



## 1. What are Local Support Centers for the Integration of Migrants (CLAIM)?

The Local Support Centers for the Integration of Migrants, or CLAIM for short, are reception offices or spaces that provide information and support throughout the entire process of welcoming and integrating migrants, working together with the various local structures and promoting interculturality at a local level.

## 2. Who can appeal to CLAIM?

Migrant citizens and entities that are part of the local partnership network, in the geographical area or closest to CLAIM, can use CLAIM.

## 3. Which entities can create a CLAIM?

The following entities can create a CLAIM:

- Local authorities;
- Regional Governments;
- Non-profit civil society institutions;
- Higher education institutions.

## 4. What are CLAIM's areas of intervention?

CLAIM's areas of intervention are:

- Regularization;
- Nationality;
- Family Reunification;
- Housing;
- Work;
- Social Support;
- Voluntary Return;
- Health;



- Education;
- Professional Training;
- Entrepreneurship;
- Other issues related to the area of migration.

## 5. What CLAIM Service and Support Models are there?

CLAIM's intervention is not limited to a mere administrative characterization of users regarding the dynamics of migration and its impacts on a changing society.

CLAIMs, depending on the activities carried out, can be designated according to three intervention models:

**In the Traditional Model, the conventional CLAIM**, promoted by municipalities, regional governments, civil society institutions and higher education institutions, it includes the aspect of social integration of migrants, with functions of welcoming, providing information and support to migrant citizens, including applicants and beneficiaries of international protection.

**In the Integrated Model, the CLAIM New Generation “CLAIM 2G”**, promoted by municipalities, it includes the aspect of social integration of migrants and integrates support services for the regularization of migrants, through the following services:

- Collection of personal data from the respective applicants, including biometric data through equipment provided or approved by AIMA;
- Receipt of documents required for analysis of the application, to be submitted by applicants, as well as their digitalization and transmission to AIMA, electronically, through this entity's information system;
- Carrying out queries to AIMA's administrative databases that are strictly necessary to provide assistance, in particular to verify the identity and legitimacy of the applicant and record the operations carried out;
- Verification of the authenticity and validity of the documentation presented.



**Conventional CLAIM with Expansion Services**, promoted by municipalities, regional governments, civil society institutions and higher education institutions, it includes the aspect of social integration of migrants, in addition to the competence to process, first and foremost, the documentary dossier supporting regularization.

## 6. Is there funding for CLAIM?

**In conventional CLAIM**, promoted by municipalities, higher education institutions, civil society organizations and regional governments, the Center's maintenance costs are covered by the entities that promote them.

Civil society organizations, however, can be financed by the Asylum, Migration and Integration Fund (AMIF) to promote a CLAIM.

**In CLAIM New Generation “CLAIM 2G”**, AIMA provides financial support to municipalities for services involving the collection of biometric data, with the amount set in the Protocol, based on the number of services provided.

**No Conventional CLAIM with Expansion Services**, AIMA is obliged to pay financial compensation for each service effectively provided and which is the subject of a favorable decision.

## 7. Are the services provided by CLAIM free of charge?

Yes, all services provided by CLAIM are completely free for all migrant citizens.

## 8. What kind of support does AIMA provide to CLAIMs?

The Migration Policy Services Directorate is the organic unit of AIMA responsible for supporting CLAIMs, as follows:

- **In person**, through visits, participation in meetings, holding national and regional meetings, among other work moments that prove necessary for monitoring;



- **“Online”**, providing the electronic mailbox “[Partners@aima.gov.pt](mailto:Partners@aima.gov.pt)” specifically aimed at CLAIM Technicians to clarify doubts, publicize AIMA initiatives and/or at the request of partners, schedule online meetings, disseminate national or international legislation in the area of migration and define procedures for coordination between AIMA and CLAIM;
- **Telephone service.**

### 9. Does AIMA provide any restricted-use Platform for CLAIMs?

Yes, the “CRM Platform” that allows:

- Record of services provided by CLAIM;
- Extraction of statistical reports.

### 10. Does AIMA provide training to CLAIM Technicians?

Yes, before starting work, it is mandatory to attend the initial training (duration of 36 hours) for CLAIM Technicians, promoted by AIMA.

AIMA also promotes:

- **Recycling training** for CLAIM Technicians (duration of 31 hours);
- **Spaces for reflection** joint professional practices, as well as training and empowerment of technicians who perform functions in CLAIM, on topics relevant to the exercise of their functions.

### 11. What profile should a CLAIM Technician have?

The CLAIM technician is a qualified professional able to welcome, inform and clarify immigrant citizens and applicants for international protection with a view to promoting their autonomy and integration into Portuguese society. To this end, he/she must hold a degree or proven professional experience in the area and have the following technical, personal and social skills:

- Commitment to the mission of welcoming and integrating migrant citizens;
- Sharp communication and interpersonal relationship skills;
- Ability to work and organize information;



- Fluent command of 2 languages, one of which is Portuguese and the other the native language, when a member of an immigrant community, or English, when a Portuguese citizen;
- Ability to operate with information technologies, namely with a computer and Internet access.

## 12. What to do to create a CLAIM?

- The application process for opening a CLAIM begins with the receipt, by AIMA, of the expression of interest from the requesting entity;
- In response to the request, AIMA sends the following documentation to the requesting entity:
  - Proposal to schedule a meeting (in person or online);
  - Application form;
  - Cooperation Protocol Model;
  - Framework note on the organization and responsibilities of CLAIM.
- After receiving the application, it will be analyzed according to the following criteria:
  - Migratory reality at local level;
  - Existing responses;
  - Suitability and legal status of the proposing entity.

## 13. What is the CLAIM Network?

The CLAIM Network, founded in 2003, is a decentralized structure, composed of Centers, created through partnerships with local agents (municipalities, civil society entities, higher education institutions and regional governments), which operate as spaces for:

- welcoming,
- providing information and supporting migrants,
- aiming at local responses articulated to the needs of migrants in different areas, including immigrants, applicants and beneficiaries of international protection.



#### **14. What are the requirements for joining the CLAIM Network?**

The requirements for joining the CLAIM Network are as follows:

- Promotion of (at least one) Customer Service Office;
- Common identification signage across the entire Network;
- Heterogeneity in care;
- Possibility of providing a roaming service;
- Networking between AIMA and CLAIM;
- Allocation of Human Resources;
- Legal obligation of total professional secrecy;
- Signing of Collaboration Protocol | Letter of Accession;
- Use of the platform provided by AIMA | CRM Platform.

#### **15. Where are the CLAIMs located?**

CLAIMs are distributed throughout the national territory.

#### **16. How do you identify the existence of a CLAIM in an institution?**

Standardized signage is adopted for all CLAIMs. The CLAIM sign (provided by AIMA) is placed in a visible location near the Service Office.

#### **17. Do CLAIMs have a duty of confidentiality?**

Yes. All CLAIMs are obliged to maintain complete confidentiality and must treat and maintain as absolutely confidential any and all information that they become aware of within the scope of their functions or competences, particularly with regard to the content of the services provided.



### 18. Is there processing of personal data?

Yes. The parties involved, specifically AIMA and the entities, enter into a Cooperation Protocol with each other, which aims to implement a CLAIM involving the processing of personal data.

Regarding the processing of personal data, all parties involved act as joint data controllers and must comply with their obligations under Regulation (EU) 2016/679 of the European Parliament and of the Council of 24 April (General Data Protection Regulation or GDPR), and Law No. 58/2019, of 8 August, which ensures the implementation, in the domestic legal system, of the GDPR, as well as other applicable legal standards on Privacy and Protection of Personal Data.