

IFRC Greece Multi - Functional Centre (MFC) of Thessaloniki

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. The MFC also aims to provide support to migrants who are not eligible for cash 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). The pre-paid card is aimed at supporting persons of concern in meeting their basic needs. Cash assistance is based on family size, based upon the Minimum Expenditure Basket (MEB) which was defined by the Cash Working Group in agreement with the Greek Government. It is based on the amounts given to vulnerable Greek families by the social protection system. In addition to applying for cash assistance and enrolment/card distribution, 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 HELPDESK 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 report card loss, provide feedback and/or solve daily problems with cash cards, which they may experience. The IFRC Cash Team also refers persons to the UNHCR Protection services which are present at the MFC 2 days a week.

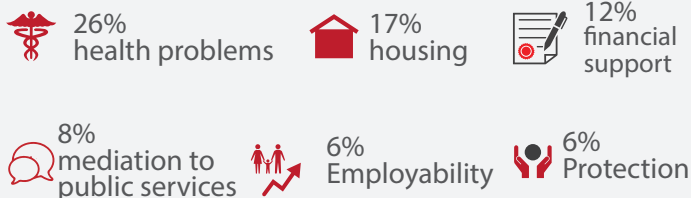
SOCIAL SERVICES FIGURES



78

refugees have been supported by the casework service

requests



*all the other requests are below 5% and include food, asylum, education, NFIs, mental health support etc



15

active students for the Greek courses



12

volunteers (casework, cultural mediation)



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SOCIAL SERVICES

Social Services include initial profiling of all cash eligible and ineligible asylum seekers and provides case management support with peer to peer sessions, Greek language lessons and basic information at the reception area. The casework service is provided by two caseworkers supported with 2 volunteers, prioritized appointment based on the needs of the persons. The Greek language lessons are comprised of two different classes based on the linguistic level. Simple information for doctors, healthcare and medicine, as well as AMKA are provided at the reception with the support of the cultural mediators while gradually, reducing the number of casework appointments. The MFC staff work closely, with local public services such as KEM (Social programs), KEELPNO (Health) and GCR (Legal counsel) by establishing proper referral pathways and supporting the needs of these local public services when needed

RESTORING FAMILY LINKS (RFL)

RFL is a humanitarian service proposed by the International Movement of Red Cross and Red Crescent. In Thessaloniki's MFC, the RFL service is currently provided in cooperation with the International Committee of the Red Cross (ICRC). It involves activities that aim at 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, situations of violence, international migration, and other hardships. Information and Services are provided in the MFC, as well as in various facilities hosting migrants and refugees in the wider area of Thessaloniki and Northern Greece. Moreover, joint visits are taking place with the IFRC Cash team in open facilities in order to assess the RFL needs of the population and to support RFL referred requests.



3,255

visits to the MFC

CTP FIGURES AT THE MFC

159
people received new cash card



340
families (households) received card replacements



1,351

households certified

RFL FIGURES

102 visitors/
interviews*



21
phone calls

3
Red Cross messages

*in MFC and in open sites of Lagkadikia, Vrasna, Serres, Kavala, Volvi



ICRC

In partnership with



UNHCR
The UN Refugee Agency