



# CMA STATISTICAL OVERVIEW

*September 2005 through July 2008*

## Centres for Migrant Advice (CMAs)

- ✓ **reducing fraud and abuses in the migration sphere**
- ✓ **promoting regular migration**

*4 IOM partner NGOs and 1 Centre within the IOM Kyiv Office*

*Two more NGOs provide CMA services since June 2008*

*(in Vinnytsia and Uzhgorod)*



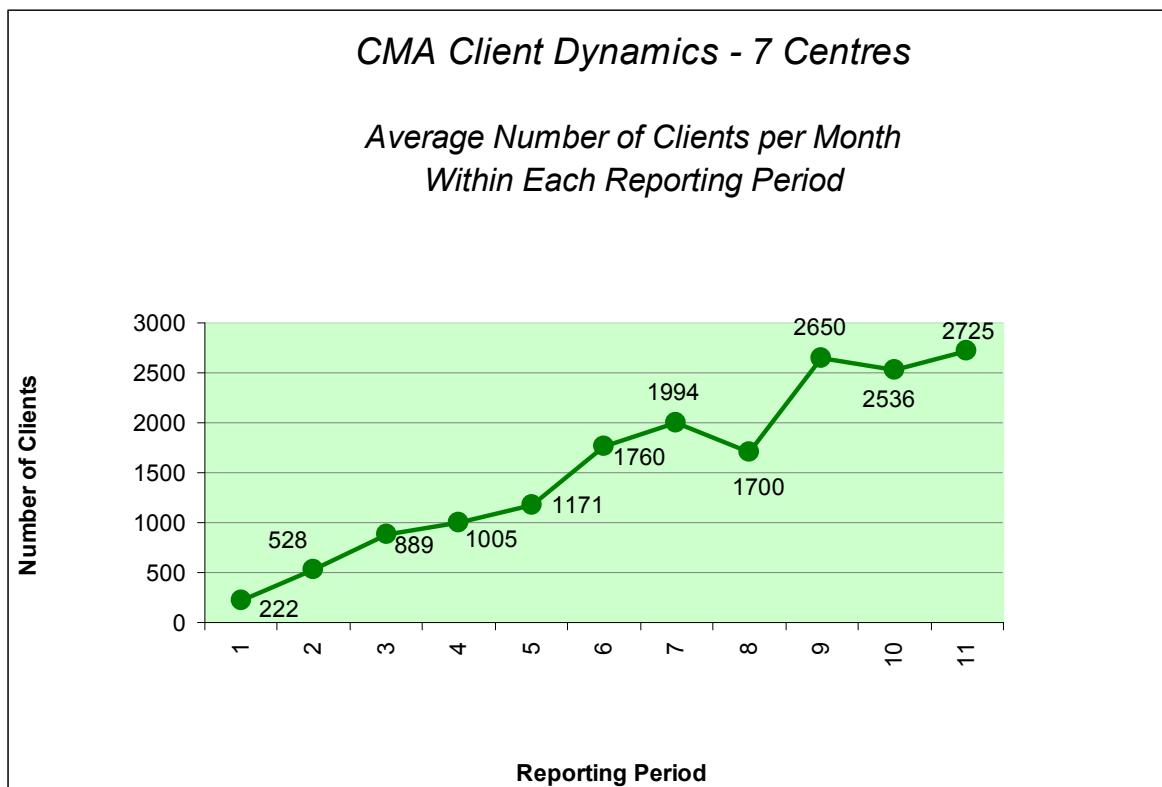
## I. CMA Personnel

CMA	Number of Staff Members	Number of Staff Members Working with Clients
<i>Kyiv</i>	1	1
<i>Kharkiv</i>	4	3
<i>Lviv</i>	4	2
<i>Odessa</i>	5	3
<i>Ternopil</i>	11	7
<b>Total</b>	25	16

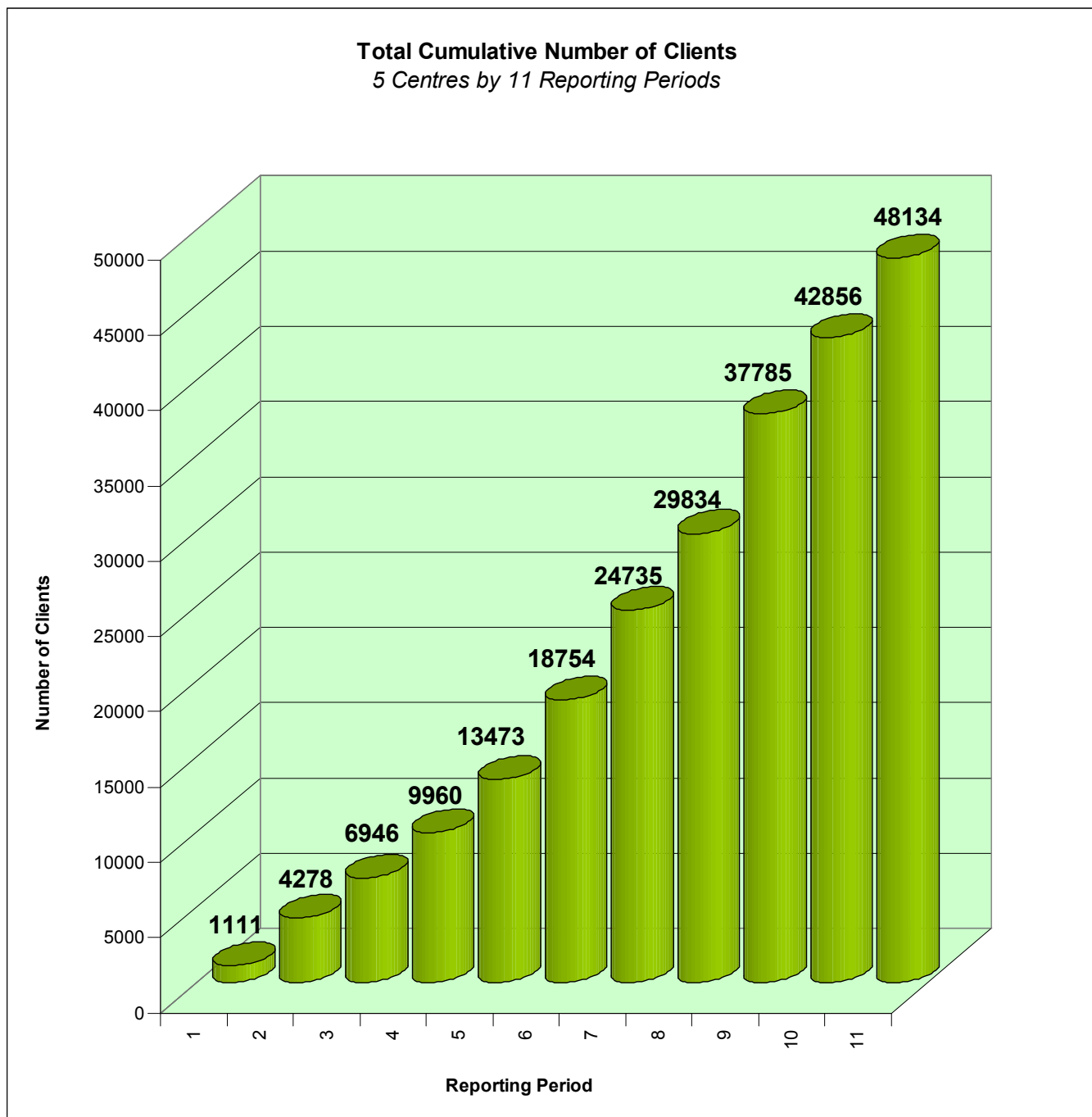
Pilot CMA	Number of Staff Members	Number of Staff Members Working with Clients
<i>Vinnytsia</i>	2	2
<i>Uzhgorod</i>	2	2
<b>Total</b>	4	4

## II. CMA Client Dynamics

The overall positive client dynamics shows a growing demand for CMA services and awareness of their availability.



The total number of clients consulted by 5 CMAs reached 48134 persons as of 31 July 2008. In addition, June through July 2008, 173 persons were received consultations at pilot CMAs in Uzhgorod and Vinnytsia.

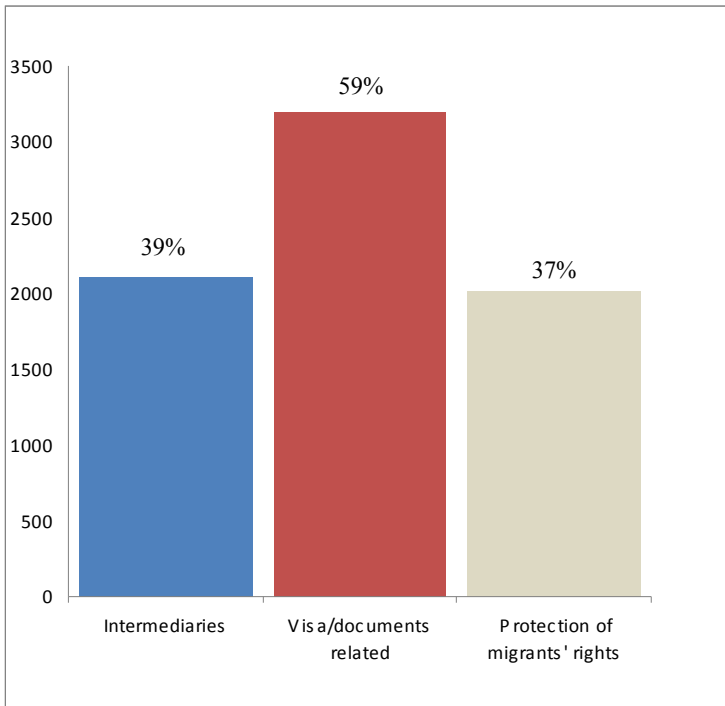


Besides a local phone number of a particular CMA, one can call a national toll-free hotline (based in Ternopil), which is accessible through two numbers:

- ✓ 8-800-505-50-10 free from any landline phone in Ukraine;
- ✓ 527 free from numbers of mobile operators Life:), Kyivstar and MTS.

The 527 number was launched on 25 April 2007 and considerably broadened access to the hotline services. In July 2008, the total number of consultations provided through 527 topped 15,000. Currently, 200 to 500 people a week receive consultations through this number.

### III. Nature of Inquiries<sup>1</sup>

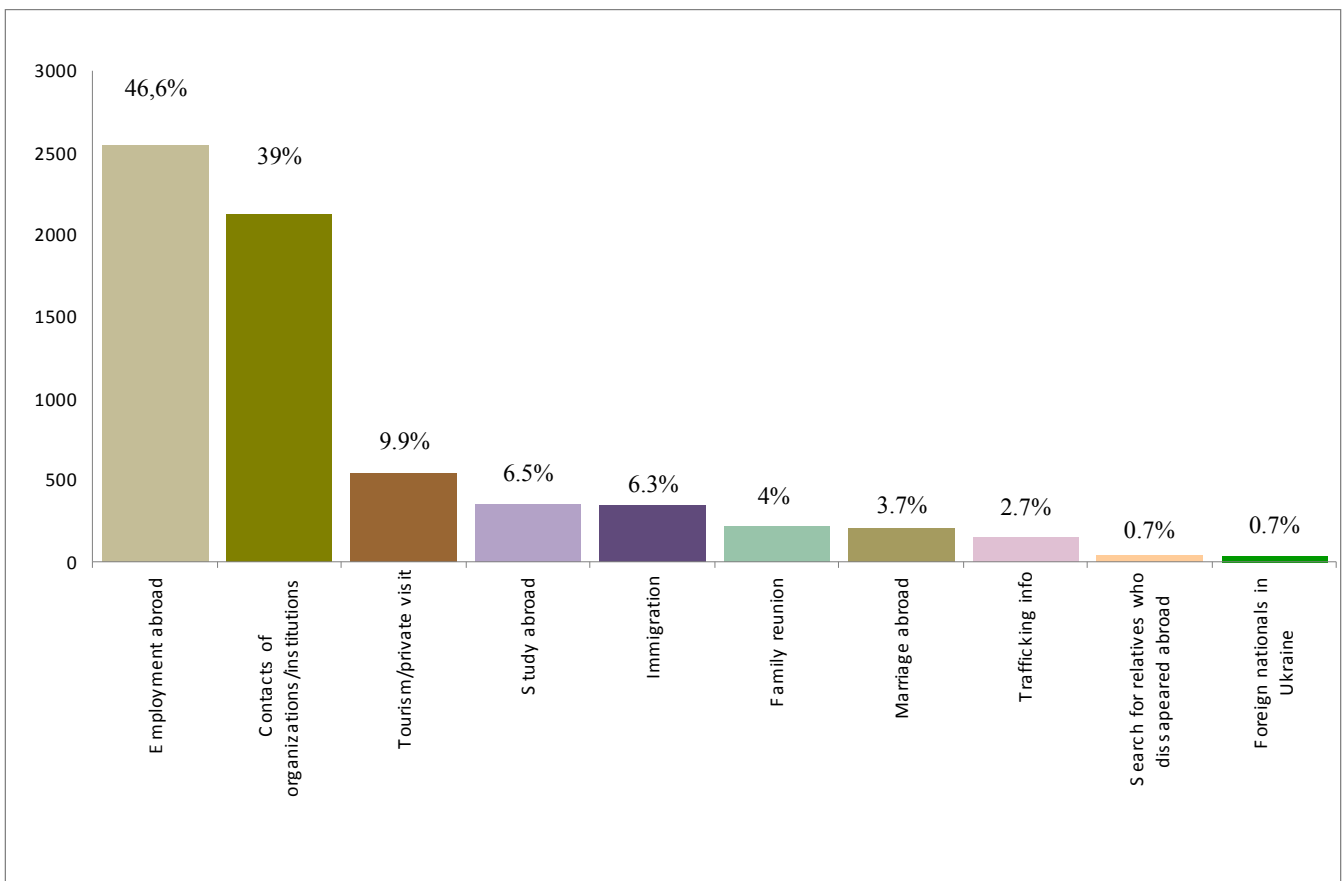


Nearly 60% of all queries that CMAs processed June to July 2008 were related to visa and other documentation needed for legal travel and stay abroad.

Over 45 % of all clients inquired about employment abroad. At the same time, 39% were consulted on risks associated with using intermediary services.

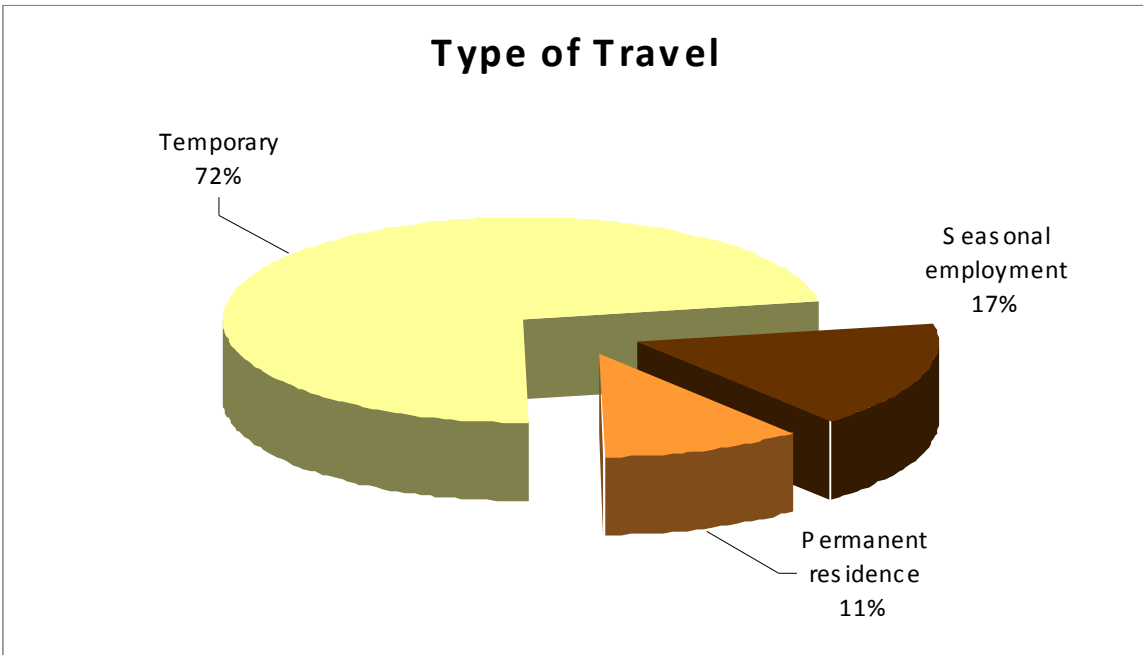
Nearly 40% of clients received useful contact information.

37% of inquires were directly related to the protection of migrants' rights.

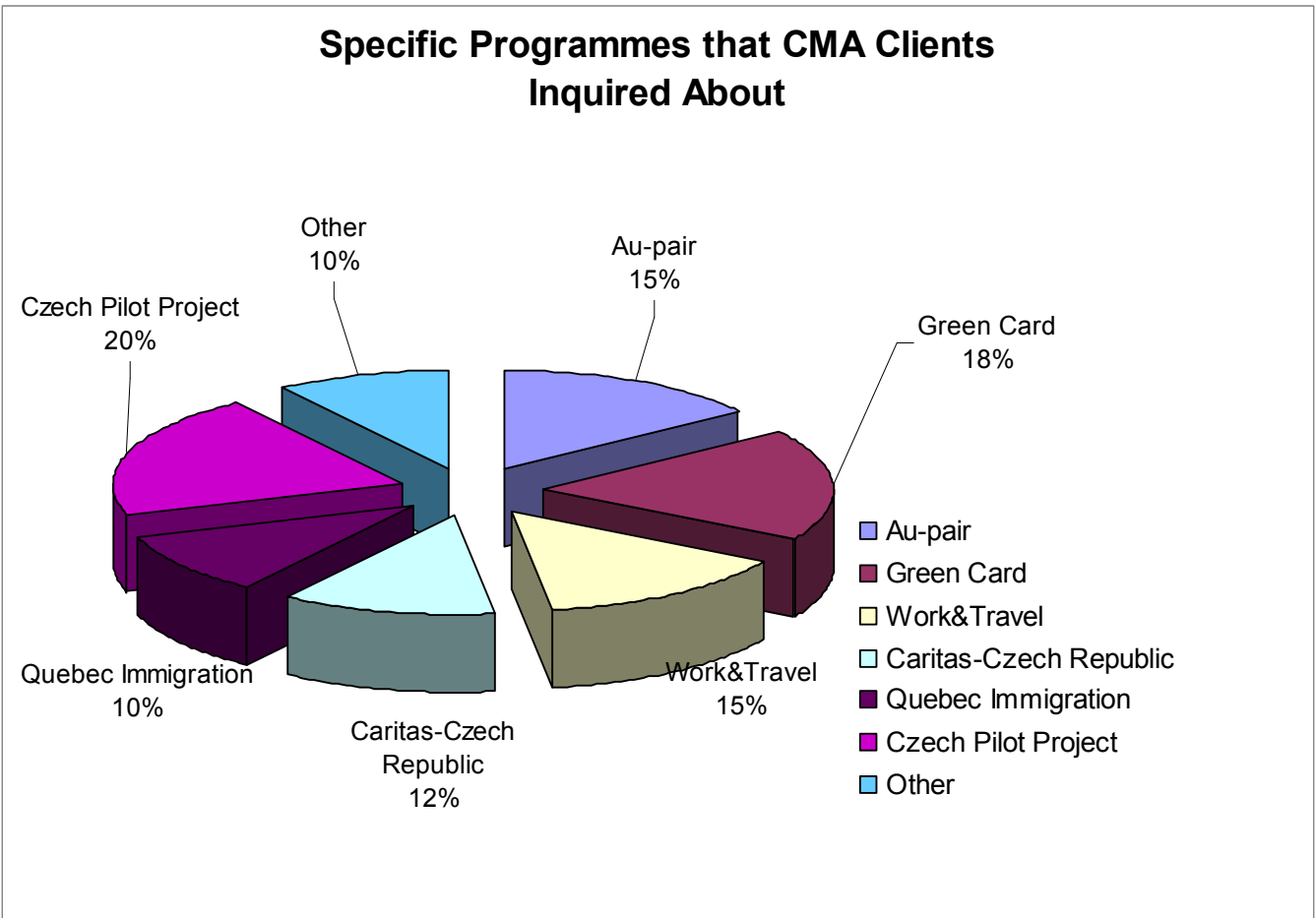


<sup>1</sup> Data in this chapter is based on the period June to July 2008 when the new online unified CMA database became operational. The database allows for a more comprehensive statistical overview, compared to the previous period. Data for September 2005 to May 2008 is also available.

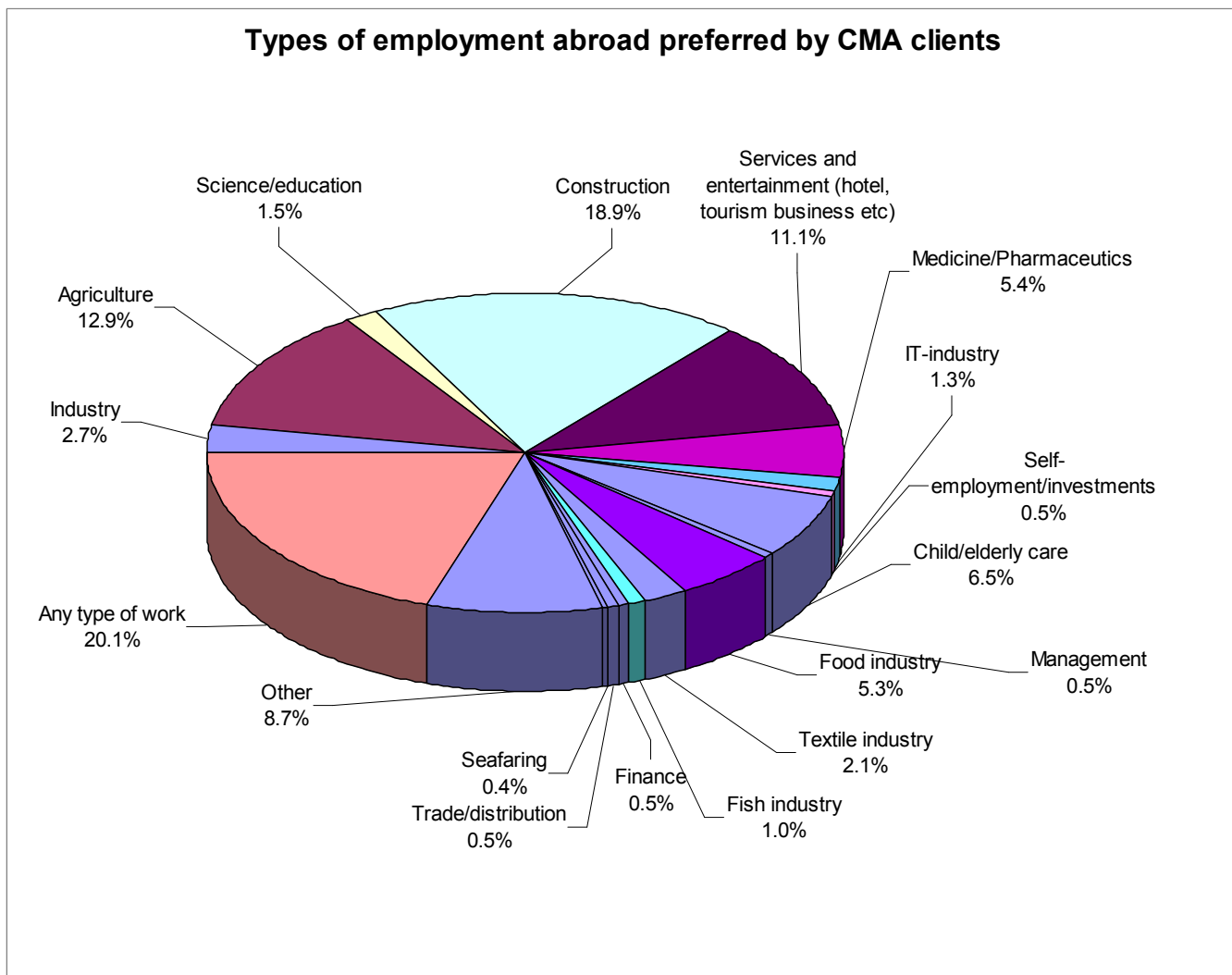
Most people (about 90%) were interested to go abroad only for some time, not for permanent residence. However, respectively, 10% were interested in leaving Ukraine permanently.



Among all people, who inquires about specific temporary or permanent migration programmes, 20% were interested in the Czech Pilot Project, nearly the same number – in obtaining Green Card, 15% - travelling under Au-Pair, the same percentage also inquired about the US Work & Travel programme.



20% of clients were interested to undertake any type of employment abroad. Nearly 20% inquired specifically about working in construction business, about twice less – about the agricultural sector and service industries.



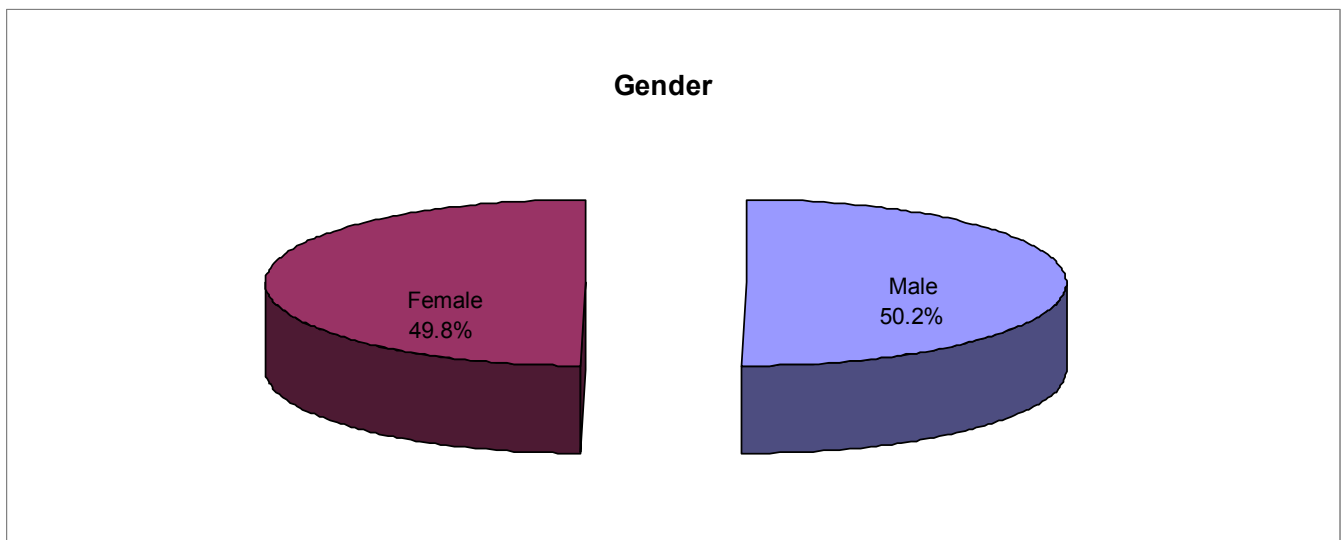
**Countries that Clients Inquired About  
Top 20**

<b>1</b>	<b>Czech Republic</b>	<b>12470</b>
<b>2</b>	<b>USA</b>	<b>7211</b>
<b>3</b>	<b>Poland</b>	<b>3414</b>
<b>4</b>	<b>Italy</b>	<b>2954</b>
<b>5</b>	<b>Germany</b>	<b>2718</b>
<b>6</b>	<b>Great Britain</b>	<b>2337</b>
<b>7</b>	<b>Russia</b>	<b>1942</b>
<b>8</b>	<b>Portugal</b>	<b>1882</b>
<b>9</b>	<b>Spain</b>	<b>1865</b>
<b>10</b>	<b>Canada</b>	<b>1265</b>

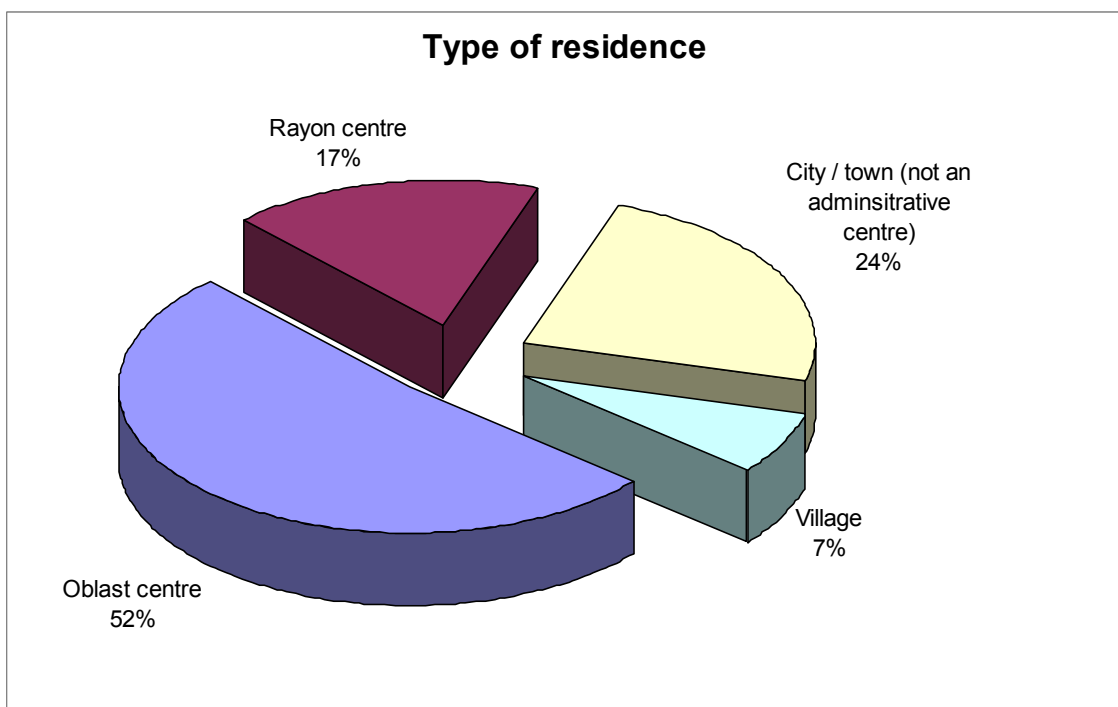
<b>11</b>	<b>France</b>	<b>969</b>
<b>12</b>	<b>Ukraine</b>	<b>689</b>
<b>13</b>	<b>Israel</b>	<b>680</b>
<b>14</b>	<b>Greece</b>	<b>678</b>
<b>15</b>	<b>Australia</b>	<b>632</b>
<b>16</b>	<b>Turkey</b>	<b>602</b>
<b>17</b>	<b>Austria</b>	<b>553</b>
<b>18</b>	<b>Ireland</b>	<b>553</b>
<b>19</b>	<b>Latvia</b>	<b>406</b>
<b>20</b>	<b>The Netherlands</b>	<b>329</b>

## IV. CMA Client Demographic Profile<sup>2</sup>

Men and women equally turn for consultations to CMAs.

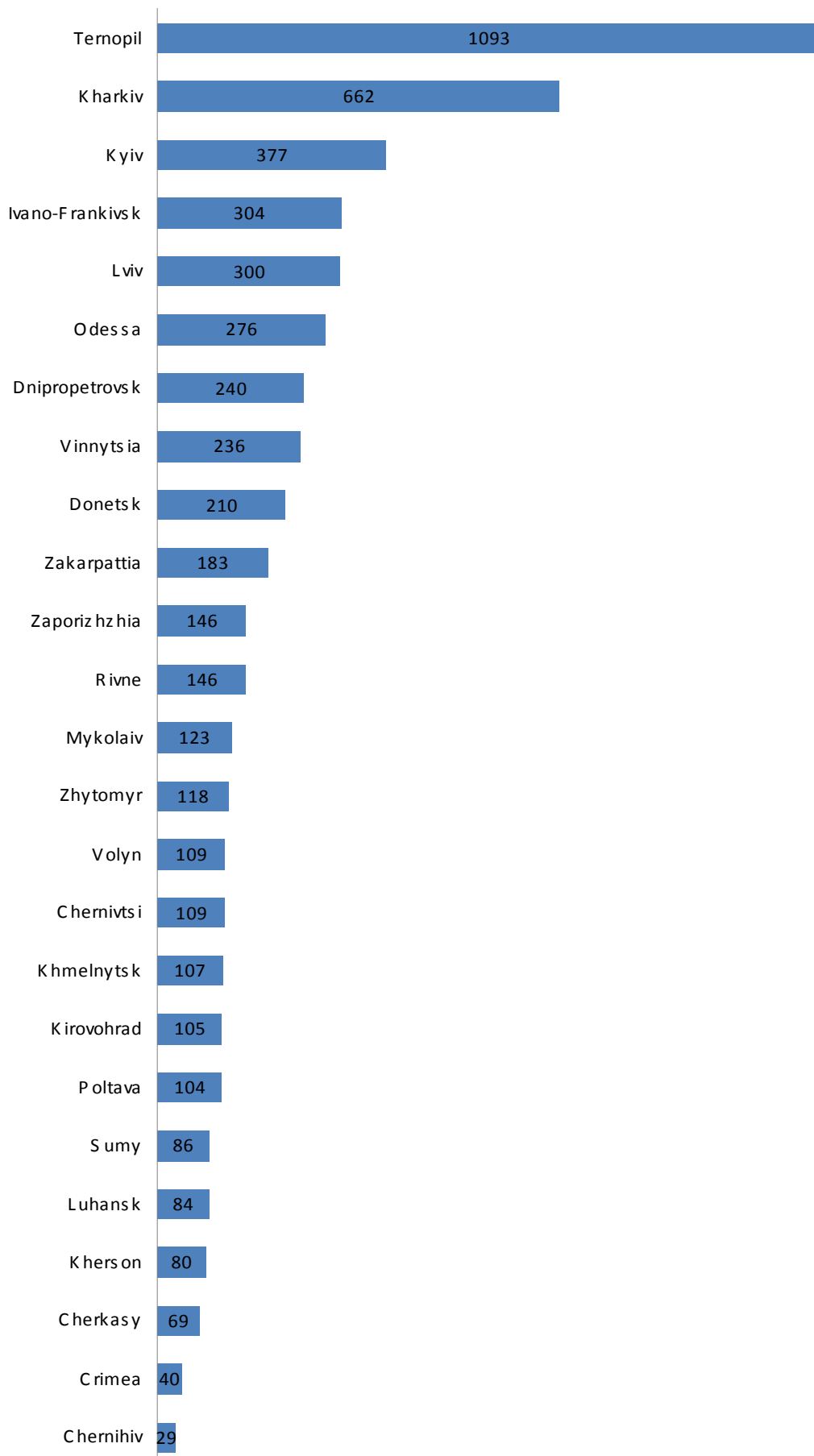


According to 2008 data of the State Statistics Committee of Ukraine, 32% of Ukraine's population live in rural areas. However, only 7% of CMA clients are from villages. This might indicate a need for more intensive work focused specifically on rural regions.

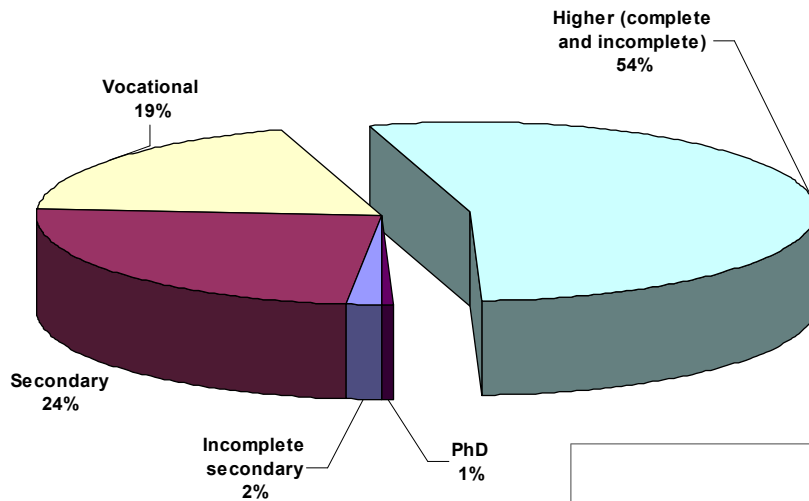


<sup>2</sup> Except for the Charts "Type of Residence" and "Regions of Residence", which reflects statistics June to July 2008, data in this chapter is based on the period September 2005 to July 2008 (7 Centres). The data in this chapter includes only those clients who agreed to provide information about themselves. Depending on question, 75 to 100% of clients provide the requested information.

## Regions of Residence



### Educational Background

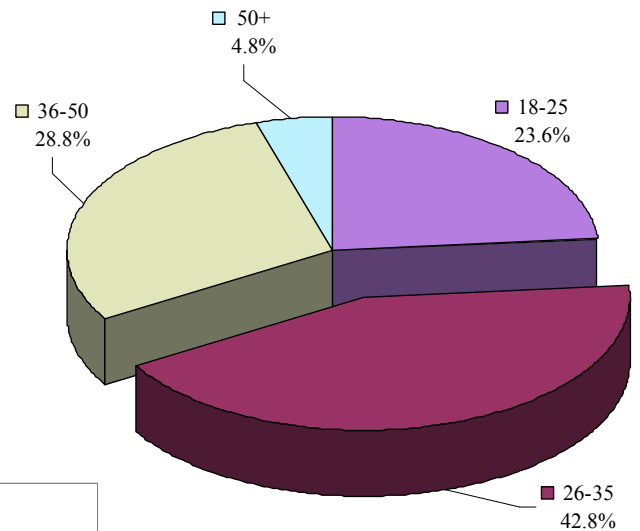


Most CMA clients have higher education while nearly 1/4 - only secondary. Part of the latter category is comprised of students.

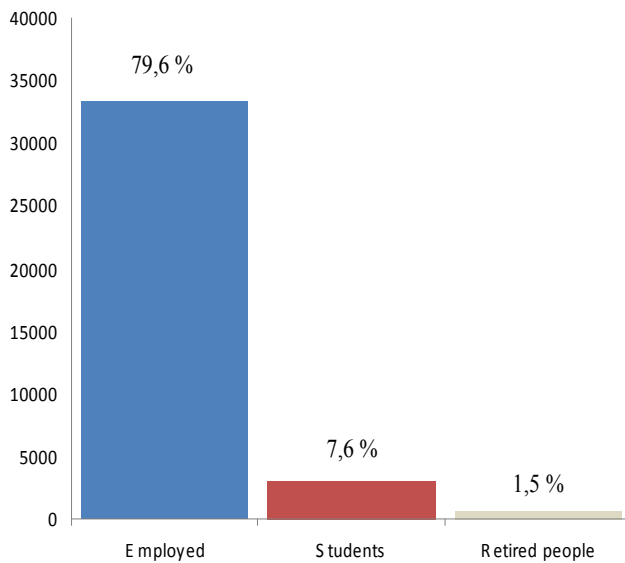
Nearly all CMA clients are younger than 50. Over 40% of clients are between 26 to 35 years old, nearly 30% - 36 to 50 and nearly 25% - 18 to 25.

Most of them are employed in Ukraine.

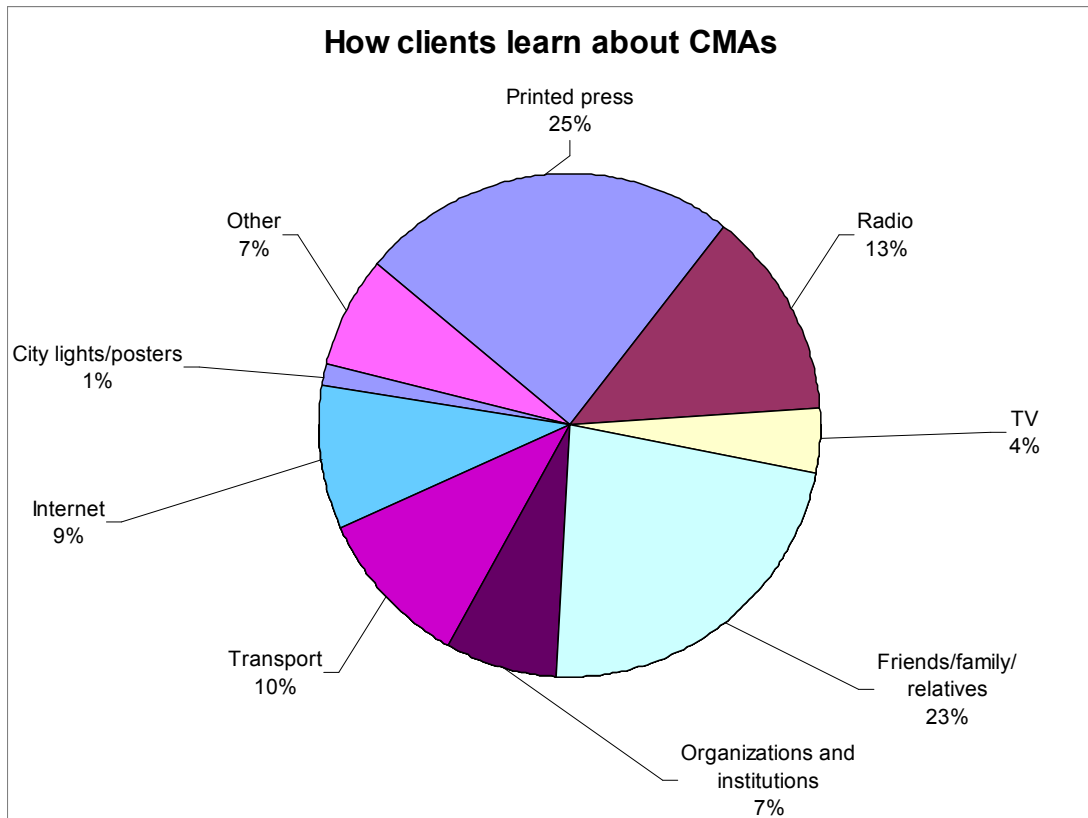
### Age of CMA Clients



### Employment status in Ukraine



## V. How do clients learn about CMA services? Working with Media



Nearly ¼ of all clients were directed to the Centres by their friends or relatives. Nearly as many learnt about CMAs from printed media. Over 10% learnt about the services from the radio and nearly as many from ads in public transportation. Less than 10% were directed by partner organizations and institutions and nearly as many discovered CMAs through Internet. The category “other” includes public events, such as fairs, seminars etc.

Over the course of their functioning, the 5 CMAs made 382 appearances in the media. This number does *not* include advertisements placed in mass media by CMAs. Neither this number includes interviews or advertisements provided directly by IOM Mission in Ukraine.

Media Type	Local	Regional	National	TOTAL
<i>Press (printed and internet version)</i>	50	187	4	<b>241</b>
<i>Radio</i>	17	68	8	<b>93</b>
<i>TV</i>	13	29	6	<b>48</b>
<b>TOTAL</b>	<b>80</b>	<b>284</b>	<b>18</b>	<b>382</b>

## VI. Beyond Individual Consultations

Besides providing individual consultations, CMAs held a number of expert and public events, such as seminars, roundtables, forum theatres, fairs etc. Centres have worked particularly actively with high school and university students as well as unemployed people. At the same time, a number of governmental and non-governmental experts were trained.

When several categories of audience were present at the event, the event was counted towards the largest group present while the audience was split into categories as indicated in the table below.

Audience	Number of participants	Number of events
Students (secondary schools)	21514	137
Students (universities and vocational schools)	15423	197
Teachers - university level	292	44
Teachers	818	54
Principals	132	32
Unemployed	17067	148
Travel agencies representatives	43	17
Media representatives	511	81
Active library users	246	20
Church representatives	139	25
NGO representatives	566	56
SES representatives	527	42
Representatives of the Social Service for Families, Children and Youth	335	46
Representatives of the Department of Education and Science	213	18
Local authorities	585	55
Law-enforcement authorities	80	26
Representatives of the Department of Labour and Social Policy representatives	59	12
Representatives of the Department of Passport Registration and Migration	79	24
Representatives of the Department of Migration Service	102	25
Ministry for Foreign Affairs representatives	25	11
Other	1035	1
<b>TOTAL</b>	<b>59791</b>	<b>1071</b>

## VII. CMA Website

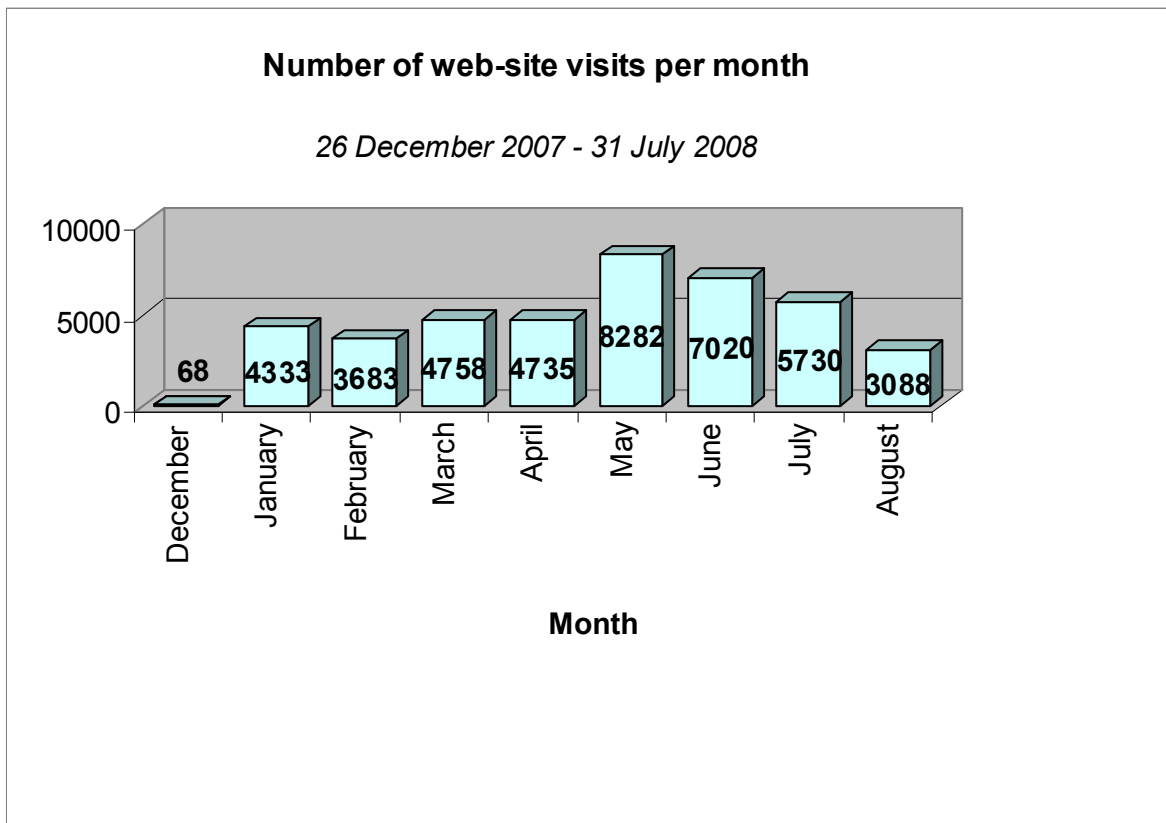
[www.migrantinfo.org.ua](http://www.migrantinfo.org.ua)

Since August 2008, CMA information became available through a website. The website contains detailed information on each CMA, safety advice, useful contact information as well as specific information on a number of countries, including visa types and application procedures, work, study and immigration opportunities.

Statistical information regarding site visits and visitors became available since 26 December 2007 when a counter was installed.

Total number of website **visits** since Dec 26, 2007 – **41 759**

Total number of website **visitors** since Dec 26, 2007 – **10 793**



The sharp increase of visits since May 2008 can be attributed to featuring CMA website in metros of Kyiv, Kharkiv, and Dnipropetrovsk. The posters were displayed mid-May to mid-June 2008 in cooperation with Open Ukraine supported by Victor Pinchuk Foundation.