Freiburg is a diverse city. Nearly thirty percent of Freiburg’s population is made up of individuals with roots outside of Germany. Freiburg strives to offer these people from over 170 countries an open and diverse place to call home.

At the Office for Migration and Integration, we provide services for all those seeking assistance in our various departments. The Department of Aliens and Citizenship Law takes care of residence and work permits, our social services and our case managers offer assistance in all aspects of daily life, our housing team runs shared refugee living quarters, and the team of social care for asylum seekers provides material assistance. All these services can be found under one roof.

The integration department devises strategies for diversification, coordinates volunteer projects and supports initiatives against racism. Since May 2018, municipal case managers have provided this department with an extra beam of support, individually accompanying refugees throughout the integration process.

In the Competence Center for Refugees we work together with the Federal Employment Agency, Job Center, as well as independent NGOs. There we are able to provide labor and professional placement all at the same place.

We have greatly expanded our office hours and increased the number of our employees. Thus we are able to constantly improve our performance, providing better, speedier and more efficient services to all persons with a migrant background.

We look forward to your visit!

Dr. Katja Niethammer
Director of the Office for Migration and Integration.
Office for Migration and Integration: Our Services

1 Department 1 Administration and Central Services
   (Verwaltung und Zentrale Dienste)
The Administration and Central Services Department pre-
   dominantly handles internal affairs such as finances, human
   resources as well as IT.

2 Department 2 Integration
   (Integration)
The Integration Department is responsible for implementing
   external projects aimed at facilitating integration as well as
   developing and carrying out its own projects. Its focal points are
   language support, job market integration, and the coordi-
   nation of voluntary refugee assistance.
   It is tasked with anti-racism and anti-discrimination work,
   the management of the migrant advisory council, along
   with supporting associations, institutions, foreign clubs and
   initiatives involved in the area of migration.

Colocation and further information:
   www.freiburg.de/integration

For interested volunteers:
   www.freiburg.de/fluechtlingshilfe

   Alongside social services for refugees, the municipal case
   managers (kommunale Integrationsmanager_innen) support
   these individuals in Freiburg and provide individualized
   consultation and guidance as a stand-alone entity.

Contact and further information:
   integration@stadt.freiburg.de
   www.freiburg.de/integrationsmanagement

3 Department 3
   Benefits and Services for Refugees
   (Leistungen und Dienste für Geflüchtete)
   The social service (Sozialdienst) is responsible for the socio-
   pedagogical support of refugees in shared housing. The per-
   sonnel provide active accompaniment during integration
   and societal participation. Specialists are there onsite as
   contact persons for refugees, volunteers, as well as for the
   surrounding neighborhood.
   Contact:
   Sozialdienst@stadt.freiburg.de

   Housing administration (Wohnraumverwaltung) and
   management (Hausmanagement) are tasked with the
   accommodation of refugees in shared housing and
   manage the municipal facilities.
   Housing administration’s office hours:
   Mon 8-11:30am and 1:30-3:30 pm
   Wed 1:30-3:30 pm
   Thu 8-11:30 am
   Fr 8-11:30 am

   Under certain conditions, migrants are provided with benefits
   in accordance with the Asylum Seekers’ Benefits Act — AsylbLG
   (Leistungsgewährung). These can take the form of material or
   financial support.
   - Basic benefits: covering the basic needs of food, housing,
     heating, clothing, healthcare, household consumer goods,
     as well as covering daily personal needs
   - Benefits in the case of acute illness, pregnancy and birth
   - Miscellaneous benefits
   - Benefits for special cases
   - Issuance of medical treatment documents (Behandlungs-
     schen) within the Asylum Seekers’ Benefits Act
   - Benefits for education and social participation
   - Sozialticket (subsidized public transportation pass)

   An appointment is required for all matters concerning
   payment of benefits.
   Appointments:
   www.freiburg.de/leistungsgewaehrung@stadt.freiburg.de

4 Department 4
   Aliens and Citizenship Law
   (Ausländer- und Staatsangehörigkeitsrecht)
The service desk is the place to go for virtually all ques-
   tions surrounding alien law. Our specialists can help
   you take care of all of the following matters without an
   appointment.
   - Appointment arrangement for the department
   - Declaration of commitment (invitations)- information and
     issuance
   - Application submission and assessment
   - Issuance of passport replacement papers
   - Issuance of eAT (electronic residence permit)
   - Decision of applications in the case of emergency
   - Transfer of residence permits
   - Reporting of missing passport or eAT
   - Issuance of certificates
   - Border crossing permits
   - Extension of visitor and tourist visas
   - Submission and retrieval of short-term and residence
     permits
   - Lists for student excursions outside of Germany

   An appointment is required for all other matters.
   Appointments can be arranged at the service desk,
   by telephone (0761) 201-6470 or by e-mail:
   - Questions pertaining to aliens law:
     auslaenderbehoerde@stadt.freiburg.de
   - Questions pertaining to citizens law:
     einbuergerung@stadt.freiburg.de

Your place of residence determines who is responsible for the
   processing of documents:
   - In Freiburg:
     the city of Freiburg
   - In surrounding areas (Landkreis):
     the Breisgau-Hochschwarzwald District Administration
   ALEINEN UND CITIZENSHIP LAWS HOURS OF OPERATION:
   (service desk and telephone)
   Mon 7:30 am - 4 pm
   Tue 7:30 am - 12:30 pm
   Wed 7:30 am - 3:30 pm
   Thu 7:30 am - 12:30 pm
   Fr 7:30 am - 12:30 pm

   Complaints office
   (Beschwerdestelle für Geflüchtete)
The complaints office is for all displaced individuals living
   in shared or private accommodations. Support is offered to
   those who:
   - feel unsafe in their accommodations
   - are being harassed
   - have experienced violence or been injured
   - have experienced assault or sexual abuse

   Office hours:
   Tue 2 - 4 pm
   Thu 9 - 11 am
   Contact:
   Ms. Traykova
   Telephone: 0761 201 6305
   ventisslava.traykova@stadt.freiburg.de

   Issuance of eAT (electronic residence permit)
   Issuance of passport replacement papers
   Transfer of residence permits
   Reporting of missing passport or eAT
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