



# II PLAN FOR IMMIGRANT INTEGRATION

2010 - 2013



PRESIDÊNCIA DO CONSELHO DE MINISTROS



acidi

Alto Comissariado para a Imigração e Diálogo Intercultural, I. P.



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## **PRESIDENCY OF THE COUNCIL OF MINISTERS**

### **Resolution of the Council of Ministers n.º 74/2010**

The welcoming and integration of immigrants is one of the political priorities of the XVII Constitutional Government.

With the objective of giving continuity to a new generation of social policies, the Government with the present Resolution approves the Second Plan for Immigrant Integration (2010-2013), which comprises 90 measures across various policy areas. The key objective of the aforementioned Plan continues to be the full integration of immigrants in culture, language, employment, professional training and housing.

The Second Plan also highlights two new areas of intervention: the promotion of diversity and intercultural dialogue, and elderly immigrants. This latter issue is a challenge which has recently emerged with increasing immigration to Portugal and is designed to be a preliminary to the introduction of actions and measures as part the European year for Active Ageing and Intergenerational Solidarity planned for 2012.

All these efforts have met with a very positive reception at international level, as attested by MIPEX (Migrant Integration Policy Index) 2007 and, more recently, the United Nations Human Development Report of 2009, which places Portugal at the top of the ranking in immigrant integration policy. This report acknowledges the initiatives taken by Portugal in this area to be at the cutting edge of immigrant policy, with Portugal given the top ranking in the attribution of rights and services to foreigners residing in the country.

International recognition of this nature represents not only an incentive but also and above all additional responsibility in the implementation and supervision of such policy, in view of the current international economic crisis which on the one hand has led to a stabilization in migrant flows relative to the start of the decade, but on the other has placed immigrants at greater risk of

social exclusion, given their greater vulnerability to social problems.

It is precisely because of these economic cycles that the State must act to reinforce and consolidate public policy on integration - policy which is one of the keystones of immigration policy and the social cohesion of the country.

The first Plan for Immigrant Integration, effective from 2007 to 2009, placed Portugal in the restricted group of EU countries which had adopted an instrument for global orientation of public policy on the integration of immigrants. This instrument was cross-ministerial and was implemented with the due supervision. Its implementation rate was extremely high.

Thus, in the wake of this successful experiment and with the objective of ensuring full respect for the rights of migrants and promoting social cohesion, equal opportunities, the integration of immigrants in Portuguese society and intercultural dialogue, new momentum needs to be given to this policy with the adoption of a new Plan for Immigrant Integration. As a government action plan, it naturally acknowledges the fundamental role of all public and private partners, namely the civil society, NGOs and immigrant associations in its implementation.

To ensure the concerted action of all ministries and the supervision and evaluation of the proposed objectives, the Network of Focal Points for Supervision is to be retained, working under the coordination of the High Commission for Immigration and Intercultural Dialogue, I. P. (ACIDI, I. P). This involves the obligatory presentation to the Consultative Committee for Immigration Affairs (COCAI) of an annual report on the implementation of the measures included in the Plan.

Like its predecessor, the Second Plan for Immigrant Integration (2010-2013) was compiled on the basis of joint contributions from all ministries, as well as contributions and proposals from civil society, namely immigrant associations, COCAI members, the Commission for Equality and Against Racial Discrimination (CICDR), and researchers working with the Immigration Observatory.

The government has also decided to submit this Plan to a public consul-



tation procedure, making it available on the websites of the government and of ACIDI. The Plan hereby approved takes into consideration some of the contributions presented as part of this consultation procedure.

The Consultative Committee for Immigration Affairs has been heard.

Thus:

According to paragraph g) of article 199 of the Constitution, the Council of Ministers has decided:

To approve the Second Plan for Immigrant Integration (2010-2013), which is annexed to this Resolution and forms an integral part thereof.

To give continuity to the Network of Focal Points for Supervision of the Plan, comprising two representatives from each ministry (one effective and one deputy) acting under the coordination of the High Commission for Immigration and Intercultural Dialogue, and submitting to the Consultative Council for Immigration Affairs an annual report detailing the implementation of the measures outlined in the Plan.

To determine that this Resolution shall be in force on the day following its publication.

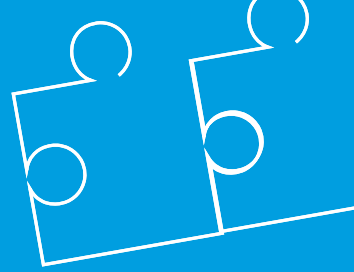
The Presidency of the Council of Ministers, 12 August 2010

The Prime Minister, José Sócrates Carvalho Pinto de Sousa.





# ANNEX



## PART I

# POLITICAL MEASURES

# I. BACKGROUND

The Second Plan for Immigrant Integration is based on an evaluation of the previous plan and on the identification of intervention needs for the period 2010-2013, benefiting from the contributions of all ministries and the participation of civil society, especially immigrant associations or those who work with immigrants, both permanent and essential partners for this national endeavour.

The First Plan for Immigrant Integration had the virtue of identifying a series of needs and the responses to those needs, undertaking to give impetus to the introduction of 122 measures for which 13 ministries were responsible. The evaluation of the implementation of this Plan concluded that its implementation rate was very high and that in many areas the objectives set were even exceeded, although much work remains to be done in all areas.

This Second Plan involves continuity but also innovation. The areas of intervention have been reformulated, with some areas merged and two new areas created. There are now 17 areas of intervention.

Structurally, key features of the new Plan include the diversity and intercultural dialogue areas (which were previously included in a cross-sectorial axis), and the protection and integration of unemployed immigrants and especially elderly immigrants, in an endeavour to respond to the growing challenges posed by immigration to Portugal. This last consideration also takes into account the fact that 2012 is European Year for Active Ageing and Intergenerational Solidarity.

Other changes are in the distribution of the areas, with Media and Religious Freedom now included under a new heading, Promotion of Diversity and Intercultural Dialogue. Family Reunification has been included in Welcoming, while Information Society is now part of the Descendants of Immigrants area. One theme, Sport, has a dual valency which is reflected in its inclusion in not one but two areas: Promotion of Diversity and Intercultural Dialogue, and Racism and Discrimination.

Also particularly relevant is the 4th generation of the Choices programme (2010-2012)<sup>1</sup> in the context of the Second Plan for Immigrant Integration. The Choices programme is a fundamental vector in the Descendants of Immigrants area. With the mobilization of substantial investment in human and financial resources and the extensive involvement of local partners, it is hoped that this programme will be a powerful tool for the implementation of social policy designed to promote the integration of immigrants in Portuguese society.

The 90 measures included in the Plan are distributed across the following areas of intervention:

1. Welcoming;
2. Culture and Language;
3. Employment, Professional Training and Business Dynamics;
4. Education;
5. Solidarity and Social Security;
6. Health;
7. Housing;
8. Justice;
9. Racism and Discrimination;
10. Access to Citizenship and Civic Participation;
11. Immigrant Associations;
12. Descendants of Immigrants;
13. Elderly Immigrants;
14. Relations with the Countries of Origin;
15. Promotion of Diversity and Intercultural Dialogue;
16. Gender Issues;
17. Human Trafficking.

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<sup>1</sup> Resolution of the Council of Ministers no. 63/2009 of 23 July. The regulations of the Choices programme are given in Order no. 27/2009 of 6 August, published in the Official Journal of the Republic, Series 2, no. 151.

## II. AREAS OF INTERVENTION

### 1) WELCOMING

#### *MEASURE 1*

##### **Consolidate National Immigrant Support Centres (PCM/ACIDI, I. P.)**

Consolidating National Immigrant Support Centres (CNAI) in terms of the response capacity of the offices and departments which they comprise, and the reference structure for the welcoming and integration of immigrants in Portugal.

This consolidation includes increasing the amount of physical areas available in the CNAI of Lisbon, extending opening hours and diversifying the work of the various offices.

The operation of the CNAI centres will be subjected to regular evaluation on the external and internal levels.

#### *MEASURE 2*

##### **Consolidate Local Immigrant Support Centres (PCM/ACIDI, I. P.)**

Consolidating Local Immigrant Support Centres (CLAII) by extending the services they provide for the welcoming and integration of immigrants, namely conducting diagnostic studies designed to identify migratory dynamics at local level.

To strengthen local networks for the promotion of social conditions favourable to the integration of immigrants.

To evaluate CLAII network operations on a regular basis, using external evaluators.

#### *MEASURE 3*

##### **Strengthening the National Immigrant Information Network (PCM/ACIDI, I. P.; MAI/SEF)**

Improving the quality of the information provided to immigrants, focussing on the dissemination of available resources and services, and of the rights and

duties of immigrants. Improving the standard of information is an objective involving all channels of communication and special efforts will be made to overcome language barriers. The Internet is an important source of information in this respect, and investment will be made in the renovation of the ACIDI website.

#### *MEASURE 4*

#### **Improving official data on the integration of immigrants (PCM/ACIDI, I. P./INE, I. P.; ME; MTSS/ISS, I. P./IEFP, I. P.; MAI/SEF/DGAI; MCTES/DGES)**

To improve the official sources of data on the integration of immigrants, broken down by sex, that exist in the various ministries, with the purpose of calculating indicators, without prejudice of the currently available data on the management of migration and border controls.

Raise awareness among foreign residents in Portugal to participate in the 2011 census.

#### *MEASURE 5*

#### **Simplifying the Family Reunification process (MAI/SEF/OLI; MNE; MCTES/DGES)**

Simplify the Family Reunification process by extending the range of documents which immigrants can produce as proof of income, via the revision of Ordinance no. 1563/2007 of 11 December, which establishes the proof of means of subsistence required by foreign citizens for their permanent admission to Portugal.

For the descendents (single, aged between 18 and 25 (according to the Income Tax Code dispositions), dependent and residing outside Portugal) of foreign citizens holding a residence permit to be reunited with their parents they must present a document attesting to their enrolment in a Portuguese educational establishment.

## MEASURE 6

### **Improving service to the public at the SEF (MAI/SEF)**

Reduce the time it takes to issue the foreign residence permit created to facilitate exchange with public administration departments.

Streamlining interaction between the SEF and the individual concerned via the phased expansion of the workflow system (fully computerized processes) to as many SEF desks as possible.

Enable foreign citizens to schedule appointments with any regional department of the SEF, via the SEF website.

Formalize a closer cooperation between MAI/SEF and local administration - city councils and parish councils - for identifying and reporting situations that require the targeted intervention of the SEF. This measure is designed to ensure that foreign citizens and their families have their documents in order, drawing on the human and material resources assigned to the “SEF in Movement” programme increasing the proximity between the citizens and the SEF services.

Improve, likewise, the assistance given by local authorities to immigrants by allowing the latter to make online appointments for visits to the SEF.

## 2) CULTURE AND LANGUAGE

## MEASURE 7

### **Consolidate the “Portuguese for All” programme (PCM/ACIDI, I. P.; ME; MTSS/IEFP, I. P.)**

Continuing the implementation of the “Portuguese for All” programme, that provides classes in basic Portuguese and technical Portuguese for the immigrant population, potentiating the knowledge of Portuguese as a factor for integration.

This programme is especially important since courses at level A2 (basic Portuguese), involve, for purposes of gaining nationality, authorization for permanent residence and long-term resident status.

Extending the programme to cover levels B1 and B2 (Intermediate Level in the Common European Framework for Languages) to provide immigrants with greater knowledge of the Portuguese language.

Advertise the existence of courses in technical Portuguese via a marketing strategy to be used by the training institutes providing Portuguese for All courses.

#### *MEASURE 8*

### **Consolidate the Portuguese as a Second Language programme (ME/DGIDC/DRE; PCM/ACIDI, I. P.)**

Enforce the applicable legislation on Portuguese as a Second Language (PLNM) in articulation with the DRE, with the objective of ensuring the implementation, supervision and evaluation of the activities in this domain.

Increasing awareness of the existence of courses in Portuguese as a second language - targeted essentially to inform the people responsible for children's education.

#### *MEASURE 9*

### **Ensuring that Portuguese Language examinations are taken as a condition for the acquisition of Portuguese nationality (ME/DGIDC; MAI/SEF)**

Ensure that Portuguese Language examinations are taken, for purposes of acquisition of Portuguese nationality, in national examination centres and abroad.

#### *MEASURE 10*

### **Strengthening the teaching of Portuguese (ME/DGIDC; MTSS/IEFP, I. P.)**

Organizing Portuguese courses for non-native speakers - foreign adults, temporary visa holders and residence permit holders, and immigrants who have recently arrived in Portugal, held in state schools and IEFP, I. P. training centres

Distributing the reference textbook "O Português para Falantes de Outras

Línguas”, starting level, in the state schools and IEFEP, I. P. training centres where the courses are administered.

*MEASURE 11*

**Basic Literacy Training for Social Insertion Income beneficiaries (ME; MTSS)**

Involving immigrants who are entitled to or beneficiaries of Social Insertion Income (RSI) and who have no reading or writing skills in Basic Literacy courses designed to bring them up to obtain a certification of the primary level.

*MEASURE 12*

**Reinforcing the expression of cultural diversity in all domains and activities connected with culture (MC; ME/DRE/DGIDC)**

Reinforce the expression of cultural diversity, with special emphasis on the area of culture, by encouraging activities designed to foster intercultural dialogue and exchange, and by supporting initiatives in cultural centres which involve the contribution of immigrants and their cultures of origin.

Encourage reading in various languages via the “Reading + in various accents” initiative to be launched in schools.

*MEASURE 13*

**Raising awareness of cultural producers (MC; PCM/ACIDI, I. P.)**

Raise awareness among cultural producers to the importance of the integration of migrants, fighting discrimination and intercultural dialogue.



### 3) EMPLOYMENT, PROFESSIONAL TRAINING AND BUSINESS DYNAMICS

#### *MEASURE 14*

#### **Reinforcing immigrants' entrepreneurship incentives (MTSS; PCM/ACIDI, I. P./FDTI/IPJ, I. P.; MEID/IAPMEI, I. P. /DGAE; MADRP/GPP)**

Supporting and giving incentives to the business ideas of immigrants, in a context where entrepreneurship is an increasingly important factor for the integration of immigrants in the employment market.

This support involves the continuation of programmes/projects already being implemented, notwithstanding new forms of intervention which place a premium on the effort and the entrepreneur spirit of immigrants.

Special attention will be given to involving immigrants in the self-employment creation incentive programme known as the Immigrant Entrepreneur Programme (PEI), an immigrant assistance programme which includes a Mentor Programme (mentors are trained volunteers who offer immigrants assistance in the business creation process).

#### *MEASURE 15*

#### **Reinforcing inspection of employers using illegal immigrant labour (MTSS/ACT; MAI/SEF)**

Intensify action against the use of illegal labour via reinforcement of the inspections of employers.

#### *MEASURE 16*

#### **Reinforce the rendering of information/training for immigrant workers on their rights and duties regarding employment issues (MTSS/ACT/CITE; PCM/ACIDI, I. P.)**

Produce information on the rights and duties of immigrants in matters of

employment, in foreign languages and on various supports, in such a way as to reach more people.

Establishing a partnership between ACIDI, I. P., ACT, IEFP, I. P., SEF and bodies Network representing employees and employers, with the aim of equipping Rede CLAI employees on a national and decentralized basis with the skills they need to provide more and better information to immigrants on employment issues.

Informing on the rights and duties of employers with regard to the recruitment of foreign labour - this information will be disseminated on various supports, while a conference will be held with the participation of SEF, employers' associations, unions and immigrant associations, in order to reach as many people as possible and achieve the desired convergence of action from all relevant parties.

#### *MEASURE 17*

#### **Simplifying the qualifications recognition process (MCTES/DGES; PCM/ACIDI, I. P.; MADRP/GPP)**

Reinforce the articulation between the DGES and the CNAI and CLAI, with a view to simplify the procedures for the recognition of qualifications and guaranteeing the correct handling of these processes in articulation with the professional bodies.

Produce an e-flyer on good practices in the recognition of higher educational qualifications issued by foreign institutions.

Create a database containing all equivalences of higher education diplomas recognized by the Portuguese universities. This database will be continuously updated with information on course, country, first and final years of course, and partial or total equivalence.

#### *MEASURE 18*

#### **Incentives for the social responsibility of organizations, based on ethical principles and the promotion of diversity (PCM/ACIDI, I. P.; MTSS/CITE; MEID/IAPMEI, I. P./DGAE)**

Giving continuity to the Workgroup on Social Responsibility created as part

of the original Plan for Immigrant Integration, with a view to promoting the social responsibility of organizations, on behalf of cultural diversity and the respect for the rights of immigrants, with the creation of an ethics benchmark.

*MEASURE 19*

**Creating an information system on highly-qualified immigrants  
(PCM/ACIDI, I. P./FDTI; MCTES/DGES; MAI/SEF; MTSS/IEFP, I. P.)**

Creating, in close articulation with Network CLAI and Occupational Insertion Offices (GIP), a comprehensive database of information on immigrants with higher-level qualifications (Information Systems areas) in view of the areas in which training is available or which are underused by the employment market.

*MEASURE 20*

**Consolidation of the Intervention Programme for Unemployed  
Immigrant Workers (MTSS/IEFP, I. P.; PCM/FDTI)(MTSS/IEFP,  
I. P.; PCM/FDTI)**

Continue the Intervention Programme for Unemployed Immigrant Workers, which is designed to facilitate the social and professional integration of immigrants via the development of basic skills in the Portuguese language and citizenship, professional training and support to job creation. Support for the professional integration of immigrants includes building individual solutions geared towards integration trajectories which leverage programmes and measures for employment and vocational training, depending on existing resources, namely training in Communication and Information Technology (TIC) for the acquisition of crucial skills to employment prospects.

*MEASURE 21*

**Facilitation and promotion of access to professional training  
and employment (MTSS/IEFP, I. P.; PCM/ACIDI, I. P./FDTI)**

Leveraging the GIP network, in partnership with community bodies such as

immigrant associations, to provide more and better professional training, vocational guidance and training / employment advice, including training in the CIT area.

#### *MEASURE 22*

#### **Guaranteeing the renewal of immigrant residence permits in the event of employers' non-compliance with Social Security obligations (MTSS; MAI/SEF)**

Ensuring that non-compliance with point 2 of article 63 of Decree no. 84/2007 of 5 November on the presentation of tax and social security papers for the renewal of residence permits, as attested by the competent offices, does not constitute an obstacle to the renewal of permits.

The aim of this measure is to prevent that the failure of certain employers to comply with their obligations, namely their failure to pay social security contributions, is detrimental to the renewal of permits by those entitled to them.

## **4) EDUCATION**

#### *MEASURE 23*

#### **Reinforcing Training in Intercultural Dialogue as part of Continuous Teacher Training (ME/DRE/DGIDC; PCM/ACIDI, I. P.; MCTES/DGES)**

Extend the skills of teachers working in increasingly multicultural contexts by strengthening continuous training in the form of short-term vocational training and training workshops organized by teacher training centres.

#### *MEASURE 24*

### **Defining and implementing recommendations for the constitution of balanced school classes and bringing school strategies into line for the welcoming of foreign students and descendants of immigrants (ME/DGIDC/DRE)**

Guaranteeing and monitoring the constitution of balanced class compositions, based on the recommendations of the Ministry of Education, ensuring a balanced “ethnic mix”.

Reinforcing diverse strategies for supporting the integration of school students whose parents are immigrants, taking into account characteristics such as age, language ability and time spent in Portugal, namely through compliance with deadlines stipulated for conditional enrolments.

Providing foreign minors with no residence papers access to professional training as a special schooling option, clarifying the restrictive interpretation given to the wording of article 2 of Decree-Law no. 67/2004 of 25 March and, consequently, implementing Order no. 995/2004 of 9 August.

Clarify the conditions for the award of equivalences to foreign students, by subject.

#### *MEASURE 25*

### **Improve the collection of statistical data on cultural diversity in schools (ME; PCM/ACIDI, I. P.)**

Create a workgroup whose job is to efficiently oversee the systematization of statistical data on foreign students and students whose parents are immigrants, by building a statistical monitoring tool to be implemented by schools, ensuring the anonymity of the students concerned.

*MEASURE 26*

**Diversification of offerings in education and training  
(ME; MTSS; MCTES/DGES; PCM/FDTI)**

Promoting access to school-business partnership projects to increase the diversity of educational options in a manner that responds to the needs of students.

*MEASURE 27*

**Integration of intercultural mediators in the school context  
as part of the “Educational Territories for Priority  
Intervention” programme (ME)**

Reinforce, as part of the “Educational Territories for Priority Intervention” (TEIP) programme, the presence of intercultural mediators in schools, guaranteeing their recognition as members of the educational community and key partners in the integration and learning process.

*MEASURE 28*

**Access by foreign students to social action support in school,  
at all levels of education (ME; MCTES)**

Promote access to social action support in school by immigrant children attending pre-school and immigrant children in primary and secondary education by extending proof of income requirements.

Ensure that foreign students, and the descendents of immigrants, have access to study scholarships, on condition that they have been legally resident in Portugal for at least 5 years.

*MEASURE 29*

**Informing schools of intercultural teaching resources  
(PCM/ACIDI, I. P.; ME/DGIDC/DRE)**

Inform schools and school groupings of the existence of intercultural teaching resources for intercultural and anti-racist education.

Consolidate the training and information resources offered under the Trainers Team on Immigration and Integration of ACIDI, I. P.

*MEASURE 30*

**Dissemination of best practices in the welcoming, aid and integration of students who are descendents of immigrants (ME/DGIDC/DRE)**

Disseminate best practices on the level of education and the level of partnerships with other organizations, such as city councils and immigrant associations, with regard to the welcoming, aid and integration of students who are descendents of immigrants.

*MEASURE 31*

**Support for the welcoming and integration of foreign students and students who are descendents of immigrants in Portugal (ME; MCTES/DGES)**

Reinforcing cooperation between MCTES/DGES and higher education institutions with regard to information for foreign and immigrant-descendents students, via information actions directed at the principal actors and with the objective of overcoming the obstacles posed by the deficient training of the information providers, i.e. university secretariats and administrations.

*MEASURE 32*

**The “SEF goes to school” initiative (MAI/SEF; ME)**

Streamlining document regularization processes for immigrant minors attending state schools.

## 5) SOLIDARITY AND SOCIAL SECURITY

### *MEASURE 33*

#### **Humanitarian aid for immigrants living in extreme poverty (MTSS)**

Ensuring social assistance and respect for the rights of immigrants living in situations of extreme poverty, regardless of their residence status, on the basis of the definition of humanitarian emergency as applied to Portuguese citizens.

### *MEASURE 34*

#### **Creation of social security conventions with the countries of origin of immigrants' communities represented in Portugal (MNE; MTSS)**

Work to secure social security conventions with Guiné-Bissau, India and Russia, like those already in place with Ukraine, Moldova, Brazil and Cape Verde.

## 6) HEALTH

### *MEASURE 35*

#### **Promoting access by immigrants to the National Health Service (MS/ARS)**

Implementing strategies which reduce inequalities in the health system by providing the resources and introducing the measures which permit or help the health service to cater to the needs of immigrants in accordance with the strategies to be established in the National Health Plan 2011-2016.

Informing immigrants of their rights and duties with regard to the National Health Service (SNS), including Law no. 33/2009 of 14 July which establishes the right to receive emergency treatment from the SNS, and the information circular issued by the Directorate General for Health (12/DQS/DMD, of 7 May) on the access of immigrants to the SNS.



### *MEASURE 36*

#### **Training plan for intercultural skills of SNS employees (MS; PCM/ACIDI, I. P.)**

Extend to all regional health authorities the Training Plan for Intercultural Skills previously implemented by the regional health authority of Lisboa e Vale do Tejo, I. P. in conjunction with ACIDI, I. P., directed at the healthcare professionals working in the SNS and with particular emphasis on the administrative area.

### *MEASURE 37*

#### **Implementation of a migrant-friendly healthcare services programme (MS/DGS/ARS)**

Disseminate the international “Migrant-Friendly Hospital” benchmark in the National Health Service, as well as the recommendations of the Amsterdam Declaration deriving from this project, with the objective of improving services and organizational culture vis-à-vis the immigrant population.

This benchmark involves prior diagnosis of needs, performed via a broad-based consultation of services, experts and organizations / associations in the area of healthcare, with the objective of improving clinical performance, producing migrant-friendly information and providing training on maternal and infant care, as well as vocational training for healthcare professional to improve their cultural skills.

### *MEASURE 38*

#### **Developing partnerships for the promotion of immigrants’ access to healthcare in Portugal (MS/DGS/ARS; PCM/IPJ, I. P.)**

Empower communities for the creation of environments conducive to good health, taken in its broadest acceptance as a state of physical, psychological, social and spiritual well-being, via the activation of a network of local partnerships and the establishment of new ones, involving different social actors ranging from public and private organizations to NGOs, civil, religious and social action associations

and other sectors of society, bearing in mind that the most important factor for success is the citizens' involvement in the whole process.

Encourage young immigrants to adopt a healthy lifestyle in an environment which integrates them in the healthcare system. The establishment of strategic partnerships for the promotion of health is based on the conviction that this type of associative work increases the capacity of the healthcare system as well as the partners involved to accomplish shared objectives.

#### *MEASURE 39*

### **Institutionalization of procedures designed to improve the management of Health Agreements and facilitating access by immigrants and their companions to health services (MS; MTSS/ISS, I. P.; PCM/ACIDI, I. P.)**

Institutionalizing procedures for global management of the medical assistance process for patients evacuated from African Countries with Portuguese as an Official Language (PALOP), under the cooperation agreements in healthcare signed by Portugal and the PALOP countries.

The Foreign Patient Assistance Programme (PADE) promoted by ACIDI, I. P. in conjunction with the ISS, I. P., provided a response to some of the problems faced in this area, and served as a resource for the welcoming and supervision of patients and the people accompanying them.

#### *MEASURE 40*

### **Investing in the promotion of mental health among immigrants (MS)**

Promoting, via the National Mental Health Coordinating Office and in articulation with the National Council for Mental Health, a special programme involving various institutions and designed to provide a forum for the exchange of information and experiences, within a training context or open to the public, for efficient action in an extremely complex area. The articulation with non-government bodies, some of which have vast experience in this area, is particularly important.

## 7) HOUSING

### *MEASURE 41*

#### **Expanding the social housing market in articulation with local authorities (MAOT/IHRU, I. P.)**

Promoting via the Programme for Funding for Access to Housing (PROHABITA/PER) and other suitable mechanisms, in articulation with local authorities new responses to housing problems, namely through providing immigrants with housing in shared, unsegregated conditions.

### *MEASURE 42*

#### **Creating new social housing solutions in partnership with Immigrant Associations, IPSS, NGOs and Cooperatives (MAOT/IHRU, I. P.)**

Creating and developing new solutions for social housing – working in partnership with immigrant associations, private institutions of social solidarity (IPSS), NGOs and cooperatives – accessible to all immigrants legally present in Portugal, via the mechanisms operated by IHRU, I. P.

### *MEASURE 43*

#### **Improve access of immigrants to rent assistance mechanisms (MAOT/IHRU, I. P.)**

Consolidate access by immigrants to rent relief schemes, on an equal footing with Portuguese citizens, via approval of the New Social Housing Rent Regulations (NRAU Social), Porta 65-Jovem and the Public Rental Housing Stock (PHAP).

#### *MEASURE 44*

#### **Raising awareness of the need for effective compliance with the contractual obligations undertaken with tenants of IHRU, I. P. (MAOT/IHRU, I. P.)**

Alerting and informing beneficiary immigrants of the existence of rehousing programmes for compliance with contractual obligations, i.e. payment of rent and upkeep of dwellings, respect for and preservation of public areas with effective punishment in the case of non-compliance.

#### *MEASURE 45*

#### **Reinforcing integrated social intervention projects (MAOT/IHRU, I. P.)**

Implementing urban rehabilitation partnerships committed to a new territorial approach with the residents, including immigrant communities.

## **8) JUSTICE**

#### *MEASURE 46*

#### **Consolidating cooperation between MAI/SEF and the MJ (MAI/SEF; MJ/DGSP/DGRS)**

Create a focal points partnership between MAI/SEF and the DGRS, with the objective of examining situations requiring intervention, namely young foreigners at risk and situations of recognition of legal liability by officially-recognized bodies, with the objective of regularizing residence status and protecting the wider interests of the young people.

Promoting articulation between SEF and the DGRS to make it easier for adults to regularize their residence status with supervision by social rehabilitation teams, in compliance with community implementation measures, wherever no supplementary expulsion penalty exists.

Promote the “SEF in Movement” project as part of the formal articulation

of the activities of the MAI/SEF with the MJ in general and the public prosecutor's office in particular. The objective is to streamline administrative procedures for regularization of minors who are obligatorily subject to guardianship, as stipulated in paragraph e) no. 1 of article 122 of Law no. 23/2007 of 4 July. Promote articulation between the SEF and DGSP with the objective of making it easier for illegal immigrants serving sentences in Portuguese prisons to regularize their status, on condition that they are not subject to any expulsion order.

#### *MEASURE 47*

#### **Access to foreign prisoners and information on the implementation of penalties and custodial measures (MJ/DGSP)**

Produce information in several languages for foreign prisoners on the implementation of penalties and custodial measures, as per no. 2 of article 117 of the Code of Implementation of Penalties, for distribution in prison establishments (EP).

#### *MEASURE 48*

#### **Incentives for consular representatives of the countries of origin of immigrants to play an active role in assistance for foreign prisoners (MJ/DGSP; MNE/DGACCP)**

Promote cooperation with diplomatic and consular representatives of the states of origin of foreign prisoners, working in close cooperation with the competent national bodies to supervise the social integration of these prisoners during and after completion of their sentence.

#### *MEASURE 49*

#### **Improving efficiency of nationality application processing (MJ/CRC; MAI/SEF)**

Reduce administrative times for processing applications for nationality and providing information not only on the conditions for obtaining nationality but also on the pending procedures.

*MEASURE 50*

**Legal aid for immigrants who are victims of crime (MJ; MTSS)**

Adopting regulatory, organizational and practical measures designed to ensure access to legal aid by immigrants who are victims of human trafficking, domestic violence, serious crime and abetting illegal immigration.

*MEASURE 51*

**Reviewing conviction requirements for cases of domestic violence (MAI/SEF; MJ; PCM/CIG)**

Review conviction requirements in cases of domestic violence for the award of autonomous residence permits, for rehoused family members who are victims of domestic violence.

*MEASURE 52*

**Improving the immigrants' access to translation and interpretation services in interaction with the legal system (MJ; PCM/ACIDI, I. P.)**

Improve the access of immigrants to translation and interpretation services in situations of interaction with the legal system, including alternative means of settling disputes, either via the presence of interpreters or via the telephone translation service (STT) of ACIDI, I. P.

*MEASURE 53*

**Promoting foreign prisoners access to the National Health Service (MJ/DGSP; MS)**

Promote greater articulation between the MJ and the MS to make it easier for foreign prisoners to gain access to the National Health Service by issuing more SNS user cards.

## 9) RACISM AND DISCRIMINATION

### *MEASURE 54*

#### **Legislative changes to reinforce the intervention capacity of the Commission for Equality and Against Racial Discrimination (PCM/ACIDI, I. P.)**

Approve a proposal for alteration to the current legal framework on regulatory offences for the practice of discrimination according to nationality or ethnic origin, to make processes more efficient by making mediation part of the legal process, establishing deadlines for examination phases, and simplifying procedures.

### *MEASURE 55*

#### **Awareness and training for combating racial discrimination (PCM/ACIDI, I. P.; MTSS/ACT)**

Renovating the CICDR website to give it more functionality and bring it closer to visitors, making it both an information resource and a platform for filing complaints about racial discrimination.

Reinforce training of NGOs and immigrant associations in combating racism and discrimination.

Promoting an event centred on effective equality of opportunity in employment, combating all forms of racial discrimination.

### *MEASURE 56*

#### **Combating racial discrimination in sport (PCM/IDP, I. P./ACIDI, I. P.)**

Disseminate messages on combating racism and promoting intercultural diversity in relevant sporting events, i.e. championship ties in the principal sports, in articulation with the respective sporting federations.

*MEASURE 57*

**Breakdown of statistical data (MTSS/ACT)**

Collecting and processing statistical data on racial discrimination, differentiated by gender, on the basis of regulatory offences for general discrimination in employment.

## **10) ACCESS TO CITIZENSHIP AND CIVIC PARTICIPATION**

*MEASURE 58*

**Promoting the registration of the immigrant population eligible for voting in elections (PCM/ACIDI, I. P.; MAI/DGAI)**

Reinforce services to immigrant citizens via the creation of a Voter Registration Office within the CNAI, with the mission of providing support for the registration of immigrants in articulation with the DGAI and parish councils.

*MEASURE 59*

**Consolidate information/training for immigrants on their rights as consumers (PCM/ACIDI, I. P.)**

Reinforcing information and training from/by the Immigrant Advice Office on Consumer Affairs of the CNAI, directed at immigrants.



## 11) IMMIGRANT ASSOCIATIONS

### *MEASURE 60*

#### **Promoting associative action among immigrant communities (PCM/ACIDI, I. P./IPJ, I. P.)**

Promote the formation of associations in immigrant communities by providing information and training, with the organization of information/awareness actions. Special emphasis goes to youth involvement in associations.

Leveraging the use of the different media in which ACIDI, I. P. is present, i.e. the “Nós” and “Gente Como Nós” programmes, with publication of a newsletter promoting the formation of associations among immigrant communities.

### *MEASURE 61*

#### **Supporting recognition of representativeness of immigrant associations (PCM/ACIDI, I. P./IPJ, I. P.)**

Support immigrant associations in the representativeness recognition process - diagnosing needs, designing and programming activities, creating supervision and evaluation mechanisms, and facilitating contacts and partnerships for sources of financial sustainability.

This assistance also involves visits to associations whose recognition is pending.

### *MEASURE 62*

#### **Supporting the management of association-based projects for the integration of immigrants (PCM/ACIDI, I. P./FDTI/IPJ, I. P.)**

Supporting the technical and financial management of immigrant association projects designed to promote the full integration and equal opportunities of immigrants and their descendants, positively projecting diversity and intercultural exchange, gender equality and the political participation of immigrants and their descendants.

On the training / information level, network-based mini-actions and training sessions will be held for the leaders and staff of immigrant associations, namely in IT.

#### *MEASURE 63*

#### **Revision of law on immigrant associations (PCM)**

Alter the legislation to promote greater consolidation in the immigrant association movement, supporting the credibilization of their structures, stimulating the representativeness of immigrant communities and effective operations by associations.

## **12) DESCENDENTS OF IMMIGRANTS**

#### *MEASURE 64*

#### **Combating social, educational and occupational exclusion of the descendents of immigrants (PCM/ACIDI, I. P./IPJ, I. P.; ME; MTSS/IEFP, I. P.)**

Consolidating local projects implemented as part of the Choices programme by groupings of local, regional and central bodies looking to secure an integrated response to the social, educational and occupational exclusion of vulnerable children and youths, promoting a more effective integration.

Defend the equality of opportunity for the descendents of immigrants in access to professional training and employment, combating all forms of racial discrimination.

Developing intervention strategies aimed at combating school failure of the children of immigrants, projecting a positive image of schools, including higher education colleges, as agents of socialization and promotion of vertical social mobility, in a perspective of greater proximity to the community.

#### *MEASURE 65*

##### **Combat the territorial segregation (PCM/ACIDI, I.P)**

Reinforce the presence of the Choices programme in the most vulnerable areas, cultivating proximity with the local population and seeking to deconstruct the negative image generally associated with these areas, establishing more direct contact with the local population.

Facilitate exchanges between children and youths who are the descendents of immigrants all over the country, by organizing an annual exchange meeting.

Appointing, as part of the Choices programme, a community animator belonging to the community and acting as a member of the teams assigned to the Choices programme, whose positive leadership profile allows him/her to serve as a role model, and who contributes, through his/her strong ties with the area, to the mobilization of children, youths and the community in general.

Bring ACIDI, I. P. closer to the immigrant communities present across Portugal, to gain better insight into migratory dynamics at local level and those active in the welcoming and integration process.

#### *MEASURE 66*

##### **Combating info-exclusion (PCM/ACIDI, I. P./FDTI)**

Leverage CIT as a vector for social integration, ensuring the digital inclusion of the descendents of immigrants, their families and the surrounding communities via the Choices programme. Particularly relevant in the struggle against info-exclusion are the Digital Inclusion Centres (CID@net).

#### *MEASURE 67*

##### **Raise the media awareness on immigration issues (PCM/ACIDI, I. P)**

Reinforcing media awareness of the need to examine immigration issues in a rigorous fashion, with awareness of the value of intercultural diversity and of the efforts towards integration made by immigrant communities, including residents of the most vulnerable neighbourhoods.

Disseminate positive practices among residents of the most vulnerable neighbourhoods, which are often the focus of intense media attention due to sporadic outbreaks of violence - attention which generates a negative public image of these neighbourhoods and their residents, who thereby become victims of another kind of violence.

Disseminating the work accomplished in the projects supported by the Choices programme, as the reflection of a more positive side of the socio-economic context in which immigrants live, and mobilizing information resources - the Choices newsletter - behind these efforts.

#### *MEASURE 68*

#### **Support for reconciling the private, family and working lives of immigrant families (PCM/CIG; MTSS; ME)**

Helping immigrants reconcile their private, family and working lives, stressing the importance of the participation of both parents in this process, via access to infrastructures such as kindergartens and pre-schools operating in areas of high immigrant density.

## **13) ELDERLY IMMIGRANTS**

#### *MEASURE 69*

#### **Counting the socio-economic vulnerability of elderly migrants by the dissemination of available solutions (MTSS/ISS, I. P.)**

Informing elderly immigrants and their families of the social assistance available to them, and facilitating their access to such assistance with the objective of combating their socio-economic vulnerability and social segregation.

#### *MEASURE 70*

**Informing immigrants on forms of access to rights deriving from the payment of social security contributions, not only in Portugal but also in the European Union and in the immigrants' countries of origin (MTSS/ISS, I. P.; PCM/ACIDI, I. P.)**

Informing immigrants of the rights deriving from their social security contributions, not only in Portugal but also in the EU, access to which rights is often difficult or even impossible. To combat this problem, special information materials will be created.

## **14) RELATIONS WITH THE COUNTRIES OF ORIGIN**

#### *MEASURE 71*

**Support the creation of workgroups on the integration of immigrants between countries of origin and Portugal (MNE/IPAD, I. P.; PCM/ACIDI, I. P.)**

Reinforce international and interministerial articulation, with the necessary involvement of the general public, between countries of origin and destination, which has been shown to be an effective tool for the integration of immigrants. The Joint Portugal-Cape Verde Consultative Commission (CCC) is an example of this, with the objective being to strengthen the mechanisms by which it works via the organization of an annual meeting and a conference held during the effective period of the Plan.

#### *MEASURE 72*

**Coordinating the award of scholarships with the needs of countries of origin to counteract brain drain (MAI/SEF; MCTES/FCT/DGES)**

Identify areas in countries of origin with the greatest shortage of qualified

professionals, with selective award of scholarships to overcome these shortages. These measures will also help reverse the brain drain often cited as an obstacle to the development of the countries of origin of many immigrants.

*MEASURE 73*

**Reinforcing support for circular migration  
(MNE/IPAD, I. P.; MAI/SEF; PCM/ACIDI, I. P.)**

Promoting circular migration in articulation with the respective countries of origin; protecting acquired rights via bilateral agreements.

*MEASURE 74*

**Promoting the involvement of immigrant associations in the development of their countries of origin (MNE/IPAD, I. P.; PCM/ACIDI, I. P.)**

Promote the involvement of Portugal-based immigrant associations in the development of their countries of origin, within the framework of Portuguese government policy on development support.

## **15) PROMOTION OF DIVERSITY AND INTERCULTURAL DIALOGUE**

*MEASURE 75*

**Incentives for the development of self-regulation mechanisms in the media, structured around codes of professional ethics (PCM/ACIDI, I. P.; MAP/GMCS)**

Providing incentives for the development of self-regulation mechanisms for media coverage of immigration issues, respecting the autonomy of the media and the professional ethics of journalists with regard to the accuracy of facts and presentation, with the objective of countering the perverse effects which the xenophobia induced by certain manners of presenting news can generate in public opinion.

Distributing relevant documentation produced by international organizations - the European Union, Council of Europe and UNESCO - among the principal representatives of the media sector.

*MEASURE 76*

**Promoting cultural and religious diversity in the media  
(PCM/ACIDI, I. P.; MAP/GMCS)**

Urge the media to dedicate air time to programmes and information which examine the cultural and religious diversity of Portuguese society, projecting a positive image of the cultural and linguistic expression of immigrant cultures with communities in Portugal.

Develop information and training initiatives on intercultural dialogue, immigration and diversity with media professionals.

*MEASURE 77*

**Raise public awareness of the need to promote and celebrate diversity (PCM/ACIDI, I. P.)**

Promote initiatives to mark commemorative days and other important dates with the objective of raising public awareness of the need to promote diversity, celebrating it and promoting intercultural and interdenominational dialogue.

*MEASURE 78*

**Strengthening the local dimension of intercultural dialogue and integration of immigrants (PCM/ACIDI, I. P.)**

Promoting, via Network CLAII, intercultural dialogue as a support strategy for the multivectorial process of welcoming and integration of immigrants at local level, via the implementation of projects designed to improve integration processes and promote positive interaction with the host society.

Encouraging the promotion of local projects for the integration of immigrants, with the production of two manuals on good practices, one directed at administrative personnel and the other at political decision-makers.

#### *MEASURE 79*

### **Raising awareness and capacitation for intercultural and interdenominational dialogue in the welcoming and integration of immigrants in public services (PCM/ACIDI, I. P.)**

Raise awareness among, and capacitating, central and local public administration employees for the intercultural dimension in the welcoming and integration of immigrants, via reinforced information and awareness initiatives.

Raising awareness among employees directly dealing with the public in public service offices and equipping them with the interdenominational dialogue skills they need, via information and training.

#### *MEASURE 80*

### **Creating of proposals for training and a benchmark in intercultural skills (PCM/ACIDI, I. P.; MTSS; ME/ANQ)**

Creating proposals for training and a benchmark for training in intercultural skills, based on the recognition of the importance of the presence of interculturality-enabled agents in the CNAI of ACIDI, I. P., in the Contact Centre of SEE, in specific contexts such as public services and in local authorities in general, as mediators between immigrants and State.

#### *MEASURE 81*

### **Diagnosing the insertion of intercultural mediators in the different sectors of public services (PCM/ACIDI, I. P.)**

Evaluating the impact of the presence of intercultural mediators in public services which are the object of specific projects, namely the action plans of the services to which they are detailed and gathering information on the improvements perceived in the welcoming of immigrants in these services, by both parties - immigrants and public service employees.



## 16) GENDER ISSUES

### *MEASURE 82*

#### **Reinforcing gender mainstreaming in the welcoming and integration of immigrants (PCM/ACIDI, I. P./CIG)**

Reinforced focus on the gender dimension in the welcoming and integration of immigrants, with gender mainstreaming and a focus on the relationships between men and women, in all spheres of society and for the benefit of both genders, taking into account the needs, interests, skills and talents of women and men immigrants. The aim is to bring together the conditions necessary for responding to international recommendations - those of the Convention for the Elimination of all forms of Discrimination Against Women (CEDAW) - relative to immigrant women specifically, and in a more general sense to the gender issues involved in immigration.

### *MEASURE 83*

#### **Providing immigrant women with information on their specific rights and duties as women (PCM/CIG/ACIDI, I. P.; MTSS/CITE; ME/DGIDC)**

Promote information and awareness campaigns on the rights and duties of immigrant women, as a complement to and in articulation with the National Plan for Equality, via the compilation of information in various languages.

### *MEASURE 84*

#### **Equipping intercultural mediators with the skills they need to deal with the public in public services and the personnel of Network CLAI in gender issues and domestic violence (PCM/CIG/ACIDI, I. P.)**

Equipping intercultural mediators with the skills they need to deal with gender issues and domestic violence (this latter typically a manifestation of gender

violence). These mediators are ideally positioned to deal with such issues given their role as a link between immigrants and public services, with the objective of improving services and/or putting issues through the correct channel, both institutionally and emotionally.

*MEASURE 85*

**Promoting the participation of women in associations and entrepreneurship (PCM/CIG/ACIDI, I. P./FDTI)**

Contribute to the empowerment of immigrant women in associations and entrepreneurialism, with the objective of better defending their rights and improving their socio-economic condition by giving them the independence they need to achieve these goals.

*MEASURE 86*

**Preventing domestic violence and gender violence among immigrant men and women (PCM/CIG/ACIDI, I. P.; MAI/SEF)**

Contributing to the prevention of all forms of gender violence, including domestic violence and female genital mutilation, among immigrant men and women by providing them with access to information, producing information materials translated into several languages, creating forums where these issues can be discussed, and via the media.

## **17) HUMAN TRAFFICKING**

*MEASURE 87*

**Developing actions for combating human trafficking (PCM/CIG; MAI/SEF; MDN/Marinha/AMN)**

Reinforce awareness campaigns on human trafficking in an attempt to counter this phenomenon.

Raise awareness and inform immigrant associations and professionals working with immigrants of how to prevent human trafficking, namely for purposes of labour exploitation.

*MEASURE 88*

**Create a support and protection programme for victims of human trafficking (PCM/CIG; MAI/SEF; MTSS/ISS, I. P.)**

Create the Association for Support and Protection of Victims of Human Trafficking, bringing together government and NGOs working directly or indirectly on issues concerning human trafficking, as a means of securing improved intervention and more coherent intelligence, improving sources of information for the criminal investigation and elimination of the problem.

*MEASURE 89*

**Referral to and welcoming at the Refuge Centre for victims of human trafficking (PCM/CIG; MAI/SEF; MJ; MTSS/ISS, I. P.)**

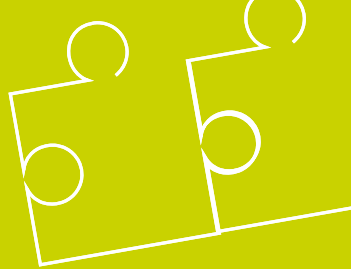
Disseminating on national level the contact details of the multidisciplinary team for victims of human trafficking and ways of referring victims to the Refuge Centre, and providing victims of human trafficking and their children with full support thanks to the combined efforts of State and society.

*MEASURE 90*

**Consolidation of the Observatory of Human Trafficking (MAI; PCM/CIG; MTSS/ISS, I. P.)**

Consolidating the mission of the Observatory of Human Trafficking with the production, collation, processing and distribution of information and intelligence on human trafficking and other forms of gender violence, in articulation with the National Plan Against Human Trafficking.





## **PART II**

# **LIST OF MEASURES, INDICATORS AND GOALS**

## LIST OF MEASURES, INDICATORS AND GOALS

1) WELCOMING			
Measure	Indicators	Responsible parties	Goals
1. Consolidate Natural Immigrant Support Centres - CNAI	Number of hours of service in CNAI Number of offices open Expansion of CNAI Lisbon Degree of satisfaction of CNAI users as gauged by external evaluation	PCM/ACIDI, I. P.	Extension of opening hours of CNAI to 14 hours/week Opening of 1 new office Reinstallation of CNAI in Lisbon Degree of satisfaction higher than 70%
2. Consolidate Local Immigrant Support Centres - CLAIH	Number of studies carried out for diagnosis of migration dynamics on local level Number of CLAIH in CLAS Degree of satisfaction of CLAIH users as gauged by external evaluation	PCM/ACIDI, I. P./MAI/SEF/MTSS/ISS, I. P.	22 diagnosis studies Integration of CLAIH in 4 Local Social Action Councils - CLAS Degree of satisfaction of users higher than 80%
3. Strengthening the National Immigrant Information Network	Number of "Useful Information" brochures distributed Number of publicity campaigns Restructuring of the "Nós" programme Redesign of ACIDI, I. P. website Number of applications to STT/ year	PCM/ACIDI, I. P./MAI/SEF	100,000 brochures distributed Publicity campaign by CNAI, CLAIH, PPT and STT "Nós" programme restructured in 2011 Redesign of ACIDI, I. P. website Annual increase of 10% in telephone translation requests
4. Improving official data on the integration of immigrants	Creation of workgroup Number of reports Number of communications on 2011 census	PCM/ACIDI, I. P./INE, I. P./ME/MTSS/ISS, I. P./IEFP, I. P./MAI/SEF/DGAI/MCTES/DGES	Constitution of workgroup, coordinated by ACIDI, I. P., in 2011 Compilation of 1 report in 2013 3 communications (BI, "Nós" and "Gente como Nós" programmes)



8. Consolidate the Portuguese as a second language programme	<p>School success rate of students whose native language is not Portuguese and who are in the Portuguese education system</p> <p>Number of meetings with DRE for articulation of procedures adopted in schools</p> <p>Request for data from DRE relative to implementation of PLNM</p> <p>Specialized assistance for schools</p> <p>Specialized assistance for PLNM teachers</p> <p>Number of information documents produced for parents / guardians</p> <p>Number of document views and downloads</p>	ME/DGIDC/DRE/PCM/ACIDI, I. P.	<p>Increase of 5% in the success rate of students whose native language is not Portuguese in each level of education</p> <p>Quarterly meetings with DRE</p> <p>Annual compilation of data on the Evaluation Report of the PLNM sent by schools to the DRE</p> <p>Increase of 5% in specialized assistance to schools</p> <p>Increase of 20% in number of visits to PLNM on the Moodle platform of the DGIDC</p> <p>1 information document in 2010 (brochure/poster)</p> <p>Access to information by 15% of total number of students in PLNM</p>
9. Ensuring that the Portuguese Language examinations are taken as a condition for the acquisition of Portuguese nationality	Number of exams held	ME/DGIDC/MAI/SEF	4 Portuguese Language exams / year
10. Strengthening the teaching of Portuguese Language	<p>Number of courses held and number of recipients</p> <p>Number of centres involved</p> <p>Distribution of guide "O Português para Falantes de Outras Línguas", entry level</p>	ME/DGIDC/MTSS/IEFP, I. P.	<p>57 actions for 855 students/year</p> <p>34 vocational training centres (and mixed centres) for Direct Management</p> <p>Distribution of guide to all schools and training centres offering courses in Portuguese for non-native speakers</p>
11. Basic literacy training for Social Insertion Income beneficiaries	Number of immigrants certified on primary education level	MTSS/ISS, I. P./ME	Certification of 200 immigrants
12. Reinforcing the expression of cultural diversity in all domains and activities connected with culture	<p>Number of initiatives supported / year promoting intercultural dialogue and multiculturalism</p> <p>Number of initiatives in "Reading + in various accents"</p>	MC/ME/DRE/DGIDC	<p>Assistance for 10/initiatives/year of which 3 held in cultural venues</p> <p>5 initiatives</p>
13. Raising awareness among capture providers	Number of awareness campaigns / year	MC/PCM/ACIDI, I. P.	1 initiative / year



3) Employment, Professional Training and Business Dynamics			
Measure	Indicators	Responsible parties	Goals
14. Reinforcing immigrants entrepreneurship incentives	<p>Number of trainees in business development programmes</p> <p>Number of volunteers working in the Mentor Programme of the PEI</p> <p>Number of businesses created as part of the PEI</p>	MTSS/PCM/ACIDI, I.P./FDTI/IPJ, I.P./MEID/IAPMEI, I.P./DGAE/MADRP/GPP	<p>200 trainees / year.</p> <p>20 mentors / year</p> <p>15 businesses created/ year</p>
15. Reinforcing inspection of employers using illegal immigrant labour	Number of inspection operations / year	MTSS/ACT/MAI/SEF	Annual increase of 5%
16. Reinforce the rendering of information / training for immigrant workers on their rights and duties regarding employment issues	<p>Number of leaflets on the rights and duties of immigrants in the sphere of employment</p> <p>Number of training actions on employment legislation in CLAI</p> <p>Number of meetings on the rights and duties of immigrants in the sphere of employment</p>	MTSS/ACT/CITE/PCM/ACIDI, I. P.	<p>Production of 5,000 leaflets including versions in foreign languages</p> <p>Implementation of 5 training actions</p> <p>1 meeting / year</p>
17. Simplifying the qualifications recognition process	<p>Number of training actions held on the recognition of qualifications by the DGES in CNAI and CLAI</p> <p>Number of immigrants referred to vocational and dual certification courses</p> <p>Number of immigrants enrolled in New Opportunity Centres</p> <p>Producing an e-flyer on best practices in the recognition of higher educational qualifications issued by foreign institutions</p> <p>Creating a database of all qualifications equivalent to the higher education qualifications awarded by Portuguese universities</p>	MCTES/DGES/PCM/ACIDI, I. P./ME/MADRP/GPP	<p>10 training actions</p> <p>Referral of 500 migrants</p> <p>Increase of 10%</p> <p>Making an e-flyer available by 2011</p> <p>1 database by the end of 2011</p>
18. Incentives for social responsibility of organizations, based on ethical principles and the promotion of diversity	<p>Giving continuity to the Workgroup on the Social Responsibility of Organizations</p> <p>Adopting an ethical framework which promotes diversity and intercultural dialogue</p>	PCM/ACIDI, I. P./MTSS/CITE/MEID/IAMPEI, I. P./DGAE	<p>Meetings every four months</p> <p>Creating 1 ethical guide promoting diversity and intercultural dialogue in 2012</p>
19. Creating an information system on highly-qualified immigrants	Creating a database on highly qualified immigrants	PCM/ACIDI, I. P./FDTI/MAI/SEF/MTSS/IEFR, I. P./MCTES/DGES	1 database by the end of 2013
20. Consolidation of the Intervention Programme for Unemployed Immigrant Workers	Number of unemployed immigrants covered / year	MTSS/IEFR, I. P. PCM/FDTI	Covering 7,500 immigrants/ year

21. Facilitation and promotion of access to professional training and employment	Number of GIP, working  Number of times immigrants were assisted  Number of trainees receiving training in TIC	MTSS/IEFR, I.P./PCM/ACIDI, I.P./FDIL	21 GIP For immigrants  15.000 times immigrants are assisted  150 trainees
22. Guaranteeing the renewal of immigrant residence permits in the event of employers' non-compliance with Social Security obligations	Entry in effect of revised legislation	MTSS/MAI/SEF	Alterations to legislation by 2012

#### 4) EDUCATION

Measure	Indicators	Responsible parties	Goal
23. Reinforcing training intercultural dialogue as part of continuous Teacher Training	Number of information / awareness actions implemented by the Trainers Team on Immigration and Integration of ACIDI, I. P. and directed at teachers  Number of training workshops held on "Working and Learning Together", and number of teacher training centres  Number of students and teachers participating in information / awareness actions implemented by the Facilitator Scholarship of ACIDI, I. P.	ME/DRE/DGIDC/PCM/ACIDI, I. P./MCTES/DGES	50 actions of short duration/year  4 training workshops held in 4 teacher training centres  2000 students and 200 teachers participating in information / awareness actions/year

24. Defining and implementing ME recommendations for constitution of balanced classes and bringing school strategies in for the welcoming of foreign students and descendents of immigrants	Approval of newsletter for guaranteeing balanced composition of classes  Average number / days, in conditional enrolments  Clarification of the legislation on rights of access of illegal foreign minors to professional training  Clarification of the legislation on the possibility of equivalence to determined subjects of any courses in the existing education system, in 3rd cycle of basic education	PCM/ACIDI, I. P. ME/DRE/GEPE	Approval of the 1st newsletter in 2011  Compliance by schools with the legal deadline for conditional enrolments  Clarification of legislation in 2011  Clarification of legislation in 2011
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25. Improving statistical data on cultural diversity in schools	Creating a workgroup for monitoring and processing statistical data on foreign students and the descendents of immigrants  Creating a monitoring mechanism for statistical monitoring, to be completed by the schools, ensuring the anonymity of students	ME/PCM/ACIDI, I. P.	Meetings every four months  1 instrument of statistical monitoring by the end of 2012
26. Diversification of offerings in education and training	Number of school-business educational diversification experiments	ME/MTSS/MCTES /DGES/PCM/FDTI	20 school-business partnership experiments

27. Integrate of intercultural mediators in the school context as part of the Educational Territories for Priority Intervention programme	Number of mediators in schools / year  Number of mediators taking part in training	PCM/ACIDI, I.P./ME	Presence of 40 mediators in schools in 2010, with an annual increase of 10%  Training 40 intercultural mediators in 2010, with an annual increase of 10%
28. Access by foreign students to social action support in school, at all levels of education	Additional means of proof  Guaranteeing access to scholarships by foreign students who have been legally resident in Portugal for at least 5 years	ME	Relaxing proof of income conditions (article 9 of Order no. 18.987/2009 of 6 August)  Alterations to legislation by 2012
29. Informing schools of intercultural teaching resources	Number of materials distributed / year  Number of students participating in information / awareness actions implemented by the Trainers Team on Immigration of ACIDI, I. P.	PCM/ACIDI, I. P./ME/DGIDC/DRE	Distribution of 200 materials in information / awareness actions held in schools / year  200 students participating in information / awareness actions implemented by the Trainers Team on Immigration of ACIDI, I. P.
30. Dissemination of best practices in the welcoming and integration of students who are the descendants of immigrants	Number of good practices in the aid and integration of students who are the descendants of immigrants distributed / year  Number of partner entities involved / year	ME/DGIDC/DRE	10 good practices / year with award of intercultural school certification  15 partner entities involved / year
31. Support for the welcoming and integration of foreign students in Portugal	Number of training actions on the Portuguese education system for higher-education foreign students and students who are the descendants of immigrants	MCTES/DGES/ME	2 training actions
32. The "SEF Goes to School" initiative.	Number of schools covered-	MAI/SEF/ME	50 schools covered / year

#### 5) SOLIDARITY AND SOCIAL SECURITY

Measure	Indicators	Responsible parties	Goal
33. Humanitarian aid for immigrants living in extreme poverty (MNE, MTSS, MS)	Number of immigrants in situations of extreme poverty receiving aid	MTSS	Aid provided to 50,000 citizens
34. Creation of social security conventions with the countries of origin of immigrants' communities represented in Portugal	Number of Social Security conventions signed	MTSS  MNE	4 Social Security Conventions (Guinea-Bissau, Mozambique, Angola, Russia)

6) HEALTH			
Measure	Indicators	Responsible parties	Goal
35. Promoting access by immigrants to the National Health Service (SNS)	<p>Immigrant access to the National Health Service (SNS)</p> <p>Number of immigrant associations receiving information on Law 33/2009 of 14 July and on information circular 12/DQS/DMD, of 7 May 2009.</p> <p>Appointment of a DGS workgroup for monitoring the application of information circular 12/DQS/DMD of 7 May 2009.</p>	MS/ARS/PCM/ACIDI, I. P.	<p>0% refusals to grant immigrants access to the National Health Service by 2013</p> <p>Dispatch to all immigrant associations</p> <p>Meetings every four months</p>
36. Training plan for intercultural skills of SNS employees	<p>Number of internal training actions on attending to immigrants</p> <p>Extending the application of the training plan implemented by the ARS of Lisboa e Vale do Tejo, I. P.</p>	MS/ARS/PCM/ACIDI, I. P.	<p>2 training actions / year</p> <p>Training plan for intercultural dialogue implemented in 5 ARS</p>
37. Implementation of a migrant-friendly healthcare services programme	Number of communications highlighting the advantages of adopting the Amsterdam Declaration	MS/DGS/ARS	National coverage of national health service, with recognition of the Amsterdam Declaration
38. Developing partnerships for the promoters of immigrants' access to healthcare in Portugal	Number of partnerships formalized with civil society organizations for the promotion of access to healthcare by immigrants	MS/DGS/ARS PCM/IPJ, I. P.	3 partnerships / year
39. Institutionalization of procedures designed to improve the management of Health Agreements and facilitating access by immigrants and their companions to health services	<p>Creating a Manual of Procedure for facilitating access by foreign patients to the SNS, under the Healthcare Agreements, by 2012.</p> <p>Issue of an information circular clarifying conditions of access to the health service for patients covered by Healthcare Agreements, together with the people accompanying them</p> <p>Number of houses opened under PADE</p>	MS/MTSS/ISS, I. P. PCM/ACIDI, I. P.	<p>1 Manual of Procedure</p> <p>1 Information circular</p> <p>6 houses opened by end of 2010</p>
40. Investing in the promotion of mental health among immigrants	<p>Creating multidisciplinary therapeutic teams</p> <p>Number of meetings on immigrants mental health / year</p>	MS/ARS	<p>Creation of 1 therapeutic team</p> <p>1 meeting on immigrants mental health / year</p>
7) HOUSING			
Measure	Indicators	Responsible parties	Goals
41. Expanding social housing market in articulation with local authorities	Number of annually contracted dwellings for immigrants	MAOT/IHRU, I. P.	Annual contracting of 120 dwellings for immigrants, encompassing purchased, built and renovated properties

42. New social housing solutions, in partnership with immigrant associations, IPSS, NGOs and cooperatives	Number of agreements per year for new social housing solutions	MAOT/IHRU, I. P.	Signing of 3 cooperation agreements per year
43. Improve access of immigrants to rent assistance mechanisms.	Number of immigrant youths and descendants of immigrants covered by Porta 65 Jovem/ year Percentage of immigrants benefiting from Public Housing Rental Approval of the Social NRAU - new regulations for social housing	MAOT/IHRU, I. P.	Covering 200 young immigrants and descendants of immigrants/ year 6% immigrants benefiting from rent relief mechanisms Entry in effect of Social NRAU in 2011
44. Raising awareness of the need for effective compliance with the contractual obligations undertaken with tenants of IHRU, I. P.	Number of debt regularization agreements / year Number of actions for raising awareness about compliance with obligations deriving from contracts signed	MAOT/IHRU, I. P.	30 debt regularization agreements/ year 5 awareness campaigns / year
45. Reinforcing integrated social intervention projects	Number of urban rehabilitation partnerships	MAOT/IHRU, I. P.	6 urban rehabilitation partnerships

#### 8) JUSTICE

Measure	Indicators	Responsible parties	Goal
46. Consolidating cooperation between SEF, DGSP and DGRS	Establishing partnerships and defining focal points of contact between SEF and DGRS Number of visits made, as part of the "SEF in Movement" project, to prison establishments Number of young persons subject to custody of MJ and with residence permits Number of adults in compliance with implementation measures in the community under review by SEF and DGRS Number of foreign prisoners given residence permits as a result of articulation between SEF and DGSP	MJ/DGSP/DGRS/MAI/SEF	Four-monthly meetings of focal points Quarterly visits 100 young persons given residence permits 50 adults visited with the objective of obtaining residence permits for them 100 foreign prisoners given residence permits
47. Access of foreign prisoners to information on the implementation of penalties and custody orders	Number of leaflets produced Number of EP	MJ/DGSP	Production of 5000 leaflets, including leaflets in foreign languages Distribution to all EP
48. Incentives for consular representatives of the countries of origin of immigrants to play an active role in assistance for foreign prisoners	Number of consular visits to prisons as part of a drive to give greater impetus to socio-cultural initiatives	MJ/DGSP/MNE/DGACCP	15 consular visits / year
49. Improving efficiency of nationality application processing	Reducing internal processing times for nationality applications Number of calls received for advice and information on the progress of nationality applications	MJ/CRC/MAI/SEF	10% reduction 40,000 phone calls answered

8) JUSTICE			
Measure	Indicators	Responsible parties	Goal
50. Legal aid for immigrants who are victims of crime	Deadline for changes to legislation	MJ/MTSS	Alterations to legislation in 2011
51. Review of conviction requirements for cases of domestic violence	Deadline for changes to legislation	PCM/CIG/MAI/SEF	Alterations to legislation by December 2011
52. Improving immigrants' access to translation and interpretation services in interaction with the legal system	Number of requests received by STT from the legal system/ year	MJ/PCM/ACIDI, I. P.	50 requests / year to STT
53. Promoting foreign prisoners' access to the national health service	Number of foreign prisoners with national health service cards / total foreign prisoners	MJ/DGSP/MS	20% increase in foreign prisoners with national health service cards

9) RACISM AND DISCRIMINATION			
Measure	Indicators	Responsible parties	Goal
54. Legislative changes reinforce the intervention capacity of the CICDR	Deadline for alterations to existing legal framework	PCM/ACIDI, I. P.	Presentation of bill to parliament in 2011
55. Awareness and training for combating racial discrimination	Renewal of CICDR website and number of visits /month  Number of actions and number of trainees/ year  Conference on discrimination in the workplace and access to employment	PCM/ACIDI, I. P./ MTSS/ACT	Renewal of CICDR website in 2011, with an average of 1,000 visitors per month  2 training actions for NGOs and immigrant associations per year  1 conference by 2012
56. Combating racial discrimination in sport	Number of sports events carrying messages alluding to the fight against racism and the promotion of intercultural diversity	PCM/ACIDI, I. P./ IDR, I. P.	1 championship tie in leading sport
57. Breakdown of statistical data	Collecting statistical data on racial discrimination, differentiated by gender, on the basis of regulatory offences for general discrimination in employment.	MTSS	Collection of statistical data in 2012

10) ACCESS TO CITIZENSHIP AND CIVIC PARTICIPATION			
Measure	Indicators	Responsible parties	Goals
58. Promoting the registration of the immigrant population eligible for voting in elections	Opening of 1 office in CNAI Lisboa  Number of cases handled in the office of the CNAI	PCM/ACIDI, I. P./MAI/ DGAI	1 support office for registration in CNAI by the end of 2011  1,000 cases handled
59. Consolidation of information /training for immigrants on their rights as consumers	Number of training actions on consumer issues / year	PCM/ACIDI, I. P./ MEID/DGC	2 training actions / year

11) IMMIGRANT ASSOCIATIONS			
Measure	Indicators	Responsible parties	Goal
60. Promoting associative action among immigrant communities	<p>Number of leaflets/brochures produced and distributed on associative action by immigrants</p> <p>Number of information /awareness sessions held by the Advisory Office with immigrant associations and number of participants / year</p> <p>Number of media articles provided by ACIDI, I. P.</p>	PCM/ACIDI, I. P. / IPJ, I. P.	<p>Production and distribution of 5,000 leaflets/brochures</p> <p>2 information/awareness sessions with 50 participants/ year</p> <p>12 media articles (BI, "Nós" and "Gente como Nós" programmes)</p>
61. Supporting recognition of representativeness of immigrant associations	<p>Number of cases handled / year concerning recognition of immigrant associations</p> <p>Number of visits to associations having applied for recognition</p>	PCM/ACIDI, I. P. / IPJ, I. P.	<p>20 cases handled / year</p> <p>Visits to 10% of associations having applied for recognition / year</p>
62. Supporting the management of association-based projects for the integration of immigrants	<p>Number of associations and initiatives funded by ACIDI, I. P.</p> <p>Number of mini-actions and/or information sessions for association directors / staff / number of participants / number of associations represented</p> <p>Number of youth associations supported</p> <p>Number of visits to associations recognized by ACIDI, I. P.</p>	PCM/ACIDI, I. P./ FDTI/IPJ, I. P.	<p>35 associations supported annually</p> <p>130 initiatives supported per year</p> <p>12 mini-actions/sessions for 150 participants involving 30 associations</p> <p>Candidature-based support for all youth associations enrolled in the national register of youth associations</p> <p>50 associations</p>
63. Revision of law on immigrant associations	Revision of legislation		To be approved by 2012
12) DESCENDANTS OF IMMIGRANTS			
Measure	Indicators	Responsible parties	Goals
64. Combating social, educational and occupational exclusion of the descendants of immigrants	<p>Number of Choices projects with children of immigrants in their target group</p> <p>Number of children of immigrants covered by the Choices programme, per measure</p> <p>Number of children of immigrants (re) integrated in school, training or vocational schemes</p> <p>Percentage increase in school success of children of immigrants</p>	PCM/ACIDI, I. P./ ME/MCTES/MTSS/ IEFP, I. P.	<p>Support for 100 projects</p> <p>25,000 children of immigrants in the five measures of the Choices Programme</p> <p>5,000 children of immigrants</p> <p>Increasing school success of children of immigrants by 30%</p>

65. Combating the territorial segregation	<p>Number of Choices projects located in segregated / stigmatized territories, with incidence on the immigrant population and its descendants</p> <p>Number of national activities involving children and youths who are the descendants of immigrants</p> <p>Number of community animators appointed under the Choices programme and integrated in the staff of the programme</p> <p>Number "ACIDI in the Community" initiatives per year</p>	PCM/ACIDI, I. P.	<p>60% of Choices projects located in segregated territories</p> <p>1 national exchange activity / year</p> <p>100 community animators</p> <p>2 initiatives / year</p>
66. Combating info-exclusion	Number of CID@net	PCM/ACIDI, I. P./ FDTI	Consolidation of 100 CID@net
67. Raise the media awareness on immigration issues	<p>Number of visits to neighbourhoods with high immigrant concentrations / year</p> <p>Number of "Open Door Choices" initiatives</p> <p>Number of copies of Choices newsletter distributed</p>	PCM/ACIDI, I. P.	<p>Organization of 1 visit/ year</p> <p>1 initiative / year</p> <p>Distribution of 10 issues and 800,000 copies</p>
68. Support for reconciling the private, family and working lives of immigrant families	<p>Number of immigrants benefiting from the kindergarten and pre-school network</p> <p>Number of communications aimed at raising the awareness of immigrants of the importance of the participation of both parents in reconciling private and working life</p>	PCM/CIG/MTSS/ME	<p>200 immigrants</p> <p>3 information slots ("Nós", "Gente como Nós" and BJ)</p>

13) ELDERLY IMMIGRANTS			
Measure	Indicators	Responsible parties	Goal
69. Countering the socio-economic vulnerability of elderly immigrants by the dissemination of available solutions	<p>Number of elderly immigrants benefiting from the solidarity allowance for the elderly, social insertion income, dependency allowance and social pension</p> <p>Number of elderly immigrants receiving home help or attending day centres, community centres, rest homes and free time activities.</p>	MTSS/ISS, I. P.	<p>1000 elderly immigrants receiving social assistance</p> <p>1000 elderly immigrants receiving aid / social assistance</p>
70. Informing immigrants on forms of access to rights deriving from the payment of social security contributions, not only in Portugal but also in the European Union and in the immigrants' countries of origin	Production of an information pack on the rights deriving from Social Security contributions	MTSS/ISS, I. P. PCM/ACIDI, I. P.	1 information pack by 2012



14) Relations with the Countries of Origin			
Measure	Indicators	Responsible parties	Goals
71. Support the creation of workgroups on the integration of immigrants between countries of origin and Portugal	Conference organized by the Joint Portugal-Cape Verde Consultative Commission - CCC for immigrants Number of meetings / year	MNE/IPAD, I. P. PCM/ACIDI, I. P.	1 conference held in 2011  1 annual CCC meeting
72. Coordinating the award of scholarships with the needs of countries of origin to counter-act brain drain	Creation of workgroups for coordinating the award of scholarships in articulation with the needs of the countries of origin of immigrants	MNE/IPAD, I. P./ MAI/SEF /MCTES/ DGES/ME	Meetings every four months
73. Reinforcing support for circular migration	Number of circular migration support projects	PCM/ACIDI, I. P./ MNE/IPAD, I. P.MAI/ SEF	2 projects
74. Promoting the involvement of immigrant associations in the development of their countries of origin	Number of awareness campaigns	MNE/IPAD, I. P. PCM/ACIDI, I. P.	3 awareness actions
15) PROMOTION OF DIVERSITY AND INTERCULTURAL DIALOGUE			
Measure	Indicators	Responsible parties	Goal
75. Incentives for the development of self-regulation mechanisms in the media, structured around codes of professional ethics	Presentation of proposals for media treatment of the immigration issue  Number of relevant documents, national and international, issued by the GMCS to the media	PCM/ACIDI, I. P./ MAP/GMCS	Presentation of proposal in 2011 by the Reflection Group on the Immigration Issue in the Media  Release of 3 documents/ year
76. Promoting cultural and religious diversity in the media	Number of training actions for journalists  Number of articles entered for the annual Journalism for Tolerance Award  Number of television and radio programmes produced and broadcast on the topic of intercultural dialogue and immigration	PCM/ACIDI, I. P./ MAP/GMCS	1 training action / year  50 articles entered  52 TV programmes - "Nós" - and 52 radio programmes - "Gente como Nós" - / year
77. Raising public awareness for the promotion and celebration of diversity	Number of commemoratives dates celebrated / year	PCM/ACIDI, I. P.	Celebration of 4 commemorative dates / year
78. Strengthening the local dimension of intercultural dialogue and integration of immigrants	Number of projects in the sphere of intercultural dialogue implemented  Creation of a manual for administrative personnel on good practices in the management of projects on local level  Creation of a manual for policymakers on good practices in the management of projects on local level	PCM/ACIDI, I. P.	Implementation of 24 projects in the sphere of intercultural dialogue (2010)  1 manual for administrative personnel in 2010  1 manual for policymakers in 2011

79. Raising awareness and capacitation for intercultural and interdenominational dialogue in the welcoming and integration of immigrants in public services	<p>Number of information materials on intercultural and interdenominational dialogue produced/ year</p> <p>Number of information / awareness actions implemented by the Trainers Team on Immigration and Integration of ACIDI, I. P. / year and number of trainees</p> <p>Number of information / awareness actions on religious freedom implemented by the Trainers Team on Immigration and Integration of ACIDI, I. P. / year and number of trainees</p> <p>Number of support materials for information / awareness actions distributed / year</p> <p>Number of communications on religious freedom / year</p>	PCM/ACIDI, I. P.	<p>Production and distribution of 1 calendar on religious freedom and human rights</p> <p>Design and production of 1 pamphlet on religious freedom</p> <p>200 information / awareness actions / year for 3,000 professionals in the key areas of reception and welcoming immigrants</p> <p>15 information / awareness actions / year for 200 professionals in the key areas of reception and welcoming immigrants</p> <p>Distribution of 3,000 copies</p> <p>12 information packs / year (BI)</p>
80. Creating proposals for training and a benchmark in intercultural skills	<p>Identifying units and areas of skill in intercultural mediation</p> <p>Identifying strategic and thematic vectors for a training benchmark specializing in intercultural mediation</p>	PCM/ACIDI, I. P./ MTSS/ME/ANQ	<p>Developing 1 training module of short duration and its integration in the National Catalogue of Qualifications</p> <p>Developing 1 training benchmark specializing in intercultural mediation for distribution to higher education institutions</p>
81. Diagnostics on the insertion of intercultural mediators in the different sectors of public services	<p>Impact of the intervention of intercultural mediators in the action plans of the public services in which they are operating</p> <p>Number of public services with intercultural mediators / year</p>	PCM/ACIDI, I. P.	<p>Elaboration of 1 report</p> <p>Presence of mediators in 20 public services per year</p>
16) GENDER ISSUES			
Measure	Indicators	Responsible parties	Goal
82. Reinforcing gender mainstreaming in the welcoming of immigrants	Production of a guide to gender mainstreaming in the welcoming and integration of immigrants	PCM/ACIDI, I. P./CIG	1 "Guide to gender mainstreaming in the welcoming and integration of immigrants" in 2012
83. Providing immigrant women with information on their specific rights and duties as women	Number of information materials produced and distributed per year	PCM/ACIDI, I. P./CIG/ MTSS/CITE/ME/DGIDC	1 information pack produced / distributed per year

84. Equipping intercultural mediators with the skills they need to deal with the public in public services, and the personnel of CLAH in gender issues and domestic violence	Number of mediators participating in training actions Number of training actions	PCM/ACIDI, I. P./CIG	50 intercultural mediators receiving training 1 training action / year
85. Promoting the participation of women in associations and entrepreneurship	Number of immigrant women receiving assistance as part of the programme for the promotion of female business entrepreneurs (QREN/POPH)	PCM/CIG/ACIDI, I.P./FDTI	Involvement of 200 immigrant women in female business entrepreneur programmes
86. Preventing domestic violence and gender violence among immigrant men and women	Meeting with immigrant associations to discuss these issues 1 campaign for the prevention of domestic violence in immigrant communities Number of communications on gender violence, including female genital mutilation	PCM/CIG/ACIDI, I.P./MAI/SEF	1 "Immigrant Women and Citizenship" meeting in 2011 Production and distribution of 20,000 leaflets, in various languages, by the end of 2012 6 communications (BI, "Nós" and "Gente Como Nós" programmes)

17) HUMAN TRAFFICKING			
Measure	Indicators	Responsible parties	Goal
87. Developing actions for combating human trafficking	Number of leaflets produced on Human Trafficking - TSH Number of awareness /information actions/year on human trafficking for professionals working directly or indirectly in this area	PCM/CIG/MAI/SEF/MDN/Marinha/AMN	Production of 10,000 leaflets in various languages 50 awareness /information actions/ year
88. Create a Support and Protection Programme for Victims of human trafficking	Formulation of Protocol	PCM/CIG/MAI/SEF/MTSS/ISS, I. P.	Promulgation and signing of protocol in 2011
89. Referral to and welcoming at Refuge Centres for victims of human trafficking	Distribution of contact information of multidisciplinary team and forms of referral to the Refuge Centre for victims of human trafficking Percentage increase in victims assisted (legal, socio-psychological and medical aid).	PCM/CIG/MAI/SEF/MJ/MTSS/ISS, I. P.	Creation of 5,000 leaflets for distribution. 10% increase in victims assisted
90. Consolidation of the Observatory of Human Trafficking	Collection and analysis of data Number of reports	MAI/PCM/CIG/MTSS/ISS, I. P.	Quarterly update of data supplied by the police and half-yearly statistical analysis of data by Observatory Production of annual reports



# **LIST OF ABBREVIATIONS**



**ACIDI, I. P.** – Alto Comissariado para a Imigração e Diálogo Intercultural, I. P.  
- High Commission for Immigration and Intercultural Dialogue

**ACT** – Autoridade para as Condições do Trabalho - Authority for Working Conditions

**ANQ** – Agência Nacional para a Qualificação - National Agency for Qualifications

**ARS** – Administração Regional de Saúde - Regional Health Administration

**CICDR** - Comissão para a Igualdade e Contra a Discriminação Racial - Commission for Equality and Against Racial Discrimination

**CIG** – Comissão para a Cidadania e Igualdade de Género - Commission for Citizenship and Gender Equality

**CITE** – Comissão para a Igualdade no Trabalho e no Emprego - Commission for Equality in Work and the Workplace

**CLAII** - Centros Locais de Apoio à Integração dos Imigrantes - Local Immigrant Support Centres

**CLAS** - Conselhos Locais de Acção Social - Local Councils of Social Action

**CNAI** - Centros Nacionais de Apoio ao Imigrante - National Immigrant Support Centres

**COCAI** - Conselho Consultivo para os Assuntos da Imigração - Consultative Committee for Immigration Affairs

**CRC** – Conservatória dos Registos Centrais - Central Registry Office

**DGACCP** – Direcção-Geral dos Assuntos Consulares e das Comunidades Portuguesas - Directorate General for Consular Affairs and the Portuguese Communities

**DGAE** – Direcção-Geral das Actividades Económicas - Directorate General for Economic Activities

**DGAI** – Direcção-Geral de Administração Interna - Directorate General for Internal Administration

**DGAM** – Direcção-Geral da Actividade Marítima - Directorate General for Maritime Activity

**DGC** – Direcção-Geral do Consumidor - Directorate General for the Consumer

**DGES** – Direcção-Geral do Ensino Superior - Directorate General for Higher Education

**DGIDC** – Direcção-Geral da Inovação e do Desenvolvimento Curricular - Directorate General for Innovation and Curricular Development

**DGRS** – Direcção-Geral da Reinserção Social - Directorate General for Social Reinsertion

**DGS** – Direcção-Geral da Saúde - Directorate General for Health

**DGSP** – Direcção-Geral dos Serviços Prisionais - Directorate General for the Prison Services

**DRE** – Direcção Regional de Educação - Directorate General for Education

**EP** - Estabelecimentos Prisionais - Prison Establishments

**FCT** – Fundação para a Ciência e a Tecnologia - Foundation for Science and Technology

**FDTI** – Fundação para a Divulgação das Tecnologias de Informação - Foundation for the Dissemination of Information Technologies

**GMCS** – Gabinete para os Meios de Comunicação Social - Office for Media

**GIP** - Gabinetes de Inserção Profissional - Occupational Insertion Offices

**GPP** – Gabinete de Planeamento e Políticas - Planning and Policy Office

**IAPMEI, I. P.** – Instituto de Apoio às Pequenas e Médias Empresas e à Inovação, I. P. - Institute for Assistance to SMEs and Innovation

**IDP, I.P** – Instituto do Desporto de Portugal, I. P. - Institute of Sport

**IEFP, I. P.** – Instituto do Emprego e da Formação Profissional, I. P. - Institute of Employment and Professional Training

**IHRU, I. P.** – Instituto da Habitação e da Reabilitação Urbana, I. P. - Institute of Housing and Urban Rehabilitation

**INCM** – Imprensa Nacional Casa da Moeda - Nacional Mint

**INE, I. P.** – Instituto Nacional de Estatísticas, I. P. - National Institute of Statistics

**IPAD, I. P.** – Instituto de Apoio ao Desenvolvimento, I. P. - Institute for Development Aid

**IPJ, I.P** – Instituto Português da Juventude, I. P. - Portuguese Youth Institute

**IPSS** – Instituições Particulares de Solidariedade Social - Private Social Solidarity Institutions

**ISS, I. P.** – Instituto da Segurança Social, I. P. - Institute of Social Security

**MADRP** – Ministério da Agricultura, do Desenvolvimento Rural e das Pescas - Ministry of Agriculture, Rural Development and Fisheries

**MAI** – Ministério da Administração Interna - Ministry of Internal Administration

**MAOT** – Ministério do Ambiente e do Ordenamento do Território - Ministry of the Environment and Regional Planning

**MAP** – Ministro dos Assuntos Parlamentares - Ministry of Parliamentary Affairs

**MC** – Ministério da Cultura - Ministry of Culture

**MCTES** – Ministério da Ciência, da Tecnologia e do Ensino Superior - Ministry of Science, Technology and Higher Education

**MDN** – Ministério da Defesa Nacional - Ministry of National Defence

**ME** – Ministério da Educação - Ministry of Education

**MEID** – Ministério da Economia, da Inovação e do Desenvolvimento - Ministry of the Economy, Innovation and Development

**MJ** – Ministério da Justiça - Ministry of Justice

**MNE** – Ministério dos Negócios Estrangeiros - Ministry of Foreign Affairs

**MS** – Ministério da Saúde - Ministry of Health

**MTSS** – Ministério do Trabalho e da Solidariedade Social - Ministry of Employment and Social Solidarity

**NRAU Social** - Novo Regime de Arrendamento Social - New Social Housing Rent Regulations

**OLI** – Oficial de Ligação de Imigração - Immigration Liaison Officer

**ONG** - Organizações Não Governamentais - Non-Government Organizations

**PADE** - Programa de Apoio ao Doente Estrangeiro - Foreign Patients Aid Programme

**PALOP** - Países Africanos de Língua Oficial Portuguesa - African Countries with Portuguese as an Official Language

**PCM** – Presidência do Conselho de Ministros - Presidency of the Council of Ministers

**PEI** – Programa do Empreendedorismo Imigrante - Immigrant Entrepreneurship Programme

**PHAP** - Parque Habitacional de Arrendamento Público - Public Rental Housing Stock

**PLNM** - Português Língua Não Materna - Portuguese as a Foreign Language  
**PPT** - Programa Português para Todos - Portuguese For All Programme  
**RAPVT** - Rede de Apoio e Protecção a Vítimas de Tráfico de Seres Humanos -  
Association for Support and Protection of Victims of Human Trafficking  
**RSI** - Rendimento Social de Inserção - Social Insertion Income  
**SEF** – Serviço de Estrangeiros e Fronteiras - Aliens and Borders Office  
**SNS** - Serviço Nacional de Saúde - National Health Service  
**STT** - Serviço de Tradução Telefónica - Telephone Translation Service  
**TEIP** - Territórios Educativos de Intervenção Prioritária - Educational Areas for  
Priority Intervention  
**TIC** - Tecnologias de Informação e Comunicação - Communication and  
Information Technologies  
**TSH** - Tráfico de Seres Humanos - Human Trafficking