

One-stop shop for reception Migrants – SUAM

Would you like to receive support to access the reception system?



Are you looking for a service that accompany you in your search of a job and housing?

Do you need legal advice and don't know who to turn to?



Since 2017, The Social Policies and Health Department of Roma Capitale - together with Europe consulting and Programma Integra - manages the **SUAM**, a reception, listening and orientation centre, which has become today the space for developing the interdisciplinary and inter service approach - promoted by UNHCR - in which all services for the integration of refugee persons are offered in an integrated and coordinated manner 'under one roof', by local authorities and civil society organizations.

The services within the SUAM are:

1. RECEPTION AREA
2. LEGAL AREA
3. SOCIAL SERVICE AREA
4. INCLUSION AREA





1. RECEPTION AREA

What does it offer?: first access for the verification of specific needs of the beneficiaries, preparatory to orientation and individual care, through services, through: front-office, assessment and definition of users' needs, dispatch to structures in the reception network and dedicated services.

Doctor Binario

What does it offer?: specialist visits, in particular dermatological and gynecological care for frail people, homeless people and migrants taken care of by reception services of Roma Capitale. The visits are free.



2. LEGAL AREA

Legal Support Desk

What does it offer?: guidance on the issues of legislation on of immigration, rights and duties on Italian and European legislation on asylum, assisted voluntary repatriation, personalized assistance during the procedure for recognition of international protection status, information and assistance in processing paperwork.

Prefecture Information Point - Interconnections project

What does it offer?: information activity on the services of the Single Desk Immigration and the Citizenship Office, support for making appointments with the Prefecture and checking the status of paperwork online.



3. SOCIAL SERVICE AREA

What does it offer?: linking actions between the various SUAM services with particular reference to monitoring the centres in the SAI network, the construction and monitoring of beneficiaries' individual of beneficiaries, intra- and inter-institutional liaison.



4. INCLUSION AREA

Job orientation desk:

What does it offer?: individualized support in the search for positions open positions in the local labor market, and also deals with promoting and organizing apprenticeship programs.

Reception desk

What does it offer?: individualized support in the search for flats apartments to rent and/or other housing solutions such as finding host families host families and semi-autonomy reception centers. In addition, social mediation is also carried out in apartment buildings and advice can be given on everything to do with managing a family budget.

HOW TO ACCESS SUAM SERVICES?



Who? Foreign migrant citizens, asylum seekers and holders of international protection subsidiary and temporary.



You can make an appointment in the following ways:

1. Send an e-mail to:
sportellounico@immigrazione.roma.it
2. Call the number 3441304089
Monday to Friday from 9:30 a.m. to 1:30 p.m.
3. Send an e-mail to:
recenter_onestopshop@programmaintegra.it (only for appointments with the work and home helpdesk)
4. Book at the link:
<https://www.dottorbinario.it/le-visite-specialistiche/>
(only for appointments with 'Doctor Binario')



Where? Rome,
via Giovanni Mario Crescimbeni, 25.



When?
Monday from 9:30 to 13:30
Tuesday from 9:30 a.m. to 6:00 p.m.
(with work and home help desk)
Wednesday from 2 p.m. to 6 p.m.
Thursday from 9:30 to 12:50 visits
dermatological (every week)
from 14:30 to 16:30 visits
gynecological (only 2 times a month)
Friday from 9:30 a.m. to 1:30 p.m.