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EU mobile citizens' inclusion

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Foreword

Corona Times

In “*Corona times*” **geographic mobility** and **free movement of people** – and not only goods and services – might seem like a dream in unreachable historical distance. The plausibility of the world, how we used to know it, seems to be out of order. Still many of us pretend to live an interruption, just for a while, also if extraordinary. When will we meet again? When will we regain our beloved freedoms and habits of **mobile ubiquity**? Is the **loss of the analogue world of sensual tenderness** irretrievable? Will we have to make do with the mere virtual encounters, communications, experiences? Are we losing our analogue life? Hardly anyone has an idea of what the world, which will be like, no longer the same as before: **What will the world be like** this summer, this autumn and winter? How can we imagine this our life next year "around this time"?

The actual practice of improving video conferencing and digitally-driven communication and working might give us a first idea of tomorrow. **Home officing**, encouraging **neighbour music making and balcony singing** – Der Mond ist aufgegangen¹ – in the evenings, **careful distancing** and **expressed gratefulness** towards the “systemically necessary activities” might allow perceptions of a more solidary and human way of social live, at least for those who stay well. The numerous *shutdowns* and the hardly imaginable figures of **anti-Corona-solidarity support and money transfers** announced at certain evening hours, speak a clear speech: the times are getting harder. Save yourself, if you can!

The task of our EUREKA project to provide for digital instruments of excellence for mobile EU citizens seems **a gentle enterprise in and for and for after** Corona times. This Country Report on Germany intends – within the agreed research framework and slightly to Corona times adapted project pathway – to give **an adequate contribution to the ongoing work.**

¹ Cfr. <https://www.ekd.de/der-mond-ist-aufgegangen-balkonsingen-54752.htm> and <https://www.ekd.de/evangelische-kirche-setzt-zeichen-der-zuversicht-54200.htm> of 19 March 2020 (20 April, 2020)



Migration and mobility

Humans seem to move since the very beginning: maybe in adequate groups of up to some 70 people, maybe with a migration speed of some 50 km per generation. And it is evident that from the very beginning migration and mobility had **a contradictory, a double face**: conflicts between more constant and more mobile parts of humanity, **wars and conquests and captures of land and people, abuse of power and oppression**; on the other side migration and mobility favoured and supported also a quite **peaceful exchange** of goods, services, culture, skills, knowledge and science as well as the growth of innovative solutions, sophistication, complexity and prosperity.

The systems of laws, rights and the need of security for people, *in loco* and *in the move*, got more and more achievements not only for gods and powers but also for people and individuals. Based on monotheistic narrations and antique philosophies, **European ideas** of liberty, equality, fraternity and the wish to end up stories of extermination and legitimised violence Europe is preparing a **double message of salvation**: the universal claim of a guaranteed right to the integrity and dignity of every individual finds its counterpart in the 19th century uprising of the national states.

The **European Union is kept in the contradiction** of giving **well-defined and legally armed fundamental rights to every individual** but **reserving some quite important ones to who is part of the family**. The rights for EU citizens do have a story and we, certainly remember the days in which in Germany born kids of Italian immigrants have been deported by German authorities into a country the deportees did not even know. As ACLI we had quite some fight in Brussels – also against the Member State of Germany – to safeguard European immigrants' social rights. We do remember that the European laws and jurisdictions had to evolve to arrive to the actual concept of EU citizens.

We do know that the **cemetery of the Mediterranean Sea** – once THE European sea – and the **announced intolerance and impatience of European Official policies** against so-called illegal immigration, the policies of **Fortress Europe**, the **power game of populisms** is a semantic battle and a fight for humanity, Europe seems to lose ones for all.

Nevertheless, we should praise where Europe wants to stay true with its **promises towards the EU citizens** that wish to, are able to and have to be mobile and not only in a virtual but also in an analogue world. And we should and wish to **support EU strategies** in reinforcing and taking care of these rights. In this perspective the EUREKA Project is a real opportunity.



A preview on Germany

Germany has quite a **long history in emigrating and immigrating**: building and market places attracted builders, craftsmen and traders. Incessant wars, religious conflicts, famines, political grievances and a lack of prospects forced many people to leave Germany over the centuries. The land's relative population loss was enormous. On the other side the Ancient times and the Middle Age knew a lot of immigration of merchants, builders, artists to Germany.

An estimated six million **emigrants** left Germany between 1820 and 1920. A large portion immigrated to the USA. The tide of emigration only began to ebb, beginning in 1890, as the industrial era brought economic success to the German Empire. From that point on, the number of individuals immigrating to Germany surpassed the number of Germans who left. Foreign workers found their employment in the booming centres of the coal and steel industries.

The forced employment of foreigners was one visible sign of the Nazi regime of injustice. The camps and the daily sight of **forced labourers and slaves** were simply part of everyday life for the local population. They paid little attention to the situation. The heartless indifference displayed in the post-war years toward the issue of forced labour reflects how little it was considered a misdeed.

In 1945 Allied Forces took care of 8 to 12 million **displaced people**. In the early nineteen-fifties some more 12,5 million **war returnees** from eastern countries joined Western and Eastern Germany, some 4,5 million **repatriates** followed later on. The number of refugees and expellees only first began to decline at the end of the 1940s. Simultaneously, the growing demand for labour soon outstripped the capacity of the labour force. The labour shortage was particularly acute in the fields of agriculture and heavy industry, in the booming centres of the coal and steel industries. Since the 1950ies a **workers' immigration** has been promoted by **labour recruiting agreements** with Italy, Spain, Greece, Turkey, Morocco, South Korea, Portugal, Yugoslavia, Tunisia) with the *initial idea* of a non-permanent migration on both sides. More and more the citizens with a former precarious status *de facto* became constant members of the destination society. ²

² There is a huge bibliography on this issue. In an exemplary way I suggest to consult: BADE, Klaus J. (Ed.) (1993): *Deutsche im Ausland. Fremde in Deutschland. Migration in Geschichte und Gegenwart*, München: C. H. Beck, 342 pages; BADE, Klaus J.: *L'Europa in movimento, Le migrazioni del settecento a oggi*, Roma-Bari: Laterza, 581 pages



Vietnam War, Dictatorship in Chile, oppression in Iran and Palestine caused, politically motivated, some immigration that has been welcomed in a quite proactive way by civil society and progressive parties in Germany.³ During the Balkan Crises high numbers of refugees reached Germany and received shelter and welcome by relatives and the local society. The Fall of the Berlin Wall, the end of Real Socialism in Europe and the Reunification of Germany in 1990 (3 October, 40 years ago) caused different effect on economies and migration movements. An **internal migration/mobility of young and female population towards West Germany** took place. A quite consistent number of war refugees and asylum-seekers (ca. 700,000) joined Germany by Balkan route and across the Mediterranean Sea in 2015. Since then the figures were decreasing.

Germany's society in 2015 was a quite welcoming one. People seemed to recall experiences of the Peaceful revolution of 1989 when they came to the Railway Stations and brought their supports: a really friendly welcoming was organised by civil society, spontaneous citizens' movements and organised local and State Authorities. Angela Merkel's "Wir schaffen das!"⁴ did find in that time an overwhelming positive echo. Immigrated EU citizens and people from Turkey did contribute and found themselves accepted as co-actors of a common challenge.

This does not exclude that in Germany there is a **strong continuity of racial ideology** that used in a populistic way national concepts of blood and fear. For a quite long time – at least for the decades of 1980 and 1990 – the Christian Democratic ruling party adopted the belief that Germany was not a country of immigration and made the speech about **multicultural society** that recognizes reality a **concept of struggle**.

³ We might think on the positive example of welcoming refugees escaping from the military regime in Chile after 1974. Cfr. BALKE Fred / KREUZKAMP Norbert / NAGEL Diane / SEITERICH Thomas (1986): Mit dem Kopf hier – mit dem Herzen in Chile, Zehn Jahre Diktatur – zehn Jahre Exil. Chilenen berichten, rororo aktuell, Reinbek Rowohlt.

⁴ „We make it“, Bundeskanzlerin Angela Merkel, 31 August 2015, at the Bundespressekonferenz; cfr. <https://www.youtube.com/watch?v=kDQki0MMFh4> (20 April, 2020)



The debate about immigration has been abused in quite some occasion by populisms of governing parties: 1999 The CDU in Hessen promoted a populist campaign against the double passport. In 2007 the Social Democratic Federal Minister of Inner Affairs cut down the well-prepared report of the Immigration Commission. The structural racism was abused by the people of power, damaging democratic and fair way of thinking in a quite sustainable way, once again after 2016. German *angst* has well contributed to an inhuman and quite unsuccessful backside of EU mobility by establishing a two-class-right regime of freedoms and liberties, in perspective of an quite impossible Fortress Europe.



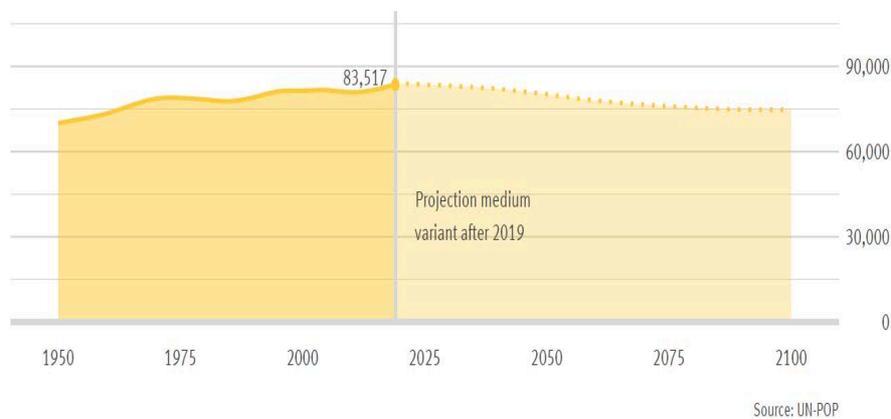
1. The state of the art

1.1. Some figures on EU mobility and migration towards and from Germany

Demographic trends for Germany

The population in Germany actually is ageing and decreasing. Some projections until 2100 envisage a loss of some 10% of population.

Figure 1: Demographic trends of population from 1950 to 2100 in Germany (in thousand)

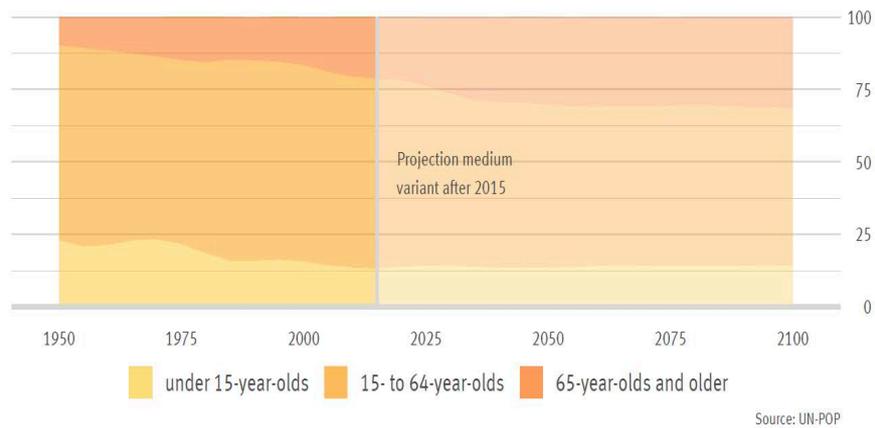


Source: DESTATIS (2019)⁵

⁵ Federal Statistical Office of Germany (DESTATIS) (2019): Germany. Statistical Country Profile, Edition 08/2019, 26.8.2019, page 5 – https://www.destatis.de/EN/Themes/Countries-Regions/International-Statistics/Country-Profiles/germany.pdf?__blob=publicationFile (20 April, 2020)

The foresight of demographic change gives evidence of an ageing society in Germany.

Figure 2: Demographic trends from 1950 to 2100 in Germany (by age group)



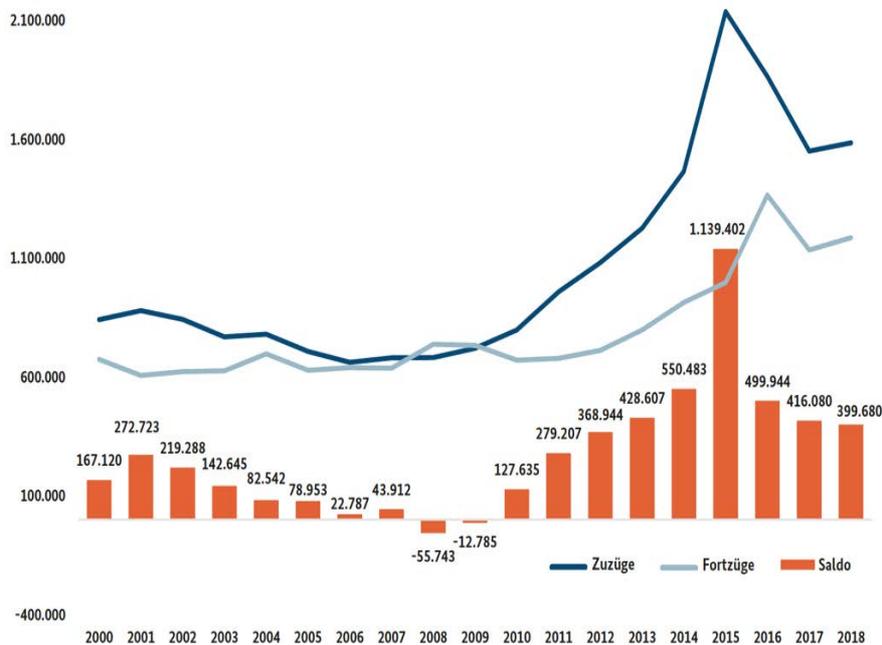
Source: DESTATIS (2019)⁶

⁶ Ibidem.

Migration towards and from Germany

EU-internal mobility and migration are quite relevant to these demographic trends. Since 2010 the balance of immigration and emigration is positive and is currently stabilising at around 400.000 units (0,5 % of the population).

Figure 3: Moves to and from Germany from 2000 to 2018



Source: BAMF/BMI (2019a)⁷

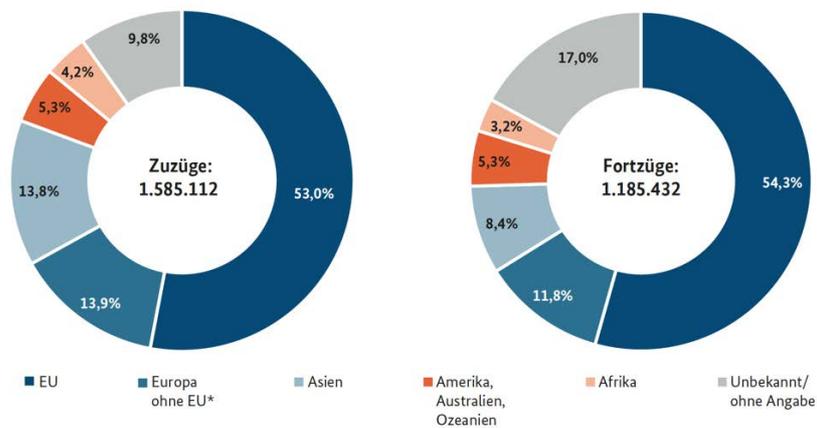
Zuzüge = Moves towards (immigration) | Fortzüge = Moves from (emigration)

⁷ BAMF/BMI (2019a): Migrationsbericht 2018, Zentrale Ergebnisse, December 2018, 12 pages – https://www.bmi.bund.de/SharedDocs/downloads/DE/publikationen/themen/migration/migrationsbericht-2018-kurzfassung.pdf?__blob=publicationFile&v=2 (20 April 2020), page 9;
 cfr. also: BAMF/BMI (2019b): Migrationsbericht der Bundesregierung, Migrationsbericht 2018, 325 pages – <https://www.bamf.de/SharedDocs/Anlagen/DE/Forschung/Migrationsberichte/migrationsbericht-2018.html?jsessionid=45F2E307CE758CCDD00858C1ED9DA97C.internet571?view=renderPdfViewer&nn=403964> (20 April, 2020);
 reduced graphic version also available in press release no. 271 of 16 July, 2019: https://www.destatis.de/EN/Press/2019/07/PE19_271_12411.html (20 April, 2020).

Migration by continents

1.59 million people moved to Germany in 2018. Over two thirds (66.9 percent) of all immigrants came from a European country, more than one in two (53 percent) from an EU member state. The second largest number of immigrants (13.8 percent) comes from Asia. Only 4.2 percent came from Africa and about 5.3 percent from America, Australia or Oceania.⁸

Figure 4: Moves towards and from Germany 2018 by continents



* Inkl. Russische Föderation und Türkei
 Quelle: Statistisches Bundesamt, Wanderungsstatistik

Source: BAMF/BMI (2019a)⁹

EU = European Union | Europe without EU, Russian Federation and Turkey included | Asia | America, Australia, Oceania | Africa | Unknown, no answer

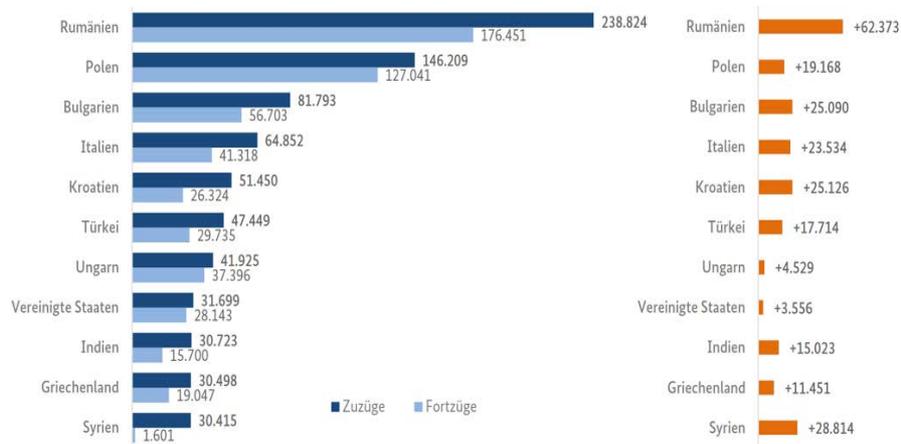
⁸ Ibidem.

⁹ Ibidem, page 4.

Migration by the most relevant countries

In 2018 the mobility from and towards the following EU member states are the most relevant ones: Romania (+62.000), Croatia (+25.000), Bulgaria (+25.000), Italy (+24.000), Poland (+19.000), Greece (+11.000) and Hungary (+4.500).

Figure 5: Moves towards and from Germany 2018 by the most relevant countries



Quelle: Statistisches Bundesamt, Wanderungsstatistik

Source: BAMF/BMI (2019a)¹⁰

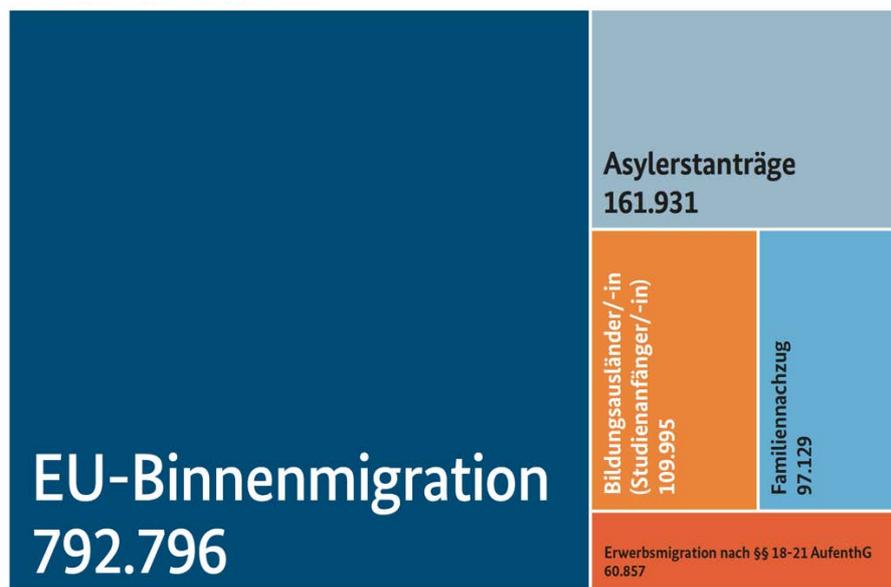
Romania | Poland | Bulgaria | Italy | Croatia | Turkey | Hungary | USA | India | Greece | Syria
 Immigration | Emigration | Balance

¹⁰ Ibidem, page 3.

Migration by the most relevant groups

In terms of numbers, internal EU mobility is by far the most important migration to Germany (70,4%).

Figure 6: Moves towards Germany 2018 by the most relevant groups of migrants



Source: BAMF/BMI (2019a)¹¹

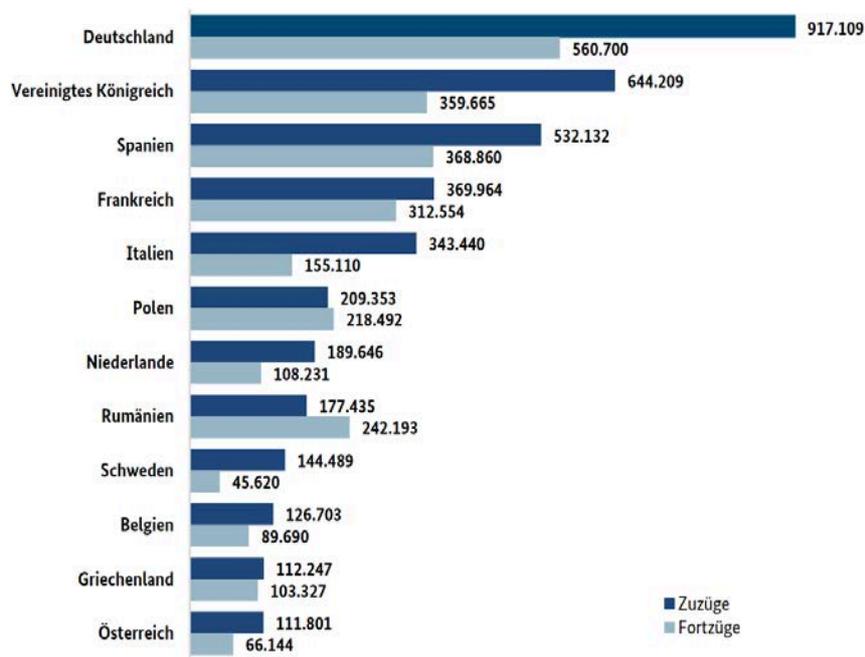
792.796 EU internal migration | 161.931 Asylum seekers | 109.995 Students | 60.857 Work migration

¹¹ Ibidem, page 5.

Migration towards and from EU countries

According to the UN definition, migration and mobility towards and from Germany is the highest within the European Union.

Figure 7: Moves from and towards the most relevant EU countries 2017 (UN definition)



Source: BAMF/BMI (2019a) 2018¹²

Germany | United Kingdom | Spain | France | Italy | Poland | Netherlands | Romania | Sweden | Belgium | Greece | Austria

¹² Ibidem, page 10.



1.2. National provisions on free movement of EU citizens

“The four fundamental freedoms have been legally guaranteed since 1986: They state that goods, services, capital and persons can move without restriction within the EU.”¹³ Also if these fundamental freedoms historically were aimed at the European Single Market¹⁴, the slight change from the freedom of “workers” (and their employers) to “citizens” does show the ongoing confirmation of the “right to move”, of the individual right of mobility in Europe, certainly in concert with the Charter of Fundamental Rights of the European Union¹⁵, the European Fundamental Human Rights¹⁶ and the European Social Charter¹⁷

The legal basis for the mobility of European citizens is the Directive 2004/38EC of the European Parliament and of the Council of 29 April, 2004 on the right of citizens of the Union and their family members to move and reside freely within the territory of the Member States¹⁸.

The European rules are implemented into the German national law by a series of legislations. The most important one are the “Gesetz über die allgemeine Freizügigkeit von Unionsbürgern (Freizügigkeitsgesetz/EU – FreizügG/EU)¹⁹ and the „Allgemeine Verwaltungsvorschrift zum Freizügigkeitsgesetz/EU (AVV zum FreizügG/EU) of 3 February, 2016²⁰.

¹³ BERTELSMANN STIFTUNG / JACQUES DELORS INSTITUT BERLIN (2017):

The four freedoms in the EU: Are they inseparable? Europa briefing, Berlin), page 1 – https://www.bertelsmann-stiftung.de/fileadmin/files/user_upload/EZ_Europa_Briefing_The_four_freedom_05_2017_ENG.pdf (20 April, 2020).

¹⁴ Cf. the European Single Market Strategy – https://ec.europa.eu/growth/single-market_en (20 April, 2020).

¹⁵ Cf. https://www.europarl.europa.eu/charter/pdf/text_en.pdf (20 April, 2020).

¹⁶ Cf. https://www.echr.coe.int/Documents/Convention_ENG.pdf (20 April, 2020).

¹⁷ Cf. <https://rm.coe.int/CoERMPublicCommonSearchServices/DisplayDCTMContent?documentId=090000168048b059> (20 April, 2020).

¹⁸ amending Regulation (EEC) No 1612/68 and repealing Directives 64/221/EEC, 68/360/EEC, 72/194/EEC, 73/148/EEC, 75/34/EEC, 75/35/EEC, 90/364/EEC, 90/365/EEC and 93/96/EEC – cfr. <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32004L0038&from=DE> (20 April, 2020).

¹⁹ In English language: Act on the General Freedom of Movement for EU Citizens Freedom of Movement Act/EU, version of 22 December 2015 – https://www.gesetze-im-internet.de/englisch_freiz_gg_eu/englisch_freiz_gg_eu.pdf (20 April, 2020).

²⁰ Cf. http://www.verwaltungsvorschriften-im-internet.de/bsvwvbund_03022016_MI12100972.htm (20 April 2020)



Some additional support is given by several legal support services and legal comment services, such as of MigrationsRechtNet²¹, comments on relevant actual legal proposals²² in Germany as well as EU and the EuGH²³.

Generally speaking, the Federal Republic of Germany is a state based on the Grundgesetz²⁴. The respect of human rights, the representative democracy, the rule of law, the division of powers, the federalism, the welfare state, the principle of subsidiarity, the respect of international law and the involvement in supranational relations and contracts (European Union, NATO, United Nations) are constitutive for the political and legal system as well as for German society.

The recognition of legislation into national law is organized by legislative procedures of the Bundestag²⁵ and the Bundesrat²⁶ involving also the Federal Government (Bundesregierung)²⁷. Not all European rules are implemented and watched only on the federal level. In many policy areas, the 16 federal states (“Bundesländer”) are involved. According to the principle of subsidiarity beneath the Federal Republic and the federal States also lower levels of administration as “Bezirksregierungen” or “Regierungsbezirke”, Land- and Stadtkreise (districts and local authorities), tribunals, universities and schools, educational and cultural institutions as well as social partners (employers’ and workers’ organisations), churches, welfare organisations and other civil society organisations are involved to implement and to guarantee the right of mobility of EU citizens in Germany.

²¹ Cf. <https://www.migrationsrecht.net/kommentar-freizuegg-eu-freizuegigkeitsgesetz-gesetz-freizuegigkeit-unionsbuerger-freizuegg/eu/kommentierung-erlaeuterungen-zum-anwendungsbereich.html> (20 April, 2020).

²² Cf. <https://www.migrationsrecht.net/nachrichten-auslaenderrecht-europa-und-eu/> (20 April, 2020).

²³ Cf. <https://www.migrationsrecht.net/nachrichten-auslaenderrecht-europa-und-eu/> (20 April, 2020).

²⁴ Cf. <https://www.gesetze-im-internet.de/gg/GG.pdf> (20 April 2020). The Basic Law for the Federal Republic of Germany is available also in English language – https://www.gesetze-im-internet.de/englisch_gg/englisch_gg.pdf (20 April 2020) – <https://www.btg-bestellservice.de/pdf/80201000.pdf> (20 April 2020).

²⁵ Cf. <https://www.bundestag.de/en> (20 April, 2020).

²⁶ Cf. <https://www.bundesrat.de/EN/homepage/homepage-node.html> (20 April, 2020).

²⁷ Cf. <https://www.bundesregierung.de/breg-en> (20 April, 2020).



1.3. National policies put into practice

In Germany we find a quite complex way of competences for the different policy area, divided in systematic and geographical way. This involves public bodies as well as private organisations. We might distinguish as most relevant the following area (in alphabetic order):

- Boys and men, elderly people, family, girls & women, kids, youth.
- Consumer protection, ecology, environmental protection and fair trade.
- Culture, leisure and sports.
- Education, further education, kindergarden, life-long learning, open universities, primary school, secondary school, vocational education and training, universities.
- Equal treatment, fundamental human rights, minority rights.
- EU citizens' rights.
- Health.
- Housing.
- Legal system (penal, administrative, civil, work, family law)
- Participation and democratic life.
- Public transport
- Science and research
- Security
- Social security and welfare policies
- Work and labour relations, autonomy of bargaining, codetermination, Federal Labour Agency, workers' rights)



There are some initiatives put forward by public authorities:

- **Anerkennung in Deutschland** – Recognition in Deutschland - Website run on behalf of the Federal Ministry of Education and Research: On this site, you will find information about the process of having your foreign professional qualification recognised so that you can work in Germany.²⁸
- **Antidiskriminierungsstelle** des Bundes (ADS) – Website of the Federal Anti-Discrimination Agency: The Federal Anti-Discrimination Agency provides information about people’s rights if they experience discrimination. It highlights whether and how these rights can be enforced.²⁹
- **Bundesagentur für Arbeit – Berufenet**: Large and detailed information and communication offers on qualifications and jobs.³⁰
- **Bundesagentur für Arbeit – Zentrale Auslands- und Fachvermittlung (ZAV)**: Within the Federal Employment Agency, the International Placement Services are the point of contact for the international labour market. Together with the local Employment Agencies, they support German companies in recruiting foreign skilled workers.³¹
- **Bundesagentur für Arbeit – Jobbörse**: Jobseekers from Germany and abroad can use this site to search for vacancies published by employers in Germany and to publish their own applicant profiles.³²
- **Bundeamt für Migration und Flüchtlinge (BAMF)** – Website of the Federal Office for Migration and Refugees: The website’s “Welcome to Germany” section offers information, telephone numbers and contact addresses. This service is intended to help you to quickly feel at home in Germany.³³
- **Bundesministerium für Arbeit und Soziales (BMAS)** – Website of the Federal Ministry of Labour and Social Affairs: The website of the Federal Ministry of Labour and Social Affairs provides information in the “Our Topics” section about labour law, occupational health and safety and vocational training in Germany, among other subjects.³⁴
- The **EU-Gleichbehandlungsstelle** – The Federal Government Commissioner for Migration, Refugees and Integration keeps the Office for equal treatment of EU Workers³⁵

²⁸ Cf. <https://www.erkennung-in-deutschland.de/html/en/> (20 April, 2020)

²⁹ Cf. http://www.antidiskriminierungsstelle.de/EN/Home/home_node.html (20 April, 2020).

³⁰ Cf. <https://berufenet.arbeitsagentur.de/berufenet/faces/index?path=null> (20 April, 2020).

³¹ Cf. <https://www.arbeitsagentur.de/en/welcome> (20 April, 2020).

³² Cf. <https://jobboerse.arbeitsagentur.de/vamJB/startseite.html> (20 April, 2020).

³³ Cf. <https://ec.europa.eu/eures/public/en/homepage> (20 April, 2020).

³⁴ Cf. <https://www.bmas.de/EN/Home/home.html> (20 April, 2020)

³⁵ Cf. <https://www.eu-gleichbehandlungsstelle.de/eugs-en/eu-citizens/information> (20 April 2020)



- **EURES** is a cooperation network which seeks to facilitate the free movement of workers in the 28 EU countries, Switzerland, Iceland, Liechtenstein and Norway.³⁶
- **Make it in Germany**, the multilingual website for international qualified professionals, informs people interested in migrating to Germany how to successfully plan their move – from the preparations in their home country to their arrival and the first steps in Germany. The website also features job listings.³⁷

1.4. Other relevant initiatives implemented from second and third sectors.

- **Deutsche Welle**: Germany's international broadcaster, Deutsche Welle, offers free opportunities to learn German or improve existing language skills: via e-learning at the computer, with videos, audio recordings and podcasts – or more traditionally, with worksheets to print out.³⁸
- **Fair Mobility** – Website run by the German Trade Union Confederation (DGB): This site offers advice and support to mobile workers from Central and Eastern European EU countries regarding the enforcement of fair wages and working conditions in the German labour market.³⁹
- **Goethe Institut**: The Goethe Institutes offer German courses, language certification and examinations, for a fee, in countries outside of Germany. The Goethe Institute also offers online German lessons and a wealth of information about Germany.⁴⁰

³⁶ Cf. <https://ec.europa.eu/eures/public/en/homepage> (20 April, 2020).

³⁷ Cf. <https://www.make-it-in-germany.com/en/about-the-portal/make-it-in-germany/> (20 April, 2020).

³⁸ Cf. <http://www.dw.com/en/top-stories/s-9097> (20 April, 2020).

³⁹ Cf. <http://www.faire-mobilitaet.de/en/> (20 April, 2020).

⁴⁰ Cf. <https://www.goethe.de/en/index.html> (20 April, 2020).



2. Results from the survey (graphs and comments)

The selected region in Germany for the EUREKA project is the **State of Baden-Württemberg**. The distribution strategy was to involve mostly all public and private organisations involved in dealing with EU mobility spread over all the state of Baden-Württemberg⁴¹.

We have identified a list of **420 stakeholders** and have sent the invitation to the online survey to them with a short letter in German language.

Figure 8: Invitation letter to the Online Survey



Dezember 2019

Sehr geehrte Dame, sehr geehrter Herr,

im Projekt „EUREKA“ haben sich zehn Partner aus sechs europäischen Ländern zusammengesetzt. Gemeinsam wollen wir im Rahmen des Europäischen Programms „Rechte, Gleichstellung und Unionsbürgerschaft“ in den kommenden anderthalb Jahren ein umfassendes Web-Portal und entsprechende Apps entwickeln, die einen unmittelbaren Zugang zu praktischen Informationen und nützlichen Beratungsangeboten für mobile Europäerinnen und Europäer bieten. Dies soll in sechs Mitgliedstaaten (Deutschland, Italien, Frankreich, Kroatien, Portugal und Rumänien) erprobt werden.

In einem ersten Schritt machen wir eine Bestandsanalyse und möchten Sie als Expertin bzw. Experten bitten, uns bei der Einschätzung in Deutschland zu unterstützen.

Es geht dabei zunächst um die Ermittlung guter Praxis: Welche Websites und/oder Apps helfen mobilen Europäerinnen und Europäern, sich in Deutschland zurecht zu finden? EUREKA beabsichtigt nicht, verfügbare Informationen zu duplizieren, wenn sie klar, aktualisiert und leicht zugänglich sind:

Aus diesem Grund sind die von Ihnen bereitgestellten Informationen besonders wertvoll.

Wir haben einen Fragebogen vorbereitet und bitten Sie, an dieser Online-Befragung mitzuwirken. Wir garantieren selbstverständlich Vertraulichkeit und Anonymität der Befragung.

Wir bitten Sie um Teilnahme an der Online-Befragung bis zum 10. Januar 2020.

Bitte folgen Sie diesem Link

<https://de.surveymonkey.com/?eurekager>

Falls Sie mehr über EUREKA wissen möchten oder etwas mit der Online-Umfrage schiefe geht, wenden Sie sich bitte an

Herrn Norbert Kreuzkamp
kreuzkamp@acll.de

Vielen Dank, dass Sie am Erfolg dieses Projekts beteiligt sind.

Mit freundlichen Grüßen


Antonio Ricci
Projektkoordinator


Norbert Kreuzkamp
Projektmanager Deutschland

⁴¹ This is NUTS 1: DE1 = Baden-Württemberg), including the Regierungsbezirke (NUTS 2: DE11 = Stuttgart, DE12 = Karlsruhe, DE13 = Freiburg im Breisgau and DE14 = Tübingen) as well as the 44 districts (NUTS 3: Stadt- und Landkreise, DE111 – DE149).

2.1. The respondents of the Online Survey

Resulting sample and response rates

Analysing the immediate response, we suppose that some 40% arrived to the destinations. Nearly 38% of the mails did provoke holiday messages. In these cases (159) we did repeat the mailing in the adequate period of 3 to 14 January with a new delay. In 18% of the mails we have got an error message. We could verify most of the cases and could slightly improve the mailing by a third intervention.

Table 1: Some figures on the survey organisation

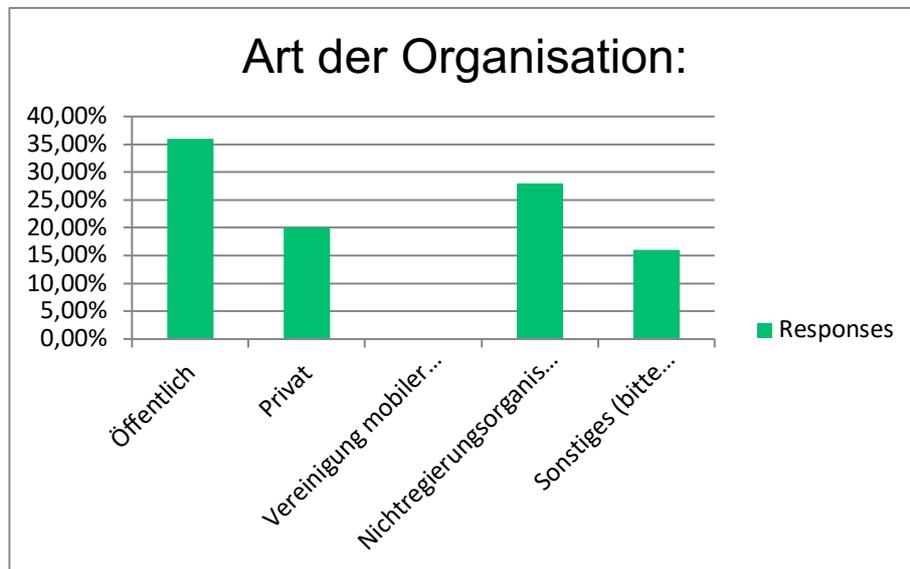
1	Planning figures	
1.1	Stakeholders to be contacted in the EUREKA Project	500
1.2	Stakeholders to be contacted in Germany (estimation)	50
2	Implemented figures	
2.1	Stakeholders contacted	420
2.2	Stakeholder contacts failed	58
2.3	Stakeholder contacts succeeded	370
2.4	Percentage of success in contacting stakeholders	86,45%
2.5	Proportion of implementation to planning [2.3] / [1.2]	740%
3	Online survey response behaviour	
3.1	Online survey started	41
3.2	Online survey started and fully completed	19
3.3	Percentage of response [3.1]/[2.3]	11,08%

In Germany **25 stakeholder organisations** participated with success to the EUREKA online survey.

Respondents by type of organisation, gender and function

More than a third of the responses come from **public organisations**. A fifth declare themselves as “**private**”. Non-governmental organisations (NGOs), charity societies, migrants’ associations, educational and vocational orientation organisations as well as catholic, protestant and workers movement welfare organisations complete the survey.

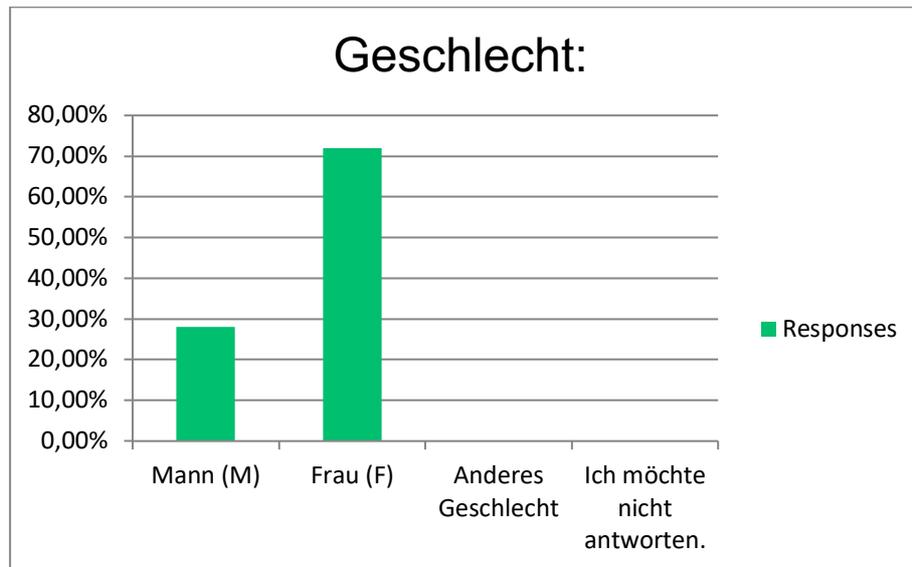
Figure 9: Type of organisation involved



Question 2 | EUREKA Online Survey in Germany

72 % of the respondents are **women**.

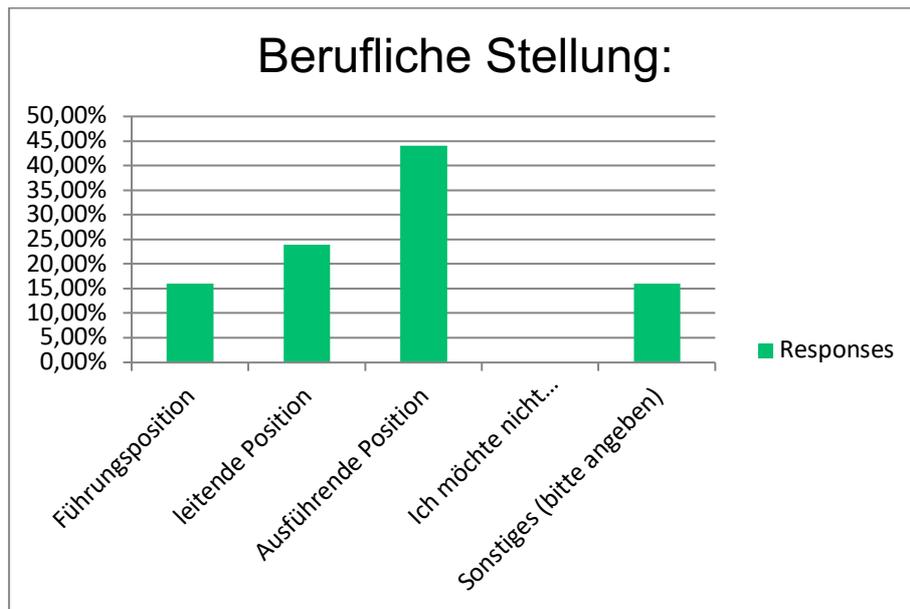
Figure 10: Respondents per gender



Question 3 | EUREKA Online Survey in Germany

According to their **professional position**, most of the respondents have an executive position. Positions like officer for international relations, young migrants service officer, education officer and assistant are mentioned.

Figure 11: Respondents per professional position



Question 4 | EUREKA Online Survey in Germany

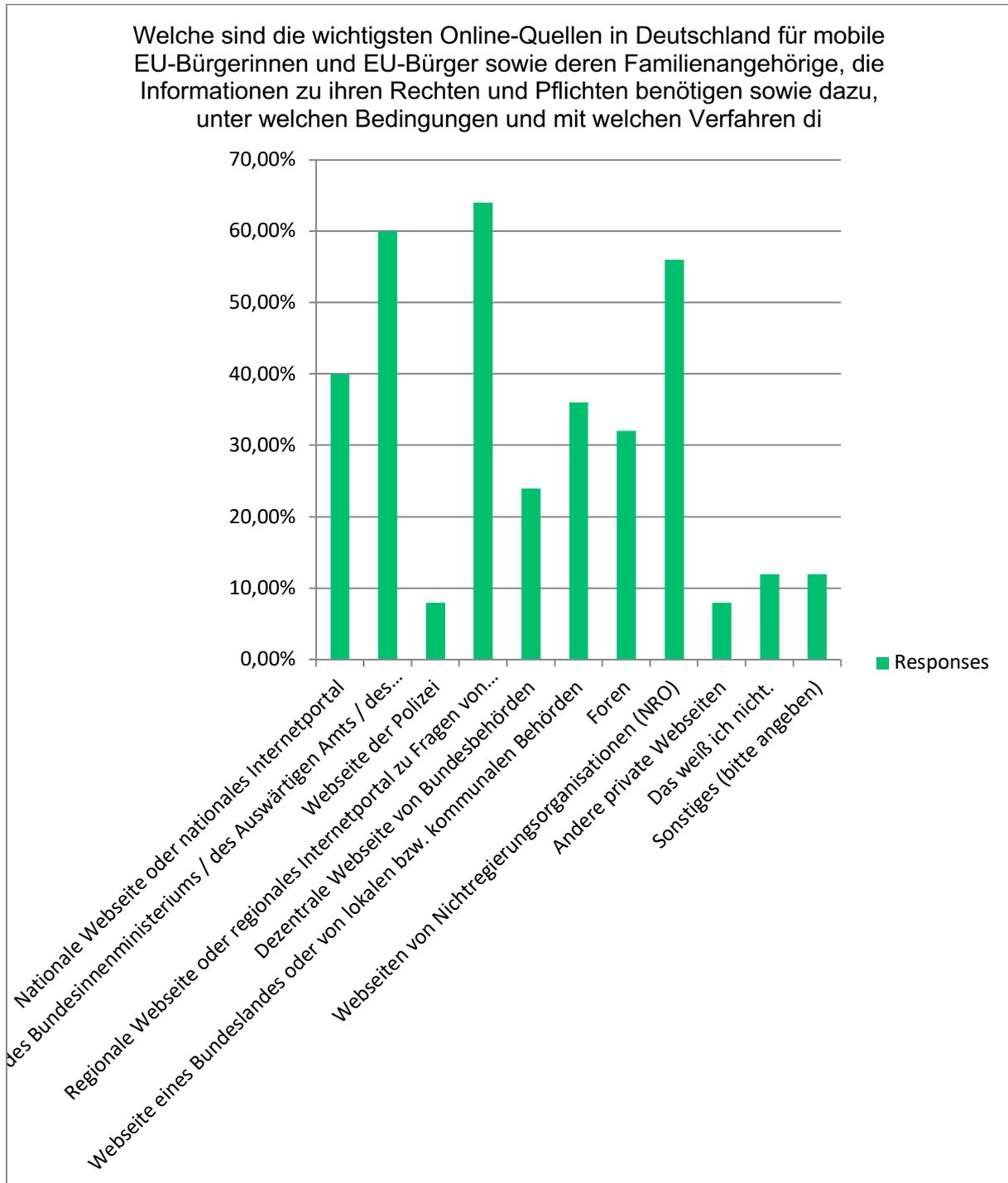
2.2. Consideration of online offers in Germany

Type of providers offering relevant online services

64 % of the respondents consider **regional information** on migration and mobility as most relevant. This figure surpasses by some points the opinion that a federal ministry (Foreign Office, Federal Ministry of Inner Affairs, Federal Ministry of Justice) give most significant information. This might be caused by the federal structure of the political system in Germany and its impact on society. In the public federal institutions might also be considered the information policies made directly by the Federal Government (*Bundesregierung*), the Federal Chancellery (*Bundeskanzleramt*) and by the Federal Office for Migration and Refugees (*Bundesamt für Migration und Flüchtlinge – BAMF*).

A quite high rank is also reached by **Nongovernmental Organisations** and the **civil society** (56%). This might reflect the high consideration of private actors of the civil society and the principle of subsidiarity in political and societal issues in Germany. (Please confer to the graphic on the next page.)

Figure 12: Most important information sources

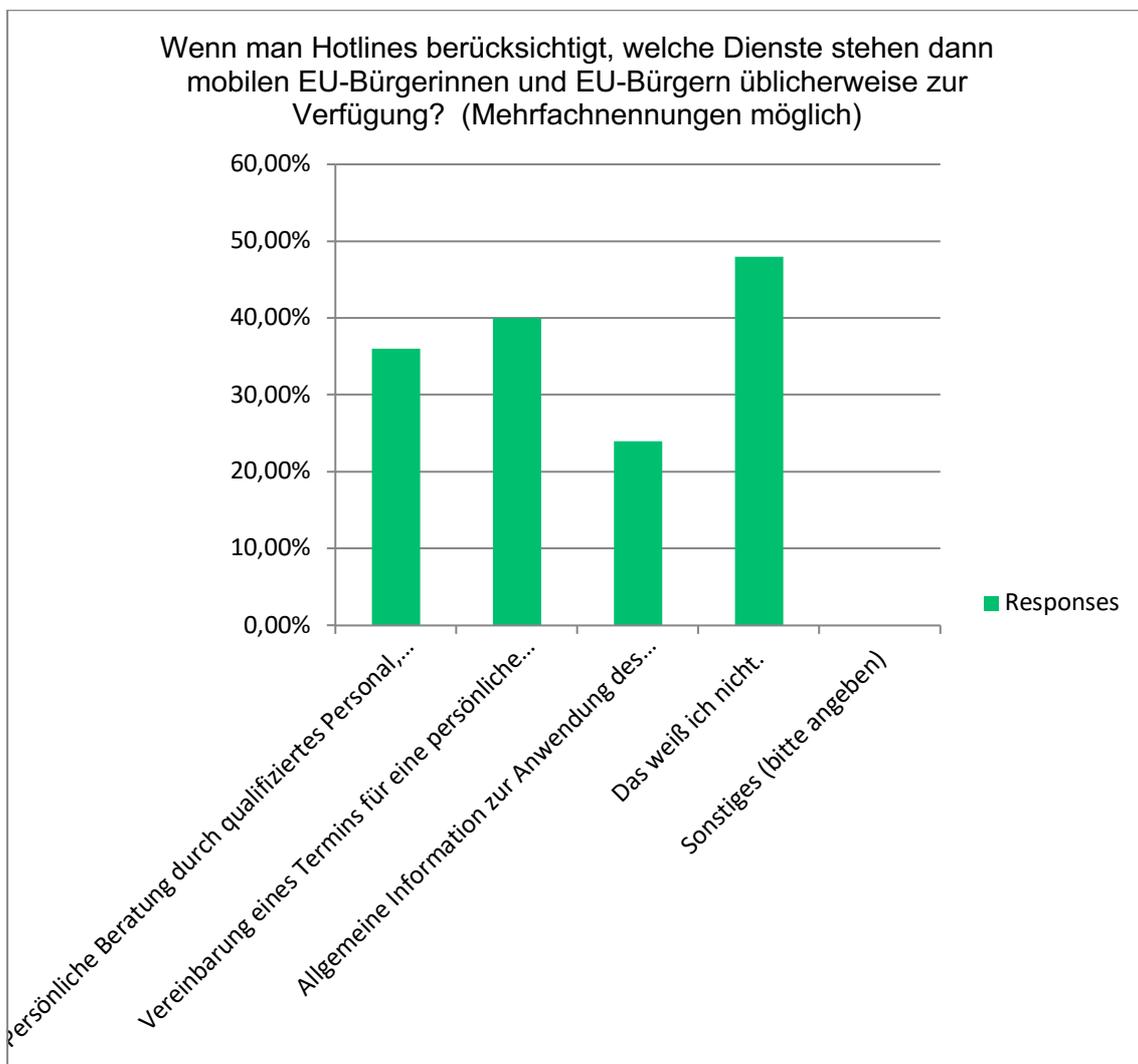


Question 5 | EUREKA Online Survey in Germany

Type of services offered by relevant online services

The largest group of respondents to the question “With a specific regard to hotlines, what services do EU mobile citizens have usually access to?” are those who confess not to know. It is nearly half of the respondents (48%). 40% suppose the possibility to fix online a date for an offline consultation. More than a third (36%) are convinced to get a personalised online advice on their specific situation or request by qualified advisors. Nearly one of four (24%) assumes to receive some general information on EU mobility rights of citizens.

Figure 13: Information services at disposal

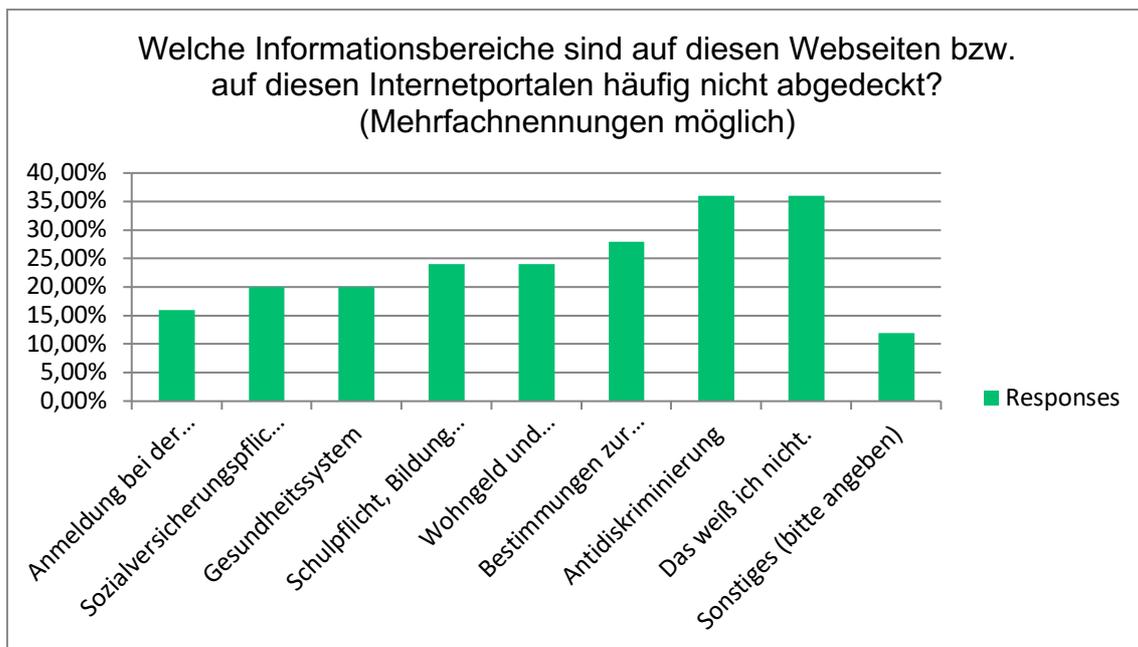


Question 8 | EUREKA Online Survey in Germany

Information to be developed on relevant websites

On the question what areas of information are usually not covered on these websites/portals more than a third of the respondents do not know to answer (36%). The following topics are mentioned per number of respondents: “Antidiscrimination” (36%), “Health care system and social insurance” (28%), “Housing allowance and housing market” (24%) and “Compulsory education and university” (24%) followed by “Health care system” (20%), “Dependant and autonomous employment” (20%) and “Registration at the register office and permanent residence (16%).

Figure 14: Information that needs to be developed on existing websites

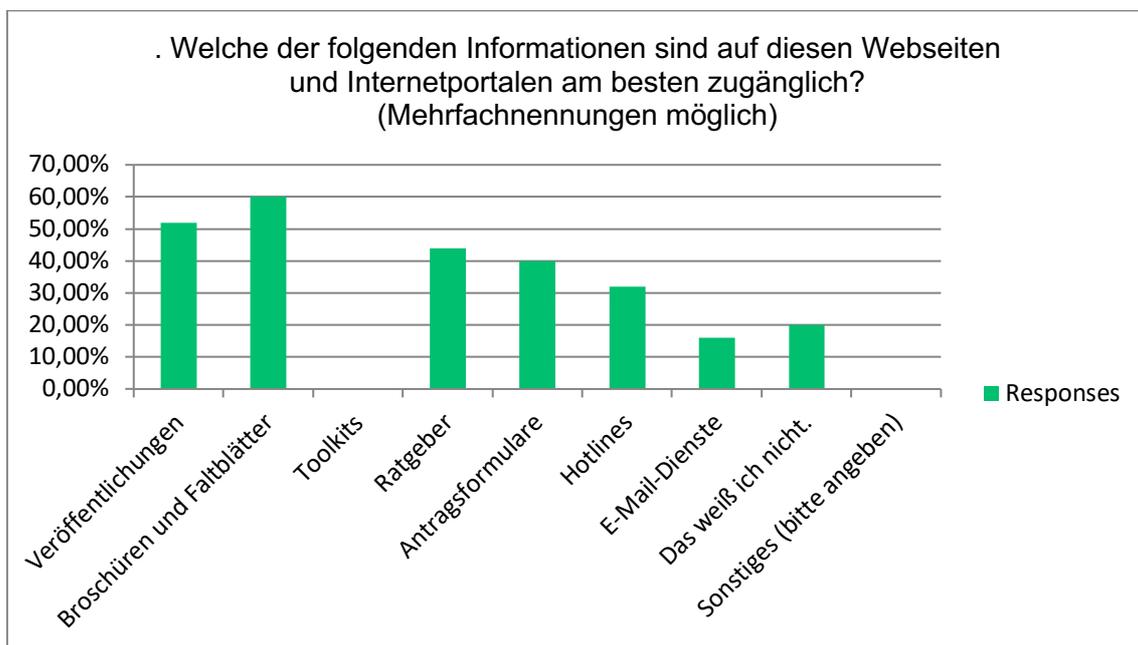


Question 6 | EUREKA Online Survey in Germany

Accessibility of information

The accessibility of information on these websites and portals are considered differently by type of media: high ranking for flyer and brochures (60%), publications (52%), guides (44%) and applications (40%). Lower votes are given for hotlines (32%) and E-mail services (16%).

Figure 15: Accessibility of information per type of media

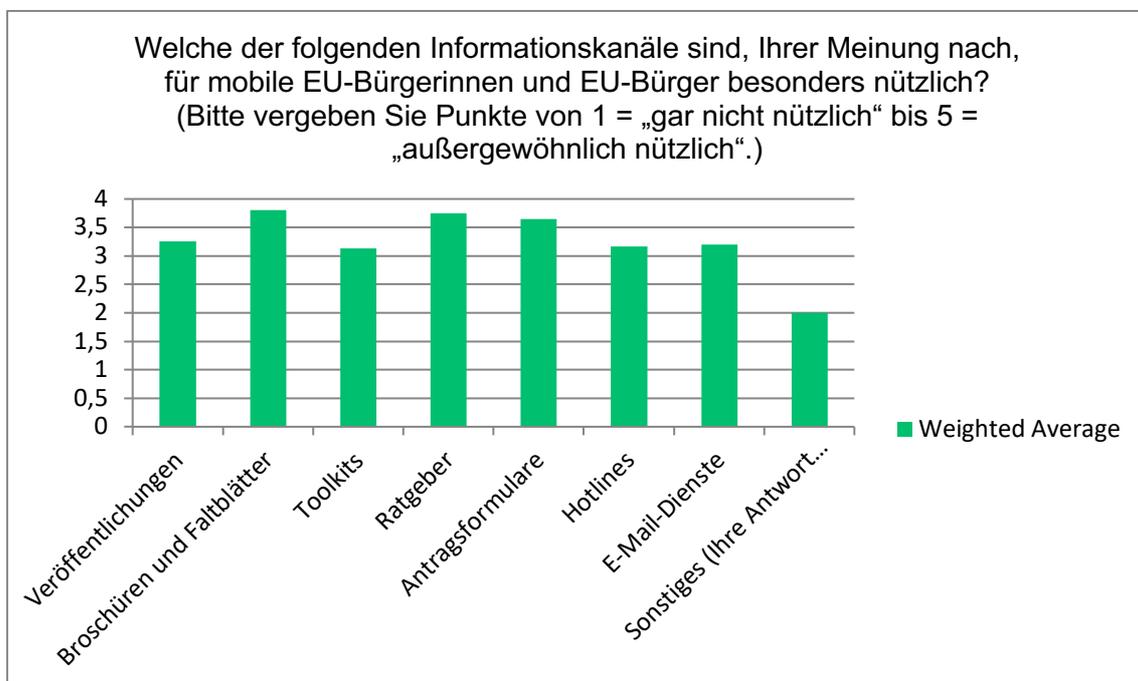


Question 7 | EUREKA Online Survey in Germany

Usefulness of information

Beneath the accessibility, the utility of information for mobile EU citizens is a quite relevant criterium. The weighted average of the responses is an indicator of high (to lower) utility: flyers and brochures (3,8), guides (3,75), applications (3,65), publications (3,25), E-mail services (3,2), hotlines (3,16), toolkits (3,13).

Figure 16: Usefulness of information per type of media

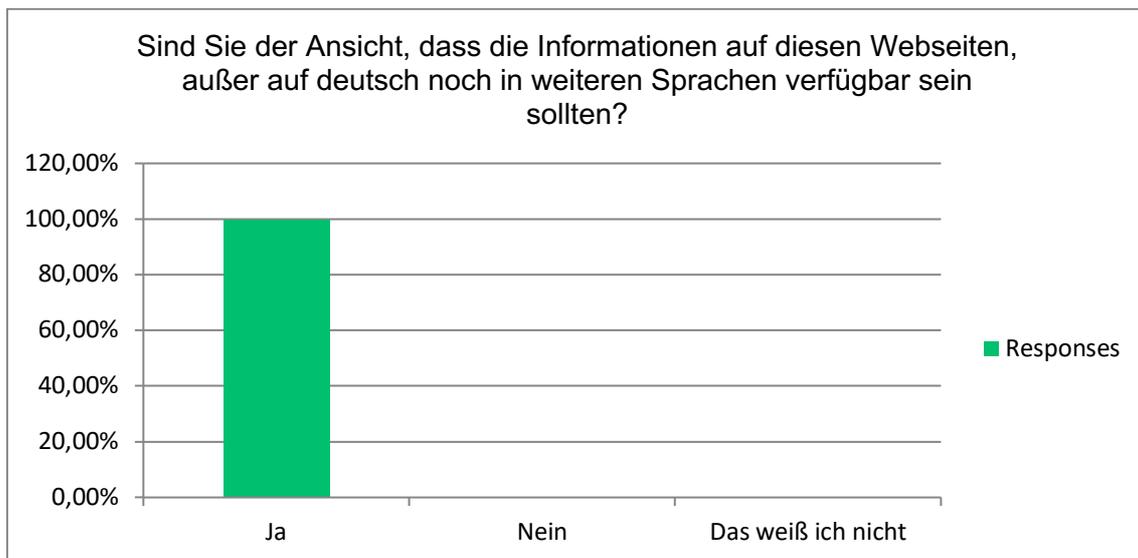


Question 9 | EUREKA Online Survey in Germany

Suggestion of multi-language services to be offered

All respondents are convinced that the information should be put at disposal not only in the German language but also in other useful languages.

Figure 17: Other useful languages

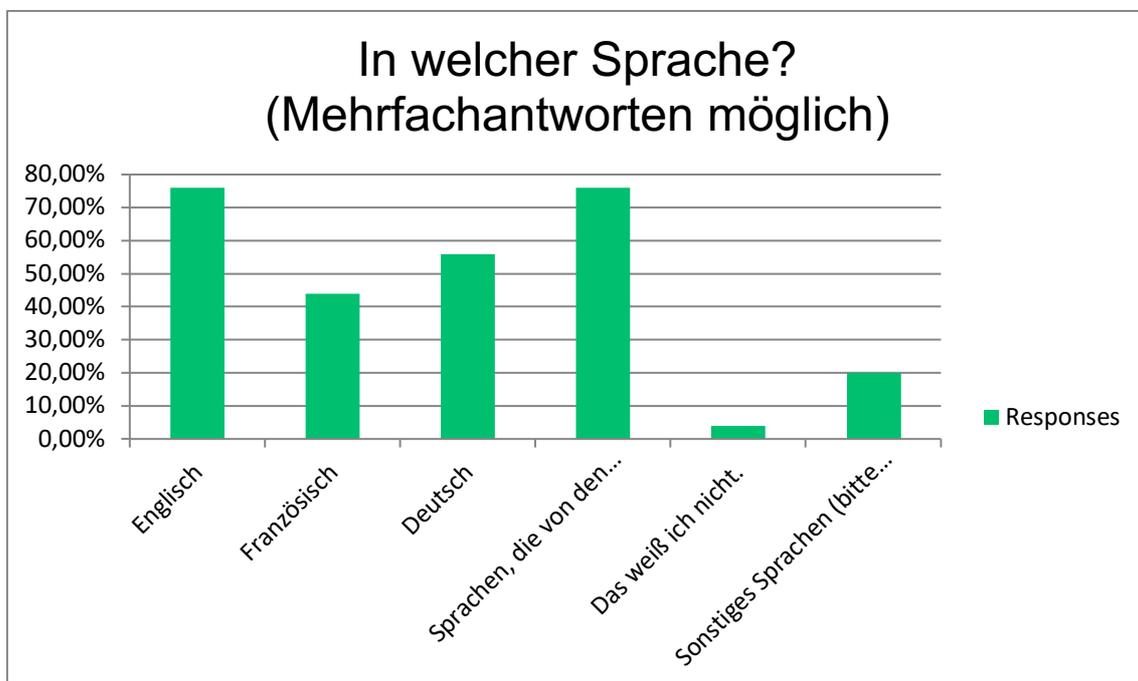


Question 10 | EUREKA Online Survey in Germany

Suggestion of additional language services should be offered

The English language and the languages spoken by most mobile EU citizens are chosen by more than 3/4 of the respondents (76%). 44% opt for the French language. The following other languages are mentioned (in alphabetic order): Arabic (2), Greek, Italian (2), Russian, Serbian, Slovak, Spanish, Turkish (2).

Figure 18: Which additional language should be offered?

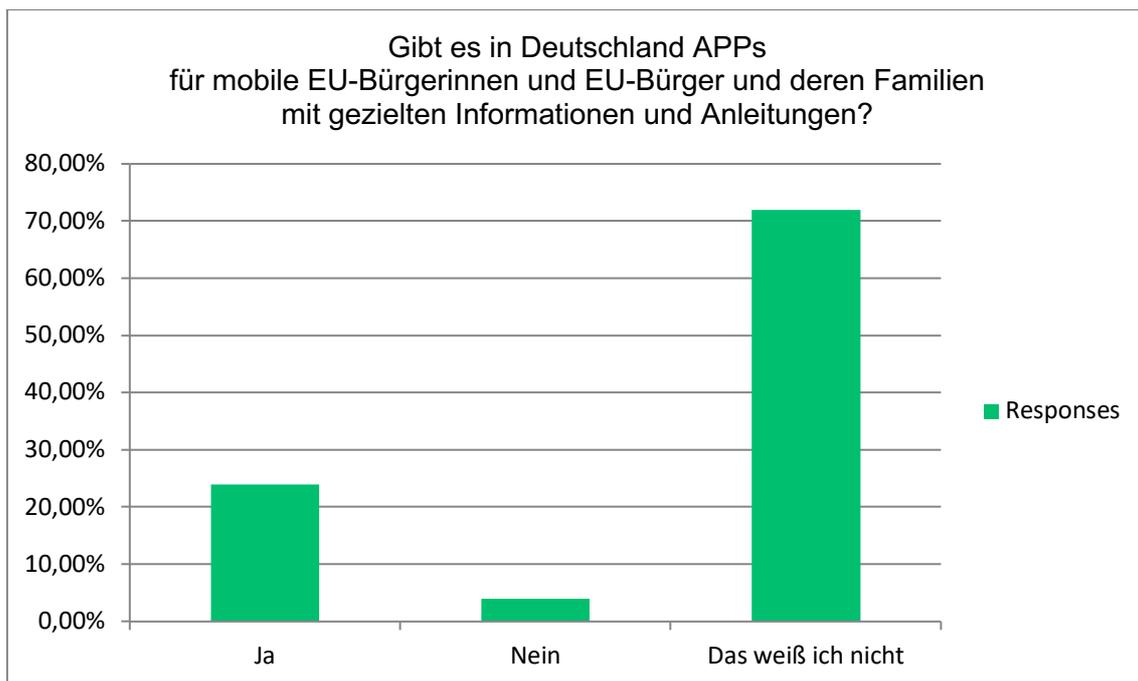


Question 11 | EUREKA Online Survey in Germany

Specific information services on apps known by the respondents

Only a rather small minority of respondents do know some specific apps.

Figure 19: Specific Apps for EU citizens and their families

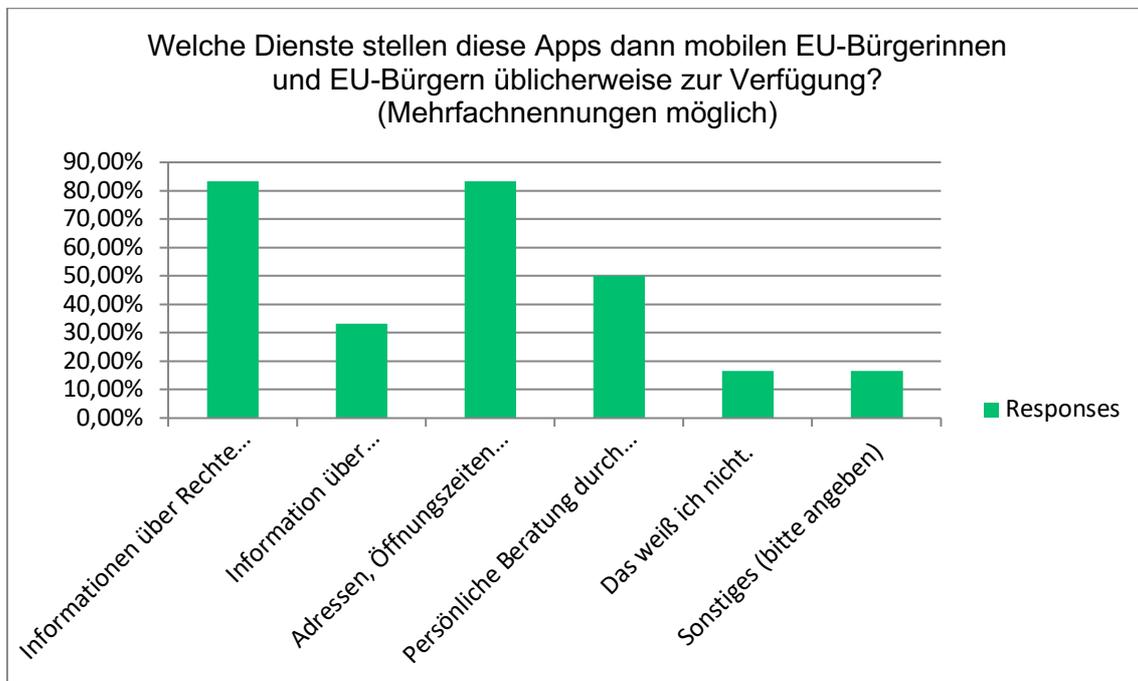


Question 12 | EUREKA Online Survey in Germany

Services offered by specific apps

Nevertheless, only a few do not answer to the question on the typology of services of those apps. More than four of five (83%) respondents are convinced that those apps will provide for information about rights and duties as well as put at disposal addresses, opening hours and geographic information of relevant offices. A half of the respondents consider the possibility of a personal consultancy by qualified advisors per chat or phone communication. A third of the respondents do expect information about administrative procedures.

Figure 20: Types of services offered by specific apps

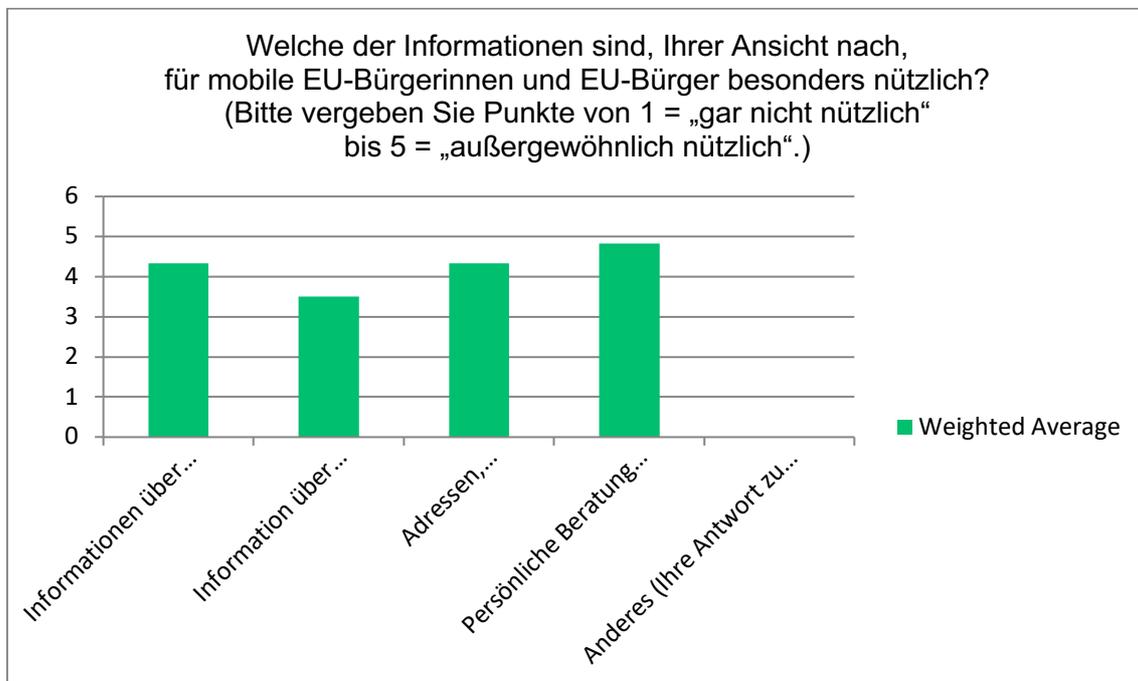


Question 13 | EUREKA Online Survey in Germany

Suggestion of information services to be offered by specific apps

The weighted average of the responses is an indicator of high (to lower) utility of the services provided by the app: personal consultancy by qualified advisors per chat or phone communication (4,83), addresses, opening hours and geographic information of relevant offices (4,33), information about rights and duties (4,33). A minor utility is affected to the item of “addresses, opening hours and geographic information of relevant offices (3,5).

Figure 21: Type of useful information services to be offered by specific apps

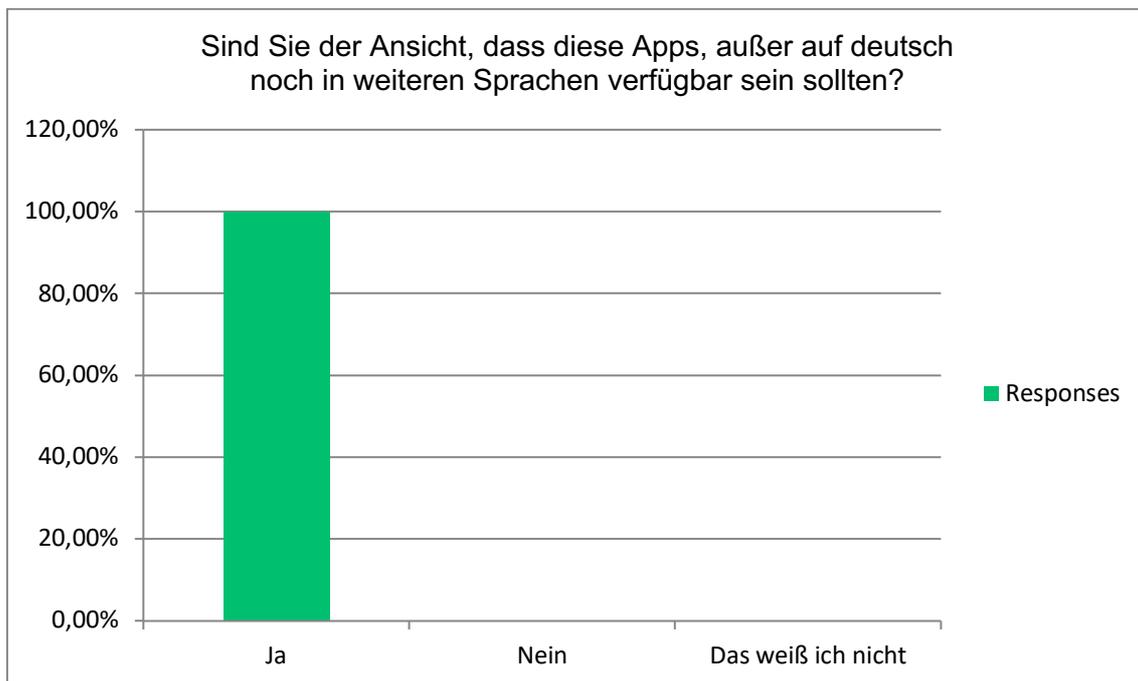


Question 14 | EUREKA Online Survey in Germany

Suggestion of multi-language services to be offered by specific apps

All respondents affirm the utility of information not only in German but also in other languages.

Figure 22: Consensus on the usefulness of multi-language services

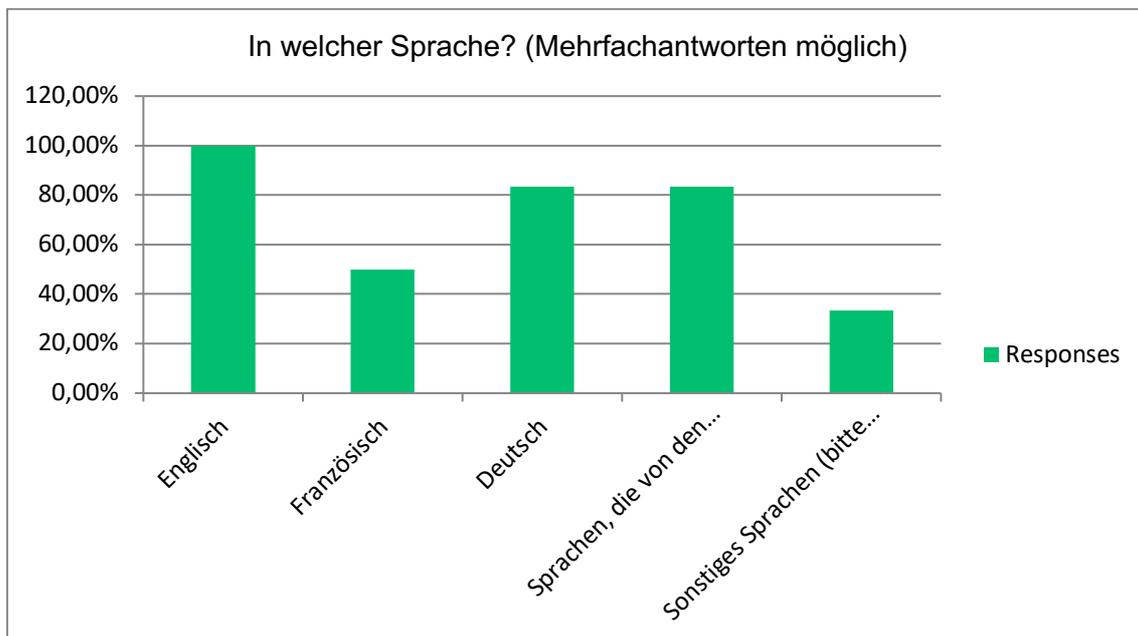


Question 15 | EUREKA Online Survey in Germany

Suggestion of additional language services should be offered

Similar to question 11, all respondents suggest English as second language, half of them suggest also French language.

Figure 23: Which additional language should be offered by specific apps?

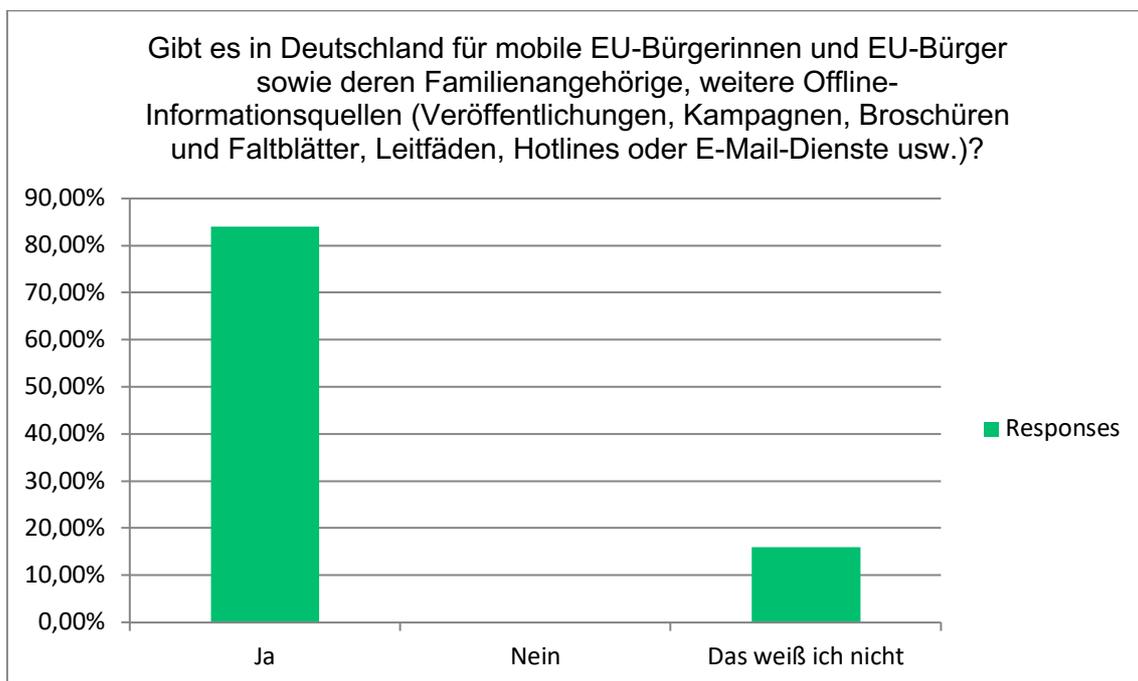


Question 16 | EUREKA Online Survey in Germany

Offline information services known by the respondents

The high majority (84%) of the respondents know or are convinced that in Germany there are more offline information sources (publications, campaigns, brochures, flyers, guides, hotlines and E-mail services at disposal for mobile EU citizens.

Figure 24: Offline information services for mobile EU citizens

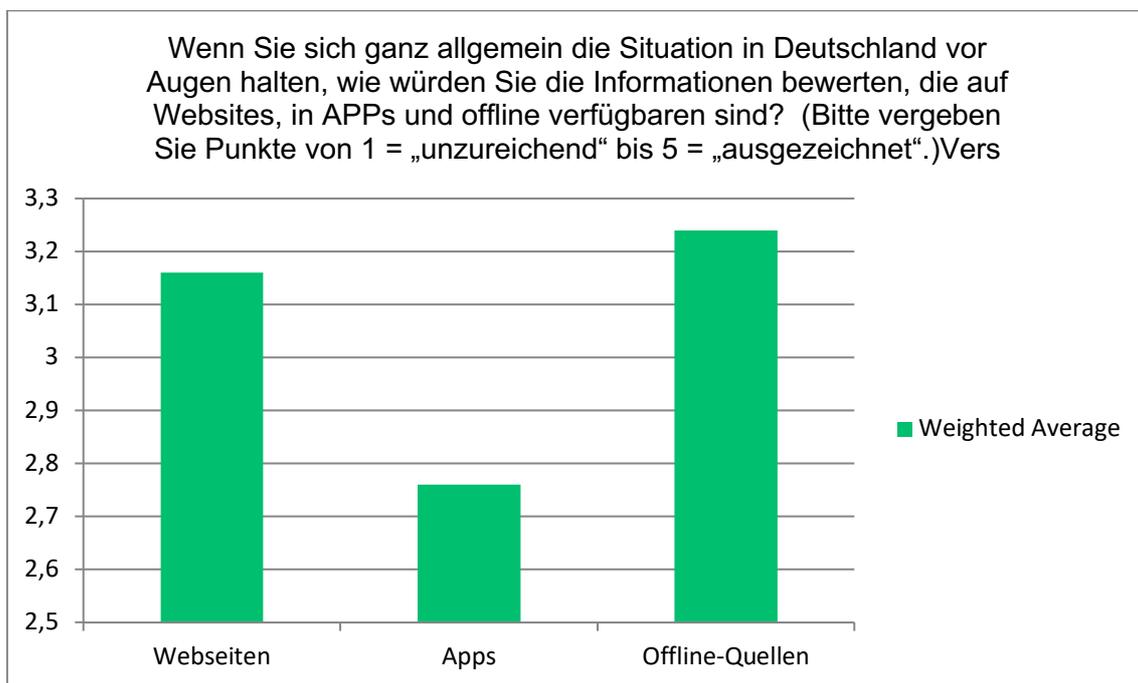


Question 17 | EUREKA Online Survey in Germany

Evaluation of the different communication channels

There is a quite high consideration of significant Website information (weighted average of 3,16); the evaluation of Apps is less positive (2,76). It might not be surprising that in Germany the best votes are given for print (offline) media (3,24).

Figure 25: Evaluation of the different communication channels

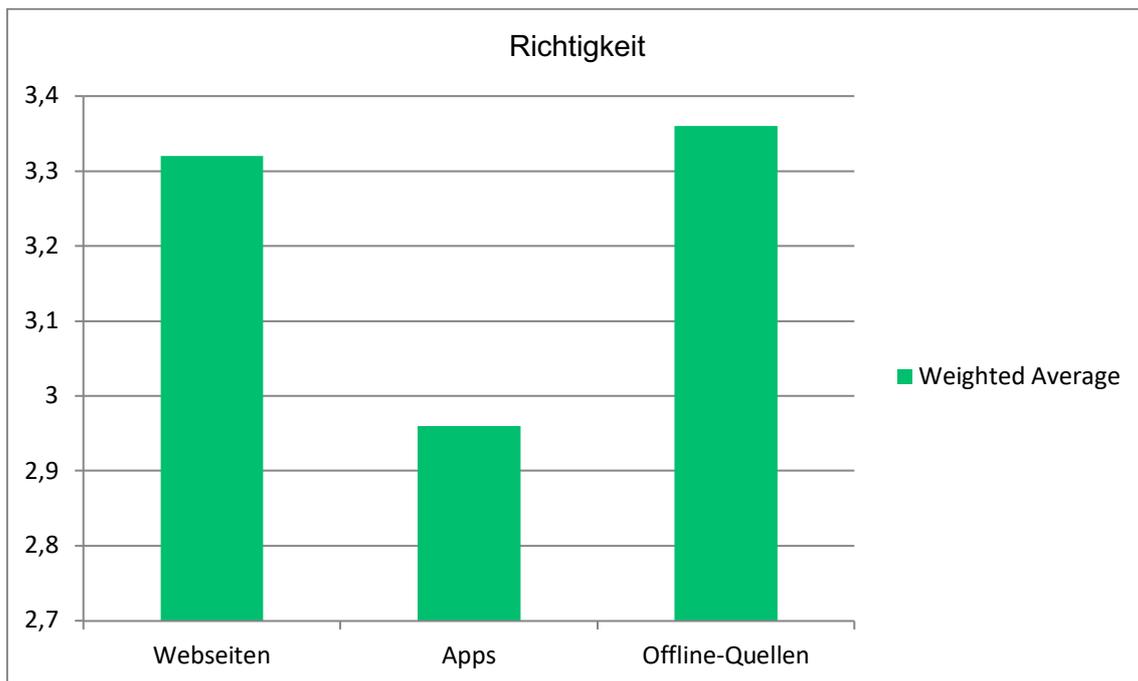


Question 18 | EUREKA Online Survey in Germany

Evaluation of the correctness of information services

The estimation of correctness is a little bit higher, but it has an analogue performance (3,2; 2,96 and 3,36).

Figure 26: Evaluation of the correctness of the information services available

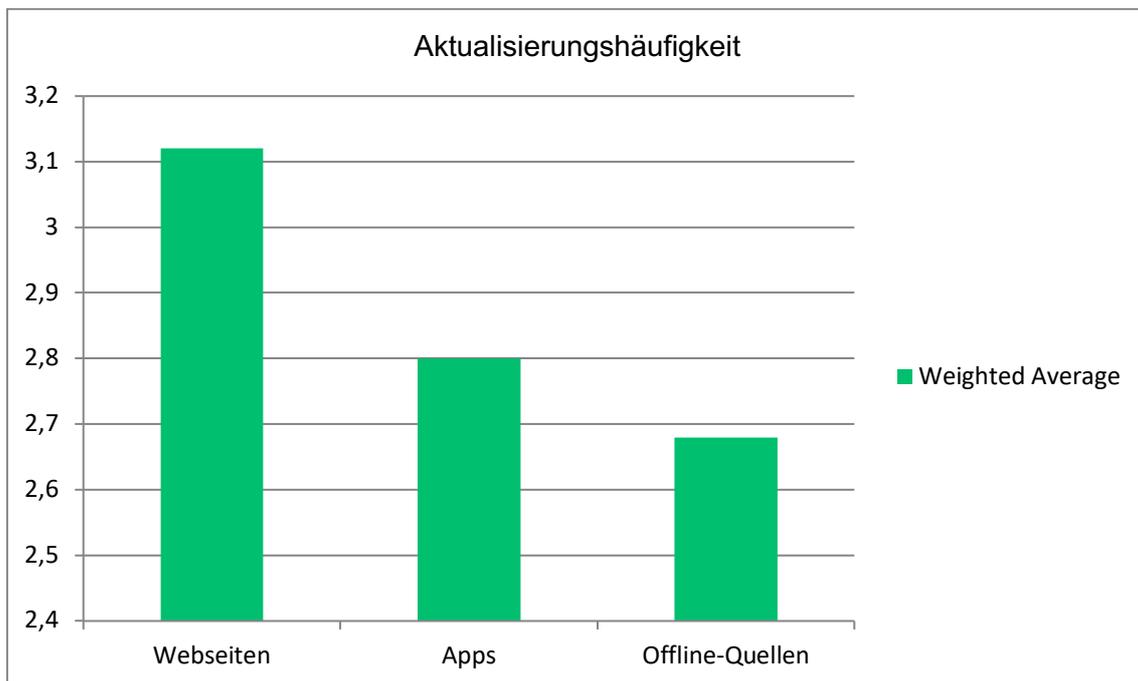


Question 19 | EUREKA Online Survey in Germany

Evaluation of the frequency of updating of the information services

As to be expected, in regard of the frequency of updating websites in Germany are better considered (3,12) than Apps (2,8) or even offline sources (2,68).

Figure 27: Evaluation of the frequency of updating of the information services offered

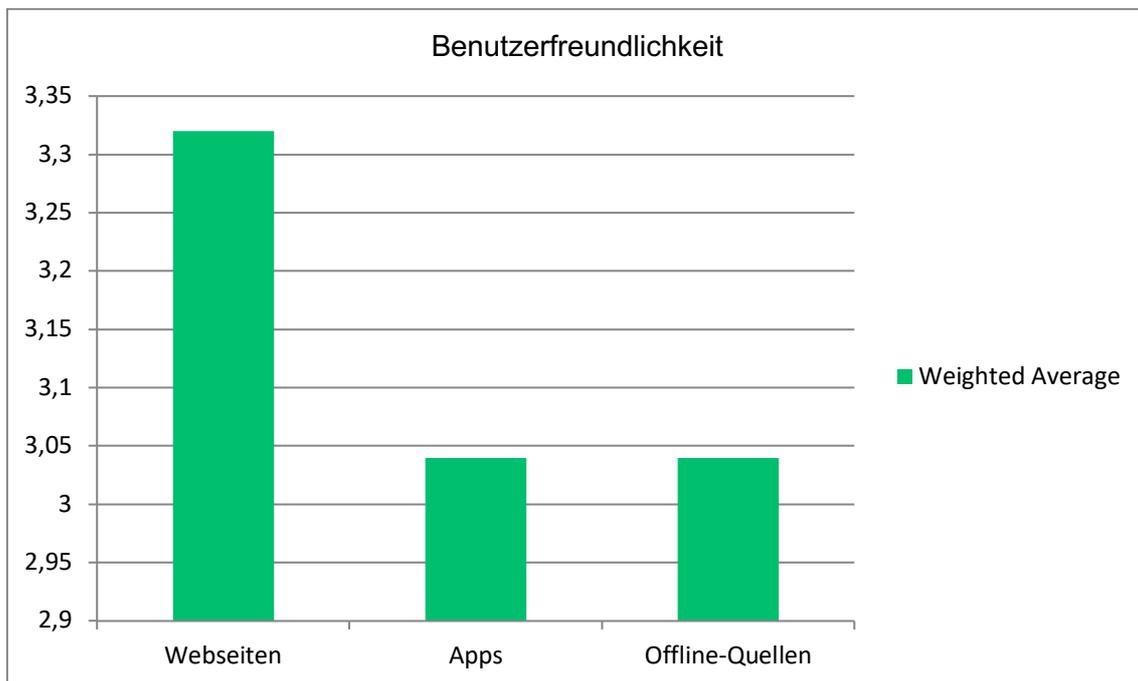


Question 20 | EUREKA Online Survey in Germany

Evaluation of the user friendliness of the information services

The high consideration of Websites is valid also regarding the criteria of user friendliness (3,32 vs. 3,04 and 3,04).

Figure 28: Evaluation of the user friendliness of the information services offered



Question 21 | EUREKA Online Survey in Germany

Suggestions how to improve the user friendliness

There is a quite markable list of proposal how to improve the quality of information for mobile EU citizens about their rights and duties:

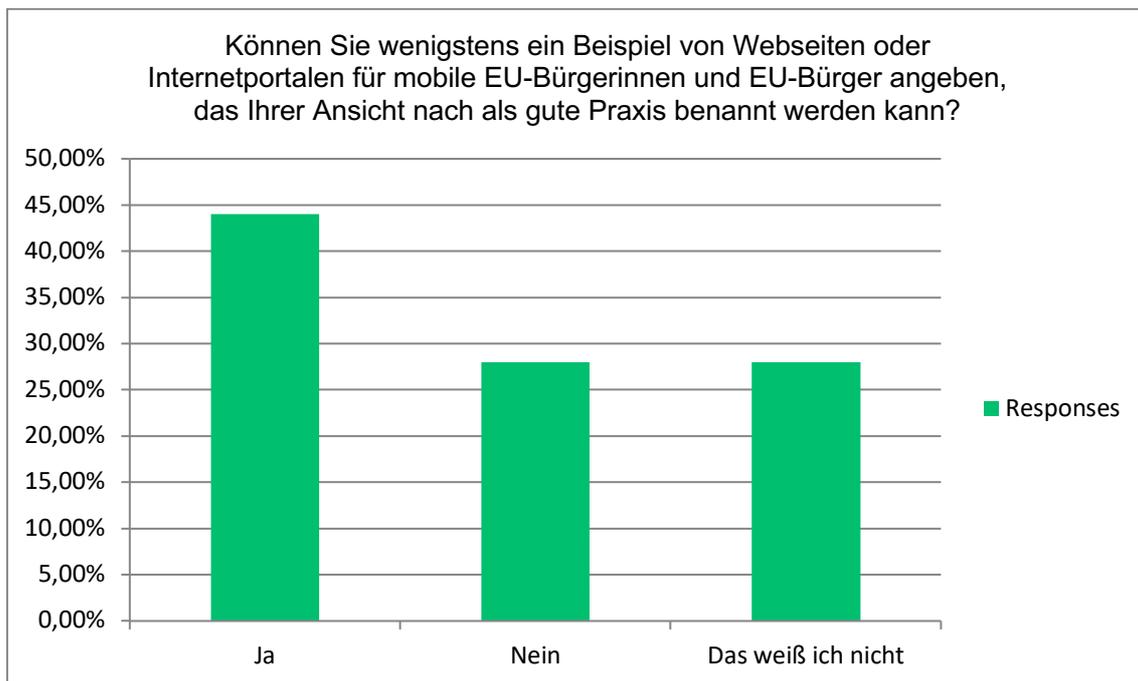
Table 2: Suggestions how to improve the user friendliness of information services

- Updated lists of regional institutions to be contacted via personal visit, chat or forum
- Consultancy via live chat
- Simple language (easy language) and multilinguism
- Advice centres for social questions
- Concrete practical examples
- Multilinguistic information
- Information in different languages about news, advice centres, regional diversities, i. e. procurement of housing
- More diffusion (PR) for those websites and apps
- Translations into Bulgarian, Roman, Spanish, Italian language
- Clearer structure and search function
- Search function
- Everyday language or multilingual glossary of the most important terms
- Simple language and mother tongues
- The availability of internet in rural areas to be able to use this service at all.
- Training of staff regarding internet offers and appropriate handling of this medium.
- Information on how to prepare well for moving to/entering Germany; possible experience reports from experienced EU citizens
- The importance of language learning before starting a job
- The information should be presented clearly on one website, not on many different (very confusing)
- Compressed central information accessible to everyone, known to everyone
- Feedback options to enable targeted advice
- Easy-to-understand information about access to work, health insurance, child benefits, etc.
- The situation of mobile EU citizens is sometimes complex and EU.0

Suggestions of good practice

Nearly half of the respondents affirmed the possibility to indicate one or two websites or portals for mobile EU citizens that could be considered good practice.

Figure 29: Suggestion of good practice by respondents



Question 23 | EUREKA Online Survey in Germany



First nomination of services considered “good practice”

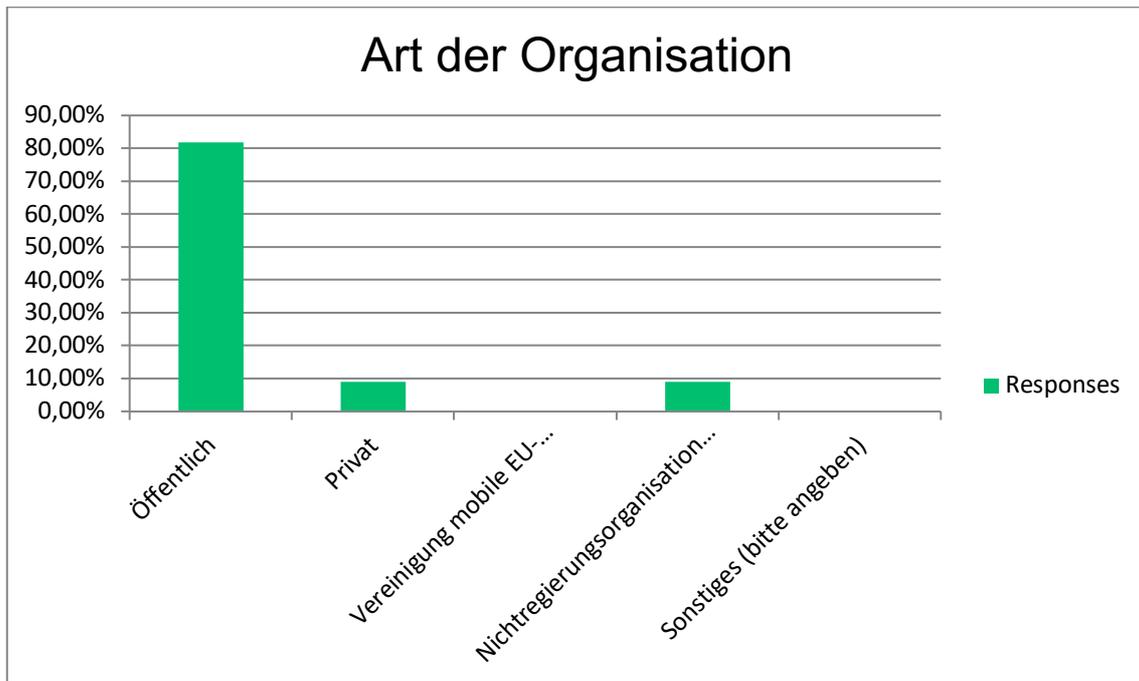
The following websites are listed as possible good practice:

Table 3: First nomination of services considered "good practice"

- **ACLI** Baden-Württemberg [acli-bw.de]
- **Arbeiten und Leben in Deutschland**,
Auswärtiges Amt, German Foreign Office
[auswaertiges-amt.de/de/service/fragenkatalog-node/-/606790]
- **BAMF** [bamf.de]
- EU-Gleichbehandlungsstelle für EU-Bürger –
Die Beauftragte der Bundesregierung für Migration,
Flüchtlinge und Integration –
Gleichbehandlungsstelle EU-Arbeitnehmer
[eu-gleichbehandlungsstelle.de/eugs-de/eu-buerger]
- **Mobile Beratung für Erwachsene Online** –
Caritas – Deutsches Rotes Kreuz –
Bund der Vertriebenen – Der Paritätische –
Bundesministerium des Innern, für Bau und Heimat (BMI) [mbeon.de]
- **Welcome Center Stuttgart** [welcome.stuttgart.de]
- **Welcome Heilbronn** [welcome.heilbronn.de]

Most of the nominated organisations are public (81,8%).

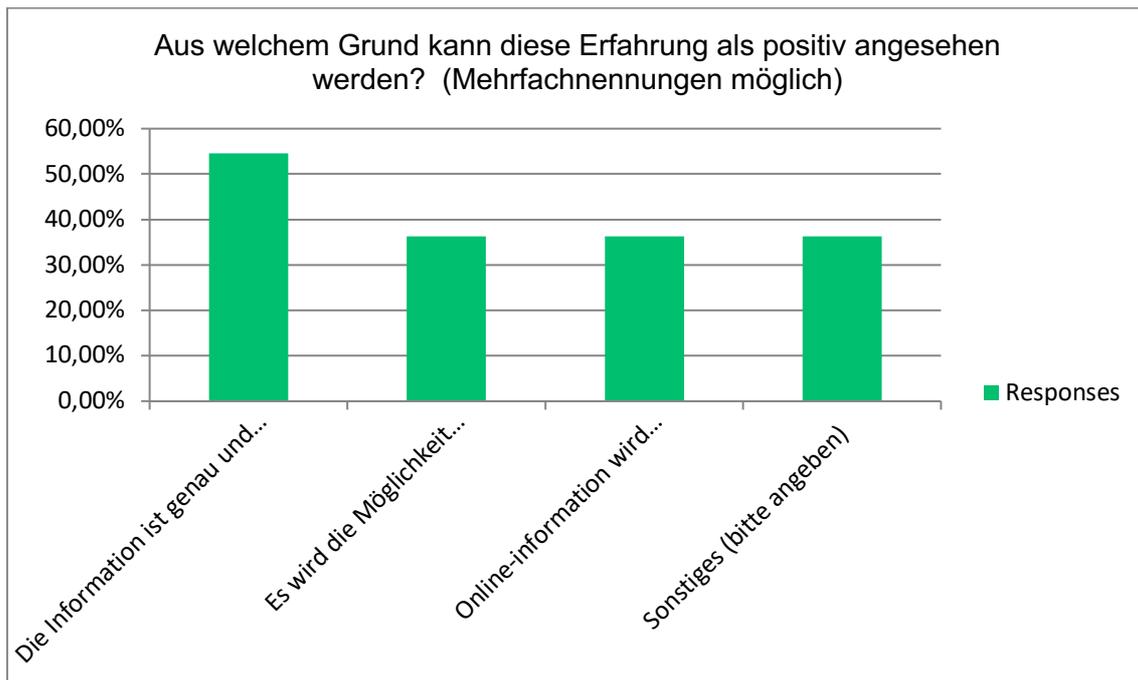
Figure 30: Firstly nominated providers of “good practice” per type of organisation



Question 25 | EUREKA Online Survey in Germany

Correct and complete information (66,6%), the possibility to receive professional advice (55,5%) and the offer of a complementary offline-advice session (55,5%) are the most important arguments for the positive evaluation.

Figure 31: Criteria applied for the first “good practice” nomination



Question 26 | EUREKA Online Survey in Germany

The following additional arguments are given:

Table 4: Additional criteria applied for the first "good practice" nomination

- Information offered in different languages.
- Links offered to other significant multilingual information portals.
- The website / portal gives a very good overview on relevant topics in mother tongue.
- There is much service information prepared for newly arrived EU citizens.
- The information is available in Italian language.



Second nomination of services considered “good practice”

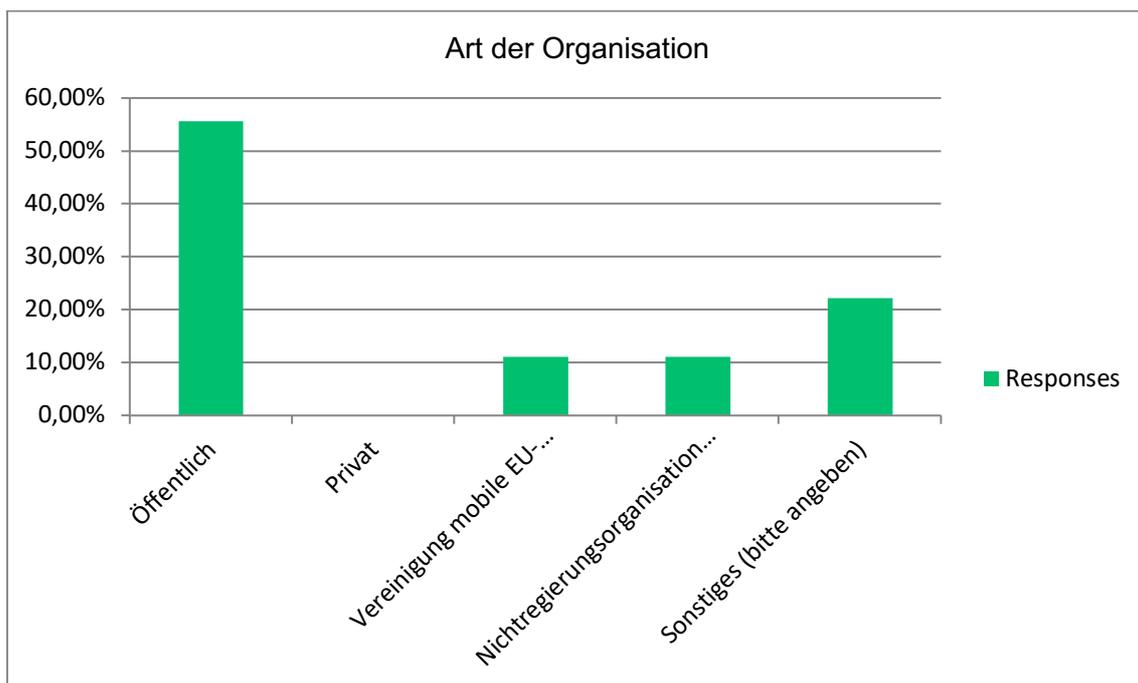
The following websites are listed as a second example of possible good practice:

Table 5: Second nomination of online services considered "good practice"

- | | |
|---------------------------------------|---|
| ▪ BAMF | [bamf.de] |
| ▪ BAMF | [bamf.de] |
| ▪ BIBA Alb-Donau-Kreis Ulm | [biba.alb-donau-kreis.de/] |
| ▪ Fair Arbeiten – DGB | [fair-arbeiten.eu/bg/article/81.wichtige-adressen.html] |
| ▪ Forum der Kulturen Stuttgart | [forum-der-kulturen.de] |
| ▪ Jugendmigrationsdienste | [jugendmigrationsdienste.de] |
| ▪ Netzwerk IQ – | [netzwerk-iq.de] |
| ▪ Welcome Center Stuttgart | [welcome.stuttgart.de] |
| ▪ Your Europe – European Union | [europa.eu/youreurope/index.htm#de] |

Most of the nominated organisations are public (81,8%). Under others a Joint Venture between the Land Capital of Stuttgart (city) and the Economic development organisation of the Stuttgart Region is indicated.

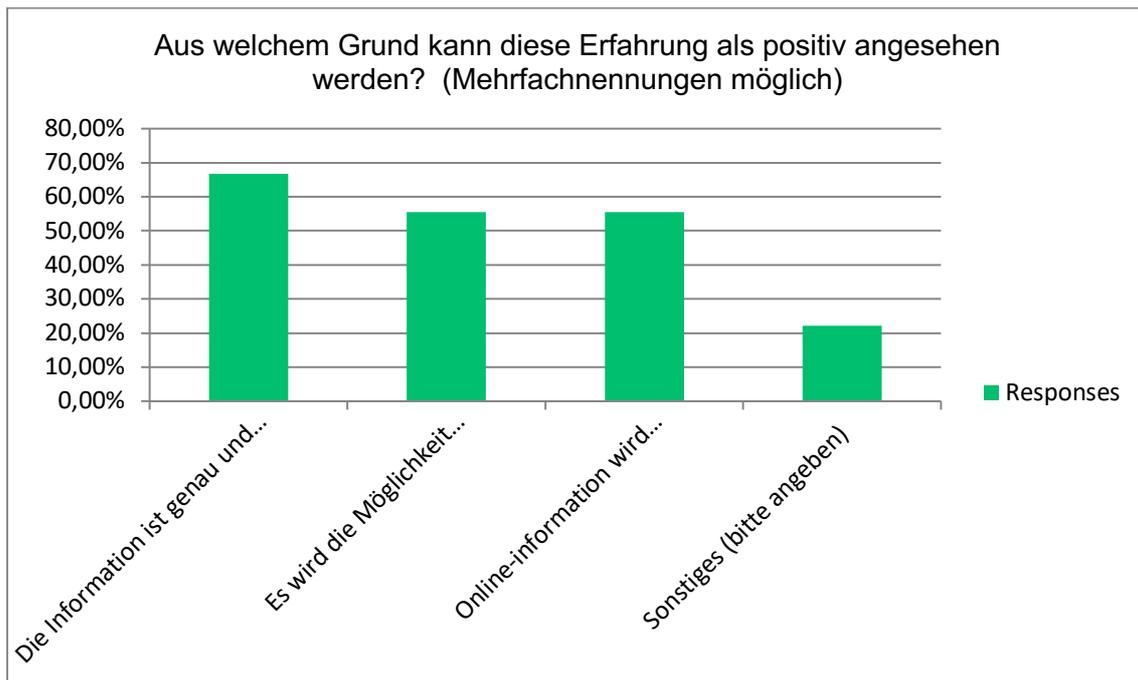
Figure 32: Secondly nominated providers of “good practice” per type of organisation



Question 28 | EUREKA Online Survey in Germany

Correct and complete information (66,6%), the possibility to receive professional advice (55,5%) and the offer of a complementary offline-advice session (55,5%) are the most important arguments for the positive evaluation.

Figure 33: Criteria applied for the second “good practice” nomination



Question 29 | EUREKA Online Survey in Germany

The following additional arguments are given:

Table 6: Additional criteria applied for the second "good practice" nomination

- Information offered in different languages.
- Cooperation network with numerous stakeholders.

Some other websites might complete the view on significant online publications:

Table 7: Additional websites linked to the nominated ones

- **Arbeiten und Ausbildung in Deutschland** – EURES –

[eures-deutschland.de/arbeiten-und-ausbildung-in-deutschland]
- **Handbook Germany.**
 Informationsknotenpunkt für Deutschland –
 Informations and news about life, learning,
 work and society in Germany,
 offered in German, Arabic, Englisch, French,
 Pashto, Persian and Türkish language

[handbookgermany.de]
- **Make it in Germany** –
 Das Portal der Bundesregierung für Fachkräfte
 aus dem Ausland – Informationen für
 EU-Bürgerinnen und -Bürger –
 Die Bundesregierung –
 The portal for experts from abroad
 offered be the Federal Government
 with information of jobs, study, vocational education
 and living in Germany –

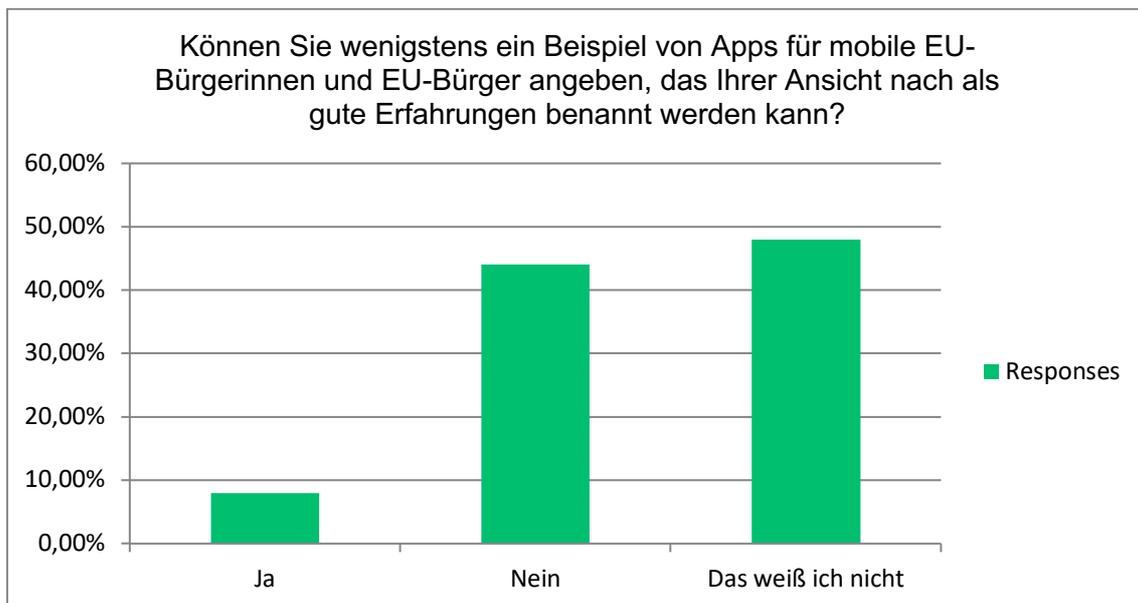
[make-it-in-germany.com/de/visum/informationen-fuer-eu-buerger/]
- **Deutschland.de** –
 Information about politics, economy, culture,
 life science and environmental issues in Germany,
 offered by the FAZIT Communication GmbH
 in coopertion with the German Foreign Office
 in Arabic, Brasilian, Chinese (Mandarin), English, French,
 Polish, Portuguese, Russian, Spanish and Turkish language –

[deutschland.de].

Nomination of apps considered “good practice”

Only two of 25 respondents (8%) can give an example of an App for mobile EU citizens that might be given as example of good practice:

Figure 34: Nominated apps of “good practice”



Question 30 | EUREKA Online Survey in Germany

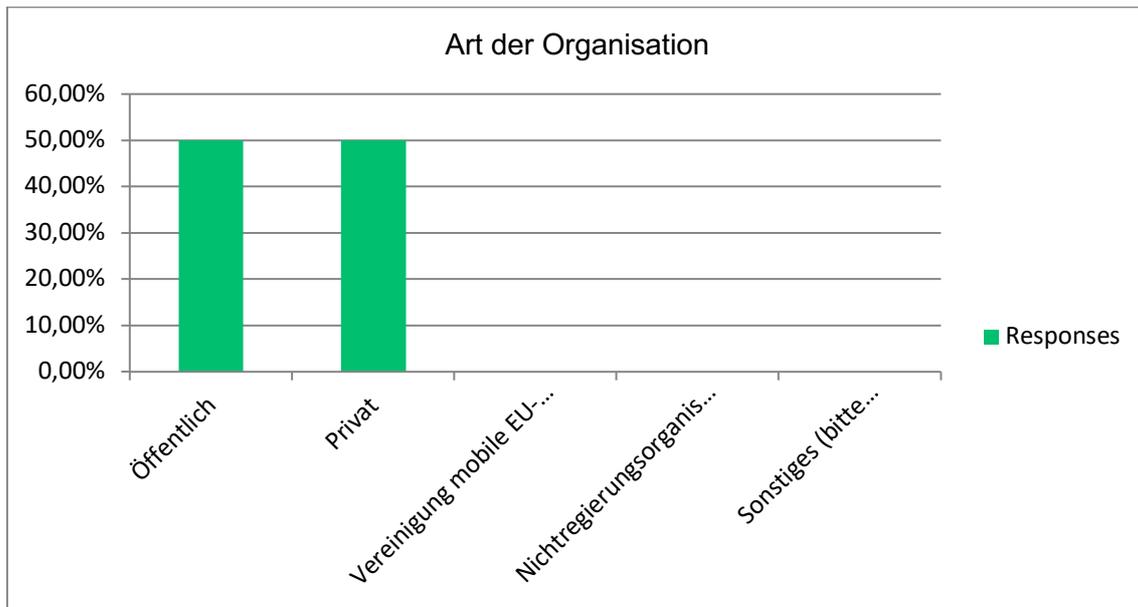
The following apps are mentioned:

Table 8: Two apps of "good practice" mentioned

- Ankommen – Goethe-Institut
- Integrate – Landkreis Ludwigsburg

One of them is public, the other one is private.

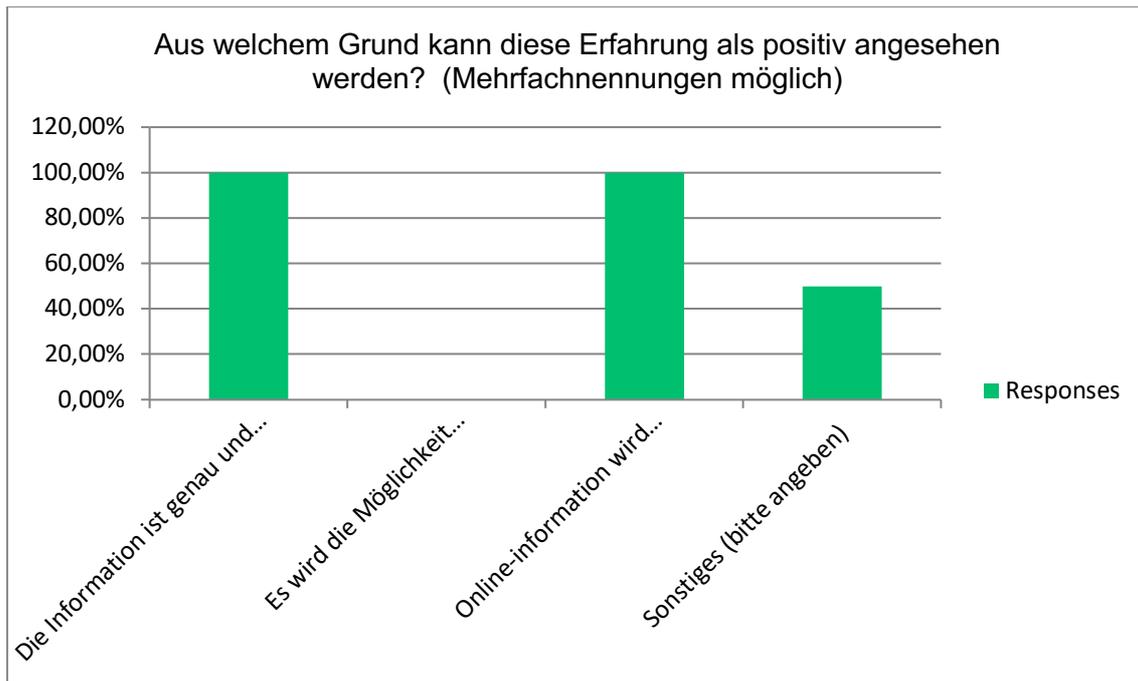
Figure 35: Nominated providers of “good practice” apps



Question 32 | EUREKA Online Survey in Germany

Correct and complete information (100%) and the offer of a complementary offline-advice session are the most important arguments for the positive evaluation of the nominated apps.

Figure 36: Criteria applied for “good practice” nomination of apps



Question 33 | EUREKA Online Survey in Germany

The following additional arguments are given:

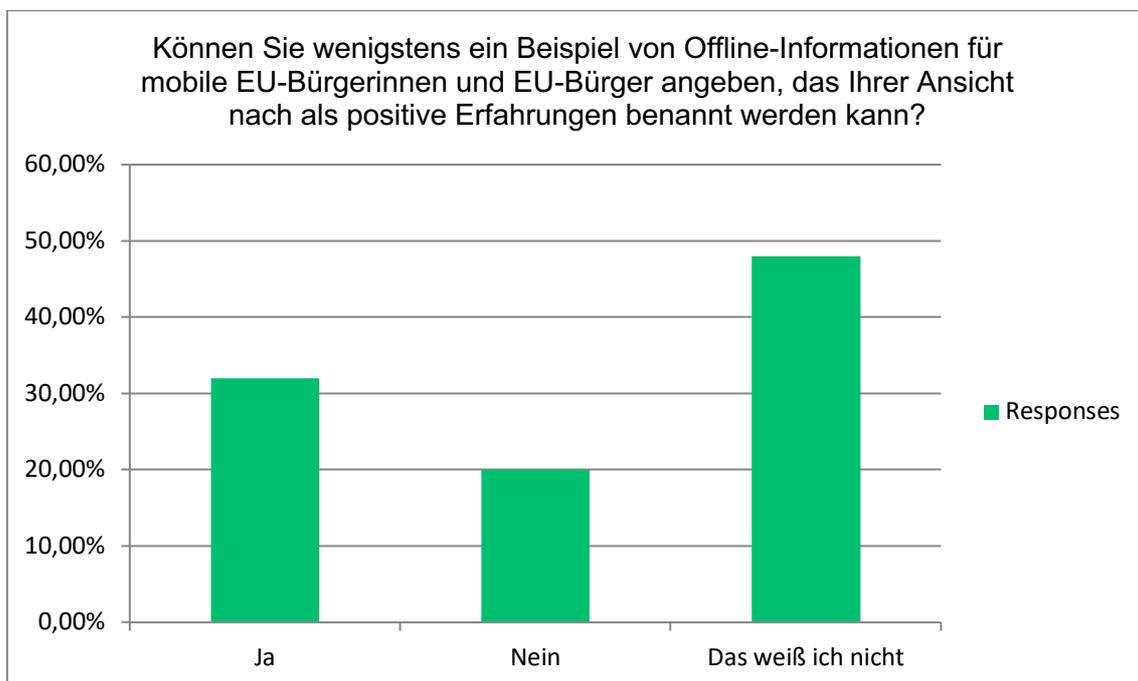
Table 9: Additional criteria applied for the "good practice" nomination of apps

- Information offered in different languages.

First nomination of offline information services for mobile EU citizens considered “good practice”

8 of the 25 respondents (32%) confirm to nominate examples of offline information that could be considered as good practice.

Figure 37: First nomination of offline information services considered “good practice”



Question 37 | EUREKA Online Survey in Germany



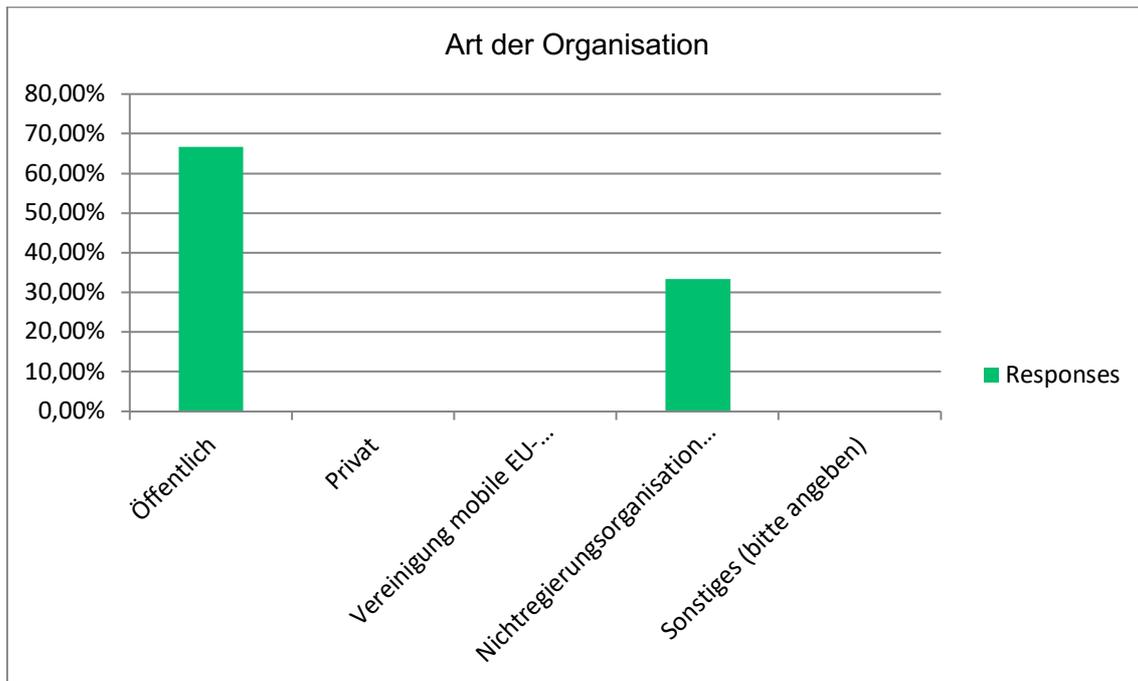
The following offline publications are listed as first examples of possible good practice:

Table 10: Nomination of offline information services considered "good practice"

- **BAMF: Brochures** [bamf.de]
- **Der Zugang zur Existenzsicherung für Unionsbürger/innen –**
GGUA Flüchtlingshilfe e. V.,
[https://ggua.de/fileadmin/downloads/tabellen_und_uebersichten/arbeitshilfe2017.pdf]
- **Diakonisches Werk: Broschüren und Veröffentlichungen**
[diakonie.de/sozialleistungen-fuer-eu-buergerinnen-und-buerger]
- **Lernen und Arbeiten in Europa – CEDEFOP**
[europass.cedefop.europa.eu/de/learning-and-working-in-europe]
- **Jugendmigrationsdienst and Migrationsberatung: Brochures** [jugendmigrationsdienste.de]
- **Information zum Kindergeld –**
Bundesagentur für Arbeit – Familienkasse
[https://www.arbeitsagentur.de/familie-und-kinder]
- **Migrationsberatung –**
Arbeiterwohlfahrt, CARITAS, IB, Der Paritätische etc.
- **Mobilität innerhalb der EU –**
BMAS: Broschüren
[https://www.bmas.de/DE/Themen/Soziales-Europa-und-Internationales/Europa/Mobilitaet-innerhalb-EU/mobilitaet-innerhalb-eu.html]
- **Willkommen in Deutschland –**
BMI/BAMF
[https://www.bmi.bund.de/SharedDocs/downloads/DE/publikationen/themen/migration/willkommen-in-deutschland_de.pdf?__blob=publicationFile]

Six public and three private organisations are mentioned.

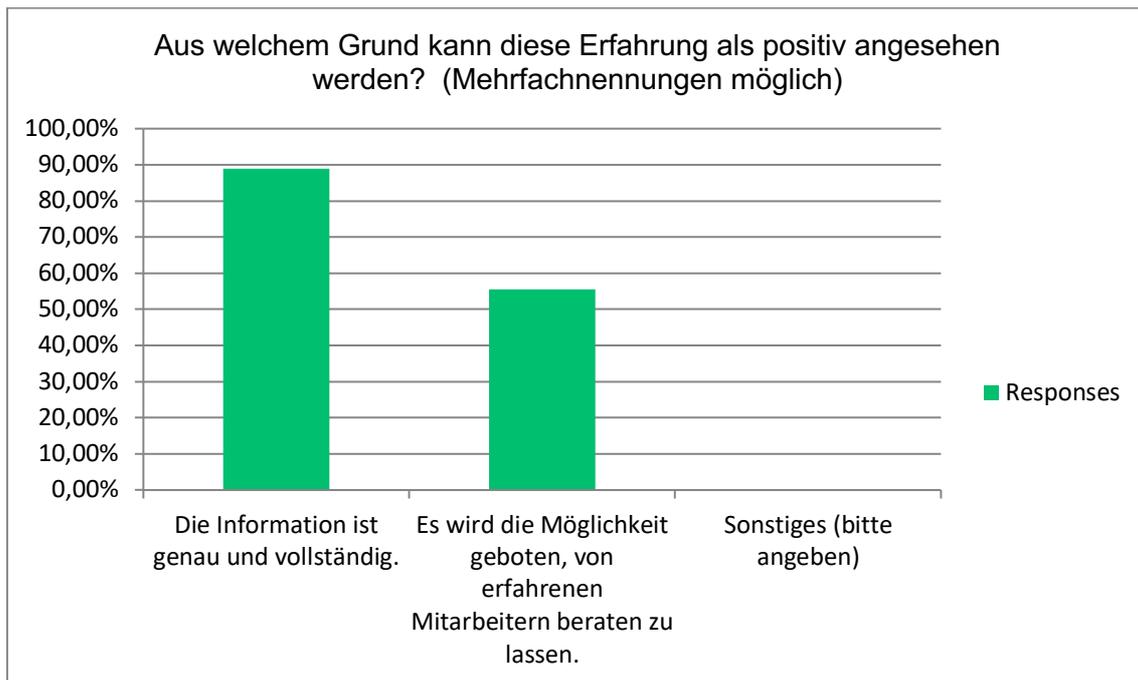
Figure 38: Nominated providers of “good practice” offline information services



Question 39 | EUREKA Online Survey in Germany

Complete and correct information are mentioned as well as the possibility to receive personal advice by well experienced and professional advisors are given as reasons for the nominations.

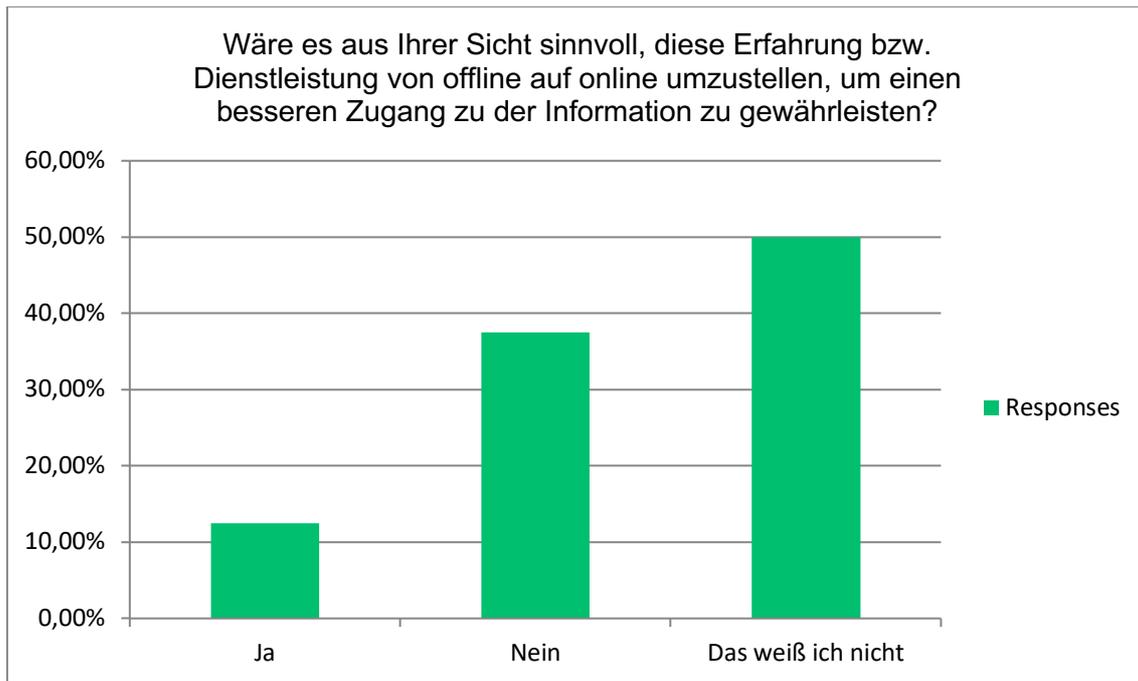
Figure 39: Criteria applied for “good practice” nomination of offline information services



Question 40 | EUREKA Online Survey in Germany

Only one of eight respondents suggests to change the offline services into an online offer. The other 7 respondents skipped the question.

Figure 40: Suggestion to transform offline into online information service



Question 41 | EUREKA Online Survey in Germany

Only one respondent (8%) gives a second example of offline information to be considered as good practice for mobile EU citizens.

Second nomination of offline information services for mobile EU citizens considered “good practice”

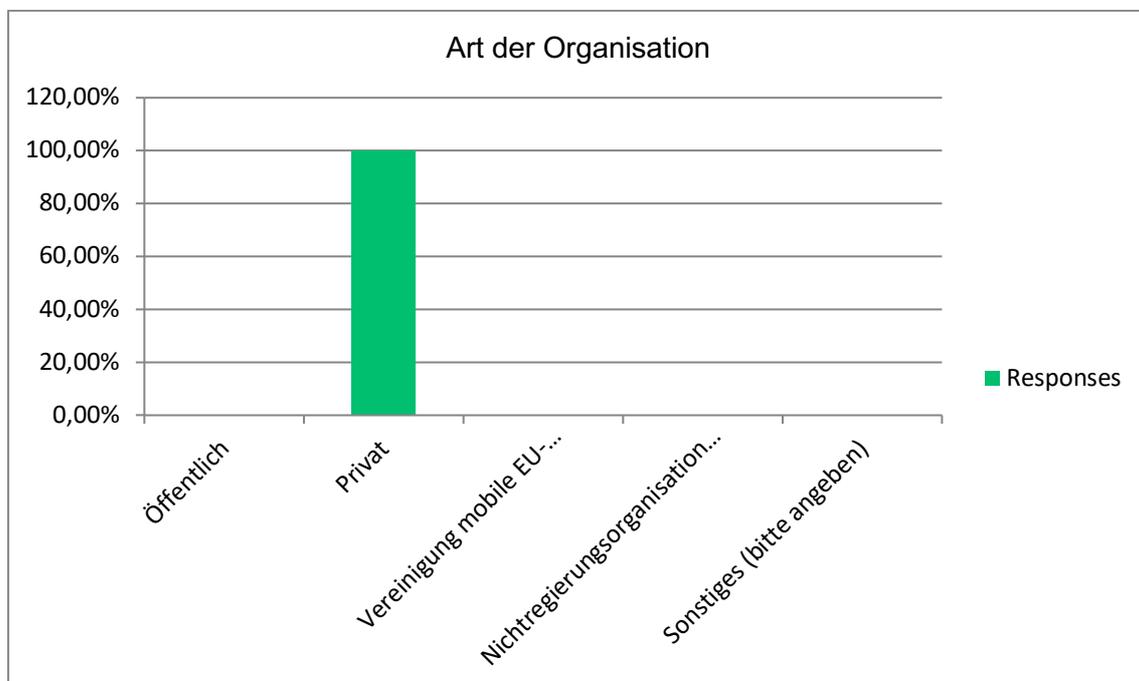
The following offline publication is listed as second examples of possible good practice:

Table 11: Second nomination of offline information services

- **Faire Mobilität** – DGB: Brochures
[faire-mobilitaet.de/informationen/publikationen]

The DGB, the Confederation of German Trade Unions is private.

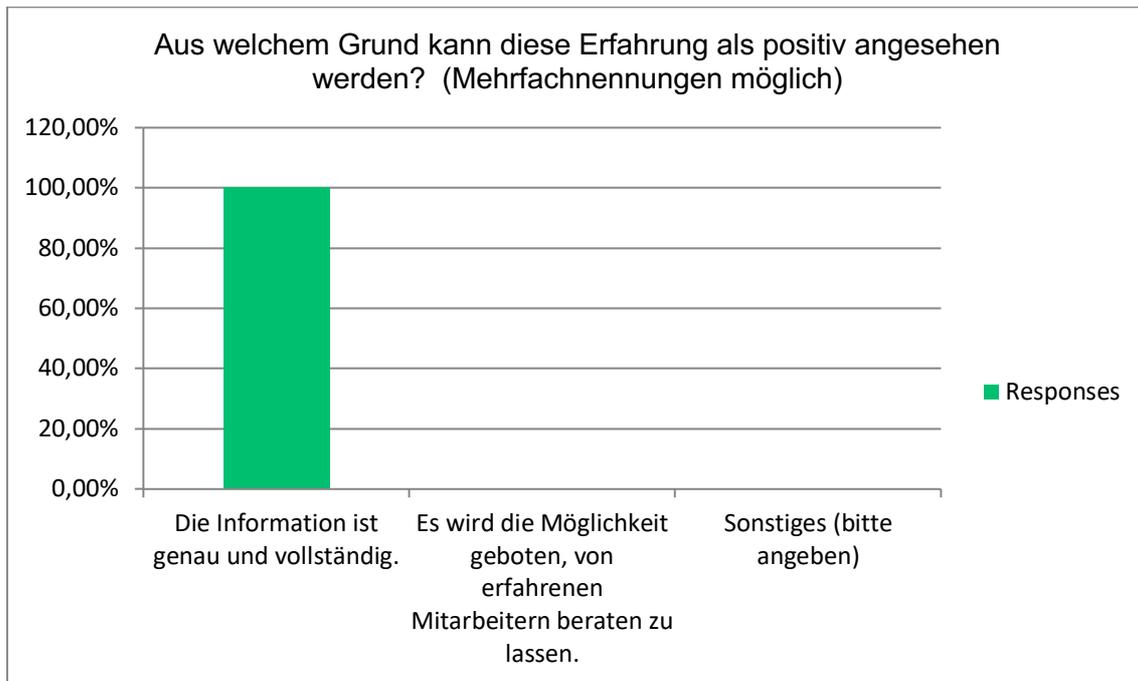
Figure 41: Nominated providers of “good practice” offline information services



Question 43 | EUREKA Online Survey in Germany

The information is considered correct and complete.

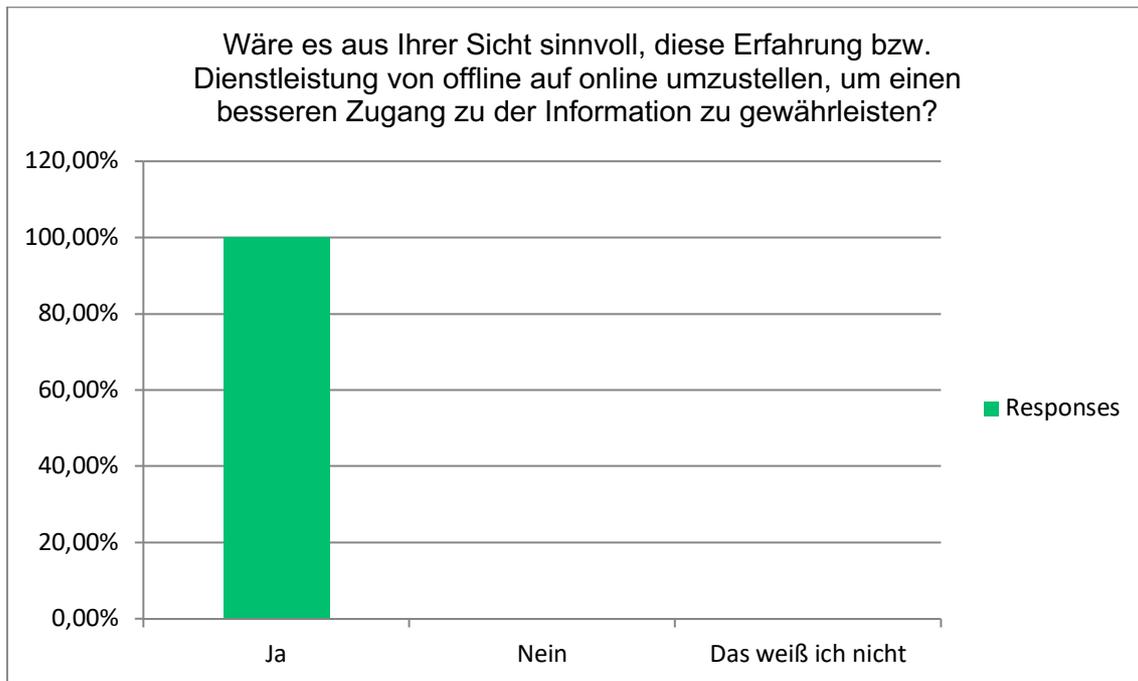
Figure 42: Criteria applied for “good practice” nomination of offline information services



Question 44 | EUREKA Online Survey in Germany

In this case the respondent suggests to make available the offline contents also online.

Figure 43: Suggestion to transform offline into online information service



Question 45 | EUREKA Online Survey in Germany



3. Benchmarking of best practices (according to the indicators of the grid model)

The following websites have been mentioned and have been taken into consideration for the benchmarking procedures:

Table 12: Benchmarking of the best services

- **ACLI** Baden-Württemberg [acli-bw.de]
- **Arbeiten und Leben in Deutschland**,
Auswärtiges Amt, German Foreign Office
[auswaertiges-amt.de/de/service/fragenkatalog-node/-/606790] und
deutschland.de [deutschland.de]
- **BAMF** (3 nominations) [bamf.de]
- EU-Gleichbehandlungsstelle für EU-Bürger –
Die Beauftragte der Bundesregierung für Migration,
Flüchtlinge und Integration –
Gleichbehandlungsstelle EU-Arbeitnehmer
[eu-gleichbehandlungsstelle.de/eugs-de/eu-buerger]
- **BIBA Alb-Donau-Kreis** Ulm [biba.alb-donau-kreis.de/]
- **Fair Arbeiten** – DGB
[fair-arbeiten.eu/bg/article/81.wichtige-adressen.html]
- **Faire Mobilität** – DGB: Brochures
[faire-mobilitaet.de/informationen/publikationen]
- **Forum der Kulturen** Stuttgart [forum-der-kulturen.de]
- **Jugendmigrationsdienste** [jugendmigrationsdienste.de]
- **Mobile Beratung für Erwachsene Online** –
Caritas – Deutsches Rotes Kreuz – Bund der Vertriebenen – Der Paritätische –
Bundesministerium des Innern, für Bau und Heimat (BMI)
[mbeon.de]
- **Netzwerk IQ** – [netzwerk-iq.de]
- **Welcome Center Stuttgart** (2 nominations)
[welcome.stuttgart.de]
- **Welcome Heilbronn** [welcome.heilbronn.de]
- **Your Europe** – European Union [europa.eu/youreurope/index.htm#de]

4. Critical review of three selected best practices

4.1. „Arbeit und Leben in Deutschland“ – The Websites of The German Foreign Office

Table 13: Benchmarking – (1) The Foreign Office

Name of the best practice	Arbeit und Leben in Deutschland deutschland.de
Organization, timing and place (BY WHOM, WHEN, WHERE)	The Foreign Office of the Federal Republic of Germany Auswärtiges Amt Internetredaktion, Berlin, Germany FAZIT Communication GmbH Frankfurt am Main, in cooperation with Auswärtiges Amt, Berlin
Website address and other contact details	<p>Internet: www.auswaertiges-amt.de https://www.auswaertiges-amt.de/de/service/fragenkatalog-node/-/606790 www.deutschland.de</p> <p>Institution: Auswärtiges Amt Internetredaktion</p> <p>Address: Werderscher Markt 1 10117 Berlin</p> <p>Post Address: 11013 Berlin Phone: +49 30 1817-0 Citizens' Service: +49 30 1817-2000</p> <p>E-Mail: poststelle@auswaertiges-amt.de De-Mail: poststelle@auswaertiges-amt.de-mail.de</p>

<p>Activity (WHAT)</p>	<p>More specific to our research focus is an offer of sets of questions and answers offered to mobile Europeans.</p> <p>Please confer to the relevant translation in the next box (contents and methodology).</p> <p>Beneath this specific offer, the Foreign office puts at disposal in German and English language as well as in sign language and easy language:</p> <ul style="list-style-type: none"> – Information on the institution and the worldwide web of diplomatic representations (embassies and consulates) – Information on German foreign policies, countries and areas in the world as well as on international organisations – Newsroom – <i>External service 1:</i> Information and an App on safe traveling with useful tools and safety information for international traveling – <i>External service 2:</i> The kids' website of the German Foreign Office and – <i>External service 3:</i> Deutschland.de – Information about politics, economy, culture, life, science and environmental issues in Germany, offered by the FAZIT Communication GmbH in cooperation with the German Foreign Office in Arabic, Brazilian, Chinese (Mandarin), English, French, Polish, Portuguese, Russian, Spanish and Turkish language – [deutschland.de].
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<p>Contents and methodology (HOW)</p>	<p>The specific site for mobile Europeans is guided by the following questions and topics:</p> <ul style="list-style-type: none"> – I want to immigrate to Germany. What are the options for immigration? – I am new in Germany, where can I find basic information and tips on living in Germany? – I am a foreigner and would like to work in Germany. What are the options? – I am an EU citizen and would like to work in Germany. What are the options? – I am an IT specialist. Are there any special opportunities for me to work in Germany? – Is it true that foreigners can also settle in Germany as self-employed? – What is the procedure for applying for a work visa? – What is the EU / EU Blue Card? Who can get it Where can i get it? – I am a foreigner and have a residence and work permit for a specific EU country. I would now like to work in Germany. Can my previous residence and work permit be changed to a German one? – I would like to work as an au pair in Germany. Where can I get information? – What is the "Working Holiday" program? – What is the Youth Mobility Program (YMP)? – Do I need a work permit if I want to do an internship in Germany? – Will my professional qualifications acquired abroad be recognized in Germany? – Will my foreign degree be recognized in Germany? – Where can I get information on the validity of my foreign driver's license in Germany? – I am a German citizen and have been living abroad for several years. I would like to return to Germany shortly. Where can I find information?
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<p>Results</p> <p>(SHORT-TERM/IMMEDIATE IMPACT; LONG TERM IMPACT)</p>	<p>The information offer of the German Foreign Office gives quite useful information and communication offers to mobile Europeans. The website uses German and English language but also sign language and easy language.</p> <p>A citizens' hotline is offered. The online information is well organised. A specific App is offered for internationally traveling people.</p> <p>The offer of the Foreign Office takes as target into consideration: German citizens, EU citizens and other citizens interested in German issues. The institution well reflects its purpose of foreign policies, European policies and safeguard of German (and EU) citizens in the world.</p> <p>The institutional website respects and is complementary to other institutions and offices of competence:</p> <ul style="list-style-type: none"> – The Federal Government (<i>Bundesregierung</i>) and the Federal Chancellery (<i>Bundeskanzleramt</i>) – Federal Ministry of Inner Affairs (<i>Bundesinnenministerium</i>) and the Federal Office for Migration and Refugees (<i>BAMF</i>) – Federal Office for Labour (<i>Bundesagentur für Arbeit</i>) – The State Governments and the regional ministries of the Länder
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4.2. „Europäische Gleichbehandlungsstelle“ – The Websites of The Federal Government

Table 14: Benchmarking – (2) The Government

<p>Name of the best practice</p>	<p>Die EU-Gleichbehandlungsstelle Die Integrationsbeauftragte der Bundesregierung Die Bundesregierung</p>
<p>Organization, timing and place (BY WHOM, WHEN, WHERE)</p>	<p>Office for Equal Treatment of EU Workers The Federal Government Commissioner for Migration, Refugees and Integration The German Federal Government</p>
<p>Website address and other contact details</p>	<p>Internet: www.bundesregierung.de www.bundeskanzleramt.de www.integrationsbeauftragte.de www.eu-gleichbehandlungsstelle.de/ www.eu-gleichbehandlungsstelle.de/eugs-de/fachleute/migrations-beratung-4-0</p> <p>Institution: Bundesregierung Presse- und Informationsamt der Bundesregierung</p> <p>Address: Dorotheenstraße 84 10117 Berlin</p> <p>Phone: +49 30 18 272-0 Telefax: +49 30 18 272-2555</p> <p>E-Mail: internetpost@bundesregierung.de</p>

<p>Activity (WHAT)</p>	<p>More specific to our research focus is an offer of equal treatment for EU workers.</p> <p>The specific website gives information and answers to frequently asked questions about</p> <ul style="list-style-type: none"> - First steps in Germany - Working in Germany - Social security - Education <p>The service, offered in Bulgarian, Croatian, English, French, German, Greek, Hungarian, Italian, Romanian and Spanish language, allows to find nearby and adequate advice centres, offers the download of a print version of a Guide to German Authorities, as well as a Handbook Germany.</p> <p>This website for the Equal Treatment of EU workers is offered by the Federal Government Commissioner for Migration, Refugees and Integration, and therefore opens the focus on the information offers of the Federal Government, the Federal Chancellery and the Federal Ministries.</p> <p>Prominent offers promoted are:</p> <ul style="list-style-type: none"> - Handbook Germany – Information on rights & legal frameworks, life, learning, work in Germany with videos, news and localized information offered in Arabic, English, French, German, Pashto, Persian and Turkish language [handbookgermany.de] - The download of the 180 pages print publication “Facts about Germany”, offered in Arabic, Chinese (simplified), English, French, German, Indonesian, Japanese, Korean, Polish, Portuguese (Brazilian), Russian, Turkish and Ukrainian language.
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<p>Contents and methodology (HOW)</p>	<p>Beneath these offer of the Federal Govenment, links to other significant external institutions are implemented:</p> <p>Links on finding a job:</p> <ul style="list-style-type: none">– International Placement Service website of the Federal Employment Agency [www.arbeitsagentur.de/en/welcome]– Jobbörse of the Bundesagentur für Arbeit [jobboerse.arbeitsagentur.de]– “Make it in Germany”, the multilingual website for international qualified professionals, informs people interested in migrating to Germany how to successfully plan their move – from the preparations in their home country to their arrival and the first steps in Germany. The website also features job listings. [www.make-it-in-germany.com]
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<p>Contents and methodology (HOW)</p>	<p>Links on living and working in Germany</p> <ul style="list-style-type: none"> - Your Europe [https://europa.eu/youreurope/citizens/index_en.htm] - “Make it in Germany” [www.make-it-in-germany.com] - The website’s “Welcome to Germany” section of the Federal Office for Migration and Refugees (BAMF) offers information, telephone numbers and contact addresses. This service is intended to help you to quickly feel at home in Germany. [www.bamf.de] - The EURES cooperation network which seeks to facilitate the free movement of workers in the 28 EU countries, Switzerland, Iceland, Liechtenstein and Norway. [https://ec.europa.eu/eures/public/en/homepage] - The EURES cooperation network which seeks to facilitate the free movement of workers in the 28 EU countries, Switzerland, Iceland, Liechtenstein and Norway. [https://ec.europa.eu/eures/public/en/homepage] - The Fair Mobility website is run by the German Trade Union Confederation (DGB), offers advisory services and support for mobile employees in Bulgarian, English, German, Hungarian, Polish language. [www.faire-mobilitaet.de/en/] - The website of the Federal Ministry of Labour and Social Affairs (BMAS) provides information in the “Our Topics” section about labour law, occupational health and safety and vocational training in Germany, among other subjects. The Federal Ministry of Labour and Social Affairs also offers a public information service. [www.bmas.de]
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<p>Contents and methodology (HOW)</p>	<p>Of quite some interest for our purpose is the direct link to the Project Migration advice 4.0:</p> <p>The project conceptualizes and implements model information and consultancy work in Bulgarian, Croatian, English, French, Greek, Hungarian, Italian, Polish, Romanian and Spanish language and in social media. The aim is to develop methods of using EU media to provide EU workers with the best possible information and advice. The project started in 2018 and ends in 2022.</p> <p>The project works in seven fields of action:</p> <ul style="list-style-type: none"> — Analysis and monitoring of social media spaces focusing on the ten largest EU immigration groups. — Outreach information and counselling work on social media of new EU immigrants, their quality assurance and documentation. — Creation of innovative multimedia information offers. — Development of information campaigns in the context of the work integration of new EU immigrants. — Establishment of an advisory board of migrant organizations and experts for the coordination of strategic decisions, findings and plans of the project. — Regular implementation of (specialist) events and workshops with strategic partners, which take up the content and methodological questions of information and advisory work for EU immigrants and are used for networking and coordination. — The creation of a guideline and the transfer of project knowledge in the form of a handout, which will be discussed as part of a scientific closing event. <p>The equal treatment agency EU workers of the Federal Government Commissioner for Migration, Refugees and Integration has the task of supporting EU immigrants in exercising their rights in the context of the free movement of workers in Germany. It supports the MB 4.0 project - good work in Germany, which is carried out by Minor.</p>
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<p>Results</p> <p>(SHORT-TERM AND IMMEDIATE IMPACT; LONG TERM IMPACT)</p>	<p>The information offer of the Office for Equal Treatment of EU Workers is a major task of the Federal Government Commissioner for Migration, Refugees and Integration who is working as Minister of State in the Federal Chancellery and in the German Federal Government.</p> <p>The different information offers should be observed and valued in their complementarity and together with relevant other external offers guided by the Federal Government.</p> <p>The services have a strength in language diversity, partly easy language and sign language including.</p> <p>Websites and Aps, Advice services and print information are offered for target group specific or topic-oriented communication strategies.</p> <p>Beneath official institutions, research organisations, social partners and other relevant actors of civil society are included in optimising the information and communication offers.</p>
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4.3. „Jugendmigrationsdienste“ – The Websites of the Youth Migration Services

Table 15: Benchmarking – (3) The Jugendmigrationsdienste

<p>Name of the best practice</p>	<p>Jugendmigrationsdienste (jmd) jmd4you jmd Respekt Coaches jmd im Quartier</p>
<p>Organization, timing and place (BY WHOM, WHEN, WHERE)</p>	<p><i>Youth Migration Services</i></p> <p>There are some 477 operational offices spread out in the country. They are organised by the civil society on behalf of the States (<i>Länder</i>).</p> <p>The Youth Migration Service is co-ordinated on federal level by 5 offices, representing 5 different types of civil society organisations:</p> <ul style="list-style-type: none"> – Bundesarbeitsgemeinschaft Evangelische Jugendsozialarbeit e. V. Stuttgart www.bagejsa.de – Internationaler Bund Frankfurt am Main www.internationaler-bund.de – Bundesarbeitsgemeinschaft Katholische Jugendsozialarbeit e. V. Berlin www.bagkjs.de – AWO Bundesverband e. V. Berlin www.awo.org



EUREKA Project GA no. 82666 funded by the European Union

<p>Website address and other contact details</p>	<p>Internet: www.jugendmigrationsdienste.de www.jmd-respekt-coaches.de www.jmd-im-quartier.de www.bildungsberatung-gfh.de</p> <p>Responsible for the Website:</p> <p>Servicebüro Jugendmigrationsdienste Address: Adenauerallee 12-14 53113 Bonn Phone: +49 228 95968-0 E-Mail: info@jugendmigrationsdienste.de</p> <p>Juridically responsible:</p> <p>Bundesarbeitsgemeinschaft Evangelische Jugendsozialarbeit e.V. (BAG EJSA) Address: Wagenburgstr. 26-28 70184 Stuttgart Phone: +49 711 16489-0 Fax: +49 711 95968-21 Internet https://www.bagejsa.de</p>
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<p>Activity (WHAT)</p>	<p>jmd4you is the <i>Jugendmigrationsdienste</i> online advisory service specifically for young people with a migration background aged between 12 and 27.</p> <p>Advising, supporting, educating at some 477 centres throughout Germany: the <i>Jugendmigrationsdienste</i> (JMD) assist young people with a migration background aged between 12 and 27 with their integration process in Germany.</p> <p>Individual support, professional advice, group and educational courses as well as effective networking in schools and training organisations are among the important tasks. The focuses are on linguistic, educational, professional and social integration.</p> <p>The <i>Jugendmigrationsdienste</i> help young people find their feet in Germany. Whether it's with problems at school, looking for an apprenticeship or formality issues: JMDs accompany young migrants on their journey. Professionally and free of charge with a variety of services and in different languages.</p> <p>Target groups</p> <ul style="list-style-type: none"> – Children, teenagers and young adults with a migration background aged between 12 and 27 – Parents of children and young people with a migration background, particularly in issues regarding their children's education/training – Initiatives and institutions that are relevant for the integration process of young migrants, including anyone in the young people's living environment <p>Objectives</p> <ul style="list-style-type: none"> – To improve the chances of integration (linguistic, social, educational and professional integration) – To promote equal opportunities – To encourage participation in all areas of social, cultural and political life
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<p>Contents and methodology</p> <p>(HOW)</p>	<p>The work of JMD is based on Principles that January 2017 have been approved for nationwide promotion of individual support for young immigrants in the Federal Children's and Youth Plan (III., 4 of the KJP in the version of 29 September 2016)</p> <p>Beneath these Principles nine so-called Framework Concepts are the basis of the common work:</p> <ul style="list-style-type: none"> – JMD Framework Concept No. 1: Individual integration support with socio-educational advice and case management in the youth migration services – JMD Framework Concept No. 2: Assessment and development of competencies of young people with a migration background – JMD Framework Concept No. 3: Social pedagogical advice around the integration course – JMD Framework Concept No. 4: Group offers as part of the KJP funding to support the integration process – JMD framework concept No. 5: Parent work in the youth migration services – JMD Framework Concept No. 6: Promotion of voluntary and civic engagement of young people with a migration background – JMD Framework Concept No. 7: Network and social space work as well as intercultural opening – JMD Framework Concept No. 8: Quality Development and Training – JMD Framework Concept No. 9: Tasks of the specialists in the JMD program "Respekt Coaches"
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<p>Results</p> <p>(SHORT-TERM / IMMEDIATE IMPACT; LONG TERM IMPACT)</p>	<p>The services of the JMD are diversifying. They are well documented and there are actions and campaigns as well as tenders for micro projects.</p>
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4.4. „Your Europe“ – Help and advice for EU nationals and their family – Websites of the European Union

Table 16: Benchmarking – (4) Your Europe

Name of the best practice	Your Europe
Organization, timing and place (BY WHOM, WHEN, WHERE)	<i>The European Union</i> <i>https://europa.eu/youreurope/citizens/index_en.htm</i> European Commission DG Internal Market, Industry, Entrepreneurship and SMEs Brussels, Belgium
Website address and other contact details	Internet: https://europa.eu/youreurope/citizens/index_en.htm Institution: European Commission DG Internal Market, Industry, Entrepreneurship and SMEs Address: Single Market Service Centre 1049 Brussels Belgium Phone: 00800 6 7 8 9 10 11

<p>Activity (WHAT)</p>	<p>Your Europe is an EU site designed to help you do things in other European countries – avoiding unnecessary inconvenience and red tape.</p> <p>This can mean moving, living, studying, working, shopping or simply travelling abroad. Or, as a company, doing business abroad.</p> <p>As an EU national – or national of Iceland, Liechtenstein or Norway – you have certain rights in these areas. But they may not always be observed when a country hasn't yet fully implemented the relevant EU law.</p>
<p>Contents and methodology (HOW)</p>	<p>Your Europe offers:</p> <ul style="list-style-type: none"> – information on your basic rights under EU law. – how these rights are implemented in each individual country (where information has been provided by the national authorities). – free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice. <p>The information on this site is mainly aimed at EU nationals and their families (including family members from non-EU countries). In most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway. Sometimes, EU rights also apply to Switzerland – but not always, because Switzerland has signed up to some arrangements with the EU but not others. Each page of Your Europe states precisely the countries or nationalities to which the information it contains applies.</p> <p>Your Europe offers information in all official EU languages - except Irish. However, at certain times and for certain content, you may find your preferred language version unavailable pending translation. Country-specific information will be provided, where possible, in the country's official language(s) and in English. The European Commission is not responsible for the language policy of external websites.</p>

<p>Contents and methodology</p> <p>(HOW)</p>	<p>Your Europe offers information and advice about:</p> <ul style="list-style-type: none"> - Travel - Work & retirement - Vehicles - Residence formalities - Education & Youth - Health - Family - Consumers <p>All the information are offered in the official European languages (except Irish).</p> <p>As print tools are offered:</p> <ul style="list-style-type: none"> - Your Europe: Help and advice on your life, work, business and travel in the EU (leaflet) - Your Europe, Your Rights - Updated 2015, brochure, 28 pages - Your Europe: Help and advice for EU nationals and their family (leaflet)
<p>Results</p> <p>(SHORT-TERM/IMMEDIATE IMPACT; LONG TERM IMPACT)</p>	<p>The website services of Your Europe is well updated, available in the European languages, excellently documented and has a high standard of digital communication.</p>



Conclusions

The standards of available information for mobile EU citizens are quite high. Especially the print documents (offline documents) have high quality and quantity standards. There are both public and private services. It appears that the public and official sites are more favoured by experts than relevant websites of research institutions, public media, foundations and or other civil society actors. Especially in times of the corona epidemics and the extensive restrictions on public life and analogue services, weaknesses of digital information and communication platforms become apparent. It can be expected that catch-up developments and improvements in breadth and depth will be pending and addressed. This applies in particular to the accessibility of public offices and other service providers, who in the future will no longer be addressed primarily as analogue or via endless call centre queues via telephone, but rather as solid and well-articulated digital citizen services. The developers of simple and reliable apps for mobile devices also still have many ambitious fields of activity ahead of them. Our EUREKA project will undoubtedly make an excellent contribution to the continuously growing needs and challenges.
