

Cinformi is embedded in the Departmental Support and Immigration Office of the Department of Health and Social Policies of the Autonomous Province of Trento.

Cinformi's objectives are:

- to develop knowledge about immigration
- to foster and support communication between social actors and participation in community life
- to promote information in order to simplify access to public services
- to foster processes of protection and inclusion of forced migrants

Cinformi, established in 2001 and structured on the collaboration between public and private social bodies, initially supported the Questura in administrative procedures for residence documents. The area of intervention has expanded over the years to respond effectively to the stabilization of immigration in Trentino and to accompany the community in the face of the challenges and future scenarios that the migration phenomenon entails.

Currently Cinformi's three areas of intervention are:

- information
- outreach
- reception

### Information

Information given at the desks throughout the territory and cultural mediation are intertwined to facilitate access to public services and the building of positive relationships. Training activities, on the other hand, make services capable of responding to the needs expressed by immigrant citizens. This enables bridging the knowledge gap resulting from the specific condition of foreigners that penalizes them compared to Italian citizens, making migrants able to move independently throughout the territory.

### Outreach

Constantly monitoring immigration in the province of Trento helps to effectively target policies that aim to dismantle unfounded prejudices and fears and foster social cohesion. The organization of events and initiatives implemented in the territory, also in synergy with local authorities and the third sector entities, facilitate dialogue and mutual understanding between different cultures. Cinformi's communication project conveys the real picture of immigration, providing the community with the necessary cognitive and interpretative tools for facing the evolution of the phenomenon.

### Reception

Cinformi manages, in collaboration with the third sector entities, the reception in Trentino of forced migrants: applicants for international protection, unaccompanied foreign minors and victims of trafficking for exploitation.



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