

**“Europe on the move – Participation and Integration of EU-citizens”  
7th - 8th of May 2013, Vienna, Austria**

Ruth Calderón, [www.rc-consulta.ch](http://www.rc-consulta.ch)

---

## **Integration from the beginning**

### **Welcome conversations for migrants in the Canton of Lucerne, Switzerland**

Example of a regional practice  
(as one of several first-information activities  
in the Canton of Lucerne)

7th - 8th of May 2013, Vienna

## “Europe on the move – Participation and Integration of EU-citizens”

Ruth Calderón, [www.rc-consulta.ch](http://www.rc-consulta.ch)

**Canton of Lucerne:** 377'000 habitants, 16.7% foreigners



Start with welcome  
conversations: 2008

by the Office for  
Immigration of  
Canton of Lucerne /  
Amt für Migration  
(AMIGRA)

Evaluation of these welcome conversations in 2011

7th - 8th of May 2013, Vienna

## “Europe on the move – Participation and Integration of EU-citizens”

Ruth Calderón, [www.rc-consulta.ch](http://www.rc-consulta.ch)

---

### Who was welcomed?

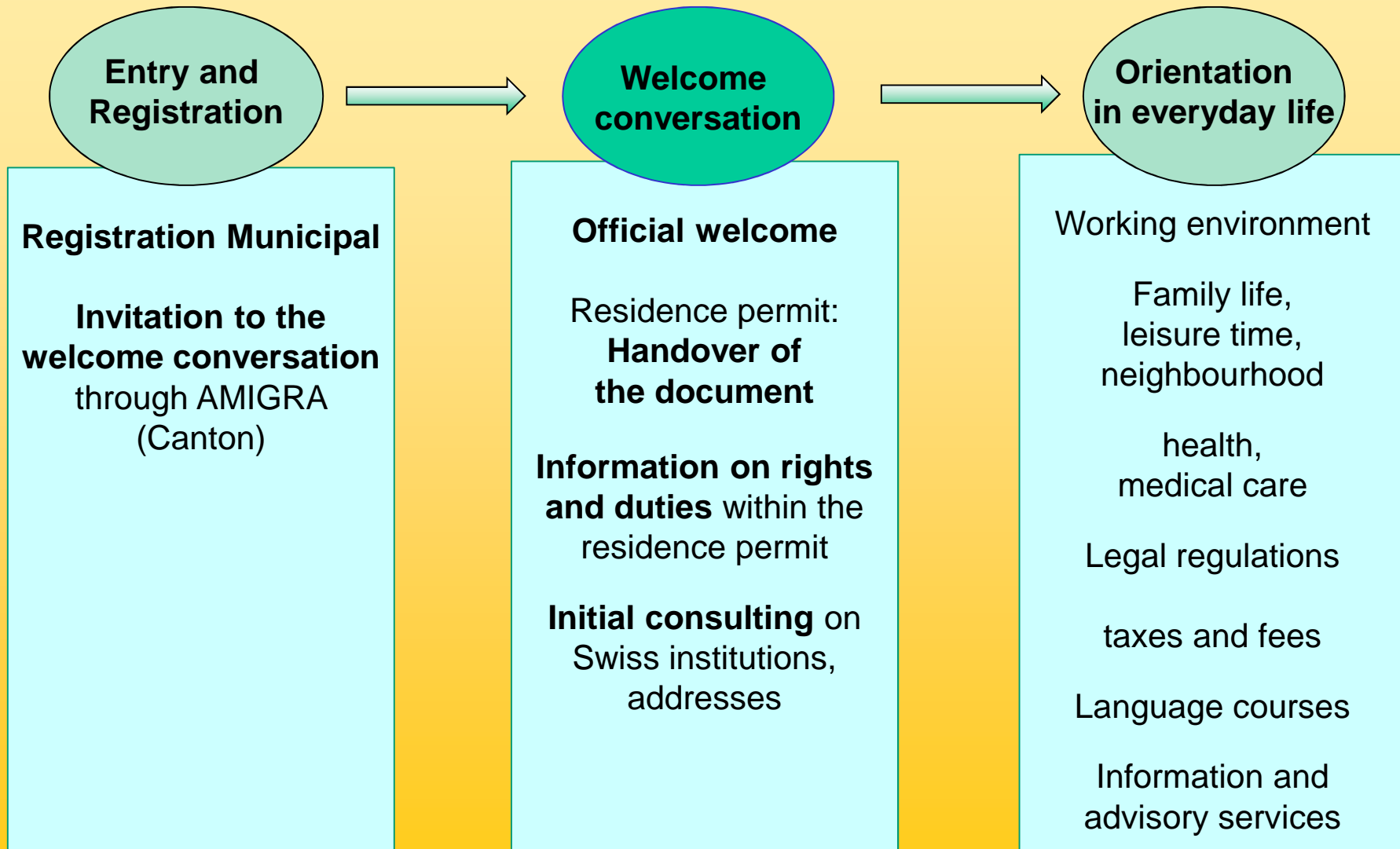
<b>CANTON OF LUCERNE</b>	<b>Jan.-Dec. 2010</b>
<b>Commencement of employment</b>	<b>1'616</b>
<b>Family reunion</b>	<b>1'077</b>
<b>Transition of permit F/N to B</b>	<b>300</b>
<b>EU / EFTA - citizen</b>	<b>2'105</b>
<b>Non-EU /EFTA – citizen (Third countries)</b>	<b>888</b>
<b>Nationalities (Number of countries)</b>	<b>102</b>
<b>Welcomed persons</b>	<b>2'993</b>
<b>Welcome conversations</b>	<b>2'529</b>

## **Resources at AMIGRA (office for immigration)**

- 2 x 100% - jobs
- Team for welcome conversations:
  - 1 woman with Swiss German origin
  - 1 man with Kosovar origin
- 9 languages
- Extern intercultural interpreters (community interpreters)

# “Europe on the move – Participation and Integration of EU-citizens”

Ruth Calderón, [www.rc-consulta.ch](http://www.rc-consulta.ch)



## **Evaluation welcome conversations**

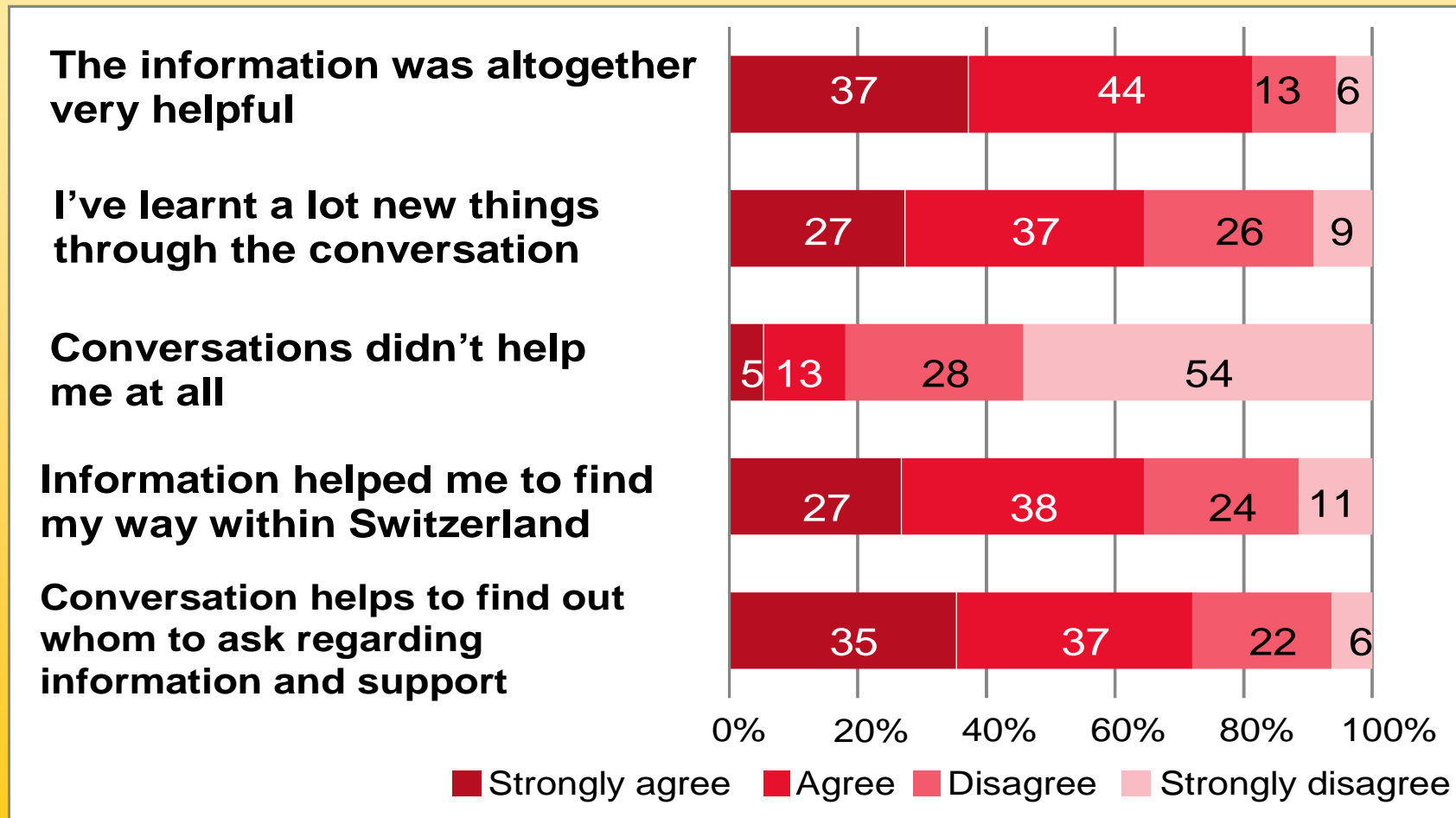
- Evaluation on behalf of the Canton of Lucerne, January - August 2011
- Working group Office BASS Berne and rc consulta Berne
- Interviews with representatives of migration authority and departments of integration
- Interviews with new residence migrants
- Written survey at municipals (N = 64, 75%)
- Written survey of 184 new residence (N = 184, 21%)

# “Europe on the move – Participation and Integration of EU-citizens”

Ruth Calderón, [www.rc-consulta.ch](http://www.rc-consulta.ch)

## How helpful was the welcome conversation to you?

[data in percent; n(valid)= 166 bis 177]



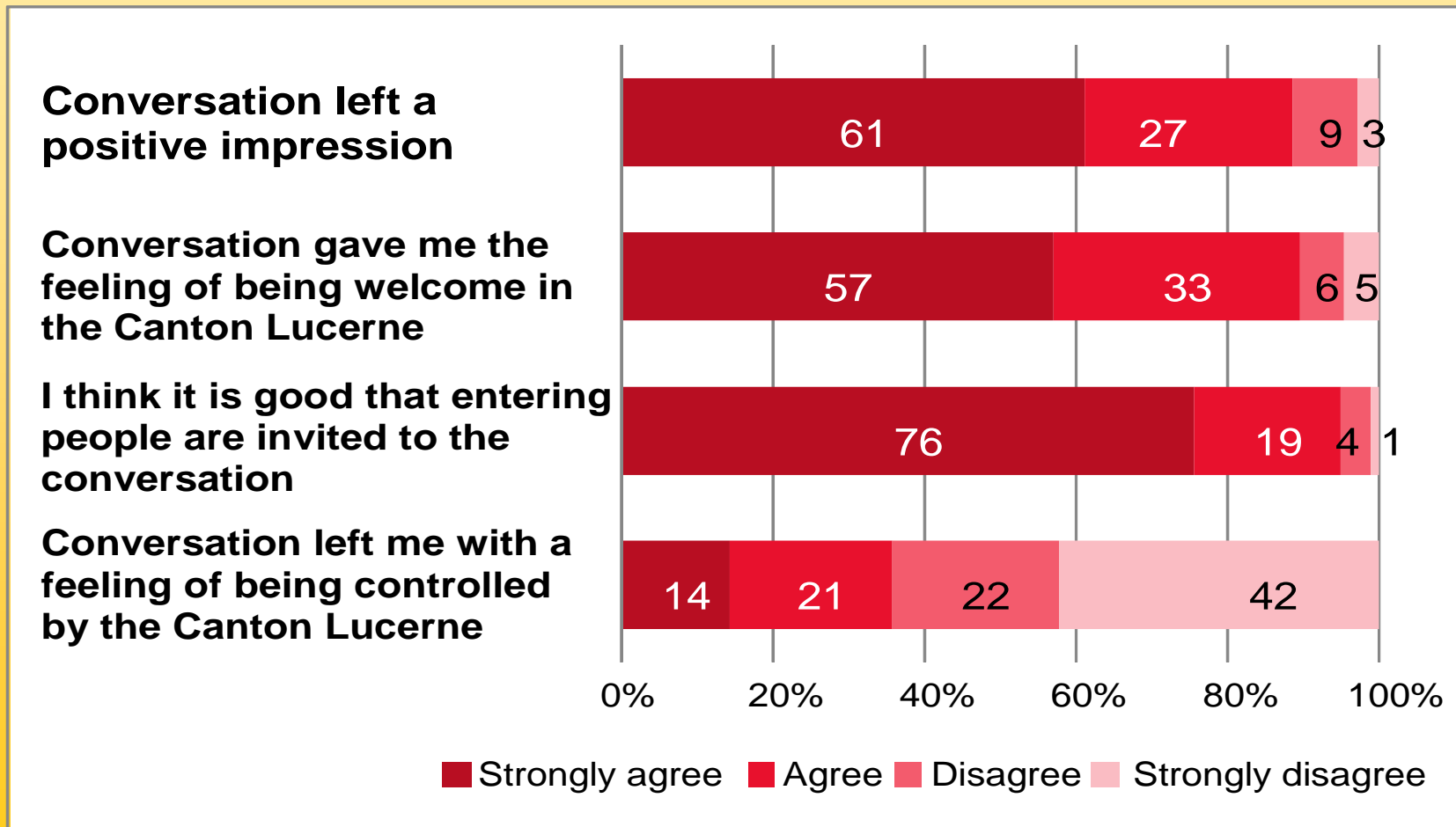
Source: Written survey migrants, BASS

## “Europe on the move – Participation and Integration of EU-citizens”

Ruth Calderón, [www.rc-consulta.ch](http://www.rc-consulta.ch)

### Which kind of impression did you have after the welcome conversation?

[data in percent; n(valid)= 168 bis 176]



Source: Written survey migrants, BASS



## Which objectives are achieved through welcome conversations?

### Chosen results:

- New residents with foreign origin feel welcome and see the welcome conversation positive  
→ largely achieved
- Standardized reception of all new residents with foreign origin  
→ formally achieved, content-related partly achieved
- Persons with little knowledge of language, the country and its people are ushered in assistance  
→ for German language courses largely achieved,  
for other assistance measures so far not achieved

## Conclusion of the evaluation:

The existing **framework of the welcome conversations** has proved to be **largely successful**.

The desired **objectives were partly achieved**. They are reasonable and can be implemented under the condition of further **measures of improvement**.

The welcome conversation as a measure is a tessera at the beginning of promoting integration through government agencies and only develops its effects within the framework of a **masterplan with further additional measures**.

7th - 8th of May 2013, Vienna

**“Europe on the move – Participation and Integration of EU-citizens”**

Ruth Calderón, [www.rc-consulta.ch](http://www.rc-consulta.ch)

---

Evaluation-Report:

Calderón-Grossenbacher Ruth, Guggisberg Jürg, Egger Theres,

Stocker Désirée: **Evaluation Begrüßungsgespräche Kanton Luzern.**

Im Auftrag der Fachstelle Gesellschaftsfragen des Kantons Luzern. Bern, 2011

[http://www.rc-consulta.ch/pdf/Schlussbericht\\_Evaluation\\_Begrueessungsgespraech.pdf](http://www.rc-consulta.ch/pdf/Schlussbericht_Evaluation_Begrueessungsgespraech.pdf)