

IFRC Greece Multi - Functional Centre (MFC) of Thessaloniki

CONTEXT

To support migrants living in the urban area of Thessaloniki focusing on self-accommodated who may not otherwise have a support system. The MultiFunction Center ("MFC") brings together both cash assistance to meet basic needs of asylum seekers and sets a road maps for migrants towards social inclusion and integration to assist with self-sustainment when cash assistance ends. MFC also provides support to migrants who are not cash eligible and through Restoring Family Links ("RFL") to those who are missing family members.

CASH TRANSFER PROGRAM (CTP)

Since April 2017, as an implementing partner with United Nations High Commissioner for Refugees (UNHCR), IFRC provides cash assistance to self-accommodated asylum seekers and refugees located in North Greece (Central Macedonia, West Macedonia, East Macedonia & Thrace, Epirus, and Thessaly) in order to cover basic needs through a pre-paid debit card. Cash assistance is based on family size, which is currently over 2,200 persons in total on monthly basis. In addition to applying for cash assistance and enrolment/card distribution, the cardholders visit the MFC for monthly certification in order for funds to be reloaded onto their cash cards. The Cash Team at the MFC also conducts all cash card distributions in North Greece for migrants living in UNHCR Accommodations. There is also a HELPDESHK 5 days a week from 9:30 am to 4 pm whereby any cardholder (Self-Accommodated, Sites and UNHCR Accommodations) in North Greece can visit to answer questions, report card lost, provide feedback and/or solve daily problems with cash cards. The Cash Team also refers persons to UNHCR Protection who is present at the MFC 2 days a week (Wednesday and Thursday).

SOCIAL SERVICES FIGURES



78

refugees have been supported by the casework service

requests

 27% health problems

 23% housing

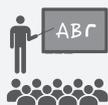
 6% Food Aid

 6% mediation to public services

 5% access to legal documents

 5% Non Food Items

*all the other requests are below 3% and include employability, education, financial support, mental health support etc



35

active students for the Greek and English courses



18

volunteers (orientation-training, casework, cultural mediation)



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SOCIAL SERVICES

Social Services include initial profiling of all cash eligible asylum seekers, as well as non-eligible, and provides case management support with peer to peer sessions, language lessons in Greek and basic information at the reception area. The casework service is supported by five caseworkers (2 staff and 3 volunteers) by appointment prioritized based on the needs of the persons. The Greek language lessons have three different classes based on the linguistic level. Simple information for doctors, medicines, AMKA etc are provided by the reception and cultural mediators reducing the number of casework appointments. There are also group sessions including Orientation and Employment and Employability. The MFC staff work closely, refer and also provide support to many of the local public servicing offices, such as KEM (Social programs), KEEPNO (Health) and GCR (Legal counsel).

RESTORING FAMILY LINKS (RFL)

RFL is a humanitarian service proposed by the International Movement of Red Cross and Red Crescent. It involves activities that aim in preventing separation of families and disappearance of individuals, restoring and maintaining contact between family members, and clarifying the fate of persons reported missing as a result of armed conflicts, other situations of violence, natural and man-made disasters, international migration, and other hardships. Information and Services are provided to the people visiting the MFC, as well as to people hosted in various IOM shelters in the area of Thessaloniki. Moreover, joint visits are taking place with the IFRC Cash team in open sites in order to assess the RFL needs of the population and to support RFL referred requests.



2,552

visits to the MFC

CTP FIGURES AT THE MFC

65

people received new cash card



77

families (households) received card replacements



1,160

households certified

RFL FIGURES

84 visitors/
interviews*



18

phone calls



4

Red Cross messages

*in MFC and in open sites of Alexandria, Veroia, Nea Kavala, Diavata

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