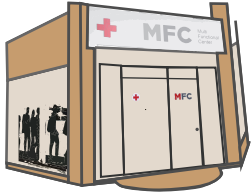


# IFRC Greece Multi - Functional Centre (MFC) of Thessaloniki

## The significance of **listening** **CASEWORK**



### CONTEXT

To support migrants living in the urban area of Thessaloniki focusing on the self-accommodated who may not otherwise have a support system. The MultiFunctional Center ("MFC") brings together cash assistance to meet basic needs of asylum seekers while setting a road map for migrants towards social inclusion and integration assisting with self-sustainment once cash assistance ends.

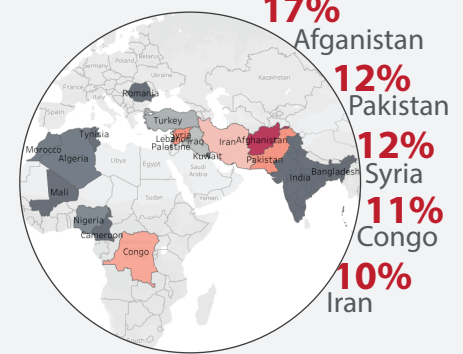
### CASEWORK SERVICE

The casework service is provided by two caseworkers supported with cultural mediators, volunteers, prioritized appointment based on the needs of the persons. A general assessment occurs in the reception area mostly by the receptionist, the cultural mediators and volunteers of the center. General information for doctors, health care, medicine, AMKA etc, are now provided by the reception.

### GENERAL



### NATIONALITIES



### REQUESTS

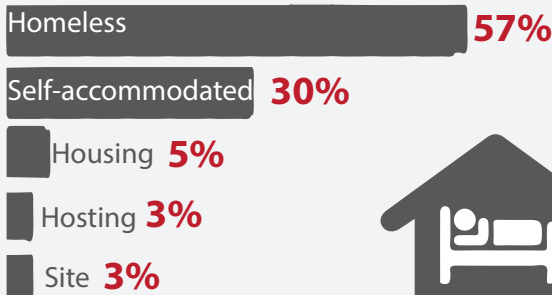
\*all the other requests are below 4% and include AFM, mediation, employability, education etc



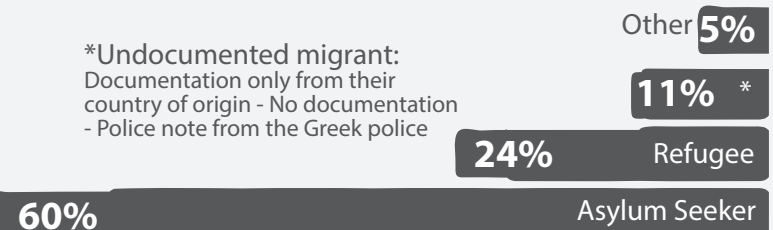
### GENDER

**70%** male  
**30%** female

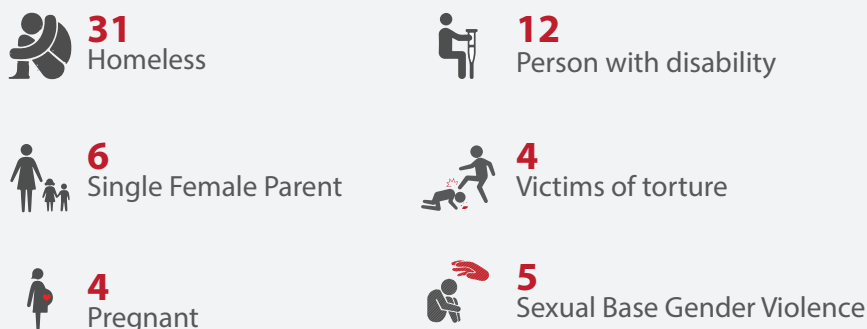
### RESIDENCE STATUS



### IMMIGRATION STATUS



### VULNERABILITIES



### FEEDBACK via complaint box

Thanks so much the Red Cross for the help about the accommodation and also for the support for the medical appointment. God bless you for all what are you doing for refugees.

Thank you from my heart, for the humanitarian behaviour of the caseworker and the translator.