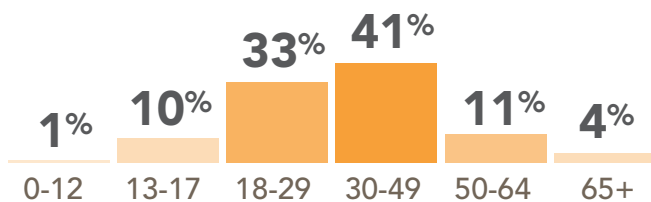




Gender

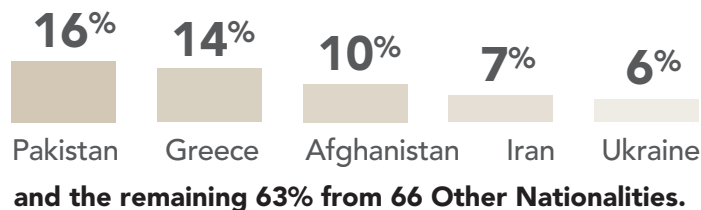


Age



- 10% of the beneficiaries supported were Unaccompanied minors (below 18 y/o), mainly from Pakistan.
- Individuals between 55 – 87 years of age were mainly Greek citizens.

Nationalities



Since the outbreak of the war in Ukraine in February 2022, there was an influx of Ukrainian refugees requesting support from the ASC.

Legal Status

Asylum Seekers	45%
Undocumented and/or persons with 2nd instance rejections	20%
Greek citizens owners of National identity card	15%
Recognized refugees	10%
With residence permit	8%
Migrants, owners of EU identity card or other.....	2%

30% were extremely vulnerable and in need of specialized support:

- 33% were unaccompanied minors accounting for 84% of vulnerable individuals
- 28% had serious medical or mental health condition
- 17% were single parents or caregivers with young children

Employability Service

▶ [Click to meet Mr. A](#)

720 sessions



329 people
were supported with job and
education counselling, career orientation



■ **32%**
found a job

■
Of those finding a job most were from:
Greece, Nigeria, Iran, Ukraine, Afghanistan

Social Service

▶ [Click to meet Mr. N.K.](#)

1.986 sessions



■ **24%**
of the 141 individuals
supported to apply for
accommodation, received
a positive response



15 individuals
rejected the accommodation
proposal because the type of accom-
modation provided was an open
accommodation site, outside Athens.



■ **25%**
of the beneficiaries requesting
accommodation, were from Pakistan

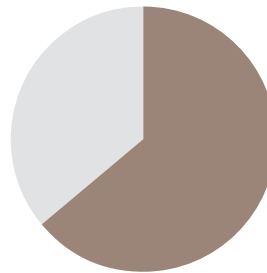
Legal Service

▶ [Click to meet Ms. A](#)

1.224 sessions



206 beneficiaries
were legally represented (before
the Asylum Service, civil courts,
decentralized administrations, tax
& insurance authorities).



■ **64%**
received a positive
response to their asylum
applications and family
reunification cases

Accounting Service

▶ [Click to meet Ujjal](#)

775 sessions



241
tax declarations
submitted



252 people
received administrative support to
facilitate their social inclusion: access to
social benefits, tax registration num-
bers, debt settlements support etc.



■ **16%**
of the beneficiaries
were supported to
access social benefits

Greek citizens requested administrative support to facilitate their access to the social welfare system and benefits such as the renewal or issuance of an unemployment card. The need for issuing: Social Residential Tariff, Child Allowance, Guaranteed Minimum Income and Rental subsidy Power pass were also outstanding.

Satisfaction survey

02/01/2022 - 15/07/2022



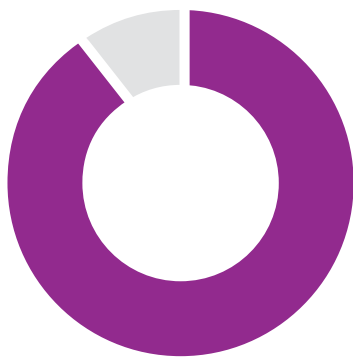
308

beneficiaries

were reached via phone



Beneficiaries were asked to recall their experience with the ASC services' provision and provide their feedback. The survey's aim was to provide an in-depth knowledge of their needs and identify challenges and areas of improvement.



91%

Overall satisfaction score



Actual

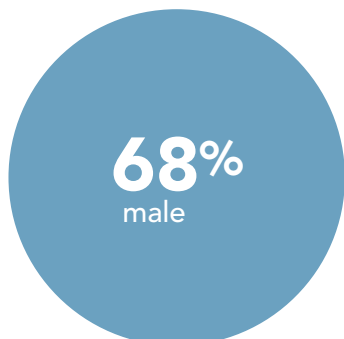
91%

VS

Initial target

80%

Gender



68%
male



30%
female

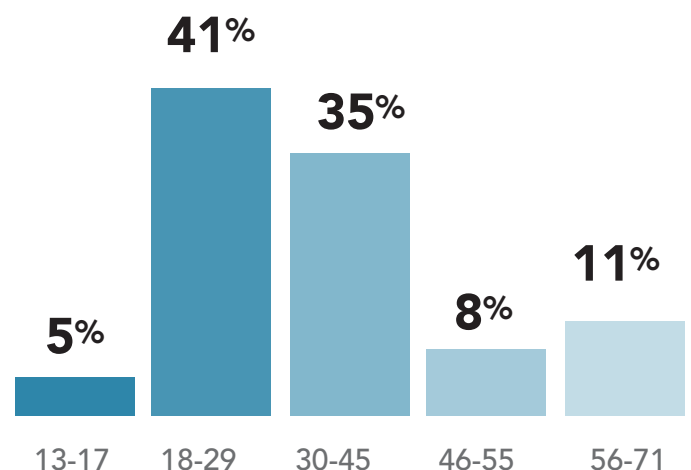
.1%

Non -Binary

.1%

I do not want
to answer

Age



Survey Findings

More than 50% of the respondents have been receiving continuous support over the last two years (instead of one-off).

83% would refer their friends and relatives to the Athens Solidarity Center for support.

88% will revisit the Athens Solidarity Center as their case is still open.

3% of the respondents already received a 2nd rejection to their asylum request, while 36% are asylum seekers and 31% are recognized refugees.

5% are illiterate, while 34% already have completed a secondary level of education.

The Concern Response and Feedback Mechanism (which can also secure anonymity and confidentiality) was operational and accessible throughout the reporting period to the beneficiaries willing to provide feedback. Beneficiaries provided messages of appreciation, suggestions and/or concerns about the ASC's operation or their personal case/condition. ASC secured that the responses received were forwarded to the management.

ASC Beneficiaries' Voice



"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 relevant remuneration package. Hence, I raised 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",

40-year-old woman, from Nigeria residing in Greece more than 12 years.

"I had a perfect experience during my visits to the Employability service. They offered me multiple job opportunities. I have already been interviewed by two different employers and I am waiting for the result",

48-year-old man from Iran.

"As I am in the age of retirement, lacking 500 insurance stamps, I requested support from the ASC Employability service. Through the support of the Employability service, today I am working to complete my insurance obligations and retire",

64-year-old man from Greece.

"SolidarityNow needs to publish its services more so that more people are informed about the intervention",

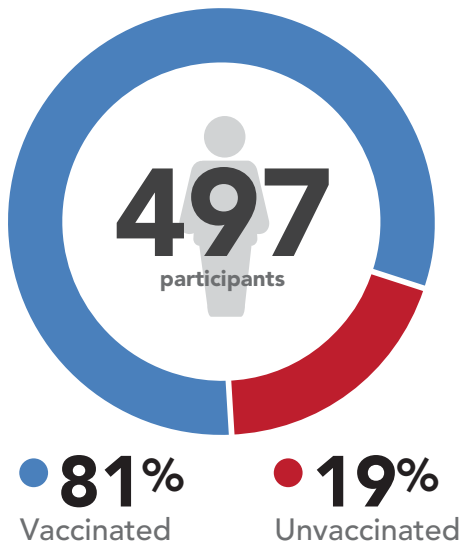
25-year-old woman from Greece.

"Please try to improve your services to support those affected by the continuous increase of the cost of living",

62-year-old woman from Greece visiting ASC since 2016.

COVID-19 Response I Survey:

Survey on the beneficiaries' experience with the vaccination process, obstacles faced and areas of concern.



► Challenges faced:

- a) they could not easily communicate with the authorities as the majority can only, or mainly, communicate in their mother tongue (45%)
- b) the authorities were not adequately informed about refugees' or asylum seekers' rights to the vaccination or were unwilling to facilitate the procedure (27%)
- c) issues related to their Social Security number or Tax number/TAXISnet codes (28%).

! Important notice

Until December 2021 individuals without documents did not have access to a social security number and could thus not access the vaccine at all.

Survey participants' requests

- 49%** requested more information related to the vaccines, irrespective of their vaccination status
- 16%** requested support with booking a vaccination appointment
- 2%** requested the provision of free self or rapid tests
- 9%** requested facilitation in the legal procedure in order for them to get asylum, thus access to vaccination
- 9%** asked interpretation support to communicate with the authorities.

Athens Solidarity Center's Response

Continuation of the online appointments of the services' teams with beneficiaries (beyond the quarantine periods)

Legal mediation with employers to protect labor rights mainly during quarantine periods

Production of informational poster for vaccination (disseminated digitally and in print)

Social service's mediation to facilitate access to vaccination for the beneficiaries

Arrangement of rapid tests for the non-vaccinated beneficiaries