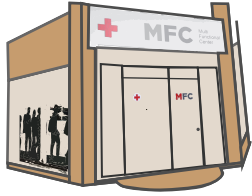


The significance of listening **CASEWORK**



CONTEXT

The Multi-Functional Centre ("MFC") supports migrants living in the urban area of Thessaloniki by providing a holistic range of services.

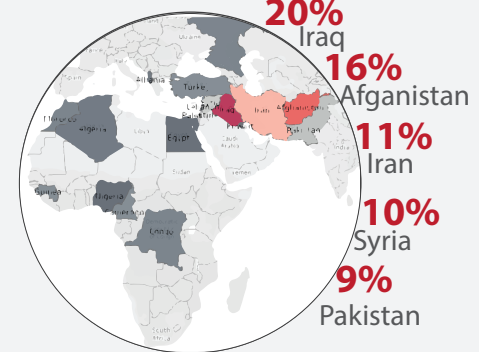
CASEWORK SERVICE

The casework system operates on an appointment basis, prioritized based on the needs of the persons after a general assessment by trained receptionist and cultural mediators. General information about health care etc, are provided by the reception, while private casework sessions takes place in separate offices.

GENERAL



NATIONALITIES



REQUESTS

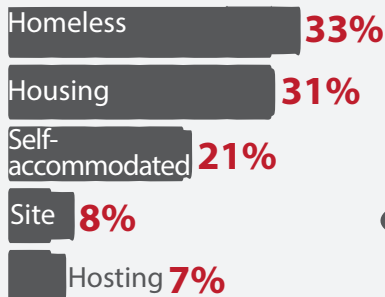
*all the other requests are below 4% and include AFM, asylum, employability, education, financial support etc



GENDER

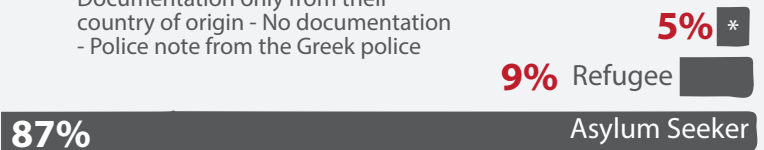
65% male
35% female

RESIDENCE STATUS

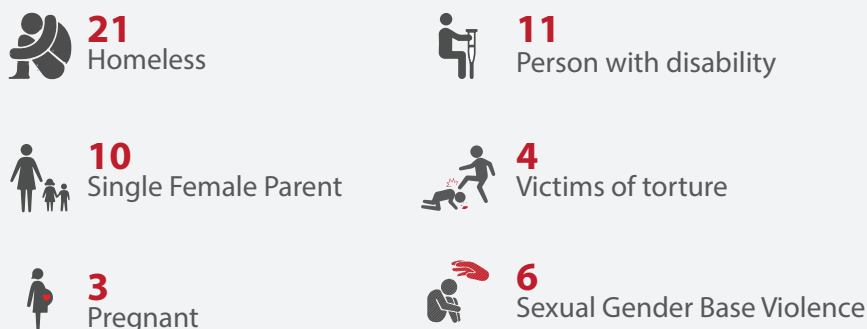


IMMIGRATION STATUS

*Undocumented migrant:
Documentation only from their country of origin - No documentation - Police note from the Greek police



VULNERABILITIES



FEEDBACK via complaint box

The interview with the caseworker was really good. Thank you for your support

