OUTWARDS REFERRALS IN MIGRANT REINTEGRATION CONTEXT

Infographic | Knowledge Bite #4

What is a referral?

A process led by IOM or its partners consisting of directing beneficiaries to appropriate services or programmes through already existing services provided **outside of the programme**. A referral is counted from the moment IOM identifies an adequate service or programme that the returnee could benefit from and informs the returnee (and if relevant the service or programme) accordingly.

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PURPOSE

The *"Qualitative Study on Outwards Referrals"* carried out by the EU-IOM Knowledge Management Hub focuses on the referral process and beneficiary satisfaction levels around services received through referrals in the framework of the EU-IOM Joint Initiative in Sahel and Lake Chad. The study targeted: **Cameroon, the Gambia, Guinea and Senegal**

RESEARCH QUESTIONS

1. The process of referrals: To what extent did the referral process meet beneficiaries' needs? Was it achieved in a timely manner?

2. The reintegration support measures offered in referrals: To what extent did the reintegration support measures offered through referrals meet beneficiaries' needs and expectations?

METHODOLOGY

The methodology is based on **key informant interviews** with main stakeholders involved in the referrals process: returnee beneficiaries, IOM staff and referral partners.

The sampling strategy used was mainly **availability sampling** followed by **snowball sampling** in cases where interviewees recommended other key informants.

KEY FINDINGS

◊ Referrals made to international development agencies were found to provide fewer opportunities than training options offered through IOM direct assistance (for example, through private vocational training centres).

◊ The majority of beneficiaries would refer other migrants to the service they received, citing the quality of medical services provided through IOM's referral and financial support.

◊ Collaboration with referral organizations is a critical factor for a successful referral. Mismatch between migrants' needs and referral partners' programme content and eligibility criteria is among the most important findings.

RECOMMENDATIONS

∗ Discuss and formalize synergies as early as possible during the respective programmes' design stage.

∗ Better understand links between reintegration and sustainable development and enhance related programming.

∗ Build programmes addressing returnees' reintegration upon robust mapping and assessments of local context.

∗ Include reintegration concerns into migration programming.

∗ Leverage reintegration actors' sound understanding of reintegration challenges in programmes supporting returnees' reintegration.