8d8d97b0000007/public_download)

## 5.2

### **Case study: Abdourahman Started his own clothing store**

#### **Abdourahman Diallo, Returnee living in Senegal**

Pierre Marie Faye, Manager, PIMFECS, Dakar, Senegal



<https://s3m.io/kp97s>

[https://streamio.com/api/v1/videos/6513e3dd6f8d8dd064000001/public\\_download](https://streamio.com/api/v1/videos/6513e3dd6f8d8dd064000001/public_download)

## 5.3

### **Case study: Mamadou started his own farm**

Mamadou Sene, Returnee living in Senegal

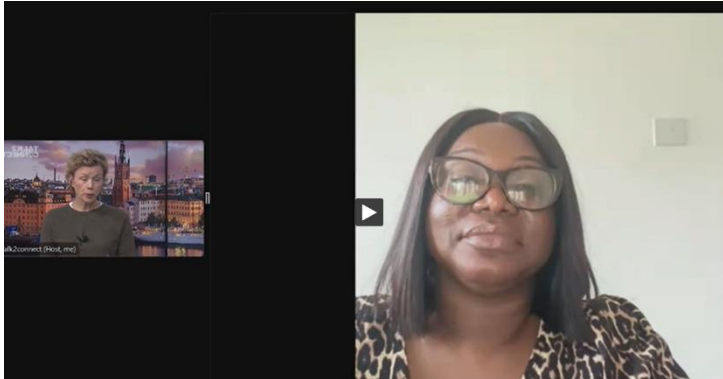


<https://s3m.io/q9e1s>

[https://streamio.com/api/v1/videos/6513d7fc6f8d8d58bd000002/public\\_download](https://streamio.com/api/v1/videos/6513d7fc6f8d8d58bd000002/public_download)

#### 5.4

**Interview: Wilhelmina Frimpong Manso, Senior Project Officer, AG Care, Ghana**



<https://s3m.io/t9UjH>

[https://streamio.com/api/v1/videos/65a12de66f8d8d9f76000001/public\\_download](https://streamio.com/api/v1/videos/65a12de66f8d8d9f76000001/public_download)

## 5.5

### **Panel Discussion**

Monique Kaba Binta, Project Co-ordinator, Fedasil, Belgium

Nassim Majidi, Co-Founder and Executive Director, Samuel Hall, Kenya

Stéphane Darmas, Director, OFII, Dakar, Senegal



<https://s3m.io/2bUyf>

[https://streamio.com/api/v1/videos/65a29ade6f8d8d830e000001/public\\_download](https://streamio.com/api/v1/videos/65a29ade6f8d8d830e000001/public_download)

# Webinar 5 – scenario

Live Interactive Webinar  
2023-09-27

## Background information

1. Aliou is 40 years old and came to Europe from Guinea eight years ago. He is now starting to experience problems, his health has gradually gone worse and he describes psychosocial difficulties. He is considering return to Guinea but his long stay in Europe has left him with only a few connections back home, including his family.

His main sources of information are fellow citizens and other migrants from West Africa. He is ambivalent on his return decision and worried for his health and that he will not be able to support for himself.

How can you as a return counsellor support Aliou? What can you do about

- his lack of information on alternative courses of action and support in Guinea?
- his health issues and possible need for medical care?

2. Moussa is a 25 years old Ghanes. He came to Europe only two years ago, looking for a better future. Quite soon he realized that living conditions in Europe are very hard and that his income is not as rewarding as he had expected. Moussa now wants to go home and start over in Ghana. Moussa is self-confident with a good educational background, but he also knows that his family has invested a lot in him going to Europe and fears their disapproval of him coming back.

How can you as return counsellor support and prepare Moussa for his return and reintegration in Ghana?

- What information needs to be transferred to a reintegration partner?
- What if Moussa's family and social network is not currently living in Ghana?

# Webcast 6

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## “Female migrants in the return and reintegration process”

Live webcast published online 25<sup>th</sup> October 2023

<https://s3m.io/N8hOA>

[https://streamio.com/api/v1/videos/653912786f8d8d4193000012/public\\_download](https://streamio.com/api/v1/videos/653912786f8d8d4193000012/public_download)

### About the webcast

Female returnees often face greater challenges in the reintegration process than men. For this session, we look into the gender-specific challenges in the field of return and reintegration. What lessons can be learned and how can authorities, organizations and stakeholders support the female returnees? Apart from experts in various fields, we also meet with a woman from Uzbekistan who is returning to her country of origin after her asylum application to Sweden was rejected.

### Guests and participants

Katie Kushminder, Senior Researcher on Return and Reintegration, University of Amsterdam, Netherlands

Marie Stella Ndiaye, Programme Manager, IOM, Nigeria

Sijal Aziz, Director Research, Weldo, Pakistan

Bernadette Ngo Ngambi, Returnee living in Cameroon

Hermann Charles Mvogo, IOM Protection Assistant, Cameroon



## 6. Content with timeslots and watch links

### 6.1

#### *Introduction: Supporting the Female Migrants in the Return Process*

##### TIME

Katie Kushminder, Senior Researcher on Return and Reintegration, University of Amsterdam, Netherlands



<https://s3m.io/FpY5u>

[https://streamio.com/api/v1/videos/65a29bc46f8d8d2e1e000001/public\\_download](https://streamio.com/api/v1/videos/65a29bc46f8d8d2e1e000001/public_download)

### 6.2

#### *Interview: IOM:s Gender Responsive Approach to Return and Reintegration*

##### TIME

Marie Stella Ndiaye, Programme Manager, IOM, Nigeria



<https://s3m.io/GCrR9>

[https://streamio.com/api/v1/videos/65a29eef6f8d8d830e000008/public\\_download](https://streamio.com/api/v1/videos/65a29eef6f8d8d830e000008/public_download)

### 6.3

#### **Case study: Bernadette started her own beach shop**

TIME

Bernadette Ngo Ngambi, Returnee living in Cameroon

Hermann Charles Mvogo, IOM Protection Assistant, Cameroon

(IOM-produced film)



<https://s3m.io/L12DK>

<https://streamio.com/api/v1/videos/6538b5566f8d8d8f62000002/public/download>

### 6.4

#### **Interview: Weldos experience of working with female returnees**

TIME

Sijal Aziz, Director Research, Weldo, Pakistan



<https://s3m.io/qMmQd>

<https://streamio.com/api/v1/videos/65a2a1876f8d8d34be000002/public/download>

## 6.5

### **Panel discussion**

#### *TIME*

Katie Kushminder, Senior Researcher on Return and Reintegration, University of Amsterdam, Netherlands

Marie Stella Ndiaye, Programme Manager, IOM, Nigeria

Sijal Aziz, Director Research, Weldo, Pakistan



# Webinar 6 – discussion questions

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Live Interactive Webinar

2023-10-25

What are important steps to take when preparing the return of a female migrant in need of support?

What specific element should we take into account when planning and implementing reintegration support for migrant women?

# Webcast 7

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## “The Economical Reintegration of Returning Migrants”

Live webcast published online 22<sup>nd</sup> November 2023

<https://s3m.io/SCnsR>

<https://streamio.com/api/v1/videos/655e62506f8d8d87dd000006/public/download>

### About the webcast

Upon return, migrants find themselves in different stages with different needs depending on their situation. Nevertheless, the need for economic self-sufficiency to enable the returning migrants to eke out a living, subsist on their needs, and build a sustainable reintegration is an important one. The session will try to shed some light on the difficulties that they might face, give more on-the-ground information, and room for return counselors and other practitioners to discuss the different situations that can occur during the pre-return and share best practices for supporting the economic reintegration process.

### Guests

Ravenna Sohst, Associate Policy Analyst, Migration Policy Institute Europe

Shahzad Murtaza, Youth Employability Network, YEN, Pakistan

Tamara Spiric, Swedish Migration Agency

Sumayia Islam, BNSK - Bangladesh Women Workers' Center, Dhaka, Bangladesh

## 7. Content with timeslots and watch links

### 7.1

#### ***Introduction: Economic Reintegration for Returning Migrants***

04:10-15:45

Ravenna Sohst, Associate Policy Analyst, Migration Policy Institute Europe



<https://s3m.io/6Y3Uc>

[https://streamio.com/api/v1/videos/65b7a2a26f8d8d83c4000010/public\\_download](https://streamio.com/api/v1/videos/65b7a2a26f8d8d83c4000010/public_download)

### 7.2

#### ***“Sustainable Reintegration in Pakistan” – presentation of Swedish Migration Agency’s project***

16:00-25:16

Shahzad Murtaza, Youth Employability Network, YEN, Pakistan

Tamara Spiric, Swedish Migration Agency



<https://s3m.io/ewhU5>

[https://streamio.com/api/v1/videos/65a54df66f8d8da86d00000a/public\\_download](https://streamio.com/api/v1/videos/65a54df66f8d8da86d00000a/public_download)

### 7.3

#### ***BNSK:s work with sustainable integration in Bangladesh***

25:50-34:36

Sumayia Islam, BNSK - Bangladesh Women Workers' Center, Dhaka, Bangladesh



<https://s3m.io/naKdx>

[https://streamio.com/api/v1/videos/65a54f2d6f8d8df532000003/public\\_download](https://streamio.com/api/v1/videos/65a54f2d6f8d8df532000003/public_download)

### 7.4

#### ***Panel Discussion***

35:26-50:00

Ravenna Sohst, Associate Policy Analyst, Migration Policy Institute Europe  
 Shahzad Murtaza, Youth Employability Network, YEN, Pakistan  
 Sumayia Islam, BNSK - Bangladesh Women Workers' Center, Dhaka, Bangladesh

Tamara Spiric, Swedish Migration Agency



<https://s3m.io/lf0sB>

[https://streamio.com/api/v1/videos/65a5515a6f8d8d9042000001/public\\_download](https://streamio.com/api/v1/videos/65a5515a6f8d8d9042000001/public_download)

# Webinar 7 – discussion questions

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Live Interactive Webinar  
2023-11-22

What are in your opinion, successfactors of Economic Reintegration that contribute to sustainable return? Can you provide us an example from your practice as case-officer?

When informing migrants on the economic situation in their country of origin, in what way can we support the connection between the migrant and the local reintegration partner?



# Webcast 8

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## “The EU Strategy on Voluntary Return and Reintegration - Meet the EU Return Coordinator and Frontex”

Live webcast published online 13<sup>th</sup> December 2023

<https://s3m.io/gIBHz>

[https://streamio.com/api/v1/videos/6579bd466f8d8d6041000001/public\\_download](https://streamio.com/api/v1/videos/6579bd466f8d8d6041000001/public_download)

### About the webcast

The new EU Strategy on voluntary return and reintegration was launched in 2021 by the European Commission. It addresses the shortcomings on the voluntary return side, which can contribute to a higher rate of voluntary return, more humane, dignified, and sustainable returns through more effective procedures, practices, and coordination in Member States and stronger engagement with partner countries on return, readmission, and reintegration. Mari Juritsch, the EU Return Coordinator, talks about her role and why return counseling is so crucial.

With the expansion of its mandate in the field of post-arrival and post-return activities in 2019, Frontex has taken up a more active role in voluntary return and reintegration. The Agency has established the Joint Reintegration Services program which led to the development of tools and training focusing on return and reintegration counselling. Meet Jasper Swanenberg, Frontex Operational Officer, who coordinates the work plan and will explain to what extent Frontex provides technical and operational support in all phases of the return process, emphasizing return and reintegration counselling.

Stijn Kwanten is a national Return Counsellor from Belgium acting as a coordinator of counseling targeted groups (vulnerable) for FedAsil. His specialization lies in the modules connected to Communication and Culture, Motivational Interviewing, and the role and objectives of a return counselor.

### Guests and participants

Marie Juritsch, EU Return Coordinator

Jasper Swanenberg, Frontex

Stijn Kwanten, Return Counsellor, Fedasil

## 8. Content with timeslots and watch links

### 8.1

#### The EU Return Strategy

Marie Juritsch, EU Return Coordinator



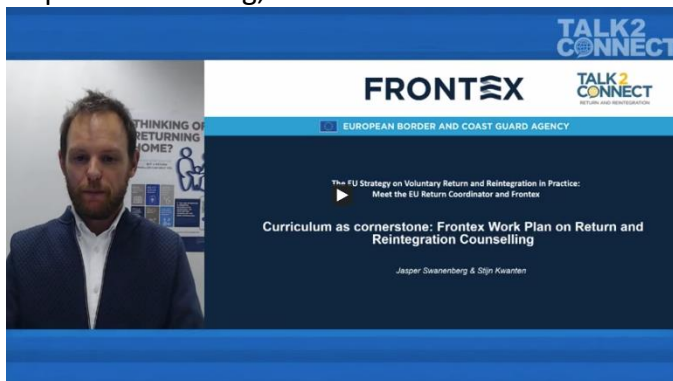
<https://s3m.io/R27uC>

[https://streamio.com/api/v1/videos/65a11e066f8d8df0ec000003/public\\_download](https://streamio.com/api/v1/videos/65a11e066f8d8df0ec000003/public_download)

### 8.2

#### Online Lecture: Curriculum as a Cornerstone: Frontex work with voluntary return

Jasper Swanenberg, Frontex



<https://s3m.io/w5CnU>

[https://streamio.com/api/v1/videos/65a122796f8d8dc5fb000004/public\\_download](https://streamio.com/api/v1/videos/65a122796f8d8dc5fb000004/public_download)

### 8.3

#### Online lecture "Communication and Culture"

Stijn Kwanten, Return Counsellor, Fedasil



<https://s3m.io/f6qg0>

[https://streamio.com/api/v1/videos/65a123646f8d8d7d63000007/public\\_download](https://streamio.com/api/v1/videos/65a123646f8d8d7d63000007/public_download)

### 8.4

#### Q&A Session

Marie Juritsch, EU Return Coordinator

Jasper Swanenberg, Frontex

Stijn Kwanten, Return Counsellor, Fedasil



<https://s3m.io/UvcTp>

[https://streamio.com/api/v1/videos/65a13af86f8d8d74b2000001/public\\_download](https://streamio.com/api/v1/videos/65a13af86f8d8d74b2000001/public_download)

# 9. The podcasts

Join a conversation between return counsellors on each side of the return journey:

## 9.1

### “The Decision-Making Process Towards Return: Supporting a Migrants Return Decision”

#### Panelists

Signe Sondargaard, Danish Refugee Council, Denmark

Joris Kennis, Senior Migration Expert, Belgium

Rojin Tutak, Swedish Migration Agency

#### Host

Lisa Tallroth, Talk2Connect, Swedish Migration Agency



***Hosted by T2C, the session offered insights into approaching scenarios like the following:***

Mariam, Ahmed, and their three children face deportation to Iraq after their asylum appeal was denied. Mariam and Ahmed are both working; two of the children goes to school and the youngest goes to pre-school. The youngest child has a disability; the rest of the family is healthy. The family currently stay in a housing supported by the government.

The podcast explores counselling techniques for individuals in stress, planning subsequent meetings and addressing the needs of families with children.

Key takeaways were:

- The importance of empathetic listening and addressing immediate concerns
- Prioritizing the well-being of children and adapting counselling accordingly
- Considering the counselling environment's impact
- Look into techniques for acknowledging and validating emotions

<https://s3m.io/u6wfz>

[https://streamio.com/api/v1/videos/652fc9d16f8d8d355c000004/public\\_download](https://streamio.com/api/v1/videos/652fc9d16f8d8d355c000004/public_download)

## 9.2

# “Bridging Pre- and Post-Departure Counselling for Iraqi Returnees”

### Panelists

Salome Maxeiner from Caritas, Augsburg, Germany

Vin Balata, ETTC, reintegration service provider in Erbil, Iraq.

### Host

Lisa Tallroth, Talk2Connect, Swedish Migration Agency



**TALK2CONNECT**  
RETURN AND REINTEGRATION

Podcast #2: Bridging Pre- and Post-Departure Counselling for Iraqi Returnees

Salome Maxeiner, Caritas, Augsburg, Germany  
Vin Balata, ETTC, reintegration service provider in Erbil, Iraq.  
Host Lisa Tallroth.

**Hosted by T2C, guests explored scenarios like:**

- Mariam and Ahmed, eligible for reintegration support, lack clarity on its utilization
- Single men opting to return to Iraq before asylum case is concluded
- Forced returnees’ reintegration challenges compared to voluntary returnees

In general, discussions touched upon managing expectations, clarifying information and fostering successful reintegration.

<https://s3m.io/3SiGP>

[https://streamio.com/api/v1/videos/651d2c5c6f8d8d9fee000004/public\\_download](https://streamio.com/api/v1/videos/651d2c5c6f8d8d9fee000004/public_download)

## 9.3

# “Different Approaches to Support Reintegration in West Africa”

### Panelists

Aminata BA, Return Counsellor, Office Français de l'Immigration et de l'Intégration (OFII) in Senegal

Monique Binta KABA, Project Coordinator, Fedasil, Belgium

### Host

Scarlett Rueda Ståhl, Talk2Connect, Swedish Migration Agency



**TALK2CONNECT**  
RETURN AND REINTEGRATION

Podcast #3: Different Approaches to Support Reintegration in West Africa

Monique Binta KABA, Project Coordinator, Fedasil, Belgium

Aminata BA, Return Counsellor, Office Français de l'Immigration et de l'Intégration (OFII) in Senegal

Host : Scarlett Rueda Ståhl

This podcast focused on the topic of reintegration in West Africa, concluding the trilogy following a webcast and a webinar with same focus. The podcast provided an opportunity to further discuss with a return counsellor from an EU Member State with experiences on return to West Africa and a reintegration counsellor stationed in Senegal with experience of assisting migrants returning from France. The session to gain a better understanding of the process, identify needs and challenges from both perspectives.

Hosted by T2C, guests discussed and exchanged based on these scenarios and follow-up questions:

1. Aliou's health concerns and ambivalence about returning to Guinea
  2. Moussa's decision to return to Ghana despite family expectations
- How do you manage expectations?
  - What misunderstandings do you encounter in your daily work?
  - What have you found to be the most crucial factors for a successful reintegration process?
  - How do you propose to better bridge the pre- and post-departure stakeholders?

<https://s3m.io/tanPr>

[https://streamio.com/api/v1/videos/65a3dd2a6f8d8d7926000001/public download](https://streamio.com/api/v1/videos/65a3dd2a6f8d8d7926000001/public/download)



## 9.4

# “Supporting Female Migrants in the Return Process”

### Panelists

Marie Stella NDIAYE, Program Manager at IOM (International Organization for Migration (IOM))

Presca WANKI, Researcher at Institute on Comparative Regional Integration Studies of United Nations University

### Host

Lisa TALLROTH, Talk2Connect, Swedish Migration Agency



The return process for female migrants has emerged as a significant and compelling topic for discussion among return and reintegration counsellors. Both webcast and webinar on this subject have highlighted the need for broader discussions, as this area lacks developed support and offers much to learn.

Hosted by T2C, guests engaged in discussions and exchanges addressing:

1. Identification of gender-specific challenges faced by female returnees
2. Understanding the increased vulnerability of female returnees compared to male counterparts
3. Exploration of strategies for service providers and organizations, like IOM, to support female returnees in overcoming challenges.
4. Consideration of policy actions at the policymaking level, such as European Council, to address the needs of female returnees

<https://s3m.io/EQ43Y>

[https://streamio.com/api/v1/videos/65a3dd8d6f8d8d6069000003/public\\_download](https://streamio.com/api/v1/videos/65a3dd8d6f8d8d6069000003/public_download)

## 9.5

# “Economic Reintegration for Returnees”

### Panelists

Helena Debrouwere, FEDASIL, Belgium  
Shariful Islam, BRAC, Bangladesh

### Host

Lisa TALLROTH, Talk2Connect, Swedish Migration Agency



**TALK2CONNECT**  
RETURN AND REINTEGRATION

**Podcast #5:  
Economic  
Reintegration for  
Returnees**

Shariful Islam, BRAC, Bangladesh  
Helena Debrouwere, FEDASIL,  
Belgium

Host : Lisa Tallroth

Together with the T2C host, the guests discussed and exchanged ideas on key challenges and approaches for economic reintegration:

- Identifying key challenges in achieving economic reintegration for returnees
- Approaches for effective support from service providers and state agencies
- Discussing what successful cases of economic reintegration might look like, including pitfalls and approaches for avoidance
- Considering the timing and type of support required for optimal outcomes for returnees
- Short-term vs. long-term support strategies

<https://s3m.io/U9s6t>

[https://streamio.com/api/v1/videos/65a3ddd56f8d8d5832000001/public\\_download](https://streamio.com/api/v1/videos/65a3ddd56f8d8d5832000001/public_download)

Economic reintegration is a significant component of many reintegration support programmes and national initiatives. The podcast provided an opportunity to gain insights from experienced stakeholders in the field.

## 9.6

# “Summary of the T2C Year”

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### Panelist

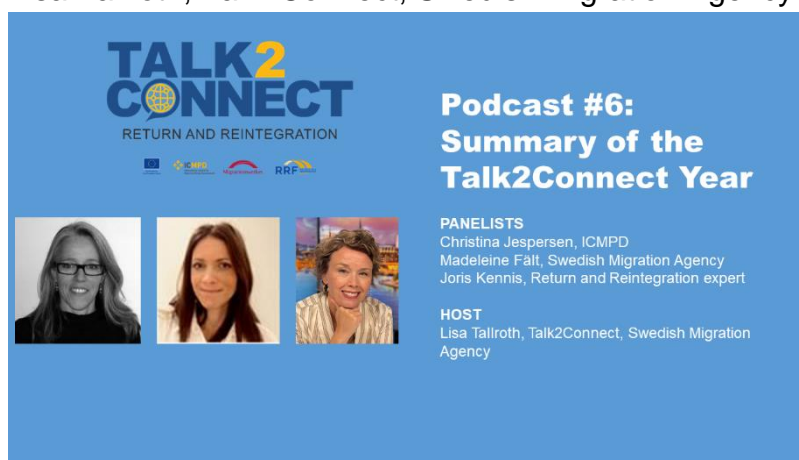
Christina Jespersen, ICMPD

Madeleine Fält, Swedish Migration Agency

Joris Kennis, Return and Reintegration expert

### Host

Lisa Tallroth, Talk2Connect, Swedish Migration Agency



Over the past 13 months, the T2C digital platform has facilitated learning and collaboration among return and reintegration counsellors and other experts beyond the EU, enabling them to learn about on the ground reintegration challenges and perspectives from stakeholders and migrants alike. Through webcasts, webinars and podcasts participants have engaged in learning, discussions, exchanges and reflection on various themes. The final podcast reflected on the project’s journey, featuring a counsellor from SMA who were also actively involved in the FGD and a senior project manager from ICMPD, and revisited key themes to uncover lessons learned.

Together with the T2C host, the guests discussed and exchanged views on lessons learned and future priorities:

- Reflecting on lessons learned from the T2C project
- Evaluating success aspects and identifying areas to be improved
- Ways to enhance the relevance of the T2C project to a wider audience
- Identifying topics of interest for an eventual new T2C season

<https://s3m.io/m9EAL>

[https://streamio.com/api/v1/videos/65a3fb756f8d8d54c7000001/public\\_download](https://streamio.com/api/v1/videos/65a3fb756f8d8d54c7000001/public_download)