INFORMATION
HUBS
ON MIGRATION
MESOAMERICA AND THE CARIBBEAN

IOM
UN MIGRATION

IOM is committed to the principle that safe, orderly and humane migration benefits migrants and society. As an intergovernmental body, IOM works with its partners in the international community to help meet the growing challenges of migration management; to enhance understanding of migration issues; to encourage social and economic development through migration; and to ensure respect for the human dignity and well-being of migrants.

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INTRODUCTION

I n 2019 there were 272 million migrants in the world. Although this represents only 3.5 per cent of the world's population, the number has increased by 51 million since 2010. Forward projections indicate that this number will continue growing, although international migration has been the most unstable variable in the past and therefore the most difficult to predict accurately. This scenario has placed migration as one of the great challenges of the century at the global level.

In Latin America and the Caribbean, more than 39 million people have migrated, while more than 11 million migrants live in this region.[1] Mexico, Guatemala, El Salvador and Honduras are countries that have a high number of migrants and are territories of great migratory flows towards North America. There are other migration corridors in Central America, such as Nicaragua to Costa Rica and Panama; and Guatemala, El Salvador and Honduras to Belize. In the Caribbean, there is a significant migratory flow between Haiti and the Dominican Republic and the significant number of Caribbean citizens living as part of the diaspora has increased. The migration of South American citizens continues to be a relevant trend, particularly in recent years Venezuelan populations on the move toward to several South American countries, and to a lesser extent to Panama, Costa Rica, Mexico and certain Caribbean countries. Finally, the flow of extraregional migrants in transit to Central America has increased, from both the Caribbean and from Africa or Asia, with nearly 20 thousand people registered in 2019.

The irregular migration happening in this region, makes migrants vulnerable to exploitation, abuse and violence. More than 659 migrants lost their lives in 2019 in the Americas.[2] Regular migration, when well managed, promotes the protection of human rights and facilitates the economic and social development of migrants, their families, and of the communities and states, both at origin and destination.

Access to information is of utmost importance to promote regular, orderly and safe migration. The Information Hub on Migration (referred to later in this handbook as information hubs, or only as hubs) are a mechanism for information and services on migration developed by, among others, the International Organization for Migration (IOM). These hubs are adapted to the context of each country or region, as well as to the population to be served. They can be centres that provide comprehensive services, mobile structures or information centres, and can therefore be given other names such as municipal centres or assistance units.

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[1] Department of Economic and Social Affairs, United Nations, International migrant stock (New York, 2019) Available at www.un.org/en/development/desa/population/migration/data/estimates2/estimates19.asp.

[2] International Organization for Migration, Missing Migrants Project (Geneva, 2019). Available at www.missingmigrants.iom.int/region/americas.

In the Central American region, Mexico and the Dominican Republic, the main function of the hubs is to provide to current, potential or returned migrant populations access to reliable information on regular migration channels and services to facilitate their integration or reintegration into key communities of origin, transit and destination. By 2019, more than 30 hubs have benefited from IOM technical assistance, located in Mexico, Belize, Guatemala, Honduras, El Salvador, Nicaragua, Costa Rica, Panama and the Dominican Republic.

IOM presents the Handbook for Information Hubs on Migration, which is based on the model promoted by the Regional Programme on Migration in Mesoamerica and the Caribbean, an IOM programme implemented for more than 10 years with the aim of promoting humane and sustainable migration governance in the countries of the region. Funded by the United States Department of State, one of the four main aims of the programme is to improve access to information for migrants through the provision of support through information hubs.

This handbook is intended to provide an easily accessible guide for opening, maintaining, and strengthening these information centres. It is aimed at local government staff, institutions and organizations wishing to serve as information hubs, in collaboration with IOM. It is hoped that this document will serve to provide community and institutional stakeholders with tools for the promotion of regular, orderly and safe migration in the interest of human rights, through the model Information Hubs on Migration.

1. INTRODUCTION TO INFORMATION HUBS ON MIGRATION

1.1 What are Information Hubs on Migration?

The Information Hubs on Migration are clear and reliable direct information and advice centres operated by local municipalities, institutions or organizations. They contribute to better migration management, protection of migrants and their integration into host communities through the various information services provided.

The hubs are targeted to migrants (potential, transit, destination or return) and because of their local character they are adapted to the needs of the migration context in different countries and localities.

These centres also function as a mechanism that allows local stakeholders to gather general and updated information on the characteristics and needs of the migrant population that visit the centres, and therefore information on the migratory trends and dynamics in which they intervene.

Depending on the context, they are coordinated by central authorities, local stakeholders such as municipalities or in some cases civil society organizations. In all cases, they have received support from IOM, either for their creation or their strengthening.

1.2 What do the Information Hubs do?

The three main areas in which the Information Hubs on Migration work are: migration advice, information gathering and awareness activities.

1. Migration Advice and Referral to Support Services	They offer reliable, accessible and direct information on the immigration procedures available to people, their rights and obligations.
	They refer people to different existing support programmes or services for migrants, e.g. employment or health services.
	They facilitate the identification of migrants in vulnerable situations and then refer them to the appropriate institutions.
	They provide other services according to the needs and partnerships established in the local context, so that they serve as transactional hubs.*

2. **Collection of Information**	They collect and share information on migratory flows and trends in the areas where they operate, as well as on the characteristics and needs of the migrant population that uses them.
3. **Awareness Activities**	They provide information to their users on the risks of irregular migration, and thus seek to promote the protection of the human rights of migrants.
	They develop actions to sensitize the community about migration, in coordination with other local institutions, this also under the modality of mobile hub.**
	They generate a dialogue with the community that helps to overcome stereotypes about migration.

1.3 Additional Types of Hubs
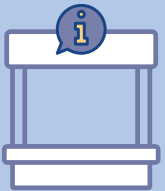
*TRANSACTIONAL HUB

An information hub can become a transactional hub, one that facilitates not only information, but access to services and immigration procedures in coordination with the national body responsible for these.

**MOBILE HUB

An information hub can perform mobile hub activities. This means it is moved to public spaces, border areas or specific communities to carry out public information activities or on an individual basis.

1.4 Information Hubs Checklist

The following are some of the characteristics that an Information Hub on Migration should have:

✓ The staff in charge of the hub has been trained by IOM and/or the local government institution in charge of migration.

✓ It has a physical space authorized for attention to migrants.

✓ It has a local reference directory containing relevant institutions and organizations that provide services and assistance to the migrant population.

✓ It has the ability to identify the needs and eventual vulnerabilities of migrants.

✓ It provides reliable and direct information on mechanisms, migration procedures and regularization channels, as well as the rights and responsibilities of migrants.

✓ It keeps track of people served which allows it to deliver monthly reports.

✓ It has standardized procedures, in particular with regard to data protection.

✓ It collects information on migration flows and trends where they operate, as well as characteristics of the migrant population, and is able and willing to share it.

✓ It carries out activities in order to inform about risks of irregular migration, safe migration procedures, protection of human rights of migrants, reduction of negative stereotypes about migration, among others.

2.

PROCEDURES FOR THE OPENING OF INFORMATION HUBS ON MIGRATION

The Information Hubs on Migration represent an excellent tool and an opportunity to work on migration issues at the local level. The following is a suggested procedure for opening a new information hub through five steps:

1. Identification of interested stakeholders in a given location

2. Work agreements

3. Establishment and preparation of an adequate physical space for the hub

4. Training and planning

5. Dissemination and outreach to the migrant population
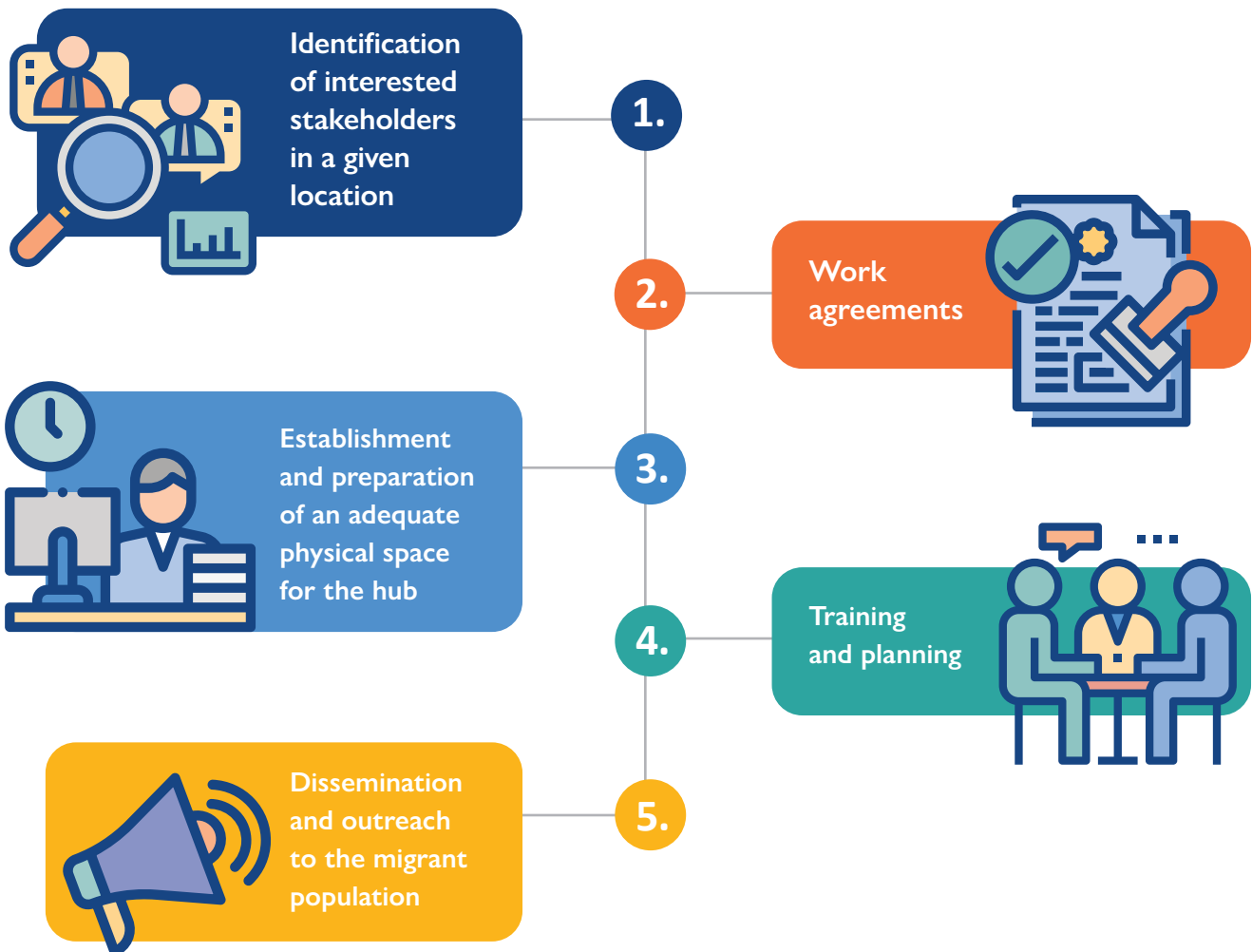
1. 2.1 Identification of interested stakeholders in a given location

A strategic location for opening a hub, in general, has a constant migratory movement that can be constituted as a community of origin, transit, destination or return of migrants. In this sense, cities and towns at border crossings are usually areas where significant migratory movements occur and where hubs can therefore be particularly useful.

When a location is identified as being interested in expanding its assistance to the migrant population, through the installation of a hub, the following is recommended:

- Analyse how it is impacted by the migratory phenomenon: it is recommended to extend a previous analysis on the community dynamics, socioeconomic, cultural and migratory characteristics.

- Determine the main problems and needs regarding access to information on migration.

- Make a mapping of stakeholders in the area to choose the institution or organization at the best location to open an information hub on migration.

2. 2.2 Work Agreements

Migration can have a direct impact on localities, their economy, social dynamics, urban planning and development in general. Local governments play a fundamental role in how to deal with this phenomenon in the first place. Hence, information hubs on migration are an opportunity for local stakeholders to establish direct communication channels with the population, and to promote orderly and safe migration that benefits all sectors.

IOM provides training and technical assistance to local governments and organizations on migration management and migrant services through the information hubs on migration, amongst others.

Joint working agreements can be established between IOM and the local entity interested in the opening or strengthening of the information hubs on migration. It is recommended that this type of cooperation be formalized with IOM and other stakeholders, through cooperation agreements, policies or town agreements in order to promote the sustainability of the actions undertaken.

3. **2.3 Establishment and preparation of an adequate physical space for the hub**

The next step is to allocate a permanent and adequate physical space to install the hub. It is recommended, as much as possible, that it be in a central location or located on a migration route, easily accessible and identifiable from the outside.

It is important to take into account that people might feel insecure or afraid when asking for assistance or information, so the space should offer guarantees and confidence of privacy and no re-victimization, that is, open places or busy hallways should be avoided. It is important that people have contact only with the strictly necessary personnel.

It is recommended that the physical space of the hub be equipped with as few barriers as possible, since these make it difficult to build a relationship of trust. Some suggestions are to use armchairs instead of desks, and to have a space with natural lighting and walls painted with a neutral colour. These factors make it easier for the interview process to run smoothly and comfortably. Ideally, there should be at least one private space in which more confidential interviews can be conducted, such as those conducted to explore factors of vulnerability to violence, exploitation and abuse.

In addition to the basic resources, there are some resources that are recommended for the optimal functioning of the hub, such as

- Fixed telephone line and mobile.

- Computer and printer.

- Internet Access for office staff and other users.

- Office stationery.

- Access to translators and interpreters.

- Emergency kits and immediate assistance.

- Mobile stands and tents for mobile hubs activities.

- Support from interdisciplinary staff, such as professionals in the fields of law, psychology, communication, and social work.

4. 2.4 Training and Planning

Once the agreements and hub space are established, it is essential to start a training and planning process, for which it is recommended to proceed with the following:

- Assignment and training of the staff that will be in charge of the hub.

- The preliminary design of a local directory to refer to the appropriate institutions, ministries and organizations competent in migration processes or that provide services and assistance to the population.

- The development of an annual work plan to guide the hub.

ASSIGNMENT AND TRAINING OF THE STAFF IN CHARGE OF THE HUB

Here are some recommendations to consider when appointing the person(s) to be in charge of customer assistance:

- It is preferred that the staff attending the hub speak the local mother tongue as the first language, as well as the most common language of the migrants identified in the locality (through the study referred to in step 1), to ensure culturally relevant attention.

- It is hoped that staff can be particularly sensitive in assisting migrants, understand their condition and the potential situations of vulnerability that may arise.

- It is of utmost importance that they know the migratory context of the region and the main related phenomena.

For the training process it is recommended to include any key local government or organizational officer who will have an indirect role in the hub, for example, offices that might receive migrants referred by the hub.

It is recommended that the training covers the following areas:

- Sensitization, context and concepts related to migration in the area:

- Information on migration procedures, migration policies, visas, regularization channels and the respective requirements and procedures.

- Identification of possible profiles of vulnerable migrants and rights of migrants.

- Possible opportunities for labour inclusion, opportunities for local development, psychosocial care, among other services based on availability.

DESIGN OF A LOCAL DIRECTORY

It is essential that the hub carries out a process of identifying stakeholders and creation of reference routes with both local and central or state level entities. This will allow to have a directory to refer migrants or information seekers in a more responsive way and at different levels. The directory can include the following information.

Organization or institution	Address	Opening Hours	Telephone or contact	Description of the services offered
xxx	xxx	xxx	xxx	xxx

This directory will be constantly updated and enhanced, but it is recommended to start by including: institute, ministry or department in charge of migration, refugee and asylum, children, health, education, work and women or gender, as well as contacts for emergencies. Additionally, civil society organizations and international organizations that provide assistance in terms of shelter, food, translation, inclusion and integration, among others, should be included.

DEVELOPMENT OF A WORK PLAN

Before starting to operate, it is important that a definition of a work plan based on the migration situation of the community and/or local government plan is made. It is important that this plan describes:

- What are the characteristics and needs regarding migration in the community?

- What are the general characteristics of the hub's target audience?

- What services and activities of the hub will cover those needs?

- What will be the opening hours and mode of service?

- When will additional activities or services be provided?

- How will the hub's work be evaluated and reported?

Establishing an annual work plan for each information hub is extremely important for sustainability and for the search for strategic partners.

5. 2.5 Dissemination and Outreach to the Migrant Population

In order for the hub to accomplish its goal, it is vital that it be known and have a good reputation within the community and the migrant population. Before and after its opening, it is important to carry out campaigns to promote the hub, both in public places (hostels, parks, bus stations, among others) and on the Internet and social media networks (Facebook, WhatsApp, others) in order to inform as many people as possible about the possibility of seeking information and advice through the hub. It is recommended to involve the various organizations, stakeholders and community leaders in the process of opening and promoting the information hub.

3. FUNCTIONS OF THE HUBS

As mentioned above, the functions of the hubs can be categorized into three areas: **advice, collection of information and sensitization**, so this chapter contains general guidelines and recommendations for the operation of the hubs in those three areas.

FUNCTIONS OF THE HUBS

ADVICE

COLLECTION OF INFORMATION

SENSITIZATION

3.1 FUNCTION 1:
Advice on migration and referral to support services

Direct attention to migrants, their families and other interested populations is one of the main functions of the hubs. However, given the diversity of profiles and situations related to migration in the region, providing direct attention is a complex task that involves a lot of responsibility. Consequently, this section will address a framework procedure for general information assistance, different from that which should be followed in the attention of persons with possible vulnerability profiles. Therefore, the first step should be to carry out a prior general identification by means of observation, which will make it possible to determine whether the beneficiary requires general or specialized attention.

OBSERVATION FOR POSSIBLE PROFILES OF VULNERABLE MIGRANTS

It is vital that the first action be to pay special attention to all persons who show one or more of the following conditions, as they should receive differentiated attention when qualifying as a possible vulnerable migrant profile. Such migrants cannot effectively enjoy their human rights and are therefore entitled to claim greater protection from rights guarantors.

- ✅ Children and adolescents, especially if they are unaccompanied or if they were separated.

- ✅ Persons who have a physical or mental disability and are not accompanied.

- ✅ Persons with evident signs of impairment to their physical health (dehydration, malnutrition, extreme weakness, hematomas, bruises, fractures, mutilations, among others).

- ✅ Persons who show altered emotional states or shock: disorientation, fear, extreme anxiety, crying.

- ✅ Potential victims of trafficking or subjects of trafficking.

- ✅ Persons who show signs of being victims of some form of violence, exploitation or abuse.

- ✅ Asylum seekers.

- ✅ Persons of diverse gender identity or sexual orientation, such as lesbian, gay, bisexual, transgender, and/or intersex (LGBTI).

- ✅ Suspicion that the person is under the influence of a drug or medication.

- ✅ Persons of extracontinental origin who show obvious cultural differences or with whom it is not possible to communicate fluently.

- ✅ Persons suspected to being controlled or monitored by the accompanying person, including situations where communication is mediated by a third party.

- ✅ Persons who show signs of or express that they do not know what country they are in.

- ✅ Persons who expressly request help or protection (including asylum seekers).

- ✅ Migrant women who present some of the above characteristics or situations, or a combination of them, are in a more vulnerable condition than migrant men.

Following this observation, there are two routes of action: **the four-step route for attention to possible vulnerable profiles** for persons who presented the conditions mentioned below, and **the two-step route for general information attention** for those who did not.

Attention to possible vulnerable profiles

4 steps
- Urgent need attention
- Imminent danger assessment
- Identification interview
- Immediate referral

General information attention

2 steps
- General interview
- Channelling and information attention
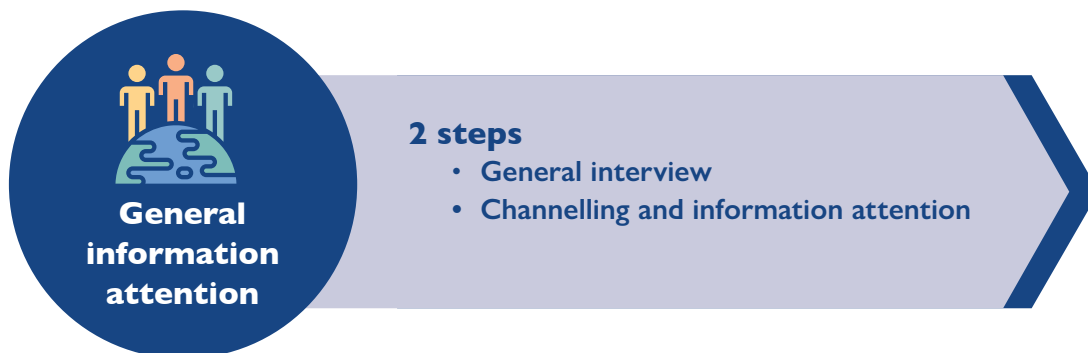
If in the process of approaching the population some indicator of a possible profile in a situation of vulnerability was detected, a process of attention to urgent needs and assessment of an imminent danger must be carried out. If the person is in good physical condition and is clear in his/her request for information, the interview can be carried out and his/her request attended to directly.

It is important to start the contact in a cordial and helpful way, introduce yourself with your name and surname and inform the person about the attention procedure, in addition to clarify any questions that the person asks regarding their situation and create a confidence and safety environment.

Example: *The person approaches the information hub on migration with a distressed voice and asks if they help migrants here. Once we answer yes, we introduce ourselves, invite them to come in and to take a seat where we will listen to them to see how we can support them. During this exchange, we observe if the person has any type of emergency situation or obvious vulnerability to determine which route of attention to follow.*

GENERAL RECOMMENDATIONS FOR THE INTERVIEWS

Before starting an interview, regardless of the profile of the person requiring information, it is important to anticipate the following:

☑ It should be clarified that all information is confidential and will not be shared under any circumstances with third parties. It should also be clarified that the person may refuse to answer some questions or stop the interview at any time.

☑ It is important to create an environment of trust, especially with the most vulnerable groups such as children, women, LGBTI people, those at risk or where cultural or religious differences may exist. As much as possible assistance should be offered by persons who can best empathize with the migrant or who can generate trust.

☑ Try to contextualize and properly introduce potentially sensitive question.

☑ The use of the interpreter is necessary when the person does not understand what is being asked or is unable to adequately express his or her answers. It is not advisable to continue with the interview process until this interpreter is available. While this is happening, the person must be assisted and protected in an appropriate place.

☑ It is important to have a place to conduct the interview individually and in private. In addition, it is preferable that the person in charge of the hub who conducts the interview be trained in the application of identification and referral procedures and protocols.

During the interview it is advisable to apply the following techniques and procedures:

| **Active listening** | **Show empathy: how would you feel in their place?** | **Reflect and validate emotions** | **Respect silent moments** |

If the person being attended to shows visible signs of emotional instability, such as anxiety, obvious worry, crying, disorientation, restlessness or breathing difficulties, psychological first aid should be provided, bearing in mind that not everyone experiencing a crisis situation will need or want assistance. Help should not be forced on those who do not want it but should be available to those who may want support. For more information on psychological first aid, see Annex 2.

❯ STEP 1: Attention to urgent needs

In any circumstance and after introducing yourself and explaining the general process to the person, it is recommended to start the first contact with the question:

> *"Do you have any urgent health issue or any other situation that needs to be addressed at this time?"*

If urgent needs are mentioned or detected, first, those non-specialized needs should be addressed for which assistance can be offered, such as providing water in case of dehydration; and then, relevant institutions, such as health centres, should be referred for needs that should be addressed by specialized personnel. For this reason, it is of utmost importance to keep the directory of local contacts always on hand and updated.

❯ STEP 2: Imminent danger assessment

If the person is in imminent danger (that is, there is a current threat to his/her life, integrity or freedom), action must be taken immediately. To determine the existence of imminent danger, one can ask:

> *Are you afraid? Do you think you are in danger? Do you think you are being followed or watched right now? Do you need help?*

At this point, it is important to make sure that the person feels in a trusted environment, because it is expected that he or she will be afraid to respond. Therefore, it is possible to vary the way to ask this question so that it is not perceived as an invasive question.

If the answer is yes, or if the interviewer suspects the existence of such a danger, he/she should immediately be referred to a corresponding institution that guarantees his/her protection (such institutions could be the police, victims attention and protection organizations, or other instances as the case may be). From that moment on, this protective institution assumes the continuity of the identification process. Hence, the information hubs on migration must have contact directories for the referral of cases in which the person requires immediate protection.

In both steps, if the answer to the question is yes, it is recommended not to continue with the interview process and to refer the case to specialized personnel, after having attended to those basic needs for which assistance can be offered.

› **STEP 3:** Identification interview

If there is no imminent danger, the next step is to conduct an individual interview to determine the possible existence of a vulnerability profile. It is recommended that the questionnaire attached in Annex 1[3] be used.

Profiles of vulnerable migrants were mentioned earlier under "Observation of possible profiles of vulnerable migrants". The IOM Handbook for the Protection and Assistance of Migrants Vulnerable to Violence, Exploitation and Abuse[4] includes in-depth interview guides for screening. Interviews are recommended, particularly when there is a suspicion that the migrant may be a victim of one of these forms of violence.

When determining profiles, it is necessary to take into account that they are not mutually exclusive. Individuals may qualify for several profiles simultaneously and therefore have multiple needs. Vulnerability profiles include risk and protective factors, which may vary depending on the context or situation. That is, a protection factor may be a risk factor in another context. For example, being female is often a risk factor in most contexts; however, it can become a protective factor in a context where male migrants are perceived as dangerous.

› **STEP 4:** Immediate referral

In all cases where one or more of the profiles is identified, the person in charge of the hub must manage the referral to ensure some measure to avoid rejection, return or deportation, and the provision of immediate basic needs if required, such as food, clothing, shelter, personal hygiene and others.

It should be remembered that there are principles of assistance for the individual attention of vulnerable migrants. Some of these are rights-based approach, principle of action without harm, non-discrimination, participation, individualized assistance, accountability, informed consent, confidentiality, a gender-sensitive approach, among others.

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[3] International Labour Organization, Regional Guidelines for Special Protection in Cases of Repatriation of Child and Adolescent Victims of Trafficking, Regional Conference on Migration (New Orleans, 2017). Available at www.migracion.iniciativa2025alc.org/regionalguidelinesforthespecialprotectionof-repatriationofchildandadolescent victimsoftraffickinginpersons/.

[4] For more information visit https://publications.iom.int/books/iom-handbook-migrants-vulnerable-violence-exploitation-and-abuse.

In all cases the hub must refer directly and immediately to the competent authorities as appropriate, as shown in the table below:

Table 1: Sample chart

CONDITION		REFERRAL PLACE
Non accompanied or separated children or adolescents.		Government office responsible for the protection and assistance of this population.
Refugee children and adolescents or refugee status applicants.		Government office responsible for the protection and assistance of this population. The entity responsible for determining refugee status.
A person who is suspected of being a victim of human trafficking crime.		Competent government office. In these cases, priority should be given to protection against the risk of threats or recapture by the trafficking networks. If the person is also a refugee or a refugee status applicant, notify the entity responsible for determining refugee status.
Refugee or refugee status applicant.		Competent government office. Institution in charge of the determination of the refugee status in the country. Inform the person about the existence of the United Nations Refugee Agency (UNHCR) or its implementing agency.

Source: Own creation.

Note: The information given in this table is based on the regional guidelines for the preliminary identification of profiles and mechanisms for assessing vulnerable migrant populations of the Regional Conference on Migration (RCM).

> **STEP 1:** General interview

Once it has been ruled out that there are no urgent conditions to be attended to and the first approach has been made, it is possible to begin with a short interview to guide the person's needs. Consultations should be made about aspects related to the demographic and migratory profile (sex, age, occupation, migratory condition, country of origin, destination) and the need for attention or information required.

> **STEP 2:** Channelling and information assistance

When the need of the person assisted is determined, the assistance action is initiated, either by referral to the appropriate institution or by providing the corresponding information (written or verbal). This information may include migration procedures and processes for the regularization of migratory status, services for finding employment, regular migration channels, programmes and projects to support the social and economic reintegration of migrants, among others.

In order to make the channelling, there should be a database to identify and contact the relevant organizations and institutions. This action will allow to organize and attend situations in an efficient and fast way. It is recommended to include in this directory data on health centres, migration offices, UNHCR, lawyers, psychologists, shelters, churches, language academies, civil society organizations, ministry or secretariat of labour, national employment services, and any other local organization that may be useful.

To provide information, current migration procedures and legislation should be kept up to date: migration procedures, refugee and asylum procedures, regularization programmes (if any), and others. It is also recommended to prepare or request from the competent institutions, information material on these procedures.
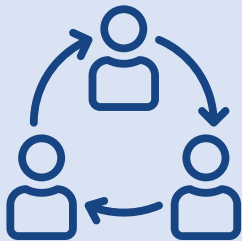
The staff of the information hub should work in coordination with the National Migration Institution and IOM to update information on local migration procedures whenever necessary. However, the migration information portal (migrantinfo.iom.int) and the MigApp mobile application can be used as a guide to address migration-related queries.

RECOMMENDED INFORMATION FOR INFORMATION HUBS

It is of utmost importance that the staff who provide attention at the information hub have clear and up-to-date information on immigration procedures and issues relevant to their community. Below are some recommendations on the types of information that can be provided, in addition to standard immigration procedures and consultations on migrant services. Depending on the needs, the hubs can provide advice on services to promote the regularization of migrants, encourage labour inclusion in the country of destination or abroad. It is recommended that each hub develop for its staff a small manual with information resources on the countries and procedures most required by the population it serves.

INFORMATION ON REGULAR MIGRATION PROCEDURES

All migration legislations establish procedures and requirements to be fulfilled by the migrant person who wants to obtain a regular migration status. The definition of each requirement to be met by the migrant can have a direct effect on his or her decision to migrate.

Thus, the fees, the costs of visa and legalization of the required documentation, the formal accreditation of the work contracting, the impossibility of processing the establishment in the territory of the receiving country and so many other requirements that are usually incorporated in the migratory norms, can be factors that influence the possibilities of those who look for information to enjoy a regular migratory status.

Irregular status is detrimental to the migrant and to the countries of transit or destination. Problems for migrants include:

- Being unable to integrate into the host country.

- Difficulties in inclusion into the labour market and increased risk of human rights violations.

- Impossibility of obtaining documentation that is indispensable for access to social or educational services.

In relation to the damages to the country of transit or destination, it should be highlighted:

- Unawareness by the State of the basic background of foreigners who are in an irregular situation in its territory.

- From the economic point of view, loss of taxpayers.

- In terms of the labour market, lack of transparency and fraudulent recruitment practices.

In view of the above, the staff of the information hubs on migration must have updated and relevant information on procedures for regular migration, or if available in the destination country, information on migration regularization programmes that allow immigrants with irregular migratory status to access a regular migratory category.

The hubs can provide support on processes related to migration procedures and establish reference mechanisms in coordination with government entities responsible for such processes. Migrants who come to the hubs can have consultations regarding applications for asylum or refugee status, changes of migratory category, review of documents and consultations on requirements for working in the country, or in another country.

Remember that you can use the migration information website (migrantinfo. iom.int) and the MigApp mobile application as a guide to address migration-related inquiries.
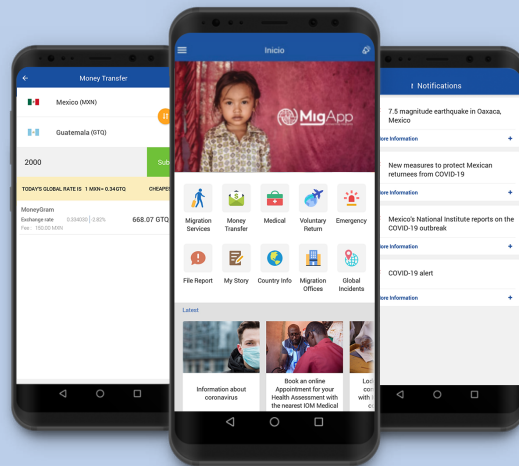
In order to support migrants to enter a regularization programme, when available, it is essential to carry out the following actions:

1. Verify the current migratory condition of the migrant who requests information at the hub. For example, to know if he or she is a refugee applicant, a residence applicant (temporary or permanent), among others.

2. Consult, during the interview, if the migrant knows the different migratory categories contemplated in the legislation of the country, especially those that adjust to his/her migratory profile.

3. To clarify doubts regarding the migratory situation of the person requesting information. Likewise, to advise him/her so that he/she may be able to choose which migratory condition he/she is going to request.

4. To ask complementary socioeconomic questions with the objective of being able to complete the migratory orientation according to the articles of law and the migration and foreigners' regulations enforced in the country.

5. In case there is legal advice service at the information hub, it must provide legal immigration advice according to the immigration categories established in the current regulations or refer the person to the corresponding institution.

6. Review the documents for the regularization of the migrant or the change of status, if necessary.

7. Provide information documents with the requirements for each category chosen by the migrant.

8. Provide guidance on the delivery of the required documents to the corresponding governmental migratory entity.

9. If possible, collaborate in the monitoring of the applicant's migration file at the government entity after the documents are submitted, until a resolution is obtained and proceed with final steps to obtain the identification document for foreigners or the corresponding permit requested.

10. In the event of rejection or non-approval by the competent bodies, the migrant may be assisted in reviewing the reasons for this outcome and proceed with the presentation of the documents that positively qualify the permit for migration regularization. In case the migrant person qualifies or is chosen to be an applicant for refugee status, initiate the corresponding coordination to refer him/her to the UNHCR focal point.

ACCESS TO EDUCATION

A special issue for migrants who move with their families is related to education services. In this regard, it is recommended that personnel at the hubs can:

1. Define the educational profile of the family group to provide information on study centres, costs and entry requirements.

2. Refer migrants who wish to validate their university degrees, masters and other academic qualifications to the institution in charge of this process.

PROMOTION OF LABOUR INCLUSION OF MIGRANT PERSONS IN THE HOST COUNTRY OR ABROAD[5]

The movement of workers to other countries can contribute to economic growth in both their home and host countries. However, this process has its challenges. Some of these challenges relate to recruitment processes, the regularization of migrant workers, the prejudices and stigmas associated with migration in host communities, as well as the lack of reliable information for employers, policy makers, regulators, recruitment agencies and migrants.

To address these challenges and ensure that the benefits of labour migration reach migrants and communities of origin and destination, it is necessary to promote the orderly, safe and humane management of migration by encouraging the use of regular mobility channels that protect the labour rights of migrants and combat smuggling of migrants and trafficking in persons.

Therefore, it is recommended that hub's staff have updated information on opportunities related to labour migration, this implies knowledge about:

- Existing bilateral or multilateral agreements in the matter.

- Contact information for government entities, regulatory bodies, non-governmental organizations that promote migrants labour inclusion.

- Information on job boards and public and private recruitment agencies.

- Information on fraudulent recruitment and hiring practices.

- Information on possible false job offers and risks related to human trafficking.

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5   To promote the entrepreneurship of migrants, as well as to encourage their ethical recruitment, IOM and other actors have developed a number of tools that can be consulted by staff at the hubs or where training can be requested. These include the Policy Guide on Migrant and Refugee Entrepreneurship (IOM, UNHCR and UNCTAD), and the International Recruitment Integrity System (IRIS).

During the general interview, it is assessed whether the person requesting information can start a personal or family business or a partnership with other people, or whether they are looking for employment opportunities in the area where the hub is located (attention to immigrants) or abroad (attention to nationals who want to work abroad).

Based on this information, we will proceed to, in the case of immigrants:

1. Analyse the documentation of the socioeconomic and labour profile of the migrant. The profile is included in a database or file at the hub, and the person is asked for his/her authorization to share this information with private sector job boards.

2. Consult the migrant about his/her interest in carrying out a business or if he/she is already developing one. In case he/she is interested in starting a business, identify opportunities for advice and/or financing for microenterprises.

3. In case they request information on job opportunities, identify opportunities for inclusion in the labour market.

4. Refer the migrant to governmental or non-governmental institutions or organizations that provide training in areas of employment or entrepreneurship.

5. Refer the migrant to institutions that will allow him/her to legalize his/her microenterprise, or to institutions that offer microcredit services to start or expand his/her business.

In the case of nationals interested in seeking employment opportunities abroad:

Analyse the documentation of the socioeconomic and labour profile of the migrant.

Consult with the migrant about their interest in terms of countries of destination, sector of employment, and temporariness of the process (temporary or permanent migration).

Provide information and contact details of agencies responsible for the engagement of overseas workers, including, if applicable, authorized recruitment agencies.

Regardless of the service or information the person is seeking, during the interview and attention, it is essential to collect information from the person assisted, store the data obtained correctly and record it in a database or monitoring system. This leads us to the function of the hubs that we will explain in the next section.

3.2 FUNCTION 2:
Collection of information

The information obtained from the interviews with migrants should be collected to generate more accurate and reliable data on the migration phenomenon and the needs of migrants. This will allow us to understand how migration impacts the community and what actions are needed to promote that impact in a positive way and to improve the conditions of the migrants and of the locality.

It should be noted that, for this process, it is recommended to work under the framework provided by the IOM Data Protection Manual,[6] which establishes a series of key principles that include aspects of collection, levels of sensitivity according to the types of data, safe database management, confidentiality, legal procedures for data exchange, among other issues.

Good data management will allow the hub to guarantee its sustainability over time, establish alliances, seek donors or partners, budget and improve services according to the needs of the population it serves. For example, the hub can produce reports on the migrant population in the locality and provide, with data on cases attended, inputs to local congresses to support the allocation of funds.

The correct management of data is possible through monitoring and evaluation (M&E) actions. **Monitoring** is an internal follow-up practice that allows people in a team to gather key information and identify areas for improvement and opportunities. A complete monitoring system consists of two parts: a scoping count of activities, and verification of the results of these activities.[7] M&E has the following objectives:

- **To make the results of the hubs' actions visible** to donors, partners, beneficiaries and others.

- **Identify trends and determine actions** to respond to them.

- **Identify** changes in migration trends at local, national and regional levels.

- **Monitor** the implementation of planned activities.

- **Promote and measure** the scope of results obtained as part of the hub's actions.

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[6] For more information visit https://publications.iom.int/books/iom-data-protection-manual.

[7] This section presents a summary of some of IOM's monitoring and evaluation recommendations, adapted in this manual for application in the context of the hubs' work. For more information on monitoring and evaluation, it is recommended that you consult IOM's policy on monitoring and evaluation.

▶ What are we going to monitor and evaluate from the hubs?

Information hubs should monitor two different areas; the results of their actions and the migration trends present in the community. First, the results of their actions are measured quantitatively by the number of cases served and people reached in activities.

On the other hand, monitoring in a qualitative way that allows for recording the characteristics of the population and particular experiences on local dynamics to produce a record on migration trends affecting the community. This information can be systematized through narrative reports on achievements, challenges, lessons learned and good practices that will allow evidence-based decision-making.

▶ When should it be monitored?

Monitoring of actions should take place daily and be recorded by the means decided upon by the organization. In the case of the hubs that collaborate directly with IOM, verification of the results is done on a monthly basis, through reports generated by IOM that compile the information provided by each hub.

▶ What tools will we use to monitor actions?

To monitor actions, a form is available for collecting information at the hubs in two different formats (see Annex 3). The results of these reports are summarized in a monthly report. To verify the scope of actions, it is recommended that hub's staff hold a monthly meeting to discuss the results and establish response and follow-up actions.

▶ Who is responsible for monitoring the actions?

The daily monitoring of the actions of the hubs is the responsibility of the personnel in charge of its operation, in the actions report and cases attended. Verification of the results summarized in the reports is a joint task between the hub staff who should use this information as input, and IOM who can provide recommendations for improvement.

When an institution or government establishes a hub, it should define the guidelines and instruments it will use to monitor and evaluate its work. In the case of the hubs that work in coordination with the IOM and the Regional Programme on Migration Mesoamerica and the Caribbean, they work under the strategy described below.

Table 2: Monitoring and evaluation strategy of the Information Hubs on Migration

What	Objective	Frequency	How	Who
Attended cases	**Measuring** the scope of the hubs and monitor the profiles of migrants served.	**Monitoring:** daily count of actions **Verification of results:** monthly	**Count:** daily reports **Verification:** monthly report	**Count:** Personnel in charge of the Hubs and IOM. **Verification:** Personnel in charge of the Hubs and IOM.
Activities	**Measure** the scope of the hubs and identify information and follow-up needs.	**Monitoring:** daily count of actions **Verification of results:** monthly	**Count:** daily reports **Verification:** monthly report	**Count:** Personnel in charge of the Hubs and IOM. **Verification:** Personnel in charge of the Hubs and IOM.
Migration trends	**Identify** changes in migration trends affecting the community and follow-up actions to these changes.	**Monitoring:** daily count of actions **Verification of results:** monthly	**Count:** daily reports	**Count:** Personnel in charge of the Hubs and IOM. **Verification:** Personnel in charge of the Hubs and IOM.

Source: Own work.

3.3 FUNCTION 3:
Implementation of information and prevention activities

Information Hubs on Migration are stable information centres located in a permanent physical location, usually the premises of the local government, an institution or an organization. They work with defined opening hours and are moderately limited to the operation of the institution.

However, it is proposed that the information hubs can also work in the form of mobile information hubs, which are specially designed to mobilize communities in the vicinity and assist in situations of migratory crisis or in strategic places with a very high migratory flow where there are no established offices. This modality is proactive in the search to reach potential users and usually allows a greater reach of people by carrying out public information and awareness activities.

The information work should not be limited to the space dedicated to the information hubs on migration, the complexity of the migration issue and the context to be addressed require efforts that complement the work through mobile hub activities.

The following are a number of actions that can enhance the outreach of the information hubs on migration through activities. However, it is advised that the hub be proactive in proposing activities adapted to the needs and possibilities of the community.

Information day sessions: The objective is that the hub can be moved to a strategic location (such as a specific community or the border) to disseminate materials and provide information on safe migration. A day-session can be accompanied by community activities that invite people to come together or in the context of emergency situations and mass flows. For example, the organization of community fairs can be used as an opportunity for the hub to set up an information booth on these occasions, in coordination with the organizers of such fairs.

Information festival: The hub can promote the creation of a social event where various activities can be developed such as concerts, film forums, workshops, parades, among others; in order to transmit key messages in a public space easily accessible to people in the community. A festival requires a detailed organization, the objective and target audience, space to be used and budget must be defined. In order to strengthen this type of event, it is recommended to organize them with strategic alliances and thus generate better results. It is also recommended to take advantage of local festivals and other existing spaces to provide information on safe migration and inclusion of migrants.

Promoting a digital hub: Implementing digital media to strengthen the hub's attention can multiply its reach. An interactive platform for consultations or care through WhatsApp or social networks can be useful. If you want to implement an initiative like this, remember the importance of training staff and validating all content to be provided through this channel with authorities.

☑ **Network of community advisors:** The information hub can create a network of people with the ability to inform the population about the risks and dangers of irregular migration and the processes of regular migration. They function as advisors in the neighbourhoods and more personal spaces and link the work of the migration information points with the community. For more information on this model implemented in Guatemala, see Annex 5: *Handbook for Migration Community Advisors MCA.*

☑ **Information campaigns:** The hub can start a communication process to convey key messages. A successful campaign must be clear about its objective and target audience. It is important to be clear about which channel of communication is the most effective for disseminating the messages (posters, visits, radio, television, press, among others.) On the other hand, it is recommended to work on campaigns together with the institutions allied with the hubs in order to have more transcendence, reach and impact. This can be done by invitation, support or execution by both parties.

These are some examples of migration information hub campaigns:

- Inform about the services of the hubs.

- Inform about the human rights of migrants.

- Inform about the most common migration processes and requirements.

- Publish information on labour rights, ethical recruitment, documentation required for work and benefits of formal employment.

- Spread information about opportunities for employment, education or development alternatives present in the community in coordination with the different corresponding institutions.

- Promote the use of tools such as MigApp and the migration information portal.

- Promote social inclusion and diversity.

- Trainings with the IOM Migration Education ToolKit:[8] The hub can initiate a process of partnerships with schools, colleges and community training centres to include activities on migration-related issues for children and adolescents. To support this initiative, it can use the Communication for Development package and methodology.

- Participate and support the inclusion of migrants in job fairs or co-organize, with the lead agency on the issue, specific fairs for migrants.

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[8] For more information on these tools you can review Annex 4: *How can I make a communication strategy for my hub in 4 steps?*

3.4 Build your own Migration Information Hub Model!

This handbook provides an overview of how to open and operate an information hub. However, the model can be adapted to the different needs of the local context. Some examples are as follows:

MUNICIPAL CENTRE FOR MIGRANTS.

UPALA, COSTA RICA

Upala is a region on the border of Costa Rica with Nicaragua, making it an important migrant transit region. According to the latest national census, almost 13 per cent of the resident population in the region of Upala is migrant. Upala has an information hub that also carries out direct procedures approved by the country's migration authority.

IOM, in support of the Government of Upala, has developed an information hub, or municipal centre for migrants that, since August 2019, in addition to providing safe and reliable information on migration, assists with scheduling appointments with the General Directorate of Migration and Foreigners of Costa Rica (DGME), reviewing their file online and verifying the status of migration regularization procedures, among others.

"Now migrants from this region will be able to request their service appointments at this hub, and then be transferred to the DGME. This is definitely one of the best projects in the region," said Raquel Vargas, Director General of the DGME.

Source: Own creation.
Note: This map is for illustration purposes only. The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the International Organization for Migration.

INFORMATION HUB IN THE DOMINICAN REPUBLIC FOR THE RENEWAL OF IMMIGRATION STATUS

The National Plan for the Regularization of Foreigners (PNRE) was a special regime in the Dominican Republic to provide identity documents and permission to stay to foreigners. The PNRE was in effect for 18 months and between 2013 and 2015 reached a total of 288,467 people registered. By 2020, it is estimated that approximately 200,000 migrants will need to renew their status.

The process of renewing the migratory status of people benefiting from the ERP is made up of 13 steps, which must be done mainly online and involve knowledge of digital platforms. This process can become a challenge for many migrants to renew their documents, either due to lack of access or lack of knowledge.

The information hub is therefore active at the headquarters of the Directorate-General for Migration (DGM) with the support of IOM. The staff working at this hub supports the entire online registration process, so that migrants need only ensure that they obtain the required documents and make the payments stipulated by the DGM of the Dominican Republic.

Source: Own creation.
Note: This map is for illustration purposes only. The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the International Organization for Migration.

HUB WITH JOB SEEKING SECTION IN TIJUANA, MEXICO

In 2019, IOM supported the Department for Assistance to Migrants and Refugees, a hub of the Tijuana City Hall. This hub serves as a space where migrants can go in search of information and assistance, but also in order to successfully integrate into the Mexican labour market.

This function of the hub, of support in the labour connections, arose due to the increased number of immigrants in search of employment, on the one hand, and on the other, to the need of personnel by the companies in the area. In this context, the hub, when receiving migrants, can assist in connecting the job profiles of migrants interested in settling in Mexico with job offers.

Together with the State's National Employment Service, the hub has carried out various activities such as job fairs for people in a migration context, and monthly communication efforts to advertise available vacancies.

Source: Own creation.
Note: This map is for illustration purposes only. The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the International Organization for Migration.

Accurate and timely information on migration becomes a powerful tool for politics and social change in our times. IOM encourages the involvement of local stakeholders in promoting regular, orderly and sustainable migration to benefit the communities. The model of information hubs on migration is proposed as a tool and mechanism to achieve this, and this handbook as a tool for its implementation.

3.5 General recommendations for the hubs

For the proper functioning of the information hubs on migration, it is crucial to establish lines of coordination both between hubs and with central governments and other institutions involved in the management of migration issues and assistance to migrants.

In addition, constantly monitoring the proper functioning, resources and needs of the hub is vital for it to function properly and become a relevant local stakeholder in the locality, and it is therefore recommended to:

- Constantly review the physical space of the hub, as it may require improvement over time.

- Constantly update the directory of contacts and reference numbers, as well as information on immigration procedures.

- Provide spaces for training and continuing education for the counter staff and the entire organization or institution.

- Support the promotion and positioning of the hub over time: it is important that the information hub is known and becomes a reference point for the migration issue in the community.

- Monitor that the hub is generating updated data on its work and migration trends in the area.

- Promote community and voluntary participation of people through internships or volunteer work.

- Encourage the development of joint activities and information products with other organizations.

- To continuously provide the hub with relevant, updated and clear information materials.

- Actively participate in the community dialogue on migration.

ANNEXES

ANNEX 1:
Interview Guidelines for the identification of Vulnerable profiles[9]

1. Interview General Data

Name of the person conducting the interview, institution, position, telephone, and email:

_____

_____

Date: _____ Time: _____ Place: _____

Name of the interpreter (if any), and language in which the interview is conducted:

_____

2. Migrant Information

1.	Full Name:
	Also known as:
2.	Sex Male ( ) Female ( )
	Gender:[10]
3.	Date of birth (dd/mm/yy)
	Minor under 18 years (boy, girl or adolescent) ( )[11] Adult ( )
4. Place of birth	**5.** Nationality[12]
6. Current address	
7. Religion	**8.** Ethnic group
9. Language	**10.** Civil status
11. Contact information	

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[9]   International Organization for Migration, Regional Guidelines for the Preliminary Identification of Profiles and Reference Mechanisms of Migrant Populations in Conditions of Vulnerability, Regional Conference on Migration (San José, 2013) Available at www.crmsv.org/sites/default/files/publicaciones/lineamientos_eng_disco.pdf. For more information and training, and to access more in-depth interview tools, staff at the counters can contact IOM or consult the handbook on protection and assistance to migrants vulnerable to exploitation, abuse and violence (IOM, 2020).

[10] If the identification document carried by the person does not correspond to his/her personal presentation, indicate the gender chosen by the person (female or male).

[11] If separated or unaccompanied, immediately call and refer the case to the child protection institution in the country.

[12] If he or she indicates that he or she has no nationality, he or she may be stateless and should be so stated in the questionnaire.

12.	Are you travelling alone, with family or other persons? State names and relationship	
a.		
b.		
c.		
13.	Identification document (list type, country, issuing country, number, expiration date)	**a.** Passport **b.** Other (specify) **c.** No identification (indicate why)
14.	Apparent or reported health status of the person: (dehydration, burns, bruises, injuries, anxiety, nerves or other) Other conditions: (pregnant woman, disabled person, other) Do you have a chronic or terminal illness? Do you take medication?	

3. Determination of the profile and specific protection and assistance needs[13]

15. When did you leave your place of origin or residence? _____

16. Where did the migration route start? _____

17. Mention the places or countries you have passed through since your departure.

Country	Days	Means of transportation
1.		
2.		
3.		
4.		

18. Do you know what country you are in, when you arrived and where you entered from? _____

19. Why did you leave your place of origin? Circle the relevant option (you can check more than one)[14]

Educational opportunity / Job search and better life / Promise or job offer by a third persons†/ Visit to family or friends / Family reunification / Marriage / Fraud† / Promise of third party linked to country of destination†/ Persecution* / Your life, freedom or personal integrity is in danger* / Widespread violence* / Domestic violence* / Armed conflict* / Disturbance of public order* / Natural disaster or climate situation / Discrimination* / Other

Specify: _____

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[13] In the case of victims of trafficking, bear in mind that they may be accompanied by their traffickers, so they may be more afraid to be questioned, may be extremely distressed or even express a lot of anger, distrust or resistance.

* Indication that the person could be a refugee or an applicant for refugee status and should therefore refer to the respective national process and inform them of the existence of UNHCR.

† Indication that the person may be a victim of trafficking and the national protection mechanism should be initiated.

20. How did you leave your place of origin or residence? Please circle the relevant option (you can check more than one):

By his/her own means / With the help of someone† / He paid someone† / Involuntarily (kidnapping, coercion, sold by someone) † / Other

Specify: _____

_____

21. Did you suffer threats, abuse, beatings, extortion, psychological or sexual violence from the person who contacted, assisted, transported or sheltered you?

_____

22. Did you have documentation at the beginning of your migration process? Indicate if any person or authority took it away or held it for you.

_____

23. Have you suffered any abuse or mistreatment by any national authority?

_____

24. Have you made any complaints or allegations in this regard?

_____

25. Was this country your final destination when you started your journey? _____ Yes _____ No

In the case it was not your intentended destination, indicate which was and why:

26. Do you want to go back to your country of origin?

Yes _____ No _____ Why: _____

Detention * / Prosecution / Physical Violence† * / Sexual violence or for reasons of gender†* / Fear of retaliation† / Persecution */ Discrimination* / Other (please specify)

General observations

_____

_____

_____

_____

_____

4. Use of indicators for profile determination:

Determine the profile based on the findings of the indicators. It should be noted that profiles (e.g. human trafficking victims, unaccompanied or separated minors, among others) are not mutually exclusive. Individuals may qualify for several profiles simultaneously and therefore have multiple needs.

Check each of the indicators that apply.

Profile	Vulnerability indicators	✓
1) Potential victim of trafficking.[14]	You received a job or study offer, but you do not know the location where you will work or study or the people who hired you or made the offer.	
	The person who made you the offer provided you with the means for your transfer, in addition to your travel documents.	
	The person transferring or hosting him/her removed his/her identification and travel documents.	
	He/She has been subjected to control or surveillance.	
	You have been kept under constant threat against him/her or family members.	
	He/She has been forced to work in an activity different from the one she was promised or in conditions different from those promised and against his/her will.	
	He/She has been forced to work to pay off a debt.	
	He/She has been subjected to exploitation.	
	He/She has been coerced to participate in illegal activities.	
	He/She has been physically, sexually, or psychologically abused for the purpose of maintaining her subjection and coercing her freedom.	
	There has been exploitation of a situation of vulnerability by a third party (poverty, marginalization, lack of opportunities or unemployment).	
	He/She was abducted from her place of origin and then transferred and exploited.	
2) Potential refugee / refugee status applicant.	He/She was forced to leave his/her place of origin because of persecution on grounds of race, religion, nationality, membership of a particular social group or political opinion, or because his/her life, safety or freedom had been threatened by widespread violence, foreign aggression, internal conflicts, massive human rights violations or other circumstances that seriously disturbed public order.	
	He/She is applying for refugee status.	
	He/She expresses fear of returning to her country or of being persecuted.	

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[14] United Nations, Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, supplementing the United Nations Convention against Transnational Organized Crime (Palermo, 2000).
Available at www.ohchr.org/Documents/ProfessionalInterest/ProtocolTraffickingInPersons_sp.pdf.

3) Migrant person at risk.	He/She migratory transit has been long and risky for their physical and emotional integrity.	
	He/She has suffered assaults, robberies, sexual violence, mistreatment, kidnapping, extortion, among others.	
	He/She does not know the language or local customs.	
	He/She is stranded, displaced, unable to communicate and without resources.	
	He/She has been forcibly displaced due to natural disasters or climatic factors.	
	Woman alone, pregnant and without support resources, especially adolescents.	
	He/She suffers from malnutrition, sunstroke, serious injuries due to the hazardous conditions of the trip.	
	He/She is ill or injured, disabled or an older adult travelling unaccompanied and requiring protection.	
	He/She has been at the expense of a migrant smuggling network.	
4) Unaccompanied, separated or otherwise children and adolescents at risk.	Travelling alone or separately.	
	Travelling or meeting an adult who is not responsible for his/her care or guardianship.	
	Has been a victim of rights violations (theft, rape, abuse, exploitation or other).	

From the use of the indicators, it is concluded that the person interviewed qualifies for the following profile (he/she may qualify for more than one):

1. Possible human trafficking.

2. Possible refugee/ applicant for refugee status.

3. Migrant person or refugee at risk conditions.

4. Unaccompanied, separated or otherwise children and adolescents at risk.

5. Registration of actions taken

Current situation of the person (more than one options can be checked)	Assistance provided (brief description of actions taken)	Reference instance
Possible human trafficking victim.		Name of the institution: Person attending the referral: Telephone and email: Date:
Refugee or Refugee status applicant.		Name of the institution: Person attending the referral: Telephone and email: Date:
Unaccompanied, separated or otherwise children and adolescents at risk.		Name of the institution: Person attending the referral: Telephone and email: Date:
Migrant person at risk.		Name of the institution: Person attending the referral: Telephone and email: Date:

ANNEX 2:
Safety and relief:
Psychological First Aid (PFA)

Sometimes, the vulnerable situation and experiences of migrants with whom one interacts can generate situations of emotional stress that have a physical expression. If the person assisted shows visible signs of emotional instability, such as anxiety, obvious worry, crying, disorientation, restlessness, or difficulty in breathing, psychological first aid should be provided. However, it is important to note that not everyone experiencing a crisis situation will need or want psychological first aid. Help should not be forced on those who do not want it but should be available to those who may want support.

In these cases, psychological first aid should be provided before the interview process begins. Anyone can provide psychological first aid, as long as they have undergone training to do so. It is not necessary to be a mental health professional.

Distressing experiences or events can affect migrants in different ways. Some people experience mild reactions, while others may react more severely. This depends on many factors, such as the nature and severity of the events they have experienced; the support of others in their lives; their physical health; their personal and family history of mental health problems; their culture and traditions; and their age.

An overview and the three principles of actions of psychological first aid are discussed below; however, it is recommended that field staff be trained in this process.

What is psychological first aid? (PFA)

PFAs can be defined as "a human response, supporting another human being who is suffering and may need help".[15] PFA's include the following actions:

- Provide help and support in a non-invasive manner.
- Assess needs and concerns.
- Helping people meet their basic needs (e.g., food and water, information, etc.)
- Listening to people, but not pressuring them to talk.
- Comfort people and help them feel calm.
- Help people access information, services and social supports.
- Protecting people from further danger

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[15] Pan American Health Organization. (2016). First Psychological Aid (PAP): in response to emergencies and disasters. Available at www.paho.org/hq/dmdocuments/2016/Carmen-Martinez.pdf.

The PFA do not include the following actions

- Professional advice.
- *Psychological* debriefing,[16] since PFA's do not necessarily enter the discussion of the details of the event that has caused the distress.
- Ask someone to analyse what has happened to you or to sort out the events.
- Although PFA's are supposed to be available to listen to people's stories, it is not a matter of pressuring them to tell their feelings and reactions to the situation.

Who are the PFA's aimed at?

PFAs target very distressed people who have recently been exposed to critical events. Help can be provided to both children and adults. There may be situations where the person needs much more specialized support, so it is important to know one's limits and seek help from specialists, such as health workers, local authorities or community leaders.

When and where are PFA's provided?

It focuses on helping people who have recently been affected by a crisis situation, but some people may still need them long after this event. They can be offered in any safe place to do so, preferably in a private setting.

PFA's must be provided in a responsible manner and this requires four main aspects:

- Respecting the safety, dignity and rights of the people served.
- Adapting one's action to people's culture and other differences (such as gender or sexual orientation).
- Consider other measures to respond to the emergency or situation.
- Self-care and ensuring one's own safety.

Preparation

Before providing PFA, you should prepare with the following aspects:

- Get informed about what has happened, especially when PFA's are given in an emergency or crisis context.
- Learn about available services and support.
- Learn about possible safety risks.

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[16] WHO (2010) and Sphere (2011) describe "psychological debriefing" as promoting emotional venting by asking the person to briefly but systematically describe their perceptions, thoughts and emotional reactions during the traumatic event. This interaction is not recommended. It is different from the routine operational debriefing of humanitarian workers used by some organizations at the end of their missions or work tasks. *Source:* First Psychological Aid: A Guide for Field Workers WHO, 2012.

Action principles for psychological first aid:

PFA's are divided into three action principles. These principles and the main actions these encompass are listed below:

1. OBSERVE

- Check safety.

- Check for people with obvious urgent basic needs.

- Check for people with severe distress reactions.

▶ **GUIDE QUESTIONS FOR PROPER OBSERVATION:**

- Is there anyone with obvious urgent basic needs such as not being safe from the weather or torn clothing?

- Who may require help to access basic services or special attention and may suffer discrimination or violence as a result?

- Who else in the area is available to help?

- Are there people who are very disturbed and unable to move around on their own, who are unresponsive, or who are in a state of *shock*?

- Where are the most distressed people and who are they?

2. LISTEN

- Address yourself to those who may need help.

- Ask what people need and what they are concerned about.

- Listen to people and help them to calm down: this includes helping them to calm their breathing.

▶ **ADDRESS THE PERSONS THAT MIGHT NEED HELP:**

- Address the person with respect and taking into account their culture.

- Introduce yourself and your organization.

- Ask if you can help.

- As much as possible, try to find a quiet and safe place to talk.

- Help the person feel comfortable, for example, offer water if possible.

- Try to keep the person safe.

- Keep the person out of imminent danger if it is safe to do so.

- Try to protect the person from the media to safeguard their privacy and dignity.

- If the person is very distressed, try to accompany them or find safe company.

▶ **ASK WHAT THE PERSONS NEED AND WHAT THEY'RE WORRIED ABOUT:**

- Ask about the needs, even if some of them seem obvious.

- Find out what is most important to the person at the time and help him or her set priorities.

▶ **LISTEN TO THE PERSONS AND HELP THEM TO CALM DOWN:**

- Stay close to the person.

- Do not pressure them to talk.

- Listen if he/she decides to tell you what happened.

- If the person is very upset, help him or her calm down and try to make sure that he or she is not alone.

3. CONNECT

- Address yourself to those who may need help.

- Help the persons to solve their problems.

- Ask about what the persons need and what they are worried about.

- Listen to the persons and help them calm down.

- Connect the persons with family members, acquaintances, and services.

- Provide information.

▶ HELP THE PERSONS TO SOLVE THEIR PROBLEMS

- Help the person identify help in his/her life, such as friends and relatives, that can help him in the situation he/she is in.

- Make practical suggestions for the person to meet his or her own needs (for example, explain how he or she can register for food aid or material assistance).

- Ask the person to recall how they dealt with difficult situations in the past and reinforce their ability to cope with the current situation.

- Ask the person what helps him or her feel better. Encourage the person to use positive response strategies and avoid negative ones.

▶ PROVIDE INFORMATION

Report on occurrences, the situation of their loved ones and others who have been affected, their safety, their rights and how to access the services people need in general.

When giving information to affected persons:

- Notify the source of the information you are transmitting.

- Say only what is known, and never make up information or give false hopes.

- Keep messages simple and accurate, and repeat them to ensure that the person hears well and learns the information.

- It may be helpful to give the information to groups of people who are affected, so that everyone receives the same message.

- Let them know if you will continue to give them news, and if so, where and when.

> ### ▶ When does the help end and how do the PFA conclude?
>
> This will depend on the context and it is important to judge the situation as well as the person's needs and your own. Explain to the person that your help has ended and introduce them to the people who will continue to help them (in case they need more specialized help). If you have already put the person in touch with other services, let them know what they will be dealing with, and be sure to give them the details they need for a proper follow-up. Always say goodbye in a positive way and wish the person well.

ANNEX 3:
Guidelines to fill out the Information Hubs form

The Hubs Form is the tool used to record attention cases and activities carried out by the information hubs on migration receiving technical assistance from IOM's Regional Programme on Migration in the countries where it operates. Attention Cases are all the advice given by the person in charge of the hub to those who visit it. Activities are all actions taken by the hub to reach a significant number of people in the communities where the hub is located.

The registration of attention cases and activities carried out by the hub is a very important element in evaluating the impact of each hub and the needs of the population served. The registration form is available in two versions: one in Excel and one in KoBo.[17] The following guide aims to explain in detail how to fill out the migration information hub form in both formats and to answer questions that may arise in this process.

The form has three main sections:

1. REGISTRATION

This section provides basic information about the hub, the person in charge and the activities carried out.

ID		This ID is issued prior to registration by the Information Management unit of IOM's Regional Programme. Each person has a different ID.
Date		This does not refer to the date the registration is being made, but to the date the activity was performed.
Hub		It is necessary to indicate in which hub the activity was carried out. The option "other" is used to register a new hub that does not appear in the list of options.
Type of hub		The permanent hub is the one that performs the registration within a permanent installation. In the case of the mobile hub, it is the hub staff who go out into the field to perform their functions.

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17 KoBo Toolbox is an open source system for the collection and analysis of data.

2. CASES FORM

This section provides information about the person who received attention and the type of services provided. The objective is to collect information on the migratory profile of the persons assisted, as well as information on their work profile, the services requested, and the actions taken by the hub. It should be remembered that a form must be completed for each person attended to.

	FIELD	KOBO	EXCEL
A.0.	Name of the person attended to	Data not required.	Data required.
A.1.	Nationality of the person attended to	A list of different nationalities is provided. If the nationality of the person is not on the list, select "other" and specify. If the person has a second nationality, this must be specified.	
A.2.	Is the person a resident or in transit?	Specify whether the person is in transit or resides in the country where the hub activities are taking place.	
A.3.	Address	Specify country, city (or area / state / province), municipality (or district) and community.	For example, canton and district in the case of Costa Rica, state and municipality in the case of Mexico, province and district in the case of Panama.
A.4.	Is it a migrant person?	Select yes or no.	
A.5.	Age of the person attended to	No precise age is required. A list is provided with different age ranges from which the officer will have to choose from.	
A.6.	Gender of the person attended to	A list of different genders is provided. If the person being assisted identifies with another gender, the option "other" must be indicated and specified.	
A.7.	Civil status of the person attended to	Listing with different civil status.	
A.8.	School level	**The categories provided are:** 1) **Did not undertake studies:** has not received any education. 2) **Incomplete primary:** began basic academic studies but did not finish them before reaching the sixth grade of primary school. 3) **Completed primary:** managed to complete basic education, reached sixth grade of primary school.	

	4) **Incomplete secondary school:** did not reach the eleventh grade of basic higher education.
	5) **Complete secondary education:** managed to complete basic higher education and achieved a high school degree.
	6) **Incomplete non-university higher education:** has pursued technical studies in technical institutions or higher technical education but did not earn a tittle.
	7) **Completed non-university higher education:** has completed technical studies in a higher technical education institution and has obtained the title of technician or specialization in a given area.
	8) **Incomplete university degree:** has begun university studies but has not completed a specific degree.
	9) **Complete university degree:** has completed university studies in a specific career.
	10) **University postgraduate degree:** has completed university studies and continued studies at the master's or doctorate level.
A.9. Occupation area	It refers to the work situation in which the person is at the time of registration, not to the situation lived previously or in his/her country of origin (in the case of a migrant). In case of selecting the options "work" or "study and work", it would be necessary to specify the area of occupation and labour formality.
A.10. Requested services	A maximum of three services can be registered. In case the service is not in the list you must select the option "other" and specify the service provided.
A.11. Executed actions	The actions carried out by the hub depend on the service provided to the person assisted. In case "other" is selected it will be necessary to specify. In case you select "referred to organizations" it will be necessary to specify the organization in the following section.
A.12 and A.13	At the end of the registration of the service provided and the action taken, you will be asked to indicate whether another service was provided or not. The sections relating to the three services possibly provided are located next to each other in the same hub.

		In case it is necessary to add information about more services, the questions about the services provided and their respective actions will be displayed again. In case there is not more than one service provided, select "not applicable" in the corresponding sections.	In case there is not more than one service provided, select "not applicable" in the corresponding sections.
A.14.	Vulnerability detection	Selecting "yes" will prompt you to choose from the options in a vulnerability list. In case you select "other" it will be necessary to specify the type of vulnerability.	

3. ACTIVITIES FORM

This section provides information on the activities carried out by the information hub for the benefit of the migrant population and communities, such as information days, workshops, and visits to education centres, among others.

|	FIELD	KOBO	EXCEL
B.1.	Place where the activity was carried out	Specify country, city (or area / state / province), municipality (or district) and community	Specify city and municipality, or area and district. For example, in the case of Mexico, state and municipality, in the case of Costa Rica, province and district.
B.2.	Actions or topics covered with the activity	If "training workshop" is chosen, it is required to indicate the number of people who scored above 70 during the training. When choosing "other" it will be necessary to specify.	
B.3.	Briefly explain the activity carried out	A brief summary of the activity carried out is requested.	
B.4.	Approximate number of people reached with the activity	An approximate regarding the number of people reached by the activity should be selected.	
B.5.	Indicate the percentage of female participants	Taking into account the approximate number of participants, indicate the approximate percentage (e.g. 20%, 50%, 80%) of female participants.	
B.6.	Average age of the target audience	It is required to choose the range with the average age of the people reached with the activity carried out by the hub.	
B.7.	Percentage of participants under 18 years of age	Considering the approximate number of participants, indicate the approximate percentage (for example 20%, 50%, 80%) of underage participants.	
B.8.	Detection of unmet information needs during the activity	When selecting "yes" it will be necessary to specify the needs identified in a concise and brief manner.	
B.9.	Follow-up actions of the activity carried out	After the activity, specify what the follow-up actions were by the hub (e.g. "a questionnaire will be sent by e-mail", "a second information day will be held" among others).	

ANNEX 4:
How can I make a communication strategy for my information hub?

Communication is an essential tool for creating relationships and generating greater impact. For its implementation to be effective, communication must be worked on in a planned and strategic way. This section proposes four steps to carry out a communication process based on strategic thinking. The purpose of this section is to provide guidance that can be replicated and adapted in different countries and contexts, and in turn generate greater positive impact through the actions of the information hubs on migration.

FOUR STEPS TO GENERATE COMMUNICATION ACTIONS
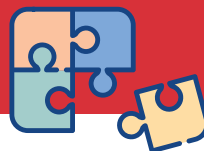
Strategic thinking seeks to establish actions within a defined time frame to achieve better results. As shown below, this can be represented by a four-step cycle that includes research, planning, implementation and ongoing evaluation activities. Each step of the process is explained below.

❯ STEP 1. Research

Before proposing materials or activities it is necessary to define the current situation and the need that you want to work on. Some recommended research tools are:

- **The target audience map:** it is important to identify not only the target audience (those priority people you want your message to reach), but also the audiences that can have a significant influence, positive or negative, on the community. These we will call welcome audiences and may include, for example, local authorities, community leaders or visitors from other communities.

  A very useful way to decide which audiences to focus on is to draw a matrix and place them all according to their interest and power to influence the situation. Thus, the upper right quadrant would group the priority audiences, as shown in the example below. In this case, we should direct our campaign towards immigration authorities and local police, since they are the ones who may have the most power and interest in this particular issue.

- **Situational and communication diagnosis:** collect and analyse data to understand the problem in a global way. The first allows us to analyse the current situation to determine how we want to change it, and the second allows us to know how information is currently transmitted.

  We want to know in detail about the current situation, so it is essential to ask questions such as: What do our audiences think about this problem? What are their attitudes? Who do they trust? What are their fears? How do they receive information? Do they have access to the internet?

Message: a new form of victims of human trafficking recruitment has been detected
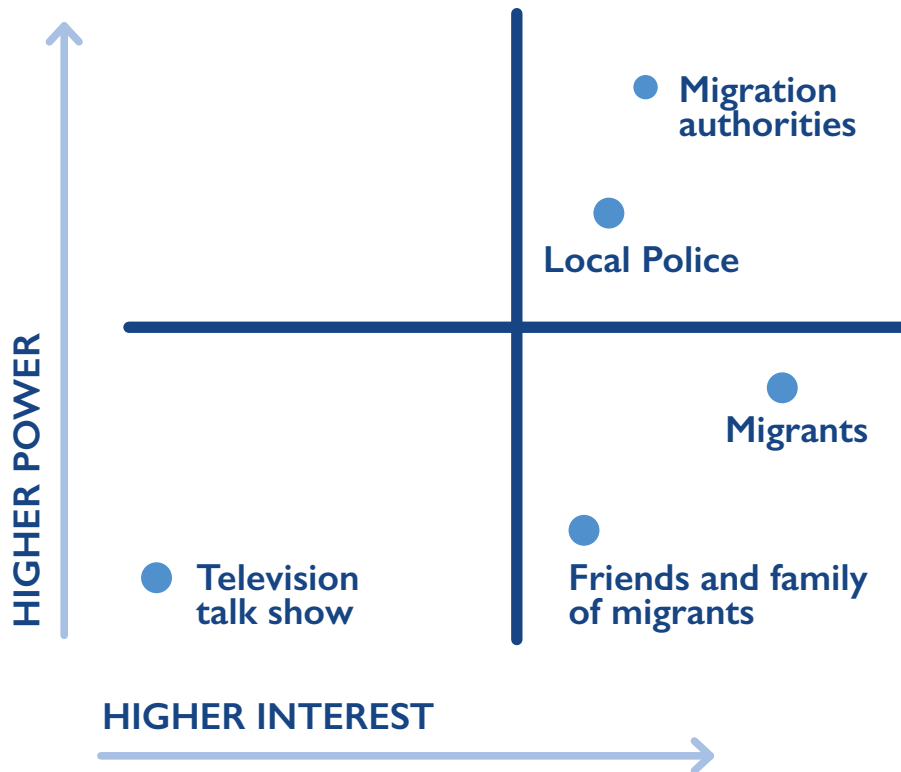
- **SWOT:** this tool allows to know the strengths, weaknesses, opportunities, and threats, as shown in the following diagram:

The internal analysis refers to our own organization. In other words, strengths and weaknesses would be looked for in our hubs. For example, a strength could be "having local staff who know the problems in the area", while an identified weakness could be "we have no possibility of attending 24/7".

The external analysis, on the other hand, should be thought of with respect to environmental factors: the local government, the community, other institutions and organizations that serve migrants.

	Potential competitive advantages	Potential problems
External Analysis	• Values - Attitudes. • Consumer protection. • Supplier volume. • Positioning.	• Social policy. • Pace of growth. • Substitute products at the best price. • Degree of differentiation.
Internal Analysis	• Distribution network. • Return on investment. • Assimilation of acquired technology. • Level of motivation.	• Productivity level. • Organizational structure. • Information and decision-making system.

› STEP 2. Planning: what will be done about it?

Once the analysis is done, there is a lot of information available. This must be systematized into a strategy by means of planning, for which we recommend that you follow the following steps:

1. **Establish a series of quantifiable, realistic, timed, specific, and measurable objectives.** When writing the objective, it is recommended to consider the target audience, impact category (cognitive, affective, action or production), effect, measurement and time period.

2. **Define the target audience and its characteristics:** Once you have chosen your priority audience, it is vital to know its interests, peculiarities and information consumption habits. For campaigns for the entire locality, it is recommended to segment sub-public audiences according to age, gender and other variables in order to be more effective.

3. **Define key messages:** these are short and direct phrases that will respond to the objective of what you want to communicate. In addition, the tone of the message should be determined (formal, informal, warm, technical, simple) according to the target audience.

The following section addresses in more detail the topic of key messages, as well as information that may be useful for information hubs on migration.

4. **Designing strategy:** the activities, materials, products or tools that will be used to communicate should be detailed.

5. **Establish resources** and budget needed for implementation.

6. **Create the products:** this is the stage where, if needed, printing materials or recording videos must be created.

7. **Validate the products:** find someone who shares the educational and socioeconomic level of your target audience and show them the product. Their opinion can help identify and correct errors or identify areas for improvement to make the final product more efficient.

8. **Establish methods to evaluate each strategy:** it is recommended to look for quantitative metrics. For example, people who received the information or how many people consulted for a new service after it was released in different media.

9. **Define timeline:** aims to plan in advance and measure the times to execute the tasks.

• How to build key messages?

One of the most common communication mistakes is to give too much information at once. This confuses the public and prevents communication objectives from being achieved.

To avoid this situation and communicate effectively, key messages must always be constructed. These are short, concise and easy-to-remember phrases that are repeated throughout the communication strategy through various channels.

To establish the key messages you can start by asking what it is that you want to say, and generate a hierarchy to establish which are the most important messages that respond to the communication objective and are attractive to the target audience.

• Topics for information hubs on migration

The experience of the hubs allows us to define and build materials with assertive and essential content. However, it must be stressed that each location has different needs and that content must be adjusted effectively, through strategic thinking and communication.

Below are the main topics that can be used to develop materials:

- Safe, orderly and regular migration.

- Promoting the human rights of migrants.

- Inclusion and empowerment.

- Labour migration and human rights.

- How to carry out migration procedures?

- What is the process to access institutional services?

- Where to receive help in locating family members?

- What services do we offer?

This could be a key message. Simple and concise.

> **Information hubs on migration provide free access to reliable, immediate and customized information.**

❯ STEP 3. Implementation

There is no route for this stage! It is time to implement the strategy you have planned, use the resources available and try to stick to the budget and schedule.

It is very important to pay attention to the performance of each of the products with respect to the original planning, in order to have the opportunity to correct messages or materials that are not working as planned, or to promote those that are more successful.

❯ STEP 4. Evaluation: Has the target audience(s) been reached and what has been the effect?

Once actions have been implemented and materials distributed, it is recommended to:

1. Analyse the results, in order to rethink or reinforce the strategies and actions. This improves performance, prevents making the same mistakes in the future and promotes more effective investment of resources.

2. Write a final report to create a database that becomes a mechanism for consultation and analysis to create new strategies.

COMMUNICATION TOOLS

The International Organization for Migration (IOM) has developed communication tools to promote safe, regular and dignified migration. Each can be useful for the hubs to have updated information and develop their own materials, strengthen their functions and be sustainable over time.

MIGRANTINFO

The website migrantinfo.iom.int/ is a website that provides information on services for migrants and processes required to migrate safely and regularly. The person in charge of a hub can verify in the portal migratory information to share with the users.

MIGAPP

MigApp is IOM's global mobile application that provides information on regular and safe migration for migrants. It contains data on migration requirements, consulates and embassies, health services, emergency alerts and news, among others.

In this case, the counters can obtain endorsed and relevant information from the application to share with migrants; they can also keep up to date on the migration context and regional emergencies, and promote the use of the application to ensure that migrants have reliable and secure data.

EDUCATIONAL TOOLKIT ON MIGRATION

This is a digital toolbox created for those who wish to implement dynamics related to the following three pillars of the migration context:
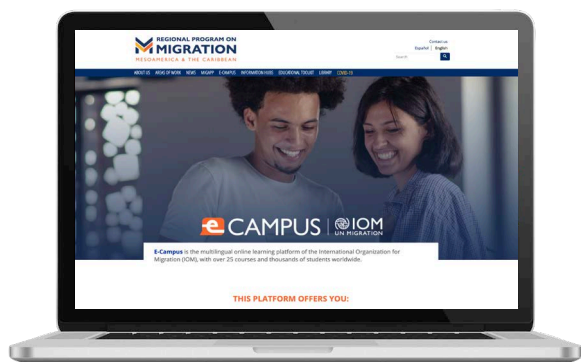
- Migration.

- Risks of irregular migration.

- Inclusion and support.

Each of these sections has a series of materials (videos, games, documentaries, photographs, brochures, campaigns, among others) for different target audiences. These have been tested by different authorities and specialists in the field.

Before using the toolkit, it is recommended to make an analysis of the audience, their knowledge, attitude, behaviour and migratory context. Subsequently, key messages and main objectives should be created in order to generate an efficient impact. In the following link you can find the instructional toolkit with all the mentioned materials: https://programamesocaribe.iom.int/en/educational-toolkit.

E-CAMPUS

E-Campus is IOM's free, virtual platform for migration courses and training materials.

It is an easily and quickly accessible training space with varied content including migration management, psychosocial care for migrants, vulnerable populations, among others. This tool is essential because it allows training and updating of those working at the counters.

To access the IOM E-Campus, you only need to connect to the Internet and register for the self-learning platform. The courses last between 3-5 hours and once they are completed a certification is given. Support materials such as manuals and specific thematic guides on migration can also be downloaded from E-Campus. These courses will help the person in charge of the hub to keep updated on various topics for the attention to migrants (e.g. psychosocial assistance, migration of children and adolescents, prevention of trafficking in persons, among others). You can access the platform at the following link: www.ecampus.iom.int/.

ANNEX 4: HOW CAN I MAKE A COMMUNICATION STRATEGY FOR MY INFORMATION HUB?

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SOMOS COLMENA

Somos Colmena is a virtual community in social networks that aims to disseminate information that promotes regular and safe migration, as well as human rights and integration of migrants. The information hubs on migration can use the materials and campaigns that Somos Colmena carries out, since they are materials designed by IOM through participatory processes of Communication for Development. Somos Colmena can be found on Facebook, Instagram and Twitter as @enlacolmena.
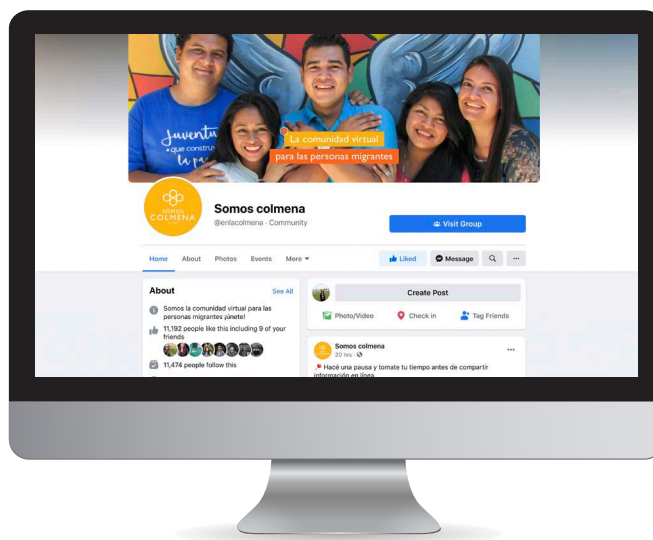
ANNEX 5:
Community Migration Advisor Manual

With the aim of getting closer to the communities in a more personal way, the model of the Migrant Community Advisor (MCA) has been developed, in response to the immediate needs in terms of information and prevention of migration. The purpose of the MCA person is to bring or link the information hubs to the community dynamics, in support of the objectives of reliable information, prevention of migration at risk, identification of cases of vulnerability and referral of the services of the hubs.

This annex presents the methodology and actions developed by the national team of the **Mesoamerica Programme in Guatemala**, to implement the figure of MCA, which, through voluntary and permanent work, strengthens the work of the information hubs on migration.

1. DEFINITION OF THE MIGRANT COMMUNITY ADVISOR (MCA) PERSON

The MCA person is a community agent, leader in a specific area with the ability to inform the population about migration issues, and to relate the work of the information hubs on migration with the community.

The MCA method is based on oral tradition, what does this mean? That the projection of its work uses oral communication as the main tool. It flows at the rhythm of everyday life and interpersonal meetings that you may have on a common day, a work day, a neighbourhood celebration or a local festival, that is, it takes advantage of all those spaces of participation to be able to share your knowledge about safe and orderly migration.

The work of the MCA person and its success requires that the strategy includes anthropological knowledge of the context and community dynamics (it is recommended to take into account historical, geographical, cultural, ethnic, social and economic aspects).

The MCA must have knowledge about migration and must have the ability and willingness to orient and refer cases directly to the hub or other institutions that have a relationship with the topic.

2. IMPLEMENTATION

After the experience in the different hubs that have MCA persons, it is recommended first to hold technical meetings with the staff in charge of the hubs to suggest the incorporation and training of community leaders who act as MCA persons in support of the work and dissemination of the services offered by the information hub.

It is recommended to use different **group work** tools that facilitate the development of **ideas, initiatives and new activities** for the integration of MCA persons in the hubs, for example: to carry out **focus groups** with the participation of key persons from institutions to build a proposal and a methodology of their own.

It is important to work with existing groups since it can facilitate and speed up the processes, and it also represents a safe mechanism for communication, activities effectiveness and efficiency since the groups are already familiar with the persons in charge of the hubs. As the primary experience is strengthened, it is suggested that new leaderships be identified and formed, involving everyone who wants to become an MCA person.

▶ IDENTIFICATION AND SELECTION OF MCA PERSONS

The process of identifying, selecting and implementing the role of the MCA as a relationship agent between the community and the hubs is based on the following actions, which are replicable and adaptable to different regional contexts:

- Call of organized groups and leaders to make the work of the information hubs on migration known and the intention to promote the role of the CCM as a highly binding stakeholder at the community level, inviting them to share ideas and learn more about the migration issue within a scheme of awareness.

- Facilitate spaces for dialogue in environments in which the groups and leaders are already familiarized with (municipal hall, municipal offices, market halls, homes of neighbours, for example) in the presence of technicians, promoters, professional practitioners or people with whom they have already established some kind of social relationship.

- Ensure that information shared with migrants and other users of the hubs is received by people they already know. Raising awareness about migration without first fostering a safe and trusting environment for the person may delay the process.

- Raising awareness about migration: in this space emotions and thoughts, ideas and questions are discovered that should be handled by the team presiding over the meeting with patience and active listening as methodological tools. It is possible that, in communities, in order to talk about migration, one must first talk about daily life, needs, emotions, family experiences, realities, among others. In this process, the use of the IOM Migration Education Toolkit is recommended.

- Provide a brief induction on migration and the services of the information hub: socialize and create common concepts around the reality and phenomenon of migration in the community; and share the services of the information hub by inviting them to be part of it as part of an informative, preventive, voluntary and committed work.

- The question "Who wants to participate?" identifies people directly and voluntarily. We proceed to register their data and consult about the availability of time to receive inductions, workshops and trainings.

PROFILE AND RESPONSABILITIES OF THE MCA PERSON

▶ **Who can be an MCA person?**

MCA persons can be all those persons who, being part of a community, are sensitive to the reality of their neighbours and who, based on the community dynamics and social relations, feel familiar with the signs, signals and needs on a daily basis. MCA persons have a vocation of service and tend to have a commitment to support others on a voluntary basis, in this case to warn their community about the risks and dangers of migration, and to refer cases to the nearest hub.

People who serve as MCAs are trusted community stakeholders, those who, motivated by the value of life and the good of their community, know how to listen and can guide any member of their community who may or may not be vulnerable. They are characterized by being responsible, honest, respectful of thoughts, emotions and differences, intuitive with a high desire for collaboration to mention some of the most relevant qualities.

▶ **What should be the profile of an MCA?**

- Be a person sensitive to social phenomena and willing to work on a voluntary basis to ensure communication and collaboration in a team.

- Leader in your municipality, community or neighbourhood.

- Representative or member of entities or groups that bring together various sectors of the population at the municipal or community level.

- Have experience in organized groups and demonstrate good interaction with others based on a chain of values such as respect, tolerance, solidarity and responsibility.

- Be willing to learn specific knowledge on migration issues and to address the issue.

▶ **Responsibilities of the MCA**

The responsibilities of the persons who serve as community immigration counsellors are:

- To bring together or relate the information hubs on migration with the community dynamics for the development of activities that will inform about the institutional services of the hubs and distribute information on the prevention of irregular migration.

- To be a reliable reference on migration in their locality to provide guidance on the risks and dangers of irregular migration.

- Identify cases at risk or in a situation of vulnerability that need advice on migration, to provide information directly, or refer them to the information hub in their locality to receive the necessary attention and protection.

- Support the activities planned by the information hubs on migration and generate their own activities in the neighbourhood, area or place of residence, in order to inform the population about the importance of regular, orderly and safe migration.

- Support in the location of people and prevent fraud and deception regarding migration.

- Share their migration knowledge with other leaders, religious leaders, educators and families for the protection of the life and family of the migrant.

- Communicate and report to the person in charge of the hub on the activities and initiatives to be developed in the community.

- The MCA participates as a volunteer by means of a letter of intent for a period of time determined by the parties, which may be extended in accordance with the MCA's will and at the discretion of the person in charge of the information hub.

- The information hubs must invite those who are MCAs to share the information and advantages with new community agents in order to awaken the interest of new volunteers.

▶ Persons acting as MCA must remember that:

- *Information of migrants is confidential and remember to refer people to the information hub in your community when the case needs specific attention, protection and referral.*

- *An MCA person may not charge for the information they provide or the activities they perform, nor may they confuse their work with visa services.*

▶ Encouraging MCA participation

The identification, call, sensitization, volunteering and follow up of the MCAs is the responsibility of the persons in charge of the information hub of each locality.

The director/coordinator of the municipal office attending the migration information hub in the town is in charge of promoting community and voluntary participation of people to collaborate with the hub as MCAs. Likewise, it is responsible of providing inductions and workshops that train volunteers in migration issues; and who in a coordinated manner plans activities that involve MCA persons, provides them with accompaniment and monitoring, and records the communications, actions and cases attended to jointly.

▶ What skills and good practices are required to be an MCA?

- A person who remains active in his/her community, recognized for his/her social commitment, with a high sense of identity and community belonging.

- Experience in community participation and leadership is highly valued.

- Someone that seeks to integrate groups and proposes community activities or initiatives.

- Ability to interact and communicate in community. Good oral expression is highly valued.

- Friendly, dynamic, participative, and proactive person, who projects high levels of confidence for the protection of the information obtained from the people.

- A tolerant, patient, respectful person who is willing to work with groups made up of children, young people, women, migrants, LGBTI groups and vulnerable populations.

- A person who knows the community and cultural dynamics, mother tongue units, and is friendly and familiar with the community.

- Community agent capable of raising awareness, informing, preventing, leading, and promoting community organization with a migration focus.

- Openness to teamwork and communication with various local, municipal, departmental, national, and international entities and organizations.

- Person who generates ideas, initiatives and is a good receptor of collective suggestions.

- Willingness and availability of time to attend meetings, workshops and trainings related to the migration issue.

The participation of women, young people, educators, social and religious leaders is encouraged.

▶ What are the requirements to be an MCA?

- You must be of legal age (18 years or older).

- Knowledge to read or write is NOT a requirement. Not having gone to school will not be an impediment.

- The spirit of solidarity, respect, tolerance, communication and the desire to collaborate with the community is highly valued, regardless of educational, socioeconomic, religious or sexual orientation status or any other kind.

- Sensitive to the needs of others, enjoying community living, participation, communication and commitment to the social phenomena that impact their community.

- Attend inductions, workshops and trainings when called upon. Generally, these will be short, practical and periodic activities.

- Keep the person in charge of the information hub informed and updated about the groups or collectives in which they participate, as well as inform them about the shared messages and activities with a migratory focus for their registration.

- Keep the person in charge of the information hub informed and updated about their address and telephone number.

- It does not require a specific schedule. The activities flow with the rhythm of daily life, except for those activities planned together with the information hubs or with organized groups that do require its presence at a specific time.

FREQUENTLY ASKED QUESTIONS

▶ **I want to be an MCA, but I am not over 18 years old, what can I do?**

- If you are a minor, but 16 years old, you can apply, as long as you are accompanied by the adult who has your custody (father, mother, grandparents, aunts, uncles or brothers over 18 years old, or others if applicable).

- The request must be addressed to the person in charge of the information hub with the data and approval of the person responsible for the minor.

- The authorizing person must accompany the minor to the inductions, workshops and trainings.

- Being an MCA under 18 years of age represents an opportunity to inform and prevent the risks and dangers of unsafe migration in schools, colleges, football fields, among others. Adolescents are creative and energetic.

▶ **I want to be an MCA and my mother tongue is not Spanish**

Inclusive, participatory and equitable participation is important, mainly in the communities of origin. **Local languages are recognized as individual and collective rights**, thus the inclusion of community agents whose mother tongue is not Spanish is encouraged. The location and recruitment of local interpreter who can voluntarily transmit information on the migration phenomenon in their mother tongue, and who cover the risks and dangers of migration, is encouraged. The transmission of information in local languages is considered fundamental for the strengthening of the actions of the information hubs on migration.

▶ **I want to be an MCA, but I have little time, can I be an MCA?**

Of course, you can! Being an MCA does not require a specific schedule. As you go about your daily activities, you can share information directly or identify cases for referral to the information hub. For example:

CASES CHART NO. 1

Place	MCA advice	Time used
At the market A mother goes to buy food for her family. She is at the market in a vegetable stand waiting for service, meanwhile she talks and the person who is attending her tells her that she is very upset because her daughter was a victim of domestic violence and she is in a desperate situation because she is still in danger as her husband continues to drink alcohol. The mother is an MCA.	Shows interest in the situation and tells her about the services of the immigration information hub so that she can get the care and assistance needed for the protection of her daughter and the whole family.	**Time used:** 2 a 3 minutes. **Type of intervention:** channelling. **Follow-up:** inform the hub for attention and registration of the case.
At school A teacher is teaching science and technology class. Suddenly a student shares in class that he wants to have all kinds of electronics at home. The teacher applauds him and urges him to study hard to achieve his goals. Instead, the student tells him that he will go to another country to work for it, just as other people in his neighbourhood have done. The teacher is an MCA.	Intervenes by sharing the importance of education and emphasizing the risks and dangers of unsafe migration. Takes this opportunity to give a message to all the students on the subject. And can replicate the topic periodically, since a pull factor has been detected in class.	**Time used:** 2 a 5 minutes. **Type of intervention:** Direct attention. **Follow-up:** inform the hub for the registration of the case.
In the neighbourhood Pedrito and Juan played in the afternoon. When Pedrito returns home he tells his older sister that Juan told him that his mother will go to another country to work because they offered her an excellent salary, but she will not be able to communicate with him for a long time because those are some of the conditions of the job, but she promised him that in a few months she'd save up and send for him. In the meantime, Juan would live with his grandparents. Pedrito's older sister is an MCA.	Two possibilities: a) visit John's mother to share with her about human trafficking and the dangers of unsafe migration (b) inform the person in charge of the information hub to schedule a prevention visit as long as the mother agrees and wants to hear the information.	**Time used:** 5 a 15 minutes. **Type of intervention:** Direct attention or channelling. **Follow-up:** inform the hub for attention and registration of the case.

Source: Own work.

The above cases represent a simple example of the daily life and intervention opportunities of a MCA person, either in a direct way to inform and guide using the knowledge acquired in the inductions, workshops and trainings, or to refer the cases to the information hub without forgetting to inform the person in charge about the realities and cases that have been attended, or about the information provided in the community.

▶ I want to be an MCA and I belong to the LGBTI community; can I participate?

Of course, you can! One of the main functions of the information hubs on migration is to provide direct attention and assistance to those most vulnerable people in places of origin and this includes the LGBTI population.

In this regard MCAs who are members of the LGBTI community are valued for their capacity-building and for being agents for the promotion of respect and tolerance within the communities.

▶ I am a university student and I do not belong to any of the municipalities that have an information hub, can I still be an MCA?

Of course, you can! Students can be involved in strengthening the information and prevention processes at both the technical and operational levels through supervised practice, internships or temporary volunteering to be arranged with the person in charge of the nearest hub.

▶ What are the commitments of an MCA person?

The persons who collaborate as migrant community advisors will commit themselves before the information hubs by means of a letter of commitment for an indefinite period, which can be terminated or renewed when one of the parties requests it.

The letter of mutual commitment may refer to the following activities:

▶ On the part of the information hub

- It will provide the necessary inductions, workshops and trainings to facilitate the understanding of the migration phenomenon, as well as the useful tools for the development of the MCA task.

- The hub team will provide CCM persons with all the human and technical support that the development of the activities requires and will promote communication and permanent orientation to strengthen their work in the community. The follow-up and feedback are indispensable.

- Inclusion and strengthening of participation in spaces that show the work of an MCA.

- The personnel in charge of the hub must safeguard the information received by the MCA. The principle of confidentiality must be mainstreamed in all their actions for the protection of people.

▶ On the part of the MCA

- To attend and participate in the training activities that are necessary for their preparation as MCAs.

- You must comply with the commitment acquired by maintaining communication with the staff of the information hub.

- You cannot charge for the information or the work you do. Any knowledge acquired in inductions, workshops or trainings must be transmitted free of charge and voluntarily.

- Avoid attending, in a direct way, cases that deserve specific actions. You must refer them to the information hub.

▶ **Benefits of an MCA**

Acquires specific knowledge about migration and the different issues it is related to, and provides knowledge about the reality of the community, which will generate political incidence. Hence, they are considered leaders, spokespersons of the needs and agents of change.

- The knowledge and social relations with different groups strengthen the capacities of the MCA and generate more self-confidence, high self-esteem and greater criteria for decision-making, an aspect that impacts their lives on a personal level.

- It expands the services of the information hub and enables an impact on distant and vulnerable communities, which produces great personal satisfaction after supporting, informing and connecting.

- It develops and strengthens social empathy and leadership, while enabling the person to enter new spaces or social circles that allow the promotion of community organization based on common interest.

- Discover and promote new leaderships. It strengthens his/ her dynamism as a leader and promotes teamwork by positioning himself/herself as a reliable, respectful and tolerant reference capable of guiding and leading in emergency situations.

REPORT OF CASES OR ACTIVITIES

Communication between MCAs and hub's staff is essential for the follow-up of actions undertaken and the recording of cases referred and dealt with.

Communicating and recording the actions together will allow to highlight both the work of the information desk and the migrant community counsellor. The main queries are answered:

▶ **How and how often should I report my activities to the person in charge of the information hub?**

- It is recommended to record the results of the communications or activities in a simple notebook and include: the type of information given, the date, the place, the number of persons who heard the information.

- In case of being referred to the information hub, it is recommended to record the name of the person and some contact (as long as the person shares it voluntarily) so that from the information hub it can be followed up. In this case, CCM must transfer this information to the person in charge of the hub.

- It is recommended that every 8 to 10 days the information hub monitors the MCA to consult about its experience, the information given or to channel cases with the objective of following up or accompaniment in case of strengthening the actions of the MCA, and to register the actions in the virtual platform of the information hubs, which represents a vital tool in the process of addressing the migration issue in the community.

▶ **How do I record information if I cannot write?**

- It is recommended that you go to the information hub to communicate your experiences verbally and make sure that the person in charge records the necessary information on the digital platform or in physical format.

▶ **I am the person in charge of the information hub, I do not see the MCA often, how can I find out about his/her actions?**

- It is recommended that you have a database of the MCA persons such as telephone number, address, place of work, contact of some personal reference in order to follow up by phone, schedule a visit, or track the person in case you misplace the contact number.

- Empowering community leaders on migration issues is important, but so is follow-up, which we suggest is planned and agreed upon with each MCA.

▶ **I am the person in charge of the information hub, I have a computer, but I do not have internet, how do I register the cases of the MCA?**

- We recommend the creation of a unique form that should be filled out by hand and folded. A copy of the form can be sent monthly to the International Organization for Migration, an entity that can help with the virtual registration if it is confirmed that the information hub does not have internet service.

- In case of having internet, but in an intermittent way, it is suggested to use the same format, and to schedule the entry of the information when having the service re-established.

▶ **I am the person in charge of the information hub, I went out to work in the field, but I do not have the electronic tools with me, how do I register the cases reported to me by the MCA in the field?**

- Any person involved, whether in direct hub attention or as office team that has received training is considered a mobile hub when they are on the move.

- Being a mobile hub represents a great opportunity, so it is recommended to print and carry with you the unique formats in order to record the cases attended or the activities that may arise without planning, or if it is necessary to share information with a person, group or population in general.

After the actions, emphasis is placed on moving the data from the single format to the digital platform of the information hubs on migration.

ANNEX 6:
Brief glossary on migration[18]

This section explains some basic terms on migration, so that the people in charge of the information hubs on migration can provide a better service to migrants and other users.

▶ **Emigration:** From the perspective of the country of departure, the act of moving from one's country of nationality or usual residence to another country, so that the country of destination effectively becomes his or her new country of usual residence.

▶ **Immigration:** From the perspective of the country of arrival, the act of moving into a country other than one's country of nationality or usual residence, so that the country of destination effectively becomes his or her new country of usual residence.

▶ **Integration:** The two-way process of mutual adaptation between migrants and the societies in which they live, whereby migrants are incorporated into the social, economic, cultural and political life of the receiving community. It entails a set of joint responsibilities for migrants and communities, and incorporates other related notions such as social inclusion and social cohesion.

▶ **Migration:** The movement of persons away from their place of usual residence, either across an international border or within a State.
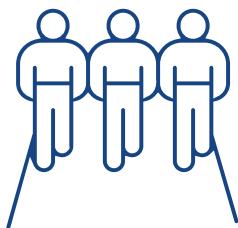
▶ **Internal migration:** The movement of people within a State involving the establishment of a new temporary or permanent residence.

▶ **International migration:** The movement of persons away from their place of usual residence and across an international border to a country of which they are not nationals.

▶ **Irregular migration:** Situation in which a person moves or has moved across an international border and is not authorized to enter or to stay in a State pursuant to the law of that State and to international agreements to which that State is a party.

▶ **Safe, orderly and regular migration:** Movement of persons in keeping both with the laws and regulations governing exit from, entry and return to and stay in States and with States' international law obligations, in a manner in which the human dignity and well-being of migrants are upheld, their rights are respected, protected and fulfilled and the risks associated with the movement of people are acknowledged and mitigated.

▶ **Labour migration:** Movement of persons from one State to another, or within their own country of residence, for the purpose of employment.

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[18] Available at https://publications.iom.int/system/files/pdf/iml_34_glossary.pdf.

▶ **Country of origin:** In the migration context, a country of nationality or of former habitual residence of a person or group of persons who have migrated abroad, irrespective of whether they migrate regularly or irregularly.

▶ **Country of transit:** In the migration context, the country through which a person or a group of persons pass on any journey to the country of destination or from the country of destination to the country of origin or the country of habitual residence.

▶ **Country of destination:** In the migration context, a country that is the destination for a person or a group of persons, irrespective of whether they migrate regularly or irregularly.

▶ **Migrant:** An umbrella term, not defined under international law, reflecting the common lay understanding of a person who moves away from his or her place of usual residence, whether within a country or across an international border, temporarily or permanently, and for a variety of reasons. The term includes a number of well-defined legal categories of people, such as migrant workers; persons whose particular types of movements are legally defined, such as smuggled migrants; as well as those whose status or means of movement are not specifically defined under international law, such as international students.

▶ **Return:** In a general sense, the act or process of going back or being taken back to the point of departure. This could be within the territorial boundaries of a country, as in the case of returning internally displaced persons (IDPs) and demobilized combatants; or between a country of destination or transit and a country of origin, as in the case of migrant workers, refugees or asylum seekers.

▶ **Reintegration:** A process which enables individuals to re-establish the economic, social and psychosocial relationships needed to maintain life, livelihood and dignity and inclusion in civic life.