



**RETURN STRATEGIES.
THERE'S NO BLUEPRINT
VOLUNTARY RETURN**

**ACT & CONNECT – REACHING OUT
TO TRANSNATIONAL COMMUNITIES
MIGRATION AND DEVELOPMENT**



**A WHOLE NEW LIFE IN THE
NETHERLANDS
RELOCATION AND RESETTLEMENT**

*"YOU WILL SUCCEED, BUT IT
WILL TAKE TIME AND ENERGY"*
MIGRANT INTEGRATION

**IOM AT SCHIPHOL
AIRPORT ASSISTANCE**

IOM THE NETHERLANDS HIGHLIGHTS 2017



**BEHIND THE SCENES IN MIGRATION
MANAGEMENT
PUBLIC INFORMATION AND RESEARCH**

**SHARING KNOWLEDGE IN ONE IOM
TALENT MANAGEMENT**



International Organization for Migration (IOM)
The UN Migration Agency

COLOPHON

International Organization for Migration –
the United Nations Migration Agency (IOM)
Mission in the Netherlands

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IOM is committed to the principle that humane and orderly migration benefits migrants and society.

As the leading international agency for migration, IOM acts with its partners in the international community to:

- Assist in meeting the growing operational challenges of migration management.
- Advance understanding of migration issues.
- Encourage social and economic development through migration.
- Uphold the human dignity and well-being of migrants.

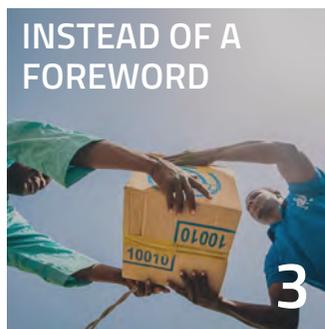
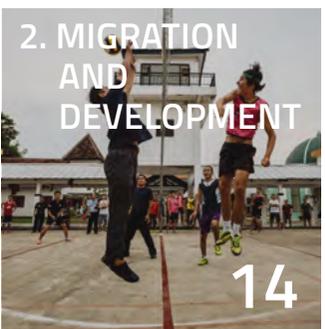
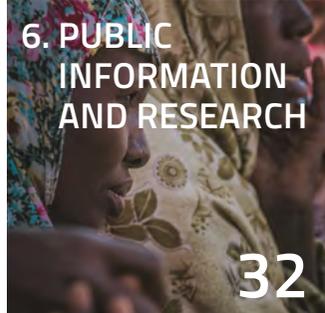
Established in 1951, IOM is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners.

With 169 member states and more than 10,000 staff worldwide, IOM is dedicated to promoting humane and orderly migration for the benefit of all. It does so by providing services and advice to governments and migrants.

IOM works to help ensure the orderly and humane management of migration, to promote international cooperation on migration issues, to assist in the search for practical solutions to migration problems and to provide humanitarian assistance to migrants in need, including refugees and internally displaced people.

The IOM Constitution recognizes the link between migration and economic, social and cultural development, as well as to the right of freedom of movement.

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INSTEAD OF A FOREWORD

Dear reader,

You are looking at the last of six Annual Reports produced by our mission under my responsibility. It is maybe a fitting moment to look back at the period between 2012 and 2017.

In 2012 for the first time an IOM the Netherlands report was published in English. This also reflected that the mission had transformed from one based on Dutch regulations to a truly international one with a formal Seat Agreement concluded and signed that year.

The statistics we released from 2012 to 2014 explained the numbers related to our core activities in the domains Assisted Voluntary Return and Reintegration, Family Reunification, Resettlement, Migrants Assistance at Schiphol and Capacity Building Assignments to selected countries in support of development with the help of highly qualified members of the Diaspora.

In 2015, 'business as usual' was dramatically interrupted when we wrote: *"2015 opened a new chapter in Migration Management: it started with a baptism of fire, it is still being written and it is far from complete."* We also remarked: *"The irreversible growth of migration within the Global Village is a reality which now must be matched with Global Migration Governance. This means that conflicting migration priorities between countries must be taken into account and wrought towards win-win solutions"*.

Little did we know then that the following year on 19 September, the day IOM finally became the UN's Migration Agency, the New York Declaration committed to work towards Global Compacts on Migration and Refugees with exactly this aim in mind. Migration was now considered a priority in all quarters and on all levels. This also led to new debates and endless exchanges of views about migration. This is why we skipped the intro in our 2016 report and decided instead to let the pictures "do the talking" to illustrate the basic, but difficult reality of our Migration Management work.

The expectations that our work not only contributes to solving migration issues, but somehow manages to solve dilemmas beyond our scope, continue to be very high. What little we achieved, we did achieve thanks to the dedication and professionalism of IOM's staff in the Netherlands and abroad, and thanks to the enormous generosity and flexibility of our donors and partners. We believe that the new chapter in Migration Management that opened in 2015 is still being written and that it is still far from complete. This is why we are so grateful to be privileged to work with such committed allies on return, reintegration, resettlement, integration and the migration-development nexus – all work which requires close coordination for us to be successful.

Thank you for your great cooperation and partnership – in the past and in the future!

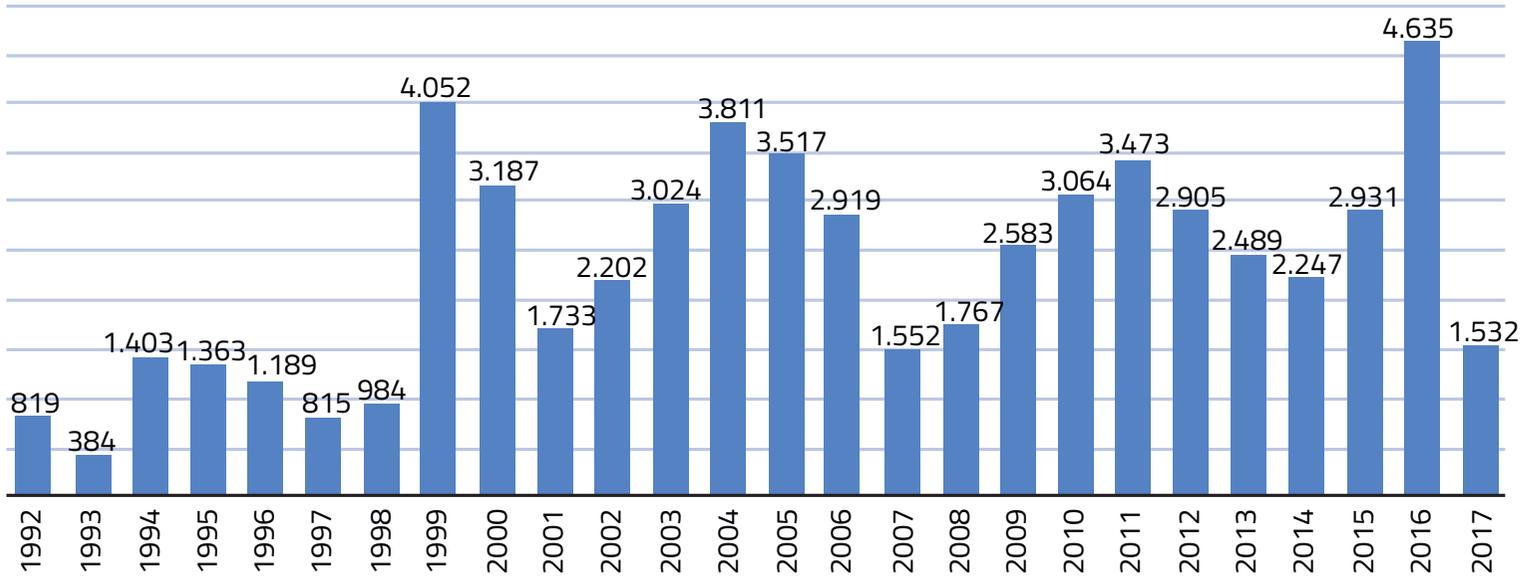
Martin and IOM NL Team

1. VOLUNTARY RETURNS FROM THE NETHERLANDS

After a very busy 2016 with unprecedented high numbers of voluntary return departures, the year 2017 saw much lower numbers, mainly due to policy decisions excluding several nationalities from IOM services. At the same time, the number of complex cases increased, requiring extensive counselling, coordination and tailor-made approaches. Following the exclusions, IOM worked on making sure that, irrespective of their nationality, vulnerable migrants could still access the support they needed.

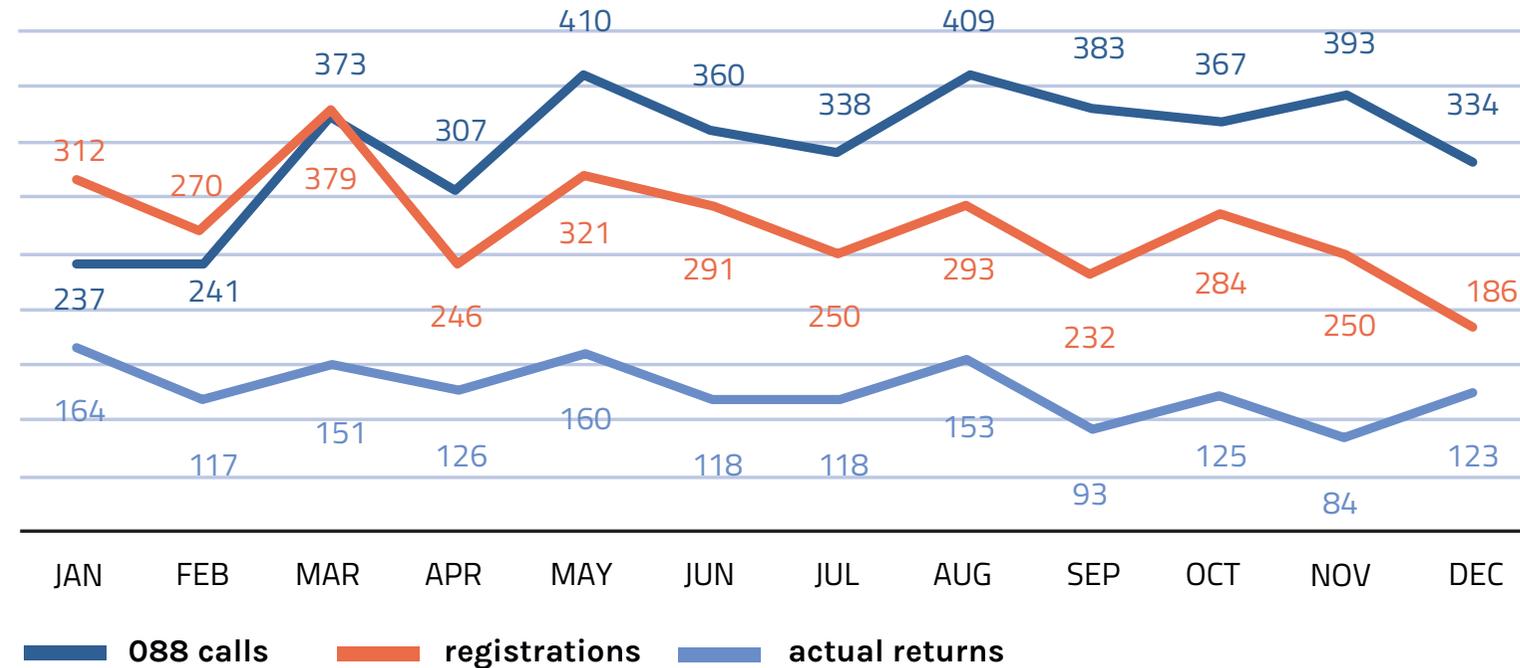


Santoso is rebuilding his life in Bandung, Indonesia, step by step. Read Santoso's story on [page 13](#). © IOM



OVER 25 YEARS OF IOM-ASSISTED DEPARTURES FROM THE NETHERLANDS 1992-2017

Figure 1. The year 2017 marked a quarter of a century of voluntary returns assisted by IOM in the Netherlands. In this period, IOM assisted some 61,000 migrants to return voluntarily from the Netherlands to their country of origin. This number compares to the population of medium-size Dutch cities such as Gouda or Assen. Source: IOM the Netherlands



The Dutch voluntary return and reintegration programme is one of the oldest and most comprehensive in Europe.

VOLUNTARY RETURNS FROM THE NETHERLANDS 2017 CONTACT WITH MIGRANTS, REGISTRATIONS AND ACTUAL RETURNS

Figure 2. In 2017, IOM the Netherlands was in contact with thousands of migrants around the country. Source: IOM the Netherlands

WHO WERE THE MIGRANTS ASSISTED BY IOM WITH THEIR DEPARTURE FROM THE NETHERLANDS IN 2017?

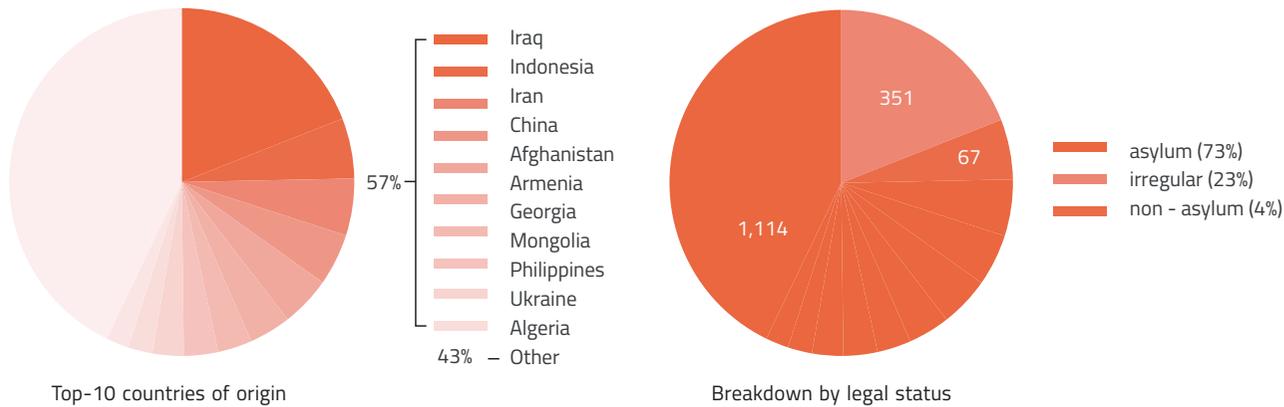


Figure 3. The top 10 countries of origin accounted for more than half of the IOM-assisted returns from the Netherlands in 2017. Close to three quarters of the returns were migrants with an asylum background. Source: IOM the Netherlands

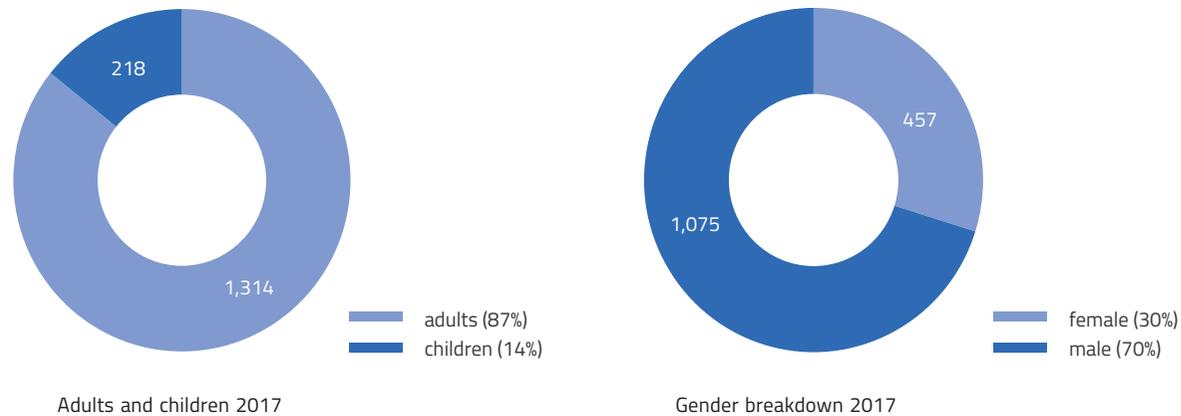


Figure 4. Most of the returnees assisted by IOM the Netherlands in 2017 were adult males. Source: IOM the Netherlands

Returnee at his new job in Erbil, Northern Iraq. In some countries, IOM can assist return migrants with job placement services. © IOM 2017 Laura Carpiar



STRATEGIES FOR EFFECTIVE OUTREACH

BEING THERE

MAKING IOM INFORMATION AND SERVICES AVAILABLE IN A VARIETY OF LOCATIONS AND MEETING THE MIGRANTS WHERE THEY WERE

Reaching out to migrants involves a tremendous amount of foot work at grass root level, being there and available to respond to all requests for information and assistance. IOM the Netherlands operates all around the country with a team of 20 mobile counsellors. Consultations with IOM could be scheduled in any of the 5 field offices and in over 50 other fixed locations. In addition, IOM offers consultations upon request, in different places where the migrants are, whether a shelter, a hospital or in detention.



SPEAKING THE MIGRANT'S LANGUAGE

MAKING INFORMATION FRIENDLY AND EASY TO UNDERSTAND

In 2017, the IOM information materials on voluntary returns were available in 9 different primary languages. IOM used interpreting services to supplement IOM's already considerable language capacity including not fewer than 19 different languages.

BEING PART OF THE NETWORK

KEEPING IN CLOSE CONTACT WITH RELEVANT AGENCIES AND ORGANIZATIONS AT LOCAL AND CENTRAL LEVEL

In 2017, IOM continued to take active part in inter-agency consultations and made continuous efforts to keep partners informed on the IOM assistance available. IOM participated in meetings with NGOs and diaspora organizations, churches and mosques, professionals in touch with irregular migrants, such as physicians and nurses, staff from shelters including bed-bread-bath locations, market places, shops or restaurants.

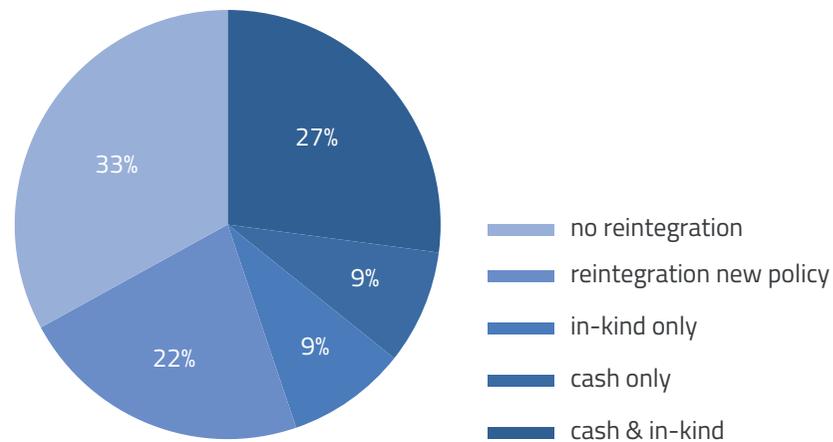


Map 1. Where we work in the Netherlands
Source: IOM the Netherlands

TAILOR MADE: REINTEGRATION IN THE COUNTRY OF ORIGIN

IOM reintegration assistance is typically delivered following an individualized approach based on the needs and interests of the returnees, and allowing them to take the lead and thus responsibility for their reintegration. Reintegration measures promote the returnees' economic self-sufficiency, for instance by supporting the creation of small businesses, promoting their (re)insertion in the local labour market and increasing their skills through education or vocational training.

Figure 5. In 2017, about two thirds of the IOM-assisted migrants left the Netherlands with some form of reintegration assistance. Beneficiaries of in-kind reintegration grants need to contact IOM in their country to follow up on their reintegration plans. Source: IOM the Netherlands

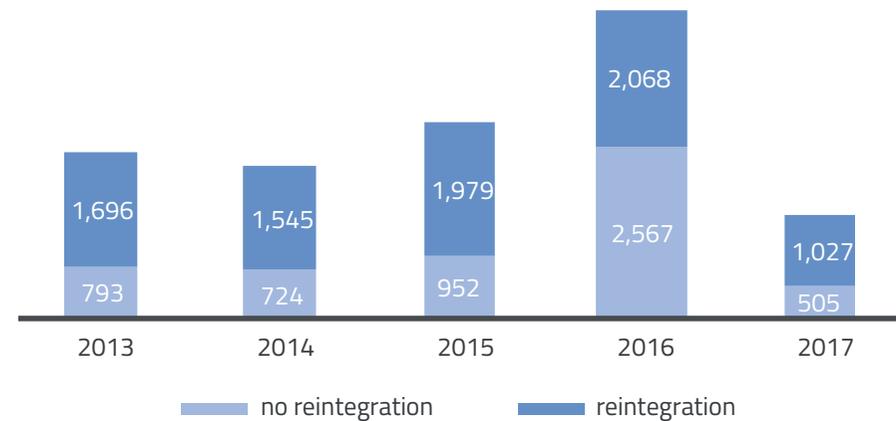


Reintegration by grant type



In 2017, IOM the Netherlands continued the good practice of organizing visits to countries of origin relevant to the Dutch voluntary return programme. The visits tackle operational and programmatic issues related to the specific country of origin and offer valuable operational insight and a deeper understanding of the conditions and circumstance that migrants return to. This knowledge is brought back and shared within the Dutch team to be used in the counselling of migrants in the Netherlands and the development of future reintegration assistance schemes in both host and origin countries. In 2017, IOM the Netherlands organized monitoring visits to Iraq, Nigeria, the Philippines, Sierra Leone, Suriname, Uganda and Ukraine.

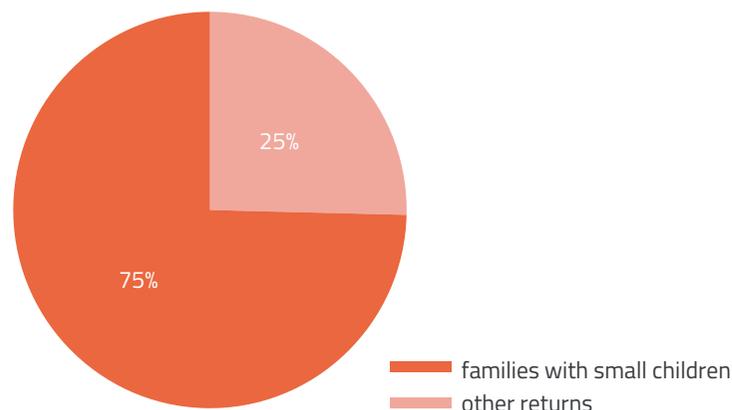
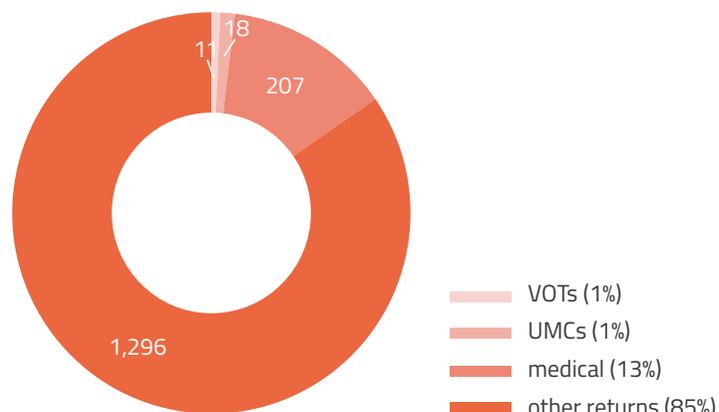
Promoting the returnees' economic self-sufficiency in Mongolia.
© IOM 2014 Jente Schirm



Reintegration 2013-2017

ASSISTING MIGRANTS IN VULNERABLE SITUATIONS

In 2017, IOM responded to the needs of 237 vulnerable migrants in the Netherlands. Of these, 208 were migrants with health concerns; 18 were unaccompanied migrant children (UMCs) and 11 were migrants identified as victims of trafficking (VOTs).



A migrant-centred perspective is crucial to ensure specific attention to the rights and needs of the individual returnee. Areas of concern are the access to essential services such as healthcare, shelter and/or education. This is particularly important for migrants who have experienced situations of violence or exploitation, such as victims of trafficking, or for other migrants in vulnerable situations.

Assisting vulnerable migrants requires a tailor-made approach. Their voluntary return can only be organized in close coordination with the relevant partners in both host and origin countries. The primary concern is to ensure there is a safe place to return to, be it to the parents, other family members or a shelter. The individual situation is assessed by IOM in the country of origin, often in coordination with the local authorities. Once all parties involved agree that it is safe to proceed with the return, IOM makes the appropriate travel arrangements. While most migrants travel alone, vulnerable migrants and especially young children need to be accompanied by a social escort. Upon arrival, the migrants are received by IOM staff and/or their family to ensure a safe arrival at the destination.

Figure 6. Vulnerable migrants accounted for 15% of the total number of returnees assisted by IOM the Netherlands in 2017. Returns of families with small children accounted for a quarter of the total returns. Source: IOM the Netherlands

SAFE!

A MULTI-STAKEHOLDER APPROACH TO TRAFFICKING

IOM is a partner in the 'Safe!' project developed by HVO Querido to address the vulnerabilities of migrants in the EU in the context of the recent migration flows. Safe! is an international project aiming to increase the capacity in the European Union to adequately identify and protect victims of trafficking, as well as to respond to the needs of victims to return home.

[READ MORE ABOUT SAFE!](#)

ASSISTING MIGRANTS WITH HEALTH CONCERNS

In 2017, IOM the Netherlands assisted 208 migrants with a medical condition with their return to the home country. The 2017 medical returns figures show significant changes compared to the previous year: of the total return numbers in 2017, 14% were medical cases, or more than double the 6% registered in 2016; at the same time, the number of complex cases increased, with a rise in chronic cases from one third of the total medical caseload in 2016 to half of the same caseload in 2017. The shift to more complex cases translated into increased preparation time and additional travel-related assistance. In total, 43 migrants with health concern were accompanied by a medical or social escort in comparison to only 18 escorted migrants in 2016.

MORE ON THIS TOPIC

[Returning with a health condition - IOM toolkit for counselling migrants with health concerns](#)

[The health of migrants: a core cross-cutting theme](#)



© IOM 2018 Olivier Sprée

In 1999, Moussa (not represented in the photo; name has been changed for privacy protection) asked for asylum in the Netherlands. He also hoped to receive medical care for his eyes. Whilst doing carpentry work, he got splinters in his eyes resulting in impaired vision. The treatment and checks at the Academic Medical Centre (AMC) in Amsterdam have prevented further damage to his eyes. Moussa received a residence permit under the 'generaal pardon' in 2007. In the following years, he tried to get his wife and son to join him in the Netherlands, but unfortunately they were not able to meet the admission requirements. To be reunited with his family, he decided to return to his native Guinea in 2017. He regularly visits the local eye clinic.



© IOM 2018 Olivier Sprée

Moussa has a heart condition also, for which he needs medication. The cost for the eye drops and the control visits at the ophthalmologist will absorb a fairly large proportion of the family income costs back home. In 2018, Moussa can still benefit from a medical budget from IOM.

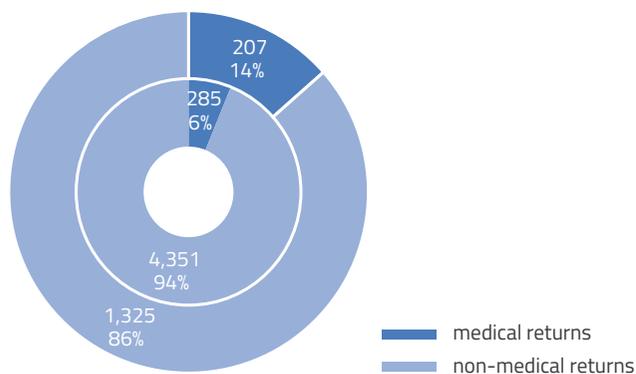


Figure 7. Increase of medical returns 2016-2017
Source: IOM the Netherlands

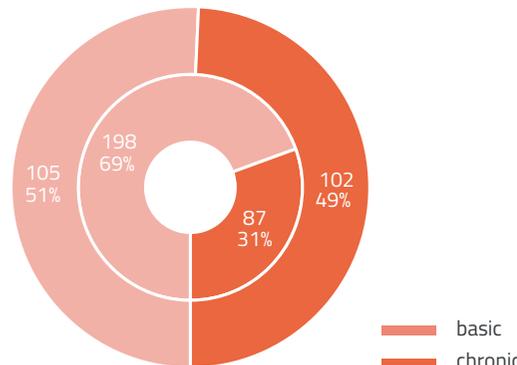


Figure 8. Increase in chronic medical cases 2016-2017
Source: IOM the Netherlands

COUNSELLING MIGRANTS WITH HEALTH CONCERNS

In 2017, IOM the Netherlands developed a new training program to support field staff working directly with migrants. Two Dutch partners contributed directly to the success of this activity. A training curriculum was developed together with the Risbo Institute based on the content of an IOM counselling tool kit which IOM created together with the Pharos Centre in 2014.

PARTNERSHIPS IN VOLUNTARY RETURNS

In all AVRR projects, IOM cooperates with the government agencies in the Dutch immigration chain, as well as with partners in the Netherlands and worldwide.



Aida, an Ethiopian national, poses with Maaïke, the IOM staff who accompanied her to her Embassy in Brussels to apply for the laissez-passer she needed to go back home. [#IOMNL](#) [#VoluntaryReturn](#) [#IOMselfie](#) [#UNmigration](#)
© IOM 2017 Maaïke Fennema

WORLDTOOLS PREPARING FUTURE ENTREPRENEURS

The WorldTools project falls within the broader scope of an initiative led by the Dutch Foundation Wereldwijd. With a pragmatic and hands-on approach, the Wereldwijd-IOM partnership caters to the needs of the entrepreneurial-minded returnees by offering a combo of services: vocational training in such skills as IT, welding or wood work, together with a box of equipment and supplies to be used in turning the reintegration plan into reality. The project stands out through the win-win combined support delivered by two organizations. While Wereldwijd organizes the training and the contents and shipping of the tool box, IOM takes care of the actual return and the necessary assistance with customs clearing and the reintegration process in the country of origin.

COOPERATION WITH EMBASSIES AND CONSULATES

In 2017, thanks to the cooperation with embassies and consulates of countries of return, IOM assisted more migrants to obtain a travel document for their return. Effective relations with diplomatic representations are of crucial importance to the implementation and success of the IOM programmes. Having timely and accurate information on the available IOM services enables embassies and consulates to advise their nationals and refer them to IOM, should they need assistance. At the same time, information offered by embassies enables IOM to improve and adjust project conditions and services.





In coordination with partners in Gilze, which is one of the locations accommodating migrant families in the Netherlands, IOM invited two nail stylists and one jewellery artist to hold a workshop for the benefit of the migrant women living at the centre there. The participation was overwhelming, with not fewer than seventy women and girls attending the workshop.

INNOVATIVE ACTIONS for a soft landing in the home country

This project looks into the situation of migrants whose particular circumstances and needs impede the voluntary return process and/or the reintegration in the country of origin. Tailor-made approaches and 360-degree counselling are used to address specific concerns regarding, inter

alia, subsistence and accommodation in the period immediately following arrival in the country of origin, education, employment opportunities, medical insurance issues, or the lack of family contacts and support back home. The project includes a research

component focusing on the situation of migrants in family accommodation facilities in the Netherlands.

Migrants in family locations in the Netherlands RESEARCH

In 2017, under the project 'Innovative Actions in Assisted Voluntary Return and Reintegration (AVRR) from the Netherlands', IOM initiated an exploratory study focusing on migrant families residing in Gezinslocaties, or family locations facilities in the Netherlands.

To date, no study has been conducted on the reasons why most migrants residing in these locations are not able or willing to return to their country of origin. The IOM research therefore seeks to investigate the motivation of the migrants to stay rather than leave, with the main question being <What are the main factors preventing migrants residing in family locations from returning voluntarily to their country of origin?>. The study aims to identify obstacles that these migrants might face, including views and concerns over the future of their children. The results are intended to inform policies and the voluntary return programmes, including on possible incentives towards voluntary return that could be considered by relevant Dutch agencies. The research report is expected in June 2018.



“Shortly after I got back, I realized my original plan was too ambitious. I thought it would be wiser to build something in small steps.”

RETURN STORIES

In 2017, IOM started a new series of stories portraying return migrants. The series takes a close look at IOM the Netherlands’ work through real-life portraits and in-depth interviews. It includes stories and many pictures produced by migrants themselves. It thus presents migrants as masters of their destiny and decisions and it illustrates there is no such thing as ‘THE migrant’ – all are different and in need of tailor-made support. The stories also show that personal counselling is an essential part of the voluntary returns process. In IOM’s experience, discussing the possible challenges prior departure is the best preparation for a smooth return.

READ MORE

[2017 return stories](#)

[AVRR 2016 Key Highlights](#)

[Supporting safe, orderly and dignified migration through assisted voluntary return and reintegration](#)

[Enhancing migrant well-being upon return through an integrated approach to reintegration](#)

[Protection of the human rights and fundamental freedoms of migrants and the specific needs of migrants in vulnerable situations](#)



GAME PLAN

STRATEGIES OF A RETURN MIGRANT

Whether reintegration ultimately succeeds depends on many factors. Santoso, who returned to Indonesia after a long stay in the Netherlands, talks about his plans. Santoso stayed in the Netherlands for more than twenty years until his return, in 2016, to his homeplace in Bandung, West Java, Indonesia. His initial plan was to start a restaurant, as he knew a thing or two about the business, having worked in the catering industry all his life. But he changed his mind and decided to buy a scooter and start a taxi company. It took off quite easily: in a city like Bandung, with over 2.5 million inhabitants, he has enough customers. *“Shortly after I got back, I realized my original plan was too ambitious. I thought it would be wiser to build something in small steps.”*

In his spare time, Santoso likes to focus on sports. He has a passion for baseball. He registered with ‘Refugees’, the local baseball club, where he was soon hired as coach of the Bandung university team. *“Baseball has given me a lot, always, and once again now. The student team that I’m coaching is my outlet and at the same time gives me the chance to get to know the people here.”*

Back in Indonesia, Santoso has not forgotten about the Netherlands. *“Smartphones and mobile internet make it easy to keep in touch with my family and friends in the Netherlands. The distance doesn’t even seem so big. Sometimes I feel like I’m not completely away from the Netherlands.”*

2. MIGRATION AND DEVELOPMENT

Since 2004, IOM the Netherlands has offered temporary assignments to professionals with a migration background who want to put their knowledge and experience in the service of their country of origin. Due to their cultural and linguistic affinities with their countries of origin, diaspora experts are highly committed to making contributions to development in their countries of origin. In 2017, IOM the Netherlands continued two Migration and Development projects: Connecting Diaspora for Development (CD4D) and Work in Progress!.

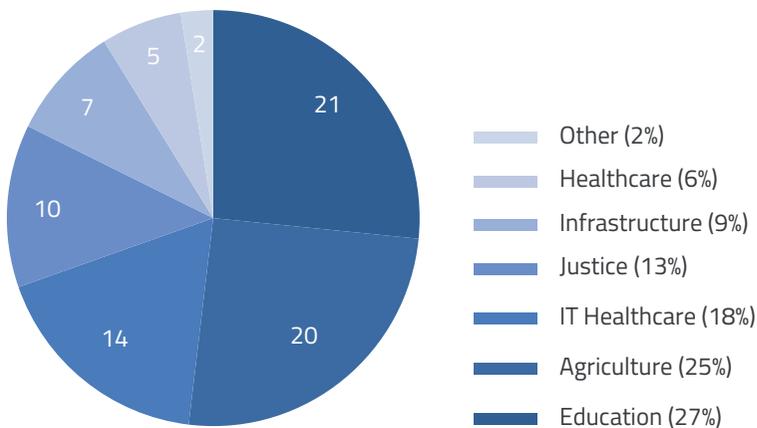


To increase the employability of young people IOM set up a youth centre in Borama, Somaliland with [SOSTA \(Somaliland Skills Training Association\)](#). These girls completed a bakers training course to generate an income. © Sosta 2017



TRANSFERRING SKILLS AND KNOWLEDGE

Migration is a significant factor for the achievement of all three pillars of sustainable development: economic, social and environmental. Aiming to harness the development potential of migration for the benefit of societies and migrants, IOM has developed programmes in the form of research, capacity building, community stabilization, community development, engaging diasporas and partnership building. IOM provides services tailored to the needs of governments and involving the transfer of skills and knowledge acquired by migrants abroad back to their country of origin.



Connecting Diaspora for Development (CD4D) project. Assignments by sector 2017

Figure 9. CD4D assignments 2017 per sector. CD4D supports the development of targeted sectors in selected countries by strengthening the capacity of key institutions through the engagement of their diaspora communities. Assignments are demand-driven, meaning that they all respond to the capacity-building needs identified in the targeted sectors. Source: IOM the Netherlands

MIGRATION AND DEVELOPMENT

Migration is increasingly recognized as a significant factor for the achievement of all three pillars of sustainable development: economic, social and environmental. The IOM programmes aim to harness the development potential of migration for the benefit of societies and migrants, and to contribute to sustainable development and poverty reduction. To carry out this vision, IOM has developed programmes in the form of research, capacity building for governments and communities, community stabilization in countries that have undergone conflict, delivery of social programmes, community development, engaging diasporas with their countries of origin, and partnership building with relevant institutions, authorities and business. IOM provides services tailored to the needs of governments and aimed at transferring skills and knowledge acquired by migrants abroad back to their country of origin.

TRANSNATIONAL COMMUNITIES

“People who are connected to more than one country are increasingly common. They may divide their working or personal lives across several countries and move back and forth between them, family ties may extend across borders, and people may identify with several countries. [...] Diaspora or transnational communities often remain psychologically, socially, economically and politically connected to their countries of origin, and are significant development stakeholders.”

From the IOM Global Compact Thematic Paper | Transnational Communities & Diasporas

[READ MORE](#)

[Harnessing the contributions of transnational communities and diasporas](#)

[The contributions of migrants and migration to development - strengthening the linkages](#)

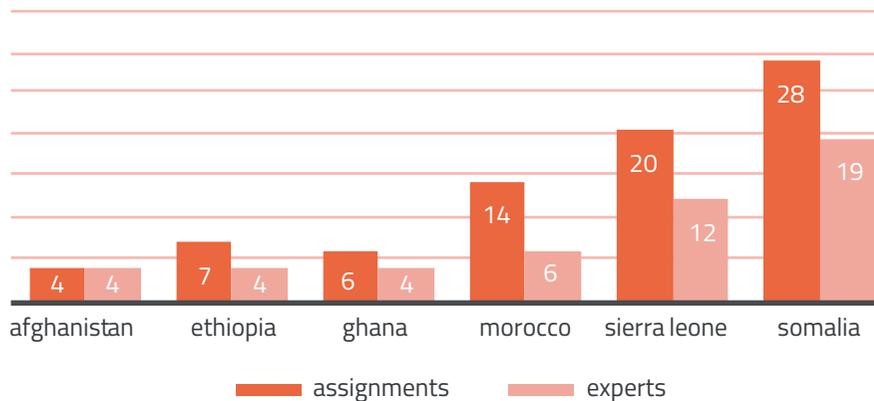


Figure 10. CD4D assignments by country 2017 Source: IOM the Netherlands

CD4D ONLINE AND IN SOCIAL MEDIA

As of March 2017, opportunities for CD4D assignments are advertised on the CD4D website to facilitate the application process. Together with the project's website, a CD4D LinkedIn Showcase page was launched in 2017 to reach out to a broader professional audience online. An internal assessment conducted among CD4D participants on how diaspora communities use social media showed that LinkedIn was the most effective social media platform to reach out to diaspora experts. Both the CD4D website and LinkedIn page showcase many of the project's success stories and inform diaspora experts living in the Netherlands and abroad, about upcoming events and news on migration and development.

MORE ON THIS TOPIC

- [The CD4D website](#)
- [CD4D success stories](#)
- [CD4D news](#)
- [CD4D LinkedIn](#)

The great turn-out and enthusiastic exchanges at the Walia restaurant resulted in fifty-seven professionals connecting to each other and wanting to contribute to the development of their home country. © IOM 2017 Florence Hallack-Wolff



From brain drain to brain gain and brain circulation, the CD4D website homepage. In 2017, IOM launched the CD4D website to reach out to a broader professional audience and advertise migration and development news and upcoming events. © IOM 2017

Reaching out to a broader professional audience online



ETHIOPIAN PROFESSIONALS GATHER AT NETWORK EVENT IN BREDA

In July 2017, Walia, a traditional Ethiopian restaurant in Breda, in cooperation with IOM and with the support of Debitu Mogesse, a successful Ethiopian business woman in the Netherlands and former TRQN expert, welcomed the Ethiopian diaspora in the Netherlands and Belgium at a networking event. Over some injera, a traditional Ethiopian meal, the participants learned about the CD4D opportunities by which members of the diaspora could contribute to their home country. The event facilitated several successful matches of participants to CD4D assignments. Moreover, a new initiative was born at the meeting when the participants decided to establish a professional Ethiopian diaspora association in the Netherlands.



Mr. Dawit Tadesse at the Ethiopian professionals networking event at the Walia restaurant in Breda. He works at the Wageningen University. After this networking event, he has been on several assignments under the CD4D framework to Ethiopia. © IOM 2017 Florence Hallack-Wolff.



Crowdfunding workshop hosted by IOM the Netherlands in 2017. Participants included experts selected for assignment in Sierra Leone, Somalia, Ethiopia and Afghanistan. © IOM 2017 Florence Hallack-Wolff

PREPARING THE EXPERTS FOR THEIR CD4D ASSIGNMENTS

Before participants embarked on their CD4D assignments in 2017, IOM the Netherlands and its Dutch partner Voluntary Services Overseas organized three preparatory workshops where participants were introduced to relevant approaches to knowledge transfer: How to manage expectations? How to transfer knowledge effectively? Considering the very different contexts of the locations in which they will operate during their assignments, how best to achieve sustainability? In 2017, IOM also organized two communications and crowdfunding workshops in partnership with actress and presenter Georgina Kwakye, founder of the Pimp My Village social initiative. CD4D experts and other participants received practical advice on giving more visibility to their assignments and on crowdfunding initiatives to further support their work.

A new initiative was born in Breda when the participants decided to establish a professional Ethiopian diaspora network

AFGHANISTAN - WATER MANAGEMENT FOR BETTER LIVES AND LIVELIHOODS

Every year, the major rivers in Afghanistan go in flood stage, inundating large areas, damaging crops, destroying property and endangering life. Riverbank erosion has resulted in many thousands of hectares of productive land being washed away. Under the CD4D project, expert Naim Tabesh took the assignment to work on water management issues at the Ministry of Rural Rehabilitation and Development.

He has the expertise of Dutch water management techniques, while his Afghan roots enable him to communicate and work closely with local communities affected by the phenomenon.



Abubakarr Bangura came to the Netherlands as a refugee. He has post-graduate degrees in political sciences and transnational entrepreneurship. Abubakarr is sharing his expertise with his country of origin, Sierra Leone. © IOM 2017



Naim Tabesh (right) during his assignment in Afghanistan. He is a former participant in TRQN, CD4D's predecessor project, and also the winner in 2012 of an essay competition on refugee-related themes with a compelling story that raised important questions on migration issues. [Here is his story.](#) © IOM 2017

FURTHERING EDUCATION IN SIERRA LEONE

The Civil Service Training College (CSTC) is getting ready to transform into a Public Service Academy. During his CD4D assignment, Mohamed Kunowah Kiellow provided legal advice to effect this transformation. He is the author of a standard Memorandum of Understanding for the CSTC, which will be used to strengthen the College's relationships with present and potential partners. He drafted employment and service contracts which will be used to establish legal relationships with lecturers and other service providers. He has given lectures in administrative law and principles of good governance to civil servants in ministries, other government agencies and para-state entities.



MB Hassan giving one of his workshops at the Somaliland Ministry of Justice and Judicial Affairs. A good communicator, through stakeholders' meetings and media events, he also works on raising awareness on the importance of the rule of law in consolidating the democratic process in Somaliland. © IOM 2017

STRENGTHENING THE RULE OF LAW IN SOMALILAND

Justice in Somaliland integrates three legal systems: the Somali customary law, the Islamic Sharia and the secular law. Mohamed Bashe Hassan, raised in Somalia and further educated in Europe, is in an excellent position to understand and harmonize the three systems at the Somaliland Ministry of Justice and Judicial Affairs.

Understanding and harmonizing the legal systems in Somaliland

Mohamed Kunowah Kiellow photographed after an assignment conducted for TRQN, CD4D's predecessor project. He has also written about his CD4D experience in Sierra Leone in his powerful essay [CD4D Makes Lion Mountain Roar Louder](#).
© 2010 Marsel Loermans

AFGHANISTAN: BUILDING A BRIDGE THROUGH DISTANCE LEARNING

The security situation in Afghanistan and the busy schedule of health professionals in both Afghanistan and the Netherlands are important constraints to organizing physical meetings between the two countries. IOM has explored options to overcome such constraints through distance learning and networking.

In October 2017, IOM the Netherlands and IOM Afghanistan piloted a bilateral teleconference on public health management in Afghanistan. The event was well attended by all project stakeholders in Afghanistan including the Kabul Medical University, the Khair Khwa Medical Complex, the Ministry of Public Health, the Sardar Daud Khan Hospital, the Ministry of Labour and Ministry of Foreign Affairs, and also two important Afghan diaspora organizations, MCAN and the KEIHAN Foundation. The teleconference paved the way towards the creation of a platform on which health professionals in Afghanistan could present and discuss their issues and concerns with counterpart professionals in the Netherlands and beyond.

The Netherlands-Afghanistan teleconference paved the way towards the creation of a knowledge-transfer platform

IOM the Netherlands is working on creating more online opportunities for knowledge transfer as an alternative to physical assignments. © IOM 2017



The Moroccan delegates visit the virtual lab of the University of Leiden. © IOM 2017

MOROCCAN STUDY VISIT TO THE NETHERLANDS

In 2017, IOM organized a visit to the Netherlands of a delegation from the Moroccan High Council for Education. The purpose was to learn from the Dutch experience and establish an open network for online learning, distant learning, hybrid learning and virtual reality learning. Vision Reform Education 2030, which is Morocco's national strategy plan for education, sees ICT innovation in education as the main means to enhance the quality of education, to close the quality gap between public and private schools and to facilitate access to education for rural and female populations.

The Moroccan delegation visited the University of Leiden for an interactive workshop on the design of an online curriculum, change management and the role of future teachers. During the exchange, relationships were forged that may lead to further cooperation in the coming years, such as the contribution by the Dutch to two Moroccan conferences on innovation and education coming up in 2018.

The second part of the visit was dedicated to a 2-day workshop at the European Association of Distance Teaching Universities (EADTU) in Maastricht.

“WORK IN PROGRESS!”

Employment for Somaliland youth

IOM the Netherlands is a partner in the Work in progress! alliance which brings together Oxfam Novib, Venture Capital for Africa and Butterfly Works. Under the project, IOM worked with the Skills Training Association SOSTA, a local organization in Somaliland, in the setting up of a youth and jobs centre in Borama, Somaliland. Since its opening in 2016, the centre has been a place where unemployed youth can acquire marketable skills and career advice. The centre gives young people opportunities to interact with Diaspora experts and gain entrepreneurial skills to start their own businesses.

[MORE ON THIS TOPIC](#)

[SOSTA on Facebook](#)

[Work in Progress!](#)



Women learning video-
graphy and photography
at the Borama Youth Job
Centre © Sosta 2017

YOUNG | FEMALE | FROM SOMALILAND | ENTREPRENEUR

After photography and videography courses taken at the Borama Youth Job Centre, a group of young women decided to set up their own studio to cover social events such as weddings and festivals in their community. These young entrepreneurs found their niche and filled a gap in the local market. Since men and women in Somaliland cannot share the same quarters in social occasions, community celebrations can now be documented and shared from a woman’s perspective.

MORE EMPLOYMENT AND POSITIVE EXPECTATIONS ABOUT THE FUTURE
FOR YOUNG MEN AND WOMEN IN SOMALIA



Figure 11. The three pillars of the Work in Progress! project. Source: Oxfam Novib

WE KISSED THE GROUND

A MIGRANT’S JOURNEY FROM SOMALILAND TO THE MEDITERRANEAN

Activities at the centre focus on improving young people’s chances to find employment and equipping them with information that can help them resist the pressure to ‘go on tahriib’, a form of unregulated emigration attracting young Somali men and women who leave for Europe via Ethiopia, Sudan and Libya, and across the Mediterranean Sea. In 2017, the Borama Youth Job Centre hosted the lecture of Carrada Ayaan Dhhunkannay, author of ‘We Kissed the Ground’. The book is a first-hand account of the brutal world of trafficking. The lecture was followed by a discussion about the risks of irregular migration with a public of over 100 young people.



3. RELOCATION RESETTLEMENT FAMILY REUNIFICATION

IOM has worked on the resettlement of refugees to the Netherlands for over 20 years. In 2017, the number of people who resettled to the Netherlands with IOM assistance was higher than ever before: 2,267 refugees were resettled in 2017, compared to 700 refugees in 2016. Also in 2017, IOM the Netherlands worked on the relocation of 1,423 asylum seekers to the Netherlands. IOM also provides assistance to family members entitled to reunite with their family in the Netherlands by arranging the travel and serving as contact point for the relatives or sponsors in the Netherlands.



“How old are you, Tanans?”
Children in a Dutch school are interested to learn more about their new classmate.
Tanan is Congolese, but grew up in a refugee district in Uganda.
Together with his family he came to the Netherlands as ‘invited refugees’.
[In NEW, Witfilm follows young Tanans on a journey of discovery.](#)

Hoe oud ben je Tanans?

RESETTLEMENT

A whole new life in the Netherlands

The high number of resettlement arrivals in 2017 was partially accounted for by the higher caseload from host country Turkey under the Joint Action Plan on the EU-Turkey Statement. Out of the total number, 2,123 refugees were resettled from host country Turkey, the remaining 44 being resettled under the traditional Dutch scheme for invited refugees. IOM assistance under the Dutch resettlement scheme, beside the organization of safe and dignified travel to the Netherlands, also includes

Together with his family, Tanans from DR Congo was among the migrants who could start a new life in the Netherlands.
© Witfilm (www.witfilm.nl)

the facilitation of selection missions and cultural orientation missions. In 2017, IOM facilitated missions in Turkey, Lebanon and Uganda. In 2018, IOM is due to assist the Dutch government with the resettlement of approximately 1,000 refugees from host country Turkey under the Joint Action Plan, in addition to 750 refugees under the traditional Dutch resettlement scheme.

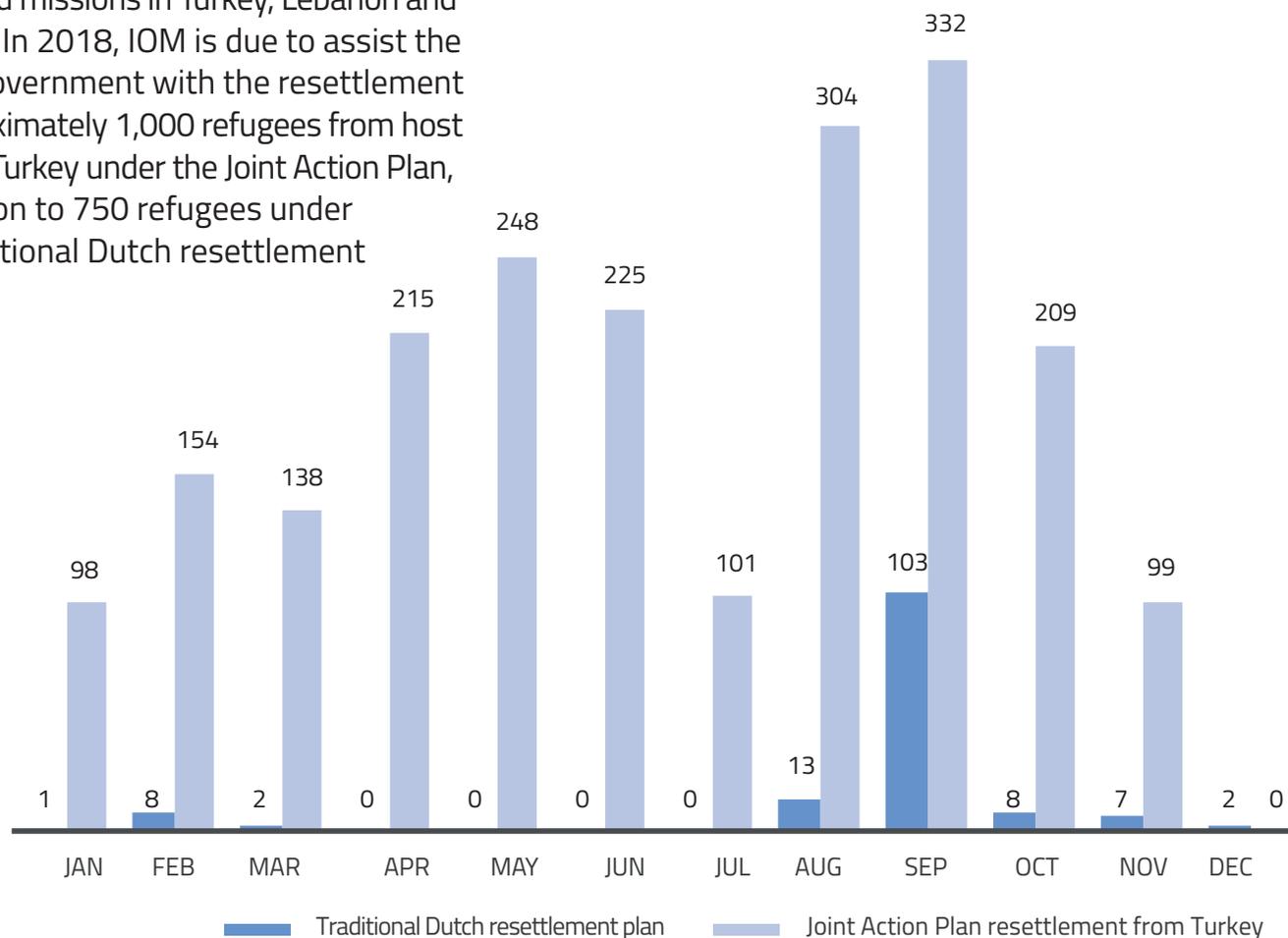


Figure 12. In 2017, the number of people resettling to the Netherlands with IOM assistance was higher than ever before. Apart from the resettlement operations carried under the traditional Dutch scheme, IOM assisted with the resettlement to the Netherlands of refugees from host country Turkey. Source: IOM the Netherlands



RELOCATION

The Netherlands it is!

In 2017, IOM the Netherlands worked on the relocation of 1,423 asylum seekers to the Netherlands. Out of these, 912 people, mainly Syrians, travelled to the Netherlands from Greece; 511 people, mainly Eritreans, travelled to the Netherlands from Italy. A significant number of them were unaccompanied minors who were guided by IOM escorts. The relocation programme officially ended in December 2017. The Netherlands has however pledged to relocate an additional number of asylum seekers from Italy in the first quarter of 2018.

As part of the relocation process IOM the Netherlands facilitated the missions to Italy and Greece by the Central Agency for the Reception of Asylum Seekers (Centraal Orgaan opvang Asielzoekers COA) and the Dutch Immigration and Naturalisation Service (Immigratie- en Naturalisatiedienst IND) for the preparations for their arrival in the Netherlands.

Figure 13. In 2017, IOM the Netherlands worked on the relocation of 1,423 asylum seekers from Greece and Italy to the Netherlands. Source: IOM the Netherlands

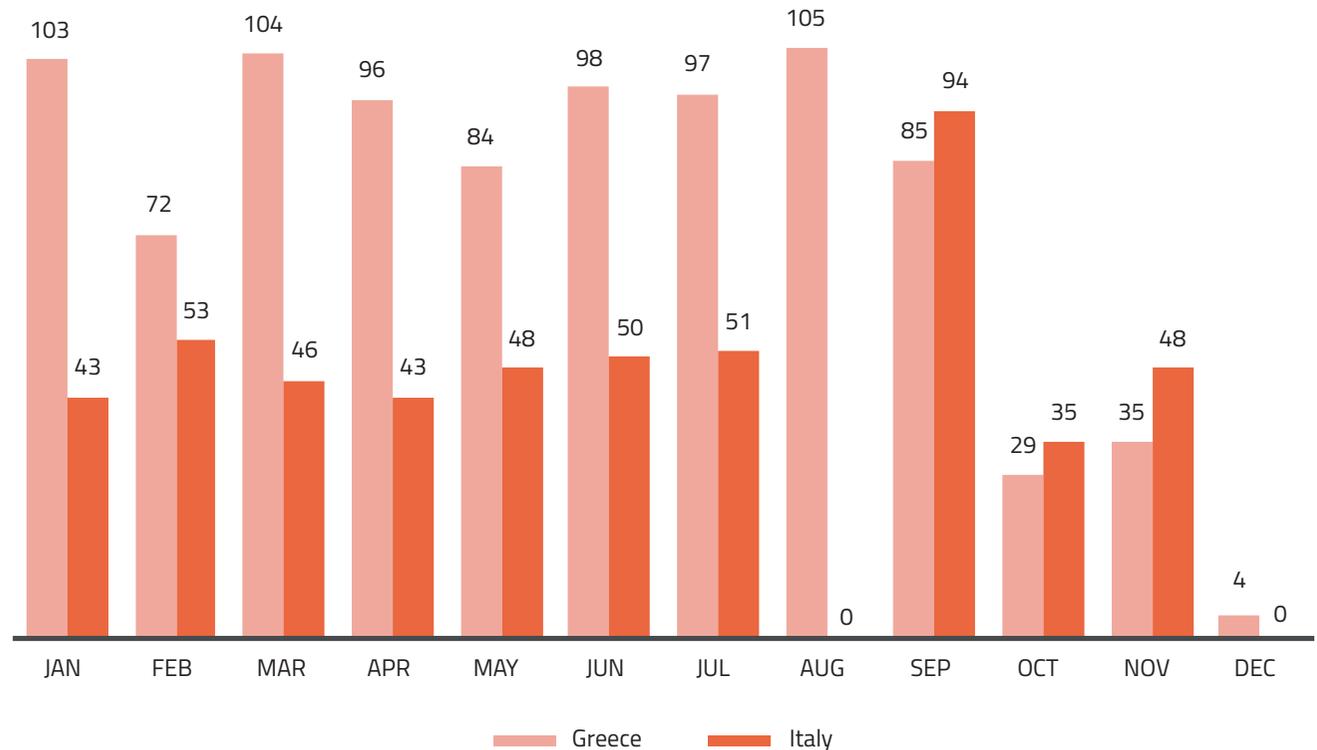
5,309 KM FROM HOME

Originally from Eritrea, Daniel (name has been changed for privacy protection) travelled through Sudan, Libya and Italy before being relocated to the Netherlands. His story has been published on the [i am a migrant](#) website, the IOM platform with inspiring stories from migrants all over the world.



Migrants waiting at airport ©IOM 2017

“Nothing is more precious than my freedom,” said Daniel in a heart-warming interview with IOM.



FAMILY REUNIFICATION

Together at last

“Resettlement is a sometimes unrecognized yet compelling instrument and symbol of international solidarity and burden sharing. Together, countries find durable solutions for refugees who are etc..

In May 2015, in response to the two Mediterranean shipwrecks of April 2015 in which more than 800 asylum seekers perished, the European Commission established the European Agenda on Migration (EAM) including a program for the relocation from Italy and Greece of 160,000 persons in need of international protection. IOM’s Director General William Lacy Swing praised the relocation programme for its potential to relieve pressure on frontline states, to help thousands of stranded asylum seekers, and to demonstrate the fundamental values that define the EU.

By implementing resettlement and relocation activities, IOM follows article 1 of its Constitution: “The purposes and functions of the Organization shall be [...] to concern itself with the organized transfer of refugees, displaced persons and other individuals in need of international migration services for whom arrangements may be made between the Organization and the States concerned, including those States undertaking to receive them.”

The right to protection of the family unit is a fundamental human right. Unfortunately, migration often leads to the separation of family members for various periods of time. While states have the right to determine the conditions of entry, stay and the status of family members in their territories, IOM believes that the importance of family unity and its potential benefits for both migrants and their host communities should form a key part of migration policy considerations.

IOM assists migrants approved for family reunification by the Dutch Immigration and Naturalization Service (IND). The IOM support includes pre-departure, travel arrangements, airport guidance, and addressing specific (medical) needs. In 2017, IOM supported 43 family members with their journey towards reunification, including many unaccompanied minors, 5 of whom travelled with an IOM escort.

MORE ON THIS TOPIC

[IOM Global Compact Thematic Paper on Family Reunification](#)

Migration easily leads to relatives being separated. At Schiphol airport an Ethiopian girl is waiting to be reunited with her mother - they have not seen each other for almost two years. © IOM 2017 Niek Gorrée



4. MIGRANT INTEGRATION

In 2017, IOM supported the integration of migrants in the labour market through the collection, development and sharing of expertise via the Skills2Work project. In COA locations, the VOORwerk project provided 1,159 resident permit holders with the practical preparations for a successful entry onto the labour market through training, individual counselling and volunteerships. IOM also organized brainstorming sessions where migrants could share their insight and opinions on current issues related to their life and integration in the Netherlands, ensuring that the projects meet the needs and interests of the beneficiaries.



"You will succeed, but it will take time and energy. And you have to have a Plan A, but also a Plan B and C..."

Ferry at work in his hair salon
© IOM 2017 Amanda Nero

FROM SKILLS TO WORK

Back in 2016, IOM and partners in the Netherlands together with eight other EU Member States, launched 'Skills2Work', a project intended to improve the access of its direct beneficiaries, as well as service providers and employers, to specific information and services in support of labour market integration. The Dutch partners in the project include the African Young Professional Network, the Radboud University, the Foundation for Refugee Students (UAF), and the Central Agency for the Reception of Asylum Seekers (COA).

Following desk research and extensive interviews with migrants, employers and service providers across Europe, the Skills2Work team has collected and proudly published a series of success stories and personal insights on refugee recruitment. These stories and photos are available for download and viewing on the Skills2Work platform in video with subtitles in seven different languages and in (digital) booklet format.

The project's fourth and final regional event took place in Brussels in November 2017. The event welcomed over seventy guests including representatives from the European Commission, ministries and non-governmental organizations, as well as a strong representation of refugees and employers.

Skills2Work is coming to an end in February 2018. In addition to providing practical tools and information to various target groups at regional level, the project has allowed IOM to strengthen partnerships and information exchanges with stakeholders from the public sector, private sector, and governments.

MORE ON THIS TOPIC

[Welcome to From Skills2Work](#)

[Skills2Work promotes labour market integration of beneficiaries of international protection](#)

[Recognizing Talent: Stories from refugees and their employers](#)

[Success stories - from skills to work: advice from migrants and employers](#)

MEET FERRY, HAIRSTYLIST AND SHOP OWNER IN THE NETHERLANDS

Growing up in Iran, I knew I wanted to have my own business one day. My father had a hair salon, my mother was a seamstress, so self-employment runs in the family.

You don't need a special diploma to be a hairstylist in the Netherlands. But I had to learn about taxes, all the paperwork, and the terminology. In Iran we don't have tax or this level of administration. It was really difficult to adjust to this.

My advice for other people who want to start a business in the Netherlands is this: if you are good at what you do, you will succeed, but it will take time and energy, and you have to have a Plan A, but also a Plan B and C and D....

"I am proud that I am working; I see myself progressing every day"



Alisat enjoys her job as catering staff member © IOM 2017 Amanda Nero

MEET ALISAT, CATERING EMPLOYEE IN THE NETHERLANDS

When I came to the Netherlands, I didn't know where I would end up. I had no hope, I was traumatized, I kept to myself and I felt like I was worth nothing. Now, one year and a half after my arrival, I am proud that I am working and I am happy. I feel like I can be somebody because I am doing what I love and I can see my future unfolding before me. At first, I was working as a housekeeping supervisor at a hotel, but I felt that role was not right for me. So, I sat down at home and thought about what I would like to do. One of the things I like to do is cooking! I gained some confidence and determination from this exercise, and then shared my interest to work in a professional kitchen. My coach at Manpower, a Dutch employment agency, asked me: "So you think you can be a cook?" and I replied: "I can do it!"

My advice is to speak out, to tell people what you want and what you need, otherwise people cannot support you. There are many opportunities for migrants, and everyone can and should work.



Formerly a refugee himself, Saidu now works as a Job Coach for refugees. © IOM 2017 Amanda Nero

A restaurant owner in Rotterdam, specialized in Syrian food. © IOM 2017 Amanda Nero



VOORWERK/SWAT

Finding your place in the workplace

VOORwerk is a project based on the cooperation between IOM, the Central Agency for the Reception of Asylum Seekers (COA), and the EU-funded Foundation for Refugee Students (UAF). Since 2015, VOORwerk has offered training sessions and individual counselling to residence permit holders in COA reception centres throughout the Netherlands. The focus has been on the importance of personal and communicative competences at the workplace, also called soft skills. By raising awareness on the concept of soft skills through interactive activities and self-reflections, this inter-agency project aims to reduce the gap between permit holders and the Dutch labour market.

In 2017, the VOORwerk project expanded activities from 10 to 18 COA reception centres. Furthermore, mobile trainers travelled throughout the country to deliver trainings in additional COA reception centres. These efforts resulted in the training of 1,159 permit holders in 2018, totaling the number of participants to 1,684 from the start of the project. VOORwerk reached out to a great variety of partners through interactive workshops and soft skills awareness sessions which were the groundwork paving the way to the project's Closing Conference scheduled for late 2018.

The project produced a promotion video and organized a study visit to Belgium in October 2017 for members of the project team, trainers, and individual counsellors, bringing together a total of 25 enthusiastic VOORwerk officers eager to learn more about integration practices in the neighboring country. The programme for the study visit was developed based on best practices identified in IOM's Skills2Work project. This mutually beneficial knowledge exchange was an inspiration to all involved: the IOM, COA, and UAF staff, as well as to IOM Belgium, Fedasil, and other Belgian organizations active in the field of migrant integration. An impact assessment of the project, together with the University of Tilburg, is well underway to be completed by the end of the project.

MORE ON THIS TOPIC

[Integration and social cohesion: key elements for reaping the benefits of migration](#)

CONNECTING THE DOTS

MIGRANT INTEGRATION

In 2017, IOM the Netherlands worked on various project development opportunities in migrant integration. Four brainstorming sessions were organized with migrants of various backgrounds, including Syrians and Eritreans. In these interactive sessions, the migrants voiced their opinion and shared insight on issues they experience in their life and efforts to integrate in the Netherlands. Their active participation provided IOM with valuable feedback to integrate in current and/or future projects. Such information is of high relevance as IOM wants to ensure that future projects meet the profile, needs and interests of the intended beneficiaries. In return for their feedback, the participants had a chance to take part in a short soft skills training provided by IOM, and enjoyed talks from guest speakers from the United Nations High Commissioner for Refugees (UNCHR) and Manpower. New sessions, with new partners, are being planned for 2018.

Migrants who have integrated successfully into receiving societies have accumulated capital and acquired new knowledge and skills, and are often well-placed to contribute to the development of their countries of origin. With these goals in mind, IOM's programmes encourage measures that support the participation of migrants in public life. IOM supports policies and strategies that promote the social, economic and cultural inclusion of migrants within existing legal frameworks in countries of destination. Its focus is on the development of strategies that help migrants better integrate into new communities as well as assisting receiving communities to recognize the positive contributions that migrants can make. This two-way integration process is essential for the existence of thriving, multicultural communities.

Through VOORwerk, 1,684 permit holders have been trained since the start of the project in 2015
© COA 2017



5. IOM AT SCHIPHOL AIRPORT

Airport assistance is one of the most common assistance provided by IOM and at the same time one of the pillars of IOM's capacity to undertake complex operations in both regular and emergency situations. Every day, the IOM airport teams around the globe come into contact with thousands of migrants. In 2017, IOM the Netherlands assisted 8,443 migrants arriving, departing or transiting through Schiphol Airport.



The Movements Department of IOM the Netherlands is based at Schiphol airport, the fourth busiest and biggest airports in Europe. In 2017, Schiphol assisted approximately 70 million passengers. Out of these, some 8,500 were migrants assisted by IOM upon their departure from, arrival to, or in transit through the Netherlands.

There is no lack of exercise for the IOM team in Schiphol. On a regular day, an IOM staff easily walks a good few kilometres between the various terminals at Schiphol; on a busy day, it's double the distance or more. One of the heaviest days for IOM in Schiphol in 2017 was 9 May, when the IOM team oversaw not fewer than 122 migrants with a mix of 12 different departure and arrival airports between them. About half of the 9 May passengers was a large group of Syrian refugees who arrived from Istanbul to relocate to the Netherlands. The others were several smaller groups in transit from Entebbe, Kigali and Nairobi and on their way to Calgary, Dublin, Gothenburg, New York, Oslo, Stockholm and Vancouver.

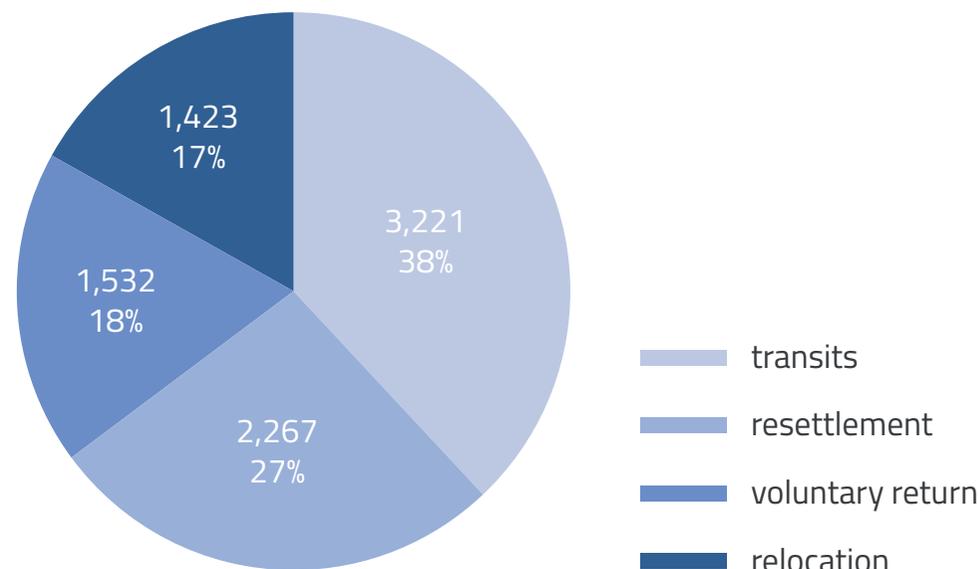


Figure 14. IOM assistance at Schiphol Airport. Source: IOM the Netherlands



Migrant children at Schiphol

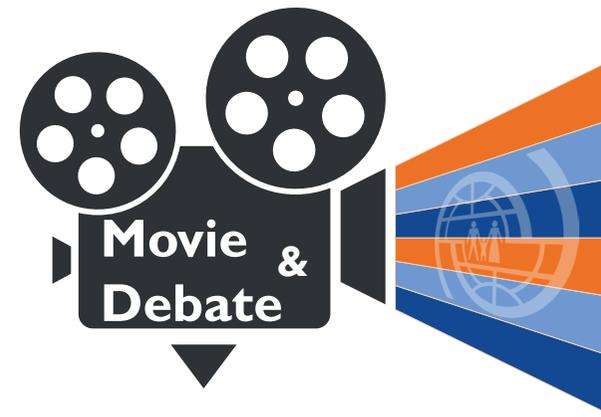
6. PUBLIC INFORMATION AND RESEARCH

"In 2017, IOM's social media accounts reached some 94 million users worldwide, 23 million of these on Twitter alone. This is something which deserves some reflection. There's a well-documented evaporation of public trust in the world today. A 2017 Edelman Trust Barometer revealed that the global population's trust in four key institutions — business, government, NGOs, and media — has declined sharply. The lack of faith has also led to an inability to identify the truth, or to trust government leaders and organizations. IOM's communications help answer the call for providing factually accurate, timely information and joining the public debate."

William Lacy Swing, Director General of IOM, from a message to all staff, March 2018

[READ MORE](#)
[The 2017 Edelman Trust Barometer](#)

At the **IGNITE Conference, organized by SPARK in Amsterdam in December 2017** IOM hosted a panel discussion with Melis Kilavuz (IOM Turkey), Ahmad Sufian Bayram (Techstars) and Mohammad Skaik (SPARK).



Behind the scenes in migration management Itinerant IOM exhibition in the Netherlands

What: IOM exhibition <Achter de schermen van migratiemanagement. Het werk van de Internationale Organisatie voor Migratie in beeld>

Where: Atrium City Hall, The Hague

When: 27 November - 14 December 2017

To present the subject of migration management to the Dutch public, IOM developed an interactive exhibition starting from personal stories of migrants, and of people and organizations working with migrants in the Netherlands. Some of the migrants portrayed arrived in the Netherlands a long time ago and decided to put some of their knowledge in the service of their country of origin; other migrants have just arrived and are taking their first steps on Dutch soil; some others have already left the Netherlands when they took the decision that their future was elsewhere. In 2018, the migration management exhibition will travel to several locations throughout the Netherlands.

THE IOM MIGRATION FILM FESTIVAL

In 2017, as part of the IOM Global Migration Film Festival, IOM the Netherlands continued its Movie & Debate series with new events.



What: Als ik daar ben

Where: Humanity House in The Hague

When: 3 May 2017

When I'm there is a documentary by Dutch film-maker Marjolein Veldman about pioneers and innovators. People who have their roots in Morocco. Engaged, entrepreneurial and with ambitions that go beyond borders. They want to make a difference in their countries of origin.



What: The Invisible City [Kakuma]

Where: Humanity House in The Hague;

When: 27 September 2017

Invisible City [Kakuma] shows the realities of migration in one of the toughest places on earth: the Kakuma refugee camp in Kenya. Many new arrivals are children sent out of conflict zones by their parents. Film maker Lieven Corthouts shows the waiting and expectations of three children against the harsh realities in a refugee camp. The author was present at the screening and open to answer questions from the public. A separate screening was organized for high school students from the Segbroek College in The Hague.



What: Misafir 'A Guest'

Where: IGNITE Conference Amsterdam

When: 7 December 2017

Misafir tells the story of three teen refugees who fled from Syria, Afghanistan and Palestine in search of better lives to end up in Istanbul, a city that embraces them as 'guests'. The film was shown at the SPARK IGNITE conference to a wide audience including refugees, entrepreneurs, education experts, the private sector, government, NGOs and international organizations.

MORE ON THIS TOPIC

More than 30 films in over 100 countries

Official selection



Together with partners

What: Open Day at the asylum seekers centres

Where: Throughout the Netherlands

When: 23 September 2017

Every year, this nationwide event gives the Dutch public the opportunity to get acquainted with the work of organizations working with migrants in the Netherlands. In 2017, this nationwide event attracted thousands of visitors. Along its partners COA, the Repatriation & Departure Service, the Immigration and Naturalisation Service and VluchtenIngenWerk, IOM was present in many locations around the country, welcomed visitors and answered queries on many migration topics, from voluntary return to migrant integration and migration and development.

What: Dag van de Asielketen

Where: Nieuwegein

When: 13 April 2017

IOM the Netherlands was one of the co-organizers of the 2017 edition of the Dag van de Asielketen. This annual national event is hosted by the Dutch Government to foster cooperation and cohesion between partners in the asylum chain and Dutch municipalities. IOM presented its activity in workshops and info stands on Labour Market Participation, Family Reunification, Voluntary Return and a selection of information on IOM's global activities.



Migration challenges highlighted at the IOM New Year's get together

IOM used the forum of its 2017 New Year's reunion to highlight IOM's growing involvement in labour market participation in the Netherlands and its cooperation with the Dutch private sector. The message delivered at the reunion was that migrants' efforts alone could not achieve the desired integration unless supported by the host society. The IOM presentation enjoyed the participation of Tolk-en Vertaalcentrum Nederland (TVcN), a major Dutch business providing interpreting services. Robert Blaauw, Managing Director of TVcN, talked about the shortage of interpreters which led his company to the initiative of recruiting and training migrants as interpreters.



Publications

The IOM booklet [Success Stories: from Skills to Work](#) and the short film [Recognizing Talent: Stories from refugees and their employers](#) grant a humanistic insight to refugee employment. Employers, migrants and service providers from the nine EU member states share their personal stories – their trials and tribulations – with local asylum policies, recruitment structures, culture shock, taxes, job interviews, and sustaining a paid position. Both the film and success story booklet are available for download. To get the booklet in hard copy, contact your local IOM office or send us an email.





FEEDBACK
AND THE ART
OF ACTIVE
LISTENING



International Organization for Migration (IOM)
The UN Migration Agency

FEEDBACK AND THE ART OF ACTIVE LISTENING

IOM the Netherlands was featured in the 2017 IOM publication [Feedback and the Art of Active Listening](#).

[Collecting feedback from migrants and using it to improve the design and implementation of IOM projects](#)

is vital to providing effective services to vulnerable people and ensuring their voices and needs are at the centre of the organization's work.

HOW POSITIVE OR NEGATIVE IS MEDIA COVERAGE ABOUT MIGRATION?

"Much of the research evidence shows media associating bad news with migrants around the world. During 2013-2014, unfavourable print and online coverage of migration in six countries with very high human development levels such as Australia, Canada, the Netherlands, Norway, Switzerland and the United Kingdom was more than twice as visible as favourable content."

From the IOM World Migration Report 2018, page 193

MORE ON THIS TOPIC

[Chapter 8. Media reporting of migrants and migration in the IOM World Migration Report 2018](#)

IOM IN THE DUTCH MEDIA

In 2017, the Dutch media gave extended coverage to the arrival in the Netherlands of asylum seekers from 'safe' countries such as Albania, Algeria and Morocco, giving rise to discussions questioning the voluntary return support provided to nationals from these countries. Radio 1 featured the story of a Gambian returnee who returned home with IOM assistance. Radio 1 also interviewed IOM and government counterparts for an hour-long documentary about the implications of voluntary and forced returns for countries of origin. IOM was interviewed by the Dutch newspaper Algemeen Dagblad on the policies excluding nationals of Algeria, Morocco and the Balkan countries from voluntary return and reintegration assistance. NOS News reported on the rising number of Syrians approaching IOM to request assistance to return to Syria.

MigApp : Stay Safe, Stay Informed

INFORMATION TECHNOLOGY

"We developed MigApp to help migrants make informed decisions. Irregular and unsafe migration is often the result of lack of awareness about the risks involved or of ill-informed knowledge of visa, health or travel regulations."

IOM launched MigApp on International Migrant's Day 2017. MigApp leverages current technology and the widespread use of mobile telecommunications to bring a secure and user-friendly one-stop platform where migrants can access current, reliable and practical information and services. MigApp aims to offset the misinformation on migration in circulation today by providing information on: visa, health and travel regulations; alerts on global incidents; and contacts of counter-trafficking hotlines around the world.

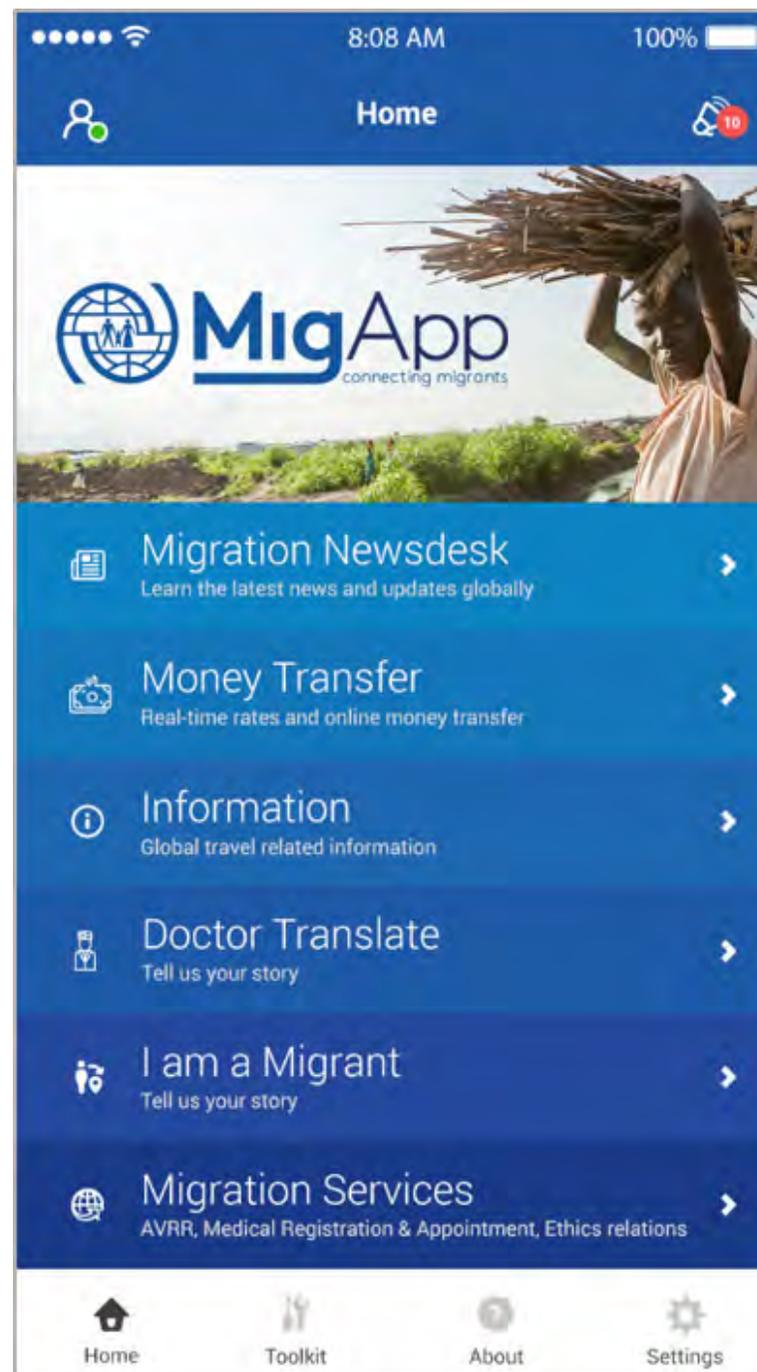
MORE ON THIS TOPIC

[Introducing MigApp](#)

[5 Must-Know Features of MigApp](#)

[Download MigApp](#)

[IOM Data Protection](#)





Aiming for a better understanding of movements and needs of displaced populations.
© IOM 2017

DTM tracks and monitors
the mobility and displacement
of populations

The displacement Tracking Matrix: Understanding human mobility for better and accountable humanitarian response RESEARCH

As part of IOM's Displacement Tracking Matrix (DTM) global research, in 2017 IOM conducted over 200 interviews in the Netherlands with recent asylum seeker arrivals from Ethiopia, Iraq, Nigeria and Somalia, to learn about their migration experience, motives and plans. DTM tracks and monitors the mobility and displacement of populations and produces information relevant to all sectors of humanitarian assistance. The DTM system flags urgent concerns, such as protection concerns, food shortages, sanitation problems, diseases, etc., and is also an accountability mechanism reflecting complaints and perceptions on responsiveness.

MORE ON THIS TOPIC

[The IOM Displacement Tracking Matrix \(DTM\)](#)

[DTM: Understanding displacement](#)

[DTM Infosheet](#)

7. TALENT MANAGEMENT

In 2017, the Dutch mission deployed staff to where IOM most needed them – in the Global South. More should be done to reinforce that the many and very diverse IOM missions belong to ONE IOM. More can be done to expose staff from one mission to the work in other missions. Not all can leave their families or countries behind, even on short assignments, but many are able and willing. It is the task of all managers, in particular Chiefs of Missions, to open doors to opportunities. Managers should be encouraged to foster the professional development of their staff – that is Talent Management.

IOM Staff Share and Inspire



ISSUE 3 | VOLUME 1 | 17 MAY 17

IOM NETHERLANDS

We asked staff from around the world...

To nominate a dedicated colleague (or mission)...

Who supports talent management, staff development, or learning within IOM...

To help us highlight IOM's positive practices and share global knowledge...

Here is **ONE** of the many nominations!

The IOM team in the Netherlands is proud to Share and Inspire the home-grown and innovative training initiative of four IOM staff members who volunteered and went beyond their TORs to develop a localized and effective Migrant Management and Operational System Application (MiMOSA), with support from the MAC MiMOSA team, and then trained their colleagues in using this application.



Part of the IOM NL MDTT in Manila. © IOM 2016

MIMOSA MIGRANT MANAGEMENT & OPERATIONAL SYSTEMS APPLICATION

STAFF EXCHANGES

IOM generates a tremendous amount of knowledge at different levels in the Organization. In 2017, the Dutch mission participated in an experimental staff exchange programme by hosting a staff member from IOM Cairo for a one-month on-the-job coaching. The Mission also explored ways to support professional growth opportunities for the local staff through career profiling and guidance offered by the Human Resources Officer in IOM Iraq. IOM the Netherlands helped with the development of Standard Operational Procedures (SOPs) on voluntary return and reintegration to be used for the creation of national operational frameworks in the Western Balkans and delivered training to migration practitioners in the region. Also in 2017, IOM the Netherlands deployed two staff on Short Term Assignments (STAs) to other IOM locations.



Working together in emergencies: Civil-Military Cooperation EMERGENCY PREPAREDNESS

Since 2014, IOM the Netherlands has supported the Civil-Military Cooperation (CIMIC) Centre of Excellence (CCOE) in the Netherlands by providing information sessions on migration in emergencies. IOM has developed a training program to fit large scale emergency simulations focusing on cross-cutting professional skills including people and time management, joint planning, negotiation, mediation, coordination and the media. A short in-house workshop with a focus on coordination and negotiation skills has been subsequently developed to be delivered in other settings.

In May and June 2017, IOM contributed to the Common Effort Community exercise organized by the Dutch Ministry of Foreign Affairs, with the participation of IOM Germany and IOM Iraq. In October and November 2017, IOM the Netherlands participated in a 2-week 1 (German/Netherlands) Corps 1GNC civil-military exercise involving many governmental and nongovernmental organizations. IOM contributed to the creation of a fictional scenario to present to trainees realistic migration and humanitarian issues.

MORE ON THIS TOPIC

[Civil-Military Co-operation \(CIMIC\) Centre of Excellence \(CCOE\)](#)

[Common Effort Community](#)

[1 \(German/Netherlands\) Corps 1GNC](#)

IOM the Netherlands operates far from natural or man-made disasters, but has built solid links with CIMIC partners and contributes regularly to exercises and trainings.

In IOM, 90% of the training is simply on-the-job.





Short Term Assignments for IOM staff KNOWLEDGE MANAGEMENT

A DATA MANAGEMENT WIZARD ON THE ROAD

Gerard, Data Analyst in IOM the Netherlands, was selected for a Short-Term Assignment (STA) to design a mobile application that could be deployed in challenging operational environments. The application would synchronise and communicate with IOM's central systems to ensure case management across countries and access to data by different users. Over three months in July-October 2017, Gerard worked in Burkina Faso, Djibouti, Ethiopia, Kenya, Niger, Nigeria, the Philippines, Senegal, Switzerland and Tunisia.

12 October 2017. Visit to the IOM Migration Response Centre (MRC) in Obock, Djibouti.

My colleague Abdi and myself left Djibouti-City for Obock in the morning. On the way, we discussed migrants using Obock as a transit point. It didn't take long before we saw a first group, about 100 people, Ethiopians. It's a tough journey, with many migrants perishing along the way. No statistics known,

just that roughly 200 migrants arrive in Obock every day. Heading down a mountain and after a tight curve, we found the road blocked by a row of stones and we saw a migrant running towards us. They were in desperate need of water. Luckily, we could share a few bottles. We then encountered more groups but didn't have enough water to give them, whereas nearly all were clearly in need of it. Facing this harsh reality was difficult, even Abdi seemed to be affected after having seen it so many times.

As part of my STA, I visited the centre to look at the type of data they are collecting and how. There are 13 IOM staff working there. The main purpose of the MRC is to respond to the basic needs of the migrants. It provides them with basic utilities and a mattress. It has a capacity of 700 beds, which could be extended to 1,000. It has a health facility as well.

At the time of our visit, there were 13 migrants in the centre. Two migrants had died recently due a Cholera outbreak.

Migrants heading for Obock. It's a tough journey, with many perishing along the way.
© IOM 2017 Gerard Tosserams

Another five were in quarantine and doing well. Five others had recovered fully and were waiting for their return to Ethiopia. MRC's response to the Cholera outbreak has been very professional. An additional doctor was sent from Djibouti-City and plenty of supplies were in stock.

After I collected the information I needed, colleagues took me to "Fanta Hero", an informal location near Obock where migrants gather waiting for the night to fall. Then they walk in the dark for some 40 km to meet smugglers to take them by boat to their next destination. The migrants I met were very friendly and eager to share their plans: they were all heading for Saudi Arabia in search of employment. Such economic migrants are the majority at this spot. IOM visits the location daily to record their number and profile, and to provide information on the IOM assistance available.

It was a long day. We drove back over the mountains with the sunset in front of us, pondering on the Obock experience.

FROM THE HAGUE TO LAGOS

Eva, Senior Manager in IOM the Netherlands, volunteered for a Short-Term Assignment (STA) in Lagos, Nigeria, under the EUTF-IOM Initiative. Eva's role was to provide overall support to project implementation, monitoring, evaluation and reporting. Eva's assignment started on 14 December 2017 and concluded on 28 February 2018.

Sent: December 18, 2017 2:46 PM
To: All Users in The Netherlands
Subject: STA Nigeria update 1

I arrived safely in Lagos. As myself, colleagues from different corners of the world have also joined IOM Lagos to support with the voluntary returns to Nigeria. Consider these figures: The project targets 3,800 returnees over a 3-year period. We already met this target after only 5 months and there is no indication about a decline in numbers! The biggest challenge right now is to deliver the reintegration assistance. Obviously, we put vulnerable cases on a priority track, while at the same time we do not want to lag with the returnees from EU countries.

This afternoon we're going to the airport to receive a charter from Libya. ETA 1700 hrs. Usually, the team works late into the night or even into the next morning, until everybody receives assistance.

Sent: January 7, 2018 5:56 PM
To: All Users in The Netherlands
Subject: STA Nigeria update 2

*New Year's greetings from Lagos!
Just a short update on my STA after having been here 3 weeks. More charters have arrived from Libya. Since the beginning of the operations in April, some 6,000 migrants have returned from Libya, Niger and other countries. Many of them were in Libya for less than 6 months, facing many hardships, especially those in detention, who are severely malnourished and whose only possession are the clothes they wear.
We interview them for data registration and screen for vulnerable cases. We arrange food, temporary shelter and small cash grants for immediate needs & onward travel home. I am learning a lot from working at this end.*

Sent: January 28, 2018 7:32 PM
To: All Users in The Netherlands
Subject: STA Nigeria update 3

*Hope you are all doing fine. Just wanted to share another short update.
A lot of work ahead with almost 7,000 returnees whose reintegration in Nigeria is just beginning. Here's what I am busy with: a monitoring plan for returns from the EU, including the NL, the development of SOPs and guidelines, and preparations for a community research. Last week I had a bit of a social treat, when I joined the New Year's reception at the Dutch Consulate.
It is certainly very interesting to work at this other end of voluntary returns.*

Sent: March 1, 2018 5:22 PM
To: All Users in The Netherlands
Subject: Back from STA in Nigeria

I got back from Lagos safely this morning and will be in the office tomorrow. Looking forward to seeing you all!



[MORE ON THIS TOPIC](#)

[About the EU Emergency Trust Fund \(EUTF\) for Africa EUTF projects](#)

Eva Koornstra and IOM Lagos colleagues getting ready to receive a flight of Nigerian migrants returning home from Libya. © IOM 2017

8. RESOURCES MANAGEMENT

In 2017, the Dutch Mission had its fair share of challenges in ensuring appropriate funding while maintaining seamless operations. As in all other IOM missions, the role of the Resources Management Department (RMD) in IOM the Netherlands is to ensure adequate human and material resources for the implementation of the Mission's operations.





With support from IOM Headquarters, the Mission invested tireless efforts in achieving an optimal work-around solution

STRONG INTERNAL CONTROLS

In 2017, the Resources Management Department continued to work on improving the Mission's internal controls systems and helping managers address situations that may be inconsistent with the IOM policies, rules and procedures. By centralizing information flows and the application of self-assessment approaches to monitor adequacy of compliance, the process brought clear benefits in terms of cost effectiveness and efficiency.

MANAGING FUNDING GAPS

One of RMD's priorities in 2017 was to provide support to departments affected by reductions in funding. IOM operates on a project-basis with all the advantages and disadvantages deriving from this model. RMD's approach to the management of scarce resources included cost containment measures and tight monitoring of budget consumption, as well as fund-allocation and reorganization methodologies and practices. The RMD ensured that project managers were provided with the necessary financial information and other technical and institutional support.

ENSURING BUSINESS CONTINUITY

One major challenge in 2017 was the withdrawal of the banking service providing anonymous prepaid debit cards to migrants. To ensure business continuity, a working group was formed and set to work on identifying solutions to the issue. With support from IOM Headquarters, the Mission invested tireless efforts in achieving an optimal work-around solution without tilting the operational model in existence for many years and which was recognized as a success by the donor.

INVESTING IN PEOPLE

As of 31 December 2017, IOM the Netherlands had a team of 79 people, including staff members, interns and consultants. Fifty-eight per cent of the workforce were represented by women. Training opportunities in 2017 included internal and external training to build staff professional competencies, increase knowledge, and improve skill sets, to enable staff to contribute to the Organization and at the same time enhance individual opportunities for future growth.

INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT)

IOM the Netherlands is part of a global network of 10,000+ users worldwide, utilizing numerous operational and management applications and handling large amounts of data. In 2017, the ICT unit worked on improving the existing infrastructure and routine operations to ensure a stable baseline for continued operations. Priority activities focused on backup, messaging, networking, mobile telephony and cloud technologies. These activities resulted in increased storage and improved security facilities able to accommodate the Mission's increasing information needs; support a well-managed email system; guarantee connectivity for all locations; ensure operational capabilities for highly mobile staff through adjusted mobile telephony strategies and app provisioning; and complete organizational compliance and keep-up with current technologies.

[MORE ON THIS TOPIC](#)
[The IOM Gender Equality Policy 2015-2019](#)

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