



● RIAT  
REINTEGRATION  
ASSISTANCE  
● TOOL



RIAT Schulung für KoordinatorInnen

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# Schulungsziele

- RIAT-Grundkenntnisse
  - Welche Rollen und Verantwortlichkeiten die EU-Mitgliedsstaaten (MS) haben
  - Fälle in KM1, KM2 und KM3 **erstellen, abschicken, aufarbeiten und validieren**
  - RIAT WS
  - Log in password VS Encryption key
  - Referenznummer lesen
  - Retroaktive Fälle ablehnen
  - Zugang zu JRS
-

# RIAT steht für



Towards a more integrated migration  
policy, made possible by the AMIF



Ein **digitales Tool** für das Management von Rückkehr- und Reintegrationsprozessen



Befindet sich auf einer eigenständigen SICHEREN und GDPR-kompatiblen Plattform



Verbindet die Mitgliedstaaten in Europa mit Reintegrationsdienstleistern außerhalb Europas

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# Warum RIAT ?

- Zentrales Management- und Kommunikationssystem
- Standardisierung von die Rückkehr- und Reintegrationsprozesse und Vorlagen
- Erfüllung der GDPR
- Zugang zu Informationen in Echtzeit
- Tools zur Datenerfassung



# DG Home – EU Kommission

- Besitzer des Systems
- Validierung des Zugangsantrages zur Plattform
- Verantwortlich für die Lösung von technischen Problemen, Bugs und Wartungsarbeiten

[helpdesk@riatsupport.eu](mailto:helpdesk@riatsupport.eu)



# RRF – RIAT Team

Unterstützung bei :

- RIAT-Zugangsanfrage
- Technische Probleme
- Schulungen
- RIAT Reporting Services
- Unterstützung bei der Einrichtung von Projekten (Konfiguration)
- Sicherstellen der Systemhygiene
- Weiterentwicklungen

[helpdesk@riatsupport.eu](mailto:helpdesk@riatsupport.eu)

Funded by



Implemented by



## Return and Reintegration Facility

[www.reintegrationfacility.eu](http://www.reintegrationfacility.eu)

# Project Management Office - PMO

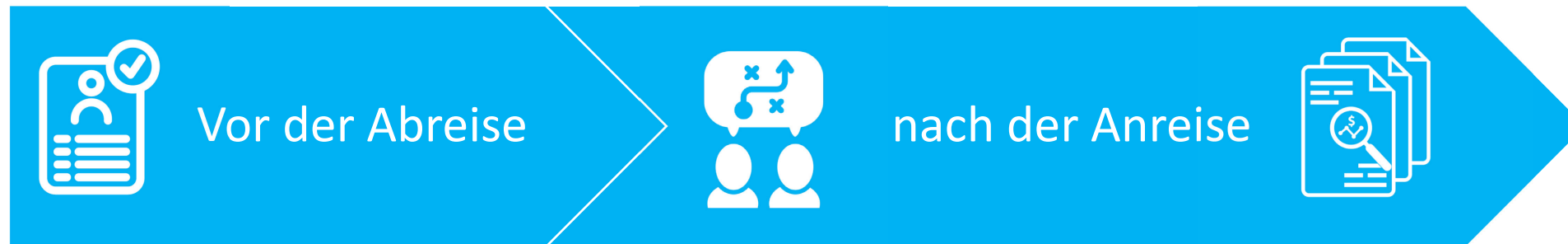
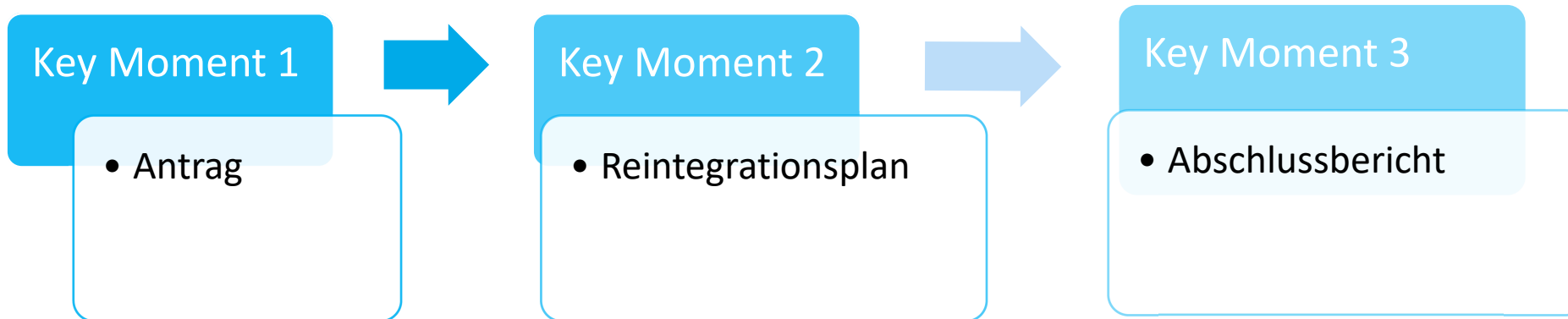
- Besitzer des Projekts JRS (*Joint Reintegration Services*)
- Verantwortlich für das Vertrags-Management
- Finanz- und Performancekontrolle ("Accountability")
- Im Falle von JRS = „aktives“ PMO
- Bietet Unterstützung bei Fragen zum Projekt

[ECRET.JRS@frontex.europa.eu](mailto:ECRET.JRS@frontex.europa.eu)



FRONTEX

# Die 3 Schlüsselmomente (KM) in RIAT





# Jeder Schlüsselmoment hat 3 Teile

KM1 - KM2 - KM3

Fallinformation

Beratung

Bewertung

# Key Moment 1 : Antrag

## Pre-Abreise



### FALLINFORMATION

- Registrierung der Fälle
- Reiseinformation
- Reintegrationsbudget

### BERATUNG

- Kontakt mit der rückkehrenden Person
- Vorbereitung der Reintegration
- Reintegrationsbedürfnisse

### BEWERTUNG

- Direkte Bedürfnisse
- Vulnerabilität



MS

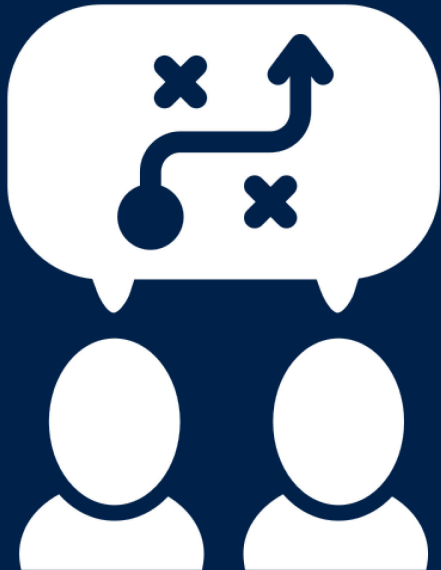


RP



# Key Moment 2 : Reintegrationsplan

## Post – Anreise



### FALLINFORMATION

- Bestätigung der Ankunft
- Vorbereitung des Reintegrationsplans

### BERATUNGSGESPRÄCH NACH DER ANKUNFT

- Kontakt mit der rückkehrenden Person
- Aktuelle Situation
- Weitere Fragen

### BEWERTUNG VONSEITEN DER COUNSELLOR

- Unterstützung
- Bewertung



RP

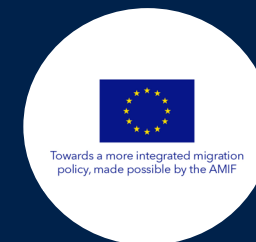


MS



# Key Moment 3 : Abschlussbericht

## Post – Anreise



### FALLINFORMATION

- Abschlussbericht
- Kosten des Reintegrationsplans
- Zahlungsbelege

### BERATUNGSGESPRÄCH NACH DER ANKUNFT

- Kontakt mit der rückkehrenden Person

### BEWERTUNG VONSEITEN DER COUNSELLOR

- Unterstützung
- Allgemeine Bewertung



RP



MS





# RIAT CASE MANAGEMENT 9 BASIC MILE STONES

## KM 1 APPLICATION

MS registers a case in the RIAT system

MS SUBMITS CASE TO RP

MS

PMO / FRONTEX ELIGIBILITY CHECK

PMO

RP  
COORDINATOR  
VALIDATION

- ✓ RP confirms case reception
- ✓ RP validates & assigns case to Focal Point
- ✗ RP rejects the case with comments

if no RP reaction in **7 days**

**AUTOVALIDATION of KM1**

RP

## KM 2 REINTEGRATION PLAN

Focal Point confirms returnee's arrival

Focal Point prepares Reintegration Plan Proposal

Coordinator checks quality & submits to MS

RP SUBMITS CASE TO MS

RP

MS  
COORDINATOR  
VALIDATION

- ✓ MS validates reintegration plan
- ✗ MS rejects reintegration plan with comments

if no MS reaction in **7 days**

**AUTOVALIDATION of KM2**

MS

## KM 3 FINAL PLAN

RP prepares Final Report  
RP encloses all proofs of payments

RP SUBMITS CASE TO MS

RP

MS  
COORDINATOR  
VALIDATION

- ✓ MS validates reintegration plan
- ✗ MS rejects reintegration plan with comments

if no MS reaction in **3 months**

**AUTOVALIDATION of KM3**

MS

**CASE FINALIZED (CLOSED)**



Zugangsmanager



Counsellors



Interne Kontrolle



Koordinatoren

## **Rollen und Verantwortlichkeiten der EU-Mitgliedstaaten**



# Zugangsmanager (“Access manager”)



**KOORDINIERT DAS MITARBEITERTEAM INNERHALB DER ORGANISATION**

- Bestätigt den Zugangsantrag für RIAT
- entfernt den Zugang für nicht mehr arbeitende Mitarbeiter

**KEIN LESE-/SCHREIBE ZUGANGSRECHT IM CASELOAD**

# Koordinator:



- Aktiv in allen Key Moment: KM1 / KM2 / KM3
- Den Fall in KM1 erstellen und registrieren
- Die Fälle in KM1 / KM2/KM3 **VALIDIEREN** und **ABLEHNEN**
- Kommuniziert mit dem RP
- Kann Reisedaten eingeben / ändern





## Grundsätze des GDPR - Encryption Key

Der Schutz personenbezogener Daten ist von grundlegender Bedeutung, um:

Achtung des Rechts auf  
Privatsphäre,  
Menschenwürde und  
Wohlergehen von  
Migranten.

Der Encryption key und  
das Anmeldekennwort  
sind unterschiedlich!!

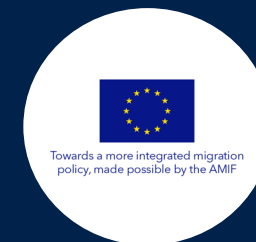
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# Retroaktive Fälle

- Rückkehrer können auch nach ihrer Abreise eine Post-Rückkehrhilfe erhalten, aber innerhalb von 6 Monaten nach der Rückkehr.
  - EU MS soll dem Rückkehrer **Anspruchsschreiben** geben (aber es ist kein Muss)
  - In diesem Fall RP stellt den Antrag im Rückkehrland
  - ! beachtet, Wenn EU MS nicht innerhalb von 7 Tagen reagiert, wird der Antrag automatisch **abgelehnt**.
-

Bei Fragen zur RIAT-Plattform oder Zugangsanfragen wenden Sie sich bitte an das RIAT-Team:

[helpdesk@riatsupport.eu](mailto:helpdesk@riatsupport.eu)



Wenn Sie Fragen zum JRS-Projekt haben, wenden Sie sich bitte an Frontex:

[ECRET.JRS@frontex.europa.eu](mailto:ECRET.JRS@frontex.europa.eu)



**Vielen Dank für Ihre Aufmerksamkeit!**

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Create RIAT Case



## Cases in RIAT

**Inbox** | Outbox | All cases | Closed and Withdrawn | Downloads

Create RIAT Case

### Case reference number

Any part of RIAT or national reference number

### Case creator

Name of the case creator

### Type of return

Search

### Project

- Any -

### Case status

- Any -

### Departure date (expected/confirmed)

dd/mm/yyyy



### EU Country

- Any -

### Country of Return

- Any -

dd/mm/yyyy



### EU Organisation

- Any -

### Implementing Partner

- Any -

### Top-up Financing

- Any -



Reset filters

60 cases found. Show [20](#) | [50](#) | [All](#) results per page.

Case ID to display:

**RIAT**

National

## Cases in RIAT

Inbox

Outbox

All cases

Closed and Withdrawn

Downloads



In Inbox and Outbox you can find cases:

- registered by you or
- assigned/sent to/by you so that they can be easily found and track by yourself



In All cases you can also have access to cases of your colleagues while they are on holiday so that their work can be continued.

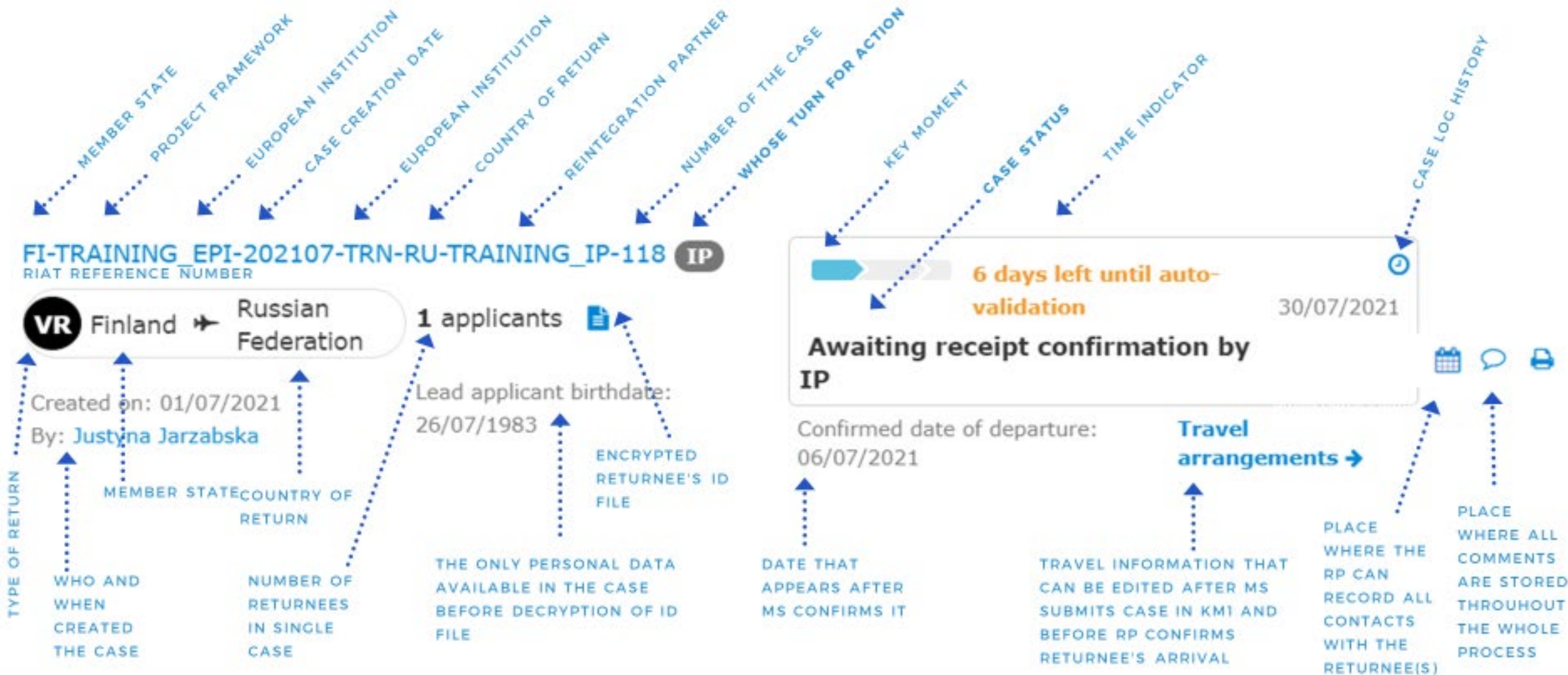
Also, this section gives an overview of all cases' statuses.



In Closed and Withdrawn you will find completed cases or cases that are no longer processed.



In Downloads consolidated data excel files as well as a single cases can be exported according to the right filters and named by case ID.



# Status: Case registration

## (Counsellor/Coordinators to take action)

 NO-TRAINING\_EPI-202211-TRN22-BR-TRAINING\_IP-4   

 Norway → Brazil 1 applicant 

Created on: 28/11/2022 Lead applicant birthdate: 02/10/2003

By: [member state](#)

 166 days left until auto-cancellation 

Case Registration

28/11/2022

Expected date of departure: 12/12/2022

[Travel arrangements](#) →



- Possible actions :
- Finalize the case and submit it to Internal Control / Coordinator
  - Withdraw (=delete) the case
-

# Status : Validation request to Internal Control / Coordinator (IC/Coordinator to take action)

NO-TRAINING\_EPI-202211-TRN22-BR-TRAINING\_IP-8 EPI

VR Norway → Brazil 3 applicants

Created on: 29/11/2022 Lead applicant birthdate: 01/06/1962

**ACTION REQUIRED** 05/12/2022

Validation request to Coordinator

Confirmed date of departure: 13/12/2022

[Travel arrangements →](#)

**ACTION REQUIRED** 05/12/2022

Validation request to Internal Control

Expected date of departure: 16/12/2022

[Travel arrangements →](#)


- Possible actions :
- Validate the case + Submit it to the Reintegration Partner (Coordinators)
  - Validate the case and submit it to the Coordinator (Internal Control)
  - Reject the case and ask the counsellors for clarifications/updates (IC/Coordinator)

! Please note that the counsellor can still adapt the Travel arrangements via the Dashboard.



# Status : Case registration Rejected by IC/Coordinator (Counsellor to take action)

 NO-TRAINING\_EPI-202211-TRN22-BR-TRAINING\_IP-3 **EPI**

**VR** Norway → Brazil 1 applicant 

Created on: 28/11/2022 Lead applicant birthdate: 02/10/2003  
By: [member state](#)

 166 days left until auto-cancellation 

Case Registration 

28/11/2022




Expected date of departure: 12/12/2022




[Travel arrangements](#) →



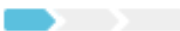

- Possible actions for counsellors :
- Update and resubmit
  - Withdraw the case
-

# Status: « Awaiting »



NO-TRAINING\_EPI-202212-TRN22-BR-TRAINING\_IP-15   

 Norway →  Brazil 1 applicant 

Created on: 08/12/2022 Lead applicant birthdate: 20/12/2001  
By: [member state](#)

 3 days left until auto-validation   
**Awaiting receipt confirmation by IP** 08/12/2022  
Confirmed date of departure: 12/12/2022 [Travel arrangements →](#)

SE-SMA-202212-FX-JRS-22-ET-CAR\_ET-CIB-21

 Sweden →  Ethiopia 2 applicants 

Created on: 08/12/2022 Lead applicant birthdate: 09/05/1980



 **ACTION REQUIRED**   
**Awaiting validation of PMO in KM1** 09/12/2022  
Confirmed date of departure: 04/11/2022

Once the case has been submitted by the coordinator, it is first checked by the PMO (active PMO), once validated by the PMO, the case will be visible in the Reintegration Partner's inbox. The RP will first confirm the reception of the case, then validate or reject it.

! The Counselor/Coordinator from the MS can still update the travel arrangements or withdraw the case.

# Status KM1 validated = Open in KM2

NO-TRAINING EPI-202211-TRN22-BR-TRAINING IP-1  

 Norway → Brazil 1 applicant 

Created on: 28/11/2022 Lead applicant birthdate: 02/10/2003  
By: [member state](#)

 359 days left until auto-cancellation 

Open in KM2

06/12/2022

Expected date of departure: 12/12/2022

[Travel arrangements →](#)   

- Possible actions for MS :
- Edit travel arrangements
  - Withdraw the case
-


# Other status in validated KM1

## (Coordinators to take action)

 NO-TRAINING\_EPI-202212-TRN22-BR-TRAINING\_IP-13 **EPI**

**FR** Norway → Brazil 1 applicant

Created on: 05/12/2022 Lead applicant birthdate: 20/12/2001  
By: [member state](#)

 320 days left until auto-cancellation


Awaiting EPI validation of not-participating returnee

05/12/2022

Date of arrival: 03/11/2022



NO-TRAINING\_EPI-202212-TRN22-BR-TRAINING\_IP-12 **EPI**

**VR** Norway → Brazil 1 applicant 

Created on: 05/12/2022 Lead applicant birthdate: 20/12/2001  
By: [member state](#)

 353 days left until auto-cancellation

Request to confirm departure

05/12/2022

Confirmed date of departure: 03/11/2022


[Travel arrangements](#) →





Counsellors still have access to the case in Read only mode, but can not edit it.

# Status KM2 and KM3 (Coordinators to take action)

NO-TRAINING\_EPI-202211-TRN22-BR-TRAINING\_IP-5 **EPI**

**FR** Norway → Brazil 1 applicant 

Created on: 28/11/2022 Lead applicant birthdate: 02/10/2003  
By: [member state](#)

 6 days left until auto-validation 

**Validated in KM2 (PMO) - Awaiting validation by EPI in KM2** 12/12/2022

Date of arrival: 28/11/2022


Only access to case in Read mode for counsellors.  
Coordinators to review the case, approve or reject.

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# Retroactive cases (Coordinators )

[RETRO-FI-BR-TRN22-202212-2](#) **EPI**

Country of Return: Brazil

1 applicant 

Created on: 12/12/2022

By: Mariana Windal

Lead applicant birthdate: 02/10/2003

## Retroactive cases in RIAT

Inbox

Outbox

All cases

Closed and Withdrawn

Downloads

**Retroactive cases - EPI**

Remaining days: 6 days left until auto-reject

Submitted retroactive case

Date of departure: 11/12/2022

Reintegration Partners can submit « Retroactive cases » for cases that were not registered pre-departure. They are visible in the « Retroactive cases folder » in your RIAT Dashboard.

Possible action for coordinators : - Reject the case

- Approve the retroactive case. The case will then transition « Case registration » status. The MS needs to fill in KM1 and submit the case to the RP.

# Case « Closed »

## Cases in RIAT

- Inbox
- Outbox
- All cases
- Closed and Withdrawn**
- Downloads
- Retroactive cases - EPI
- Retroactive cases - IP

DE-BAMF-202210-FX-JRS-22-IQ-ETTC-321 **EPI**

**VR** Germany → Iraq 1 applicant

Created on: 31/10/2022 Lead applicant birthdate: [REDACTED]

By: [REDACTED]

This case was created from retroactive case [RETRO-DE-IQ-FX-JRS-22-202210-74](#).

**Validated in KM3 (CLOSED)** 01/12/2022

Date of arrival: 25/10/2022

DE-BAMF-202210-FX-JRS-22-PK-WELDO-319 **EPI**

**FR** Germany → Pakistan 1 applicant

Created on: 31/10/2022 Lead applicant birthdate: [REDACTED]

By: [REDACTED]

This case was created from retroactive case [RETRO-DE-PK-FX-JRS-22-202210-73](#).

**Cancelled in KM1 (CLOSED)** 22/11/2022

Confirmed date of departure: 11/10/2022

IT-TRAINING\_EPI-202210-TRN22-RU-TRAINING\_IP-72 **EPI**

**VR** Italy → Russian Federation 2 applicants

Created on: 27/10/2022 Lead applicant birthdate: [REDACTED]

By: [REDACTED]

**Not departed (CLOSED)** 04/11/2022

Confirmed date of departure: 01/10/2022

IT-TRAINING\_EPI-202210-TRN22-RU-TRAINING\_IP-71 **EPI**

**VR** Italy → Russian Federation 2 applicants

Created on: 27/10/2022 Lead applicant birthdate: [REDACTED]

By: [REDACTED]

**Cancelled in KM2 (CLOSED)** 04/11/2022

Date of arrival: 01/10/2022