

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

**Newsletter**  
January 2019

## CONTEXT

To support migrants living in the urban area of Thessaloniki, to meet their needs related to social inclusion and integration, core services are offered, through the Multifunction Centre (MFC). Three main services are provided in the MFC: Social Services, Accompanied Referrals and Cash Support Program.

## SOCIAL SERVICES

MFC Social Services include a casework support with peer to peer sessions, language lessons in Greek and initial support in the reception area. The casework service is supported by five caseworkers (staff and volunteers) and it is based on an appointment basis, organised regarding the needs of the beneficiaries. 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 reducing the number of casework appointments.

## ACCOMPANIED REFERRALS (ACCREF)

Accref is a team of skilled Interpreters and Cultural mediators to provide access to public services in Thessaloniki for migrants and refugees. Accref office is providing an educational role to all beneficiaries, listening to their expectations, explaining and training them in practice about the Hellenic Public Health System, other Public Services and how to use them.

## CASH TRANSFER PROGRAM (CTP)

With support from United Nations High Commissioner for Refugees (UNHCR), IFRC is providing cash assistance to asylum seekers and refugees to cover their basic needs. In the MFC, people come for their monthly certification in order for funds to be transferred to their cards, to apply for a new card or for the help desk, trying to solve daily problems with cards.



## SOCIAL SERVICES FIGURES



### requests



\*all the other requests are below 6% and include access to legal documents, education, financial support, mental health support etc

## ACCREF FIGURES



### type of service



## CTP FIGURES AT THE MFC



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