



**Organization for Security and Co-operation in Europe
Secretariat**

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Conference Services

Please find attached the presentation by Ms. Susan Martin, Migration Expert, Georgetown University Washington, delivered to the Session IV (*Providing services for migrants*), of the 13th OSCE Economic Forum, Prague, 23 -27 May 2005.



Migrant Services in Receiving Countries


Susan Martin
Georgetown University
OSCE Economic Forum
Prague, 23-27 May 2005



Introduction

- Immigrant Services are a Two Way Street
 - Services for migrants
 - Services for communities affected by migration


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Pre-Arrival Orientation Services

- Immigration benefits and expectations
- Legal rights and responsibilities
- History and government structures of the receiving country
- How to secure basic needs: housing, employment, transportation, health services, etc.
- Miscellaneous information: emergency services, instructions on use of telephone, holidays, etc.


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Post-Arrival Immigrant Services

- Housing services and information on tenant rights and responsibilities
- Medical services
- Employment services, accreditation
- Family law and gender relations: marriage, spousal and child rights,
- Drivers licenses and education
- Language and skills training
- Financial literacy, banking services


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Community Oriented Services

- Information on numbers and characteristics, eligibility for services and work
- Interpretation and translation
- Community relations
- Anti-discrimination, anti-racism, anti-xenophobia activities
- Information and training for law enforcement personnel
- Information and training for education, health care and other service delivery systems

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Language Training: Children

- Host country language acquisition
- Native language language retention
- Evaluation and testing of language acquisition
- Grade-level subject matter instruction
- Involvement of parents
- Trained teachers


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Adult Language and Skills Training

- Basic skills
- Literacy
- Host country language acquisition
- Civics education
- Vocational training
 - Community based
 - Business based

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Impact of Migrant Services

- Better educated and trained migrants
- Improved community relations
- Increased understanding of migration and its impacts

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