

ANNUAL REPORT

2018



Mission

Jesuit Refugee Service (JRS) is an international Catholic organisation with a mission to accompany, serve and advocate for the rights of refugees and others who are forcibly displaced.



Vision

JRS in Europe works towards a Europe where human rights, protection, hospitality, integration, and reconciliation all have a place to flourish within a larger vision for inclusive and welcoming societies.

60,803
people served in
Europe



Education



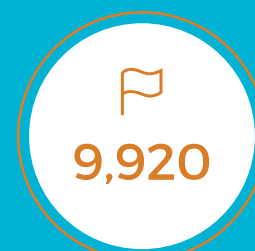
Livelihoods



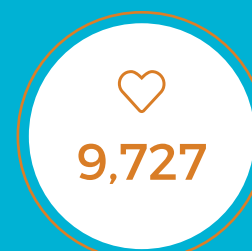
Psychosocial/Pastoral



Emergency



Advocacy/Protection



Healthcare

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JRS EUROPE DIRECTOR'S MESSAGE

It is always a challenge to describe in a few pages the activity of JRS during a year, but we try once again, and in this Annual Report you will find a good approximation of what we do: we accompany, serve and advocate for the rights of forcibly displaced people.

During the year 2018 there has been a lot of insistence in the media about the return to figures "before the time of crisis". In fact, the number of people who have come to Europe seeking protection has decreased substantially compared to previous years. 141.472 people in 2018, compared to 373.652 in 2016. Of course, it is good news that fewer people are forced to seek an alternative to their lives. But the figures cannot hide the fact that behind them there are as many stories of frustration and suffering. People may be reduced to numbers, but their lives cannot.

2018, for this European Regional Office, has had an end-of-cycle tone. With the conclusion of the projects Protection of External Borders and Communities of Hospitality, we have closed a long cycle of three years that has focused our action, jointly with our partners, on protection of human rights at the external borders of the EU, and meaningful encounters between forcibly displaced people and their new communities in Europe. We are well aware of the importance of these issues, and in one way or another, they will continue to be present in our advocacy work.

In fact, the topic of Protection is the focus of this Annual Report. The project of Protection of External Borders has allowed us to realize, with concern, that the external borders of the EU are still a grey area in terms of law enforcement and the effective protection of human rights for those who arrive. Although the EU has been equipping itself with different legal instruments to ensure that protection is carried out with high standards, the reality at border posts, unfortunately, remains clearly ill. Questioning the Common European Asylum System becomes more obvious, especially when the very principles we want to uphold are put at stake.

Once more this year, the Annual Report is an opportunity to acknowledge the effort, and generosity, of many benefactors, staff and volunteers. To them we offer our most sincere gratitude. This report is also our annual opportunity to make explicit our commitment to continue accompanying refugees and asylum seekers in Europe.

Jose Ignacio Garcia SJ

Regional Director, JRS Europe



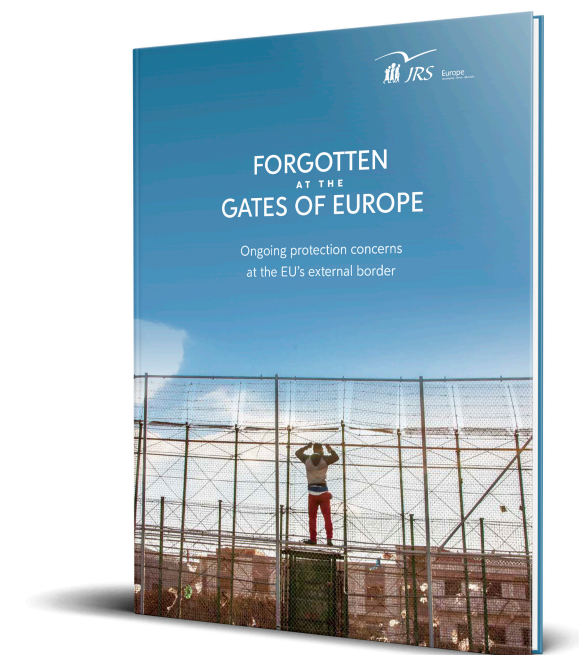
PROTECTION OF MIGRANTS AT STAKE

The 3-year project of JRS Europe Protection at External Borders came successfully to its conclusion in 2018. With the help of JRS staff on the ground, JRS Europe has sought to support and accompany vulnerable migrants along Europe's external borders. The project aimed at monitoring human rights violations such as border violence against migrants and push-backs at Europe's external borders. Human rights violations have been reported by JRS staff in the field and recorded in detail in a specially designed database, while at the same time accompaniment and services have been provided by experienced JRS staff to those who arrive to Europe in search of protection. Based on the reported experiences of those who arrived at EU borders, JRS Europe was able to draw conclusions and propose recommendations for a more humane and protective EU approach toward migrants, asylum seekers, and refugees.

The final report *Forgotten at the gates of Europe* provides a picture of how migrants, asylum seekers, and refugees experience Europe's borders: their journey, the obstacles they face at the border, and the endless difficulties they undergo once arrived in the territory of an EU Member State. This picture is based on interviews conducted throughout 2017 with newcomers to Croatia, Greece, Italy, Malta, Romania,

and the Spanish enclave of Melilla. These first-hand testimonies helped JRS Europe to understand what the consequences of EU policies at its external borders are, and what the EU needs to change in order to provide people with better access to protection and more dignified reception conditions.

JRS Europe recommends a fundamental policy shift at EU level for the benefit of people seeking protection, particularly toward a Common European Asylum System that lives up to its name. Other recommendations include the need for more safe and legal pathways; an immediate end to push-backs and violence at the borders; and fair asylum procedures conducted in the context of dignified reception conditions.



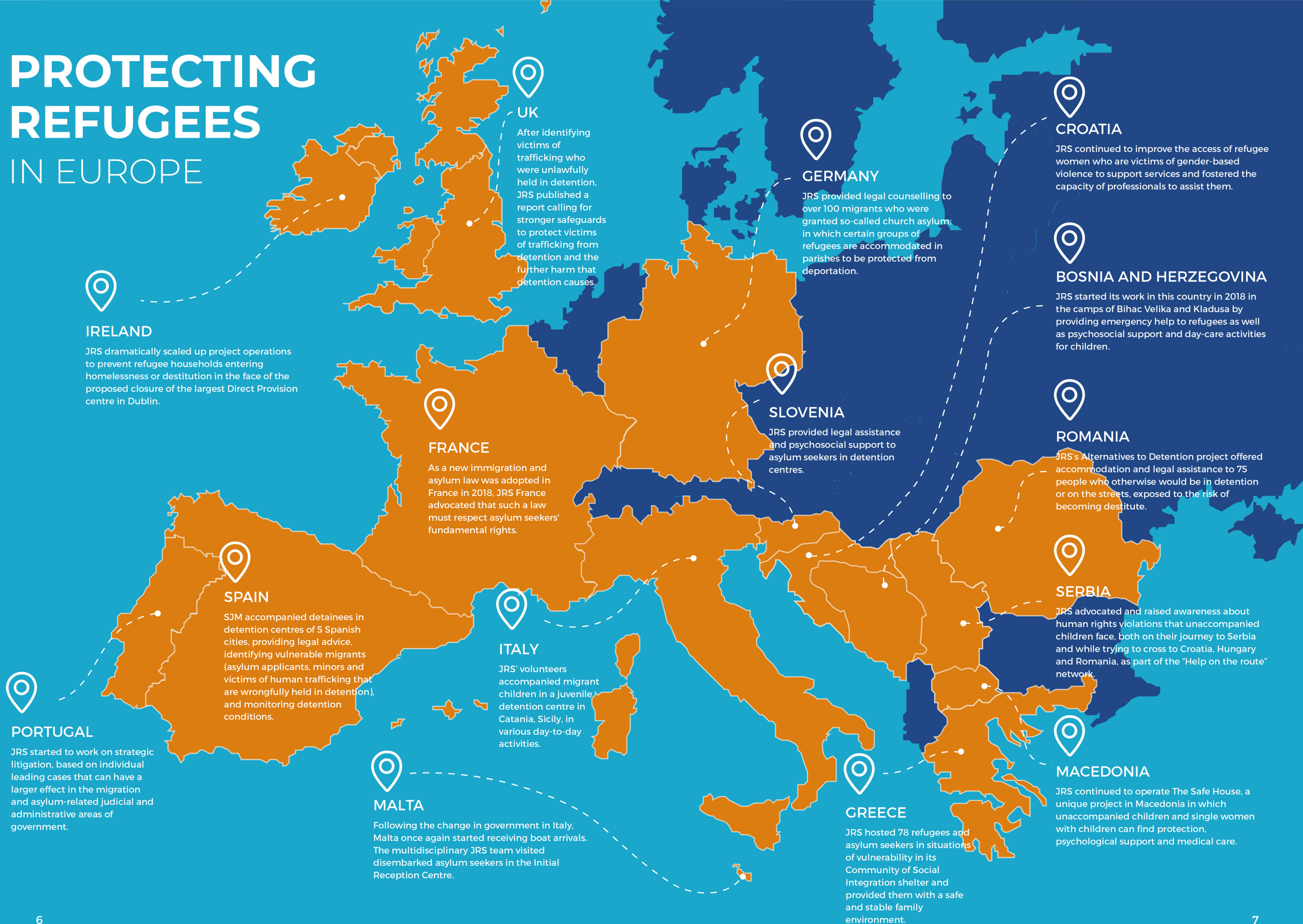
IMPLEMENTING PARTNERS

JRS Country Offices of
Malta, Greece, Croatia and
Romania

**Instituto di formazione
politica Pedro Arrupe in**
Palermo, Italy

**Jesuit Migrants Service
(SJM) in Spain**

PROTECTING REFUGEES IN EUROPE



IRELAND

JRS dramatically scaled up project operations to prevent refugee households entering homelessness or destitution in the face of the proposed closure of the largest Direct Provision centre in Dublin.



PORTUGAL

JRS started to work on strategic litigation, based on individual leading cases that can have a larger effect in the migration and asylum-related judicial and administrative areas of government.



SPAIN

SJM accompanied detainees in detention centres of 5 Spanish cities, providing legal advice, identifying vulnerable migrants (asylum applicants, minors and victims of human trafficking that are wrongfully held in detention), and monitoring detention conditions.



FRANCE

As a new immigration and asylum law was adopted in France in 2018, JRS France advocated that such a law must respect asylum seekers' fundamental rights.



ITALY

JRS' volunteers accompanied migrant children in a juvenile detention centre in Catania, Sicily, in various day-to-day activities.



MALTA

Following the change in government in Italy, Malta once again started receiving boat arrivals. The multidisciplinary JRS team visited disembarked asylum seekers in the Initial Reception Centre.



UK

After identifying victims of trafficking who were unlawfully held in detention, JRS published a report calling for stronger safeguards to protect victims of trafficking from detention and the further harm that detention causes.



GERMANY

JRS provided legal counselling to over 100 migrants who were granted so-called church asylum, in which certain groups of refugees are accommodated in parishes to be protected from deportation.



SLOVENIA

JRS provided legal assistance and psychosocial support to asylum seekers in detention centres.



CROATIA

JRS continued to improve the access of refugee women who are victims of gender-based violence to support services and fostered the capacity of professionals to assist them.



BOSNIA AND HERZEGOVINA

JRS started its work in this country in 2018 in the camps of Bihac Velika and Kladusa by providing emergency help to refugees as well as psychosocial support and day-care activities for children.



ROMANIA

JRS's Alternatives to Detention project offered accommodation and legal assistance to 75 people who otherwise would be in detention or on the streets, exposed to the risk of becoming destitute.



SERBIA

JRS advocated and raised awareness about human rights violations that unaccompanied children face, both on their journey to Serbia and while trying to cross to Croatia, Hungary and Romania, as part of the "Help on the route" network.



MACEDONIA

JRS continued to operate The Safe House, a unique project in Macedonia in which unaccompanied children and single women with children can find protection, psychological support and medical care.

COMMUNITIES OF HOSPITALITY

The JRS Europe Communities of Hospitality project, carried out in collaboration with JRS Country Offices, is made up of 10 unique and diverse projects in 10 different countries. Each project first considers people - asylum seekers and refugees - with their inherent dignity and humanity. All of the projects share the common goal of working to build relationships between local people and those who have more recently arrived. The projects have sought to create moments of encounter that foster a daring reciprocity of service, generosity and welcome between people in a variety of ways - from program-oriented day centres to family hosting projects or simple coffee mornings.

The diverse Communities of Hospitality projects also seek to build bridges in order to stand on the side of the most vulnerable. In Italy, we have seen this principle put into action as the project

helps 35 religious communities to host people who are transitioning out of state run accommodation centres. Literally, Sister Marie Jose Rey described the project as “a kind of bridge between living in the accommodation centres to real autonomy in society.”

Although the common European Communities of Hospitality project came to an end with the 2018 calendar year, many of the country level projects have continued. In Italy, France, and the United Kingdom, these three years of experience have been the start of something with a larger and sustainable impact. These three years of experience in reciprocal service, welcome and bridge-building between asylum seekers and local communities have also underscored the importance of the justice and advocacy work that still need to be done to create an inclusive Europe, open to all and supported by dignified reception standards and fair social policies.

“When I meet the people we serve through this project, I feel that I become more human. So it is a win-win situation: when we accompany people, we rediscover our own humanity,”

Mark Cachia, SJ of JRS Malta

DETENTION VISITORS SUPPORT GROUP

For 12 years and counting, JRS Europe has organised the Detention Visitors Support Group (DVSG) to **train and facilitate connections** between JRS staff and volunteers who visit people detained across Europe. In 2018, we moved the DVSG out of Brussels to hit the road and the skies! With the collaboration of JRS Croatia, the DVSG met in Krk, Croatia with a training focused on developing non-violent communication skills.

Participants from 11 different countries - Belgium, Croatia, Spain, Italy, Germany, Luxembourg, Kosovo, Macedonia, Portugal, Romania and the United Kingdom - shared the contextual realities of working in detention in each country and had some much needed rest and relaxation against the backdrop of Krk's island landscape. Participants also helped to develop advocacy messages around detention for JRS' advocacy campaigns.

In 2018, we saw that the use of administrative detention of asylum seekers and irregular migrants was on the rise in Europe. In these cases,

people who have committed no crime are detained solely for reasons related to their legal status. DVSG participants also report that detention is increasingly being used to deter secondary movements, and that alarmingly, the **detention of children** is once again on the rise. In every case, JRS asserts that detention must be held as necessary and proportionate to the crime committed, and that European Member States should uphold the value of liberty for all people within their territories.

JRS Europe will continue to advocate for **alternatives to detention**. Detention of children should never happen. Detention of adult asylum seekers should always be used as a measure of last resort after other alternatives have been exhausted, and it should always be done within a clear legal framework, in which the use of detention is checked against the criteria of necessity and proportionality. In cases when detention is used, time spent in detention should be very limited.



In 2018, JRS Europe has continued to advocate in EU institutions for a Common European Asylum System reform that upholds the human rights of refugees and asylum seekers and provides them with effective access to protection and dignified reception conditions in Europe.



The Power of our Network

- JRS Europe and JRS Country Offices in Europe presented their joint paper on a long-term vision for a humane, fair and efficient system of sharing responsibility for welcoming asylum seekers.
- JRS Europe together with JRS Country Offices advocated for the establishment of a European Humanitarian Visa, that would give people in need of protection access to the territory of EU Member States.

The European Parliament has voted in favour of this initiative, but European Commission is still expected to table the proper legislation to make this a reality.



Collaboration with other civil society organisations

- Joint recommendations for a humane return policy together with other Christian NGOs
- Coordinated advocacy work vis-à-vis the EU institutions in the context with the European Platform on Asylum and Migration Policy (EPAM) on asylum-related policy and legislative developments



Contribution to public debate

- 2017 Odysseus Network's 3rd Annual Conference "Conflict and Compromise between Law and Politics in EU Migration and Asylum Policies"
- European Council of Refugees and Exiles' workshop on "refugee advocates"
- ECRE Annual General Conference in Belgrade
- UNHCR NGO consultations about asylum seekers and refugees in Greece
- Meeting with UNHCR Brussels office and UNHCR Regional representative Pascale Moreau on the UNHCR guidelines for Afghanistan

Our contributions ranged from strong advocacy work together with the network of JRS Country Offices, to recommendations on EU legislative initiatives, to meetings and roundtable debates with key policymakers, to building synergies with other NGOs.

Communications continued to grow in 2018 and JRS' mission continued to circulate and expand across its social media platforms reaching 1,384 new subscribers collectively across both Facebook and Twitter reaching the general public, refugees, migrants and asylum seekers, journalists, film makers, EU decisions makers and stakeholders.

We opened an Instagram account to reach new publics and continue spreading awareness through positive, empowering and non-stigmatising imagery and language.

ADVOCACY AND COMMUNICATIONS TASKFORCE

Last September, JRS Europe's team coordinated the first Advocacy and Communications Taskforce in Brussels. It brought together 23 staff members working on advocacy and communications along the region to strengthen our work in key policy areas and common positions and to foster our communication for positive change.

newsletter

10
issues

839
recipients

social media



2,043
followers



4,862
followers

665

migrants accompanied in
detention centres

Many refugees in Belgium cannot be returned to their country of origin, and are consequently left in detention centres for prolonged periods of time. The 'Up Together' initiative in 2018 hosted 19 non-returnable people with local families for a year, giving them time to reflect on their migration process, and go through the necessary procedures, be it a procedure of statelessness, a voluntary return, or an asylum application.

JRS's detection visitors visited three of the closed centres for migrants: Caricole in Steenokkerzeel, and the 'Centres for Illegals' in Bruges and Merksplas. They also visited return-houses, which are offered as an alternative to detention, and the newly-opened closed family units at the 127bis centre.

The visitors aim to create a space of encounter by offering a listening ear. Some visits take place on a one-on-one basis, allowing migrants to form a relationship with those who visit them in detention on a regular basis, and with

whom they can talk about different issues, while receiving the much-needed support in this difficult period of their life.

During visits, the situation within each centre is monitored, and a report is put together by staff after every visit. With the gathered information, JRS Belgium hopes to instil within individuals—on a local and governmental level—greater sensitivity towards those in detention, and the hardships they face.

Visits to the centres allow staff to meet with detention personnel to address identified problems. The more structural aspect of migrant detention is discussed in meetings held every three months with the immigration office.

As of 2018, Belgium is once again detaining migrant children, a practice that has severe impacts on child development. JRS is putting pressure on the government to ban this practice and together with other organisations launched the campaign 'You don't lock up a child. Period.', that it gathered more than 32,000 signatures.

860

asylum seekers hosted in
1945 welcoming homes

JRS France runs seven programmes: JRS Welcome (asylum seekers offered temporary accommodation with French families), JRS Youth (activities based on reciprocity), JRS French language classes, JRS Integration (offering support in job search and career advice), JRS Ruralité (to support refugees settled in rural areas), JRS Advocacy, and JRS legal (offering legal support for asylum seekers).

An increasing number of refugees are living without stable accommodation solutions, without access to training and work, and with health problems, rendering them unable to rebuild their lives, and diminishing their sense of protection. To combat this, the accompaniment project provides support for employment with the help of trained professionals. Migrants are also offered assistance by a team of students in registering for university, high school, or other courses. They have the opportunity to attend a French academy to learn the language, with levels ranging

from beginner to advanced; 100 people benefitted from this project in 2018. This has also been particularly beneficial following the launch of the 'I want to speak French' campaign, where learning French is considered a reception condition for asylum seekers.

Despite the harsh realities many refugees continue to endure, the French National Assembly approved a new Asylum and Immigration law in September 2018, imposing stricter legislation on asylum seekers in the country. In response, JRS France held several meetings with parliamentarians, as well as the interministerial delegate for the integration of refugees at the JRS headquarters, to propose amendments to the law.

Additionally, a campaign was launched in 2018 at European and national levels for asylum seekers to be given more effective access to work, and proposals for access to higher education have been drafted for the Ministry of Higher Education, following the difficulties encountered in guiding refugees to pursue further studies.

160

refugees received social counselling in Munich

Despite a significant decrease in the number of protection applicants, the German government continued to put pressure on local authorities to increase forced returns, either to the countries of origin, or to another EU Member State (Dublin procedure). Consequently, new detention centres had been established, and the number of detainees is on the rise. Particularly in Bavaria, JRS had continued visiting detainees, assisting at least 80 legal cases, and advocating on their behalf.

At a small detention centre in Berlin, JRS started providing pastoral care, and being part of an advisory committee. The number of visitors to JRS Berlin office, where staff provide legal and social counselling, was also on the rise: in 2018, 254 people visited the office, from 40 different countries.

JRS continued representing the Archdiocese of Berlin in the 'Hardship Cases Commission', who advises the Land of Berlin Minister of Interior in cases where persons have already successfully

integrated into the local community, rendering their forced return to the country of origin unreasonable and unjust.

In Brandenburg, JRS continued to support those living in the First Reception Centre in Eisenhuettenstadt with pastoral care and counselling, while in Munich, the 'Frans van der Lugt' project provided social counselling and assistance to 160 refugees. In Essen, two Jesuits sustained the 'Abuna Frans House' where they lived together with 14 refugees and assisted them in their integration into the local community.

While a significant number of Germans continued to volunteer with refugees, the fierce anti-refugee rollback in law and policies continued in 2018. JRS critically commented on many legal drafts, and was often present in the media as a strong voice for a just asylum policy and a future-orientated integration policy that benefits refugees as well as the hosting society. JRS advocated for policies that are not guided by fear and racism, but by humane and rational motives.

169

students attended the Pedro Arrupe Centre

JRS Greece managed four centres in the centre of Athens. The community of social integration centre offered temporary shelter for women and families in situations of social vulnerability.

The Pedro Arrupe Centre facilitated the integration of migrants, refugees, and disadvantaged Greek children into the Greek education system, through an afterschool mentoring programme and various cultural activities. The day centre accommodated four refugee families, who were able to attend different organised activities, including computer classes, and 'tea time', a convivial space for individuals to interact. In 2018, JRS Greece also started the Μαγιστορίες (Magis Stories), an informal education project for refugees, asylum seekers, migrants and Greek locals, in partnership with the NGO Libraries Without Borders.

As the majority of refugees arrive in Greece with nothing but the clothes on their backs, JRS operates a 'magazi' (a free store), where refugees and Greek

locals in vulnerable situations are given clothes, household items and toys.

Since 2016, JRS Greece has maintained its presence in Moria, a refugee camp in the island of Lesbos, notorious for being overcrowded and unhygienic, and for subjecting its inhabitants to particularly harsh conditions. As of September 2018, a Jesuit priest permanently resides in Lesbos, to work with vulnerable individuals, and carry out pastoral work.

JRS' advocacy work focused on identifying the gaps in the reception of incoming refugees, and on the integration of those who have been living in Greece for some time. JRS advocated for the reception and living conditions in the country, for the implementation of the national and international law, and to stop the violation of rights of asylum seekers, undocumented migrants and recognised refugees.

JRS has been following and giving its input to all the legislation put into table in parliament, particularly the new asylum law.

JRS Hungary supported the social and educational inclusion of those who received refugee status in the country, and provided educational, social and legal assistance, and housing support.

JRS continued to place emphasis on teaching Hungarian as a foreign language. Trained volunteers provided support in educational processes targeting language development. A summer camp was also organised, to help develop language skills, and prepare refugee children for school. A workbook called 'Zahra and Zia in School of Eperfa Street' and other materials were developed to equip educators with tools that support the teaching of Hungarian as a foreign language, with a special focus on basic vocabulary, grammar, and elementary information on local culture, necessary for inclusion in any Hungarian school.

JRS organised educational workshops for various professionals, in cooperation with several schools that enrol children from refugee families, and church

organisations and NGOs working with refugees. JRS provided direct counselling in various schools for educators willing to improve their educational skills.

In response to the overall negative attitude towards migrants in Hungary, a number of public events were organised in the Budapest-based House of Dialogue, with the aim of encouraging Hungarian society to be more sensitive to its vulnerable groups. JRS also organized awareness-raising activities for students.

JRS Hungary's social programme has three main pillars: housing, social work, and networking. The networking programme involves gathering information from the field, and using it to reach out to communities willing to host refugees. In the housing programme, flats for two refugee families were provided, as well as four beds in dormitories for young refugees in the Jesuit College for advanced studies. JRS' social workers also work closely with migrant families and young individuals, providing support in various areas, such as employment.

"When I first arrived to Ireland, I did not know what to expect or how I would be received. The Fáilte Project helped me to feel like this was home and that I was welcome here. The project was the beginning of my story in Ireland but I am now hopeful for my future here"

Fatima Mofokeng, one of the beneficiaries of the Fáilte Project

JRS Ireland prioritises accompaniment of asylum seekers in Direct Provision (the State accommodation and support system for protection applicants), immigration detainees, persons granted status and forcibly displaced persons in the community.

Services were delivered on a weekly basis for 80-100 individuals in 10 Direct Provision centres nationwide, and on average, 5-10 persons were visited weekly in prison. The needs of children were addressed through the provision of homework clubs, afterschool services, a 4-week summer programme and intercultural supports.

Access to information remained a key need; in response JRS expanded delivery of 'Information and Advice' clinics to assist asylum applicants navigate the protection process. JRS also continued to deliver its flagship projects: the Fáilte Project, promoting positive mental health through psychosocial/education supports, information and advice; and the PATHS Project, supporting persons

granted status to transition to life in the community. EOLAS, a new education initiative, also commenced.

JRS, in its role as chair of the Limerick Integration Working Group, launched a 5 year migrant integration strategy, 'Belonging to Limerick 2018-22'. JRS also continued as an NGO member of the government's Standards Advisory Group, tasked with developing national standards for Direct Provision.

A Supreme Court decision paved the way for the introduction of a right to work for asylum seekers in 2018. JRS is actively engaging policymakers to ensure it is an effective right. Also, JRS successfully advocated in a policy submission for increased weekly payments to enable Direct Provision residents live with greater dignity.

Finally, JRS launched 'Sharing Responsibility, Saving Lives', offering a series of evidence-based recommendations to reframe Ireland's response to the EU refugee crisis and beyond.



26,000

students involved in educational projects on refugee rights and interfaith dialogue

JRS Italy (also known as Centro Astalli) focused on the strengthening of services and activities aimed at social inclusion, with particular attention to forced migrants who are in a position of vulnerability. All the projects carried out are the expression of an integral attention to the person, because JRS believes that accompaniment is more than a set of answers to specific needs. In 2018, two multi-annual projects were concluded, in partnership with several JRS offices in Europe.

The interventions of accompaniment of people were joined with the effort to make the voice of refugees heard, through the collection of testimonies and life stories. In 2018, many resources were invested in training and sensitising young people. The enhancement and multiplication of opportunities for dialogue are the best investments for the future, in order to combat stereotypes and xenophobia.

The project Communities of Hospitality began in 2014 as a result of the desire

to accompany the challenging transition from assisted reception to self-sufficiency. Refugees are offered temporary housing solutions and support to continue the path of integration previously started. The accommodations are made available by religious congregations in Rome. With the support of volunteers and the members of the congregation involved, refugees are encouraged to establish meaningful social links, and to feel part of Italian society.

In March 2018, on the occasion of the electoral appointment, Centro Astalli was among the promoters of a large coalition of Catholic organisations for drafting and promoting a common document of proposals on migration policies. In December, Centro Astalli took part in a delegation that met with the President of the Chamber of Deputies, to request the scheduling of the discussion of a law proposal for a different management of migration, subscribed to by more than 90,000 Italian citizens during the campaign 'Ero straniero'.

THE NEED FOR A EUROPE THAT WELCOMES AND PROTECTS



"By one day, my hope will come true." Exhibition Hope is Maybe © Anja Struck (Lüneburg, Germany), Menschlich, Oil on Canvas, 60 x 100 cm

Soheila is a 30-year-old woman from Iran. She has a degree in art, she loves painting and has two dreams for the future: one is to teach art in a school and share with children her love about painting; the other one is to exhibit her own paintings at some point. Her story is an example of resilience and determination for a better and fairer life against all odds.

Soheila was initially living in Denmark, where she started working in a school, but suddenly she was sent back to Italy because of the Dublin system which says that the first country of entry of any asylum seeker must in principle assume responsibility for their claim. "I tried to explain the authorities that I had never been in Italy and that I did not know anyone there, but they did not want to listen. I arrived in Rome and from the airport I was sent to a reception centre where I stayed for one year. I had to start all over again. Learn a new language, rethink my life," she recalled.

Her dreams might be about painting, but her cause in life is to live again together with her family. Her parents and her sister are left behind: "Every day I work hard to be able to embrace them. I cannot go back to them, but they could come at least here with me. I know that still it is not the right time and that it needs a lot of legal and administrative steps, but every day I get busy waiting for that day to come. When I arrived in Europe I did not think it would be so hard". Because of a slow family reunification process, Soheila had to overcome alone her health issues: "In Italy, I underwent three operations in the head. I lived the coma experience. I am still alive, still here, stronger than before."

Soheila currently works in a small cooperative as a graphic designer. It is a job that she really likes and the people she works with have become their Italian family. Soheila has a message to share for consideration for any future integration plans.

"Today I am here for myself and for all the women who live like me as foreigners. I do not want to complain or make you sad, but I want to show the strength, the determination, the desire to succeed that refugee women have. We, refugees have dreams, talents, determination and a lot of strength. We can promote ideas, projects, create more just and open societies because what we want more than anything else is to build: build relationships, build bridges, bonds, in my case build works of art. We do it every day with words, with actions, with the ability to forgive, because we are stronger than the pain they have inflicted on us."

315

asylum seekers provided
with legal assistance

In 2018, JRS Malta ran a number of programmes aimed at accompanying refugees through their integration process. Members of the JRS team also conducted outreach visits to the detention centres, to spend some time with detainees, to identify their needs and ensure they receive the protection they require.

Another service offered is drop-in at the JRS office, where people can access JRS for information regarding legal, social, medical and psychological support.

As part of Communities of Hospitality, JRS Malta supported three religious congregations to offer a warm accommodation to refugees. Friendly relations between refugees and members of religious communities as well as volunteers and locals have been built and sustained throughout the programme.

Education and access to the labour market were two other areas of focus for 2018. JRS Malta developed the Integration Priority Track Programme, funded by UNHCR, which enabled refugees to

receive individualised educational support packages to facilitate their integration in the country. A group of 10 women also received in-depth support through the Employment Support Programme.

The advocacy project Stronger Together was implemented for the third year, in partnership with the Women's Rights Foundation. It aimed at empowering women living in institutional settings like open centres and domestic violence or homeless shelters, to advocate more effectively for their rights.

2018 saw also a fruitful advocacy work for improved services and support to individuals identified as victims of trafficking, as well as for the development of a sustainable service of cultural mediators within the state mental health system.

The advocacy research led also to the drafting of policy papers on durable solutions for beneficiaries of protection in Malta (family reunification for beneficiaries of subsidiary protection, citizenship and long-term residence) to be used as a basis for future activities.

The Jesuit Social Centre W Akcji (In Action) implemented two projects. The Community of Hospitality project focused on improving the quality of Polish language classes for refugees, in order to support them in their process of inclusion.

The Hardship Fund supported refugees in their daily life challenges, as well as in emergency situations for instance by providing medical treatment, medication and food.

814

hours of Polish language
classes provided

JRS Slovenia collaborated with the national Catholic Radio Ognjišče on the montly radio programme 'Building a more open society' to raise awareness on different topics related to migration and asylum.

JRS team continued its regular visits to asylum seekers in detention centres, to inform them of their rights, offer legal help and psychosocial support. JRS Slovenia also organised Slovenian language courses for asylum seekers in the asylum home, led by volunteers, in order to facilitate their integration process into Slovenian society.

50

visits to the
detention centre

2,072

people from 91 countries
accompanied

JRS Portugal continued to provide social, psychological, medical, and legal aid, language and skills training, and labour market integration support to migrants and refugees.

JRS also worked to host relocated and resettled refugees, through the Centro Pedro Arrupe, the Unidade Habitacional de Santo António, the Technical Secretariat of the Portuguese Refugee Support Platform (PAR), and the management of the Temporary Center for Refugees (CATR) from the Lisbon Municipality. JRS' partnerships with several organisations in Lisbon have helped to increase coordination, decrease duplication, and advocate on behalf of migrants with a stronger voice.

In 2018, JRS offered training for migrants and refugees, including Portuguese language courses, and skills training that combined theoretical lessons with an on-the-job training component. These workshops proved very successful in guaranteeing labour market integration.

With regards to refugee integration in

Portugal, 2018 saw the development of a new Temporary Center for Refugees—due to open in 2019 in Évora—intended to host resettled refugees for a maximum of three months, after which they are hosted by local organisations in different parts of Portugal that form part of PAR.

JRS Portugal's advocacy work in 2018 focused on a number of fundamental issues, including: the delays in the process of the international application for protection, with manifestation against legal deadlines; the delays in the decision of family reunification processes of refugees, with manifest violation of legal deadlines; access to public services, including social security and IEFP; access to education.

In addition, JRS has continued to represent migrants and asylum seekers in front of the courts and the administrative services, in the process of regularisation, asylum, and Dublin procedures, to advocate on behalf of individuals who are not receiving the required legal assistance, and to work towards fixing the systemic flaws that are present in the asylum procedure.

215

judges and immigration
officials trained

JRS Romania implemented 12 projects, dedicated to assistance, advocacy and training activities. The projects provided assistance to migrants, and training for lawyers, judges, immigration staff, child protection representatives and other relevant professions. Advocacy intervention, law amendments and public information campaigns were also implemented.

As the number of refugees without stable accommodation remains steadily high, the housing project aimed to help individuals identify available accommodation, and financially assist them with rent and utilities. Another project organised training for judges dealing with return and public custody, as well as prosecutors and immigration officials.

Two projects dedicated to the integration of relocated and resettled refugees were implemented in partnership with ICMC and other NGOs. The LINK-IT project links pre-departure and post-arrival support for a better labour market integration

of resettled refugees. The SHARE project aimed to grow the capacities of small-sized municipalities to integrate relocated and resettled refugees in Romania.

In order to assist individuals trapped at the Romanian border, JRS Romania continued giving emergency support to vulnerable refugees arriving through the Black Sea, and materials were provided at three locations (Constanta, Timisoara and Oradea).

JRS initiated the creation of a working group on the subject of alternatives to detention, with representatives from the Immigration Office, Ombudsman, UNHCR and other NGOs. In partnership with UNHCR Romania, JRS advocated for the production of a 'Best interest of child' procedure to assist migrant and refugee children who are under the responsibility of the child protection authorities.

JRS Romania also started 'I am a stranger, until you know me', a campaign to raise awareness of the importance of integration and to encourage intercultural communication between refugees and locals.

BOSNIA AND HERZEGOVINA

As the number of refugees arriving in Bosnia and Herzegovina continues to rise every year, JRS expanded its work to this country, to respond to the needs of asylum seekers and refugees fleeing persecution in their countries of origin.

Within other activities, JRS provided emergency assistance to refugees in the camps of Bihac and Velika Kladusa, and engaged in child protection through the provision of psychosocial support and day care activities for children.

CROATIA

JRS expanded its work in Croatia opening the Centre for the Integration of Refugees (SOL), a space where JRS staff supports and empowers individuals and families who have obtained refugee status, helping them in their integration process. SOL promotes intercultural understanding and mutual learning by bringing refugees and Croatian citizens together. In addition to fostering these encounters, SOL offers practical trainings and workshops to enhance people's skills, and prepare them to overcome challenges.

In 2018, JRS Croatia celebrated its 25th Anniversary with an international conference, Refugees: Perspectives and Policies. The project 'Act in

Time' facilitated migrants' access to employment and fostered their integration in the workplace.

JRS Croatia continued to work with asylum seekers in reception and detention centres providing them legal aid, psychosocial support, basic medical care and material supplies, and organizing workshops, to improve their quality of life and integration.

JRS Croatia also organised a number of full-day integration trips, with the aim of welcoming refugees to Croatia, teaching them about the culture and history of the country, helping them with the language, and providing them with opportunities to interact with locals.

KOSOVO

JRS Kosovo continued to work towards ensuring that asylum seekers' rights are respected, and that they have access to fair and efficient asylum procedures. JRS has built partnerships with local and international organisations, and has met with Kosovar authorities to

discuss critical issues, such as the situation of unaccompanied children, and the economic situation of asylum seekers in the country. JRS began working with HANDICAP Kosova to expand its work with disabled asylum seekers.

MACEDONIA

Working closely with asylum seekers in reception centres was at the heart of JRS Macedonia's work. Staff and volunteers visited reception centres in order to provide social, medical and psychological support, and organise a range of activities

for children and adults. JRS also offered support to forced migrants in detention centres in the country. JRS' Safe House in Skopje accommodated vulnerable migrants, including pregnant women, babies, and unaccompanied children.

SERBIA

JRS Serbia focused on the protection of unaccompanied asylum seeking children with the project Integration House. The house accommodated a total of 40 children (10-15 at a time), who were provided with legal, psychosocial and pedagogical assistance. Regular outdoor

activities were organised by volunteers to help migrant children familiarise with the local culture. Workshops addressing topics such as how to deal with stress were led by a psychologist, who also offered one-on-one support sessions.

2,974

bed nights provided for destitute
asylum seekers

The Day Centre was at the heart of JRS work in the UK. It provided hospitality and warmth to vulnerable people and destitute refugees, who have no financial support and are prohibited from working, often for many years. JRS staff and dedicated volunteers gave practical support and emotional accompaniment, organising different activities to build confidence and develop a sense of community.

As part of Communities of Hospitality project, JRS UK At Home hosting scheme provided short-term placements for refugees who would otherwise be street-homeless or in exceptionally precarious living arrangements.

JRS detention outreach team offered pastoral care to individuals held indefinitely at the two detention centres at Heathrow Airport. Volunteers with specialist languages, in particular Chinese and Vietnamese, have enabled some of the detainees to express themselves and share their experiences in their own language for the first time.

Volunteers were also able to identify, from the disclosures of a number of Vietnamese men, that they were victims of human trafficking; unlawfully held in detention, due to language barriers, their plight had gone unseen.

JRS UK called for safe and legal routes for people claiming international protection and published a series of reports, such as Out in the Cold, highlighting the vulnerability of asylum seekers and their urgent need for protection.

The Report Survivors of Trafficking in Immigration Detention also advocated for a stronger safeguard to protect refugees from the hardships of detention. It led to increased collaboration across the sector and high-level advocacy with the Home Office, as the experiences of victims of trafficking in detention were previously invisible to everyone.

Finally, JRS UK raised awareness of failures in the asylum determination system through the Refugee Stories project.

JRS Switzerland continued to accompany and support refugees by creating safe and friendly spaces to share meals, skills and experiences, as well as by facilitating their access to legal assistance.

A lot of refugees in 2018 were at risk of being sent from Switzerland back to their countries of origin. JRS Switzerland has therefore helped parishes and church institutions apply Church Asylum, in order to protect people from deportation into infra human conditions.

JRS Austria's work in 2018 focused on fostering friendship and mutual support between locals and refugees, through the implementation of three 'LOCUGEE' (a portmanteau for 'local' and 'refugee') projects, that provided locals and refugees with the opportunity to live together in a shared environment.

Through these projects, refugees were given a place they could call home, and they received the required help in all their dealings with the town hall, and the various requirements to be fulfilled in order to get social assistance. They were also given legal help.

JRS Ukraine inaugurated its House Centre in Lviv ten years ago. In 2018, the centre accommodated 12 people, including refugees and internally displaced people. Professionals and volunteers provided them with basic assistance, legal help, psychological and pedagogical support and facilitated the integration of children in local schools.

5,000

hours of English classes provided



LUXEMBOURG

JRS Europe Partners

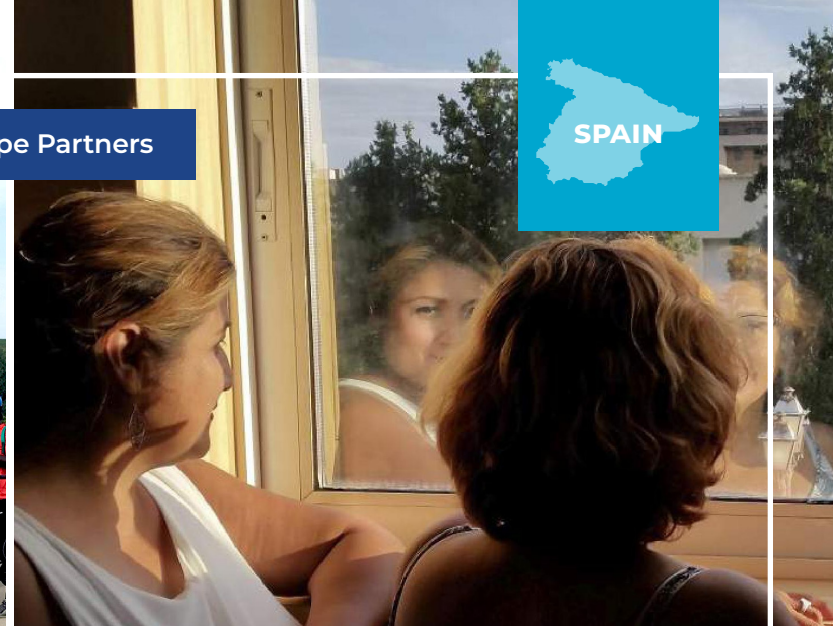


SPAIN



240

asylum seekers in Dublin
procedure welcomed at Ubuntu



460

people accompanied
in Melilla

2018 was a busy year for the eight members of Groupe Ignatien des Migrations (GIM)—of whom two are Jesuits and four are Christian Life Community members—who gathered monthly to share, reflect, and coordinate activities.

The French courses continued with 30 students and 14 volunteer teachers, and the Ubuntu day centre offered guidance to refugees in their daily life. As part of an intercultural youth exchange, GIM provided accommodations and leisure activities to 15 unaccompanied children and young volunteers from France, Italy and Poland.

GIM was active during the general elections period asking the government to make the changes that are critical to the wellbeing of refugees in the country. An agreement with Luxembourg's main newspaper, Wort, was established, to publish regularly articles to raise awareness of the realities of migration and the asylum-seeking procedure.

Jesuit Migrant Service (SJM-Spain) worked to safeguard the rights of migrants and their access to full citizenship through accompanying; providing training; promoting legal frameworks, policies and administrative practices; promoting a culture of hospitality and inclusion; and analysing situations where migrants have had their rights violated.

SJM's work in the detention centres focused on visiting and accompanying the detainees, providing orientation and legal advice, identifying and defending vulnerable migrants, and monitoring interment conditions. Despite Spain being one of the European countries with the highest number of requests for asylum, an alarmingly low percentage of asylum seekers are granted protection. In response to these statistics, SJM published a number of reports in 2018, specifically related to protection and the asylum-seeking procedure. A report about Spanish detention centres was published and presented at the Spanish Senate in June.



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CONTACT

Jesuit Refugee Service Europe

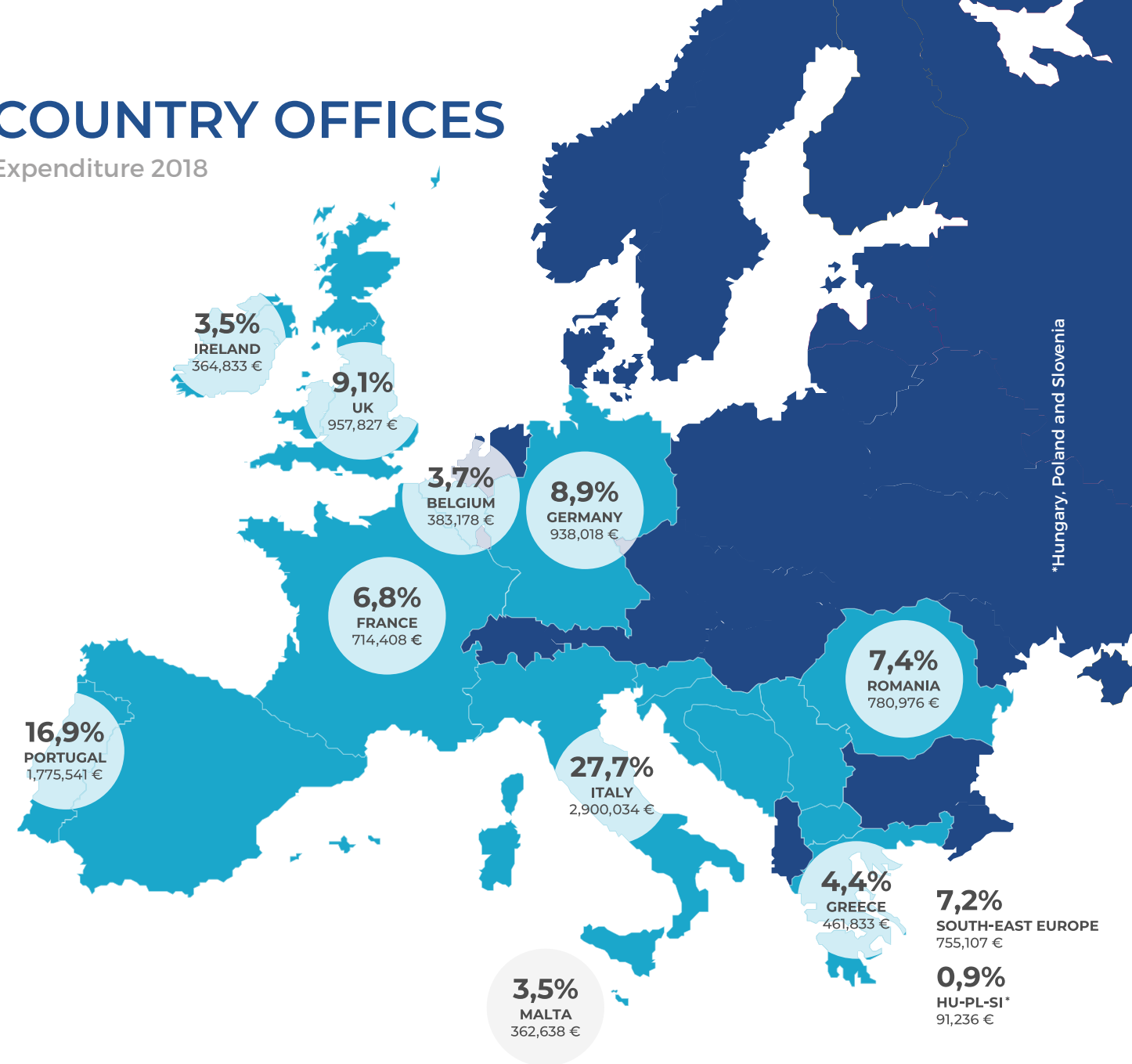
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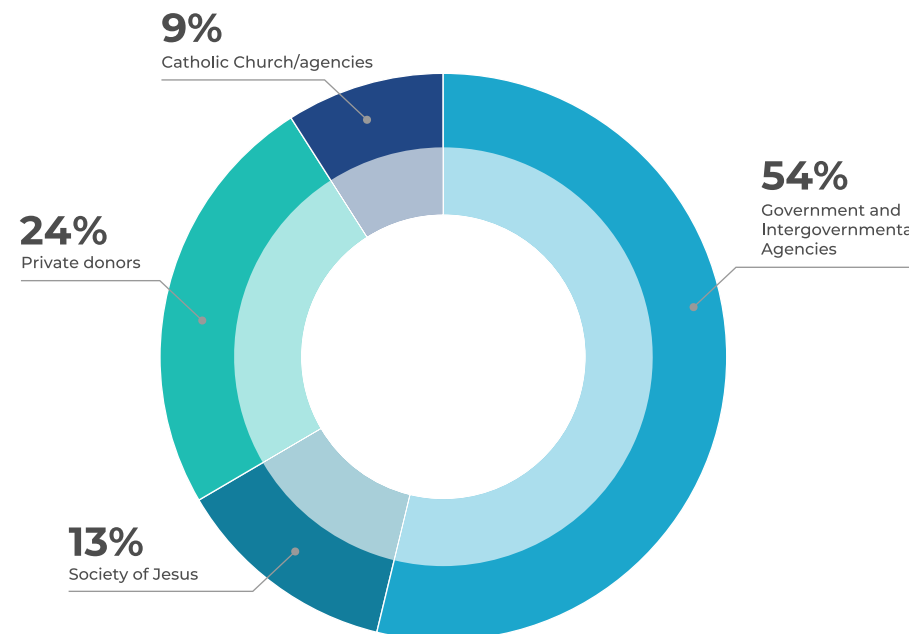
COUNTRY OFFICES

Expenditure 2018



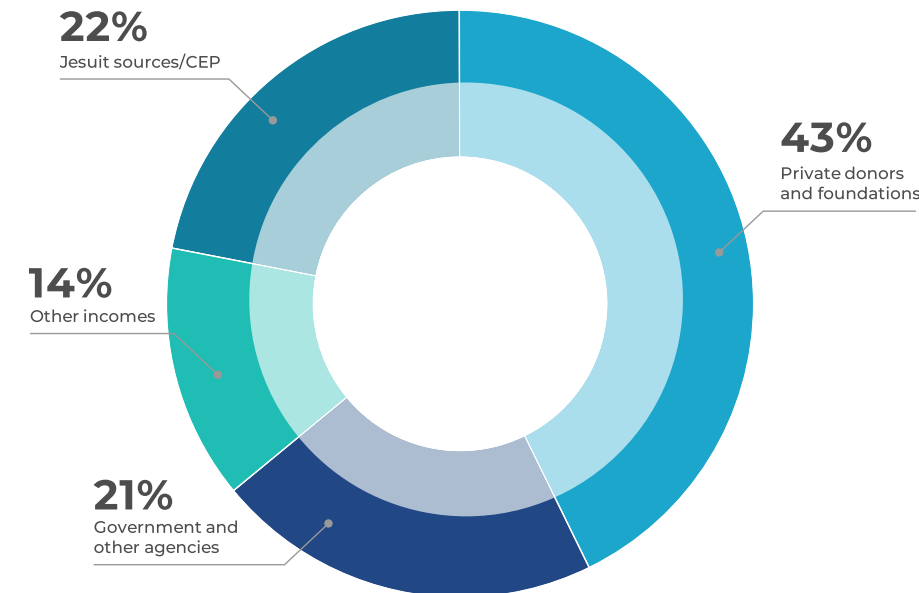
Income 2018

Society of Jesus	1,395,692 €
Private donors	2,662,427 €
Catholic Church/ agencies	985,427 €
Government and Intergovernmental Agencies	5,869,943 €
TOTAL	10,913,489 €



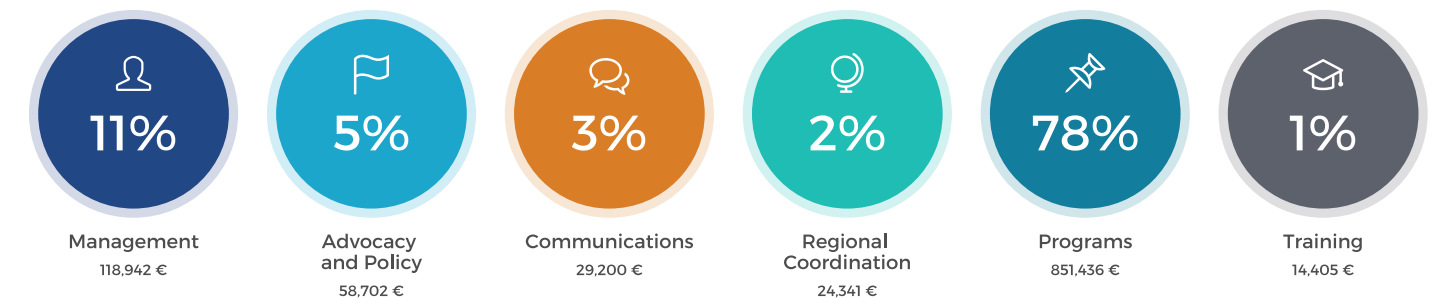
REGIONAL OFFICE

Income 2018



Jesuit sources/CEP	248,583€
Private donors and foundations	485,274€
Government and other agencies	241,277€
Other incomes	158,889€
TOTAL	1,134,022€

Expenditure 2018



Thank you

JRS Europe thanks our donors who made our work with refugees possible in 2018.

Your generous support - be it through volunteering your time or offering material and financial support to sustain our programs - helped JRS Europe to successfully accompany people, advocate for their rights, provide needed services and raise awareness on the issues they face as well as the positive contributions that they lend to building diverse and inclusive societies across Europe. Notably, we would like to thank the Communauté Châtelard, the Council of Europe Development Bank, the European Parliament, the Jesuit Conference of European Provincials, JRS USA, LINSI Foundation, Missionsprokur Germany and the Sisters of the Incarnate Word.



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