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RESULTS
JUNE 2019 - DECEMBER 2020

BY AGE GROUP/

- 1% | 0-4 years old
- 2% | 5-12 years old
- 9% | 13-17 years old
- 37% | 18-29 years old
- 49% | 30-64 years old
- 2% | 65+ years old

BY COUNTRY OF ORIGIN/

<table>
<thead>
<tr>
<th>Country</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Syria</td>
<td>11%</td>
</tr>
<tr>
<td>Afghanistan</td>
<td>18%</td>
</tr>
<tr>
<td>Pakistan</td>
<td>17%</td>
</tr>
<tr>
<td>Iraq</td>
<td>6%</td>
</tr>
<tr>
<td>Iran</td>
<td>7%</td>
</tr>
<tr>
<td>Sub-Saharan countries</td>
<td>20%</td>
</tr>
<tr>
<td>Other countries</td>
<td>21%</td>
</tr>
</tbody>
</table>
### RESULTS

**JUNE 2019 - DECEMBER 2020**

<table>
<thead>
<tr>
<th>Service</th>
<th>Beneficiaries</th>
<th>Sessions</th>
<th>Social benefits</th>
<th>Successful family reunification cases</th>
<th>Legal representation (asylum service and court)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Reception First Guidance</strong></td>
<td>5,455</td>
<td>9,197</td>
<td>1,166</td>
<td>85%</td>
<td>680</td>
</tr>
<tr>
<td><strong>Social Service</strong></td>
<td>758</td>
<td>2,470</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Employability Service</strong></td>
<td>1,034</td>
<td>3,351</td>
<td></td>
<td>31% 18-29 years old</td>
<td>680</td>
</tr>
<tr>
<td><strong>Legal Service</strong></td>
<td>2,809</td>
<td>4,981</td>
<td></td>
<td>33% 30-64 years old</td>
<td></td>
</tr>
<tr>
<td><strong>Accounting Support Service</strong></td>
<td>197</td>
<td>2,086</td>
<td></td>
<td>17% 65+ years old</td>
<td></td>
</tr>
<tr>
<td><strong>Psychological Service</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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SolidarityNow (SN) conducted this survey in two rounds: May-June 2020 and November-December 2020. Aim of the survey was to explore the level of beneficiaries’ satisfaction from the Athens Solidarity Center and the services provided by the SolidarityNow teams and partners.

FACE TO FACE INTERVIEWS

were conducted with beneficiaries of the Athens Solidarity Center.

Satisfaction Survey ROUND A & B

DEMOGRAPHICS OF SURVEY PARTICIPANTS

BY GENDER/

Women 38% | Men 62%

AGE GROUPS/

13-17 years old 4% | 18-29 years old 37% | 30-64 years old 57% | 65+ years old 2%

COUNTRY OF ORIGIN/ (Top 10 countries)

Afghanistan 16% | Pakistan 5%
Greece 15% | Nigeria 5%
Iran 8% | Sierra Leone 5%
Syria 6% | Kameroon 4%
Gana 6% | Iraq 3%

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OVERALL SATISFACTION SCORE
ATHENS SOLIDARITY CENTER (ASC)

<table>
<thead>
<tr>
<th>round A</th>
<th>89%</th>
</tr>
</thead>
<tbody>
<tr>
<td>round B</td>
<td>92%</td>
</tr>
</tbody>
</table>

97%
Feel that ASC is a pleasant and comfortable place.

0%
None of the participants was ever charged with money or asked to give something in exchange for a service.

44%
Of the responders provided comments and suggestions for the Athens Solidarity Center.
Among them

64%
Provided positive feedback mainly to show appreciation and express their gratitude to the staff for the services.

Quotes:

“They (employability service) not only connected me with possible employers and educational trainings but also detected in me personal abilities I could never imagine I had. This had a great impact on my appraisal to employers but also to my self-confidence”, female beneficiary of the employability service, from the Republic of the Congo.

“They are very devoted to my population needs. Through your support I got my asylum decision. Today I have a house and hope for my future in Greece”, male beneficiary of the legal service, from Afghanistan.

“I visited the Center in the state of being confused. After 2 years of sessions with my psychologist, I can declare of him being the reason of my calmness today”, male beneficiary of psychological service, from Iran.

“The accounting service is a very fast delivery service that helped overcome the obstacle that kept me away from social inclusion”, female beneficiary of the accounting service, from the Republic of the Congo.

“The staff is very polite, welcoming and guide us with clear directions”, male beneficiary of multiple services, from the Republic of Côte d’Ivoire (Ivory Coast).