

Route Map of Civic Integration

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ZNSTD

START →

**Step 1:
I am in the AZC**

- Here I get shelter and food.
- I have a case manager from the COA.
- I apply for my DigiD.
- I get a bank account number.
- I am participating in the COA's pre-civic integration programme.
- I am already learning a little bit Dutch.
- I gain knowledge of the Netherlands and the society.
- I get informed where I'm going to live in Zaanstad.
- I get to know the Civic Integration Supervisor of the Municipality of Zaanstad.



**Step 4:
I make a personal
Integration and Participation
Plan (PIP)**

- I'm making a PIP.
- Together with my Civic Integration Supervisor.
- It states which learning route that I am taking and at what level of Dutch I will learn.
- It states which activities and courses I will follow.
- This requires a few conversations.
- The plan will be ready within 10 weeks of my arrival in Zaanstad.
- The plan will be registered in the system of the municipality.



- ⚠ I have to keep my appointments in my PIP.
- ⚠ If I don't come to an appointment, then I will get a fine. This costs money.

**Step 5:
I get language lessons and
how the Dutch society works**

- If I speak a little Dutch, then I do (unpaid) work.
- I go to school at my own level.
- I am taking a Eurowijzer course to learn how to manage my finances.
- I get my Participation Statement (within 1 year).
- It consists of excursions and meetings.

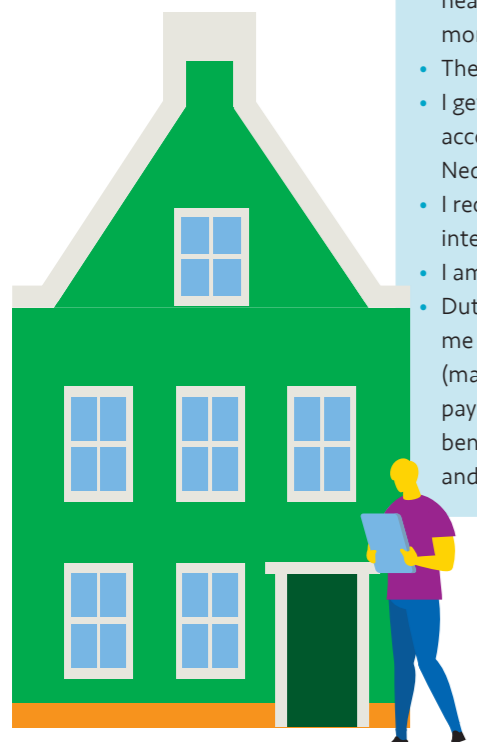


- ⚠ I have to do all these activities.
- ⚠ I have to get my diploma within 3 years.

Zaanstad ↓

**Step 2:
I come to Zaanstad**

- The Municipality of Zaanstad pays my rent, health insurance and energy costs for at least 6 months.
- These costs are paid from my benefit.
- I get the rest of the amount into my bank account. This is arranged by the Kredietbank Nederland.
- I receive an invitation for the start of my civic integration.
- I am preparing for the Broad Intake.
- Dutch Council for refugees helps me with practical matters (maximum 18 months). Such as paying for my rent, arranging my benefits, going to the dentist or GP and how to deal with money.



**Step 3:
I take a Broad Intake**

- I receive an invitation for the Broad Intake.
- These are taking a test and having conversations with the Civic Integration Supervisor.
- I take a test and then I know the level of my language and learning ability.
- Then I know my learning route that I can follow.
- I have a conversation with my Civic Integration Supervisor about:
Participating in work, which language and learning route that I will follow, questions about my own situation, my health and my family, post and administrations and learning to deal with finances.



**Step 6:
I integrate and receive
social guidance**

- I have regularly contact with my Civic Integration Supervisor.
- I follow a learning route and go to school.
- I have a language buddy from the language school.
- I have contact with Dutch Council for refugees.
- I get to know my neighbourhood. I am taking a Mindfit course at Dutch Council for refugees.

- ⚠ I have to do all this. Only Mindfit is not mandatory.



**Step 7:
I can arrange everything
myself (after a maximum
of 3 years)**

- I have my civic integration diploma.
- I can deal with money and I know how it all works here.
- I can do my own administration.
- I know where to ask for help. About school, work, administration, family, health.
- I say goodbye to my Civic Integration Supervisor.



FINISH

Which newcomer are you?

We have different types of newcomers:

- Asylum status holders.** I have a status and I am going to integrate. I start in the asylum seekers' centre. I take **all the steps**.
- Family migrants.** I have taken a language exam at A1 level in my country of origin. I came to the Netherlands to live with my partner. I am not an after-traveller or status holder. I participate from **step 3**.
- Resettlers.** I am in a vulnerable situation. I come to Zaanstad directly. I don't have to go to the Asylum Seekers' Centre first. Five months before my arrival; Dutch Council for refugees, COA, the municipality and the housing corporation arrange the most important matters for me. After that I participate from **step 3**.
- After-travellers.** I am traveling after a family member who has already got an asylum status holder in the Netherlands. These can be partners, children, parents or other relatives. I participate from **step 2**.

I fall under the Civic Integration Act that is valid between 2013 – 2021:

- Meanwhile group.** If it is really necessary, I will get guidance.
- Ellipse group.** I am in the last six months of my civic integration. The money is almost finished. I get help to pass my language exams and civic integration exam quickly.

What do these organizations do:

Central Agency for the Reception of Asylum Seekers (COA). Receives newcomers first and supervises placement in a municipality. COA provides a support program for civic integration.

DUO (Education Implementation Department). Determines who has to integrate. Takes the Central Civic Integration exams for language education. Provides a credit to family migrants.

Youth Desk. For young people up to 27 years old. With questions about learning, work and income.

Kredietbank Nederland. Bank that helps people with debt and paying fixed costs.

NL Training. Gives language lessons.

Social Neighbourhood Team. For everyone with questions or problems about: well-being, care, work and income, living and family relationships.

Werkom. Helps you to learn your skills for finding a suitable work.

Who are:

Case manager COA. COA Case Manager is a supervisor who works for COA.

Civic Integration Supervisor. Your personal Civic Integration Supervisor at the municipality of Zaanstad.

Municipal Civic Integration Team. The Civic Integration Supervisors work here. They guide you through all steps of the civic integration (language, education, work) and they make the agreements with you.

Interpreter. Helps with translation from Dutch into your language.

Dutch Council for refugees. These people help you to arrange things. Think of tax, health insurance or school for the children. They also teach you how to find your way in Dutch society independently.



Which means:

Broad Intake. You have a meeting with your Civic integration Supervisor about your personal situation. It also includes a test. It shows what your language level and your learning level are.

DigiD. Government digital passport. To check your identity and a login code to arrange things.

Test of learning ability. Test that shows how good your language level and your learning skills are. This is part of the Broad Intake.

Learning routes. You will get lessons that are suitable at your language level. There are three educational routes.

- **B1 route.** for learning the language level (B1) and a good start to (volunteer)work.
- **The education route.** You will obtain a Dutch school diploma as soon as possible. Especially for young people.
- **The self-reliance route.** If you can't complete the other routes. You learn to survive in society.

Mind fit. Training to be mentally healthy.

Unburdening. Zaanstad pays the rent, health insurance premium and energy costs for at least the first six months. These costs are deducted from your benefit. The rest will be paid into your bank account. This runs through the Kredietbank Nederland.

Declaration of Participation (PVT). Mandatory part of civic integration. Get to know about the Dutch values: freedom, equality, solidarity and participation.

Personal civic integration and Participation Plan. All the agreements that you have made for your civil integration are registered in this plan.

