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Swedish Resettlement Program

Annual report for 2019

Front picture: *Eleven-year-old Naamat jumps rope with some of her neighborhood friends outside her home in Amman, Jordan. Her family fled from Homs in 2013. Their dire financial straits have led to Namaat taking on many of the household duties, but her resilient spirit has enabled her to excel at school.*

More than 11 million Syrians have fled the country, and 5.5 million are registered with UNHCR in neighboring countries. Millions of refugees like Namaat live in Lebanon, Jordan and Turkey in aggravating poverty.

Picture and information: UNHCR/Diego Ibarra Sánchez

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1 Sweden's resettlement program of 2019

The resettlement program in Sweden during 2019 focused on vulnerable groups that the UNHCR deemed to be prioritized. Particular emphasis was placed on the grave security situation in Syria; the conflict entered its ninth year during 2019 and more than two thirds of the Syrian population was displaced. This, in turn, have left many neighboring countries hard pressed to offer relief in regards to the refugee situation. In order to show solidarity with these countries Sweden reserved 2 000 resettlement spots for Syrian refugees, equaling 40 percent of the 2019 quota. Another 1 000 placements, 20 percent, were earmarked for refugees trying to cross the Mediterranean via Libya or Egypt.

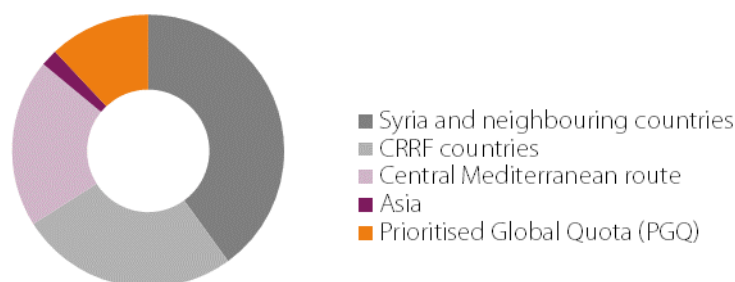
The following report will consider the Swedish resettlement program for the year 2019. It is based on the original Swedish version and is abbreviated in order to focus on the aspects of the program that is of essential value to the Swedish Migration Agency's external partners.

The report centers on four main points of resettlement: the submission of a case, the legal processing of a case, and the transfer as well as the reception process.

1.1 Distribution of resettlement

The Swedish government decided that Sweden were to receive 5 000 quota refugees during 2019, which is the same figure as for 2018. The below graph shows the distribution of the resettlement quota. Additionally, vulnerable minorities, women and children were to be prioritized.

Distribution of resettlement quota for 2019



This distribution reflects the dire situation in Syria, as well as Africa being the region in the world with the largest need of resettlement. UNHCR estimated that 629 744 individuals in the region were in need of resettlement during 2019. This was an increase of 23 percent compared to 2018.

1.1.1 Areas of operation

Resettlement from Comprehensive Refugee Response Frameworks (CRRF) situations principally includes Eritreans, Ethiopians, Congolese, Somalis and South Sudanese nationals who are located in Ethiopia, Djibouti, Somalia, Kenya and Uganda. The CRRF

countries are home to the largest and most protracted refugee situations in Africa, with scarce opportunities for local integration and with no conditions for refugees to return to their countries of origin. Vulnerable minorities, women and children, and individuals who have survived violence and torture were prioritized for 2019.

Furthermore, many individuals in need of protection are located along the northern coast of Africa. In an attempt to deter people from risking their lives trying to cross the Mediterranean, the UNHCR advocates for resettlement from this area, primarily from Libya, Niger, Chad and Egypt. Many of these refugees have been subject to violence and torture. Sexual and gender based violence is also frequent, making women and children particularly vulnerable.

The prioritized global quota (PGQ) includes cases that require a speedy process, due to reasons such as serious illness, imminent risk for deportation or a particularly vulnerable situation in the country of asylum. These cases are presented from numerous areas of operation.

1.2 Economic overview

The total cost for the Swedish resettlement program during 2019 increased with 16 million Swedish krona compared to the previous year. The increased costs are primarily due to increased costs related to travel and transit for refugees, which includes services from external partners such as International Organization for Migration (IOM). Costs related to field missions have decreased due to fewer missions during the year as well as a more effective preparation of the field team prior to travelling to the field. The cost per individual case was reduced by 21 per cent.

2 Review of the resettlement process during 2019

In the Swedish context, the process of resettlement is generally broken down into four main process steps: the submission of a case by the UNHCR, the legal processing of a case, as well as the transfer and reception processes.

2.1 Submissions of individual cases

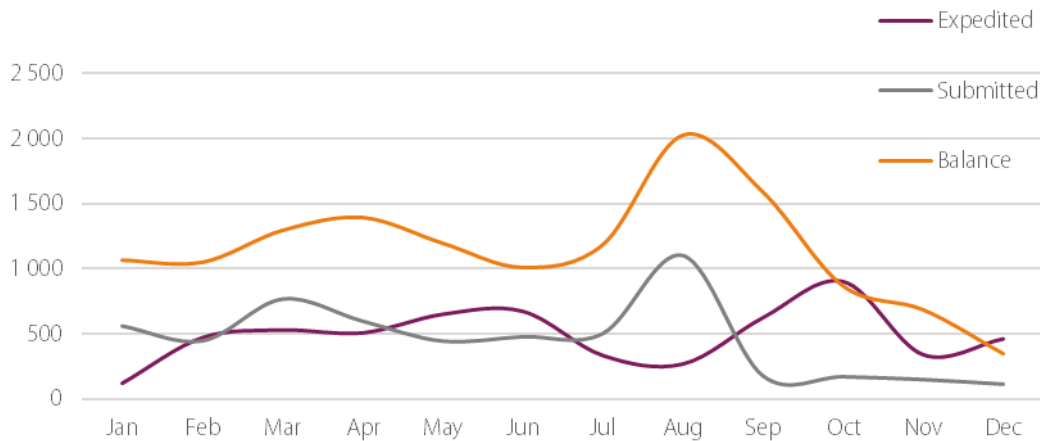
During 2019 the UNHCR submitted 5 541 individuals for resettlement to Sweden, which is an over presentation of about 500 individuals. The reason for this is to make up for cases that do not lead to resettlement, for instance cases that are declined by the Swedish Migration Agency, or in cases where an individual no longer wish to proceed with the resettlement process. The over presentation was applicable mostly in field selection missions regarding Syrian and Somali nationals.

2.1.1 Submitted and expedited cases

During the period January through July the distribution between submitted and expedited cases was relatively even. August stood out as a month when a particularly large amount

of cases were submitted, about 1 100 cases. These cases were foremost included in the selection missions in Egypt, Lebanon and Niger. By August a total of 4 922 cases had been submitted, equaling 89 per cent of all submitted cases during 2019.

Submitted and expedited cases 2019



The primary reason for the peak in submissions in August was a delay in submissions from the Egypt office. This has been relayed to the UNHCR with the vision of a more even submission flow for 2020.

2.2 Legal processing of resettlement cases

2.2.1 Dossier missions

During 2019 eight dossier missions were undertaken, which was two less than during 2018. Dossier cases were submitted from Djibouti, Iran, Kenya, Niger, Somalia, Chad and Uganda. The missions in Djibouti, Egypt and Kenya also included cases that were part of a field mission.

In 2019, cases submitted from Niger were processed as dossier cases rather than through a field mission, which was the case in 2018. Furthermore, the Niger cases of 2019 also came to include cases presented from Rwanda and Libya. The submitted individuals, in many cases unaccompanied minors (UAMs), had been evacuated with the help of UNHCR due to the deteriorating security situation in Libya. Some had also managed to travel to Niger on their own. As the global resettlement of individuals in Niger did not progress according to what was planned, the total need for placement for evacuees increased. This resulted in another transit center being opened in Rwanda, which became a part of the Emergency Transit Mechanism (ETM) function.

2.2.2 Field missions

Ten out of eleven planned field missions were completed. This was one less than 2018, when eleven out of twelve planned field missions were completed. The field missions for 2019 were held in Djibouti, Egypt, Jordan, Lebanon, Turkey and Kenya, the latter in which missions had been halted since 2016.

The majority of the year's field missions progressed according to plan. However, due to the increasingly difficult security situation in Lebanon, the second field mission had to be aborted in the middle of the mission. In addition, the field mission planned for Djibouti was cancelled, due to the security situation as well as the relatively few individuals who

had been submitted for that mission. Individuals in both missions, who were not interviewed in the field, were interviewed via video link in the beginning of 2020 and is therefore a part of the 2020 missions instead.

Prior to each field mission, the delegates receive training. During the second half of the year, this training was reduced from four to three days, as a means to reduce costs. The training program has been given a clearer focus and the delegates now have an increased individual responsibility to prepare prior to the sessions.

2.2.3 Legal conditions for processing resettlement cases

Resettlement in the Swedish context is based on the submission of a case, not an application of international protection, which is the procedure for asylum seekers located in Sweden. Quota refugees may be resettled after having their cases submitted by the UNHCR, or, in extraordinary cases, by a Swedish diplomatic mission abroad. Resettlement may also be applicable to individuals who are presented by an international tribunal or court, and who will serve as witnesses in such instances.

Only individuals who are found to be refugees or in need of subsidiary protection in accordance with Swedish national law are applicable for resettlement. An individual who is granted refugee or subsidiary protection status within the Swedish resettlement program should also be granted permanent residency in Sweden.

According to the Swedish Migration Court of Appeal the Swedish Migration Agency is not bound by the UNHCR's legal assessment of granting an individual refugee status; however, such status should be acknowledged and weighted when assessing risks and credibility (UM 9565-11, judgement 2013-08-28).

When a child's case is submitted without one of his or her parents, or of the child is alone or with another relative, the UNHCR is required to provide information regarding how the child's parent(s) are being traced. The UNHCR is also required to submit a Best Interest Assessment (BIA) or a Best Interest Determination (BID), in which the child's best interest is considered. There is no formal requirement of consent regarding cases where a child's case is submitted for resettlement.

In order to ensure high competence and best practice in regards to the legal assessment of presented cases, the adjudication unit has two exclusion specialists as well as two teachers of the EASO module *Gender, Sexual Orientation and Gender Identity*.

2.2.4 New judicial positions

Syria

In August, the Swedish Migration Agency published a new judicial position on Syria (SR 23/2019). The Director of Legal Affairs found that the security situation in Syria was continually serious, but that the intensity of the conflict had declined in some parts of the country. In light of the decline of conflict intensity in some parts of the country, the previous presumption that every person residing Syria was at risk of indiscriminate violence was dissolved. Despite the cautiously improved security situation in Syria, most submitted individuals were granted international protection in Sweden. Most of the submission that the Swedish Migration Agency declined were due to national security reasons.

In October, another judicial position was published (SR 30/2019) regarding the escalating security situation in the Syrian province Hassakah, and all cases with individuals

having their habitual residence in this area were put on hold. However, no individuals submitted for resettlement during the second half of 2019 had their habitual residence in Hassakah and thus no cases were affected by this judicial position. In January 2020, the Director of Legal Affairs decided that cases submitted under the resettlement program are exempt from the inhibition and that processing of these cases could proceed. In February 2020 another judicial position on Syria (o6/2020) was published, repealing both 23/2019 and 30/2019.

Somalia

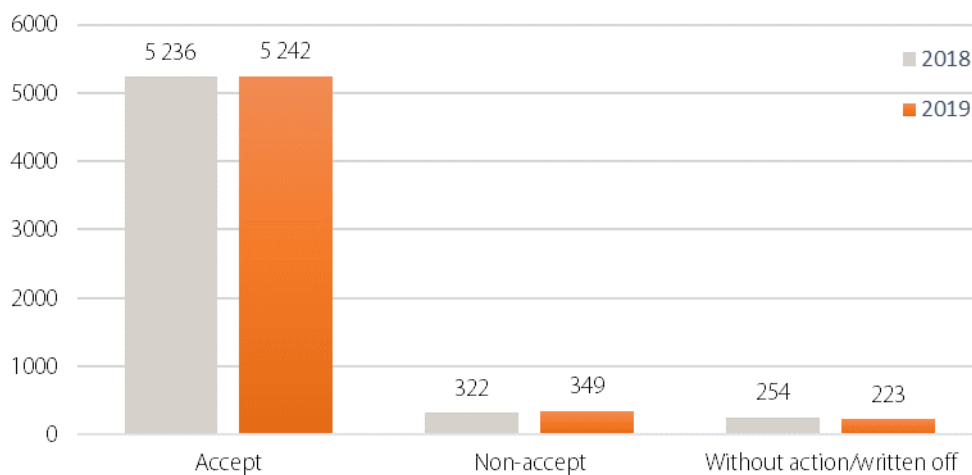
In September, the Swedish Migration Agency also published a new judicial position on Somalia (SR 27/2019). The Director of Legal Affairs emphasized the need to investigate clan belongings as well as any indications of female genital mutilation (FGM). The security situation in Somalia is continuously difficult and the situation in Puntland is still deemed as internal armed conflict.

The Swedish Migration Court of Appeal issued a new judgement regarding FGM in June 2019. In short, the case considered whether a parent who, prior to entering Sweden had subjected his or her daughters to FGM, should be excluded from refugee status on account of a serious non-political criminal act (MIG 2019:10). In conclusion, the court found that the crime should not be considered serious in the sense that is intended in Swedish national law (chapter 4 of the Aliens Act). The issue of FGM occurs regularly within the resettlement adjudication operation and this judgement provides clear guidance on how to process these cases.

2.3 Assessment of resettlement cases in figures

The final outcome of the 2019 resettlement cases were very similar to those of 2018. In 2019 the Swedish Migration Agency expedited 5 814 cases, which is an increase of two individuals from 2018 (5 812). The figures for 2019 indicates that roughly 270 additional cases were expedited than were submitted (5 541). The reason for this is that some of these cases were submitted during 2018, but were not finalized until the following year. Among these are cases from the Kenya field mission, which was pushed forward from the end of 2018 to January 2019.

Expedited cases

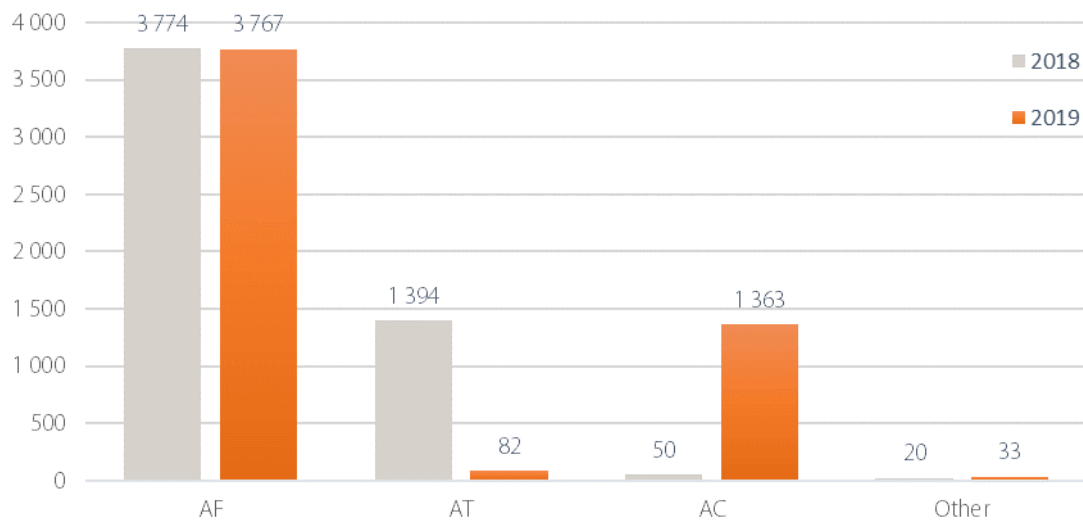


2.3.1 Accept

Acceptance rates for both 2018 and 2019 were steady at 90 per cent. During 2019, 3 767 individuals were granted refugee status and 1 445 were granted subsidiary protection, compared to 2018 when 3 774 individuals were granted refugee status and 1 444 individuals granted subsidiary protection. The majority of cases (71 per cent) have been granted refugee protection status. Many refugees from African countries such as Sudan, South Sudan and the Democratic Republic of Congo (DRC), are granted refugee status based on their gender (as women)¹ or based on their ethnic belonging (usually belonging to a vulnerable minority). Eritrean citizens have almost exclusively been granted refugee protection on the grounds of an ascribed political opinion as oppositional to the Eritrean regime. In addition, Syrian citizens were mainly granted refugee status on the grounds of an ascribed political opinion (by the regime or other actors in the conflict), as well as their gender (usually women). Many individuals submitted under the prioritized global quota (PGQ) were granted refugee status on the grounds of being LGBTQ (Lesbian, Gay, Bisexual, Transgender and Queer).

In addition to the individuals who have been granted international protection, the Swedish Migration Agency also granted residency on the grounds of family reunification, as well as for individuals (and their relatives) who have or will testify in an international tribunal. These individuals are not granted international protection status.

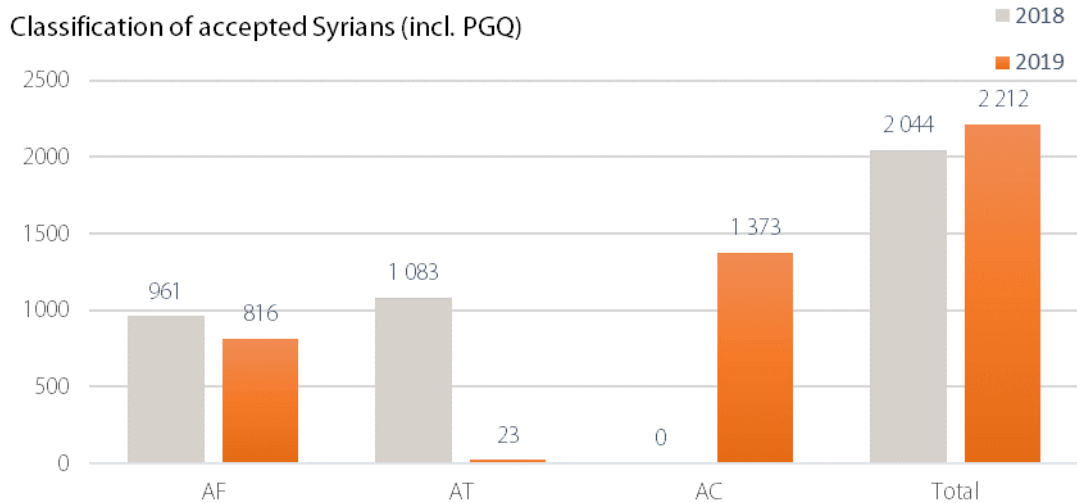
Classifications of accepts



* AF: refugee status, AT: subsidiary protection status, AC: subsidiary protection status due to indiscriminate violence in situations of international or internal armed conflict

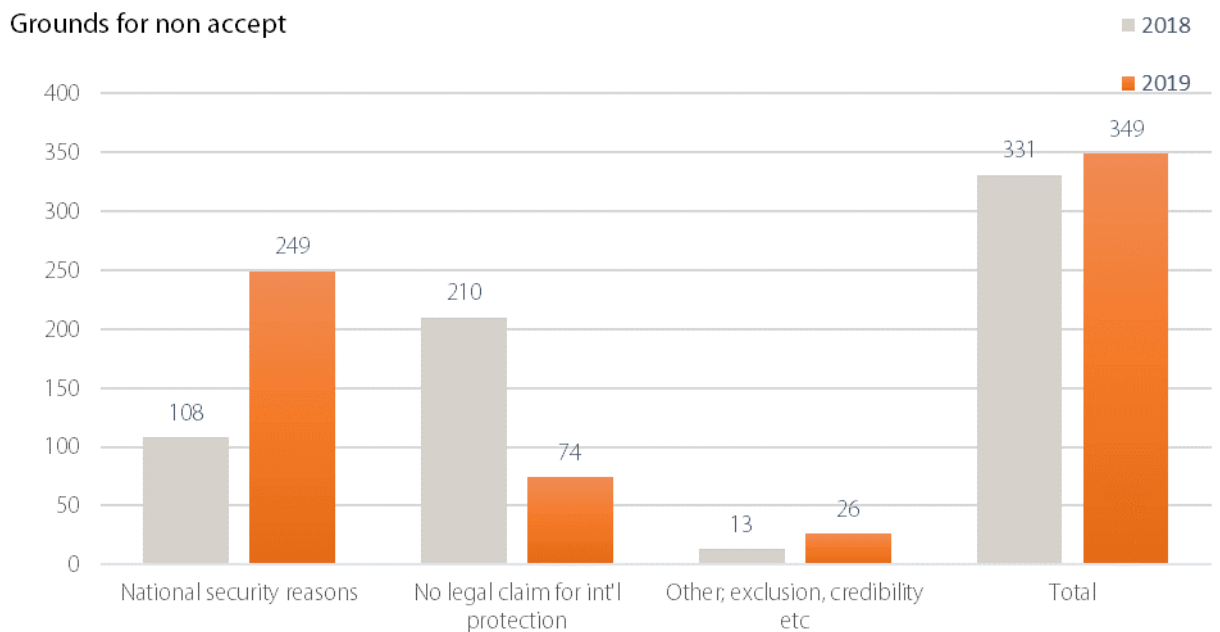
Changes in legal practice primarily affected the assessment of Syrian resettlement cases, see chapter 2.2.4. This can explain the changes in the figures concerning the assessment of Syrian cases where the granting of refugee status declined to 37 per cent, compared to 2018 when 47 per cent were granted refugee status. The proportion of individuals granted subsidiary protection status increased in the same manner from 53 per cent in 2018 to 63 per cent in 2019.

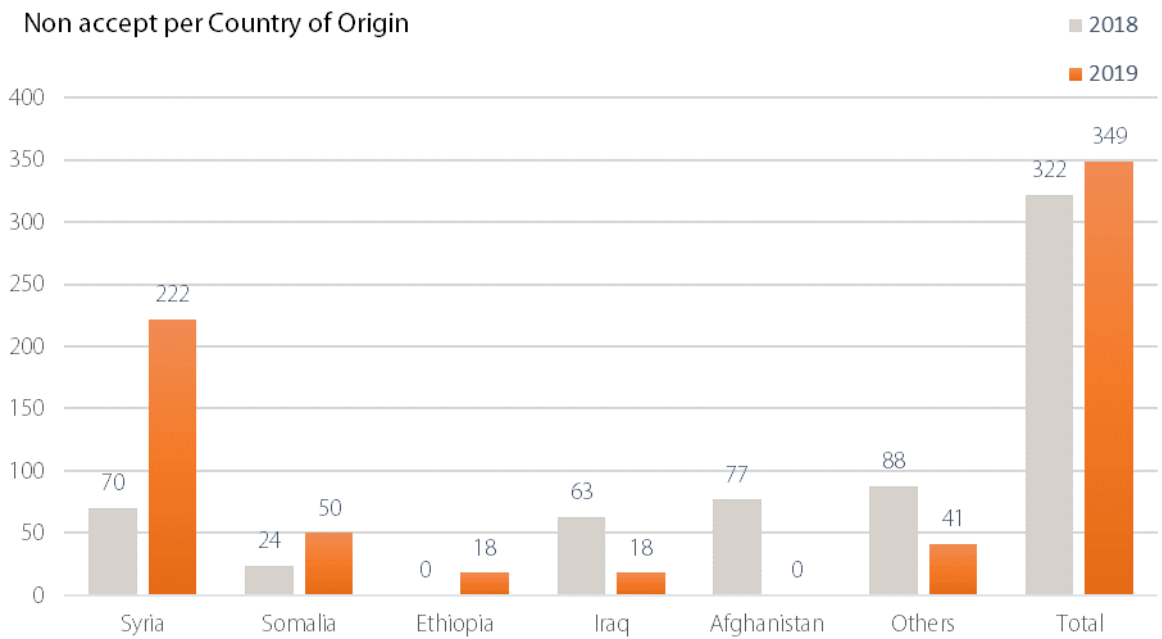
¹ Swedish migration law specifically points out gender and sexual orientation as a particular social group.



2.3.2 Non accept

During 2019, the Swedish Migration Agency declined 124 submitted cases, comprised of 349 individuals. This was a slight increase compared to 2018 when 331 individuals were not granted resettlement to Sweden. The majority of cases declined in 2019 were not accepted due to objection from the Swedish Security Service (Säpo), in contrast to 2018 when the majority of declined cases were not accepted due to being assessed as not having protection needs that conformed with Swedish national law on protection status.

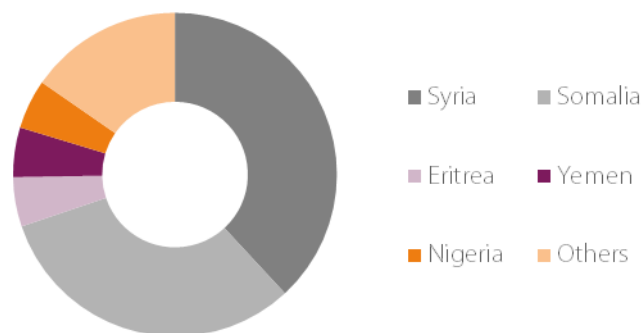




2.3.3 Written off cases and cancelled cases

In 2019, 202 cases (4 percent) were written off due to a withdrawal of the case of either UNHCR or the quota refugee. A common reason is that the quota refugee no longer wants to be resettled due to circumstances related to family issues. Syrians and Somalis made up the majority of cases that withdrew their cases, comprising 38 percent and 31 percent respectively of all withdrawn cases. In terms of gender the withdrawal among men and women more or less equivalent (48 percent were women and 52 percent were men).

Cases written off per Country of Origin



2.3.4 Quality review of interviews and decisions

The Legal Affairs Department and the Digitalization and Development Department of the Swedish Migration Agency conducted a review of the legal quality and process quality in

resettlement cases. The results showed that the Swedish Migration Agency’s work with resettlement cases held good quality in terms of interviewing, legal assessment and argumentation, and overall the classification and the outcome in the cases were assessed as correct. On the other hand, the review also pointed out that minor deficiencies were identified in some interviews and that assessments of identity may be in need of better legal argumentation. In addition, the assessment of children’s individual asylum claims and best interest assessments for the child should generally be made more visible in the case management.

The quality review also analyzed settlement documents that are shared with Swedish municipalities upon the reception of quota refugees. The review concluded that the documentation of health and special needs were in need of improvement in order to safeguard that quota refugees are assigned to an area where their needs can be met.

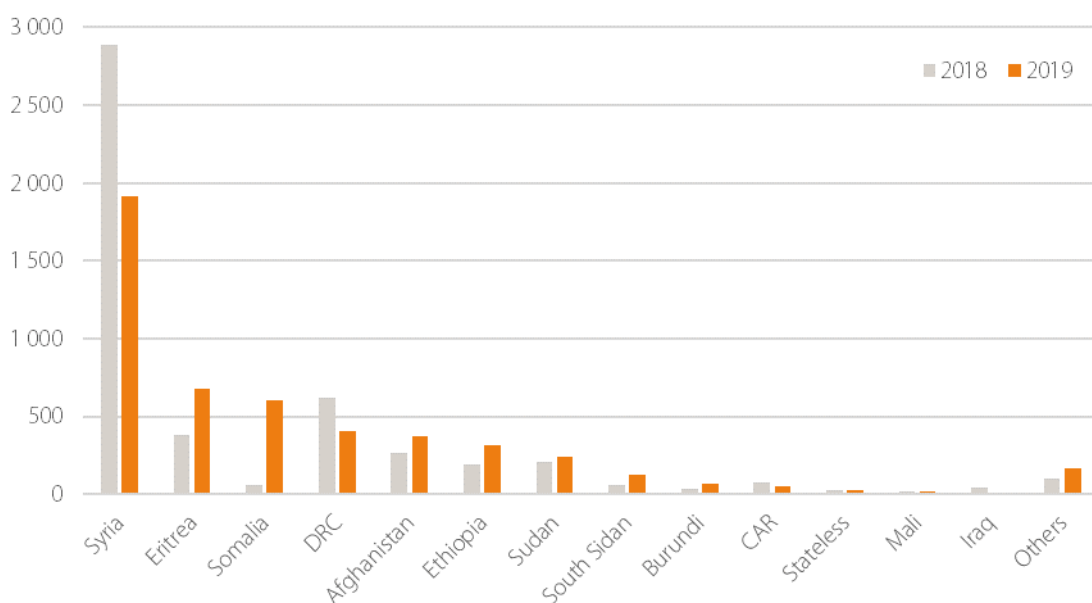
2.4 Transfer to Sweden

The Swedish Migration Agency has achieved the assignment of transferring 5 000 individuals in both 2018 and 2019. The work of transferring quota refugees is continuous and cases that are submitted one year may be transferred the following year. Due to this, there is a natural discrepancy between the initial distribution of cases and the transfers of that year, and thus the statistics presented below differ from the above-mentioned distribution of cases for 2019.

2.4.1 Transfer per country of origin and area of operation

The main group among transferred individuals in 2018 and 2019 were Syrian citizens. Eritreans, Somalia, Afghans, and Sudanese and Congolese citizens were also among the larger groups transferred during these years.

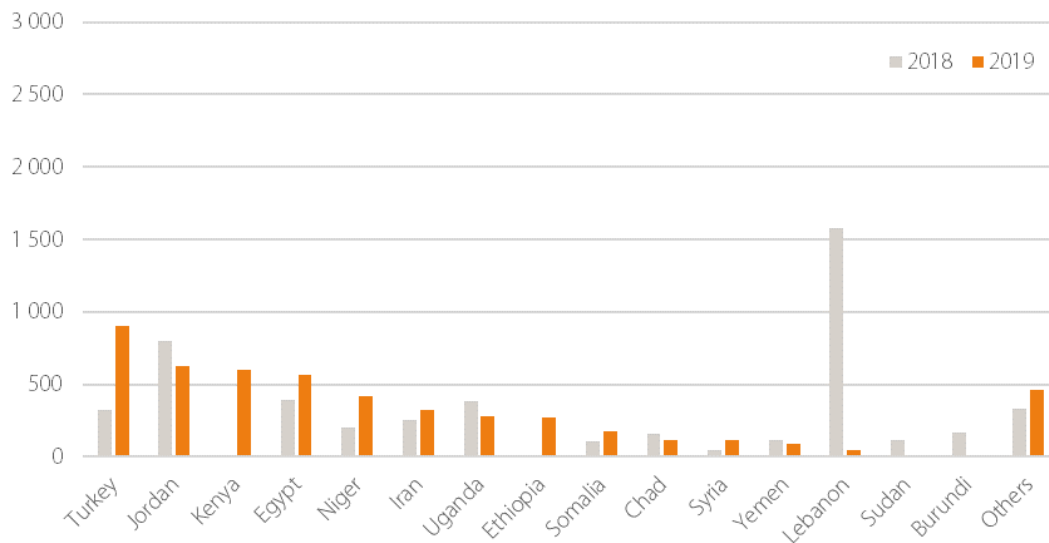
Resettled per Country of Origin



The main areas of operation in which the Swedish Migration Agency has conducted field

missions correspond to the areas from which the largest amount of people have been resettled.

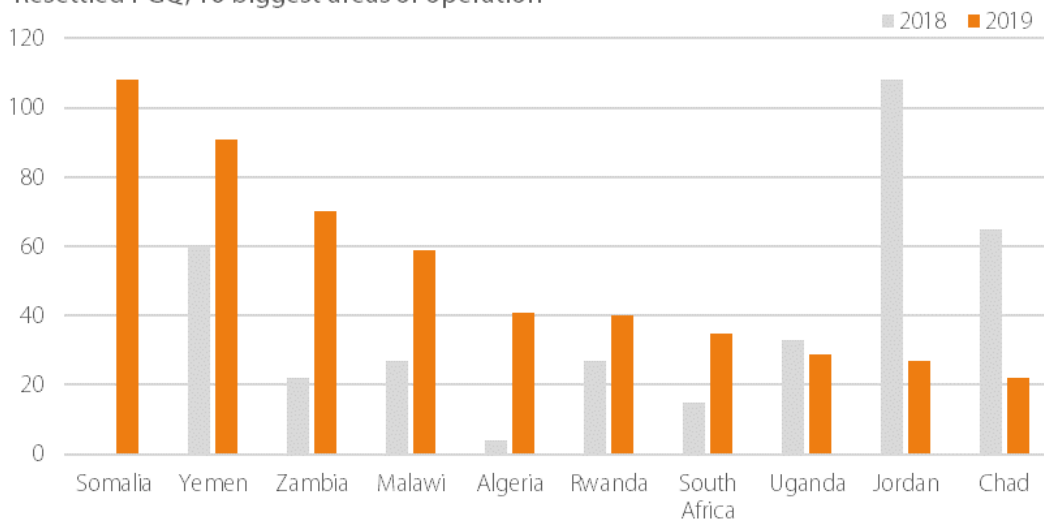
Resettled per area of operation



2.4.2 Transfer of the prioritized global quota (PGQ)

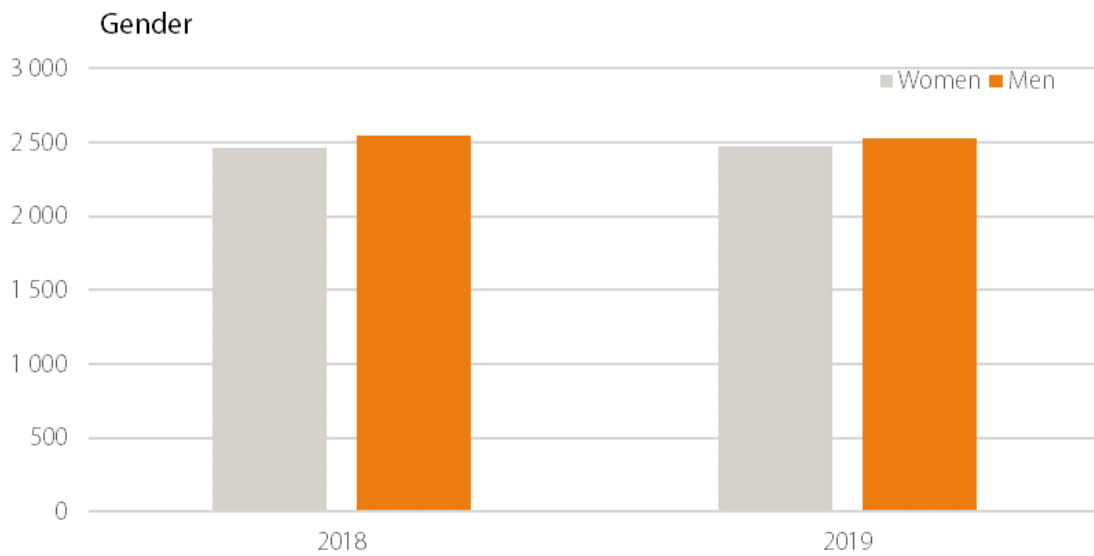
In 2019, 786 individuals were transferred as part of the PGQ. This was an increase of 151 individuals compared to 2018. Persons in need of urgent resettlement were transferred from 59 different countries in 2019.

Resettled PGQ, 10 biggest areas of operation



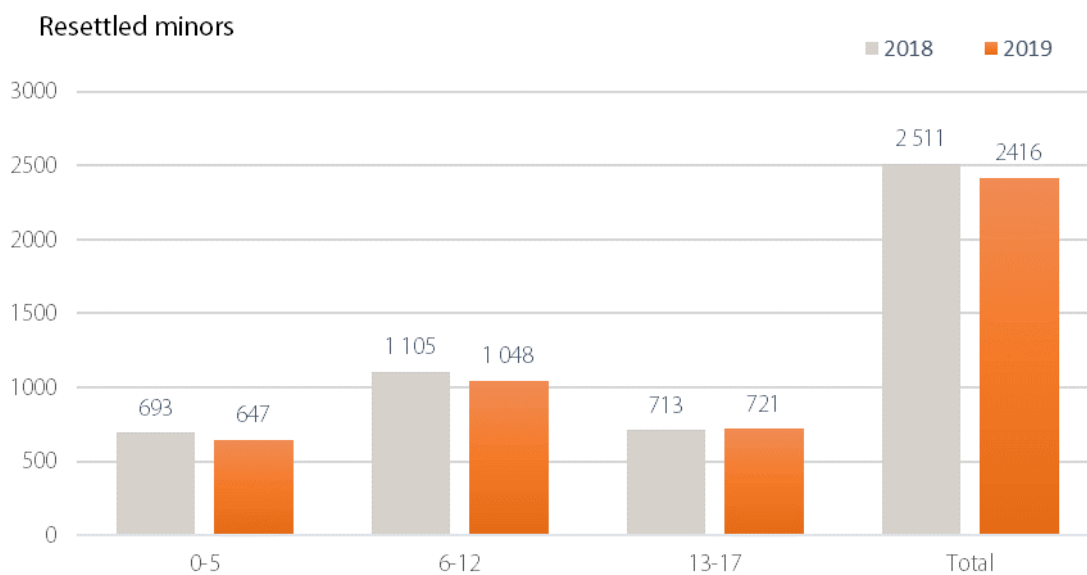
2.4.3 Gender

The gender distribution among quota refugees has been more or less 50 percent men and 50 percent women in the last two years. Occasional cases regarding intersex persons have also been handled but had to be registered as either men or women due to administrative and legal reasons. This group is therefore not visible in the statistics.



2.4.4 Children

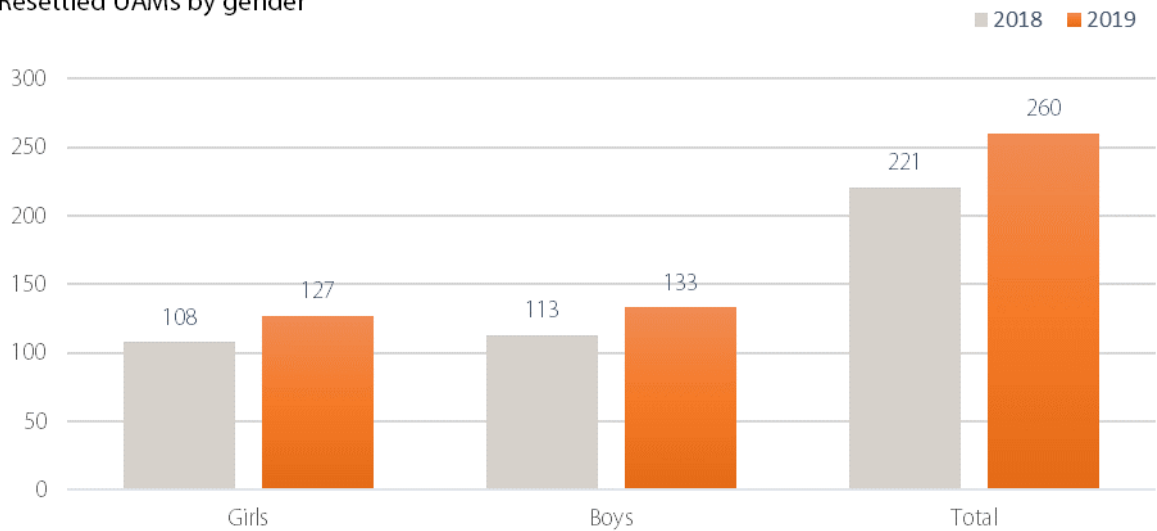
Children ages 0-17 compromise about 50 percent of all transfers in 2018 and 2019. The age distribution is even, and children ages 6-12 years make up a slight majority.



2.4.5 Unaccompanied minors

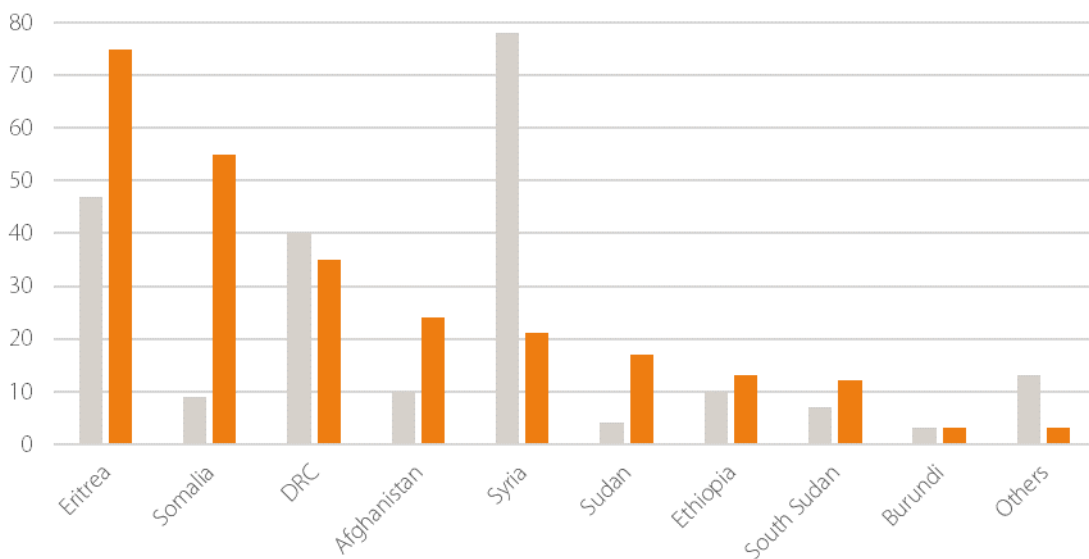
In total, 260 unaccompanied minors were transferred to Sweden in 2019, which constituted about 5 percent of the Swedish refugee quota. The transfer of unaccompanied minors increased by 39 individuals in 2019 compared to the previous year. The distribution according to gender was even with only a few more boys.

Resettled UAMs by gender



Unaccompanied minors were transferred from different geographical areas, and the group consisted of individuals from thirteen different countries. Eritrean, Somali and Congolese citizens accounted for over 60 percent of the group in 2019.

Resettled UAMs by Country of Origin

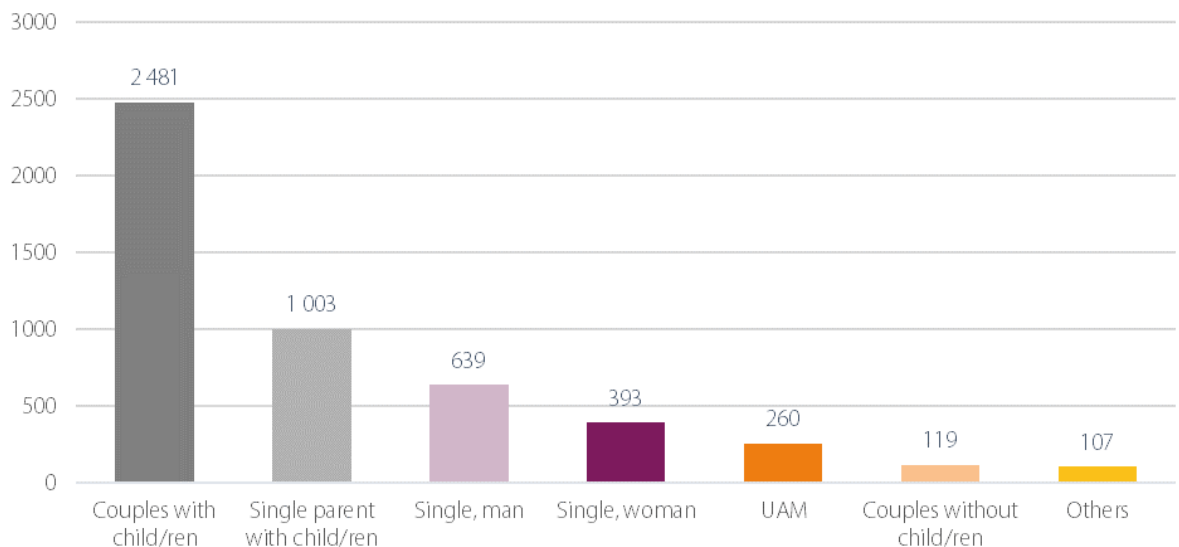


2.4.6 Household constellations

Couples with children was the most common household constellation among transferred quota refugees in 2010, followed by single parents with children that made up about 25 percent. Single men and women were the third and fourth most common constellation

and made up 12 respectively 8 percent of all transfers.

Resettled by household constellation



2.4.7 Minorities

In addition to women and minors, vulnerable ethnic and religious minorities have been the focus for the resettlement program in 2019. Minorities have been selected for resettlement among citizens from a number of African countries such as Sudan, South Sudan, Somalia, and the Democratic Republic of the Congo. Ethnic and religious minorities with Syrian citizenship have also been selected, mainly Kurds, ethnic Armenians, Turkmen and Christians. The Afghan Hazara minority made up about 90 percent of all selections in Iran.

2.5 National and International partnerships for transfers

2.5.1 A new agreement with the IOM

The transfer of quota refugees is coordinated by the Swedish Migration Agency in collaboration with IOM, UNHCR and Swedish missions abroad. IOM arrange the travels for quota refugees at the request of the Swedish Migration Agency.

A new agreement with the IOM was negotiated during the year and entered into on 1 April 2019. Unlike previous contracts the agreement of 2019 was based on an annual budget that facilitates for the IOM to plan its operations throughout the year. In addition, the Swedish Migration Agency does not have to negotiate and prepare financial plans for each transfer any more. In that way, the administrative costs has been reduced considerable, and opens up for simplified financial and operational follow-ups. The Swedish Migration Agency communicates directly with IOM in Finland, who leads the work and collaborates with other IOM offices globally.

The new agreement also includes medical examinations consisting of Pre Embarkation Check (PEC), and consultation with medical staff to assess whether an individual is healthy enough to travel. Unlike previous years, all quota refugees now undergo a PEC before departure. The medical examination is performed 24-72 hours before departure

and includes, among other things, a brief review of the quota refugee's medical background. If necessary, a more thorough medical examination is performed and if assistance by medical staff is required, it is arranged prior to transfer.

2.5.2 Travel documents and biometrics

The Swedish Migration Agency is primarily responsible for issuing temporary alien's passports, residence permit cards and/or visas. This may be done in close cooperation with Swedish missions in or near the host countries of quota refugees, or during selection missions.

At times in 2019 it was possible to perform biometric recordings as planned. During the selection mission in Egypt, unforeseen events led to the selection mission staff being required to issue alien's passports manually and all selected quota refugees had to travel to the Swedish embassy in Cairo to have their biometrics recorded.

2.5.3 Proof of residency

Upon entry to Sweden, quota refugees are required to have a residence permit card or a valid visa. Having a residence permit card at the reception in Sweden facilitates the initial contact and registration at other Swedish authorities. Therefore, the Swedish Migration Agency strives for issuing the permits prior to transfer. A prerequisite for this is that it is possible to record biometrics at a Swedish mission or by a selection mission on site. In cases where residence permit cards cannot be issued prior to departure, for example due to the quota refugee not being able to travel to an embassy or when an urgent transfer is required, residence permit cards are issued subsequent to arrival in Sweden. In 2019, an estimated 70 percent of quota refugees traveled with residence permit cards, which is equivalent to the number in 2018.

2.5.4 Challenges in conjunction with transfers

The transfer process can be complicated and delayed due to several factors. Requirements of exit permits in some host countries are one such factor. In cases these cases the Swedish Migration Agency is assisted by UNHCR and IOM in contacts with relevant state authorities. The time frame of issuing an exit permit and its period of validity vary greatly between different states and affect the planning of transfers. In some countries, such as Lebanon, Egypt and Sudan, the exit process is especially complex. In Egypt, the selection mission could not recording biometrics, which created extra work for the embassy as well as for the IOM and UNHCR.

Exit permits are normally issued once travel arrangements have been made, and occasionally obstacles arise in this process due to discrepancies in the registered information of the quota refugee between the host country and the UNHCR and Sweden, such as name spelling. Such cases complicated departure in Turkey in 2018 and in Kenya in both 2018 and 2019. In several cases Turkish and Kenyan authorities noticed late in the transfer process that the quota refugees have acquired citizenship in the country of residence. In such cases, quota refugees are no longer eligible for resettlement, and the transfer process is aborted.

Individual circumstances, such as a person being in custody or the subject of a fine, can also affect the exit process. Other difficulties include diseases and infections. The Ebola outbreak is one such example. In the fall of 2019, quota refugees in Uganda, due to

their proximity to the DRC, were required to stay in quarantine for 21 days, which delayed their transfer. This affected about 450 individuals located in Uganda. People diagnosed with tuberculosis in Niger and Rwanda, and in need of treatment, is another such example. Poor road connections and weather conditions, as well as security issues, are additional factors that can affect the transfer.

2.6 Settlement and reception in Sweden

Swedish national law stipulates that the municipalities are obligated to receive assigned refugees (including both quota refugees and asylum seekers). The assignments are based on the projection by the Swedish Migrations Agency on the number of refugees that are expected to settle in Sweden during the year. A number of parameters are taken into account in the assignment of refugees to a particular municipality, including labor market conditions, the total number of newly arrived refugees and unaccompanied children, as well as the number of asylum seekers already living in the municipality. During both 2018 and 2019, Stockholm was assigned the most quota refugees (32 percent and 33 percent respectively).

The allocation of a municipal placement is made by the Swedish Migration Agency's settlement unit in Umeå. The quota refugees travel directly to the designated municipality, which has prepared the reception based on information provided by the Swedish Migration Agency consisting of earliest time of arrival in the municipality, family constellation, language and special needs. The majority of the quota refugees arrive at Arlanda airport, where the Swedish Migration Agency's staff accompanies them to the arrival hall or to transit. Municipalities, however, are responsible for unaccompanied children from the time they arrive in Sweden.

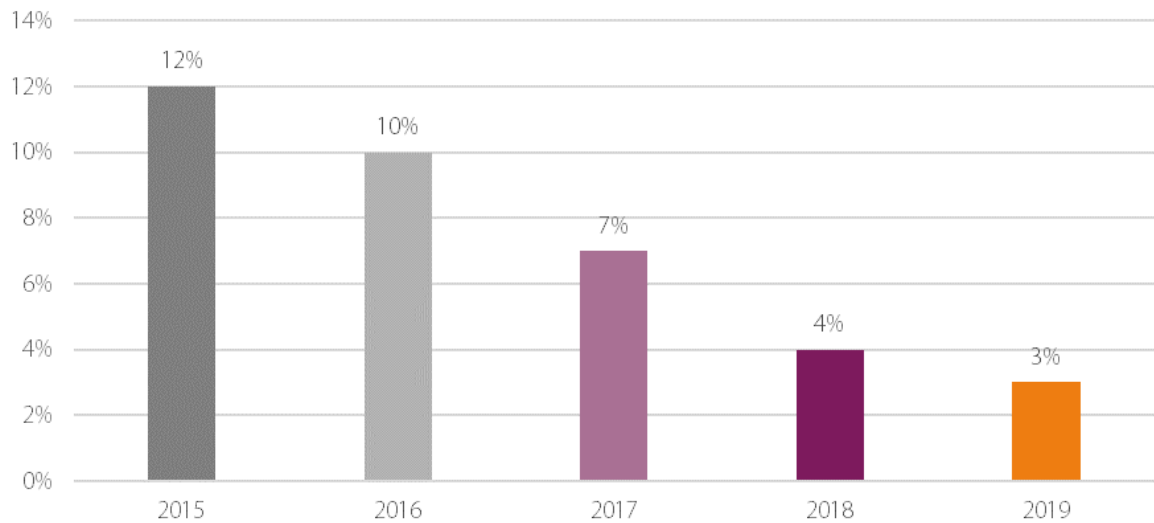
2.6.1 Reception of individuals with special needs

In accordance with national law, the Swedish Migration Agency is required to define any special needs of quota refugees. Special needs concerns include the need for proximity to specialist healthcare, special school resources, and adaptation of the home based on physical and/or mental health conditions.

The definition of the concept of special needs has been subject of discussion as there is a discrepancy between the Swedish Migration Agency's and the municipalities' interpretation of the term. In addition, the UNHCR classifies cases into different categories and uses the terms *medical needs* and *high needs*, which cannot be fully equated with the concept of special needs in Sweden. The number of people who needed some type of adapted reception, due to special needs and for medical reasons, decreased in 2019 compared to 2018. In 2019, 308 people were deemed to have special needs, which constitutes 6 percent of all transfers during the year. In 2018, it was the equivalent of 7 percent (353 individuals).

UNHCR figures show that 3 percent (56 out of 1 714) of all presentations to Sweden in 2019 included a dimension of medical needs. The amount of such cases have decreased annually for the last five years. However, it should be noted that the resettlement category of medical needs is not equated with special needs, and numbers showing an overlap of the two are difficult to obtain, and a case categorized as including medical needs is often in need of care that is more comprehensive or have other special needs. There are also individuals in need of medical care, but they are not classified as having medical needs, which crates some hidden statistics.

Medical needs: cases presented to Sweden 2015-2019



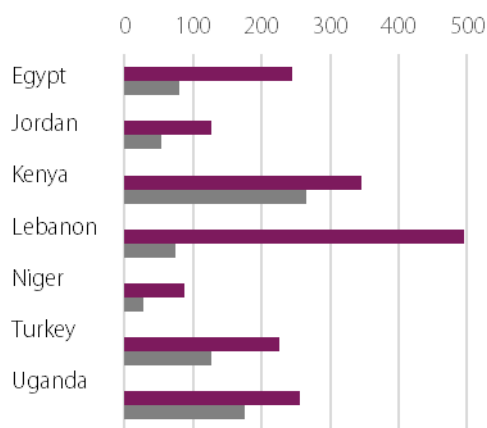
Source: UNHCR

2.7 Lead times

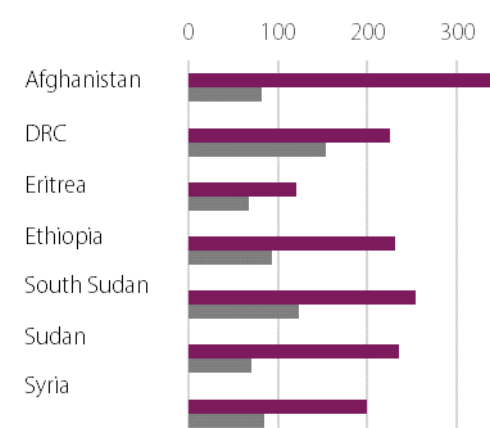
The Swedish Migration Agency, in consultation with UNHCR, prepares the annual plan regarding the timeframe for presentation, decision and transfer of quota refugees. Processing times may vary because of UNHCR's capacity to present cases, re-prioritization due to unforeseen events or changes in assignable locations. In 2019, it was possible to keep the timeframe and most transfers took place within two to five months of the decision being made.

Transfers from Lebanon had long lead times due to complex exit procedures. The long lead times for cases from Kenya is a result of the postponed field mission from the fourth quarter of 2018 to the first quarter in 2019. Other selection missions of particular interest is the mission in Niger, which was conducted after an evacuation of refugees located in Libya. The lead times of 27 days were especially short in these cases. Several cases concerning Afghan citizens were delayed due to travel difficulties in Iran, and awaiting a new contract between the Swedish Migration Agency and IOM. Below the lead times in a selection of missions are demonstrated.

Lead times by host country



Lead times by citizenship



■ Presentation to transfer in days
■ Presentation to decision in days

3 Developing Swedish resettlement in 2020 and beyond

3.1 Establishing a national dialogue

In September 2019, the Swedish Migration Agency invited Sweden's municipalities, county administrative boards and other relevant actors to a national conference to discuss the Swedish resettlement program. As a result of the proposals for improvement that emerged, the Swedish Migration Agency decided to establish a national contact group for resettlement issues in 2020, which will meet once a year. The purpose of the contact group is to increase local participation, develop collaboration and facilitate the exchange of information between the Swedish Migration Agency and the municipalities.

3.2 Developing the concept of high needs

In 2020, the work to intercept special needs will be a priority. Emphasis will be placed on providing the municipalities with more detailed information on special needs of quota refugees, and to continue the work on clarifying the concept of the term special needs to gain a coherent understanding with the municipalities. It is furthermore of particular importance to continue the dialogue with UNHCR on the number of presented quota refugees with special needs to ensure that the share that is resettled to Sweden reflects other countries reception of persons with special needs. A couple of years ago Sweden received a much higher number of persons with special needs than the international average. However, the presentation of medical cases has leveled off in recent years and the Swedish Migration Agency and UNHCR intend to maintain this even distribution in the future.

3.3 Introducing pre-departure orientation

Pre-departure orientation, i.e. information on what the quota refugee can expect before and during their residence in Sweden, have previously been implemented through the so-called 'Sweden program'. This program ended in 2016, as it was removed from the government assignment on resettlement. In the Regulation Letter for 2020, the Swedish Migration Agency has once again been commissioned to provide pre-departure programs for quota refugees who are to be resettled in Sweden. The goal of the initiatives is to provide information initiatives for people who are to be resettled in order to prepare them for establishment in Sweden. At the end of 2019, a new project called 'The Future of Resettlement' started. The project aims to develop a needs based reception approach to the settlement of quota refugees that also takes into consideration the situation of the municipalities.

3.4 Introducing a Robotic Process Automation (RPA)

Since the fall of 2018, the Swedish Migration Agency has explored the possibilities of using the software 'Robotic Process Automation' (RPA), which is programmed to perform repetitive and rule-based tasks in existing systems that are currently performed by hu-

mans. Parts of the resettlement process is suitable for automation because it is fully digitalized, such as receiving and registering request from UNHCR, as well as generating travel itineraries and bookings.

3.5 Follow-up and continuous evaluation of the resettlement program

In 2020, the Swedish Migration Agency will further develop ways to measure and follow-up all parts of the process and analyze relevance, efficiency, 'value for money', sustainability and impact of the activities within the process. This annual report gives an account of some of the effects and results of the 2019 resettlement program. In the future, indicators and measurement tools should be developed to capture and measure the remaining effects and results.