

SYSTEMATIZATION OF BEST PRACTICES

# **OPORTUGUATE, RESPONSE TO COVID-19 AND SOCIO-ECONOMIC ASSISTANCE**



SYSTEMATIZATION OF BEST PRACTICES

**OPORTUGUATE, RESPONSE TO  
COVID-19 AND SOCIO-ECONOMIC  
ASSISTANCE**

# CREDITS AND DOCUMENT PROTOCOL

The opinions expressed in this write-up are those of the authors and do not necessarily reflect the views of the International Organization for Migration (IOM). The designations employed and the presentation of material throughout the report do not imply expression of any opinion whatsoever on the part of IOM concerning legal status of any country, territory, city or area, or of its authorities, or concerning its frontiers or boundaries.

IOM is committed to the principle that humane and orderly migration benefits migrants and society. As an intergovernmental organization, IOM works with partners across the international community to assist in the meeting of operational challenges of migration; advance understanding of migration issues; encourage social and economic development through migration; and uphold the human dignity and well-being of migrants.

---

All rights reserved. No part of this document may be reproduced, stored in a retrieval system or transmitted by any electronic, mechanical, photocopying, recording or other means, without the prior consent of the publisher.

The limits and names shown, and the designation used in the maps of this document follow those used by the United Nations and do not imply official endorsement or acceptance by the International Organization for Migration (IOM).

Head of Mission: Jorge Peraza Breedy

Project Coordinator: José Diego Cárdenas

International Organization for Migration (IOM)

Address: 3era Calle 4-44 Zona 10, Edificio FLACSO, Nivel 3, Ciudad de Guatemala, Guatemala.

Publication date: May 2021

Email: [iomguatemala@iom.int](mailto:iomguatemala@iom.int)

Contact email: [kmhubregional@iom.int](mailto:kmhubregional@iom.int)

Publication prepared by the Regional Knowledge Hub on Migration

Coordinator: Vanesa Vaca, Knowledge Management Regional Office

Regional Office for Central America, North America, and the Caribbean

Email: [kmhubregional@iom.int](mailto:kmhubregional@iom.int)

Web site: <https://kmhub.iom.int/es>

# ABBREVIATIONS

<b>App</b>	Mobile App
<b>UNCRH</b>	United Nations Refugee Agency
<b>BP</b>	Best Practice
<b>CV</b>	Curriculum vitae
<b>PBF</b>	United Nations Peacebuilding Fund
<b>IOM</b>	International Organization for Migration
<b>ILO</b>	International Labour Organization
<b>WHO</b>	World Health Organization
<b>UNDP</b>	United Nations Development Programme

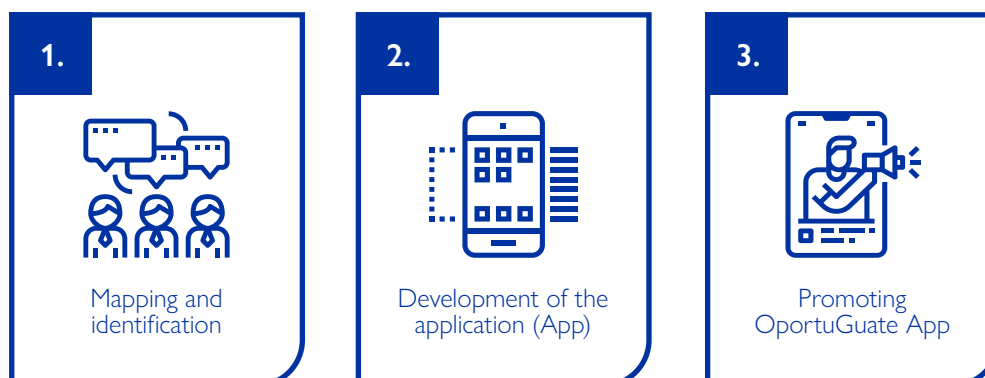
# CONTENTS

CREDITS AND DOCUMENT PROTOCOL.....	3
ABBREVIATIONS.....	4
CONTENTS.....	5
Best Practice Summary.....	6
Introduction.....	7
Context.....	7
Description of Best Practices.....	8
Implementation of Best Practices.....	8
LESSONS LEARNED.....	9
RECOMMENDATIONS.....	10
ANNEXES.....	11

# BEST PRACTICE SUMMARY

<b>Best Practice</b>	National Referral System for Reintegration Services for Migrants (SINAREM- Sistema Nacional de Referenciación a Servicios de Reintegración para Migrantes) and its App OportuGuate
<b>Description</b>	SINAREM/OportuGuate is a system and application developed by IOM Guatemala to connect returned migrants searching for work with potential employers from the private sector, and to develop entrepreneurship, soft skills and to provide certification opportunities. This initiative aims to facilitate economic and labour reintegration of returned migrants by accelerating their access to these opportunities.
<b>Objective</b>	Support the economic and labour reintegration of returned migrants by facilitating job search, entrepreneurship, and skills certification by connecting these groups with potential employers and offering advice on specific and soft skills, identification of skills and other professional development initiatives.
<b>Location</b>	Guatemala
<b>Beneficiaries</b>	Returned migrants seeking socio-economic reintegration in the country.

## MAIN ACTIONS



# INTRODUCTION

The Best Practices were developed by the International Organization for Migration (IOM) in Guatemala, under the framework of the Trinational Project for Resilience and Social Cohesion in Northern Central America<sup>1</sup>, implemented with the United Nations Development Programme (UNDP) and the United Nations Refugee Agency (UNHCR), with resources from the United Nations Secretary-General's Peacebuilding Fund (PBF)<sup>2</sup>. This specific initiative was conducted with the platform Guate Te Incluye<sup>3</sup>, which brings together multiple government partners, civil society, private sector organizations and non-governmental organizations. This best practice relates to social and economic reintegration and consisted largely of the deployment of the system SINAREM, and its mobile

application (App) OportuGuate. It provides information on job opportunities, entrepreneurship, and certification of specific and soft skills; to speed-up the economic and labour integration of returned migrants in Guatemala.

The documentation of this experience was made possible thanks to the support of Jose Diego Cárdenas, Velia Lorena Oliva Herrera, Antonio Meoño, Edna Madai Velásquez, Daniel Osorio Bruce, Jorge Camey, Sergio Ovalle, Sebastián Berkovich, Nidia Alejandra Mayorga Carcamo, Mildred Gómez, Argentina Santacruz and Wendy Paola De La Roca from the IOM office in Guatemala.

# CONTEXT

This best practice was developed under the area of strengthening the social and economic reintegration mechanism for returned migrants of the Trinational Project for Resilience and Social Cohesion in Northern Central America. The launch of SINAREM, and its App OportuGuate, took place at the end of the first phase of implementation of the project, in July 2020, in the context of the COVID-19 pandemic.

These circumstances affected Guatemala since the beginning of March 2020<sup>4</sup>, as a result, the government implemented measures to contain the contagion, including temporary closures of businesses

and non-essential services and border closures. This situation negatively affected the economic sector and increasing the economic vulnerability of returned migrants. Additionally, Guatemala continued to receive flows of migrants returning from Mexico and the United States<sup>5</sup>.

In order to support migrants' return<sup>6</sup> and reintegration<sup>7</sup>, IOM Guatemala collaborated with the existing Guate te Incluye forum to connect returnee migrants with job vacancies, through the deployment of SINAREM<sup>8</sup> and its application (App).

---

<sup>1</sup> The initiative consist on strengthening the governments of the Northern Triangle in three areas: strengthening and economic reintegration mechanisms for returning migrants; strengthening mechanisms for protection and prevention of violence; strengthened of the public security policy with actions for social inclusion, justice administration and information exchange. More information in this [link](#).

<sup>2</sup> More information in this [link](#).

<sup>3</sup> Guate te Incluye is a multisectoral initiative, carried out by AVINA foundation, which seeks to reintegrate returnee migrants from the United States into the workforce through capacity building, skills certification, job boards, partnerships with the private sector and entrepreneurship promotion between returned migrants. ILO. (2020). Institutional Framework for Migration in Guatemala: Inertia, Adjustment and Challenges. ILO.

<sup>4</sup> More information in this [link](#).

<sup>5</sup> More information in this [link](#).

<sup>6</sup> Return in the general sense is the movement of persons returning to their country of origin after having moved away from their place of habitual residence and crossed an international border. The return may occur within the territorial limits of a country, as in the case of internal returned persons and demobilized combatants, or between a country of destination or transit and a country of origin. International Organization for Migration. IOM. (2019). Glossary on Migration. Pag. 186

<sup>7</sup> A process which enables individuals to re-establish the economic, social and psychosocial relationships needed to maintain life, livelihood and dignity and inclusion in civic life. IOM (2019). Glossary on Migration. Ginebra. P., 214 No.,

<sup>8</sup> Official web page SINAREM- and its App [OportuGuate](#).

If you want to access to complete document of this good practice you can contact the mail:

[kmhubregional@iom.int](mailto:kmhubregional@iom.int)



