



International Department of Welfare

International Protection Team (UAV)



International Department of Welfare

International Protection Team

- a service provider to asylum seekers on behalf of the Directorate of Immigration
- provides social services to people with **pending applications** for International Protection, **or denied International Protection status** in Iceland
- those who are granted status are referred over to the refugee department

Refugee department

- Service provider to **people that have received International Protection in Iceland**, have Icelandic ID numbers, and rights to social benefits and other government subsidies



UAV Team

Reykjavík Municipality is a service provider to the Directorate of Immigration in Iceland

International Protection Team (UAV Team) provides services to asylum seekers

Current contract has been expanded to 300 people

Continuous flow of clients in and out of service. Weekly assessment of availability



Demographic

Middle East, North Africa

Palestine, Iraq, Syria, Kurdistan, Algeria, Tunisia, Libya, Morocco, Egypt, Iran, Yemen, Afghanistan,

East, West and South Africa

Nigeria, Ghana, Ivory Coast, Sudan, Guinea, Somalia, Uganda, Gambia,

South and Central America

Colombia, Venezuela, Chile, El Salvador, Mexico, Guatemala, Honduras, Bolivia

Eastern Europe

Belarus, Mongolia, Macedonia





UAV Team

About us

- Team leader
- 15 members of staff
- Operating since 2014, started with 50 clients
- Five different nationalities
- Speak 10 different languages
- Icelandic, English, Arabic, Spanish, Turkish, Farsi, French, Croatian, Norwegian and Swedish

Team assets

- Cultural diversity
- Diverse educational background
- Great flexibility
- Combined experience allows for creative solutions
- Knowledge build-up
- Ability to provide excellent client support
- Opportunity to advance services within the sector

Team challenges

- Limited access to resources
- Systematic restrictions
- Racism & prejudice (public and within system)
- Infrastructure, lack of operational adjustments
- Contrasting roles – serving client interests while cooperating with authorities (Immigration, Police)



Team set up

Case
Managers
(8)

Housing
Team (3)

Client
Support (4)



Areas of Service

Housing Team

Manage over 60 apartments around the Reykjavik area. Oversee maintenance and furnishing of apartments.



Case managers

Case managers are the primary contact to set up necessary services, e.g. emergency health & dental, enroll children to schools & kindergartens. Overall counselling to clients, mapping of interests & need for support, assist with work permit applications

Client support

Support personell assists case managers according to results of client mapping, e.g. with weekly client meetings, assisting with transport, groceries, etc.

Financial subsidies

- Weekly payments
- Access to public transport
- Icelandic courses
- Study books (16-18yrs)
- Gym membership
- Access to local swimming pools
- leisure activities for children



Example of weekly payments:

1. Family w. 6 children
= ISK 39.400 / **€262**
2. Individual
= ISK 10.700 / **€71**
3. Single parent w. 2 children
= ISK 22.700 / **€151**



Our focus as a team

Be a leading service provider in Iceland



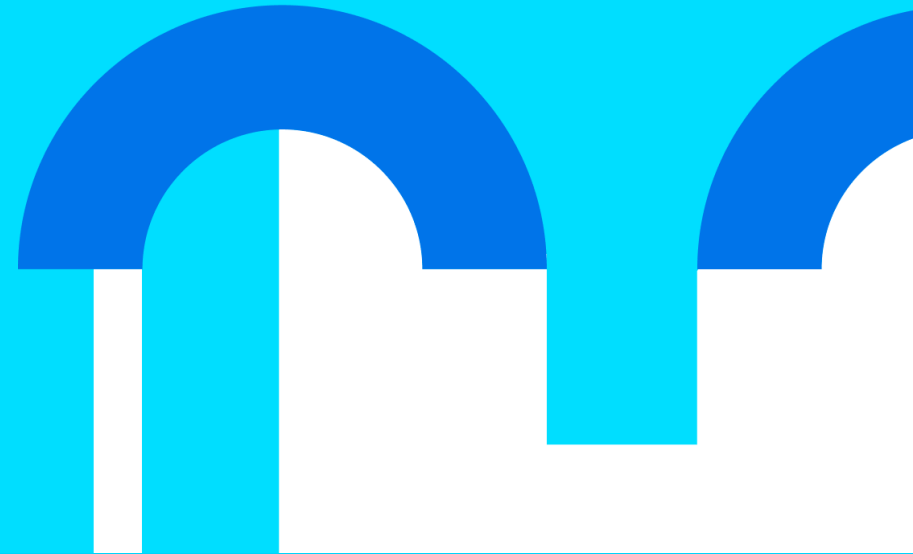
Continue to build knowledge and expertise in the field



Strategic planning of service and adjustment according to changes in the sector



Developing programs that benefit clients in terms of improved health and well-being





Map of approach





Our mottos

Respect



Mindfulness



Approach with kindness and positivity



**Always lead with client's best interests at heart
while maintaining professional standards and
integrity**



Reykjavík