

Service mapping should be conducted according to the context, the anticipated needs of returnees and programme scope. The table below lists common service providers to be mapped, by dimension, that are often relevant for reintegration programming. It also includes some considerations about what information to collect, where and how.

### [A. Economic dimension](#)

Type of service	Services and entities to consider	Considerations
Job placement	<ul style="list-style-type: none"> <li>• Job brokering entities (matching individual jobseekers to vacancies);</li> <li>• Public and private employment services;</li> <li>• Labour market programmes to provide or promote employment for unemployed and other persons;</li> <li>• Special programmes for the disabled;</li> <li>• Public work initiatives (provision of employment to the unemployed through the government, generally focusing on the creation of public goods).</li> </ul>	Useful to contact entities producing labour market information (which includes all quantitative or qualitative data, research and analysis related to employment and the workforce).
Technical Vocation Education and Training (TVET)	<ul style="list-style-type: none"> <li>• TVET programmes;</li> <li>• Work-based learning programmes and on-the-job training;</li> <li>• Apprenticeship programmes;</li> <li>• Internship programmes;</li> <li>• Professional mentorship programmes;</li> <li>• Career planning and guidance programmes</li> </ul>	Consider private, non-profit and government programmes.
Business development support	<ul style="list-style-type: none"> <li>• Business development trainings;</li> <li>• Cash-support schemes.</li> </ul>	Consider contacting the Chamber of Commerce and the National Development Agency for information.
Financial services	<ul style="list-style-type: none"> <li>• Banks;</li> <li>• Financial service institutions and</li> </ul>	Collect general eligibility criteria for services.

Type of service	Services and entities to consider	Considerations
	microfinance institutions; <ul style="list-style-type: none"> <li>• Financial counselling programmes.</li> </ul>	

## B. Social dimension

Type of service	Services and entities to consider	Considerations
Health services	<ul style="list-style-type: none"> <li>• Primary, secondary and tertiary health services;</li> <li>• Health insurance providers;</li> <li>• Pharmacies;</li> <li>• Centres for victims of SGBV;</li> <li>• Laboratories;</li> <li>• Community health workers;</li> <li>• Specialized and vertical diseases programmes (such as HIV or TB);</li> <li>• Ambulance services;</li> <li>• Crisis Units hotline;</li> <li>• Traditional healers;</li> <li>• Shelters for people with special needs or disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Service Availability and Readiness Assessment (SARA) or the Health Resources Availability System (HeRAMS) can be useful;</li> <li>• National health cluster;</li> <li>• Important to include information on costs of care including acceptance of health insurance schemes;</li> <li>• Consider access to medicine (in some countries it is separate from the service);</li> <li>• Must include mental health, disability and palliative services;</li> <li>• Consider government and private sector referral options as well as NGOs, support groups and academic institutions.</li> </ul>
Housing	<ul style="list-style-type: none"> <li>• Temporary emergency housing;</li> <li>• Shelters for specific vulnerable groups (such as for victims of trafficking or children);</li> <li>• Housing providers and owners or landlords;</li> <li>• Housing associations and tenants' rights associations.</li> </ul>	<ul style="list-style-type: none"> <li>• Understand general practices for renting housing including lease terms, documents needed, deposits, utilities and so on.</li> </ul>

Type of service	Services and entities to consider	Considerations
Administration (documentation)	<ul style="list-style-type: none"> <li>• Civil registry;</li> <li>• Office for provision of identification documentation;</li> <li>• Driver's license and vehicle registration office.</li> </ul>	<ul style="list-style-type: none"> <li>• Establish if there are archives of records that can be accessed and where the burden of proof lies;</li> <li>• Collect information on administrative fees.</li> </ul>
Social protection schemes	<ul style="list-style-type: none"> <li>• Social security office;</li> <li>• Unemployment benefits;</li> <li>• Pensions' office;</li> <li>• State-supported health insurance;</li> <li>• Disability insurance;</li> <li>• Food-based assistance.</li> </ul>	<ul style="list-style-type: none"> <li>• Understand the regulations and requirements for enrolling in social protection schemes.</li> </ul>
Legal and justice services	<ul style="list-style-type: none"> <li>• Criminal and civil justice system;</li> <li>• Law enforcement agencies;</li> <li>• Judiciary;</li> <li>• Corrections' systems;</li> <li>• Human rights institutions;</li> <li>• Law offices (including NGOs and non-profits);</li> <li>• Existing informal justice systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Consider MoUs with law enforcement and justice system actors if necessary</li> <li>• Understand what options are available for lawyers and legal services for those who cannot pay; state representation, pro bono work and so on.</li> </ul>
Education	<ul style="list-style-type: none"> <li>• Primary and secondary schools;</li> <li>• Universities;</li> <li>• Evening schools and classes;</li> <li>• Life skills' courses;</li> <li>• Language courses.</li> </ul>	<ul style="list-style-type: none"> <li>• Important to consider course and examination fees as well as cost of equipment and transportation (books, uniform supplies).</li> </ul>
Childcare	<ul style="list-style-type: none"> <li>• Centre-based day care;</li> <li>• Home-based babysitter;</li> <li>• Social and educational activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Collect information on average costs and availability.</li> </ul>

### C. Psychosocial dimension

Type of service	Services and entities to consider	Considerations
Psychosocial services	<ul style="list-style-type: none"> <li>• Peer support groups;</li> <li>• Religious groups and</li> </ul>	

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Psychological services	congregations; <ul style="list-style-type: none"> <li>• Sports groups or associations;</li> <li>• Sociocultural associations;</li> <li>• Theatre groups;</li> <li>• Dance groups;</li> <li>• Music groups;</li> <li>• Migrant associations.</li> </ul> <ul style="list-style-type: none"> <li>• Clinical psychological services;</li> <li>• Counselling centres (public and private including religious);</li> <li>• Telephone hotlines.</li> </ul>	<ul style="list-style-type: none"> <li>• Consider contacting an association of psychologists and association of counsellors where they exist.</li> </ul>
Psychiatric services	<ul style="list-style-type: none"> <li>• Psychiatric hospitals and clinics and practitioners (public and private);</li> <li>• Psychiatric units, services and wards in general hospitals;</li> <li>• Primary health-care services able to provide first line psychiatric care;</li> <li>• Pharmacies selling and distributing psychotropic medication;</li> <li>• Drug and substance abuse rehabilitation centres;</li> <li>• Suicide hotline;</li> <li>• Shelters for people with special needs, disabilities or severe mental disorders.</li> </ul>	<ul style="list-style-type: none"> <li>• These services are to be considered together with overall health service mapping.</li> </ul>