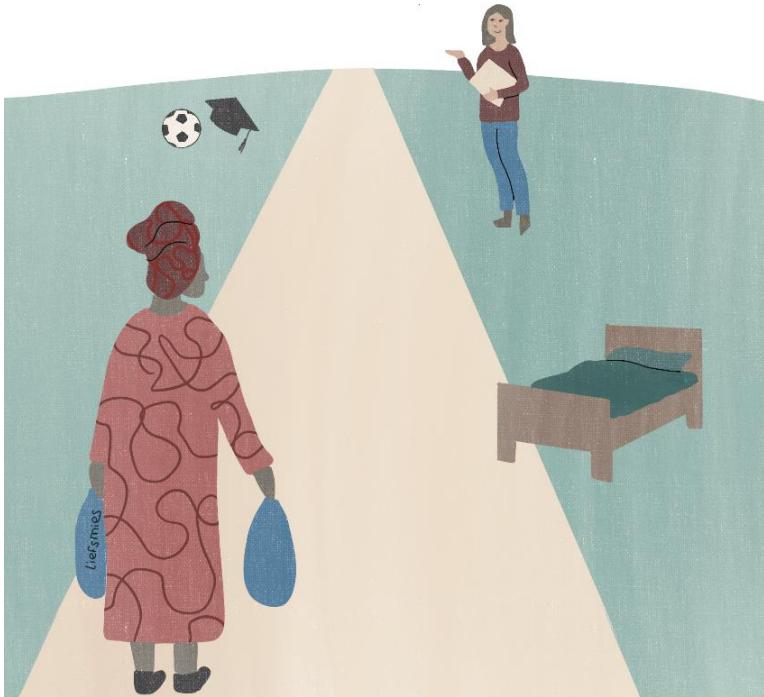


LVV Amsterdam

Introduction to the LVV for participants

🇬🇧 English version January 2022



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This information booklet is made by the Regiegroep Ongedocumenteerden Amsterdam. With input from LVV-participants, the Sounding board group and the LVV-partner organizations.

Version: January 2022

Disclaimer:

The LVV is a pilot program and subjected to changes. If the information provided here is outdated in regard to reality and regulations, the new regulations are always decisive. No rights can be derived from this publication.

Images: Rianne Mertens // www.liefsmies.com

Abbreviations in the LVV

ACO	Amsterdams Centrum Ongedocumenteerden
ASKV	Amsterdams Solidariteits Komitee Vluchtelingen
AVIM	Afdeling Vreemdelingenpolitie, Identificatie en Mensenhandel
COA	Centraal Orgaan Opvang Asielzoekers
CVS	Cliënt Volg Systeem
DT&V	Dienst Terugkeer & Vertrek
GGD	Geneeskundige en Gezondheidsdienst
GWG	Goedwerk Foundation
HASA	Herhaalde asiel aanvraag
HtS	Here to Support
HVO-Querido	Stichting Hulp Voor Onbehuisden Querido
IND	Immigratie en Naturalisatie Dienst
IOM	International Organisation for Migration
JS	Juridische screening <i>(Legal screening)</i>
JT	Juridisch traject <i>(Legal Trajectory)</i>
LdH	Leger des Heils
LSO	Lokaal Samenwerkingsoverleg <i>(monthly meeting of the LVV organizations)</i>
LVV	Landelijke Vreemdelingen Voorziening
MAO	Maya Angelou Opvang
MRT	Multidisciplinair Review Team
RgOA	Regiegroep Ongedocumenteerden Amsterdam
TKO	Toekomstoriëntatie traject <i>(Future orientation trajectory)</i>
TK	Terugkeertraject <i>(Return trajectory)</i>
VWN	VluchtelingenWerk Nederland

Welcome to the LVV Amsterdam,

The 'Landelijke Vreemdelingen Voorzieningen' (LVV) Amsterdam is a pilot program for undocumented migrants. In the LVV we work together in creating **sustainable perspective**, together with you – the participant – and with local and national partner organizations.

We are looking forward to taking this step together. And we wish you a fruitful period. Because there can be a lot of information, especially in the beginning, we made this booklet as a **helpful guide**. You don't have to read it all at once from beginning to end, but you can use it **to look up things in your own phase** and help you find your way in the LVV. For example, we explain the steps and parts of the LVV, give contact information for the organizations involved, explain the conditions of the LVV and where to go for help.

As a participant you can also give us input and feedback, which helps us to better help you and others.

Together we work towards creating sustainable perspective!

Kind Regards,

De Regiegroep Ongedocumenteerden Amsterdam

What is the LVV?

The 'Landelijke Vreemdelingen Voorziening' (LVV) is a pilot program that started in 2019. The aim of the program is to reach sustainable solutions for undocumented migrants. Within the LVV we recognize three forms of sustainable perspectives: **legal stay in the Netherlands, onwards migration, or return** to the country of origin. To find a fitting plan and perspective, the possibilities for each participant are examined. Whether or not there might be options for legal stay in the Netherlands is looked into first.

During the program, of a maximum of 18 months, you will have access to **24hour shelter, an allowance, professional guidance and different activities**. A condition for participation in the LVV and shelter is that you cooperate with creating the sustainable perspective that is possible for you. That means that if, for example, legal stay is not possible, but return is, you will work on return with the help of a case manager.

Amsterdam is one of the five municipalities partaking in the LVV. In Amsterdam the LVV is part of the 'Program Undocumented Amsterdam'. Within the program 500 places are available, of which **360 are assigned to the LVV**. The municipality ('gemeente') of Amsterdam is responsible for the program and the 'Regiegroep Ongedocumenteerden Amsterdam' (RgOA) coordinates and monitors the implementation.

The goal of all the partners involved is to contribute to your perspective and that of other undocumented migrants. If things are not clear or if you have questions, you can contact the 'Centrum Ongedocumenteerden Amsterdam' (ACO). Later on in the LVV program your **case manager is your contact person**.

LVV parts

The LVV has different parts, here they are explained briefly.



Shelter



Facilities



Help with your future



Help with access medical care

Shelter

You were probably looking for **shelter**. After determining if you fit the criteria for the LVV, you will get a shelter. There are different organizations with LVV shelters:

- HVO-Querido
- ASKV-MOO
- Maya Angelou Opvang
- Leger Des Heils – In Via

Your shelter contact person can help you if you have questions. Staying at the shelter comes **with the condition to work on creating a sustainable perspective**. When the LVV ends for you, you cannot stay at the shelter anymore.

Facilities

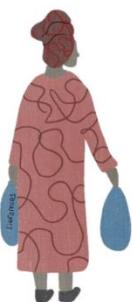
When you join the LVV, you can also join different **activities and courses**. Like Dutch classes, courses in entrepreneurship or sports. It is not obligated to do this, but it is recommended.

Help with your future

At the beginning of the LVV we will look into **your options for a sustainable future**. That means we will examine if you have options to start a procedure for legal stay, or if return or onwards migration are possibilities for you. When your options are more clear, usually after three months, you will get a **case manager** who will help you work on it.

Help with access medical care

Your case manager and shelter contact persons can **help you in finding access to medical care and medication**. If you are medically vulnerable, you can get a GGD screening to state your vulnerability.



Perspective:
-Papers for the Netherlands
-Return
-Onwards migration

Perspective

It depends on your situation and possibility which trajectory in the LVV you will start with. With the help of a **case manager** you will work on one of the following three forms of perspective:

- Papers for legal stay in the Netherlands
- Guidance for return
- Guidance for onwards migration

What you will work on, **depends on your case**. The fact that you might hope for, or that you will start with, a certain perspective, does not always mean it will be reached. In that situation we will see if another perspective within the LVV is possible for you.

For example: you start with a trajectory for papers for the Netherlands, this is called a legal trajectory. Then it will be examined if there are possibilities for an asylum procedure and legal stay. If this leads to starting a new procedure, you will be supported in that.

But it can also happen that legal stay unfortunately is **not possible** for you. Within the LVV you then have the possibility to move to a **future orientation trajectory**. In it you will be supported to look into your other future options. In the LVV **return and onwards migration** are considered the only other sustainable options. That means that after your future orientation, you can be guided in that. This happens in a return trajectory.

Staying in the Netherlands **without papers is not considered a sustainable option** within the LVV, therefore you cannot stay in an LVV shelter if the intent is to stay without papers.

Some people end the LVV with a new asylum or residence procedure, others return to their country of origin or migrate on to another country, but unfortunately there are also people who, for different reasons, do not reach a sustainable perspective.

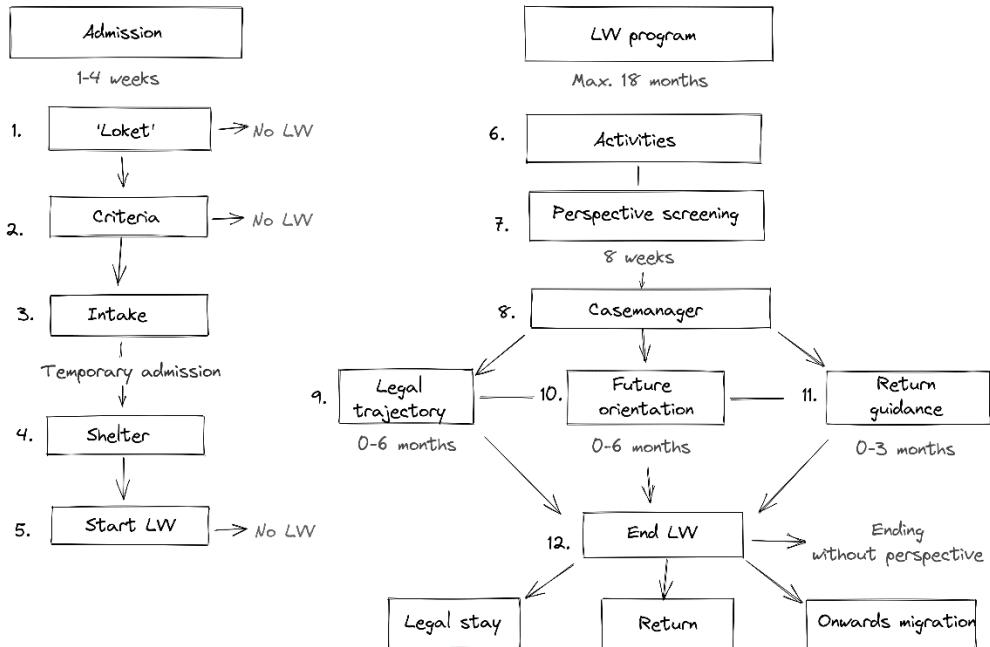
Maximum time

The maximum time in the LVV is **1,5 years**. How long you can stay, depends on your trajectory. This will be communicated to you.

Do you want to know where in the LVV program you are? And what will happen next? You can look up the different 'steps in the LVV' on the next pages.



Steps in the LVV



1. 'Loket' 'ACO'

The first step is a **conversation at the ACO**. Here you can explain your request for help and your situation. The ACO checks if you might fit the **criteria for participation in the LVV**. You can contact the ACO for practical questions.

2. Criteria check

After you have visited the ACO, they will do an **extended background check**. To ensure you fit the **criteria for participation in the LVV**. For this check they use the information that the ACO and the partner organizations have. A **screening** at the health organization '**GGD**' can be requested.

3. Intake

If you fit the LVV criteria, you will be invited for an intake. There you can explain more about **your situation and request for help**. You will also be asked to sign all the necessary forms for LVV participation. After this you will be given **temporary admission**. This is not yet an **official admission**. During your participation in the LVV, you cannot be arrested solely for lacking valid residence papers, this will be registered at the mandatory **screening at the AVIM** (police).

4. Shelter

After your temporary admission to the LVV, the ACO will look for a **shelter** for you. The shelter support worker is your contact person for questions about the shelter.

5. Start LVV

Once a month all the LVV organizations have a meeting, this is called the 'LSO'. Here will be decided if you are **officially admitted to the LVV**. If LVV **participation is not possible**, the shelter will also end. If LVV **participation is possible**, you will get a perspective screening and your LVV program will start.

6. Start participation courses

During the LVV you can participate in **different activities and courses**, like Dutch classes, business courses and sport. The participation organizations offer this (see page 13).

7. Perspective screening (8 weeks)

To see which perspective is possible for you, you will get a perspective screening. This is based **upon your file and the information that you provide**.

The screening has two parts: 1) A screening by a juridical organization, for a **legal trajectory to work on legal stay**. This organization is your contact person during this phase and will have at least one conversation with you. 2) A screening by a future orientation and return organization for the possibilities of a **future orientation and / or a return trajectory**.

8. Case manager

After the perspective screening you will be placed in a trajectory at the LSO (the monthly meeting). You will get a **case manager** within the organization who will guide you. The case manager is your contact person for your trajectory and social help questions. The possible trajectories are: **legal trajectory** (step 9), **future orientation trajectory** (step 10) or **return guidance** (step 11)¹. If there might be a legal perspective, you will start with a legal trajectory. If this is absent, or you prefer guidance with return, you will start with a future orientation or return trajectory.

9. Legal trajectory (0-6 months)

With a potential legal perspective, you will start a legal trajectory. Together with your case manager you will work towards **legal stay** in the Netherlands. If this leads to a **successful perspective** for an asylum procedure, you will continue your procedure at the COA, and end the LVV (step 12). If you start a procedure on **regular grounds for stay**, you will usually stay at the LVV.

It can happen that the legal trajectory **does not lead to successful legal perspective**. In that situation you can only continue the LVV with **future orientation** (step 10) or **return guidance** (step 11). If you have the intention to continue with this, you will get a new case manager. If you **decide not to continue** with these steps, an end conversation will be held to **end your participation in the LVV** and your stay at the shelter.

10. Future orientation (0-6 months)

In a future orientation trajectory, you will look into your future possibilities with the help of a case manager. The aim is to provide you with information and support so you can make an **informed decision about your future**. Part of this is looking into the possibilities and difficulties for return to your country of origin. Within the LVV **there will be no forced return**. If you make the decision to return or migrate onwards, you can make a plan with **return guidance** (step 11). This is the only next option in the LVV.

¹ If new legal possibilities with concrete legal perspective occur during a future orientation or return trajectory, you can change to a legal trajectory.

If you decide not to continue with this step, an end conversation will be held to **end your participation in the LVV** and your stay at the shelter.

11. Return guidance (0-3 months)

A concrete **plan for return or onward migration** will be made, with careful attention for practical matters and building a sustainable future. Financial aid can be requested. If you enter from future orientation you will keep your case manager. If this trajectory is successful, you will have an end conversation and continue with return or onwards migration. If you **decide not to continue** with these steps, an end conversation will be held to **end your participation in the LVV** and your stay at the shelter.

12. End LVV

Participation in the LVV and your stay at the shelter will be ended in an end conversation. If you have gained legal perspective, you will usually continue your procedure at the COA. When return or onwards migration is your next step, you will continue with that.

If you reached none of these options, the LVV will be '**ended without perspective**'. That means the goal to create a sustainable future is not reached, still the LVV ends. **You cannot get help and shelter** in the LVV program anymore. There are initiatives in the city that help undocumented people with different things, more information about this is on page 20-24.

Contact persons (contact info p.17-19)



Admission and practical questions: Amsterdams Centrum Ongedocumenteerden (ACO)
Shelter, help with access medical care and daily questions: shelter support worker
Screening phase: the juridical organization
Trajectory and social help questions: case manager
Complaints: Regiegroep Ongedocumenteerden Amsterdam (RGOA) (p. 25)
General input: Sounding board group

Schedule activities and courses

Boost, boostamsterdam.nl/leren-werken

ASKV, askv-webshop.nl/about-pao

Life Goals, stichtinglifegoals.nl/steden/amsterdam

Sounding board group

The members of the Sounding board group are undocumented LVV participants and NGO's and persons who are involved with them. The Sounding board group advises the RgOA. As a LVV participant you can give **input** to the Sounding board group or **participate** yourself.

Data sharing and privacy

A program named '**CVS**' is used within the LVV to **exchange information** between the different organizations involved. Personal data, appointments and updates on the process are documented in CVS. For **your privacy**, the access of every person involved is limited to the necessary information for their role. CVS meets the official terms of protection of personal data (AVG) of the municipality of Amsterdam.

If you want to look into (a part of) your file, you can submit a request with your case manager or at the ACO.

Five years after your LVV trajectory has been ended, all the information will be destroyed.

Conditions LVV

During the LVV the participant will work on creating a **sustainable perspective**. This includes: **legal perspective, onwards migration or return**.

The participant will make a **perspective plan** with their case manager.

During the LVV the participant has access to **shelter and an allowance**.

At the **LSO** the participant will be **discussed** by the participating organizations in order to come to a sustainable perspective.

With the '**Statement of consent data processing**' the participant gives permission to request and share certain data. The consequences of giving, or withdrawing, this permission will be discussed with the participant at the ACO.

An **AVIM-screening** is mandatory for participation. During participation in the LVV the participant cannot be arrested solely for lacking valid residential papers.

For every participant a **maximum** time of participation will be stated, which will be maximum 1,5 years.

Every shelter has its own **rules** that the participant has to respect. If they break the rules, shelter can be ended prematurely.

At the start of the perspective screening the participant will be invited for a **conversation** with the juridical organization.

Every participant will get a **case manager** when they are placed in a trajectory. The case manager has regular contact with the participant.

The participant **cannot be forced to return** to their country of origin,

During the LVV the participant has access to **courses and activities**.

When the participant decides **not to (continue to) collaborate** in creating sustainable perspective, the LVV trajectory will be **ended** (prematurely).

If the participant has the right to stay at the **COA** by starting a new procedure, the LVV trajectory will be ended.

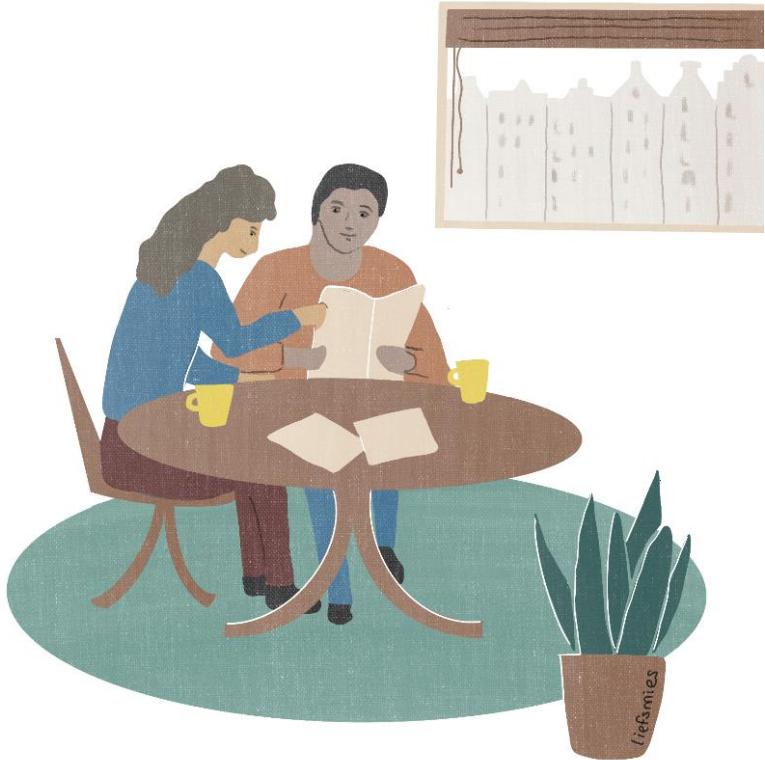
After officially ending the LVV trajectory, the participant has **two weeks to leave the shelter**.

The participant can voice a **complaint** regarding the participation in the LVV trajectory using the complaint procedure. They can ask the help of a contact person.

Ending participation LVV

When a LVV trajectory is ended, with or without obtaining sustainable perspective, access to the **shelter will also be ended**. The participant will be informed about this and the end date during the end conversation at the ACO.

In Amsterdam there are active people and parties who encourage undocumented people to refuse to leave the shelter after the LVV trajectory has ended. **These people are not part of the LVV program.**



LVV partner organizations

This contact information is shared so you can look up the information of your contact organizations. For most of these organizations you need an appointment to visit.

Coordination

Regiegroep Ongedocumenteerden Amsterdam

rgoa.nl

Houtmankade 334, 1013 RR Amsterdam

E: info@rgoa.nl

Intake and info

Het Amsterdams Centrum Ongedocumenteerden (ACO)

rgoa.nl/aco/

Houtmankade 334, 1013 RR Amsterdam

E: info@rgoa.nl // T: 020 7372472

Legal trajectory

ASKV – Steunpunt vluchtelingen

askv.nl

Frederik Hendrikstraat 111-c, 1052 HN Amsterdam

T: 020 6272408 // E: info@askv.nl

Vluchtelingenwerk

vluchtelingenwerk.nl

Surinameplein 122, 1058 GV Amsterdam

T: 020 6277745 // E: ito_amsterdam@vluchtelingenwerk.nl

Future orientation and return guidance

Goedwerk Foundation

goedwerkfoundation.nl

Entrepotdok 19-A, 1018 AD Amsterdam

T: 020 4220805 // E: info@goedwerkfoundation.nl

Met Opgeheven Hoofd – Vluchtelingenwerk

Vluchtelingenwerk.nl

Surinameplein 122, 1058 GV Amsterdam

T: 020 6277745 // E: moh2_amsterdam@vluchtelingenwerk.nl

Courses and activities

Boost

Boostamsterdam.nl

Danie Theronstraat 2, 1091 XX Amsterdam

E: info@boostamsterdam.nl

Stichting Life Goals

stichtinglifegoals.nl

E: info@stichtinglifegoals.nl

ASKV – Project Activiteiten Ongedocumenteerden

www.askv-webshop.nl/about-pao/

Frederik Hendrikstraat 111-c, 1052 HN Amsterdam

T: 020 6272408 // E: info@askv.nl

Shelter

HVO-Querido

ongedocumenteerden@hvoquerido.nl

Locaties: Lidostrat 15 // Pieter Aertszstraat 5 // Gerard

Doustraat 156 // Plantage Muidergracht 14 // Van

Leijenberghlaan 11-13 // Marnixstraat 2

Leger Des Heils – In Via

Anderlechtlaan 3

ASKV - Medisch Opvangproject Ongedocumenteerden (MOO)

Jan de Louterstraat 19

Maya Angelou Opvang

Javaplantsoen 17

Sounding board group

Chairman: Max de Ploeg

Secretary: Annette Kouwenhoven

T: 06 21235320 // E: klankbordgroep@heretosupport.nl

Local government partners

Gemeente Amsterdam

www.amsterdam.nl/zorg-ondersteuning/ondersteuning/vluchtelingen/24-uursopvang-ongedocumenteerden/

GGD Amsterdam

www.ggd.amsterdam.nl

Nieuwe Achtergracht 100, 1018 WT Amsterdam

T: 020 5555911

National government partners

Dienst Terugkeer en Vertrek

www.dienstterugkeerenvertrek.nl

E: OVTUtrechtAmsterdam@dtv.minvenj.nl

Immigratie- en Naturalisatiedienst (IND)

ww.ind.nl

Politie - Afdeling Vreemdelingenpolitie, Identificatie en Mensenhandel (AVIM)

www.politie.nl/informatie/wat-doet-de-vreemdelingenpolitie.html

Useful information and initiatives

In Amsterdam there are many people and initiatives who support undocumented migrants. For example, with **medical care, social contact, practical support or spiritual/religious wellbeing**. These initiatives can be help- and meaningful.

The initiatives listed below are accessible for undocumented people, also if you are not in the LVV. They are **not an official part of the LVV**, and the municipality of Amsterdam and the RgOA are not responsible for them or their services. This information is intended to help you navigate through them.

Medical care

Everyone in the Netherlands has **the right to necessary medical care**. In practice, however, this can be difficult for undocumented people. Necessary medical care is the care that is part of the basic insurance package for people with health care insurance. This is more than just emergency help. Whether care is considered necessary is decided by a health practitioner.

However, many general practitioners refuse to help the undocumented because they lack insurance. But the care that general practitioners offer to undocumented people **can be reimbursed** through a regulated named 'het CAK'. Care provided by hospitals and pharmacies that have a contract with 'het CAK' can also be reimbursed. This information can be found at:

www.hetcak.nl/zakelijk/regelingen/onverzekerbare-vreemdelingen

Unfortunately this is no guaranty that you will always manage to get the care, but **knowing your rights and regulations can help**. There are also **accessible initiatives** regarding health care for the undocumented, like the 'Kruispost' and the 'Zorgbus' of Dokters van de Wereld.

Kruispost

Kruispost offers medical and psychosocial care to uninsured people in Amsterdam.

www.oudezijds100.nl/kruispost-english/Oudezijds

Voorburgwal 129, 1012EP Amsterdam.

Dokters van de Wereld

The project **Zorgrecht** of Dokters van de Wereld offers help to the undocumented in gaining access to health care.

www.doktersvandewereld.org/contact/need-help/

T: 020 7653801 // E: zorgrecht@doktersvandewereld.org

The **Zorgbus** of Dokters van de Wereld is a mobile medical consultation hour.

www.doktersvandewereld.org/de-zorgbus-waar-en-wanneer-te-vinden/

Work

Undocumented migrants are **not allowed to legally work** in the Netherlands. However, if you do work, you have **the same rights as any other worker**, even if you lack valid papers of residence. Knowing your rights can help **prevent abuse and exploitation**. You can find more information at:

www.amsterdamcityrights.org/workandhumantrafficking/

The Red Cross and FairWork

The Red Cross and FairWork provide a workshop '**Know your rights when you work**' for the undocumented. You can find more information about the workshops they offer (English flyer available for download): www.comensha.nl/mensenhandel-academy/asielketen/ongedocumenteerden

Or contact Maïté Theze-Lassus: mtheze-lassus@redcross.nl.

Support and information

Amsterdam City Rights

Amsterdam City Rights provides information about your rights, organizes events and hosts the 'Support Desk' on Mondays from 13.00-17.00h at Afrikanerplein 1.

www.amsterdamcityrights.org

T: 06 21235320 // E: mail@amsterdamcityrights.org

Here to Support

Here to Support provides information about your rights, training, activities and courses. They host 'Youth to Support' and the 'Here to Support Academy'.

www.herenosupport.nl

Afrikanerplein 1, 1099PN Amsterdam.

E: info@heretosupport.nl

Nieuwe Stad Kerk Zuidoost

Here you can find information, activities and a hot meal. It is open: Monday until Friday from 10.00–14.00h. This is organized by the Lutherse Diaconie, CBC, Treasures and Here to Support.

www.denieuwstadzuidoost.wordpress.com

Luthuliplein 11, 1103 TR Amsterdam

Recht in Zicht – Leger Des Heils

Recht in Zicht offers legal help to victims of human trafficking.

<https://www.legerdesheils.nl/zorg/locatie/recht-in-zicht-juridische-hulp-slachtoffers-menschenhandel>

Oudezijds Achterburgwal 45, 1012 DB Amsterdam

T: 06 20978874

De Regenbooggroep

De Regenbooggroep has different walk-in houses. For activities, food, shower. You have to do an intake to get access.

Droogbak 1-D, 1013 GE Amsterdam

www.deregenboog.org

T: 020 5317600 // E: info@deregenboog.org

The Red Cross

The Red Cross offers help to and workshops for undocumented migrants. For example with food aid, a medical information hour and Life Skills workshops.

<https://www.rodekruis.nl/wat-doen-wij/hulp-in-nederland/ondersteuning-ongedocumenteerde-migranten/>

Valkenburgerstraat 24, 1011 LZ Amsterdam

T: 020 62 26 211 // E: receptieamsterdam@redcross.nl

Stap Verder

Project of Stichting Pastoraal Diaconaal Centrum

Bilmermeer & Sociëteit Afrikaanse missiën

Stap Verder develops activities and projects to assist inhabitants of Zuidoost, with and without residence papers. They offer a consultation hour, language classes and projects.

www.stapverder.info

Hoogoord 187a, 1102CJ Amsterdam Zuidoost

T: 020 8457566

Steungroep Vrouwen Zonder Verblijfsvergunning

This is a support group that helps undocumented women. You need to make an appointment to visit.

www.svzv.nl

Van Ostadestraat 49 B, 1072 SN Amsterdam

E: info@svzv.nl // T: 06 39179806 / T: 06 38550698

World House Amsterdam

Project of the Protestanse Diaconie Amsterdam

The World House is an advice, information and recreation center for people without residence permits.

www.wereldhuis.org

Nieuwe Herengracht 18, 1018 DP Amsterdam

E: info@wereldhuis.org // T: 06 22821472

LGBTQI+

COC Amsterdam

Advocacy, advice and legal help for gay people, bisexuals and transgenders.

www.cocamsterdam.nl

Office: Hotel Mercier. Rozenstraat 12, 1016 NX Amsterdam

T: 020 626 30 87 // E: info@cocamsterdam.nl

Activities: Doven Ontmoetings Centrum Amsterdam

Stadhouderskade 89, 1073 AV Amsterdam

Secret Garden

Secret Garden is a foundation of and for LGBTQI+ people with an ethnic-cultural background, they have a large group of people with a Muslim background.

www.stichtingsecretgarden.nl

E: info@stichtingsecretgarden.nl

World House LGBTQI+ Group 'Phoenix'

(See 'World House' above)

Read and study places

Public libraries

In the libraries you can study and read. There are also free newspapers and magazines to read. All locations can be found at:

www.oba.nl/oba/amsterdam-public-library/locations

International newspapers and books in different languages can be found at the Central Library:

Oosterdokskade 143, 1011 DL Amsterdam

T: 020 523 09 00

Complaints

If you have a complaint, you can first contact your case manager and/or the RgOA (info@rgoa.nl), to see if a solution can be found. If this doesn't work, you can follow the official complaint procedure listed below. You can ask a contact person to help you.

Official complaint procedure for the 'Landelijke Vreemdelingen Voorziening' (LVV) and the 'Program Undocumented Amsterdam'.

- 1. It can happen that a (future) participant **does not agree with decisions made** within the LVV or the Program Undocumented Amsterdam, or has **complaints** about the course of the trajectory or the guidance that has been offered. When this happens, the **case manager is the first contact person to talk to**.**
- 2. If the problem is not solved by talking with the case manager, or if the participant does not have a case manager yet, **the participant can contact the 'Regiegroep Ongedocumenteerden Amsterdam' (RgOA)**. If the participant does not want to first contact the case manager, they can also contact the RgOA directly.**
- 3. The RgOA considers the voicing of complaints as important to maintain and improve **the quality of the LVV trajectories** and the Program Undocumented Amsterdam. The RgOA will see through that the complaint will be handled in a **careful, correct and neutral way**.**
- 4. After receiving a complaint, the RgOA will start an investigation and, if needed, will contact the participant. The goal of this complaint procedure is to **solve the issue at hand in collaboration with the participant and the parties involved**.**
- 5. The RgOA **only handles complaints that are about the LVV or the Program Undocumented Amsterdam**. If needed, the**

RgOA will forward the complaint to the correct organization. If this is the case, the RgOA will contact the participant.

6. For voicing a complaint the participant can use **the 'complaint form' or e-mail info@rgoa.nl**. State your name, telephone number and/or e-mail address. Clearly describe what the complaint is, which parties are involved and what you consider a suited solution for the complaint. You will receive an acknowledgement of receipt within one week.

7. The RgOA aims at handling the complaint **within four weeks** after it has been received. If it will take longer, the RgOA will contact the participant.

You can submit your complaint with the help of a contact person.

The complaint form can be found at rgoa.nl/klachten-of-bezwaren or by scanning this QR code:



Frequently asked questions

When do I get a case manager?

You get a case manager when you are placed in a trajectory. This usually happens after **3 months** after you applied for the LVV. On page 9 you can see which steps happen before and after this and how long every step takes. On page 13 you can see who you can go to with questions, also if you don't have a case manager yet.

Why do I get a different case manager or organization?

If you **change the trajectory** you are in, you get a **new case manager and organization**. For example: you start with a **legal trajectory** for papers to stay in the Netherland. But it turns out this is not possible. In the LVV you can then continue with **future orientation**. This is a new trajectory in which you will be guided by a new organization and you get a new case manager.

If you continue from future orientation to return guidance, you usually keep the same case manager and organization.

If you have questions about this you can contact your case manager or the ACO.

Why do some people end the LVV after for example 7 months? Is this a good or a bad sign?

The LVV program lasts for maximum 1,5 years. That doesn't mean that everyone can stay in the program for 1,5 years. If someone for example starts the LVV with return guidance, **they get 3 months for this step**. Also it is possible that someone already has **success** with starting a new asylum procedure **within 6 months**. In this case they reach the goal before 1,5 years. That is a good sign.

But it can also happen that someone starts the LVV with a legal trajectory for papers, but it turns out this is not possible. If that person decides not to work on return or onwards migration, the LVV can end without the goal being reached.

Do I have to join the participation activities like sports and language classes?

No, these activities are available so you can develop yourself in it. We do recommend you to join activities, but you don't have to.

What happens when the LVV program ends, but I did not reach a sustainable perspective?

If your LVV term ends, but you did not reach a sustainable perspective, the **program** and the **shelter still end**. If there are concrete reasons to assume that with extra time you will reach a perspective (legal stay, onwards migration, return) talk to your case manager about it. They can check if an **extension** of the LVV is possible for you.

If an extension **would not lead to one of these perspectives**, the **LVV ends** and you unfortunately also have to leave the shelter. This means you will have to find your own way without the help of the LVV. There are initiatives and people in the city who might be of help for you. Look at page 20-24 for information about that.

What if the LVV ends, but I'm too vulnerable to leave the shelter?

If your LVV program ends without a sustainable perspective, the shelter also ends for you. If you are too vulnerable medically to leave, you **might be able to get an 'exception bed'**. That means you will get shelter for a bit longer, but you are not in the LVV program anymore. The 'exception bed' depends upon the outcome of a **GGD screening** and the number of beds available. This GGD screening can only be requested if there are reasons to assume you might be medically vulnerable. The 'exception bed' is for maximum 3 months.

Why does the LVV lasts for maximum 1,5 year? And why do some people stay longer?

The maximum term is decided within each **municipality**. In Rotterdam, for example, the LVV lasts for maximum 6 months and in Amsterdam for 1,5 years. You can look at page 9 to check how long each step in the LVV Amsterdam takes.

If you do not manage to reach a sustainable perspective on time, but there are concrete reasons to assume you will with an

extension, talk to your case manager. They can see if an extension is possible. When you go into an intensive treatment, for example for trauma, you can '**freeze**' your time in the LVV. That means that the time of your treatment is not taken from your total LVV time. Extending or freezing is also the reason why some people stay longer than 1,5 years.

What if I want a 'second opinion'?

If you doubt that your organization looked into your case carefully and correctly, you can request a second opinion. For this, contact the RgOA (info@rgoa.nl).

Can I go from future orientation or return guidance to a legal trajectory?

When you start the LVV, usually the first step is to **examine your options for legal stay**. When these are **absent**, or you yourself want help with return, you start a future orientation or return trajectory. Because your legal options are then already checked, you can only move to a legal trajectory if there are **new circumstances that lead to legal possibilities** for you. In that case always contact your case manager.

How can I access my file that the IND has?

If you want to look into (parts of) your IND file, you can ask your case manager or the ACO for help.

Who decides about my admission and case in the LVV?

Official decisions in the LVV are made at the big monthly meeting of all the organization in the LVV. This is called the **LSO**. You can see when the next one is happening at: rgoa.nl/agenda

The following organizations join this meeting:

- Team Undocumented of the municipality of Amsterdam
- Regiegroep Ongedocumenteerden Amsterdam (RgOA)
- Amsterdams Centrum Ongedocumenteerden (ACO)
- The shelter contact persons (HVO-Querido, ASKV-MOO, Leger des Heils – In via en Maya Angelou Opvang)

- The legal organizations (Vluchtelingenwerk, ASKV and LdH-Recht in Zicht²)
- The future orientation and return organizations (GoedWerk Foundation, VWN - Met Opgeheven Hoofd and Bridge to Better³)
- Dienst Terugkeer en Vertrek (DT&V)
- Immigratie en Naturalisatiedienst (IND)
- GGD-Amsterdam
- AVIM (police)

The ACO proposes all new applications. Every organization can give input from their own expertise. Together they discuss if this person fits the LVV criteria and, if so, which screening and trajectory is possible. They also decide upon a maximum time. When a process ends – for example the screening or a trajectory – the guiding organization will talk about the progress made and if sustainable perspective can be reached. Others can add to this. Then **they decide together** if a trajectory will be continued, changed or ended.

² During a transition period Recht in Zicht

³ and Bridge to Better are still present at the LSO.

Tips from LVV participants

LVV participants know how it is to be in the LVV and what kind of things you might go through. To support you, they suggest the following tips:

Take good care of your mental health and ask for help

Talking about mental health can feel like a **taboo**. But your mental health is **super important!** If you don't feel well, **talk about it** and **don't be afraid to ask for help**. Talk for example to your case manager or shelter contact person, or to a buddy or someone you trust.

Ask questions

When you don't understand something or you want to know something, ask questions about it. Be proactive in it, there are no wrong questions.

Get to know things about your own case

To prepare yourself for your future or for example for an asylum request, it is important to learn things about your own case. It helps to be **involved and active**.

They also share some wise words:

Keep courage and take good care of yourself and your spirit!

We stand in solidarity!

The Dutch are like 'bitterballen'; hard on the outside, soft on the inside.

Do you have tips you would like to share? You can e-mail them to:
info@rgoa.nl