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The Urban Lab of Europe !

The CoRE Project Journal N°2

Project led by the City of Vienna



**INTEGRATION OF
MIGRANTS AND REFUGEES**



The CoRE project

As a response to the dramatic increase in the number of refugees arriving 2015 in Vienna posing huge challenges to social welfare and social housing systems as well as to the labour market, the CoRE project aims at strengthening the whole integration system and at making it fit for new challenges. CoRE develops and provides new integration offers, which address the needs of asylum seekers and refugees. CoRE also contributes to the adaption and optimisation of instruments and services in order to make them more user-oriented. Thanks to the innovations implemented within the project, existing ruptures and breaks in the integration process will be overcome.

The project firstly is an empowerment hub jointly planned, utilised and operated by public institutions, NGOs, civil society initiatives and refugees. By pooling resources and knowhow and by making refugees equal partners instead of passive beneficiaries, it helps to initiate smart transformation processes for the whole integration system. Secondly, a physical infrastructure in the form of a CoRE building, which will be adapted to the needs of the project offering community spaces as well as service spaces. And thirdly, a think tank, which monitors, analyses, and innovates policies and develops and tests new solutions.

CoRE's focus on skills and competences ensures that already during the asylum procedure, refugees' competences will be routinely assessed and documented in a newly developed data base. Activities in the field of career planning, competence development and specific trainings facilitate refugees' readiness for the labour market. As a result, refugees' preparation for the labour market starts already during the asylum procedure.

With a focus on peer mentoring and information offers in refugee's native languages, CoRE ensures that asylum seekers' integration in Vienna starts right after they settle in Vienna. Thus, refugees will sooner be able to understand basic issues of life in Vienna, such as housing, education, health care, law, rules and codes for living in the city, etc.

Finally, CoRE shows a wider public that – despite the existing challenges – integration of refugees can be successful and can add to the prosperity of the city. CoRE contributes to making diversity a success in Vienna – by finding solutions to current challenges and by thinking ahead and therefore preparing the city for future challenges.

Partnership:

- City of Vienna, Municipal Department 17, Integration and Diversity (Lead partner)
- Vienna Social Fund (FSW)
- Vienna Employment Promotion Fund (waff)
- Vienna Business Agency (VBA)
- Vienna Board of Education – European Office



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1. Executive summary

This second journal is inspired by a reflection of political scientist Margit Meyer on cities as “sites of refuge and resistance”¹. In an article recently published in *European Regional and Urban Studies* Margit Meyer emphasizes, with reference to the experience of the so called “summer of welcome” in 2015, the active “role and relative autonomy that municipalities exert in designing (proactive) refugee and integration policies”. In bethinking its potential role and autonomy, municipalities may strengthen their position to oppose restrictive national policies, and to create new spaces of action in the fields of migration and integration. This is particularly the case in federal systems, as in Austria, and still more in Vienna which is both a city and a federal state. In the context of the so-called refugee crisis, the capital of Austria took the chance to reflect, and to re-interpret, its self-understanding as a human rights city².

However, speaking about Vienna as a human rights city not only refers to the municipality as an administrative unit, public body, or self-governing institution. First and foremost – and also beyond its material, built, and infrastructural components - Vienna is an assemblage of people, networks, organizations, involving a multiplicity of actors on various levels, from local government to civil society, from diverse forms of citizens driven activities to social movements. We remember in that context the well-known argument of John Friedmann, who designated, in his defence of utopian thinking in urbanism, as an indispensable actor of a good city “an autonomous, self-organising civil society, active in making claims, resisting and struggling on behalf of the good city within a framework of democratic institutions”³. Focusing on cities thus means also to emphasize the key role of civil society organisations as well as the vital engagement of citizens (in particular of volunteers), and the diverse forms of self-mobilisation of people.

The relevance of the municipal scale is increasingly stressed not least against the background of growing transnational mobility and more severe and restrictive national migration policies. Whereas national-states are closing their borders, cities may resist by creating hospitable and inclusive opportunities. Whereas nation-states build on techno-structures of control, selection and exclusion, cities are real places with real people on the move: People who have decided to leave their place of origin, or had been forced to do so, by economic or other reasons; commuters and border crossers looking for work; refugees in need of help and protection. For some of them, the city represents the destination point of migration, for others a place of exile, for some others a place of passage. But for all of them, cities represent an arrival space, being defined in its quality by the accessibility of its infrastructure, services, and networks but at last also by the openness and friendliness of the local population⁴.

Radical municipalism is one of the more recent concepts reflecting the challenges cities are confronted with today. The concept stresses both practices of self-government and perspectives that “advocate a municipal strategy based upon promoting the expansion of commons and social solidarity”⁵. In light of the ongoing nationalist backlash, radical municipalism defines cities not as depoliticized administrative units ‘nestled’ under the nation-state, and thus politically of relatively unimportant, but quite the contrary: as significant although conflictual terrain of *the political*.

Margit Meyers' point on cities as sites of refuge and resistance is particularly instructive for Austria where since many years a restrictive migration and asylum regime on the one hand is going along with a traditionally more formal (and more conformist) culture of civic engagement on the other hand. In Austria too, the influx of refugees in and after 2015 mobilized, to an unknown extent, willingness to help and hospitality among citizens, civil society and welfare organizations, private companies, in particular in local contexts and on municipal levels: this reinforced the scope of municipalities' relative autonomy in responding to the needs of refugees, in building bridges with civic actors, and in encouraging innovative action, even though it provoked disaccord with national policies. The discourse on cities as sites of refuge and resistance implies to conceive the city as a contested space of immigration and integration policy.

The tension between national and local policies is one main challenge also for the CoRE project. The second journal thus addresses, in its third chapter, some current conflicting and contradictory policies between the national and local levels, contextualizing and affecting the realization of the CoRE project. For a start, there is good news to tell. The first round of "training the teacher", a cooperation of CoRE with the University of Vienna, to facilitate the professional activity for refugee teachers from Syria and other countries has been finished. The journal gives some background information to that project, and comments the relevance of the City of Vienna's "integration from day one-approach". Tackling the **de-qualification problem** – a key objective of the "integration from day one-approach" – shapes also other empowering activities of CoRE. As to that, the journal shines a light on a recently successfully accomplished program for refugees aiming at entrepreneurship. A simple but important lesson learned: Projects can be successfully implemented and sustained, if commitment is not just a lip service, and if there is a willingness to take risks. This concerns both: organizations, and in particular the people involved. Where this is the case, there is a basis to enable continuation and flourishing development to occur.

2. Integration from day one: Fighting de-qualification

2.1. Background

Forced migration is, for the most part of people concerned, equivalent with the experience of de-qualification. In a recent survey among beneficiaries of international protection in Austria, a mismatch between qualifications and employment is reported for 75% of respondents who came to Europe in and after 2015⁶. The study also reports, despite the shortage of skilled workers in Austria, it is former technicians in particular who have had very little chances of finding work that fit with their education. Data of the Public Employment Service Vienna (AMS) underline the high qualification level among asylum seeking persons and refugees⁷. Thus, 62 percent of people who escaped from the war in Syria (and who had participated in the so called AMS-“competence check”⁸) have a High School or University degree; one third has a compulsory school (in comparison, 85 percent of refugees from Iran and 57 percent of those from Iraq have tertiary qualification). The proportion of higher educated refugees from Syria is higher among women than among men. According to the “Displaced Persons in Austria Survey” (DiPAS), the level of post-secondary education among displaced persons from Syria and Iraq is similar to the Austrian autochthon population (29%)⁹. The survey also identifies an “educated migrant effect” that the educational status of displaced persons is clearly higher than in the reference country of origin.

However, the majority of people living in Austria and who had been forced to leave their country cannot transfer this qualification to the labour market. For those who are still waiting for the

asylum decision, the situation is particularly difficult due to a strictly limited access to regular labour market. Beside small and temporary jobs in non-profit/public service employment, seasonal work, mostly in the agrarian sector, self-employment in selected domains, or voluntary activities asylum law allows no professional activity. For those who have archived an international protection status, the segmentation of the labour market hampers equal employment chances. As a consequence, a large majority of refugees are forced to take jobs not adequate to their qualification. If they find a job at all¹⁰. Statistics from the Public Employment Service suggest a disproportionally high risk of unemployment for refugees. According to these data, more than one third of all unemployed refugees have a Syrian background¹¹. In May 2018, the unemployment rate of citizens from Syria living in Austria was 50%.

A recent survey carried out among Syrian refugees emphasizes an important goal conflict between economic independence and (professional) qualification. For economic and financial reasons refugees need employment, and legal regulations and realities on labour market will push them to accept unskilled jobs, not adequate to their qualification¹². However, in view of the fact that decisions on asylum are to an increasing degree assigned for a limited period of time, refugees have good reasons to accept even bad work. A vicious circle that may not only fix their marginal position but also speed up and accentuate the process of de-qualification.

2.2. The basic principle: Integration from day one

OECD-statistics show that it takes refugees up to 20 years to have a similar employment rate as the native born. In a recently published report on “Local integration of migrants”, based on a research in 9 European cities (Amsterdam, Athens, Barcelona, Berlin, Glasgow, Gothenburg, Paris, Rome, and Vienna), the Organization for Economic Cooperation and Development argues that integration should start at day one. Having in mind the strong structural barriers in accessing host society, migrants and refugees should be supported in their attempts to navigate their new environment, and to participate actively in the society, as soon as they arrive, and regardless of the legal status. In particular longer periods of unemployment after arrival should be avoided. OECD recommends an integrated approach in integration, e.g. in combining language and skills training and professional integration. Furthermore, integration related attempts are more effective if migrants are actively involved and if research institutions and local organizations, experienced in receiving newcomers, are willing to cooperate¹³.

Implementing the integration from day one-approach is a key objective of the CoRE project, based on the principles of the Vienna Integration Concept. Its five pillars are: **Language** (German and multilingualism); **training** (education and work); **social integration** (living together and participation); **awareness work** (objectivity, assessment and

information), **Human Rights**¹⁴. This approach is completely in accordance with the insight of the mentioned OECD-research: The local, urban level is, at least potentially, the terrain of inclusion; of integration and participation at eye level.

However, as already discussed in the [first journal](#) with regard to the experience of uncertainty, refugees are exposed to risk and vulnerability while waiting for the decision, the integration at day one-approach is profoundly challenged in multiple ways: through an uncontrollable legal and administrative procedure, a dominance of hostile political discourse, and an often lacking acceptance in daily life. Restrictive regulations hamper the participation of refugees, in particular in the labour market but also in other spheres. Not surprisingly, refugees set different priorities as compared to public authorities or other representatives from the host society. Refugees' first priority is gaining a feeling of safety and security to which the friendliness of people they encounter on a daily basis, and the possibility of shared activities contribute significantly. From a subjective perspective these aspects are predominant, sometimes even more important than e.g. the training of language and professional skills¹⁵. To apply the well-thought principles of Viennese integration approach thus requires a fine art of listening - a crucial fundament for the recognition of the needs of refugees.

2.3. Empowerment for teachers

CoRE confronts the challenge of de-qualification with two initiatives to empower both asylum seeker teachers (AST) and recognized refugee teachers (RFT).

On the one hand, asylum seeker teachers experience are recruited by the Viennese education board to being engaged in schools on a voluntary basis. At present, 21 asylum seeker teachers participate in this project, aiming to

support teachers in their everyday work with children from families with a refugee background. Refugee volunteers are involved in 17 elementary schools and four secondary schools ("Neue Mittelschule"). They serve as "helping hands" in everyday school life, during excursions, in school-parents relations, etc.

On the other hand, a certification course is provided in collaboration with the Education Department of the University of Vienna. This course, conceptualized together with three refugee teachers, aimed to give entry-level opportunities for refugees with a University diploma and teaching experience in their home country in the Austrian school system.

An almost equal part of women and men – eleven women and twelve men, most of them from Syria and with a diploma in mathematics or science – have met the challenge of participating in the certificate course. The course started in fall 2017 and lasts two semesters, i.e. the certificates are handed out end of June. A minimum of a bachelor's degree, a recognized asylum status or subsidiary protection status, and sufficient knowledge of German had been required for taking part in the program. The course runs in the CoRE center in Vienna. The Vienna Board of Education and the regional Public Employment Service of Vienna, as well as the Federal Ministry for Europe, Integration and Foreign Affairs, are cooperation partners. Despite its success story, it is not yet decided whether the certification course will continue in the future.

From participants' view, the benefit is obvious:

First, the certificate significantly facilitates, and accelerates, the recognition ("nostrification") of their initial diploma which is an indispensable requirement for working as a teacher in Austria.

Second, the course familiarizes the participants with specificities of the Austrian school system,

both in theoretical and practical terms: Three days a week are dedicated to theory (lessons in peer group) and two days to an internship in a public school.

Third, participants are also trained in the German language.

After completing the certification course, participants are basically allowed to teach their subject in secondary schools. However, since for a regular employment as a school teacher, a graduation in two subjects is required, refugees, who have studied in their home country only one subject, have to continue their studies, if they intend to achieve the position as a regular teacher.

Also the school system benefits from the training and inclusion of teachers with a refugee background.

First, refugee teachers are extremely important in accompanying pupils with a refugee background in their school career and integration process. In Vienna, around 5.500 refugee children are attending primary and secondary schools.

Second, the schools may benefit from the multilingual competences of refugee teachers; this particularly refers to the improvement of communication between parents and the school.

Third, the teachers also play a role in processes of awareness building within the school. They may serve as messengers with regard to the transmission of experiences of asylum and migration, or as intercultural mediators. This concerns also conflicts linked to prejudices and racism, or the prevention of radicalization as well. In more general terms: Refugee Teachers may take over a particular task as "experts of inclusion", within a specific school, but also for the school system in a broader sense.

Refugees, involved in the certification course, as well in the voluntary program, state to be very happy to be part of it. In the first place, the possibility to continue one's professional activity in the own professional field is mentioned – and particularly appreciated. Positively evaluated is the mix of theoretical lessons and practical experience in schools, i.e. the opportunity to encounter other teachers, pupils and parents. A similar positive feedback is given by asylum seeking teachers. The concerned schools that are taking part in the program are thrilled by the benefits of the project and demand its continuation. Often given as pro-arguments is the need for teachers in the area of **SMET** (Science, Technology, Engineering and Mathematics), but also the need for intercultural competence in schools increasingly shaped by multilingualism and migration.

The first round of the certification course was co-financed as a pilot project by the Federal

Ministry for Europe, Integration and Foreign Affairs (BMEIA). So far efforts to continue and start a second round have failed due to problems of further support. The program will be evaluated with regard to labour market performance of the attendees.

To sum up: a main success factor had been related to the particular setting and commitment of involved actors and stakeholders. A continuation of the certification course thus will need a new arrangement of partners and stakeholders.



3. Integration from day one: Promoting entrepreneurship

3.1. Severe restrictions in access to the labour market

In Austria, asylum seekers are confronted with important obstacles in entering the labour market. According to the general regulations defining the criteria for access to employment, asylum seekers are, formally, entitled with a right to work three months after their arrival. Since 2004 this right is limited to certain domains. At present, strict legal restrictions for labour market participation exist in particular for the duration of the asylum procedure. Employment permits and regular jobs are hard to attain without recognized asylum status or "subsidiary protection". During the asylum procedure applicants are also excluded from

registering at the job centre and from access to its services providing job opportunities.

Austrian law defines specific fields in which asylum seekers may be employed for the length of asylum procedures. Auxiliary work in public and non-profit sector, e.g. in those accommodation facilities where the asylum seekers are living; seasonal work in gastronomy/tourism or agriculture; self-employment; apprenticeship in selected occupational areas up to the age of 25; domestic service in private households. With the exception of self-employment and seasonal work, jobs can be held only to a certain income

limit, otherwise the basic benefit entitlement will be lost. Asylum seekers have to accept subaltern, underpaid work which is more likely the case in domains such as tourism, agriculture or home work than in activities for public benefit, e.g. in the framework of municipalities or welfare organizations. Interviews with people participating that way in the (second) labour market, point to the following benefits: training of language skills, gaining institutional knowledge relevant for the orientation in the labour market or the local environment; establishing and extending social ties, strengthening self-confidence, developing competences and new skills in non-formal and informal learning processes. Compared to a free access to the labour market the positive aspects remain limited: The chances in participating in the regular job market hardly improve; at the

same time, the transferability of non-formal and informal learning is not guaranteed.

Contrary to most other domains, the field of self-employment driven activities, particularly as entrepreneur, usually requires an already existing professional profile. From an empowerment perspective it is highly problematic, and risky, to let time lapse away during the asylum procedure: de-qualification and discouragement are typical and long lasting consequences. Based on a project partnership with the Vienna Business Agency, the CoRE-project has developed, under the title “empowerment for entrepreneurs”, specific tools in activating refugees in preparing them for a quick and successful labour market entry and for jobs, adequate to one’s qualification. Gaining (and keeping) a qualification adequate job is a key criterion for self-determined life.

3.2. Empowerment for entrepreneurs

Refugees experience a multiple challenge to their health and well-being, in particular in reference with psychological stress precipitated by the refugee experience. The promotion of (mental) health is thus a key objective in programs supporting the inclusion of refugees. This statement is however not in opposition to empowerment based approaches defining refugees as people capable to act creatively and to take responsibilities. Research carried out by the World Health Organization states that contrary to the widespread rhetoric of trauma the large majority of refugees respond with surprising resilience to displacement¹⁶. With the experience of a pathway of escape, full of risk and danger, and the vigour and creativity required for arriving safe at the place of refuge, many refugees develop a remarkable coping proficiency. Consequently, research concludes that refugees basically are mentally quite well prepared to cope with the living situation in the

host country; an observation of particular relevance for a country such as Austria with strictly regulated access to employment and other domains of social integration.

From the standpoint of international organizations such as UNHCR, supporting refugees in building up an independent business is seen as a promising strategy to support individual and collective protection and coping mechanisms. A wide range of literature affirms the entrepreneurial spirit among refugees¹⁷. Entrepreneurial activities can be beneficial since it opens a way out of economic uncertainty. Congruent with the integration from day one-approach, setting up a business represents a strategy both to bridge the waiting time and to counteract de-qualification and demoralization, notably in a context where important institutional, bureaucratic and legal specificities and obstacles put at risk the objective to live independently and an autonomous life.



“Empowerment for entrepreneurship” is an extraordinary interesting and relevant initiative of CoRE, carried out by one of its project partners, the “Vienna Business Agency”, in cooperation with companies (AGA group) or associations (Refugees Code). The initiative is organized in two strands. Both of them are targeting refugees who want to work independently and be self-employed. On the one hand a series of workshops is provided for selected professional domains aiming at transmitting fundamental knowledge regarding the legal and financial risks and chances of entrepreneurship. On the other hand a specific and professional training program in the field of IT had been developed together with “Refugees Code” a non-profit association that offers refugees a program to develop coding and software development skills. CoRE share the concept of “Refugees Code”: “to support refugees in getting qualified jobs, as well as enabling persons entitled to the asylum status to lead a self-determined life”¹⁸.



The training series of workshops, organized by Vienna Business Agency and taking place in the CoRE-centre in Vienna, is provided for refugees, residing in Vienna since 2015 and in preparation for self-employment in the fields of carpentry, bakery, confectionary, and gastronomy. The first round of in-depth workshops started in November 2017 and was organized in Arabic and English. Participants received their certificates at the end of March. Besides basic information about the Austrian institutional contexts (tax system, commercial law, social security system, labor law, etc.), the costly free program also trained competences in business administration, accounting, and project management. Another main goal is to encourage participants with regard to the recognition of qualifications acquired in their home country.

A specific training program called “DevelopMe” has been created for refugees interested in a career in the IT industry. The starting point was the observation that especially in IT permanent employment offers are constantly in decrease. The goal of the program was to give access to skills and competences needed as freelancer in that professional field. The program started in November 2017 and met a high interest: More than 60 persons applied. Finally, 12 participants, mostly with a background in Media Marketing and/or Web Development, were selected to take part, 11 participants successfully finished the program. The training was offered in English and included various didactical forms such as eCoaching, in-class lessons, expert meetings and team projects. Five core domains were addressed: **web development** (focus on creating own website with quality results), **media making** (learning tools to promote business with a particular focus and video production) **digital communication, collaboration and cooperation** (acquiring a variety of tools concerning digital communication and cooperation skills) as well as

personal branding (using LinkedIn, Xing and other social media tools) and **digital security** (data protection, copyrights etc.). As a recognition of its innovative character, the association of “Refugees Code” was one of the semi-finalists of Ideas from Europe competition in 2017.

“Empowerment for entrepreneurship” is an exemplary model project following CoRE’s philosophy defining also other flagship programs such as the “Peer Mentoring” for young refugees or with a focus on women's health, and pregnant women¹⁹.

4. Challenge: Increasingly restrictive asylum policy

For many years, Austria is known for its restrictive asylum policy. There had been a series of juridical measures that makes it more uncertain to attain a regular status as a recognized refugee. The main target of national policies is to make Austria less attractive for asylum seekers. Key measures concern the asylum procedure, in particular the implementation of a temporary asylum status, a more restricted access to welfare benefits (social aid, social services), and an easing of deportations, also in case of illegal migration and asylum abuse. In public and political discourse an anti-immigration and anti-refugee discourse is framing this increasing restrictiveness and “securitization of migration”. The notion “securitization of migration” refers to the ongoing shift in European and global migration discourse toward an emphasis on security and legality/illegality.

The increasingly restrictive legislation and practice challenges the cities in their effort to manage asylum on the ground. As in many other countries (and as already mentioned in the first journal), the relation between general (national) asylum and refugee policy (and more generally migration policy) on the one hand, and local practices on the other hand, is increasingly shaped by tensions, and contradictions. In Austria, legislation and budgetary matters predominantly fall within the competence of

national parliament and government, whereas regional and local bodies are mainly concerned with the execution of concrete measures such as the provision of basic supplies, the access to accommodation and social and health services, to employment and education etc. This broad range of tasks and activities requires a specific local knowledge, and an involvement of diverse actors, including third sector organizations, civil society initiatives and committed individuals. CoRE has been designed as a project aiming to empower asylum seekers and refugees, also through strengthening and encouraging the interlinkages within the field of action.

Among recent policy measures on national levels, three areas are of significant relevance for the CoRE-project.

First, the **implementation of a temporary asylum status** challenges the integration from day one-approach. Following the new regulation persons entitled to asylum have received a temporary right to stay for a period of three years (“asylum on time”). If conditions for initiating a withdrawal procedure are not met, the law provides for an unlimited right of residence. However, this regulation gives authorities with an important scope for decision-making, also in the interpretation of the (political) situation in the country of origin: If there is substantial change, the right to stay can

be removed. The new regulation makes the status of refugees precarious, and constrains their acting and planning horizon.

Second, the **law defines more restrictions easing deportations**; illegal migration and asylum abuse serve as justifications for this remarkable shift to a politics of law and order. The situation remains nevertheless complex, deportations are often not easy to realize, not least from a human rights standpoint. Cities are strongly affected since they are main actors in managing the so called “deportation gap”, i.e. creating and ensuring access to key domains (housing, health, education) for people concerned.

Third, the **law limits access to welfare benefits** (social aid, social services). This regulation is based on a distinction between citizens and regularized immigrants/entitled refugees on the one hand and “others” on the other being assumed as potentially dangerous and deviant. This regulation not only confronts refugees with a high risk of marginalization but also deepens the generalized suspicion among dominant society against refugees.

All these regulations concern not only the cities in their capacity to welcome and integrate newly arriving people; they also irritate, and upset, the institutions, organizations and citizens involved; and change also the strategies of immigrants and refugees: increasing insecurity weakens their commitment toward host society and encourage more strategic, instrumental decisions.

The situation remains full of tensions: The national government plans new harsh measures

toughening asylum policy, impeding unlimited right to stay, speeding up deportations, implementing new forms of control, reducing freedom of movement, including the control of cash, expenditures, and phones (also with the objective to analyse migration route data and personal networks), whereas on the other hand asylum seekers, as far as they are successful in arriving to Austria, will more and more tend to stay in the country, even if the asylum status is more difficult to achieve, or a negative decision has been imposed.

However, CoRE is not only confronted with a tightening of migration and asylum policies. Moreover, the project develops in a context where migration and asylum have become polarized and politicized policy fields. A cleavage exists not only between national and local levels. Also the Austrian population itself is divided: between those supporting the politics of law and order, and a vast but heterogeneous civil society defending the right of asylum, and living solidarity with refugees.

Against the background of the tension-filled and conflictual development in migration and asylum policy debate in Austria, and the EU, **Journal 3** will continue to give insight into the activities of CoRE. The third issue focuses on CoRE’s peer mentoring empowerment approach. Strengths and limits will be worked out, and the role of the CoRE centre as a hub both for institutionally organized as well as informal, self-organized activities will be emphasized.

¹ Margit Meyer 2017. Cities as sites of refuge and resistance. European Urban and Regional Studies.

<https://doi.org/10.1177/0969776417729963>

² On 19 December 2014, Vienna City Council positioned Vienna as human rights city and declared its aim to raise awareness for human rights and undertake measures in all parts of society.

³ John Friedman 2000. The Good city: in defence of utopian thinking. International Journal of Urban and Regional Research. Vol. 24(2), 460-472.

⁴ Alastair Ager, Alison Strang 2008. Understanding integration: A Conceptual Framework. Journal of Refugee Studies Vol. 21 (2), 166-191.

⁵ <https://www.opendemocracy.net/plan-c/radical-municipalism-demanding-future>

⁶ ICMPD, Integrationsmassnahmen und Arbeitsmarkterfolg von Flüchtlingen und subsidiär Schutzberechtigten in Österreich, November 2017, available in German at: <http://bit.ly/2Fi7S9h>

⁷ <http://www.ams.at/ueber-ams/medien/ams-oesterreich-news/arbeitsmarktintegration-gefluechteter-menschen-bilanz-ausblick>

⁸ The so called “competence check” is a tool to assess skills, qualifications, and language knowledge competences of refugees registered as unemployed. The tool is used to inform the Public Employment Service (AMS) about an individual’s employability and/or needs for further training and support measures.

⁹ <https://www.oeaw.ac.at/en/vid/research/research-projects/dipas/>

¹⁰ To give an example from a research among entitled refugees carried out in Upper Austria: whereas only 4 percent of refugees had an unskilled job in their country of origin, this applies for 36 percent in Austria (Gudrun Scheiber, Dequalifikation anerkannter Flüchtlinge auf dem oberösterreichischen Arbeitsmarkt. Wirtschafts- und Sozialpolitische Zeitschrift WISO 2/07, pp. 153-166).

¹¹ Österreichischer Integrationsfonds, Factsheet Migration und Arbeitslosigkeit 2016.

¹² Roland Hosner, Irina Vana, and Golschan Khun Jush:

[Integrationsmaßnahmen und Arbeitsmarkterfolg von Flüchtlingen und subsidiär Schutzberechtigten in Österreich. Forschungsbericht des FIMAS-Projekts](#). ICMPD 2017.

¹³ OECD (2018), Working Together for Local Integration of Migrants, OECD Publishing, Paris

<http://dx.doi.org/10.1787/9789264085350-en>

¹⁴ <https://www.wien.gv.at/english/social/integration/basic-work/integration-concept/>

¹⁵ Alastair Ager, Alison Strang (2008), Understanding Integration: A Conceptual Framework. Journal of Refugee Studies, Vol. 21(2), 166-191.

¹⁶ Mina Fazel, Jeremy Wheeler, John Danesh (2005), Prevalence of serious mental disorder in 7000 refugees resettled in western countries: a systematic review. The Lancet 365, 1309-1314.

¹⁷ See e.g. Bram Wauters, Johan Lambrecht (2008), Barriers to Refugee Entrepreneurship in Belgium: Towards an Explanatory Model. Journal of Ethnic and Migration Studies Vol. 34(6), 895-915.

¹⁸ <http://www.refugeescode.at>

¹⁹ For more details see the CoRE website <https://www.refugees.wien/>



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Urban Innovative Actions (UIA) is an Initiative of the European Union that provides urban areas throughout Europe with resources to test new and unproven solutions to address urban challenges. Based on article 8 of ERDF, the Initiative has a total ERDF budget of EUR 372 million for 2014-2020.

UIA projects will produce a wealth of knowledge stemming from the implementation of the innovative solutions for sustainable urban development that are of interest for city practitioners and stakeholders across the EU. This journal is a paper written by a UIA Expert that captures and disseminates the lessons learnt from the project implementation and the good practices identified. The journals will be structured around the main challenges of implementation identified and faced at local level by UIA projects. They will be published on a regular basis on the UIA website.