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Project title: Strengthening the Identification and Integration of Survivors of Sex Trafficking from West Africa through a Peer-to-Peer-Approach and through Transnational Deportation Counseling and Assistance (SISA)

WP4: Transnational Deportation Counselling and Assistance

Case Study #3

Organisation that has provided deportation counselling and assistance during deportation:
SOLWODI help centre Bad Kissingen

Organisation that has provided assistance during deportation and ongoing assistance after deportation: Pope John XXIII Community Association (APG23)

All sensitive data is anonymized.

The client's asylum application was rejected by the administrative court and she now is at risk of sudden deportation back to her home country Nigeria.

May
2021

Pre-Return Counselling Session 1:

Together with the client we called the lawyer after she received a negative answer about her asylum procedure from the court. The lawyer sees a very limited chance to get a residence permit in Germany.

In light of the client's asylum application rejection for her and her children, deportation counseling according to the SISA pre-return counseling manual was initiated. The client is at risk of sudden deportation to Nigeria but is afraid to return. The client has an unlimited residence permit in Italy. The possibility of voluntary return to Italy and support through the T-DAN was presented and the client accepted. She is supposed to leave the country by xx.05.2021.

Phone calls were put in to T-DAN Italian partner organizations APG23 and On the road Onlus. Initial phone calls were not answered.

May 2021	After the first Counselling Session, we contacted APG23 and On the road Onlus via Email to start the process of a voluntary return and find out the options the partners have to help her e.g. temporary apartment.
May 2021	Questions regarding the validity of the residence permit in Italy came up after an internal team meeting and we contacted On the road Onlus to help verify.
May 2021	APG23 called to get more information about which help is needed for the client and her children. The client herself just wants a place to sleep. From a social worker's perspective, we discussed that she might also need help for the children (to register them in kindergarten, school, support for her autistic son) which the client doesn't see the need for now but will be in need once she returns. We fix an appointment for 26.05 so that APG23 has the chance to get to know the client, introduce the help APG23 can offer and also to tell her what she will have to prepare before leaving.
May 2021	Phone call made to immigration office in Germany to inform them about the client's decision to return to Italy where she has an unlimited residence permit instead of returning back to Nigeria. The responsible lady never had the case of voluntarily return during a running asylum procedure, she needs to ask her colleagues and the police if it is possible for the client to cross the border.
May 2021	<p>The planned Pre-Return counselling session was cancelled by APG23.</p> <p>Pre-Return Counselling Session 2:</p> <p>We agreed together with the client that we are going to follow up on making it possible for her to leave voluntarily and keep in touch with the immigration office to get her documents (passport, Italian Residence Permit, etc.) back. The client will try to contact APG23 directly to speak about her need of support in Italy.</p>
May 2021	Phone call to immigration office. She is still waiting for feedback from police if the client is allowed to cross the border as her smaller son does not have a travel document
May 2021	The Immigration Office replied via Email that the smaller son, who was born in Germany, needs a travel document and a valid Visa from the Italian embassy. If the client still plans to return voluntarily, she needs to sign a declaration for the voluntarily return to Italy. We replied that the Email was sent without a template declaration form in attachment.

May
2021

Pre-Return Counselling Session 3:

The client knows that her asylum procedure is officially over and from today on they could be deported by the government. She started to panic as her personal documents are still with the immigration office. She wants to immediately take her personal documents from the immigration office. To stabilize her and show her that we are willing to help her, we drive together to the immigration office but the police do not allow us to enter as we came without an appointment. We try to call the responsible lady several times before the client agrees to go home and wait until the immigration office responds about how to get her personal documents back and how to ensure that there will be no deportation as long as she tries to leave voluntarily. We also could convince her that she might need this time to prepare documents that she will need in Italy and she should ask APG23 how can she use the time between.

Pre-Return Counselling Session 4 with APG23:

APG23 offers her a place in a family house. The client is not happy with the offer. She prefers to sleep in an emergency place and thinks that going back with the help of an organization makes everything more complicated. APG23 confirms what the Immigration office has already told her. She needs to have a Nigerian passport for her son to apply for a residence permit. In Italy, the passport application takes a lot of time so if she has the chance, she should do that in Germany. The client asks SOLWODI for help about the application of passports and VISA.

May
2021

Email from Immigration office with the attachment to sign for voluntarily return

May
2021

Email to Italian embassy about travel document for smaller son

May
2021

Missed call Italian embassy; recalls are not answered

June
2021

Email from Italian embassy that more information is needed; recalls are not answered

June
2021

Email to Italian embassy with mobile number, copies of Nigerian passports of the client and her older son and their Italian residence permits

June
2021

Pre-Return Counselling Session 5:

The client asks about COVID vaccine before going back. We will help her to book an appointment and inform her that we have already contacted the

	Italian Embassy about an emergency travel document or Visa.
June 2021	Phone call from Italian embassy: smaller son needs passport from Nigerian embassy. The Father also has to sign on the VISA application. If not, we need to have proof that he has disappeared. She will send the requested documents via email so that we can contact the immigration office, show them that we are working on the preparation of the voluntary return and to apply for a proof that the father of the boys has disappeared and there is no address or contact that we can use to try to get his signature. The custody still is unclear.
June 2021	Email to immigration office to ask for a document about the disappearance of the father and ask for more time to send the voluntarily return declaration back
June 2021	Pre-Return Counselling Session 6: I inform the client about the fact that the Italian embassy needs the Nigerian passport for her smaller son and that she needs to apply for the passport.
June 2021	Pre-Return Counselling Session 7: The client doesn't know and doesn't understand how to apply for Nigerian passport. In fact, the procedure is very complicated, and it is not easy to find out the steps that need to be taken. We have a lot of phone calls until I could send them a link to the application and they try to fill it out. The payment still stays unclear. At the same time, I write an Email to the Nigerian embassy and ask about passport application procedure and payment.
June 2021	Pre-Return Counselling Session 8: We found out that the passports fees need to be paid with credit card. The client has no credit card. I want to use mine and start searching on the homepage of how to register my credit card.
June 2021	I register my credit card and wait for the approval
June 2021	Pre-Return Counselling Session 9: The client signs the declaration of the voluntarily return to Italy. We register her for an appointment for COVID vaccination which she will need to enter Italy. The Nigerian embassy needs her old passport and she asks of how to get her passport when going to the Nigerian embassy to renew.

	For her son she cannot apply for a passport alone if she doesn't have sole custody. I tell her about the procedure of sole custody in family court and she agrees on applying for it.
June 2021	Phone call immigration office, the client's passport is still valid. Only one son needs to renew his passport
June 2021	Preparing application for sole custody for both sons
June 2021	Immigration office sends a letter acknowledging that the father has disappeared
June 2021	Application for sole custody/ suspension of parental custody sent to court
June 2021	Credit card is still not approved to pay fees for passport in Nigerian Embassy
June 2021	Email to Nigerian embassy that card is still not approved
June 2021	Appointment Booking for COVID vaccination
June 2021	Rejection of credit card for Payment for passport, new try
June 2021	Feedback to APG23 about recent situation, appointment in beginning of August is scheduled
June 2021	Missing declaration from court about suspension of parental custody
June 2021	First Appointment for COVID vaccination
June 2021	Declaration Suspension of parental custody sent to court. Informed the client about missing documents
June 2021	Try to register credit card with the Nigerian Embassy

June 2021	Appointment for Family Court arrived
July 2021	Ask in family court whether children need to be heard by judge as they are small and one of them is autistic
July 2021	Rejection of the re-appeal in asylum procedure arrived
July 2021	Trying to pay for passport fees
July 2021	Appointment booking in online portal for the Nigerian embassy is not possible
July 2021	Feedback from the court that both children have to accompany the mother to court
July 2021	<p>Pre-Return Counselling Session 10:</p> <p>Because of the final negative court decision in asylum procedure, the client has to send her recent document back and gets a "Duldung." We inform her about the Family Court procedure and that she needs to take both of her children along and that she needs to prove that there is no contact between her and the children's father the next day.</p>
July 2021	The client will get a decision from Family Court within one week
July 2021	Asking for an appointment with the Nigerian Embassy Frankfurt and Berlin via email as the phones were not picked up
July 2021	Nigerian Embassy in Frankfurt replied they will not set an appointment until the end of August
July 2021	Nigerian Embassy in Berlin replied that we have to book online appointments
July 2021	Asking immigration office for help to get appointments
July 2021	Decision from Family court is out: As long as the father is not around, the client can make decisions on her own.

July 2021	Reply to Nigerian Embassy Berlin that online portal is not offering appointments. Sending the names and application number again
July 2021	Nigerian Embassy Berlin gives appointment for xx.September
July 2021	Pre-Return Counselling Session 11: We send the declaration about the voluntarily return to the immigration office as we finally got an appointment for the application of the Nigerian passport. Together we are planning for the passport appointment in September as the client wants to go to Berlin only once and asks if we cannot get an appointment with the Italian embassy the same day. SOLWODI will contact the Italian embassy again.
August 2021	APG23 contacted the client to talk about her return
August 2021	Appointment in Embassy forwarded to immigration office
August 2021	Ask Italian embassy if the family can apply for visa on the same day
August 2021	Pre-Return Counselling Session 12 with APG23: Online meeting with APG23. We discuss the recent situation with APG23 that we are planning for the appointment in September and that the parental custody decision has been made in her favor. APG23 gave an update on what she could regarding health care services and that she needs some signatures to apply for support for the son.
August 2021	Application for transportation costs at social welfare office
August 2021	New application at social welfare office for paying the travel costs to Embassy
August 2021	Send Court decision for parental care to translation office
August 2021	Correction of scan for translation office

August 2021	Hotel Booking
August 2021	Send signatures to APG23
August 2021	Phone call to immigration office to send the passports and residence permits to the family to take along to embassy
August 2021	Translation arrived
August 2021	Pre-Return Counselling Session 13: As the client cannot travel with her autistic child in one day, we booked a hotel. Now we talk about the travel time and the client says she doesn't know how to buy train tickets.
August 2021	Buy Tickets for embassy
August 2021	Duldung documents arrived from immigration office
August 2021	Send Tickets and hotel invoice to social welfare office
August 2021	Handover Tickets and Hotel reservation to the client
August 2021	Send translation bill to social welfare office
September 2021	Preparing travel to Nigerian Embassy Berlin to get Passports and Italian Embassy to get Visa for son
September 2021	Family didn't get their passports from Nigerian embassy, they will send it to them when they are printed. The family didn't go to Italian Embassy as they were already late and didn't receive their passports directly
September 2021	Passports are not yet delivered; the client wants to hand the tickets and the extra paid fees in embassy over to Sozialamt to get the money back

September 2021	Feedback to APG23 that the passports are not there yet
October 2021	Feedback to Immigration office that the passports have not arrived yet
October 2021	Email to Nigerian Embassy to remind them of sending the passports
November 2021	<p>Pre-Return Counselling Session 14:</p> <p>The client is tired of waiting she tried to contact Nigerian Embassy several times. She is ready to leave and feels kind of forced to stay. She rejects any options of staying in Germany or participating in vocational trainings or something similar here.</p>
January 2022	<p>Pre-Return Counselling Session 15:</p> <p>The client got the Nigerian passports and has an appointment at the Italian embassy today to apply for the Visa for her son. She organized the travel on her own and already informed APG23 about the Visa.</p>
January 2022	Fix appointment with APG23 and the client for tomorrow morning to discuss the next steps and the return to Italy.
February 2022	<p>Pre-Return Counselling Session 16:</p> <p>The client, APG23 and SOLWODI spoke on the phone to prepare the next steps. The client has an accommodation place in a cooperation organization in *city in Italy* and will get counselled by APG23. The place is free for her from xx.02. and she can stay for 6 months for getting children integrated in school and kindergarten and then the client could participate in a project in order to get work. On xx.02 APG23 and me will talk again about the corona rules in Italy. Afterwards and after the son is out of quarantine as he got infected with corona we will book a ticket to Italy. The client somehow feels freed from sitting and waiting to return.</p>
February 2022	Phone call with Immigration office: The client needs to show Nigerian passports of her sons and the Visa for the smallest one together with the ticket then she will get a border crossing paper from immigration office
February 2022	The Family will be in Quarantine for 10 days as the son is tested positive for COVID

February 2022	Request to APG23 about the new travel regulation in Italy
February 2022	The client and her children are now all tested positive for Corona. The travel has to be delayed for a later time. The client tells me what urgent needs she has and I buy her some things.
February 2022	APG23 asks for a school report about the autistic son's routines
February 2022	APG23 updates me that she has discussed a travel date of xx.02 with the client. I look for some possible train connections to discuss with the client when she is allowed to leave Quarantine. We set up a meeting for xx.02.2022 after the quarantine together with APG23.
February 2022	Phone call with children's school about the planned last day. Asking for a report about son's progress
February 2022	<p>Pre-Return Counselling Session 17:</p> <p>The client asks for a travel date on the xx.03 so she will be able to receive the social benefits for march before travelling. I ask her to inform her younger son's care taker that she will leave and I will inform the school. We discuss that she cannot take all her things along since she will be traveling on her own with two children and we agree that I will take her things and send them with post later. The client is worried about the long travel with 2 children to "city in Italy" and asks if it's possible to sleep one night in a hotel halfway. We decide that the best option is to stay overnight in Munich close to the train station. Instead of having a social worker accompany her to Munich, her daughter will join her to help and will return on the xx.03. to Bad Kissingen. The client is very relieved to finally leave, but her daughter is very worried about her mother and her siblings. She will need support after her family has left. We agree that I will ask APG23 later if the new travel date is fine. The client still didn't get any letter on confirming a negative COVID result but she will take a test before travelling anyway. I ask the client to close her bank account before leaving.</p>
February 2022	<p>Pre-Return Counselling Session 18:</p> <p>Zoom meeting with APG23 is planned but the client is not able to join. APG23 and I discuss the travel dates which need to be approved by the partner organization. She will give feedback the next day. The client will be in need of ongoing support as her daughter will not be around who contributes a lot to the daily family routines. The client will take along around 500€ social benefits for a start in Italy as the social welfare office cannot</p>

	<p>pay for the tickets but they are able to pay her for march. I tell APG23 that we plan to send her things later with post.</p>
February 2022	<p>Appointment in order to get the border crossing papers from immigration office planned for xx.02</p>
February 2022	<p>No feedback from APG23</p>
February 2022	<p>Appointment with Immigration office cancelled because of missing tickets</p>
February 2022	<p>APG23 approved the travel date for xx.03.</p>
February 2022	<p>Pre-Return Counselling Session 19: The client and I discuss the train connections and the possibility for her daughter to come along and I book the tickets for train and hotel and hand it over once we get a new appointment in immigration office</p>
February 2022	<p>Phone call with Immigration office: appointment set for xx.02. in the morning after sending the passports, visa and travel tickets. The Immigration office will refer to this case in the future to make it possible for others in the same situation to organize a voluntary return without being in danger of deportation. This is significant as the process for securing documents for voluntary return takes a long time and therefore, cooperation with the immigration office to avoid deportation is needed. We hope for a good cooperation in the future.</p>
February 2022	<p>The client has to hand over the original passports, the visa and the train tickets in order to get the border crossing paper. We pack her things from the asylum seeker's community house and store it in the SOLWODI office</p>
March 2022	<p>We say goodbye at the train station. The client confirms they have reached the hotel in Munich</p>
March 2022	<p>The client and her children start their way to Italy</p>
March 2022	<p>The client has successfully connected with the receiving organisation in Italy. They will take primary charge of her case going forward.</p>