

Citizens Information Service “Cross Border Living and Working” 15th November 2023

Sharon Dillon, Regional Manager, North Connacht & Ulster Citizens Information Service

Who and Where are Citizens Information Service

Eight Regional CIS Companies were established in 2018, following a fundamental restructuring of the network of services in 2018:

North Connacht and Ulster CIS - *Donegal, Sligo, Leitrim, Cavan and Monaghan*

South Connacht CIS - *Mayo, Roscommon and Galway*

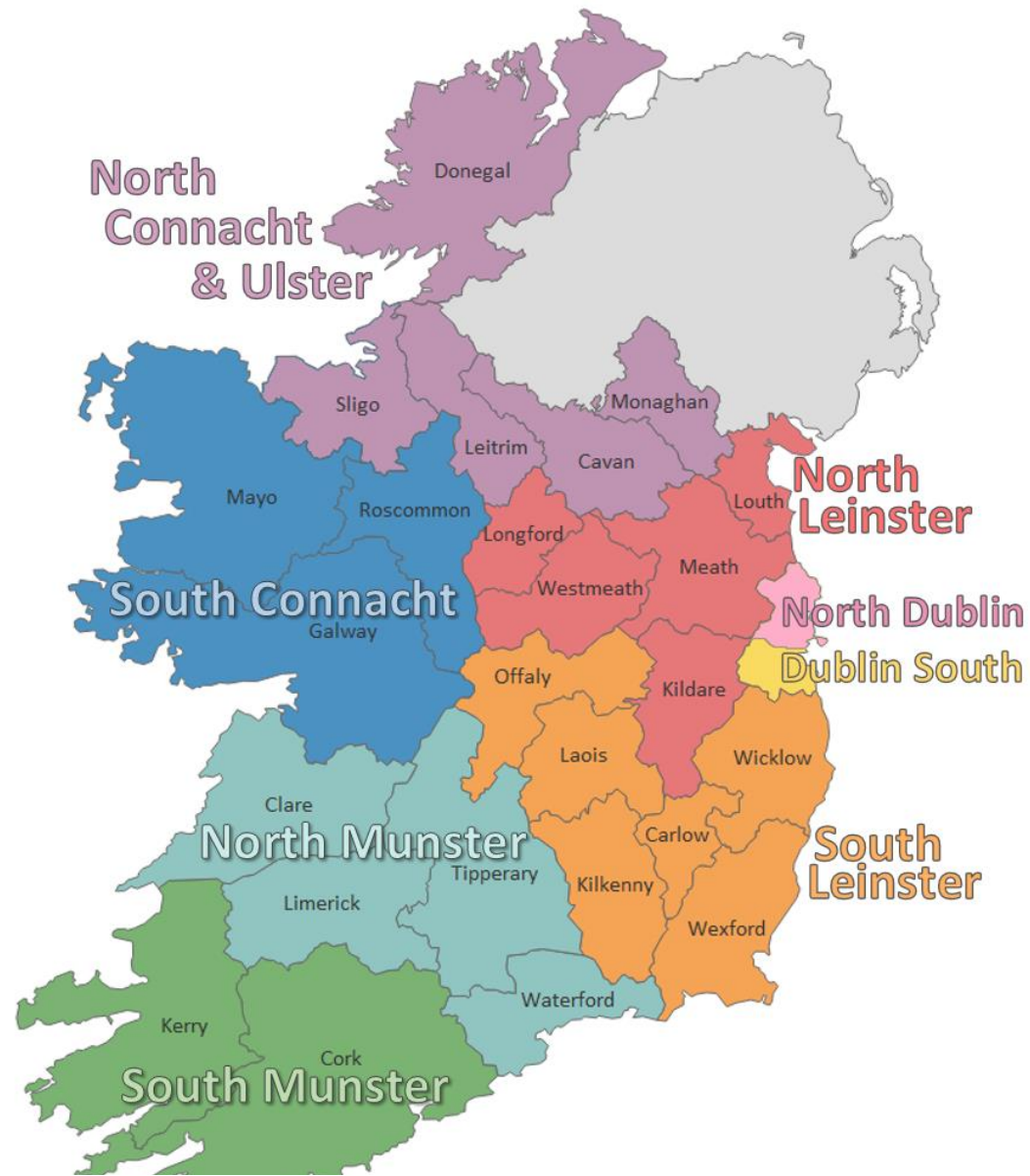
North Leinster CIS - *Louth, Meath, Westmeath, Longford and Kildare*

South Leinster CIS - *Wicklow, Wexford, Carlow, Kilkenny, Laois and Offaly*

North Munster - *Waterford, Tipperary, Limerick and Clare*

South Munster - *Cork and Kerry*

CIS Network



North Connacht and Ulster
Citizens Information Service

Citizens Information 



Citizens Information Phone Service (CIPS) is a nationwide service that can be reached on 0818 07 4000, Monday to Friday, 9am to 8pm.

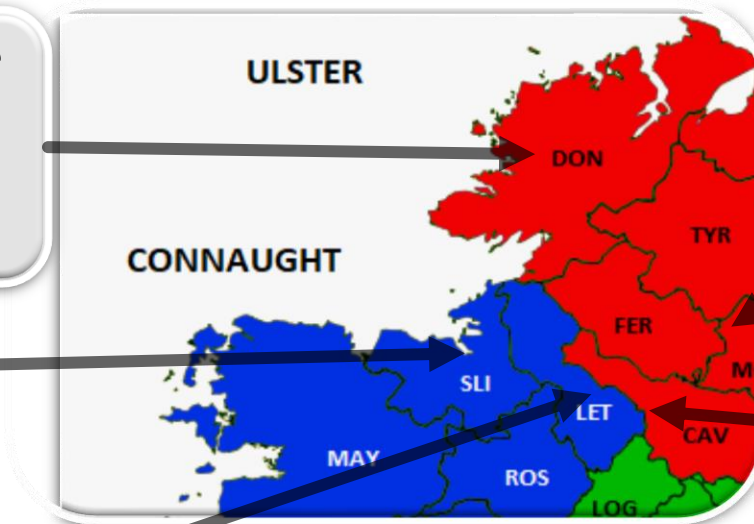
Citizens Information Centres (CICs) provide free, impartial information, advice and advocacy from centres nationwide.

North Connacht and Ulster Citizens Information Service Area - Outreaches / In-reaches

Donegal - Carndonagh, Buncrana (part-time centre), Milford, Letterkenny, Dungloe, Donegal Town and Bundoran (part-time outreach).

Sligo - Sligo Town and Tubbercurry (part-time centre)

Leitrim - Carrick-on-Shannon and Manorhamilton (part-time centre), Mohill (part-time outreach)



Monaghan - Monaghan Town, Carrickmacross, Clones (part-time outreach)

Cavan - Cavan Town, Loughan House (prison in-reach)

The Citizens Information Service Offer

► Information and Advice

Our Information Officers assist people with queries in relation to a broad spectrum of public and social services, including social welfare entitlements, income tax calculations, housing supports and access to health services. Our staff receive regular training and social policy updates to ensure that the information and advice that we provide is up-to-date and relevant for CIS service-users.

► Advocacy

If a person presents with a query or problem that we are not able to assist with through our drop-in information/advice service, Information Officers can provide further support through our advocacy service. This can mean a once-off engagement, such as assisting someone to write a letter or make a phone call, or a complex and longer-term process such as preparing people for, or representing them at, a Social Welfare Appeals Office or Workplace Relations Commission hearing.

The range and level of advocacy support provided by the CIS has continued to develop and expand year on year, with significant outcomes achieved for people around the country in the areas including employment, equality, housing, and social welfare. All Information Officers are supported by a regional Advocacy Support Worker who provides expert advice, coaching and mentoring in this key aspect of our work.

Social Policy

Our staff also engage in social policy reporting, highlighting issues that affect our clients in accessing public services, which in turn feeds into the work of the Citizens Information Board (CIB) in the development of policy papers and recommendations to government. Through this process, CIS Information Officers capture social policy issues in real-time, facilitating the development of responsive and evidence-based policy reporting.

Main Service Provision

Assist service users in knowing and understanding their social and civil rights and entitlements (main categories being:)

- ▶ Disability and Illness
- ▶ Carers
- ▶ Unemployed people
- ▶ Older and retired people
- ▶ Families and children
- ▶ Death related benefits
- ▶ Social Welfare payments and work
- ▶ Employment
- ▶ Living, working and retiring in the Cross Border context
- ▶ Back to Education
- ▶ Extra Social Welfare payments and supports
- ▶ Supplementary Welfare Scheme

LIFE EVENT



RIGHT PAYMENT @ RIGHT TIME

North Connacht and Ulster CIS and The Centre for Cross Border Studies Project

Primarily the objective of the project is to gather evidence of the issues raised within the network and enhance cross-border knowledge within the network assisting the Border People project disseminate information online and at regular meetings of cross-border advisors organised by the Centre for Cross Border Studies.

The project aims at:

- ▶ Supporting advisors to answer cross-border queries.
- ▶ Supporting advisors with complex cases - occasionally taking on cases but within limits.
- ▶ Writing brief advisor guides on common cross-border issues.
- ▶ Writing FAQs for the Border People website.
- ▶ Attending and participating in the Border People practitioners meetings.
- ▶ Attending and participating in the Border People policy seminars.
- ▶ Recording and capturing cross-border enquiries (to assist with strategic planning).
- ▶ Guiding Border People on existing and emerging cross-border policy challenges.

Thank You

North Connacht and Ulster
Citizens Information Service

Citizens Information 