

INTERIORIZATION AND INTEGRATION AT THE DESTINATION: UNHCR SERVICES AND PARTNERSHIPS NETWORK



I. Introduction

Ever since the beginning of the Interiorization Strategy, in April 2018, the UN Refugee Agency (UNHCR) has been supporting the Brazilian Government in the implementation of this initiative, part of *Operação Acolhida* (Operation Welcome, in English) which facilitates the guarantee of rights, autonomy and local integration of Venezuelan refugees and migrants in Brazil. UNHCR supports all interiorization modalities and acts at all stages of the Interiorization Strategy: prior to departure, in transit, and at the final destination. The scheme below – divided by interiorization stage – details the various forms of support, services and referrals made by UNHCR in the different cities that receive the beneficiaries of the Strategy



ARRIVAL (PACARAIMA)

1. PITRIG - Interiorization and Screening Station

- ☑ Identification of interest in interiorization, registration and forwarding to the BV8 transit shelter (all modalities).

2. BV8 Transit Shelter

- ☑ Transit shelter, forwarding to the Rondon 2 interiorization shelter and pre-boarding procedures (all modalities).

3. Training and Reference Center

- ☑ Registration in *Sistema Acolhedor* (Host System, in English) and provision of professional training to accelerate integration.

4. Baptist Community

- ☑ Identification of profiles to be received in the shelters and integration in the destination cities, preparation of lists of beneficiaries to be interiorized, registration in the *Sistema Acolhedor* (Host System, in English) and in the UNHCR Case Management System (proGres v4) and referral to the Rondon 2 Shelter.

5. Fitness for Travel (FFT)

- ☑ Registration in the UNHCR Case Management System (proGres v4), data collection, protection analysis, referrals and provision of complementary information (all modalities).



ARRIVAL, SCREENING AND TEMPORARY SHELTER (BOA VISTA)

1. PITRIG - Interiorization and Screening Station

- ☑ Identification of profiles to be received in the reception and integration centers in the destinations, preparation of lists of people interested in being interiorized, referencing for registration in the *Sistema Acolhedor* (Host System, in English) in the shelters or in the *Centro de Coordenação de Interiorização* (CCI) (Interiorization Coordination Center, In English) and guidance for inclusion in the relocation registries.

2. Interiorization Coordination Center (CCI)

- ☑ Coordination with the logistics team of the Interiorization Strategy to plan and schedule monthly flights based on the number of spots offered for each modality, planning of FFTs dates, logistics coordination for air and land transport (all modalities).

3. Shelters and Emergency Space

- ☑ Information sessions on Interiorization, identification and registration of people interested in Interiorization (all modalities);
- ☑ Referrals to the Rondon 2 shelter (institutional modality);
- ☑ Offer of the 'Empowering Refugee Women' program and other training programs and work opportunities (Employment Based modality of Interiorization (EBM));
- ☑ Mapping of profiles interested in the Institutional modality for subsequent relocation.

4. Rondon 2 Shelter (Interiorization Shelter)

- ☑ Guidance and protection analysis for beneficiaries coming from the BV8 shelter (all modalities);
- ☑ Identification of the profiles to be sheltered in the reception and integration centers in

the destination cities, preparation of lists for interiorization, orientation sessions, protection analysis, data collection for Fitness for Travel (FFT) (institutional modality).

5. Fitness for Travel (FFT)

- ☑ Registration in the UNHCR Case Management System (proGres v4), data collection, protection analysis, referrals and provision of complementary information (all modalities).

6. Travel

- ☑ Pre-boarding procedures and guidance (institutional modality).



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TRANSIT

1. Alojamento de Trânsito de Manaus (ATM) (Manaus Transit Shelter, in English)

- ☑ Reception, provision of information about the final destination, protection analysis, health monitoring, educational activities for children and referral to essential services (EBM, family reunion and social reunification modalities).

2. Transit Shelters

- ☑ Reception during transit of families waiting for the issuing of tickets to their final destination and/or destined for small countryside towns (all modalities).



FINAL DESTINATION

1. Reception and Integration Centers

- ☑ Sheltering for up to 3 months, referral to public services (education, health, care), protection analysis, skills and professional experience analysis, support in the preparation of CVs, identification of job opportunities, intermediation with employers, contact with local support communities;
- ☑ Social support through temporary sheltering while completing the initial period of adaptation to the new job and city (EBM modality).

2. Refwwerence Services

- ☑ Legal assistance, documentation support, referral to public services (health, education, assistance, public shelter), financial aid (CBI) for the most vulnerable individuals, mental health care, offer and/or referral to Portuguese classes, professional training, intercultural and financial education, support and intermediation in the search for a job, support to entrepreneurship (all modalities).

3. Complementary Supporting Services

- ☑ Specialized support in the fields of education, revalidation of diplomas, Portuguese classes, complementary health services and support for job and income generation.



II. Reception and Integration into the Final Destination

According to this organization chart, there are three main services for the reception and integration of interiorized Venezuelans at their final destination made available by UNHCR: **reception and integration centers, reference services and complementary supporting services.**

RECEPTION AND INTEGRATION CENTERS

These centers operationalize the institutional modality implemented by the UNHCR and, eventually, support the employment-based modality with temporary sheltering, including support with meal tickets and other needs. In some cases, these centers offer support with transit sheltering (Transit Shelters) and emergency reception (Plan “B” in case of overcrowding of other shelters). The maximum stay at each center is up to three months, and may be less, depending on the rules determined by each management institution. Services for the rapid, sustainable and autonomous integration are offered by the centers, such as: referral to public social services, analysis of skills and professional experience and training sessions, elaboration of CVs, mapping of job and entrepreneurial opportunities, support in the search for housing and contact with the Venezuelan community in the territory, support for people who are moving out of the centers, such as the identification of houses or apartments to rent, and financial assistance for the purchasing of furniture. Whenever necessary, the centers may also monitor the beneficiaries after shelter exit and may offer further support. Ever since 2018, UNHCR has operated and supported over 50 centers, investing around 40 million BRL in this Strategy. 21 centers and shelters are currently part of our network with a total capacity of sheltering 581 people. 8 of these centers are fully or partially funded by UNHCR and the other 13 receive support from UNHCR for physical structure, protection monitoring, and financial aid (CBI). The reception and integration centers also stand out for supporting the autonomous integration of **people with specific vulnerabilities** that are not included in other modalities of interiorization, i.e., older persons, single-parent families, LGBTI+ community, people with health conditions, people with disabilities, among other vulnerable profiles.

All reception and integration centers included in the UNHCR network are monthly monitored and supported according to the operational procedures established by UNHCR. Whenever there are

vacant spots at one of these facilities, the number of spots and the profiles accepted are communicated to UNHCR, who then forwards this information to *Operação Acolhida* (Operation Welcome, in English) and identifies the corresponding profiles among the population sheltered in Boa Vista.

REFERENCE SERVICES






These services are available to all Venezuelans, regardless of whether they have been interiorized or arrived spontaneously at that city, and to all other refugees and asylum-seekers, no matter their nationality. The reference centers are “open door” services that assist, guide and forward demands following updated and secure protocols. The services act in the socioeconomic protection and integration of individuals through the provision of legal and social assistance, support their insertion into the job market, entrepreneurship and mental health support. The centers are managed by traditional organizations that are respected by the local networks and have decades of experience working to guarantee the rights of the refugee population. In many cases, they are the only specialized services available in the destinations.

COMPLEMENTARY SERVICES AND SUPPORT

These services are different from the reference services because they are specialized in certain areas, instead of responding to more general demands. These services are fully funded or supported by UNHCR and offer specific support in the areas of education, revalidation of diplomas, Portuguese classes, legal assistance, intermediation of job opportunities, credit for small businesses, etc. The projects are managed by civil society organizations, universities that are part of the Sérgio Vieira de Mello Academic Chair (SVMAC) and private companies partners of UNHCR, and seek to support all refugees and asylum seekers, including Venezuelan citizens who have been interiorized in any modality or who have arrived spontaneously at their destination.

III. Reception and Integration Services Supported by UNCHR by State

CAPTION

-  Transit Shelter
-  Complementary Services and Support
-  Funded by the UNCHR
-  Reference Services
-  Reception and Integration Centers



AMAZONAS

TRANSIT SHELTER

1. *Alojamento de Trânsito de Manaus* (ATM) (Manaus Transit Shelter)

MANAGING INSTITUTION: Fraternity - International Humanitarian Federation

STAFF HIRED BY UNHCR: 09 people 🤝

ADDRESS: Av. Torquato Tapajós, 1047 - Da Paz, Manaus - AM

SHELTER CAPACITY: 254 People

PROFILE: all profiles

REFERENCE SERVICES

1. *CARE - Centro de Apoio e Referência a Refugiados e Migrantes* (Center for Support and Reference to Refugees and Migrants)

MANAGING INSTITUTION: Adventist

Development and Relief Agency (ADRA)

ADDRESS: Av. Maués, 120 - Cachoeirinha, Manaus. CEP: 69065-070

STAFF HIRED BY UNHCR: 9 people 🤝

SERVICES: access to documentation support, legal and social assistance, referral to public services and partner networks, support for insertion into the job market, support to entrepreneurship, facilitated access to Portuguese and professional training classes, emergency financial assistance for vulnerable persons.

2. *PITrig - Posto de Interiorização e Triagem* (Interiorization and Screening Station)

MANAGING INSTITUTION: Operation Welcome

ADDRESS: Av. Torquato Tapajós, 1047 - Da Paz, Manaus - AM

STAFF HIRED BY UNHCR: 12 people from ADRA and 5 from Mana Institute 🤝

SERVICES: support in access to documentation, social assistance, guidance and information on public services and local assistance civil society services.

COMPLEMENTARY SERVICES AND SUPPORT

1. *Espaço Hermanitos* (Hermanitos Space)

MANAGING INSTITUTION: Hermanitos

STAFF HIRED BY UNHCR: 4 people 🤝

ADDRESS: R. Quintino Bocaiúva, 626 - Centro, Manaus - AM, 69075-904

SERVICES: support for inclusion into the job market through a job search platform aimed exclusively at the

refugee and migrant population and constant awareness-raising with the private sector; Facilitated access to Portuguese classes and professional training courses.

BAHIA

COMPLEMENTARY SERVICES AND SUPPORT

1. *Sérgio Vieira de Mello Academic Chair at the Salvador University (UNIFACS)*

ADDRESS: Av. Tancredo Neves, 2131, Caminho das Árvores, Salvador - BA

SERVICES: Portuguese Classes, Legal Assistance, Job Integration Support.

GOIÁS

RECEPTION AND INTEGRATION CENTERS

1. *Creche Menino Jesus* (Menino Jesus Daycare)

MANAGING INSTITUTION: Luz da Vida Community Association

ADDRESS: Rua A2 qd. 03 área 2 – Residencial Anhambi, Aparecida de Goiânia – GO

CAPACITY: 18 people for up to 3 months

PROFILE: women with children 0 to 02 years old and/or pregnant.

FEDERAL DISTRICT

RECEPTION AND INTEGRATION CENTERS

1. *Aldeias Infantis SOS Brasília* (Children's Villages Brasília)

MANAGING INSTITUTION: SOS Children's Villages

STAFF HIRED BY UNHCR: 6 people 🤝

ADDRESS: SGAN Quadra 914 Conj. F, s/n - Brasília/DF

SHELTER CAPACITY: 50 people for up to 3 months

PROFILE: families with children, single women, pregnant women, LGBTI+ people, people with disabilities, people with health issues and other protection cases.

2. *Abrigo Raio de Luz* (Raio de Luz Shelter)

MANAGING INSTITUTION: Caritas Catholic Relief of Brasília

ADDRESS: Nucleo rural Capão Comprido Lote 1, Brasília, DF, CEP 71695130

SHELTER CAPACITY: 30 people for temporary sheltering (up to 45 days)

PROFILE: families with children, LGBTI + people, people with disabilities and other protection cases.

REFERENCE SERVICES

1. IMDH - Instituto de Migrações e Direitos Humanos (Migration and Human Rights Institute)

MANAGING INSTITUTION: *Instituto de Migrações e Direitos Humanos* (Migration and Human Rights Institute)

ADDRESS: Quadra 7 Conjunto C Lote 01, Vila Varjão - Lago Norte, Brasília - DF

STAFF HIRED BY UNHCR: 10 people 🧑

SERVICES: Legal and social assistance, referral to public services and partner networks, support for insertion into the job market, support to entrepreneurship, facilitated access to Portuguese and professional training classes, emergency financial assistance for vulnerable persons.

ESPÍRITO SANTO

COMPLEMENTARY SERVICES AND SUPPORT

1. Sérgio Vieira de Mello Academic Chair of the Federal University of Espírito Santo (UFES)

ADDRESS: Av. Fernando Ferrari, 514 - Goiabeiras, Vitória - ES

SERVICES: Portuguese Classes, Legal Assistance, Job Integration.

2. Sérgio Vieira de Mello Academic Chair at the Vila Velha University (UVV)

ADDRESS: Avenida Comissário José Dantas de Melo, 21 - Boa Vista II, Vila Velha - ES

SERVICES: Health Care, Mental Health Care, Portuguese Classes, Legal Assistance, Job Integration.

MATO GROSSO

RECEPTION AND INTEGRATION CENTERS

1. Casa do Migrante (House of the Migrant)

MANAGING INSTITUTION: *Centro Pastoral Migrante* (CPM) (Pastoral Center for Migrants), in Cuiabá

ADDRESS: Avenida Gonçalo Antunes de Barros, 2785-Bairro Novo, Cuiabá-MT

SHELTER CAPACITY: 20 people for up to 3 months

PROFILE: single men

MATO GROSSO DO SUL

COMPLEMENTARY SERVICES AND SUPPORT

1. Sérgio Vieira de Mello Academic Chair at the Federal University of Grande Dourados (UFGD)

ADDRESS: Rua Quintino Bocaiúva, 2.100 - Jardim da Figueira, Dourados - MS

SERVICES: Portuguese Classes, Legal Assistance

MINAS GERAIS

RECEPTION AND INTEGRATION CENTERS

1. Vila Alberto Hurtado (Alberto Hurtado Village)

MANAGING INSTITUTION: Serviço Jesuíta a Migrantes e Refugiados (SJMR) (Jesuit Refugee Service)

STAFF HIRED BY UNHCR: 1 person 🧑

ADDRESS: Rua Edna Brandão Ferreira, 318 - Santa Amélia, Belo Horizonte-MG

SHELTER CAPACITY: 20 people for up to 3 months

PROFILE: Families with or without children.

2. Aldeias Infantis SOS Juiz de Fora (Children's Villages Juiz de Fora)

MANAGING INSTITUTION: SOS Children's Villages

Address: Avenida Juiz de Fora, 667 - Gramma, Juiz de Fora-MG.

SHELTER CAPACITY: 30 people for up to 3 months

PROFILE: families with children, single women, pregnant women, LGBTI+ people, people with health issues and other protection cases.

3. Casa do Migrante (House of the Migrant)

MANAGING INSTITUTION: PROVIDENS

ADDRESS: Rua Sergipe, 81 – Funcionários, Belo Horizonte - MG.

SHELTER CAPACITY: 25 spots for people in transit

PROFILE RECEIVED: single men

REFERENCE SERVICES

1. Centro de Atendimento do Serviço Jesuíta a Migrantes e Refugiados (Jesuit Refugee Service Center)

MANAGING INSTITUTION: *Serviço Jesuíta a Migrantes e Refugiados* (SJMR) (Jesuit Refugee Service)

ADDRESS: Avenida Amazonas, 641 - Oitavo Andar - Centro, Belo Horizonte-MG

STAFF HIRED BY UNHCR: 2 people 🧑

SERVICES: Legal and psychosocial assistance, referral to public services and partner networks, support for insertion

into the job market, support to entrepreneurship, facilitated access to Portuguese and professional training classes, emergency financial assistance for vulnerable persons.

3. COMPLEMENTARY SERVICES AND SUPPORT

1. Sérgio Vieira de Mello Academic Chair of the Pontifical Catholic University of Minas Gerais (PUC-MG)

ADDRESS: Avenida Dom José Gaspar, 500 – Prédio 47, sala 323, Bairro Coração Eucarístico – Belo Horizonte-MG.

SERVICES: Health Care, Mental Health Care, Portuguese Classes, Legal Assistance.

2. Sérgio Vieira de Mello Academic Chair of the Federal University of Uberlândia (UFU)

ADDRESS: Campus Santa Mônica da Universidade Federal de Uberlândia - Av. João Naves de Ávila, 2121 - Santa Mônica, Uberlândia - MG

SERVICES: Portuguese Classes, Legal Assistance, Job Integration.

PARAÍBA

1. RECEPTION AND INTEGRATION CENTERS

1. Casa do Migrante (House of the Migrant)

MANAGING INSTITUTION: Serviço Pastoral Migrante (SPM) (Pastoral Service for Migrants).

ADDRESS: Rua Projectada s/n, Village Jacuma-Paraiba

SHELTER CAPACITY: 15 people for up to 3 months

2. COMPLEMENTARY SERVICES AND SUPPORT

1. Sérgio Vieira de Mello Academic Chair of the State University of Paraíba (UEPB)

ADDRESS: Rua Baraúnas, 351 - Bairro Universitário - Campina Grande-PB

SERVICES: Portuguese Classes, Legal Assistance, Job Integration.

PARANÁ

1. RECEPTION AND INTEGRATION CENTERS

1. Casa de Acolhida Capão da Imbuia (Capão da Imbuia Shelter)

MANAGING INSTITUTION: Caritas Catholic Relief Services of Curitiba

STAFF HIRED BY UNHCR: 2 people 

ADDRESS: Rua Professor Benedito Conceição, 1691 - Capão da Imbuia, Curitiba/PR

SHELTER CAPACITY: 30 people for 45 days to up to 3 months

PROFILE: Families with or without children.

2. REFERENCE SERVICES

1. Refugee Reference Center

MANAGING INSTITUTION: Regional Caritas Paraná

STAFF HIRED BY UNHCR: 7 people 

ADDRESS: Rua Paula Gomes, 703 – São Francisco, Curitiba/PR

SERVICES: Legal and psychosocial assistance, referral to public services and partner networks, support for insertion into the job market, support to entrepreneurship, facilitated access to Portuguese and professional training classes, emergency financial assistance for vulnerable persons.

3. COMPLEMENTARY SERVICES AND SUPPORT

1. Sérgio Vieira de Mello Academic Chair of the Federal University of Paraná (UFPR)

ADDRESS: Sala 28 Praça Santos Andrade, 50 - Centro, Curitiba/PR

SERVICES: Health Care, Mental Health Care, Portuguese Classes, Legal Assistance, Job Integration.

RIO DE JANEIRO

RECEPTION AND INTEGRATION CENTERS

1. Aldeias Infantis SOS Rio de Janeiro (Children's Villages Rio de Janeiro)

MANAGING INSTITUTION: SOS Children's Villages
Staff hired by UNHCR: 4 people

ADDRESS: Rua Jardim do Seridó, 200 - Itanhangá, Rio de Janeiro/RJ

SHELTER CAPACITY: 50 people for up to 3 months

PROFILE: families with children, single women, pregnant women, LGBTI+ people, people with health issues and other protection cases.

2. Casa Papa Francisco (Pope Francis House)

MANAGING INSTITUTION: Caritas Catholic Relief of Rio de Janeiro

STAFF HIRED BY UNHCR: 2 people 

ADDRESS: Rua Demóstenes Madureira de Pinho, 76 – Recreio dos Bandeirantes, Rio de Janeiro/RJ

SHELTER CAPACITY: 40 people for up to 3 months

PROFILE: women with or without children.

3. Casa de Acolhida ao Imigrante Jardim Paraíso (Jardim Paraíso Migrant Shelter)

MANAGING INSTITUTION: Nova Iguaçu City Hall

ADDRESS: Rua da Saudade, 18 - Jardim Paraíso, Nova Iguaçu/RJ

SHELTER CAPACITY: 20 people for up to 6 months

PROFILE: Unaccompanied older persons.

REFERENCE SERVICES

1. Programa de Atendimento a Refugiados e Solicitantes de Refúgio (PARES) (Refugee and Asylum-Seeker Assistance Program)

MANAGING INSTITUTION: Caritas

Catholic Relief of Rio de Janeiro

STAFF HIRED BY UNHCR: 13 people 

ADDRESS: R. São Francisco Xavier, 483 – Maracanã, Rio de Janeiro/RJ

SERVICES: Legal and psychosocial assistance, referral to public services and partner networks, support for insertion into the job market, support to entrepreneurship, facilitated access to Portuguese and professional training classes, emergency financial assistance for vulnerable persons.

3. COMPLEMENTARY SERVICES AND SUPPORT

1. Sérgio Vieira de Mello Academic Chair of the State University of Rio de Janeiro (UERJ)

ADDRESS: Rua São Francisco Xavier, 524 - Pavilhão João Lyra Filho, 8º andar, Bloco D – Rio de Janeiro/RJ

SERVICES: Health Care, Mental Health Care, Portuguese Classes.

2. Fluminense Federal University (UFF)

ADDRESS: R. Alexandre Moura, 8 - São Domingos, Niterói/RJ

SERVICES: Mental Health Care, Portuguese Classes, Legal Assistance

RIO GRANDE DO SUL

1. RECEPTION AND INTEGRATION CENTERS

1. Aldeias Infantis SOS Porto Alegre (Children's Villages Porto Alegre)

MANAGING INSTITUTION: SOS Children's Villages

Staff hired by UNHCR: 4 people

ADDRESS: Av. Caldeia, 250 - Sarandi, Porto Alegre/RS

SHELTER CAPACITY: 70 people for up to 3 months

PROFILE: families with children, single women,

pregnant women, LGBTI+ people, people with health issues and other protection cases.

2. Casa Luiz Matias (Luiz Matias House)

MANAGING INSTITUTION: Centro de Atendimento ao Migrante (CAM) (Migrant Assistance Center)

ADDRESS: Rua Rio de Janeiro, 140 - Jardim América, Caxias do Sul/RS

SHELTER CAPACITY: 20 people for up to 30 days

PROFILE: single men or women, couples.

3. Casa de Passagem ADRA Viamão (ADRA Viamão Transit Shelter)

MANAGING INSTITUTION: Adventist

Development and Relief Agency (ADRA)

ADDRESS: Rua Rezende, 25 - Santa Isabel, Viamão/RS

SHELTER CAPACITY: 40 spots for people in transit

PROFILE: families or unaccompanied people

2. REFERENCE SERVICES

1. Centro de Atendimento do Serviço Jesuíta a Migrantes e Refugiados (Jesuit Refugee Service Center)

MANAGING INSTITUTION: Serviço Jesuíta a Migrantes e Refugiados (SJMR) (Jesuit Refugee Service)

STAFF HIRED BY UNHCR: 2 people 

ADDRESS: General Caldwell, 651 – Menino Deus, Porto Alegre/RS

SERVICES: Legal and psychosocial assistance, referral to public services and partner networks, support for insertion into the job market, support to entrepreneurship, facilitated access to Portuguese and professional training classes, emergency financial assistance for vulnerable persons.

3. COMPLEMENTARY SERVICES AND SUPPORT

1. Sérgio Vieira de Mello Academic Chair of the Federal University of Rio Grande do Sul (UFRGS)

ADDRESS: Av. João Pessoa, 80 - Centro Histórico, Porto Alegre/RS

SERVICES: Mental Health Care, Portuguese Classes, Legal Assistance.

2. Sérgio Vieira de Mello Academic Chair of the Federal University of Santa Maria (UFSM)

ADDRESS: R. Floriano Peixoto, 1184, Prédio 1184, Sala 505 - Centro, Santa Maria/RS

SERVICES: Mental Health Care, Portuguese Classes, Legal Assistance, Job Integration.

3. Sérgio Vieira de Mello Academic Chair, University of Vale dos Sinos (UNISINOS)
ADDRESS: Av. Unisinos, 950 - Bairro Cristo Rei, São Leopoldo/RS
SERVICES: Portuguese Classes

SANTA CATARINA


1. COMPLEMENTARY SERVICES AND SUPPORT

1. Sérgio Vieira de Mello Academic Chair of the Federal University of Santa Catarina (UFSC)
ADDRESS: Centro de Ciências Jurídicas - Campus Universitário Reitor João David Ferreira Lima, s/nº - Trindade/SC
SERVICES: Mental Health Care, Portuguese Classes, Legal Assistance.

2. University of the Vale do Itajaí (UNIVALI)
ADDRESS: Rua Uruguai, 458, Bloco D1, sala 115 – Centro, Itajaí/SC
SERVICES: Portuguese Classes, Legal Assistance

SÃO PAULO

1. RECEPTION AND INTEGRATION CENTERS

1. *Aldeias Infantis SOS São Paulo* (Children's Villages São Paulo)
MANAGING INSTITUTION: SOS Children's Villages
STAFF HIRED BY UNHCR: 4 people 
ADDRESS: Rua Manuel Alves Soares, 712 - Jd Colonial, São Paulo/SP
SHELTER CAPACITY: 50 people for up to 3 months
PROFILE: families with children, single women, pregnant women, LGBTI+ people, people with health issues and other protection cases.

2. *Casa Dom Luciano* (Dom Luciano House)
MANAGING INSTITUTION: Fé e Alegria Foundation
ADDRESS: Rua Sergio de Azevedo Valente, 146 - Vl. Brasilina, São Paulo/SP
SHELTER CAPACITY: 30 people for up to 3 months
PROFILE: unaccompanied women and men


3. *Casa Esperança* (Hope House)
MANAGING INSTITUTION: Igreja Batista do Calvário (Calvário Baptist Church)
ADDRESS: Rua Ovidio Collesi, 30 - Jardim Alpino, São Paulo/SP
SHELTER CAPACITY: 16 people for up to 3 months
PROFILE: unaccompanied women or women with children.

4. *Casa do Migrante* (House of the Migrant)
MANAGING INSTITUTION: *Missão Paz* (Peace Mission)
ADDRESS: Rua Glicério, 225 - Liberdade, São Paulo/SP
SHELTER CAPACITY: 15 people for up to 3 months
PROFILE: adult men or women without children; Families in exceptional cases.

5. *Casa de Acolhida Madre Assunta* (Madre Assunta House)
MANAGING INSTITUTION: *Irmãs Scalabrinianas* (Scalabrinian Sisters)
ADDRESS: Rua do Orfanato, 883 - Vila Prudente, São Paulo/SP
SHELTER CAPACITY: 30 people for up to 3 months
PROFILE: families or unaccompanied people.

6. *Casa Minha Pátria* (My Homeland House)
MANAGING INSTITUTION: *Junta de Missões Nacionais* (National Missions Board)
ADDRESS: Rua Paulo, 249 - Bairro Ponte Grande, Guarulhos/SP
SHELTER CAPACITY: 35 spots for people in transit; Sheltering for longer periods may be analysed on a case-by-case basis
PROFILE: unaccompanied men, families in exceptional cases.

REFERENCE SERVICES

1. *Refugee Reference Center*
MANAGING INSTITUTION: Caritas Catholic Relief of São Paulo
STAFF HIRED BY UNHCR: 23 people 
ADDRESS: Rua José Bonifácio, 107 – 2º andar – Sé, São Paulo/SP
SERVICES: Legal and psychosocial assistance, referral to public services and partner networks, support for insertion into the job market, support to entrepreneurship, facilitated access to Portuguese and professional training classes, emergency financial assistance for vulnerable persons.

2. *Centro Pastoral e de Mediação dos Migrantes* (CPMM) (Migrant Pastoral and Mediation Center)
MANAGING INSTITUTION: *Missão Paz* (Peace Mission)
STAFF HIRED BY UNHCR: 3 people 
ADDRESS: Rua Glicério, 225 - Liberdade, São Paulo/SP
SERVICES: Care and services related to the following themes: documentation and legal assistance; job opportunities, professional training and language classes; citizenship; health; social services; family and community.

3. COMPLEMENTARY SERVICES AND SUPPORT

1. *Programa Cidadãos do Mundo* (Citizens of the World Program)

MANAGING INSTITUTION: I Know my Rights (IKMR)

STAFF HIRED BY UNHCR: 9 people 

ADDRESS: Av. Brigadeiro Luís Antonio,
826 - Bela Vista, São Paulo/SP

SERVICES: educational and socio-emotional development monitoring for children between 4 and 17, training and support for public and private school teachers, identification and referral of socio-assistance demands of children and families.

2. *Programa de Apoio à Revalidação de Diplomas e Cursos de Português para Refugiados – Levando Ajuda ao Refugiado (LAR)* (Program to Support the Revalidation of Diplomas and Portuguese Courses for Refugees – Assisting Refugees)

MANAGING INSTITUTION: Compassiva Association

STAFF HIRED BY UNHCR: 6 people 

ADDRESS: Rua da Glória, 900 – Liberdade, São Paulo/SP

SERVICES: legal assistance, preparation and referral of processes for the revalidation of diplomas and certificates with public universities and offer of Portuguese classes.

3. *Programa de Apoio à Recolocação de Refugiados (PARR)* (Job Integration for Refugees Support Program)

MANAGING INSTITUTION: EMDOC company

WEBSITE: refugiadosnobrasil.org

SERVICES: support for inclusion into the job market through a job search platform aimed exclusively at this population, and constant awareness-raising with the private sector.

4. Microcredit Program for Refugees and Migrants

MANAGING INSTITUTION: Banco do Povo (People's Bank)

ADDRESS: Rua Boa Vista, 170 – São Paulo/SP

WEBSITE: bpcs.org.br

SERVICE: financial inclusion and access to microcredit for refugees and migrants.

5. Sérgio Vieira de Mello Academic Chair of the Federal University of the ABC Region (UFABC)

ADDRESS: Campus São Bernardo do Campo, bloco Delta, térreo, sala da CSVM, Alameda da Universidade, s/n, Anchieta – São Bernardo do Campo/SP

SERVICES: Mental Health Care, Portuguese Classes

6. Sérgio Vieira de Mello Academic Chair of the Federal University of São Carlos (UFSCAR)

ADDRESS: Rodovia Washington Luis,
km 235 - São Carlos/SP

SERVICES: Mental Health Care, Portuguese Classes.

7. Sérgio Vieira de Mello Academic Chair of the Federal University of Campinas (UNICAMP)

ADDRESS: Gabinete da Reitoria, Cidade Universitária Zeferino Vaz - Campinas/SP

SERVICES: Health Care, Mental Health Care, Portuguese Classes, Legal Assistance, Job Integration.

8. Sérgio Vieira de Mello Academic Chair of the Federal University of São Paulo (UNIFESP)

ADDRESS: Rua Oleska Winogradow,
100 - Jd. das Flores, Osasco/SP

SERVICES: Health Care, Mental Health Care, Portuguese Classes.

9. Sérgio Vieira de Mello Academic Chair of the Catholic University of Santos (UNISANTOS)

ADDRESS: Av. Conselheiro Nébias,
589/595 - Boqueirão, Santos/SP

SERVICES: Mental Health Care, Legal Assistance.



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