

RESULTS JUNE 2019 - JULY 2021

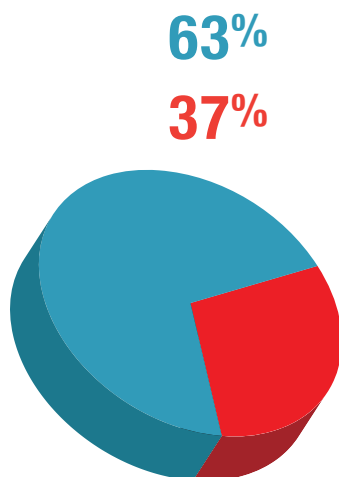
Unique
Beneficiaries



7,630

28,315

Total number
of services
provided by
SolidarityNow



Beneficiaries in ASC
BEFORE the Covid-19 outburst
(10 months)

4,875

Beneficiaries in ASC
DURING the pandemic
(16 months)

2,755

Initial Target:

10,000

unique beneficiaries



Actual:

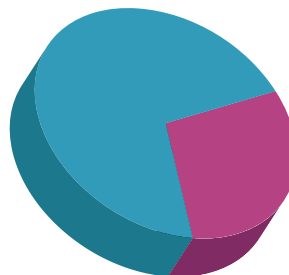
7,630

unique beneficiaries



ATHENS SOLIDARITY CENTER BENEFICIARIES

BY GENDER/



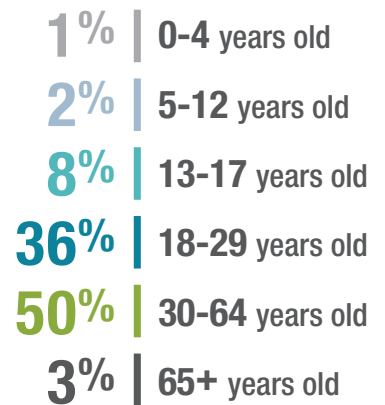
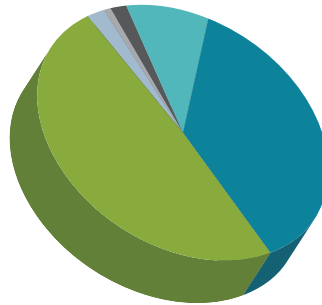
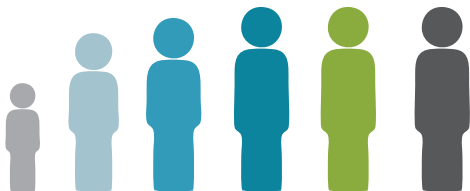
33% | Women

67% | Men

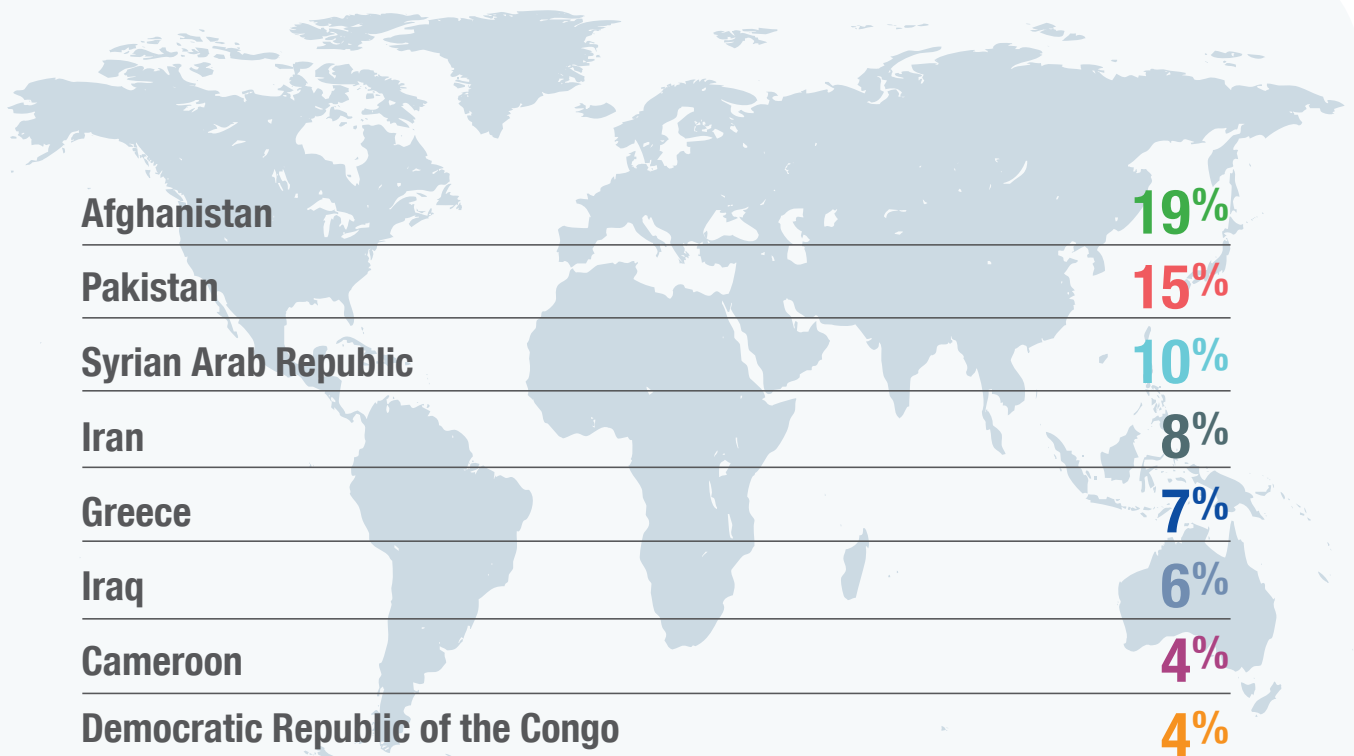
0% | Other

RESULTS JUNE 2019 - JULY 2021

BY AGE GROUP/



BY COUNTRY OF ORIGIN/



Other nationalities

(Albania, Bulgaria, Georgia, Ukraine, Bangladesh, India, Algeria and more)

27%

RESULTS JUNE 2019 - JULY 2021

BY SERVICE/

Reception First Guidance



Info provision
& Referrals
(Out of Center)
7,042

Social Service



Beneficiaries
6,300
Sessions
12,254

Employability Service



Beneficiaries
944
Sessions
3,108

Percentage
of employability
service beneficiaries
who found a job

34%



28%



36%



35% | 18-29 years old
34% | 30-64 years old
14% | 65+ years old

Legal Service



Beneficiaries
1,299
Sessions
4,269
Percentage of
successful family
reunification cases
85%
Number of
legal representation
(asylum service and court)
975

Accounting Support Service



Beneficiaries
3,177
Sessions
5,888
Number of social
benefits issued
1,670
Number of tax
declarations issued
1,714

Psychological Service



Beneficiaries
254
Sessions
2,796

SATISFACTION SURVEY ROUNDS A, B & C

SolidarityNow (SN) conducted this survey in three rounds:

A : May – June 2020
B : November – December 2020
C : March – June 2021

The overall aim of the survey was to explore the level of beneficiaries' satisfaction, better understand their needs and understand how we can improve the services provided to support them more effectively.

913

beneficiaries
were
interviewed



60%

face to face
interviews



40%

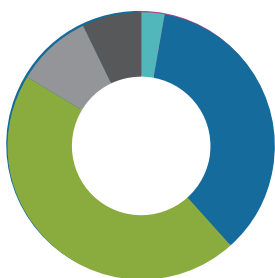
phone
interviews *



* Phone interviews were preferred following the Covid-19 outbreak.

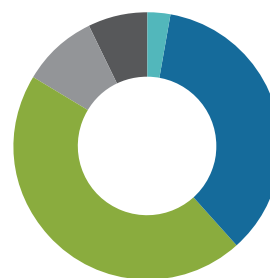
DEMOGRAPHICS OF SURVEY PARTICIPANTS

BY GENDER/



39% | Women
61% | Men

AGE GROUPS/



3% | Minors
35% | 16-18 years old
45% | 18-29 years old
9% | 30-45 years old
7% | 46-55 years old
7% | 56+ years old

SATISFACTION SURVEY ROUNDS A, B & C

89%

Overall
satisfaction score
Athens Solidarity
Center (ASC)

Comparative Analysis

Initial Target
June 2019

65%

Actual
July 2021

89%

LEVEL OF SATISFACTION PER SERVICE & FEEDBACK

84%

Social Service

"With the support of the social service I received my positive decision to be accommodated. Now I can dream about finding livelihoods", a 17-year-old unaccompanied child from Afghanistan.

94%

Accounting Support Service

"The accounting service is a very fast delivery service that helped overcome the obstacle that kept me away from social inclusion", a 34-year-old female beneficiary from Syria.

89%

Psychological Service

"When I had first visited the psychological service, I was feeling stressed. Today I am relieved", a 37-year-old woman from Congo.

80%

Legal Service

"I was trying to find a solution regarding my pension. I couldn't find a solution on my own by referring to the public services. The ASC lawyer mediated with the public services and institutions and thus my problem was solved", a 65-year-old woman from Greece.

"During the pandemic, I was forced to quit my job because I have a serious medical condition, and I wasn't allowed to work. The employer denied providing me with the remuneration package. Hence, I addressed this problem to the lawyer of the Athens Solidarity Center who mediated with my ex-employer. Through her constant support via communication and escorting to public services my problem was solved", a 40-year-old woman, from Nigeria residing in Greece for more than 12 years.

92%

Employability Service

"Through the job counselling support, I discovered abilities I couldn't imagine I owned. This will help me frame my future professional decisions. That enhanced my personal and professional confidence. If I knew it before I wouldn't be postponing my visit to the Athens Solidarity Center", a 35-year-old woman from Greece.

"Due to the support of the Athens Solidarity Center and the Employability Service, I found a job in my expertise", a 22-year-old woman, from the Democratic Republic of Congo.

SATISFACTION SURVEY ROUNDS A, B & C

FINDINGS

- More than 70% of the beneficiaries supported during the implementation period have been receiving continuous support over the last two years (not one off).
- 12% of the Social Service's beneficiaries were unaccompanied minors requesting legal documents in Greece and/or a safe place to be accommodated.
- 26% of the Psychological Service's beneficiaries were Greeks.
- Many beneficiaries declare that they feel secure when SolidarityNow mediates between them and public services/authorities, courts, etc.
- A direct helpline was developed through the first quarantine period (March 2020 – June 2020) to offer psychological support (through phone and digital means) to the elderly, children and teenagers, medical staff.
- During April 2021, SolidarityNow updated the Concern Response and Feedback Mechanism, aligned with the beneficiaries' needs. The beneficiaries had been informed about and provided their feedback on the available channels to share their suggestions or/and complaints to promote mechanism's appropriateness. Hence, the beneficiaries are aware that of the dedicated email managed centrally and also the locked, "Suggestion Boxes".

CONCLUSIONS

- The unprecedented conditions caused by the Covid-19 pandemic underlined the need to be flexible and responsive; the Athens Solidarity Center responded by adjusting its mode of operation, ensuring that the necessary support and guidance could be provided to the beneficiaries remotely.
- The measures taken by the Athens Solidarity Center during the pandemic (meeting only by appointment, remote meetings) demonstrated that the Center's services are more effective with scheduled appointments rather than open-door visits.
- Satisfaction surveys proved to be a useful tool, not only for the organization, but also for the beneficiaries who felt they have a voice, who felt that their view counts.
- Evaluating the overall qualitative results in conjunction with those derived from the surveys, allowed us to understand the actual and dynamic needs of the beneficiaries. Based on these, each Service can review its targets and enhance its operating model to better respond to them.
- From the short period that the Concern Response and Feedback Mechanism at the Athens Solidarity Center has been operational, we have concluded that the beneficiaries appreciate the existence of a communication path (which can also secure anonymity and confidentiality) among them and the organization.