



# REACH OUT 2.0

## Category

ERRIN Facility

## Timeline

Phase I | October 2019 - April 2021

Phase II | May 2021 - April 2022

## Countries of implementation

Belgium, France

## Project lead

Fedasil

*Reach Out* looks at ways of improving outreach to undocumented migrants dwelling in urban settings, tackling the challenge of establishing credible contact with people on the move. The project refers beneficiaries to a range of services that might address their basic needs, such as a warm meal or shelter, and provides them with information about the existing legal options for the future, including the assisted voluntary return. The activities are implemented by Fedasil - Belgian Federal Agency for the reception of asylum seekers, in cooperation with the French Office for Immigration and Integration (OFII).

## ABOUT THE PROJECT

Return counselling, a key aspect of the return process, is much more than just informing a person about the possibility of return. It requires building a relationship of trust, engaging in a dialogue on return and supporting an individual throughout a process of decision making. Migrants can only consciously choose to voluntarily return to their home countries if they are well aware that such an option exists - and can access reliable information about the process.

Based on the achievements of the first phase of the project, where over 4,500 counselling contacts were established, Fedasil and OFII continue to jointly deploy a multinational outreach team who approaches undocumented migrants to raise their awareness about existing legal options, including the possibility of voluntary return. The team is currently operating in Brussels, Calais and Grande-Synthe (Dunkirk).

In its first phase, *Reach Out* also brought together European cities with the aim of creating a transnational community of practice. As a [result of the primary round of field activities and network exchanges](#), the project team developed a blueprint for counselling in urban settings and a guide for reaching out to undocumented migrants, including a model for micro-counselling. Building on these experiences, the project continues to deepen the best practices and test the innovative approaches in new settings.

## MAIN ACTIVITIES

Outreach team: developing counselling links with 70 migrants per week;

Expanding the network of frontline workers;

Consolidating the practices from the outreach teams, refining their methods, and testing new outreach approaches via an innovative digital tool to be developed;

Disseminating and testing the outreach guide and model for micro-counselling in new settings;

Exchanging the best practices and sharing the project results among a growing community of practice and a focus group of ERRIN member states, linking to similar initiatives.

Connecting reintegration partners in the countries of origin and EU outreach workers to the best benefit of returnees.

## ABOUT ERRIN

The European Return and Reintegration Network (ERRIN) is a joint initiative of 15 EU Member States and Schengen countries, the European Border and Coast Guard Agency and the European Commission. The International Centre for Migration Policy Development supports the programme as an implementing partner. ERRIN enhances European cooperation to improve both the return process, and the quality of support offered to migrants.

## ABOUT ERRIN FACILITY

Beyond the core activity of facilitating post-arrival support to returnees, ERRIN Facility offers its Members a unique space and funding for developing projects that address return-related challenges. With a budget of €2 million, ERRIN encourages its Members to test innovative approaches towards reintegration, foster cooperation between EU and third country governments, improve counselling, or look into integrated return management.