







# IMMIGRANT, YOU TOO HAVE THE RIGHT TO SOCIAL ASSISTANCE!




LEARN HOW TO ACCESS  
SOCIAL PROGRAMS,  
SERVICES AND BENEFITS

## IN BRAZIL, IMMIGRANTS ARE ALSO ENTITLED TO DECENT WORK

SO BE AWARE IF YOU ARE EXPERIENCING  
ANY OF THE FOLLOWING SITUATIONS:

-  You work 12, 14 or even 16 hours a day, without regular breaks.
-  You owe money to your employer for food, housing or work equipment.
-  You are not paid for your work.
-  Your employer prevents you from leaving the workplace whenever you want.
-  You are threatened with deportation.
-  Your earnings or documents are withheld by your employer.
-  You suffer physical violence and other types of mistreatment.
-  You live in unsafe and unhealthy housing.

 **Do not accept this condition!**  
This may be a serious  
situation of exploitation!

### LEARN WHERE TO ASK FOR HELP:

- Nearest CRAS/CREAS
- Ministry of Economy  
[ipe.sit.trabalho.gov.br](http://ipe.sit.trabalho.gov.br)
- Labour Prosecution Office  
[bit.ly/denuncia-trabalhoescravo](http://bit.ly/denuncia-trabalhoescravo)
- Federal Public Defender  
[dpu.def.br/contatos-dpu](http://dpu.def.br/contatos-dpu)
- Call 100 or download the Direitos Humanos BR App

## Where else can I find support in São Paulo?

Other organizations provide sheltering/ welcoming and assistance to immigrants. Their services include advice on regularization of migratory status, access to education (including Portuguese classes), professional training and job opportunities, legal and psychological assistance, and referral to public services of education, health, work, social assistance, etc.

### **CRAI** (*Centro de Referência e Atendimento para Imigrantes* or Reference and Assistance Center for Immigrants) – Municipal Service

Address: 834 Major Diogo St. – Bela Vista – CEP 01324-000  
Opening hours: 8 am-6 pm, Monday through Thursday  
Service by appointment:  
• Phone number: +55 (11) 2361-3780 / +55 (11) 2361-5069  
• WhatsApp: +55 11 98555-0218  
• Email: [crai@sefras.org.br](mailto:crai@sefras.org.br)

### **CAMI** (*Centro de Apoio e Pastoral do Migrante* or Migrants Support and Pastoral Center)

Address: 485 Alameda Nothmann – Campos Elíseos – CEP 01216-000  
Opening hours: 9 am-5 pm, Monday through Thursday<sup>4</sup>  
Phone number: (11) 3333-0847  
Email: [contato@cami.org.br](mailto:contato@cami.org.br)

### **CDHIC** (*Centro de Direitos Humanos e Cidadania do Imigrante São Paulo* or Center for Immigrants' Human Rights and Citizenship – São Paulo)

Address: 142 Luis Ferreira St. – Tatuapé – CEP 03072-020  
Opening hours: 9:30-4:30 pm, Monday through Thursday<sup>5</sup>  
Services by appointment:  
• Migration regularization: (11) 94171-3994  
• Social work: (11) 94337-6370  
• Legal advice: (11) 93290-1707  
• Email: [contato@cdhic.org](mailto:contato@cdhic.org)

### **Missão Paz** (Peace Mission)

Address: 225 Glicério St. – Liberdade – CEP 01514-000  
Opening hours: 9 am-12 pm/1 pm-5 pm, Monday through Friday  
Phone number: (11) 3340-6950  
Email: [contato@missaonspaz.org](mailto:contato@missaonspaz.org)

### **Cáritas**

Address: 107 José Bonifácio St. – Sé – CEP 01003-001  
Service exclusively by phone: (11) 97630-8023

<sup>4</sup> Opening hours during the pandemic: 9 am to 1 pm  
<sup>5</sup> During the pandemic, service is provided remotely. If necessary, in-person service is available by prior appointment

To learn more about decent work and the promotion of migrants' rights, follow Slavery, no way! program on the internet at [#EscravoNemPensar](https://twitter.com/EscravoNemPensar).

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**Social Assistance** is a public policy that helps individuals, families and communities to face their difficulties such as lack of income to meet their basic needs. It also helps them access other public services and defend themselves against discrimination, violations of their rights, and violence. It provides guidance, sheltering/welcoming and social protection by referring immigrants to public services, benefits and social programs.

**In Brazil, everyone has the right to Social Assistance, regardless of their nationality or migratory status<sup>1</sup>.**

**CRAS** and **CREAS** (learn more on the following pages) are Social Assistance units that serve the public according to their particularities and demands.

Users include children, adolescents, young people, the elderly, women, people with disabilities, homeless people, among others. The service is provided by professionals such as social workers, psychologists, social educators, lawyers and pedagogues.

1. Migration Law (Law 13445/2017): Article 3: Brazilian migration policy is governed by the following principles and guidelines: III – Access to public health and social assistance services and social security as provided for in law, without discrimination on grounds of nationality and migratory status.

## What are the Social Assistance units and what do they offer?

### 1. CRAS

(Social Assistance Reference Center)

A **CRAS** (*Centro de Referência de Assistência Social*) is a state-operated public unit that provides services to the population and aims to **prevent situations of vulnerability** - such as those caused by poverty and lack of adequate access to public services - **social risks** such as violence and discrimination (based on age, ethnicity, gender, disability etc.), as well as **rights violations**.

**The CRAS provides<sup>2</sup>:**

- Inclusion on the **Cadastro Único** (Single Register) to access social programs that provide income (e.g. **Bolsa Família**), discounts on electricity and water bills, half-price tickets for art/culture and sporting events, cheaper or free interstate and intercity bus tickets, free application for public employment selection, among others.
- Access to benefit programs that provide basic food packages.
- Advice on how to obtain documents (taxpayers' registration-CPF, migrant's registration-CRNM; Work and Social Security Card-CTPS).
- Access to Services for Socializing and Strengthening Ties (SCFV), which develop socio-educational activities (educational workshops, conversation groups, etc.).
- Advice and referral to public services of education, health, culture, work, housing, etc.
- Advice to apply for Continued Social Assistance Benefit (BPC), which provides income to the elderly and people with disabilities.

**Where can you find the nearest CRAS in São Paulo?**

**There are 54 units in the city.**

**Go to:** [bit.ly/CRASSP](http://bit.ly/CRASSP)

Service to the population is provided primarily by appointment – call 156.

2. Access to programs and benefits is subject to certain conditions of income or age. For more information, contact CRAS.



### 2. CREAS

(Specialized Reference Center for Social Assistance)

A **CREAS** (*Centro de Referência Especializado de Assistência Social*) is a state-operated public unit that provides support and advice to **people and families in situations of personal and social risk**, such as those resulting from threats; abuse; physical, psychological and sexual violence; abandonment; homelessness; discrimination based on sexual orientation, race or ethnicity. People who have suffered **rights violations** such as slave labor or child labor are also assisted by the CREAS.

Thus, the services offered by the CREAS contribute to overcome these experiences by restoring users' basic rights and rebuilding weakened family and community ties.

**The CREAS provides:**

- Reports on rights violations and violence.
- Referral to legal and psychological advice.
- Referral to sheltering/welcoming services.
- Advice on how to obtain documents (taxpayers' registration-CPF, migrant's registration-CRNM; Work and Social Security Card-CTPS).
- Advice and referral to public services of education, health, culture, work, housing, etc.

**Where can you find the nearest CREAS in São Paulo?**

**There are 30 units in the city.**

**Go to:** [bit.ly/CREASSP](http://bit.ly/CREASSP)

The population may use the service at their own will, be referred by a CRAS or other social assistance services, and other government agencies.

### 3. POP Center

(Specialized Reference Center for Homeless People)

The **POP Center** (*Centro de Referência Especializado para População em Situação de Rua*) is a public unit specializing in helping **people and families in situations of homelessness**. POP Centers offer individual assistance, referral to sheltering/welcoming services, advice on signing up for the Single Register to access social programs, and referral to public services in other areas.

**The POP Center provides:**

- Safe places to keep personal belongings.
- Areas for personal hygiene.
- Access to food.
- Access to sheltering/welcoming services.
- Reference home address.
- Advice on how to obtain documents (taxpayers' registration-CPF, migrant's registration-CRNM; Work and Social Security Card-CTPS).
- Advice and referral to public services of education, health, culture, work, housing, etc.

**Where is the nearest POP Center in São Paulo?**

**There are 6 units in the city.**

**Access:** [bit.ly/CENTROPOPSP](http://bit.ly/CENTROPOPSP)

The population may use the service at their own will, be referred by a CRAS or other social assistance services, and other government agencies.

### 4. Sheltering/Welcoming centers for immigrants

The City of São Paulo has a network of sheltering/welcoming centers (known as *centros de acolhida*) specialized in assisting immigrants in situations of socioeconomic vulnerability. They work as temporary shelters and provide support for users to reconstruct their lives and regain autonomy to live independently.

Shelters are organized by age and/or gender. To access them, users must request it at the nearest<sup>3</sup> CREAS or POP Center or call 156.

3. CREAS and POP Opening hours: from 8 am to 6 pm, Monday through Friday.