Please find attached the presentation by Ms. Susan Martin, Migration Expert, Georgetown University Washington, delivered to the Session IV (Providing services for migrants), of the 13th OSCE Economic Forum, Prague, 23 -27 May 2005.
Migrant Services in Receiving Countries

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Introduction

Immigrant Services are a Two Way Street
- Services for migrants
- Services for communities affected by migration

Pre-Arrival Orientation Services

- Immigration benefits and expectations
- Legal rights and responsibilities
- History and government structures of the receiving country
- How to secure basic needs: housing, employment, transportation, health services, etc.
- Miscellaneous information: emergency services, instructions on use of telephone, holidays, etc.
Post-Arrival Immigrant Services

- Housing services and information on tenant rights and responsibilities
- Medical services
- Employment services, accreditation
- Family law and gender relations: marriage, spousal and child rights,
- Drivers licenses and education
- Language and skills training
- Financial literacy, banking services

Community Oriented Services

- Information on numbers and characteristics, eligibility for services and work
- Interpretation and translation
- Community relations
- Anti-discrimination, anti-racism, anti-xenophobia activities
- Information and training for law enforcement personnel
- Information and training for education, health care and other service delivery systems

Language Training: Children

- Host country language acquisition
- Native language language retention
- Evaluation and testing of language acquisition
- Grade-level subject matter instruction
- Involvement of parents
- Trained teachers
**Adult Language and Skills Training**
- Basic skills
- Literacy
- Host country language acquisition
- Civics education
- Vocational training
  - Community based
  - Business based

**Impact of Migrant Services**
- Better educated and trained migrants
- Improved community relations
- Increased understanding of migration and its impacts