
RESULTS JUNE 2019 - DECEMBER 2020

Unique Beneficiaries
6,170

Total number of services provided
22,085

Women
2,086

Men
9,197

Other
3,351

Psychological Sessions
4,981

Social Service Sessions
2,470

Legal Sessions
814

Accounting Support Sessions

Employability Sessions

Other services*
powered by partners

ATHENS SOLIDARITY CENTER BENEFICIARIES

BY GENDER/

1,927
Women

4,239
Men

4
Other

BY LEGAL STATUS/

Greek citizens
6%

Asylum Seekers
49%

Refugees
11%

Migrants
2%

Undocumented
30%

Other
2%
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/

Syria | 11%
Afghanistan | 18%
Pakistan | 17%
Iraq | 6%
Iran | 7%
Sub-Saharan countries | 20%
Other countries | 21%
**RESULTS JUNE 2019 - DECEMBER 2020**

**BY SERVICE/**

**Reception First Guidance**
- Info provision & Referrals (Out of Center)
  - 5,027

**Social Service**
- Beneficiaries 5,455
- Sessions 9,197
- Social benefits 1,166

**Employability Service**
- Beneficiaries 758
- Sessions 2,470

**Percentage of employability service beneficiaries who found a job**
- Women: 26%
- Men: 34%

**Legal Service**
- Beneficiaries 1,034
- Sessions 3,351
- Percentage of successful family reunification cases 85%
- Number of legal representation (asylum service and court) 680

**Accounting Support Service**
- Beneficiaries 2,809
- Sessions 4,981
- Number of tax numbers issued 448
- Number of tax declarations submitted 1,451

**Psychological Service**
- Beneficiaries 197
- Sessions 2,086
Satisfaction Survey ROUND A & B

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.

round A 315  round B 336

DEMOGRAPHICS OF SURVEY PARTICIPANTS

BY GENDER/

62% | Men
38% | Women

AGE GROUPS/

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

COUNTRY OF ORIGIN/ (Top 10 countries)

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


The Center is also supported by the Municipality of Athens.

**Satisfaction Survey ROUND A & B**

**OVERALL SATISFACTION SCORE**

**ATHENS SOLIDARITY CENTER (ASC)**

| round A | 89% |
| round B | 92% |

- **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 Greece.
- “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.
- “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.
- “You 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.
- “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).