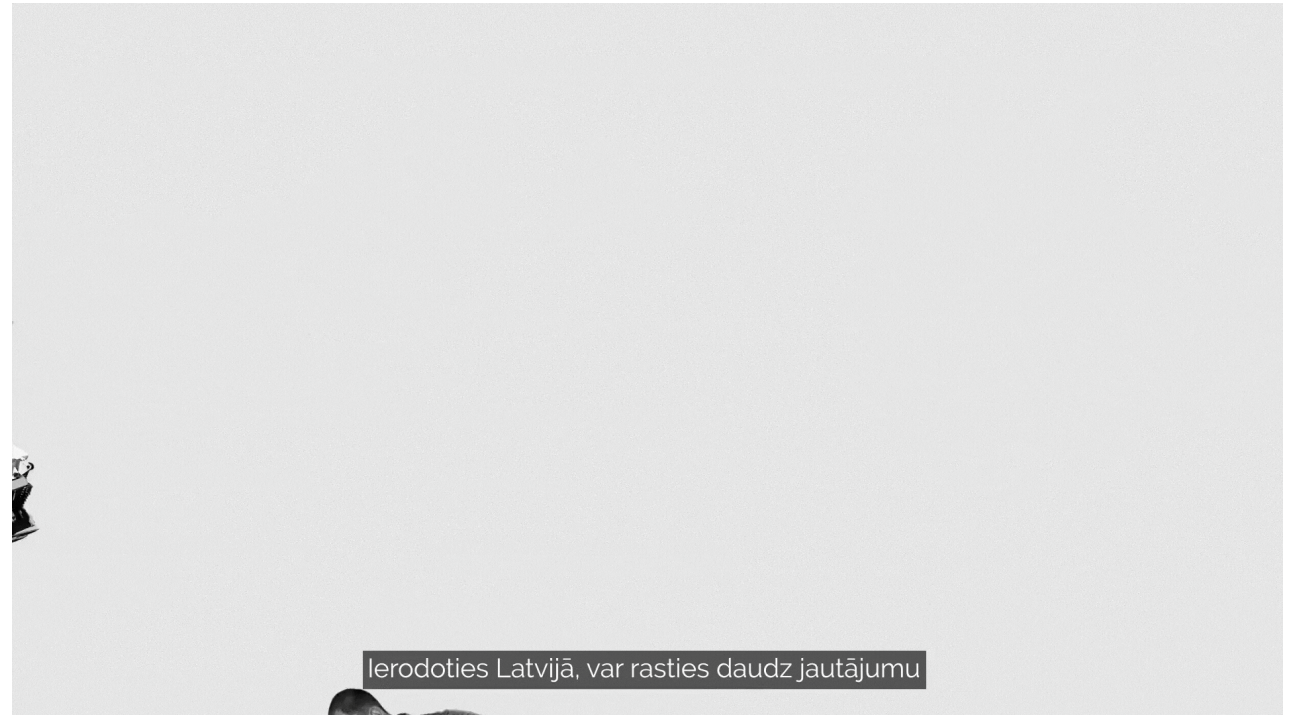


From temporary support to long-term inclusion: how one-stop agency engages newcomers who do not initially seek long-term help



Inese Saldābola

Head of the Integration and inclusion Agency of Latvia
Society integration Foundation

About us

Society Integration Foundation (SIF) strengthens civic belonging, democracy, and an inclusive and cohesive society, while administering state budget programmes and EU-funded projects that support sustainable social development.



The agency works on one-stop-shop principle and focuses on newcomers (third-country nationals, refugees, asylum seekers and beneficiaries of international protection), supporting them in settling in Latvia, starting an independent life and becoming active members of Latvian society.



Society Integration
Foundation
Republic of Latvia



Opportunities and life in Latvia

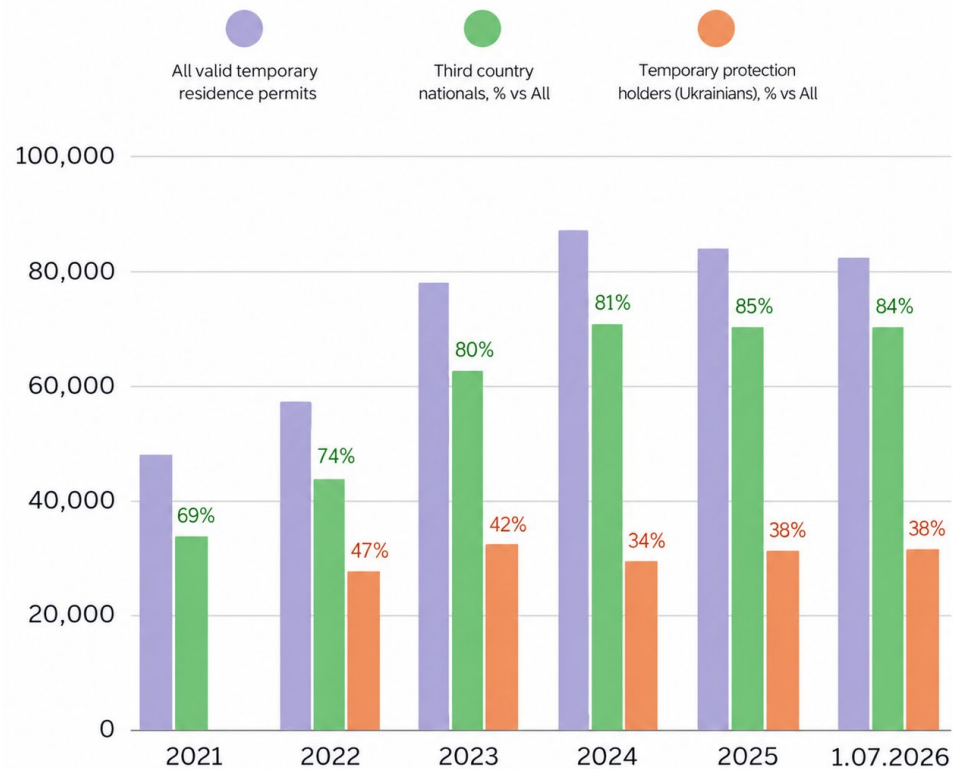
It starts here!

Situational context

Migration data (2021-2026)

Data: Eurostat 2026

Valid temporary residence permits



Source: Office of Citizenship and Migration Affairs Republic of Latvia

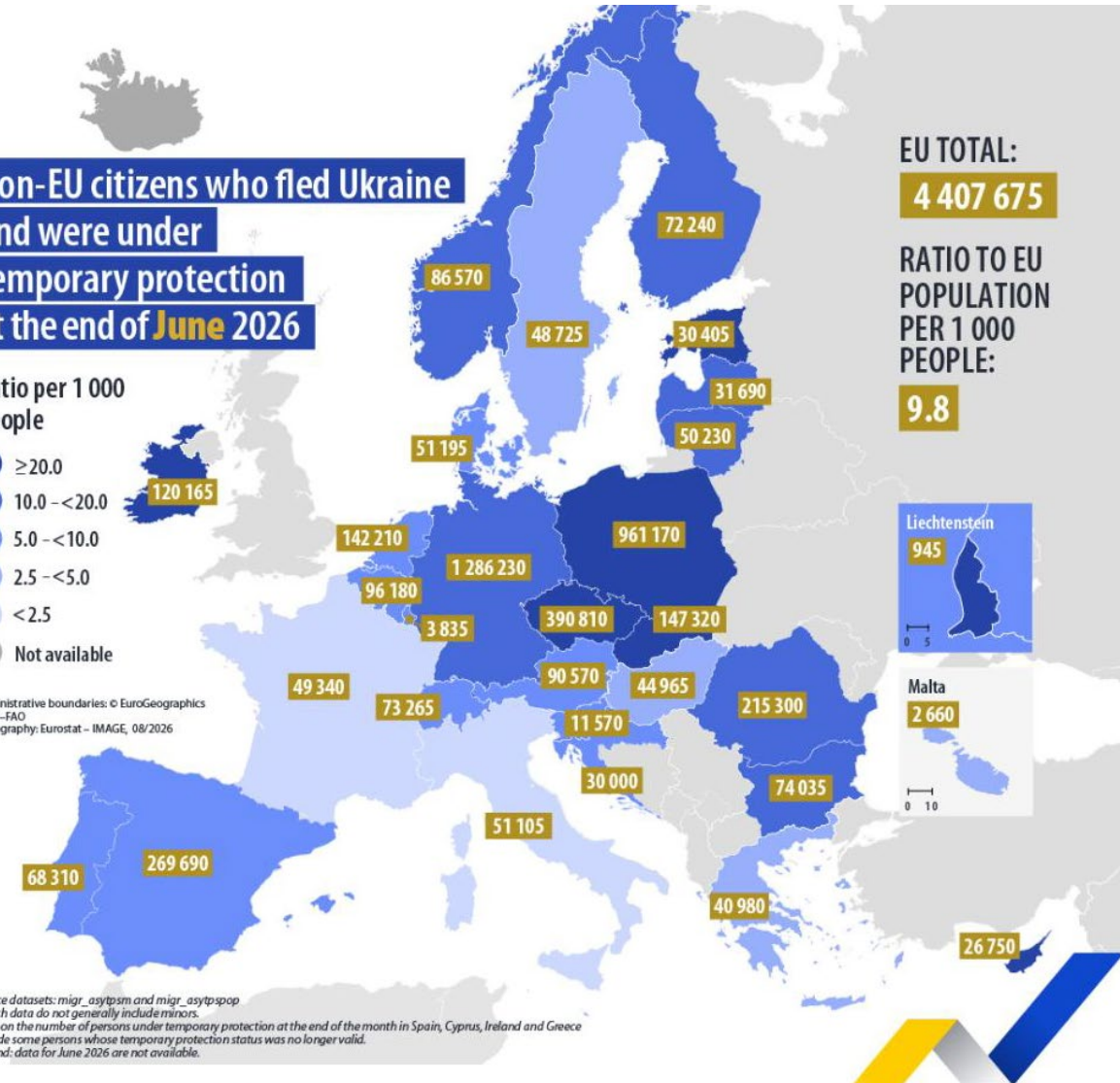
Non-EU citizens who fled Ukraine and were under temporary protection at the end of June 2026

Ratio per 1 000 people



Administrative boundaries: © EuroGeographics
© UN-FAO
Cartography: Eurostat – IMAGE, 08/2026

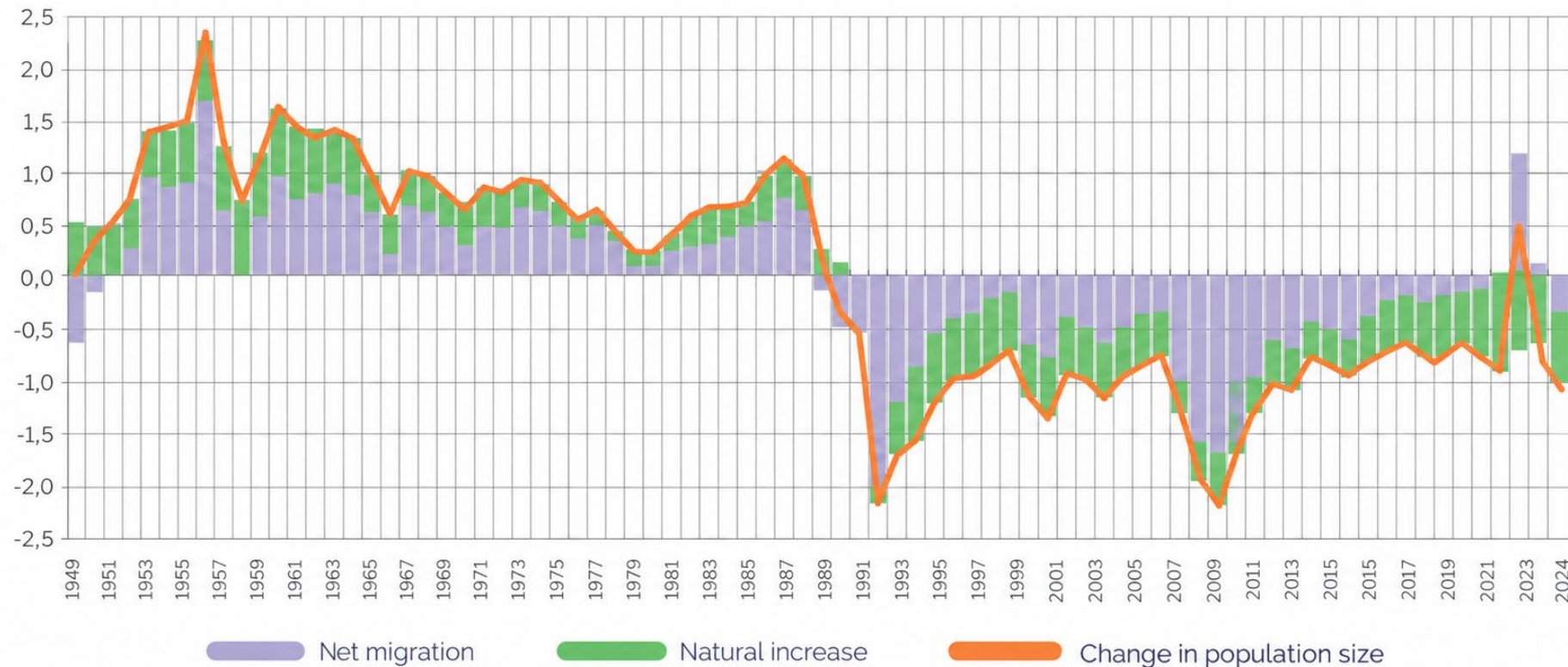
Source datasets: migr_asytpsm and migr_asytpspop
French data do not generally include minors.
Data on the number of persons under temporary protection at the end of the month in Spain, Cyprus, Ireland and Greece include some persons whose temporary protection status was no longer valid.
Iceland: data for June 2026 are not available.



Demographic Trends Shaping Migration and Integration in Latvia

Projection: Over the next 15 years, the working-age population in Latvia will shrink by ~20%.

This demographic trend is likely to increase demand for international talent and may shape migration flows to Latvia in the years ahead.



Source: Central Statistical Bureau information report "Demography"

Situational context

Policy

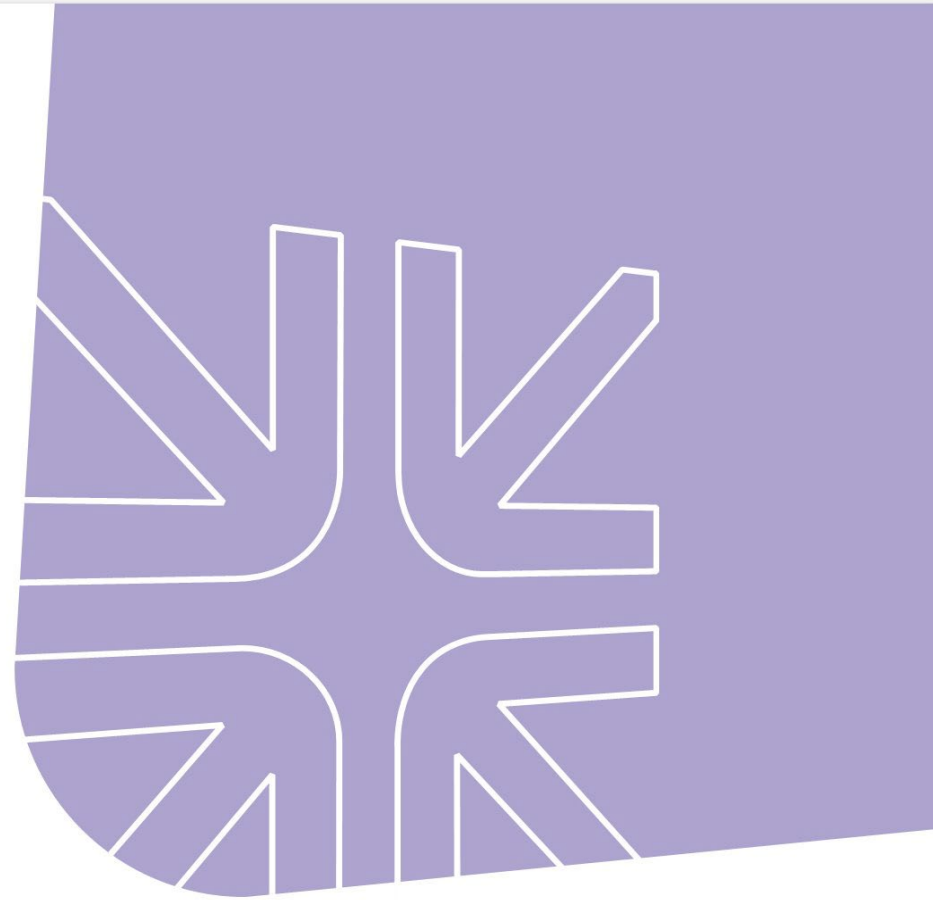
According to MIPEX (*Migrant Integration Policy Index*) index, Latvia scores 36 points on a 100-point scale, characterizing the country's integration policy as "Slightly unfavourable."



Figure 1: MIPEX overall scores (EU27-2023/2024)

From temporary support to long-term inclusion

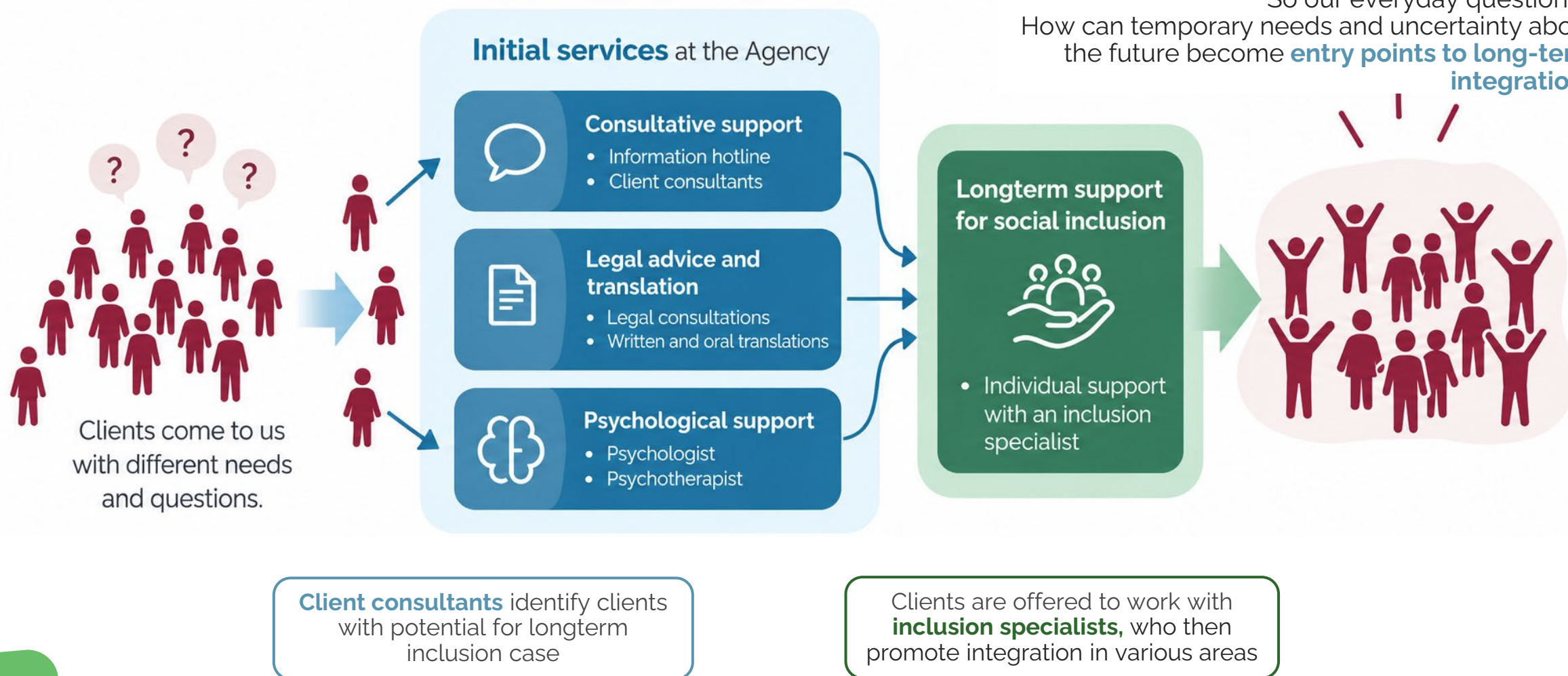
How do we turn a short-term request into an opportunity for longer-term engagement?



Available services & support at the Agency

For some Latvia is perceived as a **transit country** into EU.

So our everyday question is:
How can temporary needs and uncertainty about the future become **entry points to long-term integration?**



Importance of the approach

70/30 in consulting

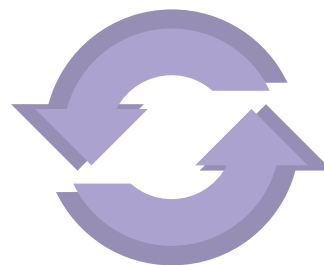


The value lies not only in the service we provide, but in **how we use the conversation** to understand the person behind the request.

Client consultants work with the immediate question, while also trying to understand the wider situation of the client.

- Address the client's specific question or need
- Use the conversation to understand the person, family and wider situation
- Proactively identify other needs, barriers and opportunities beyond the **initial request**
- Introduce the possibility of **broader, long-term support**.

Purposeful conversation,
understanding
needs, & resources,
setting goals



Taking concrete
steps to reach
goals,
with support &
learning
independence

Inclusion specialists move from reactive problem-solving to individualised, holistic support, creating individualised 6 part plan.

Cooperation between the client and specialist becomes crucial to reach long-term goals, so building trust is an objective of it's own.

70/30 approach:

- **70% proactive exploration:** specialist actively leads the conversation and explores areas beyond the immediate request, also asking about well-being, everyday life and interests, making the conversation natural
- **.30% responsive support:** addressing the client's stated needs and priorities

Services

as an initial contact and prerequisite for integration

Through a range of services we address both practical and emotional needs, helping people build stability and take the next steps in Latvia



Removing barriers to participation

Legal clarity and translation can give people the confidence and stability to resolve important issues and take the next steps in other areas of life: work, housing, education, healthcare, social connections.



A foundation for integration

Better mental health and emotional stability can help people take the next steps in other areas of life: work, housing, education, language learning, healthcare and social connections.

Statistics of services/ results by the Agency (2023 – 2026)



**Written translation
for 1000+ clients**
Mostly Ukrainians



**2333 Psychologist
consultations**
Mostly Ukrainians



120+ legal advice consultations
Mostly 3rd country nationals/Ukr.



2000+ oral translations
Mostly asylum seekers

In total:



24 425
consultations



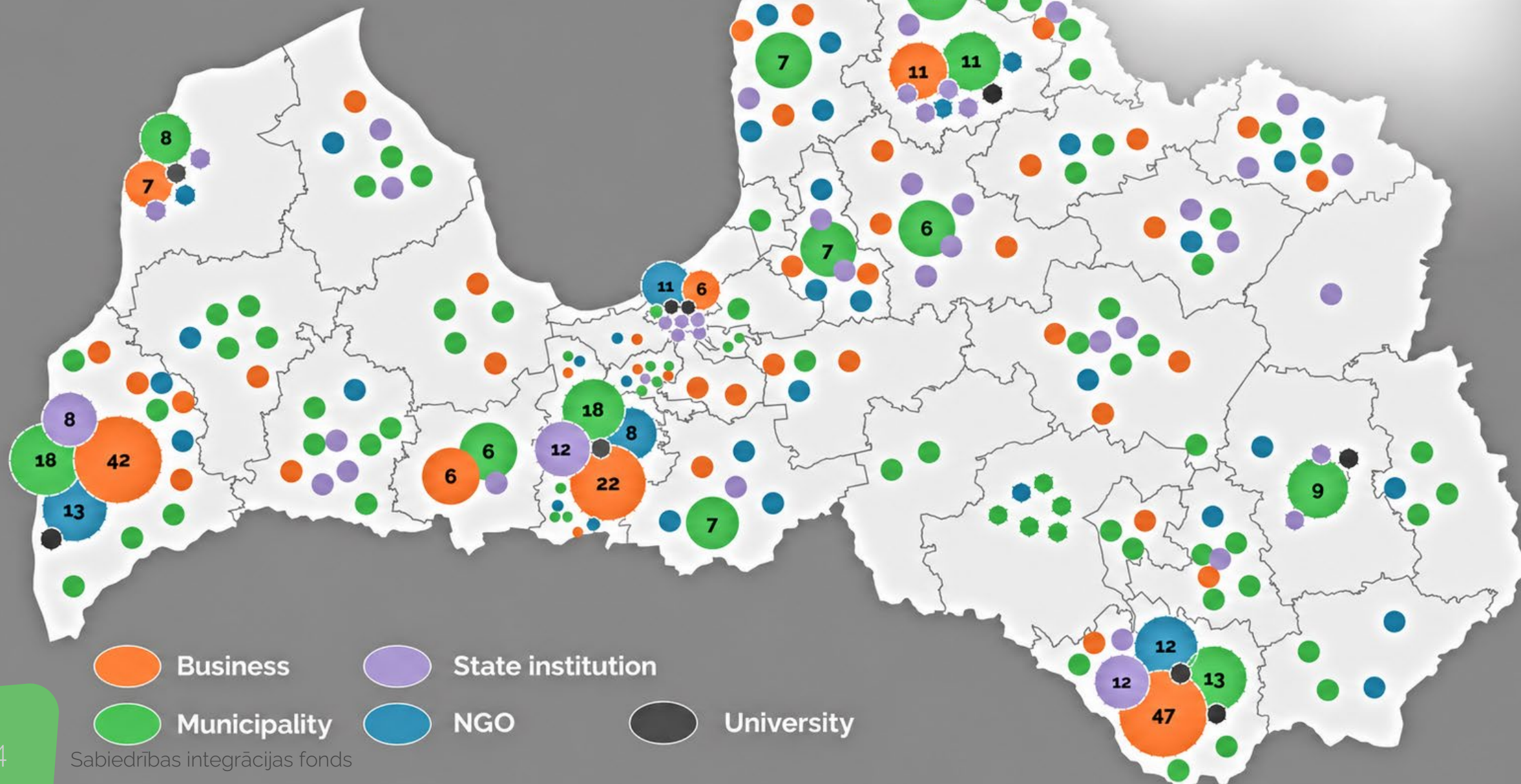
10 541
clients

On average, a total of **≈140**
consultations are provided
across **the branches weekly**

Longterm inclusion support has been provided for **1722** persons.
50% of all socioeconomic integration plans have been **fully completed**
+ 20% have been completed except for the Latvian language learning.

employment, education, health, housing, Latvian language, socialisation

Map of agency partners by municipality



Socialization

Integration happens at the intersection of individual experiences and the wider social environment.

Successful inclusion depends not only on newcomers' efforts to adapt, but also on the openness of the host society. Limited contact and interaction between local residents and newcomers can contribute to stereotypes and prejudice. This is why it is important that the One-Stop Agency operates within the SIF, whose broader mission is to foster a cohesive and inclusive society.

While we, the Agency, support people in navigating life in Latvia, SIF also works to address the broader conditions that shape inclusion: social cohesion, equal opportunities, societal attitudes towards diversity and discrimination.

Integration and Inclusion Agency of Latvia

Opportunities and life in Latvia. It starts here!

Thank you!

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Branches of the Agency are located in Riga, Liepaja and Daugavpils.



Līdzfinansē
Eiropas Savienība



Nacionālais
attīstības plāns



Sabiedrības integrācijas
fonds