

RETURN AND REINTEGRATION

# Empowering Reintegration: Strengthening Capacities for Return and Reintegration Counselling through CSOs

 Project completed

## About the Project

The overarching aim of the action was to enhance the capacity of EU and non-EU civil society organisations (CSOs) to provide accurate and sustainable return and reintegration counselling services to migrants residing in EU countries through leveraging the expertise of the European Reintegration Support Organisations (ERSO). Additionally, the project sought to establish and pilot a systematic referral mechanism, facilitating connections between CSOs and relevant government authorities responsible for overseeing the return and reintegration process. Moreover, the project also aimed to foster knowledge exchange and mutual learning by facilitating discussions on best practices, challenges and lessons learned in the area of return and reintegration counselling across various EU Member States and target partner countries.



### Partners

This MPF project was implemented by Caritas International Belgium in collaboration with Caritas Albania, Mother Theresa Society (Kosovo) and Caritas Moldova.



### Countries

Belgium, Denmark, Albania, Kosovo, Moldova, Bulgaria, Croatia, Slovenia, Poland.



### Time frame

March 2024 – October 2025 (20 months)



### Budget

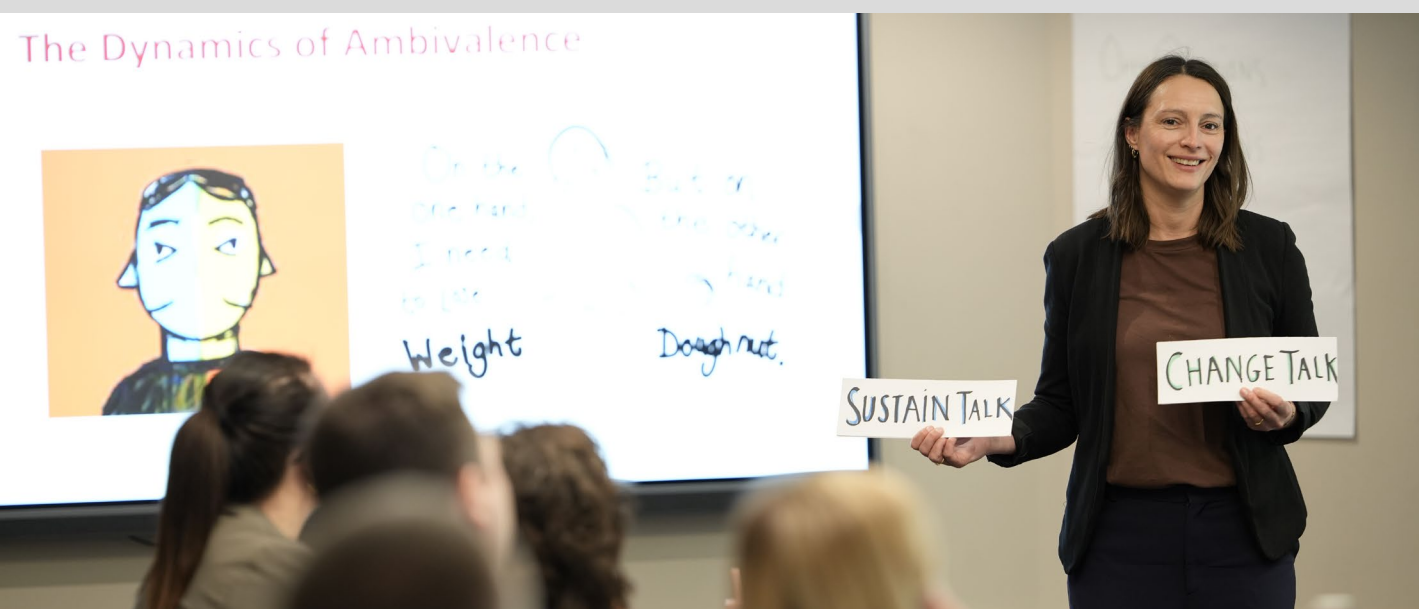
EUR 451,219.14 (95% from AMIF)

## Activities



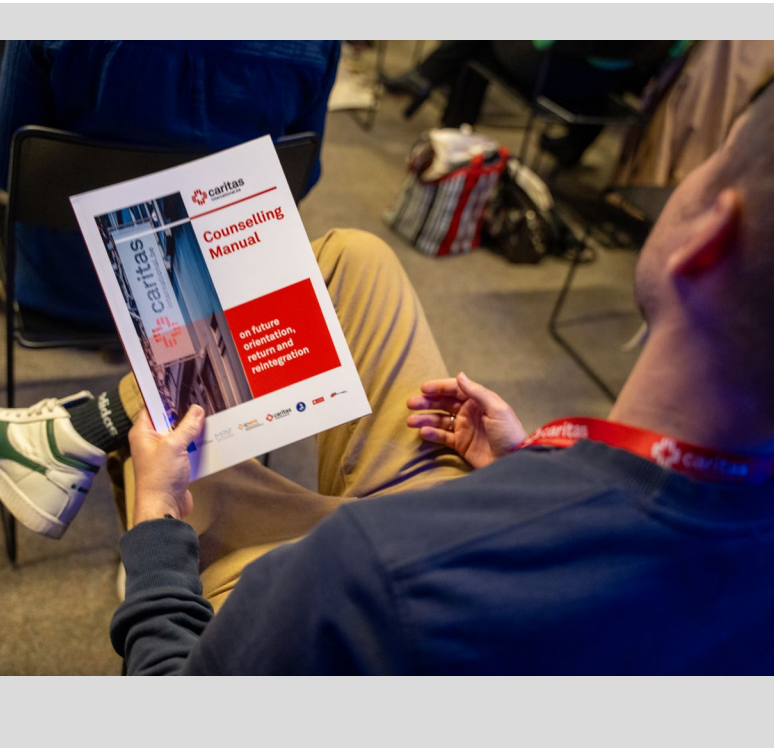
### Capacity Building for CSOs in Return and Reintegration Counselling

This component focused on the development and delivery of a comprehensive training programme tailored specifically to CSOs working in return and reintegration counselling. The Action successfully strengthened the technical capacity of 17 CSOs across participating countries to provide high-quality return and reintegration counselling and future-oriented guidance. Approximately 50 counsellors and social workers took part in targeted trainings activities held in Croatia and Poland, exceeding the initial target of 15 participants. These activities improved participants' skills in structured, person-centred counselling approaches. The capacity-building programme was implemented by Caritas International Belgium in close cooperation with project partners and expert organisations from the European Return and Reintegration Network/ European Reintegration Support Organisation (ERRIN/ERSO). Collaboration with key stakeholders, including Frontex and the Return and Reintegration Facility (RRF), further strengthened the programme's reach across EU and non-EU countries and enhanced the overall quality of counselling provided by CSOs.



### Facilitation of Exchanges and Peer-to-Peer Learning




The Action promoted continuous exchange of knowledge and peer-to-peer learning through quarterly meetings, networking opportunities, and structured dialogue between CSOs in EU and non-EU countries. To further enhance learning, study visits were organised in Denmark, Albania, Poland and Nepal. These visits were highly successful in terms of participation and contributed to the practical understanding of return and reintegration contexts in different regions. Overall, these activities supported the exchange of best practices and operational experiences, thereby strengthening CSOs' capacity to deliver more effective, context-sensitive return and reintegration assistance.



## Establishing Effective Referral Mechanisms

This component focused on the development and operationalisation of robust referral mechanisms and harmonised counselling tools. A comprehensive Counselling Manual on Return, Reintegration and Future Orientation was co-created with ERSO members and 20 European Reintegration local partners. The manual provides harmonised guidance, practical methodologies, and structured question frameworks. Available in eight languages, it now serves as a key reference document for all network partners engaged in counselling activities. Finally, the development of digital learning materials represents another key achievement. Four testimonial videos and two training videos were produced to complement in-person activities, thereby enhancing sustainability, accessibility, and long-term knowledge dissemination across the network.

## For more information about the project

-  [Empowering reintegration: building stronger support for migrants | Caritas International Belgium](#)
-  [Counselling Manual on Return, Reintegration and Future Orientation](#)
-  [Trainings in Croatia and Poland](#)

Implemented by



## The Migration Partnership Facility



This project is awarded and contracted in the framework of the Migration Partnership Facility (MPF), an EU-funded initiative implemented by ICMPD in support of the external dimension of the EU migration policy. Through its grants, the MPF facilitates the execution of projects to strengthen dialogue and cooperation on migration and mobility between Member States and partner countries outside the EU.

Funded by the European Union



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