

# Appendix A - Original Design Brief



Personal Project Brief - IDE Master Graduation

Strategy for integrating offline functionalities in a digital aid product project title

Please state the title of your graduation project (above) and the start date and end date (below). Keep the title compact and simple. Do not use abbreviations. The remainder of this document allows you to define and clarify your graduation project.

start date 31 - 08 - 2020 end date 29 - 01 - 2021

## INTRODUCTION \*\*

Please describe, the context of your project, and address the main stakeholders (interests) within this context in a concise yet complete manner. Who are involved, what do they value and how do they currently operate within the given context? What are the main opportunities and limitations you are currently aware of (cultural- and social norms, resources (time, money,...), technology, ...).

510 is a digital initiative of the Netherlands Red Cross which started in 2016. One of the digital products that 510 has been developing is 121. The 121 product service system (PSS) was designed so that efficient and effective aid could be provided, making the most of limited resources (e.g. aid workers/funding), and to improve the process of providing cash-based aid (CBA) and Information as Aid (see last paragraphs).

The three end users of 121 are the people/person affected (PA), aid workers (AW) and donors. To apply for CBA, a PA should create a digital identity which is then checked on eligibility for the programme. After validation, the PA is included in the digital aid programme and will receive cash-based aid. With this system the donor has a quicker, safer and more direct way of supporting the PA.

Other stakeholders that are involved in the 121 PSS can be seen in the images on the next page. The PSS consists of three stakeholder levels, with different stakeholder roles (see fig. 1) For the development of 121, both inputs from macro level and micro level have been used. From macro level this is the program proposal, which is set up by a consortium of NGO's and 510. From micro level the inputs are from co-design sessions and user tests (see fig. 2).

Since the start of 121 in 2018, several pilots (or programs) have taken place, consisting of user tests and co-design sessions. For 2020 there are two pilots planned, one in Kenya and one in the Netherlands. This graduation assignment will focus on the Netherlands pilot.

According to the NLRC, it is estimated that between 35.000 and 70.000 undocumented migrants reside in the Netherlands (Rode Kruis, n.d.). Some have arrived in the country but not yet applied for asylum, some have been processed, and some have applied but have been denied. When this happens, they find themselves excluded from the Dutch social services, and upon leaving the AZC (asylum centre) they do not have any information on where to find help. By the time they find people that can help them, they are often mentally and physically exhausted and their stress levels are high. Aid workers and volunteers from various agencies (e.g. NLRC / Wereldhuis / Leger des Heils) provide aid to undocumented migrants by picking them off the street and providing them with information on where to find food, shelter or medical aid.

With 121, undocumented migrants could apply for CBA and Information as Aid. These functionalities should reduce the workload for aid workers, and could make it easier for undocumented migrants to receive aid. The goal of the NLD pilot is to find out what aspects of the 121 PSS need further development and adjustment, and what digital and offline support systems need to be created.

Cash Based Aid is a new form of aid where the PA can receive money, or vouchers, instead of traditional forms of aid (such as food). Because of this, the PA has more autonomy over what to do with the aid they receive.

Information as Aid reduces uncertainty for the PA as they could extract information from a centralized system. It reduces the workload for aid workers as they could also extract information, as well as provide information to the system. In the NLD pilot, the information as aid element is called the "wegwijzer"

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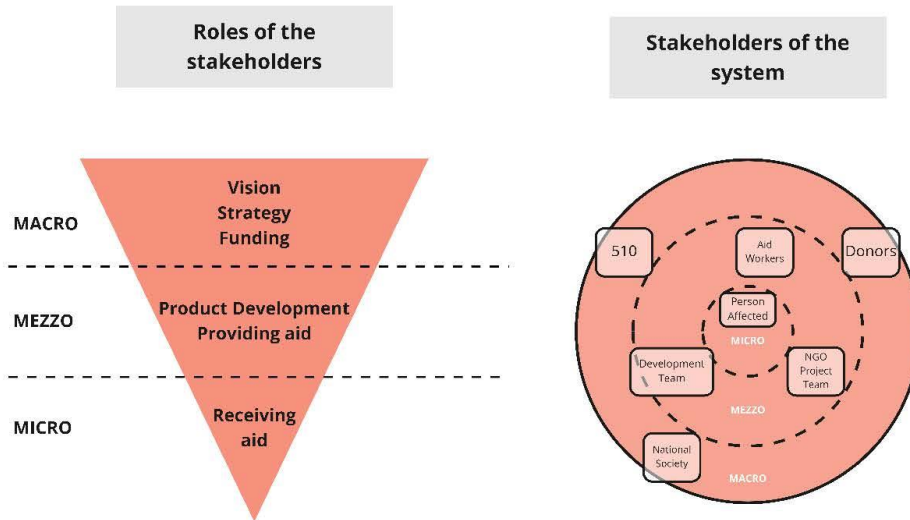


image / figure 1: Stakeholders of the PSS in their respective levels

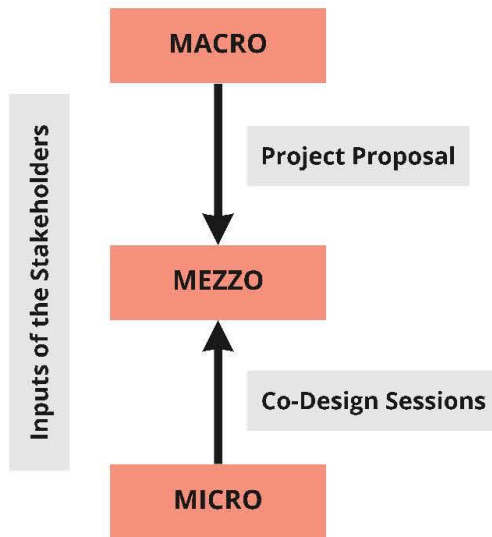


image / figure 2: Inputs in the system

**PROBLEM DEFINITION \*\***

Limit and define the scope and solution space of your project to one that is manageable within one Master Graduation Project of 30 EC (= 20 full time weeks or 100 working days) and clearly indicate what issue(s) should be addressed in this project.

The online functionalities of 121 can make the process of providing aid safer, faster, and fairer. Nonetheless, at the current stage of development, two aspects need to be taken into account:

- Not all functionalities requested by the PA and AW are currently in the PSS
- Even if all PSS functionalities requested are available, aid will never be 100% digital as there will be human beings involved.

Because of these two aspects, there will always be an interaction between the online functionalities and the offline context where the aid is needed. Thus, there will be design trade-offs between the online functionalities and offline support.

This interaction is identified through co-design sessions with PAs and AWs, and this has been an input from microlevel to the mezzo level where the product development takes place. However, the product development is also influenced from macro level, through the program proposal. From macro level perspective, there is currently no space for offline functionalities, and the budget for development of 121 is allocated to develop only online functionalities.

The problem definition is therefore: How can space be created for the integration of offline functionalities in 121, while involving and including all stakeholders?

**ASSIGNMENT \*\***

State in 2 or 3 sentences what you are going to research, design, create and / or generate, that will solve (part of) the issue(s) pointed out in "problem definition". Then illustrate this assignment by indicating what kind of solution you expect and / or aim to deliver, for instance: a product, a product-service combination, a strategy illustrated through product or product-service combination ideas, .... In case of a Specialisation and/or Annotation, make sure the assignment reflects this/these.

Design of a development strategy concerning the interaction between online and offline functionalities in the 121 PSS, creating space for the integration of offline functionalities and involving stakeholders from all stakeholder levels.

The development strategy should consist of a rationale to show all stakeholders the relevance of the integration of offline functionalities in the 121 PSS, design guidelines on how to embed these offline functionalities in the product (MVP), vision and strategy, and guidelines on how to involve stakeholders from the three stakeholder levels in this process.

The strategy should be used to create more focused and fitting future program proposals, to show the effects of the interaction of online and offline functionalities on the person affected, and to advocate the relevance of the integration of offline functionalities in the 121 PSS.

**PLANNING AND APPROACH \*\***

Include a Gantt Chart (replace the example below - more examples can be found in Manual 2) that shows the different phases of your project, deliverables you have in mind, meetings, and how you plan to spend your time. Please note that all activities should fit within the given net time of 30 EC = 20 full time weeks or 100 working days, and your planning should include a kick-off meeting, mid-term meeting, green light meeting and graduation ceremony. Illustrate your Gantt Chart by, for instance, explaining your approach, and please indicate periods of part-time activities and/or periods of not spending time on your graduation project, if any, for instance because of holidays or parallel activities.

start date 31 - 8 - 2020 29 - 1 - 2021 end date

	DISCOVER				DEFINE				DEVELOP				DELIVER				HOLIDAYS		FINALISE			
	51 aug - 6 sep	7 - 13 sep	14 - 20 sep	21 - 27 sep	28 sep - 4 oct	5 - 11 oct	12 - 18 oct	19 - 25 oct	26 oct - 1 nov	2 - 8 nov	9 - 15 nov	16 - 22 nov	23 - 29 nov	30 nov - 6 dec	7 - 13 dec	14 - 20 dec	21 - 27 dec	28 dec - 3 jan	4 - 10 jan	11 - 17 jan	18 - 24 jan	25 - 31 jan
Dates																						
Calendar week	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	1	2	3	4
Project week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16			17	18	19	20
<b>1. Discover &amp; Define</b>																						
Desk research																						
Literature Research																						
Stakeholder analysis																						
Value flow mapping																						
KICK OFF																						
<b>2. Develop</b>																						
Acceptance test																						
NLD Pilot																						
Stakeholder interviews																						
MVP user tests																						
MVP iterations																						
Deliverable ideation																						
MIDTERM																						
<b>3. Deliver</b>																						
Development deliverable																						
Prototyping Deliverable																						
GREENLIGHT																						
<b>4. Finalize</b>																						
Finalize deliverable																						
Finalize report																						
Prepare for final presentation																						
GRADUATION																						

The 20 weeks of the project are divided in five blocks. The first four blocks correspond with the four phases of the double diamond framework (Design Council, n.d.). This framework is chosen as it provides a firm backbone to the project and the tasks that need to be performed. The structure helps to keep an overview of the project, and to keep track of the progress.

As results and insights from the research will be documented during the blocks, a draft chapter of each phase will be ready at the end of each phase.

In the November, the NLD pilot is planned. This is a great opportunity that fits well with the "Develop" phase. Insights from MVP testing will be used to generate ideas for the final deliverable, which will be presented at the midterm meeting at the end of this phase. After the midterm meeting the final conceptualization of the deliverable can start during the "Deliver" phase, which will be concluded with the green light meeting.

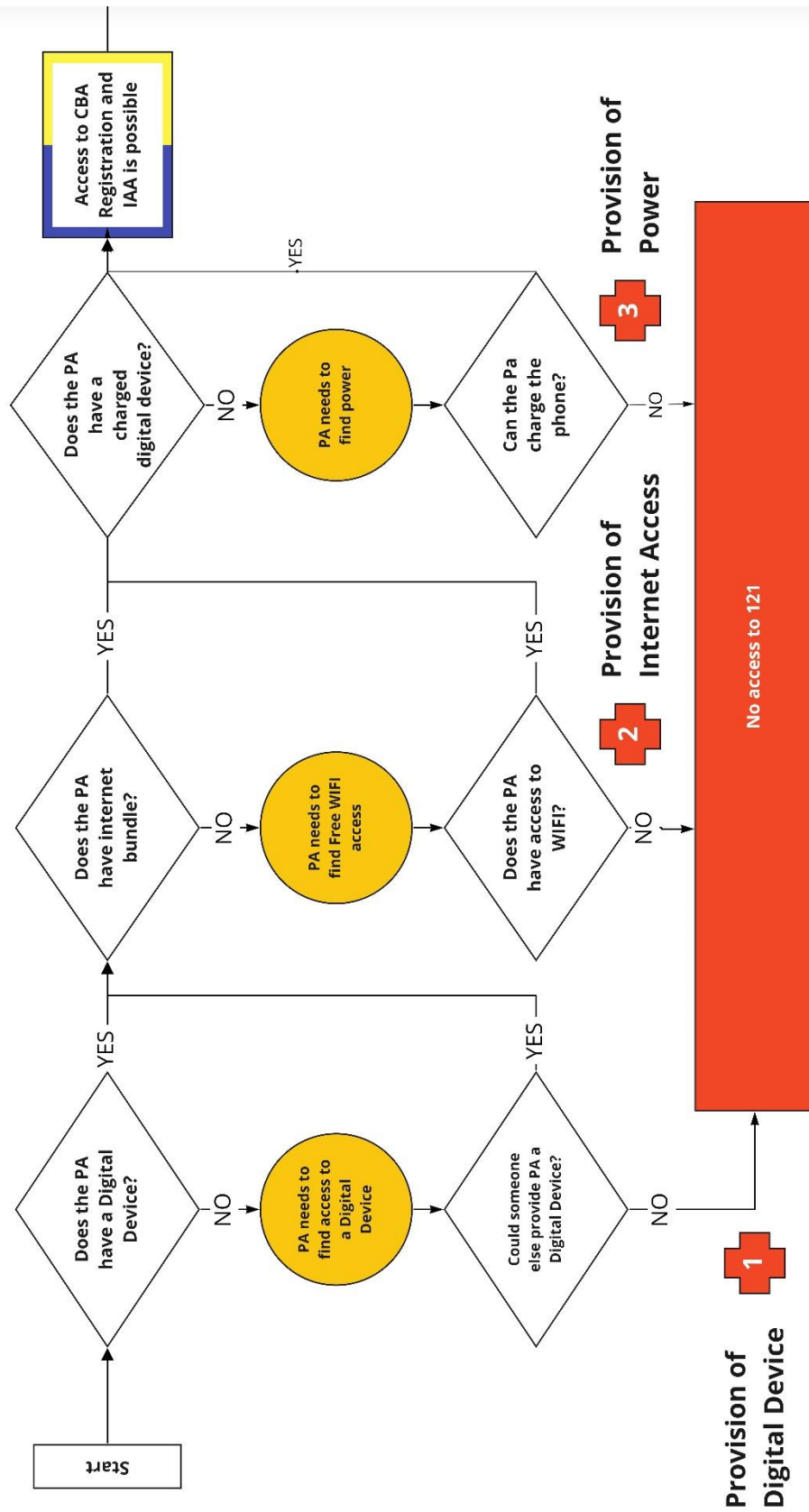
The last 4 weeks of the project will be designated to finalizing the project, these weeks can be used as a buffer in case things get delayed, and will also be used to organize all the data, write the final chapters of the report and prepare for the final presentation.

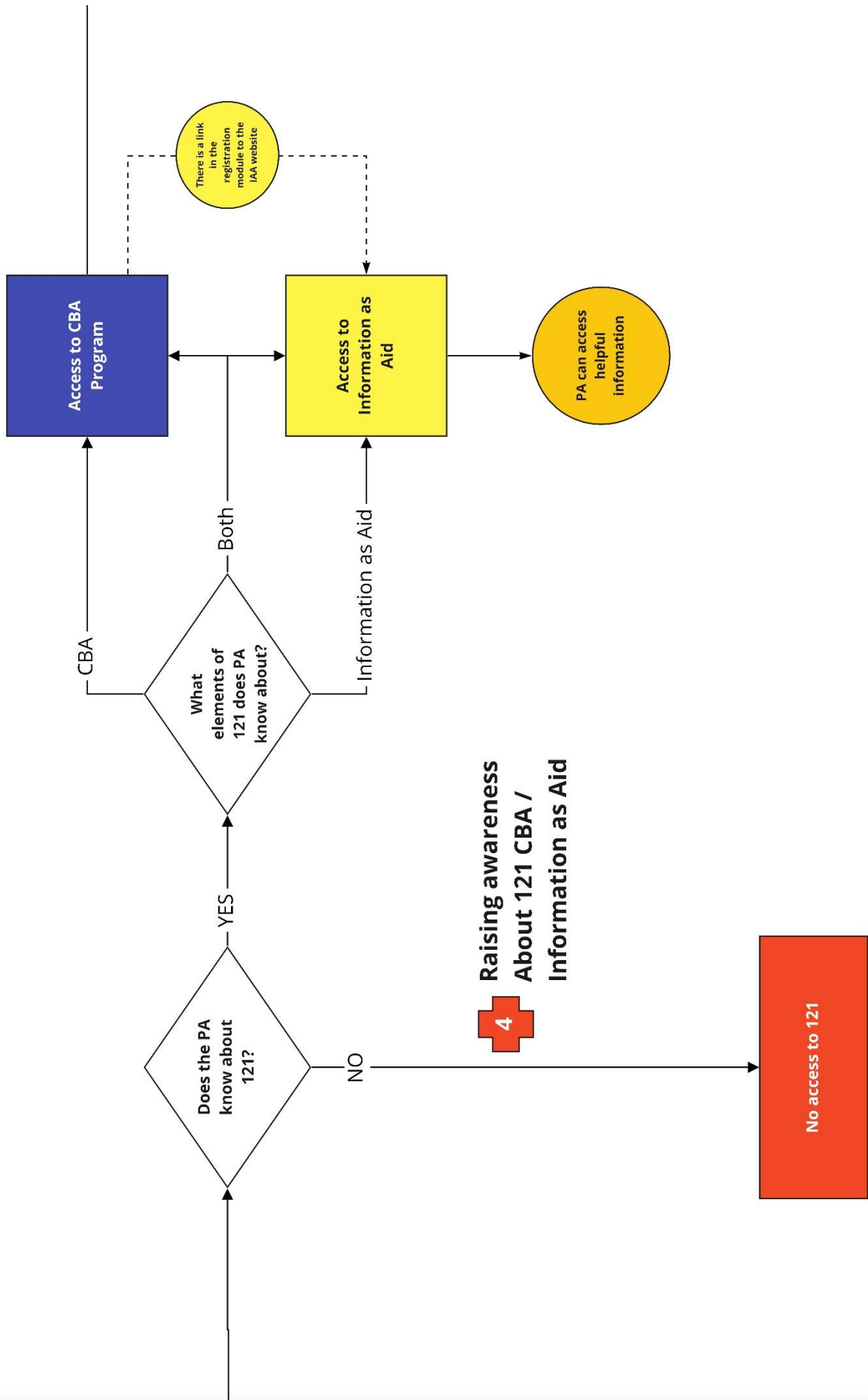
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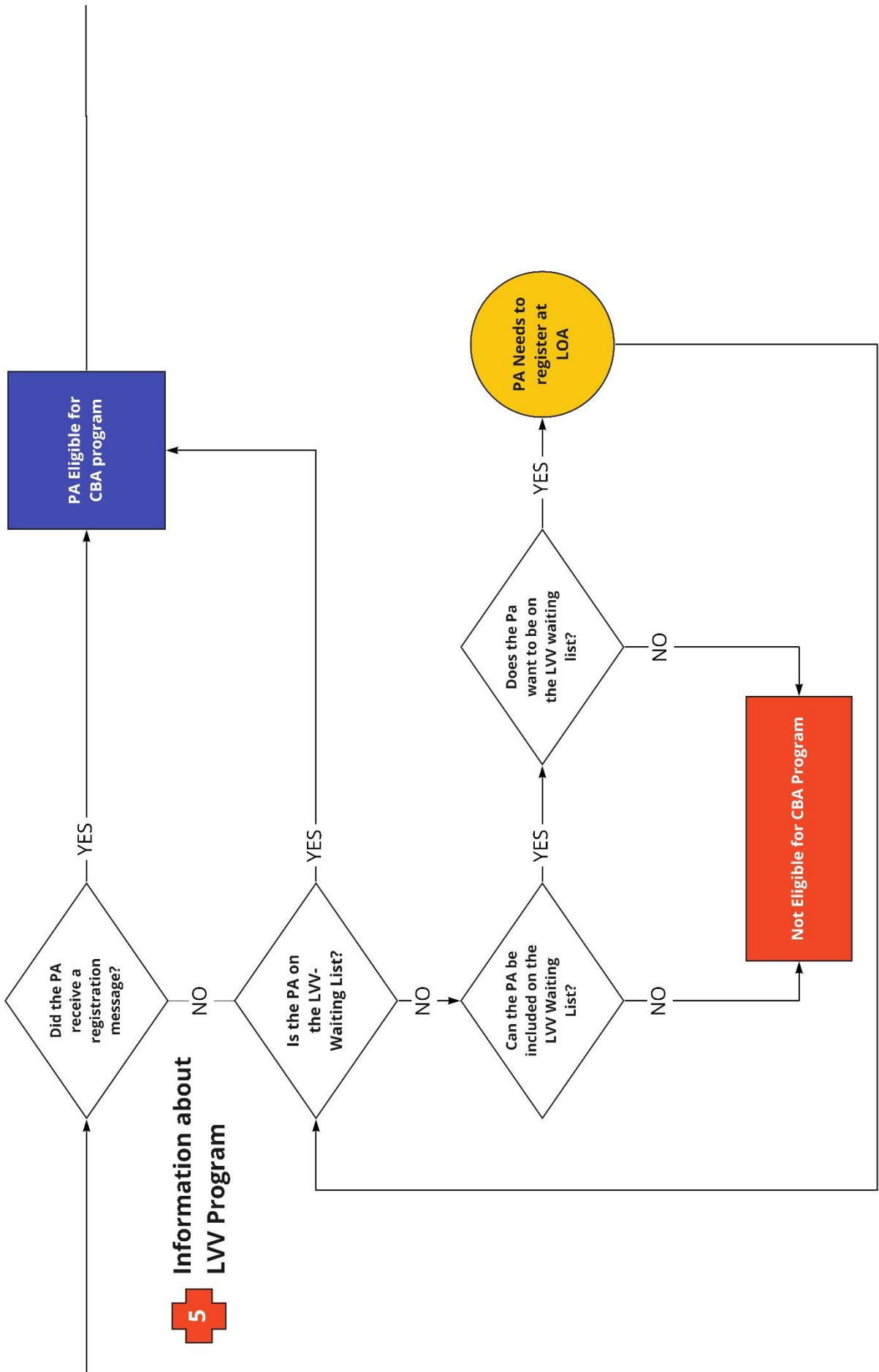
Design Council. (n.d.) The Double Diamond: A universally accepted depiction of the design process. Retrieved from <https://www.designcouncil.org.uk/news-opinion/double-diamond-universally-accepted-depiction-design-process>

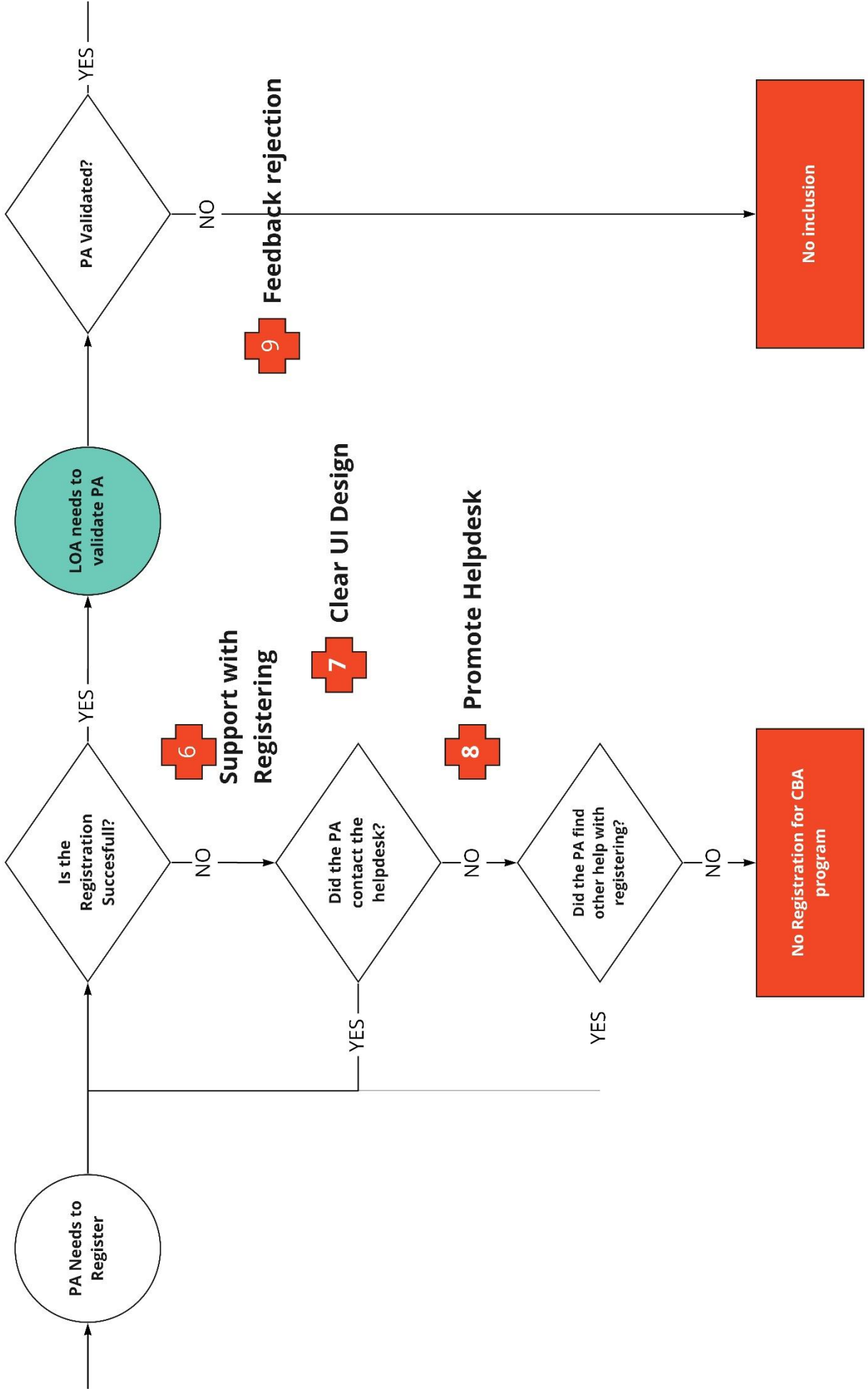


# Appendix B – Flowchart

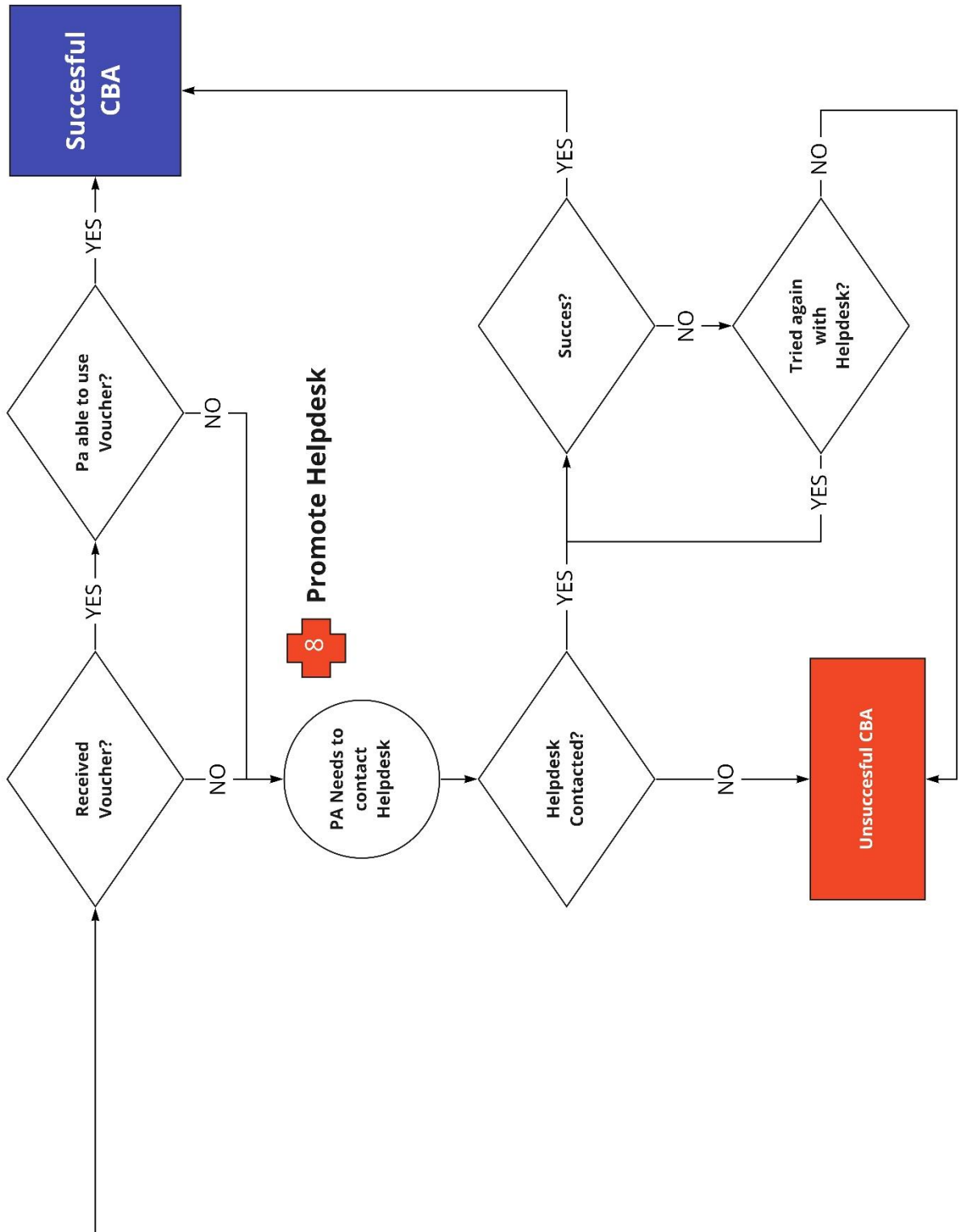












## Appendix C – Ethnographic Study Notes

[All names are removed]

Ethnographic study 9-12-20

Observations and interviews Wereldhuis Amsterdam (Arie Biemondstraat 103).

### Observations

**9:50** arrive at Wereldhuis. Expecting a long queue of undocumented migrants (UM) to go to shelter but there was no one. Cold and foggy morning. At 10:00 entered building, only employees and volunteers present. Met aid worker who is in charge this day. He said he would expect it to be busy from 11 am.

**10:05** first people enter building

**10:30** 3 young men of Moroccan origin enter. Many people are using their smartphone. Many people sit alone at a table.

**11:50** AW and UM do a puzzle, more people enter. (5 UM of North African origin, 2 Volunteers of African origin, and a few Dutch volunteers/AW).

**12:00** +/- 10 UM enter

**12:50** +/- 10 UM inside. Many people sitting alone at a table looking at their smartphone while charging them.

**13:00** when lunch is served, many more people arrive. Busiest moment of the day.

**13:45** Many people leave after lunch, but still more people inside than before 12:00.

**14:45** Only some people left in the shelter.

**15:00** Peer volunteers/AW start cleaning, almost everyone gone except AW/Volunteers.

Conclusions observations

- Many people sit alone at a table
- Many people have and use a smartphone
- Some people only come for lunch and then leave right after
- Many people visit Worldhouse often and therefore know Pablo or other AW
- Some people know each other and sit together, for the rest just little interaction between groups.
- Some people play a game (jigsaw puzzle)
- One person reads a book.

Further Questions:

- What are people doing on their phone? (Person -> Listening to music/Reading)
- What are people doing before and after they visit the Worldhouse?

First interview with volunteer/aid worker.

A man from Benin talks to UM and acts as a coach.

“You have to spread the positive virus”

“own your decisions” -> Critique on people leaving country just to run away from problems. You have to solve your own problems and make own decisions. You cannot hold on to other to solve your problems.

He has an anecdote of a Ghanese doctor. “He was a doctor in his country, so he had a respectable job and status. But he left the country and ended up in the Netherlands. Here he is a undocumented migrant with no status. Why did this man leave his country?”

“There is a lot of misinformation about what is in Europe. People see cars/wealth etc. But they do not know what to expect here.”

“Rope of hope” -> directed at young UM who still have hope for the future. Older UM have less hope because they are not allowed to work. “Too old for work” which is a problem if the UM will ever integrate.

*About why people are not staying all day in the Wereldhuis*

“Some people need to move, because if they are stationary they have time to think.”  
[And then they have to process all the stress and trauma]

People are constantly on the move, so as not to think about their situation.

Second interview AW from the WH and Amsterdam City Rights (two parts)

PT. 1

A woman tells her story of entering Amsterdam. There should be information on where to go at the central station. The people working there (train managers and people at the information booths) should know directions for migrants and also there “should be brochures at the central station”.

She has an anecdote about having difficulties checking out and going to the gates. Because she was checking out at a metro gate instead of a NS gate. It took her 30 minutes before someone helped her. A young guy from around 13 years old. Nobody else helped her, even as she asked for help, people ignored her and walked by.

She always talks to people who seem to need help. “You can see people in need” for example in the IJ passage. But “some people refuse help” because of pride/ego.

People can be afraid to ask for help because they are afraid of the police and afraid to be send back to the asylum camp (and eventually be deported).

PT. 2

*Are there other organizations such as worldhouse?*

Worldhouse is very well known. Without corona, at other location 100-200 people visit a day.

*About information in AZC.* “the AZC barely provides you with information” only my case manager gave me a list with 32 locations where I could go. Locations in the Netherlands. “I tried in different cities, from Friesland to Overijssel and Gelderland. But they only accept people from that province. In Amsterdam that doesn’t matter, where you from.”

But Amsterdam is a big city so difficult to know where to go:

“Only if you have connections you can go to Amsterdam”

But there are many opportunities in the city, that’s why many people go to Amsterdam.

Vluchtelingenwerk only informs “about procedure”, on what to do when you get a negative decision. You have to leave before the 28 days they give you, because they come to pick you up a bit earlier.

Journey through Amsterdam -> First ASKV (as recommended by friend who already lived in Amsterdam) -> then Loket -> then wereldhuis and soon already included in LVV program.

Quick journey in Adam because she knew already someone.

*Did the LOKET help?* They make you traumatized at the loket. “They called the IND in my presence and discussed in Dutch” it was a very stressful situation.

The woman is from Uganda.

Quote: “Nobody dares to leave home unless home is danger”

*On the blue handbooks* “Where did you get these books?” “Should be in different languages as well. But helpful!”

“It’s a terrible idea that some of your friends have to sleep on the street tonight, and there is nothing you can do about it”

*Third interview with xxxxx xxxxx from Syria 43 y/o*

This man speaks Dutch and makes poems and photographs in Dutch. He really likes the Netherlands and wants to stay here. His initial application was denied and so he is undocumented.

He is very motivated to learn everything from the Netherlands, he learned the language in 6 months because he loves the language and being able to speak the local language is essential and important. “De taal is de sleutel”. He is teaching himself using mostly Youtube, and back in Syria he read more than a 1000 books. Starting to learn a new language is through listening. He listened to Dutch music from famous artists like Frans Bouterse (he listened “heb je even voor mij” every day for a month), and André Hazes. He loves the Netherlands as the country is built from the sea. He knows many details, culture and history of the Netherlands and Amsterdam. And even many places in all the provinces. He is at the Worldhouse the whole day because he does not have a place to stay during the day. He often sleeps on the street when there is no place to sleep inside. But he is super positive about everything. “If you can choose between negative and positive, choose positive!”

How did he find his way around Amsterdam/Netherlands? He just googled things such as “helpen asielzoekers” “stichting helpen vluchteling” Quote: “iedereen heeft een google”.

“Zonder taal te leren is alles moeilijk.”

He has been living in Amsterdam for a month now, he went to Amsterdam because there are many jobs there. "The Netherlands has many jobs and capitalism." He cannot get a permit because he got asylum in Hungary.

He went to the Loket already (googled where it was). He uses google, but he only has access through Wi-Fi, so no internet without free Wi-Fi spots. He doesn't have freedom (of speech etc.) in own country, that's why he left.

He got information through "blauwe boekje" a booklet handed out at "daklozen" (daklozen opvang I guess). [Helpful information in a booklet.]

Vluchtelingenwerk helped me in the AZC. They said that there are many Stichtingen in Amsterdam that help undocumented migrants.

(AZC Hoogeveen) "Zij geven asielzoekers informatie"

*What is most important for you?*

Slapen/Eten/Advocaat -> verblijfsvergunning

Ik wil gewoon een nieuw leven bouwen

Als ik wil integreren moet ik werken, dat wil ik

"zonder mobieltje kan ik niet leven" -> contact met mensen, informatie

Zonder internet/niet possible

Er is geen internet op straat -> sommige plekken free wifi (station, etc)

"Nederlandse mensen kunnen niet voelen wat vluchtelingen voelen"

Het is een nieuw land, ik heb info nodig.

In AZC krijg je wel les enzo, maar niet heel veel info

"Informatie is heel belangrijk"

Contact met mensen ook

*Interview 4 Young man from Morocco (estimated 20-30 years of age)*

Al 4 jaar in NL

"Turken helpen elkaar Marokkanen niet."

*Waarom naar Amsterdam? Waarom niet naar een andere grote stad?*

Makkelijk werk vinden, veel werk

"Veel zwart werken, in Rotterdam allemaal wit werk"

[heeft niet in AZC gezeten, ook niet geregistreerd]

[Vorige week ook Marokkaan gesproken die niet geregistreerd was, waarschijnlijk omdat het een veilig land is dus ze toch geen verblijfsvergunning kunnen krijgen]



[Wat is beter? Wel aanvragen, afgekeurd worden en dan illegaliteit in of meteen illegaliteit in?]

*Interview 5*

West Afrikaanse jongen, al 3 jaar in NL, nu 18 jaar

Kende mensen die zeiden waar hij heen moest. Maar hij had geen vrienden in Amsterdam. Deed maar gewoon wat "always forward" zelfs na afraden van vrienden. "People said there is no place to sleep in Amsterdam, but still I went".

"You have to live."

"There is no internet outside shelter."

*At the question what he does during the day:*

"Ik doe niks, ik kan niks doen."

## 12-1-21 Ethnographic Study

Enter building 11:30 -> 13 migrants are inside, all men. 3 are discussing, everyone else is charging their phone or is sitting alone at a table looking at their smartphone.

### First interview

Man from Ghana, 1 year in Amsterdam. Does have a smartphone, but no internet (only Wi-Fi). Did not go to AZC, "you need to know someone when you go to Amsterdam" is what he told me why he went to Amsterdam.

He arrived at Amsterdam Central Station and slept there. Then he went outside and asked people for a place to stay. "People won't listen to you" but eventually someone told him to go to the Bijlmer. He showed him the right metro, gave him a ticket and he went. At the Bijlmer, he had to ask people again where to go exactly (but he did have an address [or something, or people knew where he had to go]). After he arrived at the location he met people who helped him getting around.

Most important -> a place to stay, then job - > Stay

You need a roof over your head to be comfortable, then you can take next steps. First A then B, etc.

### Second interview

Man from North of Morocco, from the mountains. Was also looking at smartphone that he has already for 2 years (even showed a receipt of it). He had to save money for a long time to buy this. He is in the Netherlands since 1991, speaks some Dutch and had some jobs. No job now because of Corona. No internet outside shelter.

### Talk to AW

Aid worker from the Worldhouse. She said there are people "Spotters" who go to the central station to look for migrants and help them find directions. There is a mystical person who does this, but she doesn't know who he is. Also there is XXXX, a man who does similar work and often visits the Worldhouse. (I have met XXXX, he speaks French and Arabic).

### Conversation

Man from New Guinea, has a smartphone. Is not very talkative.

13:15 shelter is full, people have to wait outside to get a place inside and a meal.

13:30 already less full but still a lot of people inside.

All the people I spoke to do not have an internet bundle and do not know the helpful information website.

[Question to ask UM: What advice would you give new people here?]

### Third interview

A man from Ivory Coast, who has been in the Netherlands for 11 years, of which 10 years in Amsterdam. Before that he was in AZC (Almere). You have to stay positive, otherwise it is too hard. He had a residence permit for 5 years, then 2 years, and now he is

undocumented. In AZC you meet people, several different people because you are put in a house together. "People need to know where they can go to". Place to stay is most important "buiten is het koud". "But you cannot stay inside forever, you need to go outside and speak to people, otherwise your situation will not progress and is hopeless."

He is now in a night shelter, but only until 19<sup>th</sup> of January. After that, he doesn't know, it's very uncertain, maybe he has to sleep on the street again. He has been sleeping on the street, he had a place to live for some time, and also has been in prison for 3 months. Then he lost the place to live because he could not pay for it when he was in prison.

#### **Fourth interview**

Man, origin unknown. He does not want to tell where he is from, and is also not comfortable with the conversation. He is watching something on YouTube and has a second phone for calling/texting. No internet outside shelter. This man has been in the Netherlands for 1 year.

#### **Fifth interview**

A doctor from Ghana. He arrived in the Netherlands in 1997. He has traveled to South Africa, Swaziland and Belarus before. He is a Gynecologist and wanted to go to the Netherlands for specialization. He doesn't have a passport anymore, and is in a desperate and hopeless situation. He cannot go anywhere. He was a man of status back home but he left, unknown why. He had a medical emergency in 2005. He is very sad and talks a lot about lost time, and the hopeless situation he has been in now for years.

#### **Sixth interview**

Young man from Guinee. Was listening to Bob Marley on his phone. Only has internet when he has access to Wi-Fi, because phone credit is expensive. He went to AZC Utrecht and then moved to Amsterdam. He met people in the AZC and they told him to go to Amsterdam. He contacted them and they picked him up at Amsterdam Central Station and brought him to a location. He is now waiting for further processing and has a roof over his head, staying with friends. He stays not too long at one friend because staying in one place makes him feel stressed. He explains that for many people staying in one place makes them feel stressed.

#### **Seventh interview**

Young man (in his early twenties) from Morocco. Has been in the Netherlands for some time now, but wanted to go to Finland because there are too many Moroccans in the Netherlands and that creates problems (he hints at criminality). He has lived in Qatar and Dubai before coming to the Netherlands. He is from XXX, there are no jobs, and there is no future there. That's why he left, he left 5 years ago now and he does not want to go back. He did not apply for asylum because he is from Morocco [safe country]. He does not have internet outside shelter, but does have a smartphone [Apple], also using Instagram and showing pictures from Dubai and Qatar with lots of people and jobs he had there. He has had some jobs in the Netherlands, depending on what he can do.

### Extra: helpdesk talks 7-1

Spoke to two people

First person has been in the Netherlands for 27 years, I could not help him register for the pilot program because he is not on the LVV waiting list. He was very frustrated that some (newer) people got help and he did not.

Second man was from Iran, 32 years old. Needed help with registration. He was on LVV list so I could help him. He had difficulties filling in the web address and wanted me to do it. Also he listened to the text of the registration app.

## Appendix D – Co Designs clustering

### Migration

#### Why people leave

- I was running from my country. I was looking for a safe place. In my opinion I had the right to live.
- I just left because of danger. It was not like a plan. I did not look up something specific.
- If I step on Holland soil, my life is saved. That is more than important.
- You never know if you will come back when you leave.
- Ik heb de beste mensen van mijn leven achtergelaten.
- Ik ben gevlucht voor de politie, dus ik kon niet hier naar de politie.
- “Nobody dares to leave home unless home is danger”
- He doesn't have freedom (of speech etc) in own country, that's why he left.
- He is from (Location), there are no jobs, no future there

#### Ending up in the Netherlands

- We wilden eigenlijk niet in Nederland blijven. Het idee was om verder te reizen naar Zweden.
- I never thought I would be in the Netherlands. I didn't plan to come to the Netherlands.
- Is now for some time in NL but wanted to go to Finland because there are too many Moroccans in NL and that creates problems (he hints at criminality).

#### Why people stay

- When I came to the Netherlands, this is where I belong. This is the place I am supposed to be.
- Mijn toekomst is in Nederland. Ik wil in Nederland blijven, ik wil meehelpen.
- Beter is Nederland voor mij, niet een ander land, ik wil alleen Nederland.
- I feel the Netherlands feels like my home, kind people, it's nice.
- Ik wil gewoon een nieuw leven bouwen Als ik wil integreren moet ik werken, dat wil ik
- If I step on Holland soil, my life is saved. That is more than important.

### Asylum procedure

#### Information Asylum Procedure

- At Schiphol, immigration came to me. I did not know anything about asylum procedure.
- He just googled things such as “helpen asielzoekers” “stichting helpen vluchteling” Quote: “iedereen heeft een google”.
- When I came I really did not know how everything was working.
- I was trying to search the law that guide migrants and how to cope with it.



## **During Asylum procedure**

- It was very difficult; I did not understand them and they did not understand us. We are not coming from here, cultures are different.
- The only thing I found difficult, is to people you just met, to explain to people about your story.
- I was not comfortable with telling it [migration story], but I had to, because of helping me.

## **Understanding people**

- When you never had the experience, you cannot understand.
- “Nederlandse mensen kunnen niet voelen wat vluchtelingen voelen”

## **Information about rules/laws**

- I was very curious about the laws of this country with regards to people that are vulnerable with reference to religion, sexuality and race.
- I don't know the laws of this country.
- Als je helemaal nieuw bent dan kan je niet alles begrijpen.
- I can search for information, what are the rules that guide Europe?
- People should have more information.

## **Information in AZC**

- (AZC Hoogeveen) “ Zij geven asielzoekers informatie”
- Het is een nieuw land, ik heb info nodig. In AZC krijg je wel les enzo, maar niet heel veel info “Informatie is heel belangrijk” Contact met mensen ook
- the AZC barely provides you with information”

## **After Leaving AZC**

### **Being Lost, do not know where to go**

- I was lost, there was no information. Information is not written on billboards.
- I did not know where to go when I had to leave the AZC. They just said I had to leave.
- I don't know nothing about it. I can't find out.
- Yesterday night I found a man on the street [migrants help migrants]. I asked Why don't you go to the winter shelter? Because I don't know where the winter shelter is.

### **Getting Directions from people on the street (strangers)**

- I met people who said I had to go to Amsterdam.
- Asked people where it was, and then people looked on their phone.
- Some people will not listen and will continue.
- He arrived at Amsterdam CS and slept there. Then he went outside and asked people for a place to stay. “people wont listen to you”
- I was at the station in Middelburg and I was waiting, I didn't know what to do. A man came to me and said go to Amsterdam, there are many organizations that offer help.

### Getting Directions from Friends

- I know the Worldhouse from my contact person.
- A Friend of mine told me to go to Stil (Utrecht).
- I knew I had to go to the Worldhouse because a friend from AZC already told me that I had to go there (she left a couple of weeks earlier).
- He met people in AZC and they told him to go to Amsterdam. He contacted them and they picked them up at Amsterdam CS and brought him to a location.
- Toen vertelde mijn vriend, ik ga naar Amsterdam.
- Ik ken een vriend uit de dichtopvang, hij komt ook uit Congo, hij was mijn kamergenoot. Hij had huis in Amsterdam, ik woon nu bij hem.
- ASKV (as recommended by friend who already lived in Amsterdam)

### Getting Directions from organizations

- My lawyer said you have to come to Amsterdam. The organizations will help you there.
- Vluchtelingenwerk helped me in the AZC. They said that there are many organisations in Amsterdam that help undocumented migrants.

### Getting Directions from the Internet

- Most of the time I am searching for information.
- I did some research, you type what you think, even housing and jobs.
- I knew ASKV and Worldhouse through the internet.
- Ik heb ASKV online gevonden (na ongeveer een maand, kon niks vinden dus met maar gewoon gaan proberen).
- I searched about Still in the camp. For the address and how to go there. So I took a print screen.

## Ending up in Amsterdam

### Why go to Amsterdam

- I did not know where to go and I went to Amsterdam.
- you need to know someone when you go to Amsterdam
- Only if you have connections you can go to Amsterdam
- I went to Amsterdam because there are many jobs there.
- “people said there is no place to sleep in Amsterdam, but still I went”.
- Makkelijk werk vinden, veel werk “Veel zwart werken, in Rotterdam allemaal wit werk”

### Getting Direction in Amsterdam

- When I was in Amsterdam I didn't know what to do.
- First time I was staying in Central Station with someone from Nigeria.

## Current situation in Amsterdam

## People are uncertain and have to wait

- Since I left the AZC I am waiting. And it is still the same situation, nothing has changed.
- Wachten, wachten, wachten, al bijna 2 jaar aan het wachten.
- Waarom ben ik hier, waar wacht ik op? Mensen gaan daardoor bijna nooit naar buiten.
- “Ik doe niks, ik kan niks doen”
- But you cannot stay inside forever, you need to go outside and speak to people, otherwise your situation would not progress and is hopeless.
- Refugee who was in camp for 20 years. Still no papers
- Of je krijgt die verblijfsvergunning, of je wacht.

## Hopelessness of the situation

- Ongedocumenteerd zijn is leven als een schaduw
- *A person who cannot go anywhere, who cannot work, is like a dead person.*
- You are not in prison, but the situation makes you in prison.
- He is very sad and talks a lot about lost time, and the hopeless situation he is in now for years.
- Man was very frustrated that some (newer) people got help and he not. Very hopeless situation.
- There is no hope
- We moesten naar Koeweit gaan maar dat kan niet. Geen paspoort, geen visum, dus dat kan niet.

## Lack of Social Services

- Geen verzekering, geen paspoort, gewoon wachten.
- I told myself I better not get ill. When I get sick, I am gone.

## Living on the streets

### Being Alone

- Bijna 5 maanden was ik alleen.
- When I came here, being alone was difficult.

### Life on the streets

- Its hard to be on the street.
- “it’s a terrible idea that some of your friends have to sleep on the street tonight, and there is nothing you can do about it”
- They say the winter shelter, maybe it will close. I am not sure if it is true or not, but I am worried about it.
- Sometimes you know, these people have too much stress about the situation. They say I don’t have a house.

# (Mental) Health

## (mental)Health (confusion/anxiety/trauma/stress)

- Health is very important thing, mental health.
- I was so confused, I did not know what to do.
- Was toen in de war, was bang om gek te worden.
- I hear the stories, they have traumas.
- I was afraid about the future, what happens in the future, I was afraid of everything.
- When you get to sleep the thinking will come. That's nature, sometimes negative sometimes positive.
- I had to leave the country in 28 days, I was stressed.
- I worry, and try not to think about it.

## Peace/Happiness/positivity

- You can only have peace, when you do not have to worry about life.
- Everyone is unhappy, we think a lot.
- In the past two years I was always happy that I still was alive. That was the best part.
- You have to stay positive, otherwise it is too hard.

## Being in motion

- I don't want to sit down, because my head is too full.
- He stays not too long at one friend because staying in one place makes him stressed. He explains that for many people staying in one place makes them stressed.
- I can't live my present because I think about the future.
- Too much pressure was on me, I was so stressed that I had to leave.

## Trust/Safety

- Ik kon in die tijd niemand vertrouwen. Ik was bang voor de politie.
- They make you traumatized at the loket. "They called the IND in my presence and discussed in Dutch" it was a very stressful situation.
- I was very scared the Netherlands police would come to me and I have to go to jail.
- But when I looked around, I saw many people from where I am coming from. That gave me trust.
- I came here the first time to observe the place [Worldhouse].
- Information about jobs, will it be dangerous? Because people are not allowed to work.
- When you provide information, will it be safe?
- Ik durfde me niet alleen aan te melden [WH]. Ik weet niet hoe dat werkt, wat moet ik zeggen?
- Dacht dat je niet zomaar naar binnen mocht.
- People do not trust you because they are very traumatized.

## Needs

- Shelter and food, before thinking about something else.
- In need to find a good lawyer to help me stay in the country, and a place in Amsterdam.
- I need a place to be safe. To be homeless is difficult, especially in this Corona situation.
- First things that come to my mind is shelter. Not only shelter, but adequate shelter. Every person deserves a place that you know.
- Shelter and money.
- Place I can live, for stability. I cannot rest, there is no peace here.
- Right now I just need a place to sleep. I use medicine to sleep, I have stress. A place where I can open and close the door.
- I prefer a place to sleep to getting money.
- Its all about having a place to sleep, and then you know what to do next. To find an organization that will help you.
- We need more specific information, opening hours etc.
- How to help people that are having a health problem.
- Slapen/Eten/Advocaat -> verblijfsvergunning
- Most important -> a place to stay, then job -> Stay
- You need a roof over your head to be comfortable, then you can take next steps. First A then B, etc.
- "People need to know where they can go to". Place to stay is most important "buiten is het koud".

### What is important

- Ik heb die taal nodig. Anders kan je niet opkomen voor je rechten. Je moet minimaal iets kunnen zeggen, anders wordt het stress, anders wordt het depressie.
- I know the system, how to escape from the police.
- When you stay away from trouble, you can live undocumented.
- If it was safe or not safe for me.
- I knew it was not safe for me, but it was better than my own country [Russia].

## Phones/Internet/Digital Literacy

### Phone + internet is important

- zonder mobieltje kan ik niet leven
- I had a phone, but I didn't know anybody. Who were I going to call?

### But no internet access outside shelter

[Get up in morning, out of shelter, no WIFI. Did not think about that]

- I have no internet.
- "There is no internet outside shelter"
- Only has internet with wifi, because phone credit is expensive.



- Het was moeilijk om toegang tot internet te krijgen.
- Digitaal is het enige punt dat het een beetje moeilijk maakt voor iemand in zo'n situatie. Moeilijk door internet access.

#### Except some WIFI spots [But hard to find]

- Only in wintershelter and Worldhouse I use internet. Internet is very important.
- Er is geen internet op straat -> sommige plekken free wifi (station, etc)
- Other places no internet, only credits.
- I used the library for internet. Because someone told me.
- For people that can not have access to the internet, they can go to the library. But again it is very difficult for people.
- If you don't have somebody who can guide you or can tell you how the system works, it is very very difficult, to know where to go and find access to internet.
- Wifi in shelter, but too many people use it, it is not strong enough.

#### And some exceptions who have internet

- I have internet, so I am always online.

#### Thoughts about app

- But how do people find the app?
- If Red Cross can have good communication with COA. If COA can put something on a board. I think a lot of people will have it.
- If you download it, you can also say to people you need this app. So you can spread the word.
- Ook toegang in het AZC. Daar heb je internet. Dan kennen mensen het al. Is het al bekend, dan is het veiliger om informatie te delen.
- App that you can use without data is brilliant.
- An app you have it on your phone, you can check it whenever you want. If on website you need internet.
- Ik denk dat website het handigst is, daar kan je altijd makkelijk bijkomen. Een app moet je downloaden, daar moet je aan denken.
- Als ik 1 GB internet koop voor een tientje en bijna de helft verlies aan downloaden zou ik dat wel moeilijk vinden.
- Internet toegang is belangrijk. Misschien internet om een QR code te scannen of iets te downloaden en daarna offline gebruik?
- I think a website would be more easy, because that is quicker.
- I prefer website because I don't want to have too much apps on my phone, it takes space.
- An app is ok.

## Touchpoints with Aid Organizations

### Touchpoints

- It was very easy to register in the Worldhouse. **Since then I was in the system.**

- Worldhouse introduced me to many people.

### **People want personal contact**

- Online is different then when I see the person in front of me. [same for offline helpdesk]
- I would like to have ay contact. This is my contact, or when I can call this number.
- You can leave your phone number and they can contact you. If you call the person the person can give more information.
- Also, when you cannot find information, only a phone number is already enough. [Helpdesk is important].
- Talking to someone, that's enough. How are you? Someone who really listens to it.
- I want to share my story, I came from Marocco and someone took me to NL.
- Still in the camp. For the address and how to go there. So I took a printscreen.

## Appendix E – Personas

N.B: The following Personas have fictional names. When presented to the 510 team it was recommended to remove second name and to make other further changes.

### EMMANUEL MUSA – YOUNG & HOPEFUL

Age: 24  
Origin: Nigeria  
Left home country: 2018  
Arrived in NL: 2019  
Applied for Asylum: Yes  
LVV waiting list: Yes  
% of total migrants: 50



“Since I left the AZC I am waiting. It is still the same situation, nothing has changed.”

#### Journey

I left my home country because it was not safe there anymore. I did not plan to go to the Netherlands but just ended up here. At Schiphol, the immigration service came to me and sent me to an AZC.

I had difficulties expressing myself during the asylum procedure. I was not comfortable talking to strangers about my situation, and there were big cultural differences.

I did not get so much information in the AZC. One day they said I had to leave the country within 28 days. There was very much pressure on me, and I was very stressed.

I went to the nearest train station, not knowing where to go. There I met a man, who said “go to Amsterdam, there are many organizations that offer help.”

In Amsterdam I did not know where to go, I had a phone but no one to call and no internet. I slept at the station for some days and tried to ask people for directions. But people did not listen, and just continue walking. Eventually I met a man from Nigeria who told me to go to the Worldhouse.

I took me some time finding the right directions to the Worldhouse, but I managed. In the Worldhouse they gave me information on where to go, and where to sleep if possible.

#### Living Undocumented

Being undocumented is living like a shadow. It is hard to be on the streets. Everyone is unhappy. I am constantly scared the police will come and I have to go to jail.

#### Emotional

I don't want to sit down, because my head is to full. When you get to sleep, the thinking will come. You have to stay positive, otherwise it is too hard.

#### Needs & Wishes

Right now I just need a place to sleep. I use medicine to sleep, I have stress. A place where I can open and close the door. Only then, you can think about next steps. I want to live in the Netherlands, this country feels like my home. I want to find a job.

#### Technology

I have two phones. One old phone from Nigeria, with that phone I can call and text people. I also have a smartphone, with that phone I can listen to music on YouTube and use WhatsApp to send people messages.

However, I can only use it at the Worldhouse and wintershelter, as I need WIFI to get on the internet.

### ABDOULAYE CAMARA – LONG IN NL & EXHAUSTED

Age: 53  
Origin: Senegal  
Left home country: 1992  
Arrived in NL: 1993  
Applied for Asylum: Yes  
LVV waiting list: No  
% of total migrants: 5



“A person who cannot go anywhere, who cannot work, is like a dead person.”

#### Journey

I had a fortunate life in Senegal, I have been to university and had a good job. But it was not safe for me, so I had to leave. Leaving is not an easy decision to make, I have left the best people in my life.

When I came to the Netherland I thought, this is where I belong, this is the place I am supposed to be. But when you are new, you cannot understand everything. I did not know how everything worked.

During asylum procedure, I was not comfortable with telling my story. But I had to, because they were helping me. I was lucky, I got a residence permit for 5 years. After that for two years, then nothing. I had to leave. But my future is in the Netherlands. I want to stay in the Netherlands, I want to contribute.

Some friends told me go to Amsterdam. I went there and could stay with the friends for some days. That is 8 years ago now.

All these years I have been waiting. Sometimes I wonder, why am I in this situation, what am I waiting for? The system is just not right. You either get a residence permit, or you wait. I am doing nothing, I cannot do anything. I am wasting all these years.

I have come to the Worldhouse for many years. Often I see new people, they get help from organizations, working on their case. But for me? I don't know if anyone could help me.

#### Living Undocumented

I know my way around Amsterdam, still I have no place to sleep. I know the wintershelter, but it is not always open. Sometimes I can sleep there, but then the shelter is full. It is a terrible idea that some of your friends have to sleep outside, and there is nothing you can do about it.

#### Emotional

I worry a lot, although I try not to think about it. I worry about my health, I have no insurance. I told myself I better not get ill. When I get sick, I am gone.

Health is a very important thing, also mental health. You can only have peace, when you don't have to worry about life.

#### Needs & Wishes

I need a place where I can live, for stability. I cannot rest, there is no peace here.

I just want to build a new life here, I want to contribute.

To integrate I need to work, that is what I want. But I am old, I see young people getting help, that is sometimes frustrating. I am tired of waiting. But where can I go?

#### Technology

I have a smartphone, but I cannot use it all the time. If you forget to charge it, or when you sleep outside for some days, the battery will be dead. Also there is no internet outside the shelter. I am afraid to lose my phone.

## AYMAN HASSAN – THE DUBLIN CLAIMANT

Age: 32  
Origin: Syria  
Left home country: 2015  
Arrived in NL: 2018  
Applied for Asylum: Yes  
LVV waiting list: No  
% of total migrants: 15



“You are not in prison, but the situation makes you in prison”

### Journey

There is war in my country and I had to leave. I have lost my brother, and two of my best friends. I travelled through many countries and lived in Hungary for three years before ending up here. But of all places I like the Netherlands the best. Here I can finally find peace and rest.

In my country you cannot say what you think, or you are in danger. Here you are safe, the police will protect you and you have the freedom of speech.

In the AZC they teach you things about the Netherlands, I liked to learn the language. You need the language, to fight for your rights. Without communications it is stressful, and stress can lead to depression.

I was denied asylum because of the Dublin claim. I did not understand why I had to leave.

Vluchtelingenwerk helped me in the AZC. They said there are many organizations in Amsterdam that help undocumented migrants. So I just left for Amsterdam.

Before I left I searched for some of the organizations on my phone. Therefore I knew I had to go to the Worldhouse.

Now I go here everyday to get a meal and talk to people. There is still no perspective in my case. I have no insurance, no passport, I just have to wait.

### Living Undocumented

I need a place to be safe. To be homeless is difficult. I do not easily trust people, who are they working with, are they going to call the police?

In my home country you cannot trust the police. They said you can trust the police in the Netherlands, but I am not sure.

### Emotional

When I came here, being alone was difficult. I have been through a lot of things. But when you never had the experience, you cannot understand. Dutch people cannot feel what refugees feel.

### Needs & Wishes

I want to share my story. To talk to someone, that's enough. How are you? Someone who really listens to it.

Also I need a lawyer, to help me stay in the country. And I need a place in Amsterdam.

### Technology

I cannot live without my phone. I used it during my journey to stay in contact with family, and to read news about the war in Syria. In the AZC I used the internet to find information about rules for migrants in the Netherlands, but it is hard to find.

When I go somewhere I need to make screenshots, because I do not have internet outside. It is too expensive to buy credits.

## AYOUB ALAQUI – YOUNG WORKER

Age: 21  
Origin: Morocco  
Left home country: 2018  
Arrived in NL: 2020  
Applied for Asylum: No  
LVV waiting list: No  
% of total migrants: 20



“When you stay out of trouble, you can live undocumented”

### Journey

I come from a little village in the mountains. There is nothing there, no jobs and no future. I left more than 3 years ago now. I have lived and worked in different countries, and now I am in Amsterdam since 8 months.

I like it here but I did not plan to go here, I was travelling to Finland when I stopped here. I have heard they are very open for foreigners in Finland, that's why I want to go there. Maybe I still go, but I like it in Amsterdam as well.

I have had some jobs in Amsterdam, in the Netherlands Amsterdam is better than other places, because it is easy to find work where you don't have to register.

There are many Moroccans here, and I have made some friends. You need people who can guide you, or tell you how the system works. When you stay away from trouble, you can live undocumented.

I need a place for myself. I now stay with friends, but I cannot stay too long at one place. I need to move, because otherwise I get stressed.

### Living Undocumented

I know the system, how to escape from the police. Still it is hard living without documents. When I feel sick, there is nowhere I can go, I cannot go to a doctor, because I do not want to register anywhere.

### Emotional

I am often tired, I cannot find rest. There is a lot of uncertainty. For example the wintershelter, sometimes it is open and sometimes it just closes, that gives me stress.

I cannot live in the present because I worry about the future.

### Needs & Wishes

People need to know where they can go. Place to stay is most important, it is cold outside. I prefer a place to sleep to getting money.

### Technology

I have a smartphone, so when I have internet I watch videos on YouTube and post things on Instagram. But there is no internet on the streets. I sometimes use the internet of the library. I know about that because someone told me. Internet is very important.

# NATSINET BERHANE — YOUNG WOMAN

Age: 25  
Origin: Eritrea  
Left home country: 2017  
Arrived in NL: 2020  
Applied for Asylum: Yes  
LVV waiting list: Yes  
% of total migrants: 10



"Nobody dares to leave home, unless home is danger."

## Journey

Nobody dare to leave home, unless home is danger. It has been a while now since I left my country. I travelled over land through many countries before I ended up here in the Netherlands.

When I arrived here I knew I wanted to stay. Here it was for the first time that I really felt safe. It was hard though, to find my way through the Netherlands. I was lost, and there was no information. Information is not written on billboards.

In the AZC I got in touch with other women and aid organizations. One of my friends was leaving and told me to visit her in Amsterdam if I had to leave. I was hoping for asylum, but my case was denied and I heard I had to leave within 28 days. I was afraid they were going to send me back to Eritrea, so I left very quick. I contacted my friend in Amsterdam and told her I was going there as well.

In Amsterdam I could not leave the train station because my OV card was not working. I tried to ask people if they could help me, but people were rude and did not listen. Eventually I got outside the station, but I still did not know where to go. I didn't have phone credits so I couldn't contact my friend.

After asking many people on the streets, I got directions to the Loket. There they referred me to the Worldhouse, where I could contact my friend through WhatsApp.

## Living Undocumented

I was lucky that I had met a friend in the AZC who could help me. Only if you have connections, you can go to Amsterdam. My friend had a place to sleep and I could sleep there as well. She told me also about the LVV program, so I went to the Loket and signed up for this program. Now I am waiting to be included.

## Emotional

It is hard being on your own. Especially when you are on the streets and no one wants to help you. I was constantly stressed that I would be arrested and send back to the camp or my home country. Even at the Loket I was terrified, they discussed my case on the phone in Dutch with the IND and I did not know what was going on.

Now that I am in the LVV program, I get some more rest and have time to think about my future.

## Needs & Wishes


I want to stay in the country. This is the only place I felt safe in the past 3 years. I hope I am quickly included in the 24h shelter, I cannot stay all the time with my friend. And I would like a place to live for myself.


## Technology


I have a smartphone, but I am dependent on phone credits, and those are expensive. I do not have internet outside, but I know now I can go to a public place like the library, to connect to free WiFi.





## Appendix F – Persona Journeys

 Emmanuel Musa	Journey	AZC (Gate)	Destination Unknown	Amsterdam Central Station (Gate)	Destination Unknown	Worldhouse (Touchpoint)	Loket/LOA (Touchpoint)	Lives on street
<b>Steps in Journey</b>	1. Leaves home country 2. Travels to Europe 3. Ends up in NL 4. Is sent to AZC	5. Starts Asylum Procedure 6. Gets in touch with aid organizations 7. Gets info in camp 8. Denied asylum 9. Leaves Camp	10. Goes to train station 11. Gets info to get to Amsterdam 12. Arrives at Amsterdam CS	13. Ask people where to go 14. Does not get answers 15. Sleeps at station 16. Get location to get to shelter/aid organization	17. Lost on the street 18. Finds way to NGO 19. Find other migrants	20. Arrives at Worldhouse 21. Observes the place 22. Goes inside 23. Gets help and information from aid workers 24. Leaves WH	25. Arrives at LOA 26. Gets info 27. Registers for LVV program 28. Leaves LOA	29. Sleeps on the street 30. Find people where he could stay 31. Goes often to WH/LOA
<b>Feeling</b>	- Traumatized - Stressed - Tired	- Stressed - Confused	- Confused - Stressed - Tired - Hungry	- Confused - Stressed - Tired - Hungry	- Confused - Stressed - Tired - Hungry - Anxious	- Stressed - Tired - Anxious	- Stressed - Tired - Anxious	- Stressed - Tired - Anxious
<b>Quotes</b>	<i>"I just left because of danger"</i>	<i>"I did not understand them, and they did not understand us"</i>	<i>"I did not know where to go, I just left the AZC"</i>	<i>"People won't listen to you"</i>	<i>"When I was in Amsterdam I didn't know what to do"</i>	<i>"I came here first time to observe the place"</i>	<i>"They called the IND in my presence, that made me very stressed"</i>	<i>"I need a place to be safe, to be homeless is difficult"</i>
<b>Interactions</b>	- Other migrants - Human smugglers - Border Police	- Other migrants - Aid workers - Immigration workers	- People on the streets - Other migrants	- People on the streets - Other migrants	- People on the streets - Other migrants	- Aid Workers - Other migrants	- Aid workers - Municipality	- People on the streets - Other migrants
<b>Organizations</b>	- Marechaussee - COA - IND	- COA - IND - Vluchtelingenwerk		- NS - Amsterdam Municipality - GVB - Tourist Office		- Worldhouse Aid Workers - Other aid Workers - Red Cross	- IND - Amsterdam Municipality	

 Ayoub Alaoui	Journey	Amsterdam Central Station (Gate)	Lives undocumented	Worldhouse (Touchpoint)	Lives undocumented
<b>Steps in Journey</b>	1. Leaves home country 2. Travels to other country 3. Find work in other country 4. Continues travelling 5. Ends up in NL	6. Arrives in A'dam 7. Does not know where to go 8. Meets other migrant	9. Can stay at other migrants place for short time 10. Sleeps on the streets 11. Gets referred to WH	12. Arrive at Worldhouse 13. Gets food 14. Gets help 15. Create network 16. Leave WH	17. Find little job 18. Goes often to WH 19. Often finds place to sleep
<b>Feeling</b>	- Full energy - Motivated to work	- Confused - Tired	- Stressed - Not comfortable	- Relieved	- Sometimes stressed - Sometimes positive
<b>Quotes</b>	<i>I come from a little village in the mountains. There is nothing there, no jobs and no future.</i>		<i>I need a place for myself. I now stay with friends, but I cannot stay long at one place. I need to move, because otherwise I get stressed.</i>		<i>I have had some jobs in Amsterdam, in the Netherlands Amsterdam is better than other places, because it is easy to find work where you don't have to register.</i>
<b>Interactions</b>	- Other young workers	- People on the street - Other undocumented migrants	- Friends - Other undocumented migrants	- Aid workers - Volunteers - People from same country	Friends Network
<b>Organizations</b>		- NS - Amsterdam Municipality - GVB - Tourist Office		Worldhouse AW Red Cross AW	

<b>Ayman Hassan</b> 	<b>Journey</b>	<b>AZC (Gate)</b>	<b>Destination Unknown</b>	<b>Amsterdam Central Station (Gate)</b>	<b>Worldhouse (Touchpoint)</b>	<b>Lives on street</b>
<b>Steps in Journey</b>	1. Leaves home country because of war 2. Travels to Europe 3. Apply for asylum 4. Lives 3 yrs in EU country 5. Continues travelling 6. Ends up in NL 7. Goes to AZC	5. Starts Asylum Procedure 6. Gets in touch with aid organizations 7. Gets info in camp 8. Denied asylum because of Dublin 9. Leaves Camp	10. Goes to train station 11. Gets info to get to Amsterdam 12. Arrives at Amsterdam CS	13. Knows where to go 14. Ask people for directions WH 15. Goes to WH	20. Arrives at Worldhouse 21. Observes the place 22. Goes inside 23. Gets help and information from aid workers 24. Leaves WH	25. Sleeps on the street 26. Find people where he could stay
<b>Feeling</b>	- Traumatized - Stressed - Tired	- Stressed - Confused	- Confused - Stressed - Tired - Hungry	- Confused - Stressed - Tired - Hungry	- Stressed - Tired - Anxious	- Stressed - Tired - Anxious
<b>Quotes</b>	<i>I travelled through many countries and lived somewhere else for three years before ending up here.</i>	<i>I was denied asylum because of the Dublin claim. I did not understand why I had to leave.</i>	<i>Before I left I searched for some of the organizations on my phone. Therefore I knew I had to go to the Worldhouse.</i>		<i>Now I go here everyday to get a meal and talk to people.</i>	<i>I need a place to be safe. To be homeless is difficult.</i>
<b>Interactions</b>	- Other migrants - Border Police	- Other migrants - Aid workers	- People on the streets - Other migrants	- People on the streets - Other migrants	- Aid Workers - Other migrants	- People on the streets - Other migrants
<b>Organizations</b>	- Marechaussee - COA - IND	- COA - IND - Vluchtelingenwerk		- NS - Amsterdam Municipality - GVB - Tourist Office	- Worldhouse Aid Workers - Other aid Workers - Red Cross	

<b>Abdoulaye Camara</b> 	<b>Journey</b>	<b>AZC (Gate)</b>	<b>Residence permit</b>	<b>Destination Unknown</b>	<b>Worldhouse (Touchpoint)</b>	<b>Lives on street</b>
<b>Steps in Journey</b>	1. Leaves home country 2. Travels to Europe 3. Ends up in NL 4. Is sent to AZC	5. Starts Asylum Procedure 6. Gets in touch with aid organizations 7. Gets info in camp 8. Gets residence permit 9. Leaves Camp	10. Lives in village 11. Meets people 12. Residence permit expires 13. Reapplies for permit 14. Permit not granted 15. Has to leave country	17. Looks for place to sleep 18. Tries to find job	20. Arrives at Worldhouse 21. Gets help and information from aid workers 22. Gets food 23. Leaves WH	29. Sleeps on the street 30. Find people where he could stay 31. Goes often to WH
<b>Feeling</b>	- Traumatized - Stressed - Tired	- Stressed - Confused	- Happy - Comfortable	- Confused - Frustrated - Tired	- Stressed - Tired - Anxious	- Stressed - Tired - Anxious
<b>Quotes</b>	<i>Leaving is not an easy decision to make, I have left the best people in my life.</i>	<i>During asylum procedure, I was not comfortable with telling my story.</i>	<i>I was lucky, I got a residence permit for 5 years.</i>	<i>Some friends told me to go to Amsterdam. I went there and could stay with the friends for some days.</i>	<i>I have come to the Worldhouse for many years.</i>	<i>I know the wintershelter, but it is not always open. Sometimes I can sleep there, but then the shelter is full.</i>
<b>Interactions</b>	- Other migrants - Human smugglers - Border Police	- Other migrants - Aid workers - Immigration workers	- People from village - Other status holders	- People on the streets - Other migrants	- Aid Workers - Other migrants	- People on the streets - Other migrants
<b>Organizations</b>	- Marechaussee - COA - IND	- COA - IND - Vluchtelingenwerk	- IND		- Worldhouse Aid Workers - Other aid Workers - Red Cross	

 <b>Natsinet Berhane</b>	<b>Journey</b>	<b>AZC (Gate)</b>	<b>Amsterdam Central Station (Gate)</b>	<b>Loket/LOA (Touchpoint)</b>	<b>Worldhouse (Touchpoint)</b>	<b>Lives undocumented</b>
<b>Steps in Journey</b>	<ol style="list-style-type: none"> <li>1. Leaves home country</li> <li>2. Travels to Europe</li> <li>3. Ends up in NL</li> <li>4. Is sent to AZC</li> </ol>	<ol style="list-style-type: none"> <li>5. Starts Asylum Procedure</li> <li>6. Gets in touch with aid organizations</li> <li>7. Gets info in camp</li> <li>8. Denied asylum</li> <li>9. Leaves Camp</li> </ol>	<ol style="list-style-type: none"> <li>13. Knows where to go</li> <li>14. Asks directions for Loket</li> </ol>	<ol style="list-style-type: none"> <li>25. Arrives at LOA</li> <li>26. Gets info</li> <li>27. Registers for LVV program</li> <li>28. Gets referred to WH</li> <li>29. Leaves LOA</li> </ol>	<ol style="list-style-type: none"> <li>20. Goes to WH for help</li> <li>21. Talks to AW</li> <li>22. Gets referred to LOA</li> <li>23. Leaves WH</li> </ol>	<ol style="list-style-type: none"> <li>29. Sleeps at friends</li> <li>30. Goes often to WH/LOA</li> </ol>
<b>Feeling</b>	<ul style="list-style-type: none"> <li>- Traumatized</li> <li>- Stressed</li> <li>- Tired</li> </ul>	<ul style="list-style-type: none"> <li>- Stressed</li> <li>- Confused</li> </ul>	<ul style="list-style-type: none"> <li>- Stressed</li> </ul>	<ul style="list-style-type: none"> <li>- Stressed</li> </ul>	<ul style="list-style-type: none"> <li>- Stressed</li> </ul>	<ul style="list-style-type: none"> <li>- Tired</li> <li>- Stable</li> </ul>
<b>Quotes</b>	<p><i>Nobody dare to leave home, unless home is danger.</i></p>	<p><i>In the AZC I got in touch with other women and aid organizations.</i></p>	<p><i>After asking many people on the streets, I got directions to the Loket.</i></p>	<p><i>There they referred me to the Worldhouse, where I could contact my friend through WhatsApp.</i></p>		<p><i>Only if you have connections, you can go to Amsterdam. My friend had a place to sleep and I could sleep there as well.</i></p>
<b>Interactions</b>	<ul style="list-style-type: none"> <li>- Other migrants</li> <li>- Human smugglers</li> <li>- Border Police</li> </ul>	<ul style="list-style-type: none"> <li>- Other migrants</li> <li>- Aid workers</li> <li>- Immigration workers</li> </ul>	<ul style="list-style-type: none"> <li>- People on the streets</li> <li>- Other migrants</li> </ul>	<ul style="list-style-type: none"> <li>- Aid workers</li> <li>- Municipality</li> </ul>	<ul style="list-style-type: none"> <li>- Aid Workers</li> <li>- Other migrants</li> </ul>	<ul style="list-style-type: none"> <li>- Friends</li> </ul>
<b>Organizations</b>	<ul style="list-style-type: none"> <li>- Marechaussee</li> <li>- COA</li> <li>- IND</li> </ul>	<ul style="list-style-type: none"> <li>- COA</li> <li>- IND</li> <li>- Vluchtelingenwerk</li> </ul>	<ul style="list-style-type: none"> <li>- NS</li> <li>- Amsterdam Municipality</li> <li>- GVB</li> <li>- Tourist Office</li> </ul>	<ul style="list-style-type: none"> <li>- IND</li> <li>- Amsterdam Municipality</li> <li>- LOA</li> </ul>	<ul style="list-style-type: none"> <li>- Worldhouse Aid Workers</li> <li>- Other aid Workers</li> <li>- Red Cross</li> </ul>	