

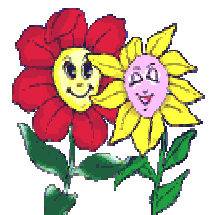
## A Major Change in Ministry of Immigrant Absorption Services

### *Changing Over to Individual Absorption*

We are proud to announce that, starting now, you will be assisted and accompanied on an ongoing basis by your own personal, permanent absorption counselor who speaks your language, and who will provide you with high-level, efficient, professional, and complete service.

#### **You are entitled to the following new services:**

- ✓ All absorption services will be handled by your own individual absorption counselor at one service location.
- ✓ You will be able to coordinate your visits to the branch or district office in advance.
- ✓ An individual absorption plan will be designed to suit your needs.
- ✓ You can receive on-line Internet services including access to your immigration file in order to monitor utilization of your immigrant rights (by using a personal password), downloading authorizations, updating your personal information, completing forms, and other procedures.
- ✓ With your permission, your absorption counselor will coordinate home-visits and visits to schools and workplaces.
- ✓ You be provided with information and services from other bodies and organizations as needed.
- ✓ You will be able to provide us with your feedback about the services you receive.



During the coming weeks a representative of the Ministry of Immigrant Absorption will contact you in order to coordinate your first meeting.

#### **For more Information**

For more information, please contact the nearest branch or district office of the Ministry of Immigrant Absorption, or the National Telephone Information Center (24 hours a day, every day except Shabbat and holidays),  
Tel: (03) 9733333. You can also visit the Ministry Website at [www.moia.gov.il](http://www.moia.gov.il)

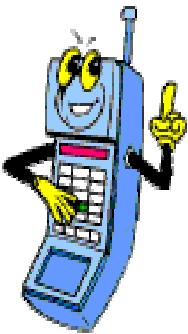


The State of Israel  
The Ministry of Immigrant Absorption

## A New Service

From the Ministry of Immigrant Absorption

Starting now, you can make an appointment with your personal absorption counselor in advance, at a time that is convenient for you.



To coordinate,  
contact:

*The Ministry of Immigrant Absorption – Changing Over to Personal Absorption.*

Internet Address: [www.moia.gov.il](http://www.moia.gov.il).





The State of Israel  
The Ministry of Immigrant Absorption

## Fundamental Points of Personal Absorption

1. Providing holistic, complete service.
2. Developing an ongoing dialogue with each new immigrant, and creating a relationship based on trust.
3. Providing personal advice, assistance, and accompaniment of each immigrant in his language.
4. Viewing absorption as a multi-stage process, beginning overseas and continuing in Israel.
5. Providing service with initiative, flexibility, and creativity.
6. Providing fast, effective solutions.
7. Ongoing monitoring of the absorption process in a thorough fashion, and with initiative.
8. Formulating work principles that obligate professionalism, reliability, and responsibility.
9. Making advanced technology available for the use of clients.
10. Utilization of measuring tools in order to monitor the quality of absorption.

### *Changing Over to Personal Absorption*

Telephone Information Center: (03) 9733333  
Internet Address: [www.moi.gov.il](http://www.moi.gov.il)