

Cyprus

Migrant Information Centres (MIC) – miHUB

Level of implementation	National
Name(s) of implementing institutions Partners/Supporters	University of Nicosia Cyprus University of Technology, CARDET
Main idea behind it, initial situation (why?)	The aim of the project is the provision of information and psychosocial services to migrants that reside in Cyprus, in order to achieve their social inclusion in the local society. Four main centres have been setup and operate in Nicosia, Larnaca, Limassol and Paphos to provide informational services on migrants' rights and obligations, translation and interpretation services, job and accommodation assistance, opportunities for learning courses and referrals to other organisations. Furthermore, they inform the local population about asylum and migration, procedures and integration processes and the benefits of multiculturalism on the island.
Objective (what for?)	The provision of services is implemented under a range of different methodologies such as: social and psychological support and use of technological advancement, direct and indirect communication with governmental and other services. The main pillars of the provision of services are the following: <ul style="list-style-type: none"> • Job finding assistance • Referral to language courses • Referral to health services • Social support
Description of practice (what?)	The Centres' working hours are from 10:00 until 18:00 and on Sunday from 10:00 until 17:00. The centres' personnel work with individuals, families and community groups to identify their needs and provide information on a range of options available to them. In addition to that, they work with the local population to raise awareness about the asylum process and migration as well as about living together in a multi-cultural environment. The latter is a core part of daily routine, as they attempt to find accommodation and employment for migrants. Each group of migrants differ regarding the difficulties they face living in Cyprus, which are mainly based on their legal status. The common problems all groups face derive from the existence of institutional racism and social exclusion. The Cypriot society is not prepared yet to accept the meaning of diversity and explore

	<p>the mechanisms and channels which can transform it into an equal and fair society for all human beings. Thus, it is noted that although basic provisions for health, work, accommodation and education are institutionalized migrants have limited access or they do not enjoy the full potential because of unfair treatment by public servants or because simply they are not aware of their rights. In that respect the Centres' professionals intervene by utilizing advocacy skills aiming to ensure their client has been treated fairly. This problem concerns all migrant groups irrespectively of their status.</p> <p>People who belong to the group of asylum seekers and international protection beneficiaries face some specific problems related to their financial situation. The restrictions regarding the labour market for asylum seekers has been a major deterioration for them. In the first six months of their stay they are not allowed to work at all which immediately makes them unable to claim any opportunities for a better quality of life. In this case the Centres respond by mobilizing community and NGO resources in order to cover basic needs of food, accommodation etc. They also provide translation services, CV writing and training on basic work search skills. Apart from the above the Centres also provide psychological support for traumatized people who have escaped from war zones or been trafficked and exploited. Another major difficulty which the Centres are called to respond to is housing. Finding appropriate and cheap accommodation is a serious challenge for most of the migrant groups. Social benefits are limited regarding this field so the Centres' professionals are working constantly in finding accommodation for people with a great variety of needs such as families, single parents, young people etc.</p>
Managed/driven by	EU co-funded project (AMIF) implemented by a consortium of partners
Time-frame (start/end/ongoing)	15/12/2016-14/12/2018 (possibility of renewal)
Stand-alone initiative or incorporated into other initiatives?	Stand-alone
Main target group (nationals, non-nationals - types)	Third country nationals, asylum seekers/international protection status holders
Promotion	Oral, Printed, Online, Mobile Language: English, national language, ten different languages that represent the main groups of migrants who live in Cyprus
Information provided on legal, practical and procedural aspects	Yes

of protection against racism/hatred and discrimination	
Methods of language/content teaching	Informal personal sessions
Accessibility:	Costs: free of charge Obligatory: no Eligibility criteria: all types of migrants (regular and irregular) have access to services.
Budget, sources of financing	European co-funded project
Sources and references (hyperlink(s))	www.mihub.eu

Impact assessment foreseen?	Yes
How often?	Although it is not a requirement from the responsible Authority which monitors the development of the project, such an Impact Assessment is prepared every 5-6 months. It includes both statistical details extracted from the online database, interviews with the staff about their progression as well as responses from service users who have been referred to MIC Centres for provision of services.
By whom?	The major part of impact assessment is prepared internally. To secure objectivity and achieve the best results, employees who are not participate into the project implementation (front line activities) undertake the responsibility of collecting the necessary data and proceed to the core analysis of such assessment. It is a process that has been developed to monitor the project's quality improvement based on Prince 2 principles. Furthermore, an external evaluation takes place, from an independent organisation, whose responsibility is to build a relevant questionnaire and collect info from the service users.
Is the target group involved into the evaluation/impact assessment?	Yes

If yes, how?	Each service user is asked to complete a quality of services evaluation sheet, upon the completion of the services provided to him/her.
Methods of impact assessment	Survey questionnaire; Statistical analysis of the online database; Interviews with staff; Interviews with service users.
Indicator based? If yes: please name some indicators	Staff/personnel attitude; Level of provision of information; Satisfactory explanation of procedures; Advocacy; Psycho-social support; Any other kind of support (accommodation, employment, health, social inclusion); Level of quality of services' satisfaction.
Which actors of host communities are included?	MIC service providers, employment and housing stakeholders
Degree of inclusion:	Institutionalized
How can racism and xenophobia be countered through this activity?	The Centres counter racism and xenophobia via supporting non-nationals in obtaining jobs and housing, tackling, among others, possible discrimination. They also mediate actively between migrants and local communities promoting tolerance and multiculturalism.
How can the impact of this practice be measured/made measurable?	Via the data in the online statistical database and the qualitative data extracted from interviews with users.
Elements of sustainability	Via employment of University's long experience and established structure.
Elements of transferability	Via transferring the experience of the existing centres to other regions in need.