



ARSIS, ASSOCIATION FOR THE SOCIAL SUPPORT OF YOUTH

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ANNUAL PROJECT REVIEW

2018

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Presenting ARSIS

ARSIS is a social non-governmental organization that has been active since 1992 in support of children and youth and the defense of their rights.

The **basic objective** of ARSIS is the implementation of the National Convention on the Rights of the Child and the protection of the socially disadvantaged and those at-risk for social exclusion and marginalization.

ARSIS **supports** minors who experience living conditions that hinder, impede, suspend or obstruct their smooth personal development and access to social goods; conditions such as insufficient familial support, neglect, abuse, exploitation, rejection from the education system, immigration, refugee status, homelessness, unemployment, legal conflicts, living in institutions or penitentiary institutions, etc.

Furthermore, ARSIS offers services that facilitate the integration of socially marginalised populations (the homeless, migrants, refugees, asylum seekers, Roma etc.) and defending human rights.

ARSIS follows an interdisciplinary support model in every service it provides, leveraging European and international expertise and knowledge through its participation in more than 15 networks and its partnerships with other public and non-governmental organisations and social institutions.

ARSIS is composed of expert staff and trained volunteers who work on the basis of the collective values of social solidarity, acceptance, democracy and mutual respect.

ARSIS' **vision** is a society with equal opportunities for all young people and respect for their rights, as stated in Greek and international law, specifically the UN International Convention on Human Rights and the Convention on the Rights of the Child.

Its work is **supported** by national, European and other funds, a vast network of volunteers, and sponsorships from social enterprises, institutions and public benefit foundations. ARSIS collaborates with public services and non-governmental organizations in Greece and Europe.

ARSIS' **mission** is to take action for the prevention of social exclusion of young people. Within this context, it develops methodologies and tools to support young people, organises and participates in relevant networks, collaborates with public services and non-governmental organisations and drafts social policy proposals for children and young people.

ARSIS has a certified management competence system in accordance with ELOT 1429: 2008, for the planning, maturation, design and implementation of co-funded projects for the integration of socially disadvantaged youth and other population groups that are threatened with exclusion.

Through the implementation of national, European and international programmes, it seeks to:

- produce social work that lifts the conditions of exclusion,
- support young people that are at-risk of being socially disadvantaged or are already socially disadvantaged,
- highlight social problems and plan actions to address them,
- defend the rights of young people,
- inform and raise awareness among citizens,
- collaborate and network with social service providers, public and non-governmental, at a national, transnational, European and international level,
- create direct interventions, assistance services, accommodation schemes, and support shelters for socially disadvantaged youth and other vulnerable groups (families that live at or below the poverty line, immigrants, asylum-seeking refugees, the homeless, the incarcerated, Roma), with the aim of improving their living conditions and facilitating their social inclusion, and
- implement activities and run temporary accommodation schemes for children who are threatened or affected by neglect, abuse or trafficking.

PROJECT REPORT 2018

Organising the support network for social integration and empowerment of minor refugees and their families in the Thessaloniki area

Project duration: 1/2/2017 - 31/5/2018

Budget: 512.079,00€

Total expenses 2018 (01/01/2018 – 31/05/2018): 161.676, 67€

During the period 1/2/2017 - 31/5/2018, ARSIS implemented the project “Organising the support network for social integration and empowerment of minor refugees and their families in the Thessaloniki area” in collaboration with the Arbeiter-Samariter-Bund (ASB), which was funded by the German Federal Foreign Ministry (GFM). The project aimed at the development of supportive activities for young people and children of refugees, as well as for their families through the creation of a Youth Support Centre (YSC).

Activities of the YSC included the Social Service, an educational and creative programme for children inside or outside the YSC, Administrative Support for beneficiaries, and distribution of basic necessities. In order to reach beneficiaries, ARSIS utilised tools such as mobile social work (Streetwork) and the Mobile School.

Within the framework of the project, a human rights awareness campaign was simultaneously organised in primary and secondary schools in Thessaloniki, aiming at the smoother integration of refugees in the local community, as well as informing and sensitizing teachers, students and Parents' Associations about the matter.

The project provided psychosocial and educational support, social integration services, basic necessities, child protection and human rights education. The project management team included psychologists, social workers, social scientists, teachers, a driver, and a pediatrician.

After construction of the YSC at Ptolemaion 40 street was completed a year prior, the Centre opened its doors to hundreds of kids and young people, as well as their families or guardians. In 2018, a total of 1.563 kids, teens, young people and their families benefitted from YSC services, reaffirming the need for an open structure at the center of Thessaloniki. The YPS served visitors and beneficiaries from the following countries: Afghanistan, Albania, Algeria, Armenia, Bangladesh, Bulgaria, Cameroon, Congo, Ethiopia, Greece, Iran, Iraq, Morocco, Nigeria, Palestine, Pakistan, Poland, Romania, Saudi Arabia, Sierra Leone, Slovakia, Syria, and Turkey.

PIER - Protection, Integration and Education for Refugees in Greece, Italy and Austria, Project Code 1720001

Project duration: 1/1/2017 - 31/3/2018 (15 months)

Budget: 619.500,17€

Total expenses(01/01/2018 – 31/03/2018): 107.105,81€

ARSIS implemented this project between 01/01/2017 and 31/03/2018, in collaboration with Caritas Austria and funding from The Coca Cola Foundation. In Greece, the first year of the project's implementation took place in Athens and Thessaloniki. The objective of PIER I was to respond to the immediate protection needs of refugees, asylum seekers and beneficiaries of national protection upon their arrival in Greece, while subsequently supporting the process of their cultural and socioeconomic integration in the local community. A basic priority of the project was to direct its services to children and youth, as well as to their families and guardians.

Project beneficiaries received services according to their needs, such as:

- Legal and psychosocial counseling,
- educational activities,
- a mobile school,
- a mobile social intervention team,
- accommodation,
- community service,
- a volunteer and internship department,
- the provision of basic necessities, and
- human rights education through Compass-Compasito.

In 2018, project activities took place only in Thessaloniki serving 684 beneficiaries (adults and children) from Afghanistan, Albania, Armenia, Bulgaria, Gambia, Georgia, Greece, Iran, Iraq, Nigeria, Pakistan, Romania, Russia, Somalia, Syria, and Ukraine.

PIER II - Protection, Integration and Education for Refugees in Greece, Italy and Austria, Project Code 1802001

Project duration: 01/04/2018 – 31/01/2019

Budget: 347.697,01€

Total expenses: 276.369,73€

The PIER II project was designed as the continuation of PIER I, based on the latter's services and results. For PIER II, the project consortium took into consideration the current trends in refugee movements in Europe. The project continued to meet the immediate protection needs of refugees, asylum seekers and beneficiaries of national protection upon their arrival in Thessaloniki, while additional emphasis was placed on the cultural and socioeconomic integration of the beneficiaries compared to PIER I.

Social workers, psychologists and lawyers offered legal and psychosocial counseling services to refugees, asylum seekers and immigrants, and, depending on individual needs,

frequent individual or group sessions continue to take place. Once again, the project's priority was to serve young people, children and their families.

The main activity of the project this time included educational activities, since the majority of minor refugees had been out of school for a long period of time. Enrolling children in formal education was the primary objective and additional educational activities were developed accordingly, for example organizing Greek, other language, and math workshops.

At the same time, activities related to skills development and introduction to the culture of the host community took place, in order to assist the integration process of the target group into the local community.

The project completed its activities by the end of 2018, reaching 1.453 minors and adults from Afghanistan, Albania, Armenia, Bulgaria, Gambia, Georgia, Greece, Iran, Iraq, Nigeria, Pakistan, Romania, Russia, Somalia, Syria, and Ukraine. Compared to the first quarter of 2018, the number of beneficiaries increased significantly, which clearly indicates the need for similar projects with longer duration (over one year).

Psychosocial and healthcare interventions for the wellbeing of children and vulnerable populations - "In4Child"

Project duration: 23/05/2018 – 22/05/2020

Budget: 467.284,63€

Total expenses (23/05/2018 - 31/12/2018): 92.875.92€

In 2018, the project "Psychosocial and healthcare interventions for the wellbeing of children and vulnerable populations" was launched, known by its acronym "In4Child". The project is implemented by ARSIS, the University of St. Kliment Ohridski Higher Medical School of the Republic of North Macedonia, UKLO, the UNESCO club of Serres and Lifestart - Growing and Learning Together.

This transnational project aims at strengthening and reinforcing the partnership between Greece and the Republic of North Macedonia in the field of child protection and support to socially vulnerable groups. The INTERREGIPA Cross Border Cooperation Programme (CCI 2014 TC 16 I5CB 009) was funded by the European Union and participating countries.

In Greece, the project "In4Child" is being implemented in the regions of Thessaloniki, Pella, Kilkis and Serres, aiming at the pedagogical, psychosocial and medical support of children working on the streets, living in Roma or refugee camps, as well as in nomads located between the borders of the two countries.

Another important pillar of the same project is human rights education. More specifically, educational programmes for primary and secondary education teachers are carried out using the Council of Europe manuals (Compass & Compasito), as well as educational interventions in schools of the two countries.

Services provided:

→ Psychosocial support,

- Medical primary care,
- Educational support,
- Social integration services,
- Provision of basic necessities,
- Child protection,
- Human rights education,
- Mobile Unit for access to areas of interest,
- Mobile social work, and
- Training of primary and secondary education teachers on the use of the Compass & Compasito manuals of the Council of Europe.

Between 23/05/2018 – 31/12/2018, 1.560 children, teens, young people and their families received services. The beneficiaries' countries of origin included Afghanistan, Albania, Algeria, Armenia, Bulgaria, Cameroon, Congo, the Czech Republic Ethiopia, Greece, Iran, Iraq, Kuwait, Lebanon, Morocco, Nigeria, Pakistan, Romania, Russia, Saudi Arabia, Sierra Leone, Somalia, Syria, and Uganda.

The House of ARSIS: Temporary Shelter for Minors and Adolescents at Risk

Project duration: 1/1/2018 – 31/12/2018

Budget: 235.464,00€ (grant application to the Department of Child Protection and Family Support at the Ministry of Labour and Social Affairs)

The approved emergency grant amounted to only 200.000,00€

Total expenses: 204.576,61€

Since 2007, the House of ARSIS operates in Oraiokastro, Thessaloniki, with funding from and under the supervision of the Ministry of Labour, Social Security and Social Welfare. The shelter temporarily accommodates minors focusing on children and teens that are victims of neglect, abuse and trafficking, as well as at-risk children due to adverse familial or socioeconomic conditions. Following an investigation by Social Services and the Prosecutor for Minors that determines the need to remove a child from an environment deemed unfit for the child's care and protection, the child is then referred to the shelter.

The House of ARSIS hosts boys aged 5 to 12 years old and girls aged 5 to 18 years old and its capacity is at 22 children. It is staffed by a social worker, a psychologist, social caregivers, administrative staff, cleaning staff and a network of volunteers. The building consists of 7 rooms - dorms, two office areas for staff members, a large communal living room and kitchen area and a bathroom area. The building is surrounded by open space which is utilised for activities, games and creative play for children.

The shelter aims to:

- Meet the immediate need for housing and protection of children at risk,
- Temporarily support them until the responsible government institutions find the most appropriate permanent solution for the care of the child, and
- Ensure all the rights of the children are respected and support the children's smooth emotional and social development.

Services provided:

- Full coverage of basic needs (food, clothing and medical care),
- Psychological and psychosocial support (personalised support plan, self-awareness-coexistence groups),
- Education on interpersonal and social skills,
- Integration in the school environment,
- Integration in educational, athletic and recreational activities,
- Creative workshops,
- Participation in social activities and events,
- Advisory support for the family,
- Preparation of families for foster care,
- Legal support, and
- Cooperation, coordination and liaising with institutions and services aiming at a more complete support of the child and the family.

In 2018, the House of ARSIS hosted 59 children and teens living in Greece, originally from Greece, Albania, Bulgaria, Romania, Nigeria, Iraq, Iran, Afghanistan, Syria, Turkey, Turkey, Somalia, Congo and Morocco.

“METIKOS” Shelters for unaccompanied minors

Project duration: 01/08/2017 – 31/12/2020

Budget: 4.895.055

Total expenses for 2018: 4.073.488,55

ARSIS created the first shelter for unaccompanied children seeking asylum in 2005 in the area of Volos with the support of the Ministry of Labor.

Starting from 01/08/2017, accommodation structures for unaccompanied minors have been integrated in a single project that operates under “Grant N.P. ARSIS Association for the Support of Youth for implementation for the project “METIKOS””, co-financed by the European Union within the framework of the National Programme of the Asylum, Migration and Integration Fund (AMIF 2014-2020). Specifically:

The Accommodation Structure in Makrinitza, Volos was created in collaboration with the philanthropic association “Hellenic Concern Volos”, which provided a two-storey building with 30-bed capacity in the area of Makrinitza for this project. The structure hosts boys aged 12 to 18 years old.

The Accommodation Structure in Oreokastro, Thessaloniki, was created in 2009 and has a 30-bed capacity. The buildings and accommodation areas are made available to ARSIS by the National Center for Social Solidarity (EKKA). The structure hosts boys aged 12 to 18 years old.

The Accommodation Structure “Frixos” in Alexandroupoli operates since January 2013 and has a capacity of 26 beds for unaccompanied minors. Boys up to 12 years old and girls up to 18 years old are being accommodated. ARSIS had inaugurated the structure in the

prefecture of Evros two years prior (April 2011) with the implementation of the project “Action Plan for the Approach and Assistance of Newly Incoming Unaccompanied Minors to our Country” funded by the Ministry of Health in the auspices of The 2010 European Refugee Fund for emergency measures.

Three Accommodation Structures were created with the collaboration and funding of the European Refugee Fund and the Ministry of Labor, Social Security and Social Solidarity, in the context of the METIKOS project (valid until August 2016).

The Accommodation Structure in Tagarades, Thessaloniki was created in June 2016 and was originally housed at a hotel unit in the area of Sindos. The structure now operates in rented buildings and has a capacity of 30 beds. The structure hosts boys aged 12 until 18 years old.

The Accommodation Structure “Elli” in Alexandroupoli operates since September 2016 and has a capacity of 25 beds for unaccompanied minors. The ages of those hosted since 2018 are boys 12-18 years old.

The Accommodation Structure in Metaxourgeio, Athens operates since January 2017 and has a capacity of 28 beds for unaccompanied minors. The structure hosts boys aged 12 to 18 years old.

The Accommodation Structure in Pylaia, Thessaloniki operates since January 2017 and has a capacity of 30 beds for unaccompanied minors. The structure hosts boys aged 12 to 18 years old.

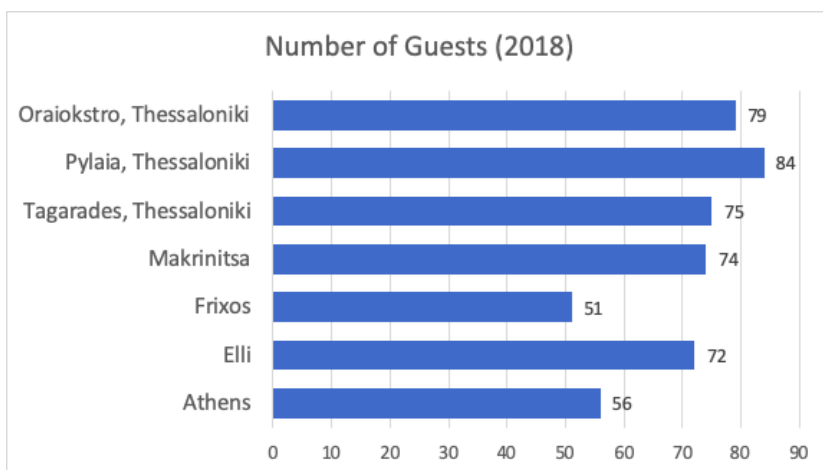
These shelters are connected to the overall network of activities and referrals organized by ARSIS in Thessaloniki, Volos and Athens to ensure comprehensive support to unaccompanied minors. The purpose of this network is to safeguard the fundamental rights of unaccompanied minors, secure conditions necessary for a safe and dignified living and development of unaccompanied minors, as well as create favorable conditions for their adaptation and integration into Greek reality, thus ultimately preparing them for autonomous living or reunification with family members living on European soil.

The shelters offer the following services:

- Integration of minors in local public schools and support in terms of both close cooperation with the teaching staff, as well as through tutoring services or other educational programmes,
- Psychosocial support,
- Legal support in the asylum and family reunification process,
- Work counseling and preparation for the job market,
- Coverage of medical services and access to health care,
- Organising cultural and recreational activities, excursions and participation in social events,
- Informative meetings and seminars for skills development and the strengthening of minor participation in the social life of the Shelter and the community,

- Food provision, with at least 3 meals per day (breakfast, lunch, dinner), taking into account age, eating habits and cultural norms,
- Clothing and footwear,
- Financial aid (pocket money) 30€/month/child,
- Personal hygiene and cleaning products,
- Everyday products,
- Transportation (shelter vehicles or public transportation: coverage of the cost of unlimited route cards or tickets), and
- Communication (access to electronic communication and video services, purchase of phone cards).

In each structure, the project team consists of a structure manager, an administrator, a social worker, a psychologist, an interpreter, a caregiver, a lawyer, an educator/teacher or activity manager, and a cleaning officer. In some structures, there is also a cook on staff, while in others, food is provided by an external catering service. For each structure, there is a finance manager. Finally, there is one coordinator responsible for the methodology of the entire project.



In 2018, ARSIS maintained the same number of temporary shelters for minors as the year before, while continuing to support the long-term accommodation of unaccompanied minors with 199 accommodation spaces.

In 2018, these long-term accommodation schemes hosted a total of 491 unaccompanied minors, originally from Egypt, Algeria, Afghanistan, Vietnam, Guinea, Eritrea, Iraq, Congo, Libya, Morocco, Bangladesh, Burundi, Pakistan, Somalia, Syria, and Yemen.

Accommodation and services to refugees and asylum seekers in Greece. Child protection, detention monitoring, support for persons with disabilities and legal aid in Central and North Greece, Attica and Dodecanese, Agreement Symbol: GRC01/2018/000000144

Project duration: 1/1/2018 - 31/12/2018

Budget: 9.098.538,84€

Total expenses: 8.636.269,41€

During 2018, ARSIS was once again a stable and trustworthy national partner of the UN High Commissioner for Refugees (UNHCR), in the context of its activity in support of refugees and asylum seekers. Specifically, ARSIS collaborated with the UNHCR and implemented the project "Accommodation and services to refugees and asylum seekers in

Greece. Child protection, detention monitoring, persons with disabilities support and legal aid in Central and North Greece, Attica and Dodecanese” both at the Aegean islands and in the mainland, with the following sub-projects:

A. HOUSING SUB-PROJECTS

ESTIA apartments in 5 border islands

Cost of operation: 2.745.623,58€

Under the auspices of the project, ARSIS maintained around 192 apartments (882 spaces) in five border islands (Chios, Samos, Kos, Leros, Rhodes)

ESTIA apartments in the mainland

- ESTIA apartments, Athens

Cost of operation: 1.912.397,10€

In the context of the project, ARSIS maintained around 523 accommodation places in ESTIA apartments in Athens, including the social apartments (4 social apartments with a total capacity of 16 places). The apartments are occupied by single parent and nuclear families, who have either submitted a request for international and humanitarian protection or already received it. The ultimate goal of the Social Apartments is the empowerment of families to live autonomously without the assistance of a housing programme.

- Family Accommodation Shelter “Estia Prosfygon”

Cost of operation: 603.929,76€

Within the context of the European Refugee Fund 2010, the shelter “Estia Prosfygon” was designed and began its operation in 2011, co-funded by the Ministry of Labour, Social Security and Social Welfare, in order to function like a standardised protection structure for new immigrants and asylum seekers. “Estia Prosfygon” offers temporary housing to refugee families who are either asylum seekers in Greece or are awaiting relocation to another European country in the context of family reunification, and in every case belong to vulnerable groups. The structure is able to offer temporary accommodation, lasting up to six months, to 12 families (8 single-parent families and 4 nuclear families). Priority is given to people in conditions of extreme vulnerability, such as mothers with children, pregnant women, families with multiple children, medical or other issues, victims of violence/trafficking etc. Under ESTIA, there are also 4 social apartments hosting 7 families (22 people), which provide support and assistance during the transition towards full autonomy and social integration.

In the context of ESTIA, the provision of multidimensional services for children and adults is predicted through the development of an interdisciplinary support model. The services provided in ESTIA include:

- Accommodation of families (including food, clothing and health needs of the community),
- Support, access to health services and rehabilitation actions for families with one or both parents,

- Social counseling, information and psychological support to adult and underage family members that are being hosted and deal with familial and social issues,
- Vocational guidance, training and work counseling,
- Legal advice throughout the process of asylum application and career advice,
- Access to the education system and to relevant activities. Educational support and workshops for skills development and promotion of minors and adults, and
- Creative, educational, cultural and recreational activities for kids and adults.

The services provided aim to rebuild minors' strength and skillsthrough interdisciplinary education and to reinforce adult family members, with the prospect of their autonomous integration in the local social and economic life. Emphasis is given to the need to connect "Estia Prosfygon" and its guests with institutional bodiesand the local community. We consider such relationships to be especially important for guests of "Estia Prosfygon", for Athens' citizens, as well as various relevant institutions, given that coexistence, reciprocity, cooperation and solidarity comprise the core values of a society.

- ESTIA apartments in Thessaloniki

Cost of operation: 1.109.083,99€

ARSIS operated 49 apartments within the context of the ESTIA programme in Thessaloniki, offering a total of 292 accommodation vacancies.

- Social Apartments for asylum seekers and beneficiaries of international protection, for young people ages 18 to 25 years old, in Thessaloniki and Volos

Cost of operation: 180.477,36€

The "Social Apartments for asylum seekers and beneficiaries of international protection, 18 – 25 years old" are accommodation structures welcoming young adults who were accommodated in shelters for unaccompanied minors until their adulthood. In 2018, ARSIS operated 6 Social Apartments in Thessaloniki and Volos, offering 35 accommodation places (4 apartments, 23 accommodation places) and 3 in Volos (3 apartments, 12 places).

Their accommodation is an intermediate stage before full autonomy. The goal is to prepare these young adults for social integration and offer them chances for further education, vocational training, socialisation and social participation. Furthermore, creative activity is encouraged during the stay, in order to develop individual and social skills and integrate into the workforce.

- Social Apartments for families in Thessaloniki

ARSIS operates 2 "Social Apartments for families of asylum seekers and beneficiaries of national protection", which offer 12 accommodation places. The apartments servesingle-parent or nuclear families, who have either applied for international and humanitarian protection or have been granted such recognition. The ultimate goal of Social Apartments is to empower families to the point of autonomous living without the assistance of a housing programme. The families hosted and supported by Social Apartments will be families that have lived in the Family Shelter "Filoxenio" (which is operated by ARSIS in

cooperation of the Municipality of Thessaloniki, in the context of the project “REACT – Refugee Assistance Collaboration in Thessaloniki”), and are now considered to be ready for the next step in the long process of social integration and autonomy.

With the implementation of this project, ARSIS created or maintained from previous years, 1.788 accommodation positions for vulnerable populations and asylum seekers.

Specifically, in 2018, ARSIS provided:

1. Around 192 apartments (882 places) in five border islands (Chios, Samos, Kos, Leros and Rhodes),
2. 93 ESTIA apartments in Athens and Social Family Apartments in Athens (a total of 523 places),
3. Family Accommodation Shelter “Estia Prosfygon” in Athens - Kallithea (44 places),
4. 49 apartments in Thessaloniki (292 places),
5. 6 social apartments in Thessaloniki and Volos (35 places) for young adults (men), asylum seekers and beneficiaries of national protection, who were living in Shelters for unaccompanied children, and
6. 2 social apartments in Thessaloniki (12 places) for families that were previously living in the Accommodation Shelter for Families of Asylum Seekers “Filoxenio” (which operates in the context of the project REACT – Refugee Assistance Collaboration in Thessaloniki programme).

Through daily support, beneficiaries are better prepared to adapt to the new cultural and social environment, while ensuring dignified living conditions and individualised management of their needs. These activities also aimed at preventing social isolation and marginalization, as well as combating discrimination and racism.

Additionally, all the beneficiaries received cash cards (Cash Assistance) to cover their basic needs, such as food, clothing, transportation.

ESTIA programme teams (Athens, Thessaloniki, islands) were comprised of social workers, social scientists, psychologists, teachers, chaperones, lawyers, interpreters and caregivers responsible for the apartments, as well as assisting positions (cleaners, cooks, transporters, and drivers)

A total of 4.208 people was hosted in ARSIS housing programmes nationwide. Specifically:

- 3.035 people in the five border islands (Chios, Samos, Kos, Leros and Rhodes),
- 669 people in the ESTIA apartments in Athens and in Social Apartments for Families in Athens,
- 64 people in the Family Accommodation Shelter “Estia Prosfygon” in Athens,
- 406 people in the apartments in Thessaloniki,
- 52 people in Social Apartments for Families in Thessaloniki and Volos (30 in Thessaloniki and 22 in Volos), and
- 11 people in Social Apartments for Families in Thessaloniki, from June 2018 when the operation of the sub project began until December 2018.

B. PROTECTION OR CHILD PROTECTION SUB PROJECTS

The project included the following child protection sub-projects in Northern Greece:

Social Streetwork in Thessaloniki

Cost of Operation: 225.126,15€

In Thessaloniki, ARSIS located, approached and supported at-risk children through the Social Streetwork teams. Special emphasis placed on locating unaccompanied children:

- a) in the urban area of Thessaloniki who are vulnerable to high risk activities or negative coping mechanisms (mainly drugs and micro-crime),
- b) that are homeless or on the move (mainly new arrivals and undocumented children),
- c) that are victims of trafficking or are at risk of becoming victims of trafficking, and
- d) that are detained under “protective custody” in detention facilities in Thessaloniki.

Aiming at the creation of a coherent network for child protection and the comprehensive provision of care and support services, ARSIS implements the following interventions within the framework of this social service:

- Intervention and protective custody
Our professionals intervene systematically in police precincts in the wider area of Thessaloniki where protective custody for unaccompanied minors is carried out. Our interventions consist of the following services: 1) provision of basic sanitary and clothing items, 2) informing minors about the concept of protective custody and their rights, 3) psychosocial support, 4) legal advice regarding their asylum procedures, as well as 5) facilitating the minors' accommodation in a more appropriate structure.
- Social Streetwork to locate children at risk
This activity is directed at children and especially unaccompanied minors that are homeless or on the move trying to cross the border to other European countries. The goal of the activity is to track down and sufficiently support the children up to finding a viable and safe solution for them, i.e their placement in a proper accommodation facility and the registration of their asylum request in the Asylum Service. Obviously, the material support of the minors and their interconnection with health services are of primary importance for their very survival, while at the same time our professionals offer psychosocial support to minors, refer them to Youth Support Centers as the safest places where minors can spend their day creatively, find legal counseling and support, and the systematically monitor of their case. A particularly demanding aspect of this activity is managing juvenile delinquency.
- Homeless family support
The social service for child protection also fully supports homeless refugee families in order to find accommodation for them in an open refugee accommodation center or urban housing programmes. As arrivals to the country constantly increase, more and more refugee families end up homeless in urban Thessaloniki, without any information or connection with services. Most of these families deal with further conditions of vulnerability beyond homelessness, such as newborn babies, serious illnesses, mental illnesses and single-parent or multi-child families. There is an urgent need to refer these families to housing programmes and, in the absence of immediate availability for

accommodation, to assist and provide continuous material, legal and psychosocial support until proper accommodation is found.

- Social research to assess the best interests of the child
Conducting social research to assess what is the child's best interest, which is at the heart of child protection, comprises a key aspect of the interventions of our social service. This social research is carried out both for unaccompanied minors who are hosted by citizens, volunteers or people with the same ethnicity as the minors and for precarious familial situations where the protection of the child is in question. Apart from confirming alleged familial relations, it is important to evaluate whether the current caregiver and whether the environment in general is fit to protect the child. A large part of this intervention concerns the investigation of possible abuse, exploitation or neglect of the child as well as the appropriate response in line with the organisation's protocol on child protection.
- Individual or family counseling
Child protection goes beyond goods provision and referral to services, so we consider counseling to be an integral part of our interventions. Creating of relationships with the child requires trust for the effective assessment of a child's needs and the dangers they might be experiencing. The goal of this intervention is the empowerment of unaccompanied minors, children and their families to rely on their own abilities and plan their future. Through regular meetings on an individual and group basis, we create a contract with the child or their guardian, if there is one, and formulate realistic goals which we redefine according to the ever-evolving needs of the child. In Thessaloniki, Social Streetwork activities approached and supported a total of 622 people, of which 591 were children: 480 unaccompanied children, 11 were children - members of families, and 142 were parents/guardians.

Child protection activities in the Open Accommodation Structure of Nea Kavala

Cost of Operation: 139.887,32€

The Social Service of ARSIS in Nea Kavala took on the multi-level support of unaccompanied children or children separated from their parents, as well as children with their families. At the same time, ARSIS operated an activity center for children and young people aged 12 to 18 (Youth Center), where activities for children and their families were held. Furthermore, the team of ARSIS located unaccompanied children who were in protective custody at police stations of the prefecture of Kilikis and supported them psychosocially, legally and materially (clothing items, hygiene items, communication etc). In this accommodation structure, actions to protect victims of gender-based violence were also implemented through prevention and awareness raising on relevant matters, as well as multi-level management of such cases.

The Social Service of ARSIS in Nea Kavala undertook the comprehensive and multi-level management of cases of children and their families, including children who are in Greece with family other than their parents or unaccompanied children. An inseparable aspect of the Social Service is the Youth Center, which attempts to connect the logic of child protection with that of social integration. The Social Service also took on cases in Polykastro and supported unaccompanied minors who were in protective custody in the prefecture of Kilikis.

Finally, in the last four months of 2017, our Social Service managed cases of gender-based violence both in terms of their comprehensive support (reintegration, psychological support, discussions with the community, legal referrals) and in terms of their prevention.

Basic aspects of the above interventions included relationship building and strengthening within the population of the structure, both on a personal as well as a community level, with an emphasis on the logic of social integration. At the same time, a basic goal of ours was the education and sensitisation of the population on issues of child protection, gender-based violence and, more widely, on issues of legal, cultural and social nature that define Greek and European reality. In terms of case management, it included identification of and acquaintance with beneficiaries, recording their background, investigation of any vulnerability, provision of psychosocial support and counseling to parents, legal support in the asylum process. In short, we formulated a personalised plan of action for each beneficiary which included individual steps and goals. The goal of the plan was to empower the individual towards autonomy, self-reliance, and social integration.

Child protection activities in the Open Accommodation Structure of Nea Kavala supported a total of 426 people, of which 227 were children and 199 were parents/guardians. Out of 227 children served, one was an unaccompanied child living in the Open Structure, 19 were unaccompanied children in protective custody and the rest were children - members of families. Furthermore, 36 victims of gender-based violence and/or victims of torture were supported.

Child protection service in the Open Accommodation Structure in Lagadikia.

Cost of operations: 41.593,62€

The child protection service in the Open Accommodation Structure in Lagadikia undertook the support of children, including unaccompanied minors or those separated from their families, from January until July of 2018. It supported a total of 646 people, of which 355 were children and 291 were parents/guardians. Specifically, 12 out of 355 children were unaccompanied and the rest were children - members of families.

Mobile Child Protection Unit of Volos

Cost of operations: 133.278,05€

The mobile unit of ARSIS undertook the support of children, including unaccompanied minors or those separated from their families, who lived in Open Refugee Accommodation Centers in the area of Thessalia. In 2018, interventions were carried out in the Open Structures of Moza (Volos) and Koutsoxerou. In the Open Accommodation Structure of Volos, apart from psychosocial support, the Mobile Unit of ARSIS created groups for mothers, groups of emotional education for children, creative workshops and athletic activities for children and teens, groups for girls etc., offered Greek language lessons for children and adolescents. The Mobile Child Protection Unit of Volos supported 721 people in total, 440 of whom were children and 281 were parents / guardians. Out of 440 children, 21 were unaccompanied children that lived in the Open Accommodation Center, 2 were unaccompanied children in protective custody and 417 were children-members of families.

Athens Youth Support Center - activities in the city and detention centers

The Centre provided psychosocial and legal support, skill development, educational and creative/recreational activities (mobile school), social streetwork in the city and detention centres. The “Youth Center” is where children and young people can spend their time in a safe and creative environment. The project’s target groups were children and young people (in the Community Center), young adults (with referrals from streetwork teams and intervention teams in the Detention Center), as well as unaccompanied children. Additional support can also be provided in terms of protection, education and care that this structure will offer in Athens and in the wider region.

It served a total of 695 people, while over 8000 visited the center in 2018 to receive information regarding their rights, the legal framework and other important matters.

Specialised activities for people with disabilities - “Thetis” Project

From January until June 2018, ARSIS subcontracted “Social EKAV” to implement the “Thetis” project, which supported people with disabilities living in Open Accommodation Structures or ESTIA-funded apartments through mobile units in Athens and Thessaloniki. This project aimed at strengthening detection and management of cases of disabled individuals and their referrals to institutions. A total of 343 people was supported in Athens and Thessaloniki through this particular sub-project.

Educational activities and child protection activities in Dodekanisa - Non typical education centers “LEDU” (Leros) and “KEDU” (Kos)

In Kos and Leros, ARSIS operated the “KEDU” and “LEDU” centers of informal education. ARSIS offered educational and recreational activities to children and teens (6-18 years old) in Registration and Identification Centers (RICs) funded under ESTIA, as well as the accommodation centers PIPKA and Villa (Leros). A lawyer, based in Kos, supported and represented unaccompanied children and those separated from their guardians and who were registered in “KEDU”, in collaboration with institutions that were operating inside the RIC. Additionally, legal advice and representation were provided to minors who were subjected to age assessment for punitive, civil and administrative purposes, up until there is definite assessment of their age by the Asylum Service. Furthermore, ARSIS offered legal support services in Kos.

A total of 799 children participated in educational and child protection activities in Dodekanisa, through the non-typical education Centers “LEDU” (Leros) and “KEDU” (Kos). In Leros, the “LEDU” centre began its operation in February 2018 and served 403 children in total, ages 6 to 18. In Kos, the “KEDU” centre began its activities in April 2018 and served a total of 396 children, ages 6 to 18.

Support activities of victims of gender-based violence, including LGBTQI people in Dodekanisa

The project supported 6 victims of gender-based violence in Leros and Kos, through both prevention and response activities, taking on case identification, psychosocial support and referral to relevant institutions.

Providing urgent protection for the most vulnerable UASC through Safe Zones, Food Provision and Case Management

Project duration: 01/11/2017 - 28/02/2019

Budget amount: 4.990.752,86€

Total expenses (01/11/2018 - 31/12/2018): 3.760.429,47€

“Safe Zones” Temporary Accommodation for Unaccompanied Minors

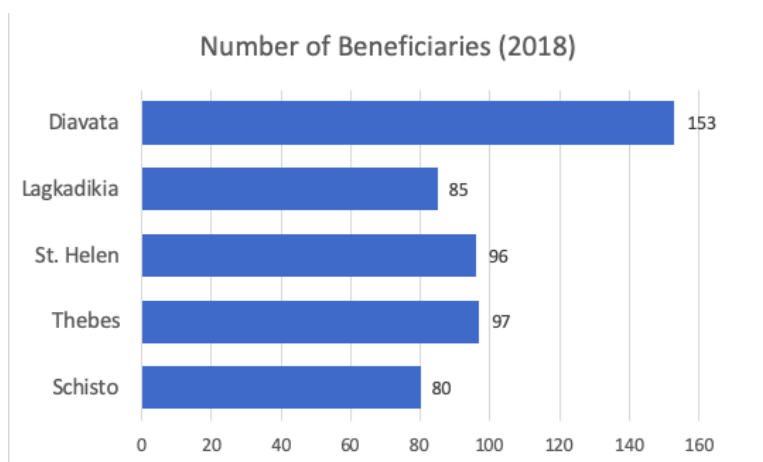
In April 2016, during the influx of thousands of refugees in Idomeni, ARSIS piloted a safe zone for 35 unaccommodated minors in the open accommodation structure of Diavata in Thessaloniki. Due to the success of the pilot and in order to deal with the urgent need for safety and protection of unaccommodated minors, the authorities agreed to create Safe Zones for unaccommodated minors in other temporary accommodation facilities as well. Later, this practice was adopted by the Ministry of Immigration Policy and is implemented in many areas of Greece.

The goal of the Safe Zones was the temporary housing and support of accommodated minors (ages 14-18 years old) in open accommodation facilities, as an alternative measure to protective custody and homelessness and until better options of accommodation are guaranteed, such as guest houses or autonomous living apartments.

Safe Zones are operated by a 24-hour educational interdisciplinary team responsible for supporting unaccompanied minors who live there. The team is comprised of social scientists, psychologists, and intercultural mediators and provides children with the following:

- Reception and support in order to help them adapt to their new environment,
- Full provision of food, clothing provision and medical care,
- Consultative assistance and information,
- Psychological Support,
- Legal advice in the asylum and family reunification process,
- Preparation for more permanent accommodation schemes,
- Career advice and preparation for the workforce,
- Referral and access to health services,
- Integration to the public education system and monitoring of school attendance in cooperation with school uniteducators,
- Greek language courses, access to labs and other non-formal education projects,
- Cultural, athletic, recreational and social activities, cultural centre visits and participation in social events in order to encourage children to develop their social skills and integrate in the local community, and

- Strengthening children’s participation in the social life of the wider refugee community in the Refugee Reception Center and the local community, in collaboration with local authorities.



In 2018, ARSIS was responsible for the operation of 5 Safe Zones with the capacity of 30 places each. ARSIS operated 5 Safe Zones with the support of UNICEF in the Refugee Reception Centers at Diavata, Lagadikia, St. Helen in Ioannina, Thebes and Schisto.

In 2018, Safe Zones hosted 511 unaccompanied minors

(ages 15-18) from Afghanistan, Algeria, Bangladesh, Iraq, Libya, Pakistan, Palestine, and Syria.

Mobile Child Protection Unit of Thrace

Halfway through 2018, ARSIS started the operation of a Mobile Child Protection Unit in the area of Thrace. The goal of this unit was the support and protection of unaccompanied minors and minors separated from their parents, as well as families with underage children who were part of the newly arrived refugee population in the area of Evros. The project team consisted of social scientists, psychologists, educators and lawyers. The Unit focused its intervention on the RIC in Evros Outpost and made regular visits to local police stations, Pre-removal Detention Centres, Border Guard departments, as well as Directorates of Foreigners in the wider area of Thrace.

Between 06/2018 and 12/2018, 136 minors received psychosocial and legal support, 224 participated in educational and recreational activities and received basic necessities. The beneficiaries’ countries of origin were Syria, Iraq, Afghanistan, Pakistan, Egypt, Morocco, Algeria, and Iran.

Social Child Protection Service

Recognising the need to support children with particular sensitivity, ARSIS operated the Social Child Protection Service in 2018 in the area of Thessaloniki. The Service had three basic goals:

1. The full support of all unaccompanied minors in protective custody in the area of Thessaloniki, including material and psychosocial support, legal assistance, facilitation of judicial procedures, case prioritisation, and monitoring of detention,
2. The full and holistic casemanagement of minors in vulnerable families, including follow up discussions, residence visits, community network expansion, etc, and
3. The full and holistic case management of unaccompanied minors that are informally hosted in apartments.

The activity was implemented within the framework of the “Providing urgent protection for the most vulnerable UASC through Safe Zones, Food Provision and case management” project with the support of UNICEF. The total number of minors that were supported through the Social Child Protection Service amounted to 725. Despite the urgent need to continue the project in 2019, this wasn’t possible due to lack of funding.

Humanitarian and Recovery Support to the Affected Population in Greece

For the structure of Kavala

Project duration: 1/12/2017 - 31/12/2018

Budget amount: 562.791,93€

Total expenses (01/01/2018 - 31/03/2018): 480.118,99€

For the structure of Drama

Project duration: 1/04/2018 - 31/12/2018

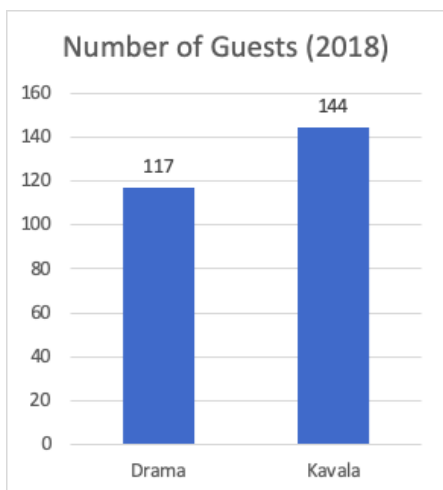
Budget amount: 387.714,50€

Total expenses (01/04/2018- 31/12/2018): 350.696,69€

In collaboration with the International Organization for Migration (IOM), ARSIS implemented the “Humanitarian and Recovery Support to the Affected Population in Greece” project between 01/12/17 and 31/12/2018. The goal of the project was to take over the operation of two Safe Zones for the Temporary Stay of Unaccompanied Minors in the Open Accommodation Centres in Kavala and Drama, in order to ultimately improve the services provided there.

The safe zones had a capacity of 30 places each and accommodated unaccompanied minors aged 15 - 18 years old. ARSIS operated the Safe Zone in Kavala since December 2017 and we took over the structure in Drama in April 2018. The staff consisted of social scientists, psychologists, sociologists, lawyers, and intercultural mediators. The following services were offered:

- Reception and support in order to help them adapt to their new environment,
- Full provision of food, clothing provision and medical care,
- Consultative assistance and information,
- Psychological Support,
- Legal advice in the asylum and family reunification process,
- Preparation for more permanent accommodation schemes,
- Career advice and preparation for the workforce,
- Referral and access to health services,
- Integration to the public education system and monitoring of school attendance in cooperation with school uniteducators,
- Greek language courses, access to labs and other non-formal education projects,
- Cultural, athletic, recreational and social activities, cultural centre visits and participation in social events in order to encourage children to develop their social skills and integrate in the local community, and



- Strengthening children’s participation in the social life of the wider refugee community in the Refugee Reception Center and the local community, in collaboration with local authorities.

Throughout the project, 261 unaccompanied minors from Pakistan, Syria, Iraq and Afghanistan were hosted and received services.

Emergency Response in Accommodating Unaccompanied Migrant Children (ERAcUMic)

Project duration: 1/01/2018 - 15/07/2018

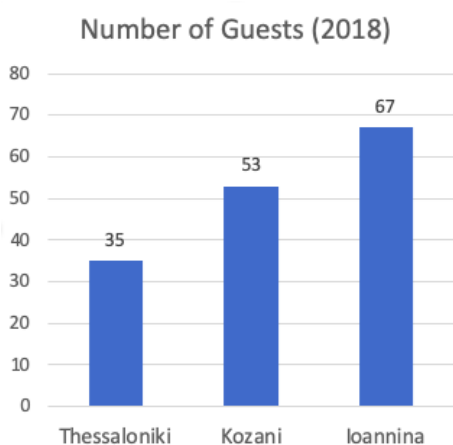
Budget amount: 388.510,59€

Total expenses: 330.548,84€

The project hosted minors aged 15-18 years old in hotels with funding from the International Organization for Migration (IOM). The goal was to immediately begin operation of Emergency Accommodation facilities for unaccompanied minors in 5 areas in Greece, starting in January 2018 and for about 3 - 4 months. However, the implementation phase began in March 2018.

The project addressed the need for housing for many unaccompanied minors located in islands and in Reception and Identification Centres (RICs), but also in detention at police stations all over Greece. In collaboration with the IOM and Doctors of the World, ARSIS operated 3 facilities in hotel units: in Thessaloniki, Kozani, and Ioannina.

Each facility accommodated 35 unaccompanied minors, aged 15 - 18 years old. The project goal was to cover each child’s basic needs: safe housing, clothing/shoes, enrollment in formal education, medical care and provision of legal assistance. Furthermore, ARSIS ensured daily provision of psychosocial support, non-formal education activities, and



ultimately a healthy routine for adolescents with lessons and activities aiming at their smooth integration into Greek society.

With this project, ARSIS contributed to the creation of 105 new appropriate accommodation places for unaccompanied minors in Greece, thus responding to the urgent need for additional accommodation places and relieving pressure off the already burdened system. Most important, children were given a chance to live in an adequate protective environment and in better living conditions that harnessed their smooth

development and protected their human rights. During the implementation phase of the project, 155 unaccompanied minors from Pakistan, Afghanistan, Bangladesh and various sub-Saharan countries were hosted in 3 hotel units.

Providing Education and Immediate Accommodation to Migrant Children in Greece (PEDIA)

Project duration: 16/7/2018-31/12/2018

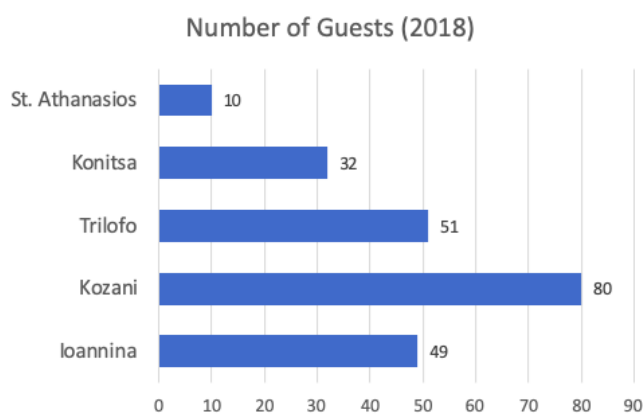
Budget amount: 1.296.498,75€ (for 5 hotels)

Total expenses: 635.735,16€ (3 hotels until 31/12/2018 and 1 hotel from 19/11/2018-31/12/2018)

The PEDIA project was implemented in collaboration with the International Organization for Migration (IOM). It was created due to an imperative need for the creation of new places of accommodation for unaccompanied minors. Within the framework of the project, ARSIS operated 5 facilities of urgent accommodation in hotels, each hosting up to 35 unaccompanied minors aged 15 - 18 years old. ARSIS took on the responsibility of supporting minors through:

- Psychosocial support,
- Clothing provision,
- Medical care,
- Non-formal educational activities and support for the integration of unaccompanied minors into formal education, and
- Legal counseling.

In every facility, the project team was composed of social scientists, psychologists, educators and lawyers, as well as 1 coordinator and 1 financial officer.



Between 15/07/2018 and 31/12/2018, 80 children from Pakistan, Afghanistan and Bangladesh were hosted in Kozani, 32 children from Afghanistan were hosted in Konitsa, 49 children from Pakistan, Myanmar and Bangladesh were hosted in Ioannina, 10 children from Afghanistan were hosted in St. Athanasios, Thessaloniki and 51 children from various sub-Saharan countries were hosted in Trilofa, Thessaloniki.

RESTART

Project duration: 24 months

Budget amount: 1.099.947,55€

Total expenses: 262.040,77€

RESTART began its operations in April 2018 with a donation by the Stavros Niarchos Foundation. The primary beneficiary of the project is the Municipality of Thessaloniki, ARSIS is the project coordinator, and Doctors of the World are a project partner.

The goal of RESTART is to contribute to the reintegration of 40 individuals and 15 families into society and the labour market. In particular, the target population is people facing housing problems and especially low income or people living in poverty and, as a result, cannot cope with the needs of everyday life.

Beneficiaries of the project:

- People in homeless shelters or those receiving services from Homeless Centres,
- Graduates of healing programmes or people in rehabilitation programmes,
- People living in guest houses or people with no assets who are unemployed or have very low income,
- People with a psychiatric history living in poverty, and
- Families with referrals from local authorities due to an eviction order or other homeless people with a high index of vulnerability.

Project benefits:

1. Rental coverage, stipend for PUC bills, stipend for household appliances, food stipend for the first twelve months of each project beneficiary,
2. Subsidy for salaried work for 15 people lasting up to 12 months. Specifically, the subsidy covers insurance and employer contributions, as well as monthly remuneration for part-time employment (30 hrs/week) for 15 people, as defined and agreed upon in the Collective Labour Agreement. Furthermore, the project subsidizes 4 people to create their own businesses and offers a stipend for the creation of a Social Cooperative Enterprise (SCE). It is estimated that the SCE will employ 5-10 people (non-binding number). And,
3. Subsidy for the development of technical skills through education or training for 30 people depending on their interests and current skills as well as the needs of the labour market.

Overall, the project offers:

- Psychosocial support,
- Work counseling,
- Support for the creation of a business and a SCE,
- Psychiatric monitoring and psychological support of the beneficiaries upon request
- Referral to institutions, organisations, and facilities that are active in the city

In addition, a goal of the project is to equip beneficiaries with tools and techniques in their job search and to help them process existing difficulties that led to them becoming homeless.

The ultimate goal is to empower beneficiaries to handle the difficulties that may arise in the future and avoid returning to the same vulnerable situation.

In 2018, the project reached 91 people from Greece, Albania, Bulgaria, Georgia and Serbia.

“Housing and Reintegration” Project

- **S1 “Actions For Housing And Integration In The Municipality Of Thessaloniki”**

Project duration: B Cycle 4/2017-2/2019

Budget amount: 220.830,50€

Total expenses: 86.572,50€

- **S5 “Neighborhood - Actions For Housing And Reintegration”**

Project duration: B Cycle 4/2017-2/2019

Budget amount: 373.649,20€

Total expenses: 206.853,44€

Since February 2015, ARSIS has implemented the “Housing and Reintegration” project funded by the General Secretariat of Welfare at the Ministry of Labor, Social Security, and Social Solidarity and managed by the National Institute of Labor and Human Resources (NILHR). The goal of the project was to assist individuals or families experiencing homelessness transition to autonomous forms of living and reintegrate in the local community. This goal is achieved through the provision of housing, social care, counseling, and career services.

ARSIS participated in the project with two plans. First, ARSIS was the primary beneficiary and project manager of Plan S5 “Neighbourhood - Activities for Housing and Reintegration” in collaboration with the Pavlos Melas, Ampelokipoi - Menemeni and Kordelio – Evosmos municipalities. ARSIS implemented Plan S1 “Actions for Housing and Integration in the Municipality of Thessaloniki” in collaboration with PRAKSIS (project manager) and the Municipality of Thessaloniki (primary beneficiary). The project included:

- House search and coverage of rent and operational costs for a year,
- Food and personal hygiene products stipends,
- Subsidy for salaried labour and business creation, work counseling, and
- Psychosocial support and counseling.

In 2018, in the context of plan S1, 21 people from Greece received services. In the context of plan S5, the project reached 59 people from Greece, Albania, Sierra Leone, Russia, Poland and Cyprus.

Streetwork Project, Project Code GRA - 14707 - Q4X2J3

Project duration: June 2017 - May 2020 (3 Years)

Budget amount: 443.400€

Total expenses (01/01/2018 - 31/12/2018): 136.870,13€

Funded by the Stavros Niarchos Foundation, the Municipality of Thessaloniki and ARSIS started the implementation phase of the Streetwork project for homeless people on 1st of June 2017. A five-member team of social scientists were on the streets everyday aiming at identifying, recording and supporting people that experience homelessness.

In the context of the Streetwork interventions, the following services were offered:

- Identifying and approaching homeless people in city streets,
- Recording individual needs in terms of services,
- Covering individual needs in basic goods,
- Providing essential goods,
- Distributing food and personal hygiene items,
- Informing and referring beneficiaries to the city's Social Services, healthcare and mental health facilities
- Informing and referring beneficiaries to homeless shelters and the Open Day Centre for the Homeless,
- Providing primary health services (a trained nurse is part of each team)
- Referring beneficiaries to free legal assistance for the homeless,
- Escorting and representing individuals before administrative and other public authorities when necessary,
- Psychosocial support,
- Empowerment and mobilization, and
- Primary counseling support.

During 2018, street workers came in contact with and offered services to 364 people living in conditions of homelessness.

Refugee Assistance Collaboration in Thessaloniki (REACT)

Project duration: 01/01/2018 – 31/12/2018

Budget amount: 513.895,00€

Total expenses: 489.303,81€

In collaboration with the United Nations High Commissioner for Refugees (UNHCR) and the funding by the European Union, the Municipality of Thessaloniki implemented the innovative humanitarian project REACT (Refugee, Assistance, Collaboration in Thessaloniki), and coordinated actions by the following partners:

- Municipality of Neapoli - Sykies
- Municipality of Kalamaria
- Development Agency of Eastern Thessaloniki's Local Authorities
- Region of Central Macedonia
- YMCA - Young Men's Christian Association
- PRAKSIS (Programs of Development, Social Support and Medical Cooperation)
- ARSIS (Association for the Social Support of Youth)

The REACT project was a part of the ESTIA programme, which was implemented by the UNHCR in collaboration with Municipalities and NGOs all over Greece and funded by the

European Commission Directorate-General for Civil Protection and Humanitarian Aid Operations (DG ECHO).

REACT's objective was to contribute to the overall effort to deal with the refugee crisis in Greece, through detecting, installing and maintaining 830 places for housing in private apartments. The target population was vulnerable asylum seekers, candidates for relocation/family reunification and internationally recognised refugees/beneficiaries of subsidiary protection. Additional activities included support and protection services, such as financial aid, interpretation, transportation and escort to public authorities, healthcare, and special psychosocial support for children. These additional services were implemented through networks of local organisations in the city of Thessaloniki, i.e. local authorities and other non-governmental organisations.

ARSIS was responsible for the following: a) psychosocial support regarding the difficulties and problems beneficiaries faced in their everyday lives and referrals to social services/structures, public bodies and NGOs, b) counseling when needed in order to tackle personal or familial problems, c) support, prevention and management of domestic or other types of violence, and d) social support regarding reports to authorities and dealing with incidents of racist violence or behavior and discrimination.

Throughout 2018, the project reached 624 refugees, the majority of whom were from Syria (338) and lived in the Municipalities of Thessaloniki, Kalamaria, and Neapoli - Sykies.

Guesthouse for Families of Asylum Seekers

Part of the REACT project was also the Guesthouse for Families of Asylum Seekers. The target population was single-parent and nuclear families that had applied for international protection or had received refugee status during their stay in housing programmes.

The Guesthouse opened its doors in May 2015 in cooperation with the Municipality of Thessaloniki (project coordinator) and ARSIS (implementing partner). Since September 2016, the Guesthouse was integrated into the project.

The Guesthouse was the only "increased care and support" housing option in the city of Thessaloniki and the families that received a referral to the Guesthouse were considered extremely vulnerable because of conditions such as: 1) family members with disabilities, 2) family members with mental health issues, 3) family members with a terminal disease, 4) a single-parent or a guardian that cared for underage children, 5) a woman in danger or a pregnant woman, and 6) families in danger following a prosecution order.

The Guesthouse is located in a building that belongs to the Municipality of Thessaloniki, who covered the hosted families' expenses in terms of food (catering) and utilities (power, water, heating). ARSIS was responsible for recruiting and employing all Guesthouse staff and the financial management of Guesthouse, including equipment replacement, maintenance work, as well as the purchase of household and cleaning items.

The Guesthouse had a capacity for 7 families (28 total places) with the number of the guests fluctuating depending on each family's composition (26-36 people).

The services offered include among others:

- Housing for 12 months,
- Food provision,
- Secure living conditions/24-hour staff presence,
- Psychosocial and psychological support,
- Referral to legal support services,
- Integration of underage children into formal education,
- Informal education activities for underage children living in the Guesthouse, such as creative workshops and Greek language lessons,
- Informative and educational workshops for children and adults promoting integration in the local community,
- Workplace integration activities/networking with the local community,
- Interpretation services,
- Escorting services to city authorities and services, and
- Integration of volunteers and interns.

Throughout 2018, 15 families (60 people) were hosted in the Guesthouse, out of which 22 were adults/parents and 38 were underage children.

Support to refugees and migrants in Greece through an integrated multi-sector response

Project duration: 01/01/2018 – 31/12/2018

Budget amount: 2.408.572,14€

Total expenses: 2.358.178,01€

In collaboration with the Arbeiter-Samariter-Bund (ASB), ARSIS implemented a package of social services in the Temporary Open Reception Structure at Diavata and the Temporary Open Refugee Reception Structure in Epirus (Doliana, Katsikas - Ioannina and Filipiada). The project was funded by the European Commission Directorate-General for Civil Protection and Humanitarian Aid Operations (DG ECHO). In the above accommodation structures, an ARSIS social intervention team collaborated with ASB to provide refugees:

- Psychological support and protection in cases of gender-based violence,
- Child protection services,
- Monitoring and recording of protection issues, development of community-based protection actions,
- Escort to hospitals and public authorities, issuance of a Social Insurance Number (AMKA), a Tax Identification Number, an unemployment card, and birth certificates,
- Educational activities, such as
 - Non-formal education,
 - Creative expression workshops for children and young adults,
 - Child and Youth Friendly Spaces (CYFS) within the accommodation facilities,
- Legal support,

- Integration activities, such as:
 - Cultural, recreational, athletic, and creative activities inside and outside accommodation facilities, and
 - Excursions, museum visits, and cultural events for various age groups. Activities bringing refugee and migrant children in contact with the local population.

In 2018, our teams reached 2.385 guests of Open Accommodation Facilities.

Mobile Refugee Support Unit - Referral and Access Service

In the framework of the “Support to refugees and migrants in Greece through an integrated multi-sector response” project, ARSIS created the Referral and Access Service (RAS). Its main task was to support the communication between refugees and public services, aiming at the formers’ smooth integration in the local community. The staff consisted of social scientists, a legal adviser, intercultural mediators/interpreters, an administrative staffer and a driver. The services provided included:

- Issuance of a Social Insurance Number (AMKA),
- Registration to the national Unemployment Register,
- Issuance of a Tax Identification Number (AFM),
- Issuance of birth certificates, and
- Opening a bank account.

A total of 1.778 people living in the greater area of Thessaloniki, both in the Open Accommodation Facilities and the urban web, received these services.

Empowering guardians, legal representatives and foster children deprived of parental care against violence through child rights (ELFO), JUST/2015/ACTIONS GRANTS

Project duration: 1/12/2016 - 30/11/2018

Budget amount: 31.651,00€

Total expenses (01/01/2016 - 30/11/2018): 11.889,99€

In collaboration with the Region of Central Macedonia, ARSIS participated as a partner in the European foster care project ELFO. The project was implemented for 2 years and four European country institutions participated. The goals were to promote the institution of foster care throughout Europe, to exchange technical expertise and knowledge across borders, to strengthen national institutions and mechanisms, to establish good practices, and to expand the practice.

The project mainly focused on safeguarding the rights of children and teens and by extension on predicting situations that could possibly endanger them. The empowerment of the foster care committee and foster parents could be a key aspect in the prevention of violence and abuse against children deprived of parental care. The ELFO project was funded under the Rights, Equality and Citizenship Programme of the European Union (2014 - 2020).

The implementation of the project included:

1. Consultation and exchange of experiences with relevant authorities and institutions,
2. Dissemination and awareness raising activities,
3. Trainings for foster care professionals and prospective foster families, and
4. Creation of a prospective foster parent register and expansion of the application of the foster care institution.

A total of 228 people participated in the project, including foster parents, foster care committee members, and professionals that deal with these institutions.

EU-ROADMAP: Refugees and Orientation, Assessment Desk, Methodologies, activities and Participation (HOME/2015/AMIF/AG/INTE/9102)

Project duration: 01/01/2017-31/12/2018

Budget amount: 41.559,87 €

Total expenses (01/01/2018 – 30/11/2018): 22.217,13 €

In 2017, the project EU-ROADMAP: Refugees and Orientation, Assessment Desk, Methodologies, Activities and Participation was implemented. ARSIS participated as a partner along with Il Cenacolo Società Cooperativa, Form Azione Co&so Network, Comune di Firenze, Bridges Programmes, Jugend am Werk Steiermark GmbH, Wisamar Bildungsgesellschaft GmbH. Together, the project consortium included organisations from Greece, Italy, the United Kingdom, Austria and Belgium. In the context of the European Migration Policy, the EU-Roadmap project created an original guidance office, in order to promote the entrance and integration of immigrants, asylum seekers and recipients of international protection into the workforce. In 2018, the office's operational guide was completed so activities focused on serving beneficiaries and providing educational workshops.

First, project staff contacted businesses and public organisations to map the needs of the job market in terms of demand for jobs, general knowledge and skill set. Then, employees were trained according to a common European methodology. Finally, site visits to local associations and businesses were organised in order to help beneficiaries integrate in the local workforce, while trainings and workshops on job searching and CV writing were conducted.

In total, 241 people from Egypt, Albania, Algeria, Afghanistan, Georgia, Eritrea, Iraq, Iran, Lebanon, Morocco, Pakistan, Syria, Turkey, Czechia and Bulgaria benefited from these services.

Sociocultural Learning of Youth in Mobile Societies (SLYMS)

Project duration: 01/07/2018 - 30/06/2021

Budget amount: 44.684,00€

Total expenses: 2.159,77€

The project "Sociocultural Learning of Youth in Mobile Societies" (SLYMS) began in the summer of 2018. The project is funded by the Erasmus + programme (KA02). The leading partner is the University of Thessaly. The project attempts to redefine and reinvent

interculturalism, participation in public life and the formation of a more holistic pedagogical approach, able to contribute more substantially to the creation of pluralist host communities, characterised by reciprocity, cooperation and understanding.

The project aims at the production of educational and training material, the exchange of good practices and their implementation. Its actions are expected to be implemented in the following years, since 2018 was a pre-production year of studying the existing bibliography and collecting good practices. The project is directed mostly at mobile refugee and migranthyouth, as their integration to the local community is the biggest challenge of our time.

Youth-led Street Sport for All (YSSA), project code: 590555

Project code: 1/1/2-18 - 31/12/2020 (36 months)

Budget amount: 59.846,00€

Total expenses: (01/01/2018/ - 31/12/2018): 2.352,72€

The Youth-led Street Sport for All (YSSA) is also funded Erasmus+ programme. ARSIS participates as a partner, while GAME Denmark is the leading partner. The goals of the project are to increase the participation of youth in athletics through sports that can be played in the street, to strengthen social integration, and to promote social activities among less fortunate children and young people in Italy, Greece, Malta, Lithuania and Denmark. The goals of the project will be achieved by providing children with access to various sports in outdoor facilities. Activities will include:

- weekly athletic activities organised in the street by playmakers,
- a one-day athletic and cultural street festival,
- participation of beneficiaries in cross-border meetings for knowledge exchange with EU partners, and
- the development of an online educational platform.

The year 2018 constituted the first year of project implementation and until the end of December 60 children and young people had participated.

Integrating migrant children at schools through artistic expression (Arts Together), Project Code: 776022

Project duration: 1/1/2018- 31/12/2018

Budget amount: 51.230,91€

Total expenses: (08/01/2018 – 31/12/2019): 1.293,78€

In 2018, the implementation of the European project “Integrating migrant children at school through artistic expression”, known as Arts Together began. The leading partner was the University of Peloponnese and additional partners were the Alma Mater Studiorum - Università Di Bologna (Italy), the Bath Spa University (United Kingdom), The Higher Incubator Giving Growth And Sustainability (HIGGS in Greece), The Urban Non-Governmental Organization ‘Four Elements’ (Greece), The Centro Per Lo Sviluppo Creativo Danilo Dolci (Italy), The Fondazione Hallgarten - Franchetti Centro Studi Villa Montesca

(Italy), The Kinderbetreuungseinrichtung / Kindervilla (Austria), and The Mediter - Reseau Euro - Mediterranee Pour La Cooperation A.I.S.B.I (Belgium).

The purpose of the project is the control, development and pilot implementation of an educational curriculum, based on artistic activities and collaborative pedagogy. The project aims to enhance tools for managing and supporting diversity, mutual understanding and mutual respect among students, as well as improving migrant students' educational performance.

PSS-MH Office for Victims of Torture in Thessaloniki

Project duration: 01/11/2018 – 31/05/2019

Budget amount: 69.885,50€

Total expenses (01/11/2018 – 31/12/2018): 4.260,46€

The project PSS-MH Office for Victims of Torture, which will be implemented in 2019 with funding from German Doctors, began in November 2018 with the goal of providing psychosocial and mental health support, as well as legal aid services to adult refugees or immigrants that were subjected to torture or other forms of mistreatment. According to the International Committee of the Red Cross (ICRC):

- Torture consists of severe pain or suffering, whether physical or mental, inflicted for such purposes as obtaining information or a confession, exerting pressure, intimidation or humiliation.
- Cruel or inhumane treatment consists of acts which cause serious pain or suffering, whether physical or mental, or which constitute a serious violation of human dignity. Unlike torture, these acts do not need to be committed for a specific purpose.
- Humiliating or degrading treatment consists of acts which cause real and serious violation of human dignity, and whose intensity is such that any reasonable person would feel outraged.

The project addresses the lack of specialized facilities of service provision to victims of torture in North Greece. The ultimate goal is the provision of comprehensive support to the target population. In order to achieve this goal, particular emphasis is given to a holistic approach through the interdisciplinary team of the project, but also through communication among relevant stakeholders (NGOs and public authorities). The first phase of the project (November - December 2018) was focused on the drafting and finalising the implementation plan and training staff members, including psychologists (Program Coordination), a social worker, a psychiatrist, a lawyer and intercultural mediators.

Project partners (Doctors Without Borders, the Greek Council for Refugees and Babel) contribute to staff trainings through educational seminars and collaborate for the rehabilitation of survivors of torture.

Collection, Classification and Distribution Network, SYN-PRAXI

Since December 2000, ARSIS has been operating a Collection, Classification and Distribution Network of emergency items in Thessaloniki for those in need, known as SYN-PRAXI. Today, the network consists of:

- An underground area of 300sqm in a central part of the city, where items are distributed to those in need (Venizelou 70, PC: 54631, TN: 2315504301, email: arsis.simpraxis@gmail.com, open to the public: 9:30 am – 4:30 pm).
- A big storage room (1.600sqm) - kindly donated by the Port Authority of Thessaloniki – where items are collected and sorted (Storage room 15, Port of Thessaloniki, TN: 6934863689, email: arsis.limani@gmail.com, open to the public, from 8:00 am – 4:00 pm).
- Three vans for receiving and transporting goods.

The Network is connected with all of ARSIS structures and projects in Thessaloniki and North Greece in general, but also with other actors, organisations and institutions.

The goal of SYN-PRAXI is the material support of people that belong in vulnerable groups and are deprived of basic goods. Covering these basic needs constitutes a basis for further assistance and is a basic precondition for every act of psychosocial support, child protection, social inclusion, rehabilitation, reintroduction and integration into the workforce, and other more specialised services that are offered either from ARSIS or other organisations and bodies. Through SYN-PRAXI, ARSIS now serves thousands of our fellow human beings, such as:

- Families and individuals with low or no income,
- Refugees and immigrants,
- Homeless people,
- Roma,
- Incarcerated and formerly incarcerated people, and
- Elderly people who lack the financial ability to cover their basic needs.

Given that the Network is linked to many other ARSIS projects, it covers the additional needs of the beneficiaries of other projects, too, thus reducing implementation costs of other projects and increasing their effectiveness.

In 2018, SYN-PRAXI served 1.563 people (unique cases) and their family members, providing more than 5.600 adults with clothing items, shoes, food, furniture, household items, toys and school items.

The work of the Network has increased significantly, since it served about 4.000 people in 2017.

The majority of the beneficiaries were refugees from Syria or Iraq, and Greece.

Country	Number of families		Total of beneficiaries	
Total	1563	100%	5673	100%
Syria	438	28,02%	1800	31,73%
Iraq	398	25,46%	1782	31,41%
Greece	215	13,46%	553	9,75%
Afghanistan	87	5,57%	349	6,15%
Albania	80	5,12%	306	5,39%
Iran	75	4,8%	197	3,47%

Other countries	270	17,27%	686	12,09%
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The majority of the beneficiaries were families with two or more members, while one out of four beneficiaries received help only once.

Building Relationships through Innovative Development of Gender Based Violence Awareness in Europe (BRIDGE)

Project duration: 01/10/2018 – 30/09/2020

Budget amount: 116.037,22€

Total expenses (01/10/2018 – 31/12/2018): 891,54€

In October 2018, the project Building Relationships through Innovative Development of Gender Based Violence Awareness in Europe (BRIDGE) was approved and initiated. The goal of the project is to strengthen the institutional response to gender-based violence affecting children and young people in transit within the EU. Through the implementation of this project, ARSIS and its partners will initiate trainings, research interviews with children on the move, and sensitization campaigns in terms of gender-based violence.

The project aims to achieve the following sub-goals:

- To improve data availability related to gender-based violence against children and young people on the move,
- To develop expertise and technical skills related to awareness raising, detection, and management of gender-based violence among children and young people on the move,
- To support and promote multi-stakeholder collaboration and education about gender-based violence against children and young people on the move, through this regional community of practice, and
- To empower children and young people on the move to build positive relationships, to recognise and understand gender-based violence, as well as support them in reporting, preventing, mitigating and tackling the problem of gender-based violence.

Re-Generations, Project Code: 821693

Project duration: 01/12/2018 - 30/11/2021

Budget amount: 186.297,70€

In December 2018, the European project “Re-Generations” began, which is an integration project based on the methodology of “mentoring”. The goal of the project is to improve support systems of young third country nationals through the active participation of citizens, who will agree to guide a young immigrant or refugee in their integration process. The mentorship scheme is based on the creation of an equal relationship of mutual trust between the young person and the volunteer citizen, who will take on the role of a mentor and support the young mentee according to their individual needs.

Major areas of support for young people will be:

- Education,
- Vocational training,

- Access to the workplace,
- Access to social goods, and
- Social participation.

Through this project, the role of the citizen, who occupies an important position both in the life of the young mentee and the community, will be reinforced. The mentor will have the opportunity to participate in efforts to raise awareness and assert human rights, and in the planning of interventions to facilitate the social integration of youth.

In 2018, the project team focused on planning and organizing future activities.

Efforts for the social integration of incarcerated - formerly incarcerated people, homeless people and people living in abject poverty in the Region of Central Macedonia (SYN-ANTHROPOS)

Project duration: 1/9/2018 – 30/11/2020

Budget amount: 320.672,00€

Total expenses (01/09/2018 - 31/12/2018): 13.775,95€

Within the framework of the project “Efforts for the social integration of incarcerated - formerly incarcerated people, homeless people and people living in abject poverty in the Region of Central Macedonia” known as SYN-ANTHROPOS, ARSIS has created a body of services and activities, which flexibly and holistically framed the operation of the Social Support Service of Socially Vulnerable Groups. At the same time, ARSIS has created a specialised Reception and Support Office for Formerly Incarcerated People and their Families.

The SYN-ANTHROPOS project constitutes the first General Economic Interest Service implemented by ARSIS, with funding and support by the Region of Central Macedonia. The Service is part of the Business Plan “Central Macedonia 2014 – 2020”, which is co-funded by Greece and the European Union (European Social Fund), with a total budget of 320.672,00 euros (80% co-financed).

The overarching goal of the project is to support the target population in the Region of Central Macedonia in having equal opportunity in social reintegration and access to the labour market.

The following groups were eligible to receive the services of the Social Service and the Reception and Support Office for Formerly Incarcerated People and their Families:

- a) Incarcerated people who are to be released in the next 6 months,
- b) Formerly incarcerated people, who were released within the past 6 months,
- c) Homeless people, who meet the criteria defined by FEANTSA and the ETHOS typology, and
- d) People in abject poverty.

Within the framework of the project, the following offices were in operation and the following services were offered:

Reception and Support Office for Formerly Incarcerated People

- Activities to inform and support people who were about to be released from the correctional facilities of Diavata in Thessaloniki, Kassandra in N. Halkidiki and Nigrita in N. Serres,
- Reception and Support Service for Formerly Incarcerated People,
- Support services and groups for families of incarcerated and formerly incarcerated people,
- Educational workshops,
- Support for accounting and tax-related matters, and
- Raising public and employers' awareness/promotion of employment integration efforts.

The aforementioned activities operated in close collaboration with the Social Service of Correctional Facilities and the Social Support Committee for Formerly Incarcerated People, which was established and operates under the auspices of the Region of Central Macedonia.

Social Support Service for homeless people and other vulnerable groups

- Psychosocial Support of homeless people located on the street, referred by other services or temporarily accommodated in rented apartments,
- Psychosocial support of people living in abject poverty,
- Efforts to collect, classify and distribute emergency items,
- Support for accounting and tax-related matters,
- Option to participate in moneyless mutual transaction services (Time Bank), and
- Promotion of employment integration efforts.

The project started in late 2018 and received a big response from the community of the city of Thessaloniki, especially detention institutions in Central Macedonia. Services became available to the public in December 2018 and have since reached 78 of our fellow human beings.

Summer School 2018

Project duration: 1/09/2018 – 31/12/2018

Budget amount: 45.516,00€

Total expenses: 44.085,44€

Within the context of the Prevention and Social Support of At-Risk Youth Programme of the General Secretariat for Youth and Lifelong Learning at the Ministry of Education, Research and Religion, ARSIS implemented the “Summer School 2018” project during the summer of 2018.

The activity included interventions in detention facilities at Domokos, Diavata, Malandrino, Patra and the youth detention center of Volos reaching a total of 216 detainees, both adults and minors.

Our workshops allowed prisoners to benefit from educational drama, space restoration - tree planting, musical instrument lessons, Greek language lessons, sport activities, visual arts, creative writing, design, short film production, 3-D design, narration, geometry, mathematics and counseling.

Poem: Original Stories of a Courtyard

Project duration: 1/07/2018 - 30/07/2018 and 1/10/2018 – 31/10/2018

Budget amount: 5.000€

Total expenses: 5.000€

The “Poem: Original Stories of a Courtyard” project was implemented by in the framework of the “Open School in the Neighbourhood” programme, which was managed by Creativity Platform and funded by the Stavros Niarchos Foundation. Poem was implemented in two phases, the first in July and the second in October.

The program included two creative axes: a) the provision of educational services and innovative games in the courtyard, and b) the inclusion of parents and the greater neighbourhood in them. Project activities included sports events, music-kinetic education, intercultural artistic labs, theater education, human rights lab using Compass/Compasito, and Mobile School educational activities.

Taking place during the evenings in school classrooms, these creative and alternative activities aimed at enriching children’s daily routine, enhancing the socialization process in the neighbourhood, and offering democratic opportunities for continued education and life-long learning.

There was a total of 1.216 participants, consisting of 995 children and 221 adults. Divided by location, 562 children participated in indoor labs, while 433 children participated in outdoor labs. Respectively, 105 parents participated in indoor activities and 116 parents participated in outdoor activities. The project team consisted by a methodology manager, a musician, a teacher, an arts teacher, and a theater teacher.

Renovation of ARSIS’ Social Service

Project Duration: 01/10/2018 – 31/12/2018

Budget amount: \$5.000 (4.161,30€)

Total expenses: 4.218,17€

The “Renovation of ARSIS’ Social Service” project included the installment of 4 air conditioner units in the Social Service office space, since this equipment was not in place when the office was leased. This equipment will assist in the proper operation of the spaces and will ensure the sustainability of the Service.

This project was funded by Critical Relief for Children.

Right After Care

Project duration: 01/04/2018 – 31/08/2020

Budget amount: 163.887,55€

Total expenses: 18.320€

The “Right After Care: Capacity Building for Professionals in Alternative Care in Greece” project is being implemented with the support of the European Union (Rights, Equality and Citizenship Programme 2014-2020, REC). ARSIS acts as the project coordinator and partnering organisations include Athens Lifelong Learning Institute, PRAKSIS, and CIVIS Plus.

The project aims to create and provide a holistic intervention that prepares minors leaving institutional care to face the challenges of independent, adult living. Right After Care is in line with recommendations by the United Nations regarding minors’ alternative care. These recommendations emphasize the need to prepare minors and equip them with important social skills in order to facilitate their integration in the local community.

Project activities:

- Educational needs assessment
- Creation of educational material
- Mentorship programme
- Training educators and mentors
- Implementation of “Life Skills” labs for young people



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