



Experiencies and good practices on welcoming and inclusion of migrants

Volume V

Funded by the Asylum, Migration and Integration Fund.
The General Secretariat of Immigration and Emigration,
under the Ministry of Labor, Migration and Social Security

Founded by:



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Preface

The increase in migratory movements has become “one of the phenomena that is causing more alerts in international summits” (Collantes, 2018, p.97); the increase in the displacement of migrants and refugees, impoverished and /or at social risk, portray the situations of precariousness and social urgency they are going through in their countries of origin. Violations of human rights, economic levels, military conflicts, political situations, violence in its manifold typologies, natural disasters, amongst many others, present the diversity of causes that lead to migration processes.

In view of this situation, the status of person transcends political, economic and/or social, cultural status, and administrations must ensure their human dignity, guaranteeing their safety and well-being. However, from within the socio-educational intervention, mechanisms and strategies work along two interrelated lines. On the one hand, working with migrants to guarantee their rights and favor their autonomy and integral development by becoming the protagonists of their own lives and encouraging their active participation in the society to which they already belong, in terms of equality and social justice. On the other hand, reconstructing, based on processes of participation, an awareness and exchange of experiences, a new conception of the world linked to globalization, with its risks and opportunities.

In parallel, xenophobia, racism and hate speech have increased in recent years, proof of this is the incursion of political parties with ideologies of this kind in the various governments of the European Union. As these attitudes increase, correlative new pressures appear wanting implement restrictions on the regulation of migration flows and there is an increase of the negative perception of the effects of immigration has on the host society increases. A significant part of the population is receptive to these discourses, which “entails the risk of divisive approaches regarding nationality, place of birth, and cultural customs, thus testing the cohesion of Spanish society” (Rinken, 2019, p.227). Given this new reality, participation, creativity and awareness of all citizens are necessary, a fundamental premise to prevent intolerance and xenophobia; at the same time in search of policies and measures that guarantee peace and democracy. This means we must conceive diversity, not only cultural ones but any other kind, as a positive and enriching human values, and facilitate participatory spaces for dialogue and solidarity. As stated in the Universal Declaration on Cultural Diversity (UNESCO,

2001), which considers in Article 3, cultural diversity as a factor of development. The *Fondo de Asilo, Migración e Integración de la Unión Europea (FAMI)*, in this and previous calls, works in the defense of human rights of first, second and third generations, on being the guarantor of civil, political, economic, social rights and cultural diversity that addresses justice, peace and solidarity as principles. Among the different types of calls for the development of actions of general interest in the field of Foreigners Affairs aimed at promoting coexistence and social cohesion (General Directorate of Integration and Humanitarian Attention, 2018), there are projects that are co-financed by the FAMI through the Ministry of Labor, Migration and Social Security of the Government of Spain. Among them is this publication which is the first of projects whose goal is to collect and share good practices regarding the themes addressed in the call applications.

The *Liga Española de la Educación y Cultura Popular (LEECP)*, is the entity responsible for this book, continues to identify, collect and give visibility to quality experiences and good practices that have been developed in the context of the above mentioned call. Thus this year, it is fifth year, we have included this publication that shows society and the member states, that social entities and public policies continue to join forces and develop actions in search of the sought after and necessary social cohesion. This is the reason why it is so, it is important to value working in networks, because only in this way, collective synergies promote the achievement of the goals planned on the basis of the principles of transparency and evaluation in terms of improvement. The LEECP, is a body that has a strong background in education and social affairs defends the lifetime right to education and culture as an essential element for the development of every human being under the principles of solidarity, citizenship and secularism. Created in 1986 as a welcoming federation under Spanish legislation the LEECP is an NGO declared of Public Use, in ten Regional Governments and seventeen Federal Leagues. Equipped with extensive teams and programs of socio-educational and socio-cultural intervention, it works in different areas of action such as: Children and family, Youth and employment, Socio-educational action in the public school, Interculturality and migration, Cooperation and education for development and Volunteers. As a result of networking with public administrations, third sector entities and LEECP, have collected a total of 25 experiences that favor the inclusion of migrants into the host society, and all of them are categorized as good practices.

Victorino Mayoral Cortés

*Presidente de la Liga Española
de la Educación y Cultura Popular*

Introduction

The International Organization of Migration (2018) has stated that there are approximately 258 million migrants in the world, of which 124.8 million are women, thus revealing there is a process of transformation and feminization in the migratory flows. In the case of Spain, the INE, the national survey institute's data (2019) record 5,025,264 foreigners residing in our country, of which 2,510,131 are women. This almost 50% increase in female migration requires facing the migration reality from a gender perspective.

The reality that affects migratory processes demands a global response that addresses their rights, which requires the implementation of actions that take care of the first reception and also favor the mutual encounter and respect between indigenous people and the migrant population. For this, interventions and practices that work in a coordinated manner are necessary, constituting an enormous network of entities and services available to the migrant population in Spain.

There are numerous texts that we can use to argue the need for such policies and actions, by highlighting human dignity and the right of all people to fully develop as humans. Along these lines, the 2030 Agenda, in its objective number 10 focuses on reducing inequalities, specifically in its goal number 7, where it points out the importance of "facilitating orderly, safe, regular and responsible migration and mobility of people, including the implementation of planned and well managed migration policies" (General Assembly of the United Nations, 2015, p.24), which implies that it is essential to use the means to confront and overcome the vulnerabilities and situations of risk and lack of protection to which migrants may be exposed and which can generate consequences that affect their lives and development possibilities.

Thanks to the *Asylum, Migration and Integration Fund and the General Secretariat of Immigration and Emigration*, under the Ministry of Labor, Migration and Social Security of the Government of Spain, who made this work possible, which aims to collect and communicate good integration and inclusion practices aimed at favoring co-existence and social cohesion, making visible the work also carried out by entities of the third sector in three different key points these being; first of all, reception, in the second place, health and third, gender equality.

A total of 25 collected experiences have undergone an evaluation process carried out by professionals of the *League of Education and Popular Culture* based on several indicators such as: type of activities, training for team professionals; development of methodologies; motivation and training of participants, incorporation of gender and intercultural approach, from global to local approach; evaluation and impact of the actions within the context. All practices collected have improved the reality of migrants residing in our country, through training and creating awareness among the public service professionals from an intercultural perspective. Therefore, seeking the advancement of these people in the host society by favoring the creation of meeting spaces that promote interculturality in the fundamental for the obtention of respect and social justice.

The chapters have a structure in common; initially they contextualize the addressed subject, then they broach the current social and political context; subsequently they compile the experiences carried out with the migrant population addressed in each context; and, finally, these three highlighted experiences are presented in depth. In the first chapter, called "Projects to promote the acquisition of knowledge and skills necessary to function and participate in the host society", are host projects, that is, those that seek to provide the necessary basic resources and services so that the migrant population can join the host society, among them are:

- Attention to immigrant women for their introduction into host society and access general resources, *Asociación Mujeres en Zona de Conflicto*.
- Digital literacy for immigrants. "The net connects" *Fundación Esplai Ciudadanía Comprometida*.
- Digital literacy and Spanish classes for immigrants, *Liga Española de la Educación y Cultura Popular*.
- Rural reception and insertion program. *Fundación Agricultores Solidarios*.
- Bitácora, a space of welcome, *Asociación para el Estudio y Promoción del Bienestar Social- PROBENS*.
- Regional network for multi-purpose centers for immigrants, *Asociación Columbares*.
- Awalé. Learning of the Spanish language and culture, *Coordinadora Estatal de Plataformas Sociales Salesianas*.
- Learning Spanish language and culture, *Coordinadora Estatal de Plataformas Sociales Salesianas*.
- Learning the language and culture of the host country, *Red Acoge*.
- *There is always time, Accem*.

The second chapter, under the heading "Intervention and analysis projects on prevention, promotion and health care of the migrant population", we find projects

that guarantee access and quality health care to the migrant population. In total there are ten compiled experiences:

- “Feel good = Integrate well.” The promotion of the health for immigrant women as a strategy to achieve equality, Federación de Mujeres Progresistas.
- “Mommies of the World”: Promotion of maternal and child health care of immigrant women, *Asociación Columbares*.
- Socio-health care for immigrant population at risk or in social exclusion situation, *Médicos del Mundo*.
- Empowerment with knowledge: prevention and care of female genital mutilation in Spain, *Fundación Wassu*.
- The prevention of female genital mutilation in Spain, Fundación Wassu
- Intercultural dialogue for the prevention and care of female genital mutilation, *Fundación Wassu*.
- “Building Bridges”: Program of attention to adult immigrant population in sexual and reproductive health, *Federación de Planificación Familiar Estatal*.
- Sexual health within a cultural code. Promotion of sexual health and promotion in the immigrant population, *Unión de Asociaciones Familiares*.
- Comprehensive health prevention and promotion for immigrant women, *Asociación Mujeres en Zona de Conflicto*.
- Socio-sanitary mediation: cultural diversity management for equal access to public services, *Fundación la Merced Migraciones*.

The third chapter compiles “Projects to promote access, participation and involvement of migrant women for a full life of equality”, which concentrate on different realities migrant women go through and intend to generate empowerment processes from a gender perspective. More specifically, we present six experiences:

- Women and mothers between two cultures: support, orientation and strengthening groups, *Asociación Salud y Familia*.
- “WARMI”. A psychosocial support service for migrant women, *Asociación Progestión*.
- “NOVICOM”. Promotes knowledge, awareness and implementation of social support actions for women, *Accem*.
- “Get ahead”. Establishing violence-free relationships, Fundación CEPAIM Convivencia y Cohesión Social.
- “LILITH”. Prevention, protection and integral care for women in situation of sexual exploitation and victims of trafficking, *Asociación Mujeres en Zona de Conflicto (MZC)*.
- Muslim woman against islamophobia, *Federación de Asociaciones de S.O.S. Racismo del Estado Español*.

Finally, the conclusions, which, in addition, not only expose the guidelines of good practices and their impact on the host societies as well as on the migrant population, they also explore lines of future interventions that are essential to achieve integration and inclusion.

In addition, there is a glossary of the entities that develop the experiences hereby presented. We would like to highlight that, without their good work and their receptiveness to collaboration and transparency, this book could not have been written. Hence, from in these lines the League once again thanks all the bodies and technical teams, as well the main players and participants of each of the actions.

**CHAPTER 1.
PROJECTS TO PROMOTE
THE ACQUISITION OF
KNOWLEDGE AND
SKILLS NECESSARY
TO FUNCTION AND
PARTICIPATE IN THE
HOST SOCIETY**



1.1. The social context of the migrant population in terms of reception

Migratory movements are nowadays one of the distinguishing features of the 21st century. Initially, global progress and culture were considered the basis of an homogeneous world culture, but reality has shown that, in an increasingly interconnected world, differences and inequalities in this globalization process have increased, thus also increasing negative attitudes and confrontation regarding diversity (Santos Velasco, 2004).

The management of this cultural diversity represents one of the greatest challenges of our societies, global goals are effective integration and intercultural coexistence. There are many social barriers that the migrant population finds upon arrival and especially the most vulnerable ones. For this, it is essential to incorporate a critical-transformative approach to interculturalism that goes beyond the recognition of difference and the promotion of interaction between diverse groups, that is committed to the fight against social, economic and political inequalities and opposes ethnic, racial and cultural discrimination (Aguilar and Buraschi, 2012).

The arrival of migrant population has been commonplace throughout the history of the world, the increase in current migratory flows has caused a series of unprecedented situations that require discussion and resolution in case of conflict (Piller, 2016). In order to establish relationships on equal terms between indigenous and migrant population, policies and resources must respond to the problems and needs faced by the migrant population. These needs to build a project of dignified living in societies of reception, among others, are those related to language literacy, access to basic resources, legal assistance, education, employment, social relations, etc. Therefore, it is essential to structure actions that become spaces of reception and train integration facilitators.

Following the steps of the Strategic Plan for Citizenship and Integration 2011-2014, it is necessary to integrate migrants as citizens in a framework of intercultural coexistence in which to “make the principles of equality, citizenship and interculturality effective and create a cooperation and governance framework”(Ministry of Labor and Immigration. Government of Spain, p.14). Although it is necessary to update the actions of a state strategy for the inclusion of migrants into Spanish society, according to its latest plan, it considers promoting intercultural coexistence and social cohesion to be essential: to incorporate actions that train professionals to be intercultural, to develop awareness programs, to incorporate an intercultural

approach in the areas that affect people's lives and initiate actions that facilitate intercultural harmony and coexistence.

There are many needs that arise when one begins a “new life” in situations of vulnerability and under social stigma that cast greater fragility of human and personal costs. A greater empathy is required by the host society, a society that during different periods of its own history it too was emigrant, since emigrating has multiple meanings and among them, is to “start over” in an unknown context in which the support, advice and understanding of the host society is needed.

The need for training and education is a constant demand in the migrant population, either because of the obstacles to standardize the training of origin or because of the legal and administrative requirements that the labor market requires in order to access the labor market. In specific cases, a foundation is literacy and language training, seeking the development of communication skills and competencies that will subsequently favor participation and relationships with the native population. In the same way, technology also affects migratory processes, since the use and management of Information and Communication Technologies (ICT) can mean an improvement in the processes of inclusion of the migrant population. Internet is a way to access information and communication, it has become a facilitating tool for networks of migrants in addition to promoting relations within the host society and migrant participation in it.

Without forgetting that, in addition to implementing actions that facilitate reception, actions that inform, sensitize and favor socialization and coexistence must be contemplated, with the same relevance, because thanks to the creation of times and scenarios of encounter with the population of reception and cultural exchange, different cultures are understood from their own parameters, generating attitudes of openness and non-violence, which creates feelings of acceptance in the migrant and native population.

In this chapter, these projects seek to cover the needs of first reception and maintenance of a regularized situation, offering information and advice processes on the procedures and necessary aspects that favor inclusion and active participation into the host society where they now belong. In addition to this type of actions, in a complementary and transversal manner, awareness raising and intercultural meetings seek to incorporate social inclusion and peaceful coexistence.

1.2. Compilation of migrant population reception projects

The projects presented in this chapter seek to make the work done to favor the inclusion of the migrant population in the host society visible. A total of nine experiences financed by the *European Union Migration and Integration Asylum Fund* have been collected through the Ministry of Labor, Migration and Social Security, which are entitled:

- Attention to immigrant women for their introduction into the host society and access to general resources, *Asociación Mujeres en Zona de Conflicto*.
- Digital literacy for immigrants. Red Conecta, *Fundación Esplai Ciudadanía Comprometida*.
- Literacy and Spanish classes for immigrants, *Liga Española de la Educación y Cultura Popular*.
- Rural reception and insertion program, *Fundación Agricultores Solidarios*.
- Bitácora: a reception space, *Asociación para el Estudio y Promoción del Bienestar Social- PROBENS*.
- Regional network of multi-purpose centers for immigrant care, *Asociación Columbares*.
- Awalé. Learning of Spanish language and culture, *Coordinadora Estatal de Plataformas Sociales Salesianas*.
- Learning the language and culture of the host country, *Red Acoge*.
- There is always time, *Accem*.

All these projects seek to promote full inclusion encompassing hosts' welcome, various advice and languagetopics, in addition to intercultural awareness actions to improve coexistence. These entities *Asociación Mujeres en Zona de Conflicto*, *Fundación Esplai Ciudadanía Comprometida*, *Liga Española de la Educación y Cultura Popular*, *Fundación Agricultores Solidarios*, *PROBENS*, *Asociación Columbares*, *Coordinadora Estatal de Plataformas Sociales Salesianas*, *Red Acoge* y *Accem*, are up and running in a total of thirty places. Some of these projects have a local territorial scope and others are of a provincial/regional governments nature as reflected below:

	— Asturias y Madrid
	— Alcalá la Real (Jaén), Quart de Poblet, San Bartolomé y Santa Lucía de Tirajana (Las Palmas), Talayuela (Cáceres) y Móstoles y Parla (Madrid)
	— Elche, Valencia, Burgos, Salamanca, Lucena, Castilla la Mancha, Vega Baja, Barcelona y Madrid
	— Región de Murcia y Comunidad Valenciana
	— Madrid
	— Región de Murcia
	— Andalucía y Castilla la Mancha
	— Barcelona y Mallorca
	— Almería, Córdoba, Huelva, Sevilla, Badajoz y Madrid

The projects of *Asociación Mujeres en Zona de Conflicto*, *Fundación Esplai Ciudadanía Comprometida*, *Liga Española de la Educación y Cultura Popular*, *Fundación Agricultores Solidarios*, *PROBENS*, y *Asociación Columbares*' projects are targeted at the migrant population with specific actions that seek to guarantee and facilitate inclusion in the host society, favoring access to resources and providing tools to normalize their situation and exercise freely and flourish in their citizenship.

Care for the introduction of immigrant women to their host society and general resources



The project developed by *Asociación de Mujeres en Zona de Conflicto* seeks to favor intercultural coexistence by supporting migrant women for the inclusion and participation in the host society in conditions of real and effective equality. All actions integrate gender perspective, since equality and equity between men and women are basic principles of the entity, likewise, the creation of support and mutual care networks as empowerment interventions, since they are key aspects in the project. Their focal actions are:

- Social attention: after a personal interview, a first diagnosis is made with the aim to offer information and advice for internal referral to resources and actions of the program itself and / or externally to other services of collaborating entities.
- Legal advice: information and legal advice service, paying special attention to laws for foreigners, gender violence, family rights and housing.
- Cultural and inclusion activities: the actions' framework is broad, including knowledge of Spanish history, culture and environment issues. There are courses to obtain the "Integration Effort Report"; an intensive preparatory training of "Social and Constitutional Knowledge of Spain" to pass the exam leading to obtain Spanish nationality for foreign residents; and orientation sessions to pass the test to obtain the Spanish nationality of "Diploma of Spanish as a Foreign Language".

The evaluation of the project is very positive, the execution and the results have met the objectives, therefore, expanding the knowledge of migrant women in relation to the host society, the needs demanded by migrant women are met and the participation, inclusion and social cohesion in equal rights have been promoted.

Digital literacy for immigrants. Red Conecta



Fundación Esplai Ciudadanía Comprometida aims to improve the coexistence, social cohesion and community participation of migrants and citizens in general through processes of accompaniment and training. The proposed actions are done digitally, resources or services are provided to enhance social inclusion or promotion from different interactions and learnings that encourages intercultural coexistence and communication with the use of ICT. Some of these actions are:

- Training actions: training processes aimed at migrants and citizens in general, accompanied by the creation of learning materials for diversity in digital literacy, job search, communication, processing in e-administration, etc. There is also the outstanding edition of "A Manual of Good Practices in Integration through ICTs" designed in collaboration with the "University Institute for Migration, Ethnicity and Social Development Research" of the Universidad Autónoma de Madrid.
- Networking actions: creation of a center for the consolidation of the networks, to foster links between different actors in a same territory through the "Network Connects Migration" program.
- Broadcasting Actions: dissemination and awareness through publications and continuous interactions within the different social networks.

In general terms, the project is of great interest, it facilitates the opening to a digital reality full of possibilities for the migrant population, which positively values their participation in the project, especially in the language areas and labor insertion. Since some of the entities interested in joining the network do not have computer equipment, it is necessary to continuously look for channels to overcome this obstacle. Also, it is essential to deepen the knowledge of the language in order to obtain greater fluency and autonomy when accessing digital information.

¹ Available at: www.bit.ly/34EA1Ez

Literacy and Spanish classes for immigrants



The project developed by the *Liga Española de la Educación y Cultura Popular* aims to improve the communicative competence of migrants in Spain, thus favoring their real and effective inclusion in the host society. It focuses on experiential, individualized and group teaching, from an

integral approach through different and contextualized methodologies for each reality. Some of these implemented actions are:

- Training actions: aimed at improving communicative competence in the Spanish language, promoting the use of ICT as a learning tool. The classes, regrouped by languages, take place in two semesters.
- Metacognitive and socio-affective activities: cross sectional group work sessions in which, according to the group's topics of interest, knowledge and reflection on social reality is improved by developing skills and competencies that favor the exercise of active citizenship; some of the issues addressed are communication, conflict resolution and intercultural coexistence.
- Participatory actions of shared values and strengthening of the gender approach: cross sectional activities related to the meaning of citizenship and the prevention of discriminatory, racist or xenophobic realities. Cultural visits are made to sites of interest to the participants and activities of leisure and cultural learning in an experiential way, encouraging interaction with the indigenous population.

The evaluation is carried out throughout the process, the assessments of the participating migrants are very satisfactory and the improvement in linguistic communication is significant. Experiential and contextualized learning spaces are valued very positively by the participating population that shows a great interest in knowing socialization spaces of the host society.

Rural Program's Reception and insertion



The Fundación Agricultores Solidarios seeks to guarantee the reception, information, training, guidance and advice of migrants who participate in agricultural campaigns, as well as facilitate their social insertion through activities

that favor integration and non-discrimination in the rural municipalities where they reside. They start from the principles of equality and prevention to achieve empowerment and greater knowledge of the host society, incorporating an integral approach to personalized attention aimed at migrants at risk of social exclusion. Some of the actions developed are:

- Reception: following an interview to detect the needs of migrants, reception tutorials are carried out to follow up on each person. Information on resources of the host society is provided, and at the same time, it is explained that all the people residing in a municipality are considered neighbors and as such, they have rights and obligations when living with the rest of the inhabitants. They work on rules and customs that allow to improve their quality of life, social cohesion and coexistence.
- Advice: direct work with migrants to facilitate greater knowledge regarding aspects and formalities necessary for their inclusion in the host society, among others, access to the health system, training resources, validation of studies, immigration legislation, services and social resources, etc.
- Training: taking into account the seasons of less work in the agricultural sector to facilitate access and participation, as well as time slots that facilitate the incorporation of women, various training processes are conducted, aimed at language learning, the use of IT, personal finances, etc.

In general terms it is valued positively, it has been accepted with approval by migrants and by social entities and the administration. Thanks to the monitoring and support of each reality, the migrant population becomes more autonomous, also these actions extend social cohesion in rural municipalities.

Bitácora: a reception space



PROBENS proposes to favor the process of insertion and social adaptation of migrants. People arrive at the project through social services or third sector entities, and also thanks to social networks and the neighborhood of the territory. Active participation is encouraged by ensuring that migrants are the protagonists of their own inclusion processes. Some of the actions carried out are:

- First reception: to improve the reality of migrants and facilitate accompaniment processes with their own and individual itineraries, a prior assessment of their demands is made and actions and possible orientations are adjusted in relation to the social surroundings, housing, health resources, administrative procedures, legal aid, work, etc.
- Training courses to improve language skills in Spanish and /or Catalan: to improve language proficiency and facilitate the inclusion of the migrant population, through the offer of a multiple level language training process.
- Orientation and referral to training resources for the acquisition of labor competencies: orientation for employment, highlighting the existence of active Internet spaces for autonomous management in the search or improvement of employment.

The training assessment is carried out at different times during the project, collecting quantitative and qualitative information; the data is mostly positive and the users of the accompanying itineraries show high fulfillment. Regarding participation, women are predominantly the beneficiaries of the project, a trend that has recently changed in comparison to recent years where there were more men.

Regional network of multi-purpose centers for immigrant care



The *Asociación Columbares* develops a project that provides information, guidance and legal advice to the migrant population in order to keep their foreign national administrative status legal in the host society. From a comprehensive angle, it focuses on actions that eliminate different obstacles and compensate for the deficit the migrant population's reality. It also carries out a work to raise awareness and bringing together through participation with

the native population, favoring real and effective inclusion. For this, some of the actions carried out are:

- Legal-administrative advice: information, guidance and advice specifically related to migrant status. This is a leading initiative of the project given the variety of situations and procedures within Spain's administration (residence permits, work authorization, foreign national applications, etc.).
- Information, advice, mediation and socio-labor orientation: support and mediation in the search for employment, professional recycling and referral to specialized services. One of the great contributions is the figure of the mediator, who performs accompaniment and mediation tasks when migrants need their services that contribute to their normalization in the host society.
- Information and referral of activities that favor coexistence and intercultural dialogue between the migrant group and the host society: meeting that seek to break down barriers and stereotypes, favoring the mutual knowledge necessary to improve coexistence and participation in their environment.

The results, in addition to exceeding the initial forecasts, are very positive; the project facilitates greater integration of the migrant population thanks to its different actions. In addition, working in collaboration with other projects and entities has improved services and generated a higher assessment of the work done by users.

1.3. In depth reception projects for the migrant population

Awalé. Learning of Spanish language and culture, *Coordinadora Estatal de Plataformas Sociales Salesianas*



The *Awalé* project, implemented by the *Fundación Iniciativa Solidaria Ángel Tomás*, is presented as a resource aimed at facilitating and favoring social and labor insertion from learning Spanish as a key initiative for inclusion in the host society. For this, the itinerary of each migrant person is divided into three phases: reception, training and departure.

The general objective is for immigrants who come to our country learn the language and culture as a means for their socio-labor integration into the host society. The project has a variety of specific objectives:

- Facilitate the learning of the Spanish language as a fundamental tool for social and labor insertion.
- Acquaint migrants with cultural items of the host society in order to facilitate the connection with their own cultural features and facilitate effective social and labor integration in the host society.
- Promote specific actions in favor of interculturality, from a bi-directional approach, enabling mutual cultural enrichment and social coexistence.
- Use ICT tools as a learning method and as teaching to reduce the digital gap in the migrant collective.
- Pay special attention to the accompaniment and social support to immigrant women, favoring a process of integration on equal terms.

The learning is carried out fundamentally from the development of linguistic and cultural knowledge, adapted to the reality of the migrant population, paying special attention to schedules in order to facilitate their participation. The training process is carried out by contextualizing needs and characteristics that are detected in the migrant population and with a cooperative and experiential work methodology that will speedily and functionally incorporate the acquired learning. Throughout the project, we seek to create a welcoming, familiar and close-knit environment, as a meeting space, in which periodic assemblies are organized to encourage participation and joint decision-making regarding the project.

The proposed actions have a broad-spectrum, a total of seven different and complementary actions: cultural, leisure and free time activities with cultural visits, participation in celebrations and excursions, etc., which are carried out throughout the year. This includes: Spanish language and literacy classes, organizing learning groups for each person's language level to facilitate the acquisition of language skills and abilities. There are also gender equality activities and the creation of spaces in which women of different nationalities participating in the project can meet, reflect, discuss and experiment to promote their empowerment. Moreover they offer training workshops in the culture of the host country, with sessions to learn about the environment, customs, history and rights and duties of the host country. Basic computer courses are also available for the acquisition of basic knowledge of computing administrative skills and the Internet and to promote equal access to the digital society. There are playroom services for children of migrants participating in the project; lastly, periodic assemblies are held for the creation of spaces that favor the meeting, dialogue and collaborative decision making.

The project stems from a previous diagnostic evaluation for the design of *Awalé* followed by a training activity, which throughout its development, was assessed on the evolution and insertion of migrants. The project has become a benchmark in the area, it is dynamic and adapts to a changing context, this feature highlights the value of the project and makes it "alive". The assessment by the participants is very positive and networking with other entities is also of great value for its development.

Learning the language and culture of the host country, Red Acoge



The project *Learning the language and culture of the host country* is an adult education program for the learning of languages of the host country, and it focuses on a comprehensive development of the basic language skills through customized individual itineraries. The general objective seeks to promote the socio-labor integration of migrants through language learning. The project is developed with different specific objectives that complement the project:

- Facilitate the access of adult immigrants to existing training resources, preferably those of the project and / or to adult training centers.
- Get adult migrant recipients to master Spanish (and Catalan) and acquire sufficient sociolinguistic skills to function autonomously.
- Offer complementary training activities to immigrant adults participating

in the project, to acquire skills that improve their employability, while incorporating ICT in the Spanish learning process.

- Encourage the creation of meeting and spaces of knowledge at a nearby social environment.
- Promote the adaptation of existing training resources, preferably those of a public nature, to the needs raised by adult immigrant.

It is based on a model of intercultural and multilingual education that develops inclusive strategies in which, both migrant and indigenous people, maintain the values of their culture of origin, while recognizing other cultural values interwoven with their own. The idea is to be able to carry out a process of coexistence and learning, through interaction and mutual enrichment of all languages and cultures, which allows for the development of individual and group identity; and in the same way, to build spaces of relationship between the migrant and indigenous population to enhance diversity knowledge as a value for social cohesion.

The project is organized based on two lines of work with different actions, one of training activities and another of leisure activities which includes knowledge of the environment. In the first line, learning actions of the languages of the host country are collected: reception sessions and diagnosis of training needs; Spanish classes with different levels of learning, from literacy to conversation; and finally, preparation for the DELE level A2 exam, a requirement for obtaining Spanish nationality. Other actions, along the same lines, are complementary training activities such as support classes for obtaining a driver's license, computer classes, librarianship of an intercultural library, English and French babel house and preparatory classes for "Spain's Constitutional and Sociocultural Knowledge exam ". In the second line, actions promote the encounter and knowledge in the host population, intercultural awareness-raising activities are plus the creation of exchange spaces that favor mutual acquaintance. The evaluation of the project is done throughout the development cycle, the initiative arises from the demand and need of the migrant population of sociolinguistic learning. Special emphasis is placed on collecting information regarding the training process from different perspectives: students, teachers and the program in general; for this, at the end of the project a questionnaire is given to each participant. It is a project in constant evolution and adaptation to the changing reality of the host society and the circumstances of the migrant population. The general assessment is very positive, it has been possible to strengthen and empower migrants, since the acquisition of skills and access to understanding the language and culture facilitate the inclusion in the host society in social and labor terms.

There is always time, Accem



The project *There is always time* highlights training and learning processes as guarantors of the development of migrants, encouraging the achievement of social and labor insertion based on personal development.

The general objective is to use linguistic and socio-educational training to promote active citizenship among the immigrant group and to promote intercultural dialogue through training that accommodates work, training, and family life of the people participating in the project.

Through the different specific objectives the project tries to:

- Design a socio-educational training courses and workshops from an intercultural perspective that suits immigrants, considering their specific training and accommodating it to the needs of their personal life.
- To link ICT users to each other so they can develop new skills and strategies to facilitate the process of participation and social insertion.
- Use the teaching of Spanish language as a means to learn the constitutional values and socio-cultural elements of Spain and the European Union.
- Sensitize the immigrant groups to equal opportunities between women and men through actions that integrate the gender perspective and the empowerment of women.
- Raise awareness of the effects of pollution and promote environmentally friendly attitudes through different types of activities.

A gender approach is key throughout the development of the project. It covers multiple perspectives, both transversely, throughout the project, and specifically, during a week of specific actions, through awareness workshops on gender violence prevention, women's empowerment and the role of women in history, among other subjects. The different formative processes are based on a constructivist methodology, understanding learning as an action of work in progress, and it also considers the heterogeneity of students as an enriching feature of the process.

The project's backbone is training activities that facilitate the language and culture of the host society, by adapting work, training and family schedules those of the project's activities and by incorporating ICTs to favor access to the digital society. In total, four types of actions are developed: 1) face-to-face courses in Spanish as a second language, in literacy and by levels, from A1 to B2; online training of

different topics through MOOC courses, amongst others; 2) Spanish as a foreign language course of different levels, and also support for the preparation of the theoretical test of the driving license; 3) face-to-face workshops of ICT and digital literacy for migrants; 4) face-to-face socio-educational workshops on themes such as equal opportunities, environmental awareness and constitutional values and socio-cultural knowledge of Spain.

There is always time presents a training evaluation to meet the needs and track the process through individualized and group tutorials and a ions data collection by sections. In addition, it carries out a summative evaluation to collect data that provides a global assessment of the degree of migrants participation, the learning strategies employed and the level of autonomy acquired as learners. The assessment is very positive and has achieved a wide range of face-to-face and online courses. Among other aspects, it has promoted greater accessibility to information and training of the migrant population, it has reduced the digital gap and had reinforced coexistence through intercultural mechanisms and spaces for participation.

CHAPTER 2. INTERVENTION AND ANALYSIS PROJECTS ON PREVENTION, PROMOTION AND HEALTH CARE OF THE MIGRANT POPULATION



2.1. A health approach to the social context of migrant population

The world today lives in constant change and in a permanent humanitarian crisis, while international agendas, specifically the 2030 Agenda, shows the need to network to meet basic needs that are still latent worldwide. Goal number 3 regarding health and well-being of the Sustainable Development Goals shows the need to achieve basic issues such as the reduction of infant and /or maternal mortality. Specifically, goal 3.7 seeks to “guarantee universal access to sexual and reproductive health services” (p.19) and goal 3.8 states “to achieve universal health coverage” (p.19).

Already in 1948 article 25 of the Declaration of Human Rights presents the right to health and medical assistance to all people. Similarly, thirty years later, Spain's Constitution of 1978 reflects that right in Article 43, within the state's legal framework of Rights and Freedoms of Foreigners in Spain and their social integration in the year 2000 with Article 12, which recognizes that “foreigners in Spain registered at the municipality in which they reside, have the right to health care under the same conditions as the Spanish people”(p.1141),also including assistance in emergencies, of children under eighteen and pregnancies. Later on, after different modifications, this right has been reduced, and reality shows us that health access and care in recent years has been marked by the political fluctuations in Spain, limiting, in some cases and depending on certain requirements, the right to obtain a health card and medical service beyond urgent situations. To all this one must take into account the diversity caused by each Regional Government that generates, on occasions, further barriers to public health access for the migrant by creating numerous difficulties for the compliance of the requirements required to access a right which is ratified in different international and national documents. In addition, it should be noted that other barriers such as the organization and operation of services, lack of knowledge of the migrant population and of intercultural professionalism on behalf of the socio-health professionals within the field, as noted by Roméo Gbaguidi (2009) in the *I Day of Immigration and Public Health*.

On the other hand, amongst the native population there are false numerous that spread through social networks and the media that cause *fake news* thus enhancing hate speech regarding the migrant population in Spain. The former generate an imaginary “struggle” for resources, due to this false idea of abuse by the migrant population, which is incorrect since the migrant population is young and healthy (Modrego, 2015). It is necessary, therefore, among other policies, to create a

greater awareness within the host population providing information that shows the reality regarding these issues. In general, the rate of use of health care services is lower, since, according to 2018 data, 89% of the medical consults were provided to Spanish citizens and while 11% was provided to people born in other countries (Economic and Social Council, 2019, p.180-181).

It is also essential for an effort to be made at a political level to develop strategies and action plans that favor the inclusion of the migrant population. Notwithstanding the socio-health community's need to work on this inclusion also, since health professionals need a greater knowledge of the population they are caring for, since cultural diversity may sometimes act as a basis for prejudices against each other.

Paying attention to such issues becomes a complicated task, since the migration process is largely diverse it accounts for a magnitude of aspects and a variety of cases associated with them, so that health professionals need, in addition to training, to cooperate with other professionals who can ease communication difficulties associated with language and culture. In order to do so, the health administration must network with entities and professionals that provide care for the migrant population. They must work together on procedures and protocols that favor fairness and standardization within the health care system to migrants, starting with a reception that lay down the groundwork for a good patient-health care professional relationship. In this context, informative and formative work, preferably in teams, as observed in the experiences we hereby present, have been very successful, because, in addition to promoting knowledge of the health system, thanks to health education devices and comprehensive actions that have improved the health of migrants and reduced the possible risk factors by paying special attention to the most vulnerable groups such as migrant women and minors. Given these facts, intercultural mediation within public health has of facilitated the task of support, advice, promotion and health care.

The projects included in this chapter contain health prevention and promotion of actions aimed at the migrant population, with special recognition of the value of primary care and the awareness that the migrant population has of existing resources and services. In addition, special emphasis is placed on the work of health professionals as a guarantor of better care and reception of the migrant population, since they have incorporated intercultural actions into the system.

2.2. Recopilatorio de proyectos de población migrante en clave sanitaria

The projects presented in this chapter seek to make health care visible in guaranteeing access and quality care to the migrant population. A total of ten experiences financed by the *European Union Migration and Integration Asylum Fund* have been collected through the *Ministry of Labor, Migration and Social Security*, these are called:

- Feel good = Integrate well. The promotion of migrant women's health as a strategy to achieve equality, *Federation of Progressive Women*.
- Mommies of the World: Promotion of mother and child health care of immigrant women, *Asociación Columbares Association*.
- Socio-health care for migrant population at risk or social exclusion situation. *Medicos del Mundo*.
- Empowerment with knowledge: prevention and care of female mutilation in Spain. *Fundación Wassu*.
- Prevention of female mutilation in Spain, *Fundación Wassu*.
- Intercultural dialogue for the prevention and care of female mutilation, *Fundación Wassu*.
- Building bridges: Program of care for the adult immigrant population in sexual and reproductive health, *Federación de Planificación Familiar Estatal*.
- Sexual health with a cultural insight. Sexual health promotion in the migrant population, *Unión de Asociaciones Familiares*.
- Program for the prevention and promotion of integral health for migrant women, *Asociación Mujeres en Zona de Conflicto*.
- Socio-health mediation: cultural diversity management for equal access to public services, *Fundación la Merced Migraciones*.

All projects seek to facilitate health access to the migrant population for quality care and with recognition of cultural diversity. The entities: *Asociación Columbares*, *Federación de Mujeres Progresistas*, *Federación de Planificación Familiar Estatal*, *Fundación Wassu*, *Fundación la Merced Migraciones*, *Médicos del Mundo*, *Asociación Mujeres en Zona de Conflicto* and *Unión de Asociaciones Familiares*, work in a total of thirty-seven different places in the world. Some projects have a local territorial focus and others are of an autonomous nature as reflected below:



The *Asociación Columbares*, *Federación de Mujeres Progresistas*, *Federación de Planificación Familiar Estatal*, y *Médicos del Mundo* and *Asociación Mujeres en Zona de Conflicto* projects carry out actions aimed at migrant populations who seek health promotion from different approaches and perspectives; on the other hand, the *Fundación Wassu* works for the prevention and visibility of a specific issue.

Feel Good = Integrate Well. the promotion of the health care for immigrant women as a strategy to achieve equality



The project, developed by the *Federation of Progressive Women*, thanks to networking with various public health agents, provides personalized support to migrant women through adequate health care. From an experiential approach, while respecting the differences. They implement

information, prevention and counseling strategies, aimed at improving the health and living conditions of migrant women from an integral approach with a gender and intercultural perspective. Some of the actions designed in the project are:

- Attention and advice: reception process and first attention carried out with migrant women, seeks to provide helpful information regarding existing public resources and how to access them. In addition, we work via the accompaniment to ensure that there are no issues of access due to linguistic and cultural barriers.
- Individual psychological support for migrant women potential victims of gender violence: it is one of the most necessary actions for women who are in complex situations with their health at risk. The action is carried out within different psychological trends that seeks to generate a space of accompaniment and support to contain possible crisis.
- Actions from a group approach: group actions are diverse, some are related to health, to self-care and healthy habits; others, are linked to healthy leisure time practice that generate dynamic leisure spaces that prevent isolation; and finally, there are those carried out by external institutions that also cater to migrant women, by providing them with group support to strengthen areas of their lives that interfere with their personal and professional development.

The formative evaluation carried out with different quantitative and qualitative instruments demonstrate the positive impact of the project. The actions proposed have caused migrant women to value very positively having a space for learning, where they can speak freely and confidently about their health, just as they openly state that they feel better at the end of individualized psychological care.

Mommies of the World. Promotion of mother and child health in migrant women.



The *Asociación Columbares* proposes its project in order to improve the health and quality of life of pregnant migrant women or mothers with minor sons and daughters and their families, thus enhancing the value of preventive health care and the good use of public services

The preventive and information intervention proposed, is especially aimed at mothers. It has a comprehensive range from maternity and/or paternity preparation from a sanitary, social, educational and psychological perspective with training, orientation, accompaniment to a follow-up actions as well as family and sanitary mediation. Some of these actions pertaining to the projects are:

- Intercultural mediation in medical centres: collaboration with sanitary and social services to have a mediation person as an interpreter and facilitator to improve the services obtained by the migrant population.
- Training workshops in mother and child care: designed for group development from a multidisciplinary perspective, through workshops are held by nursing, psychology and nutrition professionals, with the presence of an intercultural mediator to facilitate a clear reception of information. In addition, the participation of parents and couples is encouraged to promote co-responsibility.
- Individualized actions: they are proposed to give personalized and integral attention to migrant women in all the socio-sanitary areas they require, facilitating equal access to public services. A personalized accompaniment and follow-up plan is designed through different meetings to solve their needs and concerns.

It is of interest to highlight the warm reception that the project has had both from public health systems and from migrant women. A quantitative and qualitative evaluation process confirms the great value of this project. Migrant women have acquired knowledge and tools that favor an improvement in the quality of care, showing how accompaniment, monitoring and mediation has facilitated their inclusion and access to public health services.

Social and sanitary care for migrant population at risk or in a social exclusion situation



Médicos del Mundo carries out the project with the objective of improving social and health conditions of migrants who are in a vulnerable situation or are at risk of exclusion, promoting their inclusion in the normalized social and health circuit. The intervention, from a human rights and gender perspective, originated from a biopsychosocial model, that is, an approach that values biological, psychological and social factors. These play an important role within human's health from a comprehensive vision. Some of these actions that take place are:

- Individual socio-health care: it seeks to provide individualized care to each migrant to facilitate their primary health care within a biopsychosocial model and subsequent monitoring.
- Development of educational interventions: different training actions are carried out, linked to the promotion of sexual and reproductive health, in addition to courses on various topics to encourage the socio-sanitary inclusion of migrants. Training processes for health personnel through advice or talks to become acquainted migrant reality and the barriers to access health care that this population encounters.
- Networking with other organizations and institutions: throughout the whole Project is carried out with other agents and entities. In order to do so coordinating meetings are held with socio-sanitary professionals and the third sector.

It is interesting to verify how this project's work minimizes the barriers to health access migrants encounter when dealing with standard administrative situations in third countries. One achievement, thanks to the networking proposed in the project, is the advancement of an effective development of collaboration between the different agents and institutions involved.

Empowering with Knowledge: prevention and care of female genital mutilation in Spain.



The *Fundación Wassu* seeks to cover the specific needs of the migrant population, more specifically, it seeks to eradicate Female Genital Mutilation (FGM) and improve

the health conditions of women and girls of sub-Saharan origin residing in Spain. The intervention is developed from research applied to the transfer of knowledge in waterfall model for the prevention of FGM and medical care to eradicate the practice from a holistic and sustainable approach. Some of the proposed actions are:

- Awareness, further training and workshops: for primary care professionals in order to train for the prevention of FGM and medical care of its consequences.
- Awareness and training workshops on FGM: for third level students to identify the reality of migrant women and girls residing in Spain coming from countries where the practice of FGM is carried out. This is a violent tradition with serious consequences that befalls women for reasons of sex, gender, age, affiliation, ethnicity and / or social class.
- The research, drafting and publication of the "Report on the Evaluation of the FGM Prevention Model of the Generalitat of Catalonia": considered by the Generalitat as one of the main innovations of this project. The report compiles the necessary information on the topic to implement improvements and increase the quality of care services.

In general terms, the development of the project is highly valued. It has contributed to an increase in the prevention of FGM and in the care of the specific needs of the migrant population in Spain, specifically, by increasing the visibility of the need for FGM prevention in public political agendas. In addition, the publication of the report that evaluates the model carried out by the Generalitat of Catalonia (2002-2018) is a starting point for the consideration and improvement of the intervention from different perspectives.

The prevention of Female genital mutilation in Spain.



Along the same lines as the previous project, the *Fundación Wassu* implements preventive interventions to eradicate FGM and the improvement of the health conditions of women and girls of sub-Saharan origin residing in Spain. To do this, the Foundation designs a plan with three key agents: first, with people belonging to the health sector, especially nurses and pediatric and obstetrics professionals; secondly, with the educators who can address the issue in their daily work with students at risk; and finally, with policy makers, since it is them who write the relevant by-laws to address this reality. Some of these actions carried out are:

- Design, edition and printing of the ²“Map of Female Genital Mutilation” in Spain 2016: a paper that has collected countless information from 2012 to 2015 to make the reality of FGM visible nationwide.
- Training workshops for primary care professionals in the detection and prevention of FGM, as well as the medical care for its consequences: through awareness and training actions, which are intended to contribute to the prevention and care for the consequences of FGM in migrant girls and women. The training helps the update and the re-edition of the “Manual for Professionals in Prevention and Care of FGM”, prepared by the foundation.
- Advice on preventive intervention and cases of FGM for primary care, social workers and education professionals: proposes to work with different reference agents for migrant girls and women to help in prevention, in order to do so they carry out different consultancies and case studies to improve care and prevention.

It is of great interest the work that is carried out, being the longitudinal character in time a very positive aspect, in this way, the reality of FGM has been made visible to the general public and has allowed to know a reality unknown in our country. In addition, it has allowed to offer training to different professionals and design intervention strategies that are positively valued by the different agents involved.

Intercultural dialogue for the prevention and care of female genital mutilation



Another of the *Fundación Wassu* projects seeks to contribute to an intercultural dialogue between the different agents involved in the intervention of specific health needs of the migrant population in Spain. Specifically, training actions are developed and tools are designed to respectfully promote the prevention of FGM and the improvement of the health conditions of women and girls who have links with countries where they do this practice and who reside in Spain. Some of the actions designed are:

- Workshops to raise awareness, further training and training in intercultural skills for the prevention and care of FGM: in addition to training primary care professionals, they offer specific consults for preventive intervention advice for specific cases.

- The steering of the Wassu methodology and advice on the development of a Pilot Program for the Prevention of FGM in coordination with the Government Board of Andalusia: developed an intervention tool to network in the territory, agreeing on a plan that proposes the most useful strategies for prevention in different primary care centers.
- The production and publication of a study on the use, applicability and impact of the Preventive Commitment of FGM in Spain, accompanied by the design of distribution material on the use and application of the undertaking.

Thanks to the project, documents for collecting information on FGM of great value at professional and political level have been prepared. It is significant to highlight the importance of these types of projects in preventive terms, favoring that girls who have travelled to their countries of origin and have returned intact, thus proving that information and awareness can avoid practices that undermine the rights and freedoms of women. The protocols and tools developed within the framework of the project are very important when working in an organized way for the eradication of cultural practices of this kind.

Building bridges: program of attention in sexual and reproductive health for the adult migrant population



The *Federación de Planificación Familiar Estatal* is a program of integral attention to the sexual health of the adult migrant population, which is a unique intervention, both in terms of its content and its approach. It aims to generate “friendly spaces” to facilitate the risk prevention work associated with sexuality by dealing with it, from a broader perspective, as a value. This proposal seeks to be an entry point to a standardized system of sexual health care, through the design and implementation of different actions:

- Information and advice services on sexuality: this is an individualized and confidential attention service, in which any query related to sexuality is answered, using the non-direct interview technique. This service is developed in the entity’s own space and is itinerant when collaborating with other entities and /or services.
- Workshops aimed at women and men: thanks to networking, training workshops are provided with contents adapted to each specific group.

² Available at: <https://bit.ly/34C7Kyg>

Putting into practice dynamic methodologies, spaces are offered in which the theoretical lectures, questions and joint deliberations on sexual health are combined.

- Advice and training for professionals: to provide knowledge and tools for socio-health professionals, different work sessions are held in different formats in order to improve the sexual health care of migrants.

The intervention is of great value due to its evolution and trajectory, it has managed to position itself as a framework of reference for sexual health care of migrant women and men. Networking is very important and shows trust in the project's good work. The people cared for have increased and their assessment of the program is very positive.

2.3 In depth health projects on migrant population

Cultural competence in Sexual health promotion in the migrant population, Unión de Asociaciones Familiares



The project *Cultural Competence in Sexual health promotion health in the migrant population* aims to contribute to the sexual and reproductive health of the migrant population residing in Spain from a community, gender, intercultural

and human rights approach.

The general objective seeks to promote and improve sexual and reproductive health care, as well as the exercise of sexual and reproductive rights of the migrant population in Spain with special attention to the most vulnerable groups. In addition, a series of specific objectives are developed to:

- Carry out training and awareness actions aimed at both the migrant population and professionals of various fields, by generating spaces for reflection and transfer of knowledge, tools and resources. These promote equality between genders, and the recognition and acceptance of sexual diversity.

- Promote intercultural mediation as a key strategy in the promotion of the health among the migrant population.
- Endorse favorable attitudes that allow the migrant population to live their sexuality fully and satisfactorily, as well as create responsible and risk-free behaviors through the elaboration and distribution of materials and publications.
- Offer updated information and resources in sexual health care.
- Rendering sexual and reproductive health visible, by contributing to the adoption of attitudes, strategies and policies necessary to address respectful quality care within the migrant population.
- Strengthen and expand networks and exchange of good practices among professionals, entities, organizations and institutions involved in the promotion of sexual and health prevention of the migrant population, in order to converge and develop strategies and become of greater incidence in Spain and abroad.

Its comprehensive intervention is structured in actions directed at different levels. On the one hand, direct awareness is made to migrants, health and educational professionals, social services, general administration and third sector bodies; also, through social networks and various communication channels, awareness is developed for the general public. On the other hand, different workshops on sexual health for migrants are developed, such as the continuity course of “Agents of sexual health in cultural diversity”, which aims to encourage participants to become health agents that spread learning in their communities. In addition, specific training is offered to professionals to establish spaces for exchanging knowledge and resources, among which the elaboration of its outstanding “Guide of sexualities in cultural diversity”. Within their own working methodology, the incorporation of mediators is a key part in the construction of cultural bridges and networking with other bodies and institutions.

An evaluation of the process has been carried out from mixed methodologies of different instruments and procedures that have been adapted to the needs of the program and to the participating agents and collaborating entities. The overall assessment of the project is very positive, it has been evolving dynamically and learning from its own experience. A proof of this success is the response, demand and recognition of the actions of the target population, as well as the indirect scope of results of its activities. Migrants participating in the project value it, as well as the different agents and entities, considering it very necessary and of great interest.

Program of prevention and promotion of integral health for migrant women, *Asociación Mujeres en Zona de Conflicto*



The program for the *Prevention and promotion of integral health for immigrant women*, has a holistic view of health. It works with migrant women as well as with women in prostitution and victims or alleged victims of trafficking for sexual exploitation purposes.

Its general objective is to contribute to the reduction of health inequalities of migrant women in vulnerable situations, through the prevention and promotion of integral health by incorporating a gender approach. The project has two specific objectives, which complement each other:

- Improve the quality of life of immigrant women through integral care through health actions.
- Optimize the coordination between the different agents involved in the health care of migrant women.

The work is developed by a multidisciplinary team composed of different professionals from the social field. The project is of experiential nature and aims to create spaces for reflection in a safe environment in order to recognize the vital desires, difficulties and opportunities of the participants, as well as recognize their gender identity and migrant status from an individual and a collective perspective.

Based on a gender perspective that offers the opportunity to analyze various vital possibilities of women, also of men, after a convenient transfer of information of their most intimate selves. This perspective provides a broader and deeper knowledge when addressing the needs of men and women. It seeks to encourage active participation in the promotion of a social change that arises from awareness and personal training to improve the quality of life of people.

The proposed actions are carried out from an individual and group perspective. In the first place, with individual work, reception and psychological attention actions are developed based on a diagnosis of the needs of migrant women. Secondly, thanks to the group work, a variety of workshops are held, among others on: biopsychosocial education with sessions on laughter therapy, living with shame, the patriarchal recipe, and so forth.

There are also workshops of mindfulness which is developed in four phases: observing the sensations of the body, breathing, self-compassion and meditation while listening to breathing and thoughts. Also, there are conflict resolution sessions, as well as leisure and healthy lifestyles contents, with shared development activities among women in search of the keys to happiness, etc. The “Intercultural Centers” of the entity are the spaces in which the activities take place, although they also have spaces provided by public or private bodies. On the other hand, they have interventions in the different spaces where women work in prostitution contexts, therefore, some workshops are offered specifically for them. This diversification allows to address various topics from an interdisciplinary perspective, thus generating richer experiences for a better acquisition and development of personal skills.

A formative evaluation has been carried out with the support of a mixed, quantitative and qualitative methodological questionnaire. The questionnaire is completed individually or in groups and is designed to collect key information for the evaluation of the project. In general, the evaluation is very positive about the different actions carried out; both participants and technical staff, show the need to continue the actions. They propose the creation of long standing stable mutual help groups that facilitate the creation of social relationships between the women who attend different activities, thus favoring the creation of networks and support pillars.

Sociosanitary Mediation: management of cultural diversity for equal access to public services, Fundación La Merced Migraciones



The Sociosanitary Mediation project: management of cultural diversity for equal access to public services aims to create awareness, train and support the different professionals in the socio-health field by offering them tools to manage

diversity through intercultural mediation.

The general objective seeks to promote the incorporation of intercultural social mediation in the health field as a tool to favor the management of cultural diversity and of equal opportunities for immigrants

A total of three specific objectives are proposed:

- Promote awareness and training actions for professionals, students and volunteers in the healthcare fields to acquire mediation tools and the develop intercultural skills to achieve adequate care.
- Favor support and accompaniment in health centers, from an intercultural social mediation approach, by users of the institution and professionals from the social field.
- Facilitate the promotion of actions to improve the management of cultural diversity for equal access to public health services by the immigrant population. This is done through continuous counseling, strong interdisciplinary networking, and the identification, transfer and promotion of good practice initiatives in this area.

The project is based on methodological principles of active pedagogy in which participation, flexibility and reflection are the basis of the intervention. In addition to working from an intercultural perspective, as an entity they have the responsibility of generating a space for continuous networking, coordinating with institutions and professionals who have the joint responsibility of improving the quality of care and managing cultural diversity in the socio-sanitary field.

The actions focus on improving the care in health centers and the creation and consolidation of accompaniment and mediation services, for this, a first step is to select hospitals and health centers to network. A second step, is to promote the creation of a diversity management commission in health centers, made up of health personnel and the entity that seeks diagnosis, awareness and training that encourages real actions to improve the care of the migrant population. It also provides specific training in intercultural mediation, by training intercultural health agents through specific workshops to become the caregivers of young migrants and users of the area of integration of the entity. Finally, a third step, of a wider scope is proposed, through lectures, day conferences or meetings on an annual basis, aimed at health professionals and technical staff of entities that work with migrant populations or in culturally diverse environments, to improve the management of diversity within the health field. These meetings are a space for raising awareness, training, reflection and drafting proposals for improvement of an intercultural context and with the final intention of creating a “Network of Intercultural Hospitals”.

Their work is evaluated at two levels with the objective of detecting clues that allow a team of the entity to continuously reorient their tasks and professionals participating in the different processes in every health center. In general, health professionals value the project positively, they consider the training and awareness

actions and the materials delivered very interesting and of great value for their professional performance with the migrant population. Many point out that it is very useful for their daily work, especially with regards to the care of migrant patients, as the presence of people from different cultures in health centers is growing. Also, a significant number of professionals consider the figure of the intercultural mediator in hospitals is necessary, as it implies an improvement in the quality of care for the migrant population.

CHAPTER 3. PROJECTS TO FACILITATE MIGRANT WOMEN'S ACCESS, PARTICIPATION AND INVOLVEMENT IN A LIFE OF FULFILLING EQUALITY



3.1 Migrant population's social context from a gender perspective

The Convention on the Elimination of All Forms of Discrimination Against Women points out in its preamble that “women are still object of important discriminations” (General Assembly of the United Nations, 1979); regardless of the progress made, gender-based discrimination is still a latent issue in many societies, a matter that has prevented real and effective equality. Societies still show differences and inequalities at work, in domestic, social areas and power relationships in which women are at a disadvantage. It is urgent, as Pavon advises (2014) to make “a radical transformation in the understanding of the road to equality of all, and this must be achieved through the logic of empowerment” (p.113).

We must add to the obstacles above mentioned, those that come from being migrants, that directly affect the legislative, work and social areas, also influence the integral development of women that go through these processes. In addition to the multiple reasons that trigger migratory movements, these processes also unavoidably respond to political, economic and ethical backgrounds: the increasing inequality derived from the spatial division of wealth, that run in parallel to the persistently enormous differences in the quality of life of existing in some countries and not in others”(Economic and social Council, 2019, p. 17).

The global presence of women in the migratory movements is unquestionable, so in order to face this reality, we must do so from a gender perspective due to the existence of a triple discrimination: that of gender, migration and poverty. Women's migration has increased due to the vulnerability they suffer in their countries of origin, a situation that doesn't improve in the host countries. Migrant women are those who run greater risks and suffer more vulnerabilities in the migratory processes, since they are exposed to multiple ways of gender-based violence: physical, sexual abuse and rape, kidnapping, extortion, human trafficking, multiple types of exploitation, and so forth. All of this makes migrant women play an “invisible role” in the host country thus, decreasing the full development of their access to opportunities, participation and involvement in social life within different areas.

Women's high participation in the migratory processes has placed them in an active role in global development, which requires a differentiation of the effects of migration from a gender-based perspective (Palacios, 2016). One of the characteristics of the unequal economic development that drives migrations is

the job demand in sectors that are feminized and sexualized, which are generally invisible. These take place in domestic and private sectors, as well as in informal and clandestine sectors (Guerra, 2017). The host societies, consequently have generated unequal relations with the migrant population and, specifically with women's migration; in this regard, the United Nations General Assembly in Violence against women migrant workers (2013) shows a great concern regarding the data collected on serious abuse and acts of violence against migrant girls and women.

Thus, it is essential to implement a gender-based equality sector and disciplinary policies across the board, backed by institutions, with the full participation of officers and experts (Martín, 2016). The migration issue, in political, economic, social and humanitarian terms, is a very present in many countries' agendas. It is also present in the 2030 Agenda, in objective 5, that aims at the empowerment and gender equality and in objective 10, that proposes the decrease of inequality (United Nations General Assembly, 2015). Policies must include and have solutions for the general migratory processes and in particular, those undertaken by women, offering them protective measures that guarantee their rights.

However, it is essential to highlight that the migratory processes undertaken by women, in addition to risks, also offer opportunities for women to gain their independence, themselves becoming development agents in their countries of origin and in their host countries. In this way, it is also essential that public policies and social bodies make this new, productive and reproductive, role visible. Thus, women will be seen as citizens when they participate in public life, in spite of also doing woman's traditional work, which means their tasks are still precarious activities and their working conditions vulnerable. Again this is due to patriarchy and the development of an economic model focused on capitalism.

The portrayed reality comes from different institutions and agent, social entities are one of them, with social and citizen interventions that favour a true diverse society in which difference is experienced as positive and enriching. In this chapter we present six experiences that tackle different realities from a multiplicity of premises, embracing individual and/or collective attention processes such as support, advice and training for women victims of any type of discrimination, with awareness actions, providing meeting spaces and cultural exchange between the migrant and the host population, therefore promoting intercultural societies.


3.2 Migrant population's projects from a gender-based perspective


The projects presented here seek to provide a space for the migrant woman, empower her as a person, acknowledge her dignity and her rights as a human being. These six projects are funded by the European Union Asylum, Migration and integration Fund through the Ministry of Labour, Migrations and Social Security, these are called:

- Women and mothers between two cultures: support groups, orientation and assistance, *Asociación Salud y Familia*.
- WARMI. Psycho-social support service for migrant women, *Asociación Progestión*
- NOVICOM. Promotes knowledge, awareness and social support for women, *Accem*.
- Getting ahead. Setting relations free from violence. Fundación CEPAIM Convivencia y Cohesión Social.
- LILITH. Prevention, protection and care for women in situation of sexual exploitation and victims of trafficking. Asociación Mujeres en Zona de Conflicto (MZC).
- Muslim woman against islamophobia, *Federación de Asociaciones de S.O.S. Racismo del Estado Español*.

The implementation of these actions' objectives to work for the inclusion of women into the host society based on the values of recognition and dignity. The above mentioned projects work in a total of 21 different locations, four of them are in Madrid, three in Huelva, two in Barcelona and, in the rest of locations each project is developed as follows:

 —→ Cataluña

 —→ Murcia y Valencia

 —→ Madrid, Vigo y Huelva.

 —→ Alzira (Valencia), Madrid, Lepe (Huelva), Barcelona, Cartagena (Murcia).

 —→ Almería, Córdoba, Huelva, Sevilla, Extremadura, Ceuta y Madrid.

 —→ Alzira (Valencia), Madrid, Lepe (Huelva), Barcelona, Cartagena (Murcia).

The projects *Asociación Salud y Familia*, *Asociación Progestión* and *Accem* share the projects' general goals, all three offer psycho-social and social support to migrant women, although they each work from different perspectives.

Women and mothers between two cultures



The Project developed by the *Asociación Salud y Familia* is comprehensive since it offers orientation, support and assistance from an intercultural perspective to migrant women and mothers. In order to do so, through support groups, assistance and the empowerment of mothers, the association intends to improve the women's competence for the family and community life, while boosting their training and job aspirations. Some of the actions they carry out to reach these goals are:

- Personalized referrals and priority access to resources of free and individual care in diverse areas such as training for employment, work placement, legal advice, high impact family planning, psycho-social

support, sustainable family consumption and/or infant nutrition.

- Organizing six training workshops for migrant women and mothers about the “Rights for Family Life”, “Rights at work” and “Family Planning and Positive Parenting”.
- Active broadcast on rights and strategic resources for the human development of migrant women and mothers through the creation of an App, that allows for the users to participate in the promotion of democratic debates and chats of their interest.

The impact of the project is highly rated, in addition to the number of cases attended and its direct benefits for the users of the support and advice systems, it allows for the exploration of all the cases that presented domestic violence. It is also worthwhile noting its high number of indirect beneficiaries, through actions that reinforce the social and democratic participation in the form of workshops, a series of lectures and, encounters as well as awareness activities, information and interchange within an equal and respectful environment.

WARMI. Support Psychosocial support service for migrant woman.



The *Asociación Progestión* designed the project in order to promote the inclusion of migrant women in response to special social vulnerability needs these women and their families are going through, understanding this holistically and with a proactive orientation. The intervention is carried out from a psychosocial perspective, that is to say, it ensures women participants take on the responsibility to actively and comprehensively control their lives, thus also facilitating the creation of networks among migrant women with their women neighbours and building a true inclusion process. The actions carried out within this project are the following:

- Routes among women neighbours: this action uses the community and its participative perspective so that the women themselves become visibly active agents of the process. Social intervention professionals are present on the routes that promote the meetings by boosting their capabilities and group strengths. Women, in these dialogue and exchange spaces, are able to share their life experiences empowering thus the intercultural and intergenerational traits of the group.

- Trace your path: are empowerment spaces for professional accomplishment designed by a real demand transmitted by the women participants in the Project. Many women of migrant origin want to leave the labour market niche they find themselves in since these have numerous barriers both social and personal; based on those parameters, migrant women want to conquer other labour options and are training to do so. Within the project, support is also provided to develop self-employment initiatives from a psychosocial perspective.

The overall project rating is very positive, most women receiving individual support, support in groups and labour empowerment present psychosocial improvement. The fact that the actions carried out on such a wide spectrum, regarding the type of interventions, has converted this project into an integral service. Individual care is fundamental, the strength of this project lies in the fact that this type of care is supported and sustained in collective spaces, both in the form of support groups and communal activities.

NOVICOM



The project developed by *Accem*, is a complementary action to other interventions that are carried out within the struggle against human trafficking. All actions are aimed at raising awareness to prevent and eradicate trafficking of human beings in all its manifestations. It takes measures that at the same time enhance the increment of the degree of society's involvement through a better understanding of the causes and risks of this phenomenon, and knowing that the fully aware social actors can, one way or another, also play a role in fighting this social scourge. Within the project, some of the actions are:

- Information and awareness workshops on trafficking in persons for the general public, in areas within and outside the project's framework.
- Professional support in the detection of possible trafficking cases. Individual and group work is carried out with victims of trafficking. Also, in the context of the project, open days are held for the fight against trafficking and up dated presentations of the most recent data found in research.
- Making a diagnostic study to render visibility to the reality of trafficking and rethink how to proceed in this situation that seriously affects women.

In view of this experience, the impact of the intervention has been very positive thus assessing a need for continuity, since it has managed to link the social sectors involved, in such a remarkable way, to increase the visibility and awareness of migrant women's vulnerability and risk of being in a trafficking situation. It is of the utmost importance to highlight that within the education field, a big number of teachers are greatly concerned with poverty related, gender violence, discrimination and solidarity issues, so the talks and workshops on trafficking have been much in demand by these professionals.

3.3 In Depth Migrant Population Projects from a Gender Perspective

Get ahead. Establishing violence-free relationships,
Fundación CEPAIM Convivencia y Cohesión Social



The *Get ahead, establishing violence-free relationships project*, aims to promote equal opportunities for the effective participation of black women, migrants and refugees in all spheres of life, particularly at a social and economic level,

in legal and in political decision making, fighting against racism and all other forms of discrimination.

The project's general goal is to facilitate participants' understanding of how to establish violence-free relationships within the family and/or within relationships, which is fundamental in order to achieve a full and satisfactory life. It also considers several specific objectives, amongst them are:

- Increase the awareness of migrant women for the prevention of gender violence cases, contributing to the eradication of situations of this type of violence through "Get ahead" workshops.
- To detect cases of gender violence.
- To train women to become "Community Agents for the prevention of Gender Violence" to develop preventive work.
- Raise the awareness of men and train them to become active agents in violence against women prevention.
- Attend individual cases that require support and referral to specialized resources.

- Develop awareness material for the prevention of violence and the promotion of equality between men and women.

Get ahead is part of an integral action. Firstly, its primary prevention proposes a focus on awareness rising of violent models, on the empowerment of women to help her leave the circle of violence, on the creation of support groups and providing information on resources for women who experience or have experienced violence. It is also interested in including men in the prevention plan through group workshops. These men become responsible for the elimination of all forms of violence against women by raising awareness of the exercise of power that hegemonic masculinity implies and enabling them to experience masculinity in a healthy and equal ways.

This project is a means by which many situations of violence against women leave the private sphere, to go beyond a first-order preventive project. It also becomes a mechanism that detects cases of under covered gender violence, which can be cared for and derived to a specific resource. A secondary prevention is done, therefore, to work on the conflict with the support of the experience of other women participants, thus supportive follow up work is carried out by both the social agents' dynamics and by their workshop companions, in addition to referrals to professional help which is encouraged. The project includes support and follow up group actions on awareness and individual care, placing gender perspective and people at the centre of initiatives, such as, amongst others:

- Personalised support and follow up for each case. To also support and favour women's integral empowerment to develop their self-esteem and their social involvement.
- Dynamic community courses for the prevention of gender violence and how to organize meetings as was done in previous editions of the project.
- Prevention and awareness workshops for men on gender violence, under the motto of "male carers"
- Development of awareness material.

It is also of interest to highlight the big variety of publications, guides and manuals, of technical and methodological material, written within CEPAIM framework. An example of this is: ³"Slow cooking. Concocting ideas for group intervention with men from a gender perspective"

During the development of *Get Ahead* a qualitative and quantitative evaluation for permanent monitoring of the Project was designed. Some of the results obtained show its good reception as well as a positive global assessment from the team. The magnitude of the initiatives and the response obtained by the population both directly and indirectly involved, as well as the numerous actions developed, show the viability and relevance of the project. Similarly, the participants have manifested great satisfaction and shown how they have been empowered during the process, some of them point out in their assessments and evaluations, having incorporated into their lives a high sense of empowerment, and increasing their self-confidence through the support received by the group.

LILITH. Prevention, protection and integral attention to women in situation of sexual exploitation and victims of trafficking, Asociación Mujeres en Zona de Conflicto (MZC)



LILITH Prevention, protection and integral attention to women in situation of sexual exploitation and victims of trafficking presents a project of integral attention from of human rights and gender approach. The general objective seeks to contribute to the eradication of gender violence in all of its forms, with special attention to the trafficking of women and girls for the purpose of sexual exploitation. It also has as a specific objective which is structured on three basics axis of initiatives:

- To strengthen the systems of prevention, protection and integral care to migrant women in situation of sexual exploitation and victim of trafficking.

The intervention presents a comprehensive care, encompassing human rights and gender equality. In order to do this, networking and coordinated with other agents involved is required, either public or private ones, thus strengthening its current protection mechanisms. For its development, intervention is carried out in situations of prostitution, sexual exploitation victims and/or direct trafficking surviving victims, thanks to the “24h availability” mobile unit device enabling the team to act on site and the existence of “the Intercultural Center” premises which enables a safe space.

³ Available at: <http://bit.ly/2KIRGTq>

The *project LILITH* is articulated in three axes of intervention: a protection axis, direct integral attention to women and, prevention of trafficking for the purpose of sexual exploitation.

Firstly, within the protection axis, is the intention to increase the effectiveness of detection and care for women in prostitution and, potential victims as well as survivors of trafficking. To do this, three steps are taken: the coordination of specialized actors for the improvement of protection and care of the program's own resources; the internal coordination of the organization; and, the availability of the 24 hours emergency care service.

The second axis focuses on direct attention to women from third countries in situations of vulnerability already described through an intervention aimed at empowering them, increasing their personal autonomy and self-esteem. For its development, two main actions have been structured, one that compiles a set of actions aimed at strengthening personal autonomy in a context of prostitution and / or victims of trafficking, providing care for women's sexual and reproductive health through mobile units. These actions seek HIV and other STDs prevention; the early detection and treatment of HIV and other STDs; and sexuality counselling with talks on emotional-sexual education, information on sexual and reproductive rights as well as the acquisition of tools and negotiation skills with clients, etc. The other actions of the second axis, are related to integral care, focused on strengthening the resilience of women to face harm reduction and reparation strategies. For this, emotional support actions are carried out, mainly dealing with emotional crisis situations; legal and administrative advice actions; and finally, general social care by providing information on existing resources and available existing services.

The third axis includes an intervention focused on the prevention of trafficking for sexual exploitation purposes. It is organized with awareness actions, with information campaigns for the general public, and, in carrying out workshops in key collective groups in the fight against trafficking of human beings for sexual exploitation purposes. The use of a mobile device to approach prostitution spaces and contexts is especially relevant, as the main instrument in the execution of the methodology, since it facilitates women's access to the project.

The evaluation of the LILITH project is on-going, it is carried out through internal monitoring and coordination throughout the whole process. The internal coordination of the actions carried out and the external coordination with the activation of new protocols for action and adherence to the goals of the third

sector are specially highlighted, an aspect that have greatly improved networking. At a technical level, the expected results and the planned activities have been developed as established in the project, with noticeable improvements and strengths in the actions implemented. The coherence and relevance of the project is valued by the project itself and its technical team, in harmony with the main strategic plans and regulatory frameworks of public institutions at international, national and regional levels. Its trajectory and the opening to new geographical areas are considered very relevant, which denotes the consolidation of the team and the satisfaction of the participants.

Muslim woman in the fight against Islamophobia, *Federación de Asociaciones de S.O.S. Racismo del Estado Español*



The Muslim Woman project in the fight against Islamophobia aims to contribute to the struggle against Islamophobia as a discriminatory tool against women and promoting individual and collective inclusion in society.

Its general objective is to favor the access, participation and involvement of migrant women in all areas of society. In addition, there are a series of specific objectives that are developed in order to:

- Promote social inclusion of Muslim women through individual and collective empowerment.
- Train Muslim migrant women to acquire knowledge, concepts and tools that facilitate migrant women their process of effective and dynamic inclusion in the social, economic and cultural life of the community.
- Encourage participation and social inclusion through the incorporation of women into the organizing events that have strong social impact-
- Disclose the inclusion problems Muslim women have of in Spanish and European societies.
- Provide tools for social intervention professionals, as well as for the general public, to improve intervention processes for the social inclusion of these women, as well as for the joint struggle against stereotypes and prejudices.

It is a project that proposes to give voice and empower the above described group to minimize the triple pressure these women are subjected to: Eurocentricity, the

hetero-patriarchy and the pressure of the socialization systems of their countries of origin. All this creates rumors, stereotypes and prejudices that do not help in achieving true inclusion at neither the social, the labor or at a community level.

The project has designed three actions for its development; first, its main activity which explains its following phases; running courses of deep empowerment in which tools for social participation and gender equality are offered to groups of Muslim women. These training processes are key in the development of the project to give voice and enlighten a population that is muted and kept in the shadow due to the already mentioned social pressure that these women are subjected to. Secondly, the design and implementation of a program of awareness actions that reveal the reality of migrant Muslim women to the general public and through the organization of cultural activities to promote cultural and experiential meetings and exchanges with the host society by organizing events such as concerts, exhibitions, and so forth. Finally, thirdly, actions of contrast, of improvement and the publication of the multisensory strategy that has been designed to detect and confront gender violence against Muslim women. The development of training in giving voice and visibility to Muslim women is of great interest. Such initiatives greatly enhance the presence and social participation of the group. The courses have different approaches, since they are based on a political perspective that seeks the empowerment of Muslim women so that they can generate a discourse with which to express their needs at a collective level within different areas such as health, employment, education, and so forth.

An evaluation of the process has been carried out throughout the duration of the project. It assesses the scope of the interventions in terms of its actions to increase awareness of the general population and its specific training actions for Muslim women. The technical team considers that the work done is very positive since it has been possible to create a safe and trustworthy space, in terms of equality, for these women to participate and increase the possibilities of inclusion in their host society. The high participation in the training processes shows a great interest and the participating women's feedback is very good. They have been very active in giving continuity to the project and in participating by organizing actions with the collaboration of other women and associations, by highlighting the importance of networking and making the most of existing synergies between associations and public institutions. It has also had a high impact on a social level, since there are many people who communicate or contact S.O.S. Racismo wanting to participate in the project. In addition, which is also relevant, it too has received a good reception by the general public also, as can be seen in the figures of indigenous populations participation.

CONCLUSIONS



In a first instance, policies face the challenge of implementing the necessary resources and strategies to respond to their first reception, favoring the incorporation into society in terms of equality and social justice, as well as guaranteeing access to services and offering intercultural quality care. Hence, the subsequent involvement in participatory and citizenship processes will be easier, and the relations between indigenous and migrant populations can be carried out through an intercultural dialogue that considers diversity of mutual fulfillment.

The entities pertaining to the third sector occupy a leading role in direct attention and intervention with migrants, as well as becoming bridges between the public administration and the migrant collective. In the context of this work, thanks to the Asylum, Migration and Integration Fund and the General Secretariat of Immigration and Emigration, it is possible to make visible and share the work of these entities, whose final goal is to favor itineraries that enable intercultural coexistence that goes hand in hand with social inclusion.

Within the lines of projects included in the call, the 25 experiences collected, above all, focus on a third one that aims at facilitating the national population of third countries resident in Spain, equal access to public services and equal results, including possible victims of trafficking or gender violence. However, they also pay attention to the other two lines, since accessing services and resources will facilitate the maintenance of the administrative situation of legal residence in Spain, as pointed out in the second line. In reference to the fourth line, to facilitate the management of diversity in the social environment and enhance the opportunities offered by interculturality or to battle against racism, racial discrimination, xenophobia and other forms of intolerance. It is essential to include awareness and information processes for the host population that generate a change of attitudes in the public's imagination about the migrant population.

Regarding the host projects, the migrant population acquires the knowledge and skills necessary for social participation in society, with special emphasis on equal treatment and non-discrimination. The role of entities to promote language training is remarkable, key in a reception process. In the same way, we value the advice and monitoring of migrants from a professional vision that includes multiple administrative, personal and social factors. It is about providing accompaniment during the first reception and favoring the inclusion of the migrant population by acknowledging the individual.

In relation to the projects that include those experiences related to health care promotion of the migrant population, with special attention to sexual and

reproductive health, we consider that the key aspects revolve around three variables: accompaniment and advice regarding situations that affect the health of the migrant population in terms of prevention and coping, especially women and girls in relation to possible risks; the information and training of professionals in the health field on issues related to cultural diversity for the improvement of communication and service; and the research that highlights the need that migrants have regarding health as well as in depth studies and research into cultural practices of the countries of origin that threaten migrants' health.

Finally, the projects compiled here that facilitate access to public services and equal results from a gender perspective, including migrant women who are victims of trafficking and/or gender violence. The feminization of migratory processes as well as situations of vulnerability that affect migrant women, highlight the need to incorporate resources that provide specific attention that minimizes the consequences of the triple discrimination to which they are exposed.

Based on the analysis, the evaluation and impact of the experiences, we consider it of interest to highlight some global aspects: the first one refers to the impact and benefit that these actions will provide to migrants. The projects become processes of empowerment to face challenges that will allow migrants to adapt in the host society, since the improvement of vital situations and the coverage of basic needs enable their integral development. The experiences have led to an increase in social resources, which have become an improvement regarding their use and adjustments. All this is evident when evaluating the actions, because in addition to their scope, the participants show in their assessments their satisfaction and will of continuity and /or their links to the entities.

It is inevitable to refer to the effect that the actions have had on the professionals involved, both in the public administration and in the third sector. The importance of networking is considerable, since it implies improvements in the coordination and structuring of resources, thus resolving an issue since it provides clearer information and knowledge of these resources for the migrant population. The training of professionals in cultural aspects implies a greater involvement, understanding and satisfaction on behalf of the professionals, which implies an improvement of intercultural communication.

In addition, regarding the host society, the fact that many of the experiences contemplate visibility and awareness actions through multiple channels, ensures that the indigenous population receives verified information that offers different perspectives and enhances the arrival of migrants, an essential aspect

to continue on the path towards the construction of real intercultural societies. In line with these derived conclusions, we venture to raise some of the lines of action which are essential to follow up in order to achieve the inclusion and interculturality demanded by our present day societies:

- Continue incorporating technical training actions from an intercultural perspective aimed at training professionals to fill the disparity regarding knowledge, skills and tools that improves support and service provisions to the migrant population.
- Incorporate gender equality in all interventions, whether they are specific or not for migrant women, as migratory movements, in addition to having a significant presence of women, they need to address the interventions from an equality and non-discriminatory perspective.
- Develop more information and awareness actions for the indigenous population, it is necessary to create spaces to meet and for dialogue that favour intercultural relations and promote social participation from a concept of global citizenship that eliminates barriers and imaginaries stereotypes regarding migration and facilitate the dissolution of hate speeches.
- Recognize migrants as men and women who carry their own history, who face the bereavement of leaving their lives in their countries of origin and who face countless challenges in the search for that universal right that people have in wanting to improve their quality of life, so that their status as a person is an issue upon which all interventions must act.
- Strengthen networks, through public policies that favor the empowerment and capacity of action of administrations and entities related to the provision of services to the migrant population.

Finally, we consider the project Identification, collection and exchange of quality experiences and good practices II, which culminates in the presentation of this publication, will become a tool to favor the visibility and dissemination of good practices that can become exemplary initiatives to work with for the reception of migrants with the interculturality needed to promote inclusion and a peaceful coexistence.

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GLOSSARY OF ENTITIES



ACCEM

Accem is a Spanish state-run NGO. Its mission is to defend human rights while caring and supporting people at risk of social exclusion. Specialised in refugees and migrants, it works for the inclusion of people and seeks equality of rights, duties and opportunities for everyone, regardless of their origin, sex, race, religion, opinions or social status.

They can be reached at: Plaza Santa Ma Soledad Torres Acosta, 1, 1º planta.
91 532 74 78- 91 532 74 79 accem@accem.es

ASOCIACIÓN COLUMBARES

The *Asociación Columbares* stems from the grass root community movements of the 70s, as the binding element of a Project called "Cordillera Sur". It is dedicated to citizens participation in the economic and social development processes in the communities in which they live, thus they are no longer being passive subjects and are working on the construction of their own identity. With over 25 years of history they have promoted and developed a myriad of projects of social, work, education, cultural and environmental interest, targeting helping the most vulnerable groups of society.

They can be reached at: C/ Adrián Viudes, 9 - 30570 Beniaján (Murcia)
968 824 241 asociacion@columbares.org

ASOCIACIÓN MUJERES EN ZONA DE CONFLICTO

Mujeres en Zona de Conflicto (MZC) is a development NGO, established in 1994. It is a feminist movement of men and women united to fight against poverty while safeguarding the respect of human rights and favouring gender equality policies. It is in favour of sustainable human development. All of their actions are planned from a gender perspective and therefore work with women because they are the most vulnerable group within their communities and, more specifically, and having their most immediate and strategic needs met. They can be reached at: C/ San Pablo, 9, Córdoba
957 08 20 00 contactoweb@mzc.es

ASOCIACIÓN PARA EL ESTUDIO Y PROMOCIÓN DEL BIENESTAR SOCIAL-PROBENS

PROBENS started on December 23, 1983 by a group of professionals (city hall civil servants, trade union members, small business owners and free-lance professionals) who shared the same social concerns. The association's objective is to help deprived people access the workplace, through further training, setting up self-employment projects and business start-ups, as well as fostering regions in economic regression with sustainability projects which are designed and set up by the association. They can be reached at: C/ Sant Rafael, 10, local izq. Barcelona.
934 414 105 probens@probens.org

ASOCIACIÓN PROGESTIÓN

The *Asociación Progestión* promotes a cooperative and participative society for all, based most of all on respect and equality. It believes in the true inclusion of groups of people most at risk. It offers the most vulnerable and those at risk a series of services to help them solve critical situations, related to the legal situation of migrants, social and employability inclusion, psychological care for women migrants, the social and legal follow up of homeless people or the maintenance and management of supervised apartments for homeless people. They can be reached at: C/ Manuel Fernández Caballero, 4 (Local). Madrid
91 471 97 19 info@progestion.org

ASOCIACIÓN SALUD Y FAMILIA

Asociación Salud y Familia is an independent, private and non-profit organization. Its mission is to assist people in accordance with the principle of impartiality, namely, regardless of their origin, ethnicity, gender, nationality, social status or religion. The families supported by Asociación Salud y Familia are all primary structures that crystallize into plural forms of coexistence. It actively works in close collaboration with public administrations while simultaneously developing a sustained activity of advocacy to meet the needs of families and vulnerable people. They can be reached at: Via Laietana 40, 3r-2B, Barcelona
93 268 24 53 saludyfamilia@saludyfamilia.es

COORDINADORA ESTATAL DE PLATAFORMAS SOCIALES SALESIANAS

The *Coordinadora Estatal de Plataforma Sociales Salesianas* is Spain's network of Salesian men and women. It promotes a comprehensive inclusion of children, adolescents, young people and families at risk and other vulnerable groups. They do this by strengthening their groups' intervention work and by generating proposals and synergies for social transformation and counteract inequalities. They thus update the style and mission of Don Bosco and Mother Mazzarello. They can be reached at: C/ Alcalá, 164, Madrid
91 361 00 50 info@psocialesalesianas.org

FEDERACIÓN DE ASOCIACIONES DE S.O.S. RACISMO DEL ESTADO ESPAÑOL

SOS Racism is a generic name used for a variety of independent organizations that are confederated under Spain's State Federation of Associations SOS Racism and whose main objective is to fight different manifestations of racism in Spain. It began at the end of the 80s and at the beginning of the 90s of the 20th Century in response to the increase of racists and xenophobe attitudes in the Spanish population, and to the emergence of racist groups that started to act against the emerging immigration. The murder of the Dominican national Lucrecia Pérez in 1992 by a group of the extreme right was the painful milestone of this process. They can be reached at: Paseo del Duque de Mandas, 36, San Sebastián
943 321 811 mmazkarian@outlook.es

FEDERACIÓN DE MUJERES PROGRESISTAS

The *Federación de Mujeres Progresistas (FMP)* is a secular non-profit NGO, funded in 1987. Nominated of Public Interest, it comprises associations, regional and provincial federations as well as other groups of progressive women from the national, local governments and provincial spheres. The federation's mission is to promote change within the social, economic and cultural structures in order to obtain gender equality and equity between women and men through the political incidence of feminism and empowerment, with intercultural freedom, diversity, sorority, active participation and leadership. They can be reached at: C/Ribera de Curtidores, 3, Madrid 91 539 02 38 salud@fmujeresprogresistas.org

FEDERACIÓN DE PLANIFICACIÓN FAMILIAR ESTATAL

The *Federación de Planificación Familiar Estatal* promotes the right of all people to decide and exercise with independence their sexual and reproductive lives. Through social and political events from a gender perspective, the federation allows for the comprehensive development of men and women and to guarantee access to care, education and information in sexual and reproductive health. It contributes to the collective construction of a world in which every woman, man and young person have access to the information and services they might need. A world in which sexuality is acknowledged as a natural and valuable feature of life and a basic human right. They can be reached at: C/ San Vicente Ferrer 86, bajo. Madrid 91 591 34 49 info@fpfe.org

FUNDACIÓN AGRICULTORES SOLIDARIOS

Agricultores Solidarios (United Farmers) is a foundation started by the Union of Farmers and Livestock Breeders of Catalonia, the region of Valencia and Mallorca. Since 2001 the foundations objective is to participate in the development of the most impoverished human, economic and social farming societies and give their support to their organizational structures. Its objectives are to promote fair relations among different farming societies and strengthen the solidarity among farmers from different countries, support the recently arrived population, inform the general public of the problems of farming communities, to promote fair trade and insist on women's active participation in decision making. They can be reached at: C/ Ulldecona 21-33, 2, Barcelona 93 268 09 00 pagesossolidaris@pagesossolidaris.org

FUNDACIÓN CEPAIM CONVIVENCIA Y COHESIÓN SOCIAL

Cepaim is a cohesive sustainable and independent organization that offers social dynamics to help migration and avoid social exclusion processes. They are a

practical and theoretical benchmark in the application of coherent across the board policies for interculturality, diversity management, gender equality, social cohesion, local and co-development using the territory as a baseline. It promotes a model of social and intercultural inclusion that facilitates full access to citizens rights to the most vulnerable people of society and, specially, to migrant people, by developing policies against any type of social exclusion and cooperating with the development of local territories and countries of origin of the migrants. They can be reached at: C/ Nicolás Morales, 11, 3D, Madrid. 91 548 31 63 pnogales@cepaim.org

FUNDACIÓN ESPLAI CIUDADANÍA COMPROMETIDA

The *Fundación Esplai Ciudanía Comprometida* mission is to promote the empowerment of citizens and their commitment to improve society, through laws, the inclusion and transformation with special interest in youth. All of the above is done with collective social intervention, socio-educational actions and the inclusion of information technology and communication, networking with the third sector and other social agents. They can be reached at: Calle Riu Anoia 42-54, El Prat de Llobregat. Barcelona. 93 474 55 46 fundacion@fundacionesplai.org

FUNDACIÓN LA MERCED MIGRACIONES

The *Fundación La Merced Migraciones* has for over 30 years warranted the protection and promotion the inclusion migrants and refugees at risk, specially of young people over 18 years of age that arrive in Spain without their families. It works fundamentally on two axis: hospitality and justice. Their hospitality policy accepts every single person as they are, recognising diversity, and seeking trust and involvement based on the value of each person. Justice, because we understand that without it is not possible for each of us to be free in every area of our lives and also, because only by appealing for justice can equality of rights and opportunities be guaranteed. They can be reached at: Calle Eraso 36, 3ª Planta, Madrid 913 555 550 lamerced@lamercedmigraciones.org

FUNDACIÓN WASSU

Fundación Wassu is an academic organization of international scope. It studies the management and prevention of Female Genital Mutilation/Cutting (FGM/C) through anthropological and medical research, and applies knowledge transfer to know-how. Initially a project in 1987, it has become is a pioneering humanistic and anthropological line of research at the Universitat Autònoma de Barcelona (UAB) under the direction of Prof. Adriana Kaplan, who has progressively focused on the study of Female Genital Mutilation/Cutting (FGM/C)

both in the countries of origin and in the country of destination of migrants. They can be reached at: Campus - Parc de Recerca Mòdul A Universitat Autònoma de Barcelona. Bellaterra, Barcelona 34 93 586 87 99 fundacion.wassu@uab.cat

LIGA DE LA EDUCACIÓN Y CULTURA POPULAR

Liga Española de la Educación y Cultura Popular is an independent and secular NGO, created in 1986 to serve common objectives of general interest. It is made up by a network of volunteers and professionals who provide day-to-day social, educational and welfare, compensatory or free time services to promote civic education for the young and adults, based on democratic values, human rights and social solidarity. The League carries out its work through programmes of social-educational and social-cultural intervention in priority groups such as childhood, family, youth, immigration, public school, employment, international cooperation, education for development and volunteering. They can be reached at: C/ Vallehermoso, 54, 1, Madrid 91 594 53 38 laliga@ligaeducacion.org

MÉDICOS DEL MUNDO

Médicos del Mundo, is an independent association that promotes the right to health care for all, especially for the most vulnerable, the excluded or the victims of natural disasters, of famines, diseases, of armed conflicts or of political violence. It has projects both in Spain and in more than 20 countries in Asia, America, Africa, the Middle East and Europe. Its volunteers and professionals' main mission is to work for the compliance of the fundamental basic right to health care and a dignified life for everyone. They can be reached at: C/Conde Vilches, 15, Madrid 91 543 60 33 información@medicosdehnundo.org

RED ACOGE

Red Acoge was created in 1991 in order to promote the rights of immigrants and refugees in Spain. Currently, the network is a federation of 18 organisations, distributed throughout the country. Red Acoge is mainly a volunteer organisation, and currently has over 900 volunteers. It was declared of Public Utility on 18 February 2010. They can be reached at: C/Cea Bermúdez, 43, 3B, Madrid 91 563 37 79 acoge@redacoge.org

UNIÓN DE ASOCIACIONES FAMILIARES

Unión de Asociaciones Familiares is a Spanish state non-profit NGO agency, created in 1988 as a platform of associations that works with families from very different areas, such as health, education, interculturality, equality, single parenting, children and seniors rights and the rights of gays, lesbians, transsexuals and bisexuals as well as homosexual parenting. An open and plural organization, its basic objective is to defend citizens' rights to live according to the cohabitational model which satisfies them the most, according to their personal situation, beliefs and convictions. They can be reached at: C/ Alberto Aguilera, 3-1, Izda, Madrid 91 446 31 62 50 comunicacion@unaf.org

Experiencies and good practices on welcoming and inclusion of migrants

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