

## 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 (AZC). 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, valid between 2013-2021:

- Ondertussengroep. (Meanwhile group)** If it is really necessary, I will get guidance.
- ELIP-groep.** 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 Asylum Status Holders 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.

**NewBees.** Here I am following my Participation Declaration trajectory.

**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.

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

## Who are:

**Case manager COA.** Supervisor at the 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 and vice versa.

**Dutch Council for refugees.** These people assist you with practical matters and organizing things. Think of paying the rent, handling financial matters and insurances, and help with finding schools for your children. They teach you how this works in the Netherlands. It's located under the section labelled 'who they are'.

## What does it mean:

**Broad Intake.** You have conversations with your Integration Guide about your personal situation. It includes an assessment that shows your language level and learning level.

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

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

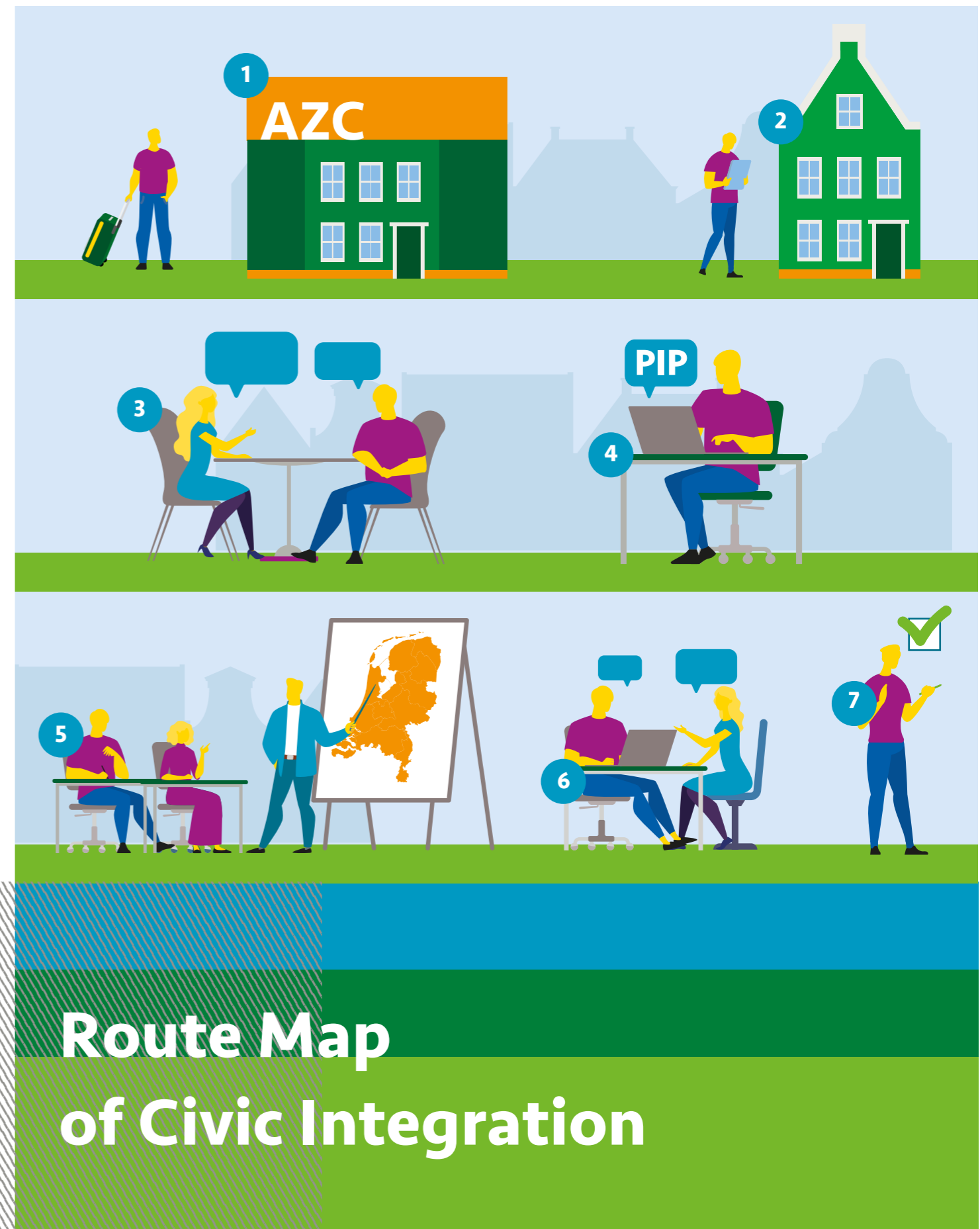
**Labor Market and Participation Module (MAP).** This module introduces you to the Dutch labour market, including finding employment and building a network.

**Learnability Assessment.** An assessment that measures your language and learning level. It is part of the Broad Intake process.

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

- **B1-route.** For learning the language level (B1) and a good start to (volunteer)work.
- **The education route.** To obtain a Dutch school diploma as soon as possible. Especially for young people.
- **The self-reliance route.** You learn to survive in society. Mostly you start on a lower language level.

**Personal Civic Integration and Participation Plan (PIP)**  
The information regarding PIP is obtained during the extended intake conversation.



# Route Map of Civic Integration

[civicintegration.zaanstad.nl](http://civicintegration.zaanstad.nl)

**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 multiple 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 I learn how Dutch society works

- If I speak a little Dutch, then I do (unpaid) work.
  - I go to school at my own level.
  - If necessary I am taking a Eurowijzer course to learn how to manage my finances.
  - I get my Participation Statement.
  - 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 6 months. These costs are paid from my benefit.
- I get the rest of the amount into my bank account.
- I receive an invitation for the start of my civic integration.
- 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. That contains having conversations with the Civic Integration Supervisor.
- I also 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 the languageschool.
  - I have a language buddy from the language school.
  - I have contact with Dutch Council for refugees.
  - I get to know my neighbourhood.
- ⚠ I have to do all this.



## 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