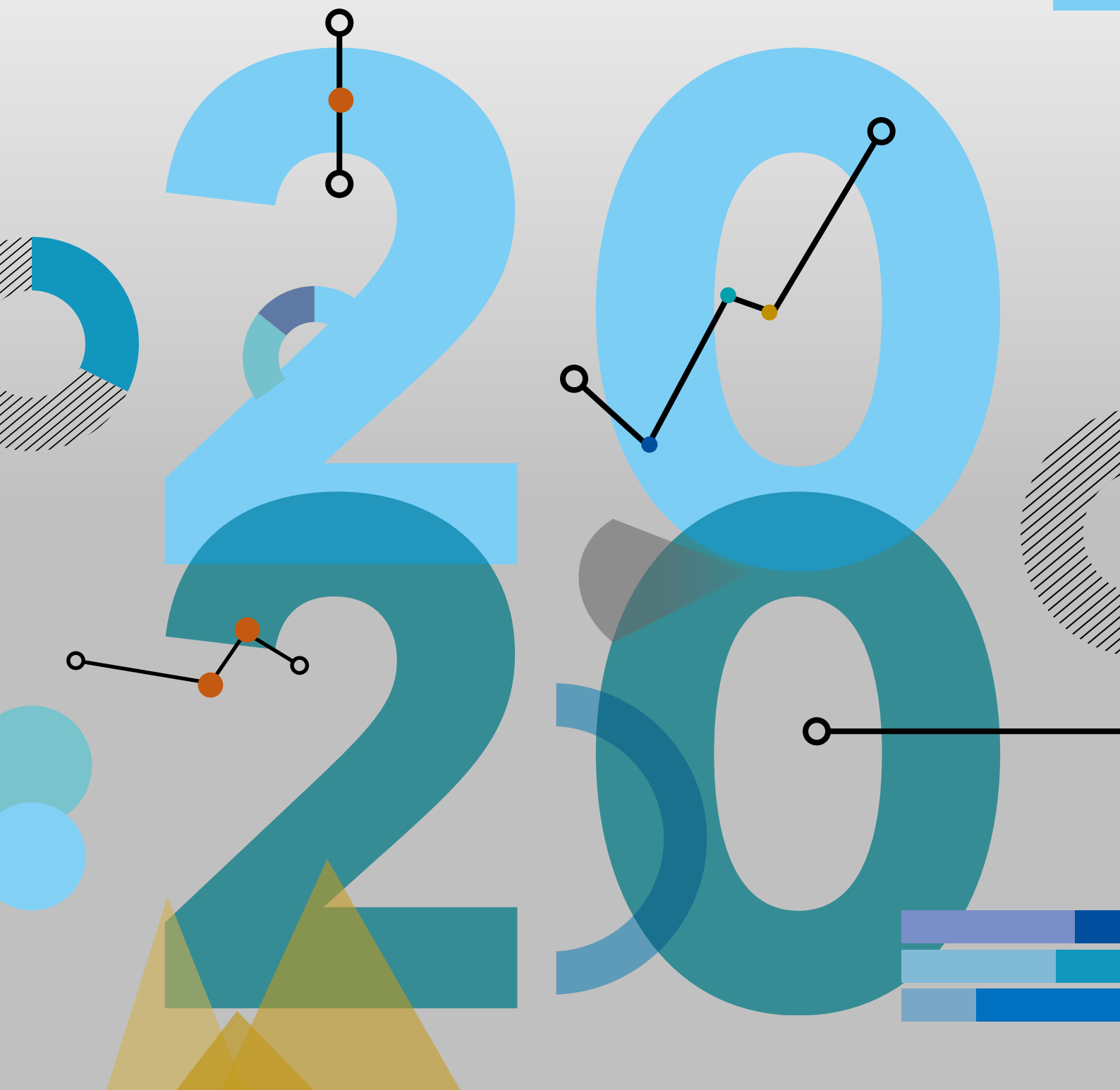




Annual Report



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Summary

The year 2020 was the third year of [HumanRights360](#)'s full operation, and a milestone for consolidating our strategy and putting in the ground targeted actions and high impact activities. This coincided, by chance, with the onset of the global coronavirus pandemic, heightened tensions at the borders between Greece and Turkey, and critical developments in the ongoing refugee/reception crisis in Greece. Just like everywhere else, the rapid spread of the virus that inevitably led to the imposition of lockdowns, highlighted the already existing and longstanding structural inequalities; that is especially evident when it comes to the vulnerable population, whose support constitutes the core mandate of [HumanRights360](#): Migrants and refugees, homeless Greeks and other vulnerable people on the brink of destitution, victims of hate crimes, victims of the financial crisis, users of psychoactive substances, convicts and ex-convicts, sex workers, recognized refugees, migrants without legal documents, people with disabilities.

Thus, [HumanRights360](#) make a huge effort to expand its intervention in order to cover the pressing needs, both through its projects' implementation and through its re-granting activities.

All vulnerable groups remained at the heart of our actions and interventions, while we also continued the elaboration of new projects. A typical example is the innovative street lawyering program, which came to provide outreach legal support to homeless people. At the same time, the support of other –mainly grassroot– organizations through the re-granting program focused directly on the immediate relief of problems and injustice created by the expansion of Covid-19 pandemic, while supporting groups that had been significantly affected.

At the same time, we continued our efforts in the existing fields, extending the actions of the previous years and continuing all our services. The social integration service continued to support people on a daily basis, even

during lockdown period, while our presence in the field of Evros, in the RIC of Fylakio, as well as our border monitoring activities, continued systematically. Our actions related with recording and mapping hate crimes also continued unhindered. We also managed to undertake the legal representation of victims of racist violence attacks in some crucial cases.

Despite the obstacles set by the pandemic, all interventions in the fields of our activity continued normally. Last but not least, we highlighted regularly human rights violations and kept pressing for substantial changes, through advocacy and strategic communication interventions.

[HumanRights360](#) team grown significantly throughout 2020, welcoming new colleagues who brought their unique expertise and commitment to human rights' defense and who share the same vision for a better future.

Social Integration Service

Initially piloted (August 2018) and later transformed into a service (July 2019 – today), Social Integration Service aims to support asylum seekers, recognized refugees and undocumented third-country nationals and promote an autonomous meaningful and self-reliant life, maintain or reach well-being. Under the auspices of the Social Integration Service, three different projects are implemented:

- Ensuring Integration of Asylum Seekers and Refugees, developing a creative plan for an autonomous life, funded by KA-HANE Foundation;
- Transitioning to Adulthood, a path to autonomy and self-reliance, supported by the Fund 'Never Alone – Building our future with children and youth arriving in Europe' of the European Programme for Integration and Migration (EPIM), in a collaborative effort with the John S. Lat-sis Public Benefit Foundation;
- Community-based Alternatives to Detention in Greece, with the support of the European Programme for Integration and Migration (EPIM) and Network of European Foundations (NEF).

Also, over the last months of 2020, the Social Integration Service has been collaborating with the Street Lawyering project of [Human-Rights360](#) that supports homeless and street connected people (see [Chapter 2](#)).

During 2020, our service operated in Eleonas

and Skaramagkas Open Reception Facilities as well as at the Echo Hub Athens (managed by ECHO100Plus).

Setting the Scene - Challenges

2020 has been a challenging but, at the same time, a fruitful year. As everybody else, our beneficiaries experienced fear and mental health distress due to the pandemic; provision of accurate and reliable information in an understandable language has been challenging. COVID-19 has influenced directly and indirectly migrants, asylum seekers and recognized refugees, residence permit holders and undocumented migrants. Despite all difficulties and challenges the population was facing during the curfews, the movement outside the refugees' camps for the residents was also limited, as only a small percentage of the camp population was able to exit the accommodation facilities during the day.

Although the new Temporary Social Security and Healthcare Number for third-country nationals (PAAYPE) that replaced AMKA for asylum seekers was officially provided in the Law, its implementation remained limited for months, increasing the sense of insecurity to the affected population. Indicatively, there have been issues with obtaining the PAAYPE number and using it to access the healthcare system (the PAAYPE number could not be obtained through the online system, only by the Asylum Service), the labor market and le-

gal employment (number was not acknowledged by the ERGANI system), benefits and other online public systems (for example free transportation benefit due to unemployment or disability could not be activated with the PAAYPA number through the IDIKA platform). Even those who obtained a PAAYPA number, faced several issues as it was deactivated automatically with the formal expiration of the Applicant's Card for International Protection, however without being automatically reactivated due to the extension of validity given to all Cards. Additionally, AMKA applicants could not receive their number as the process of transformation of PAAYPA to AMKA had not been finalized, and those applying for the first time have been requested further documents (such as a job offer).

Due to Covid-19, the majority of public services served the public exclusively online with only a limited physical presence at the offices. Asylum seekers and recognized refugees are excluded from the online identification process of the Tax Registry system and therefore needed to visit the tax offices physically to complete the necessary procedures. Phone calls for booking appointments have been extremely challenging and with great delays, influencing the access to benefits and the labour market. Accessing the Asylum Service has been also challenging, despite the creation of the online application system with several procedures and requests being pending for several months.

Furthermore, during the pandemic, recognized refugees needed to leave their residences provided by the ESTIA and Open Accommodation Facilities programme, with limited access to the real estate market (no use of Greek language, lack of trust, xenophobia and racism, limited opportunities for affordable housing, curfew measures didn't permit such kind of visits during the curfew) and subsequently to the Helios Project. Ad-

ditionally, precarious accommodation (either homelessness or living again in tents in the mainland camps), short notice of eviction, lack of preparation of asylum seekers for the next step with administrative papers and language programmes, limited access to vocational training and continuing education opportunities, have been the reality for a significant part of the refugee population.

Methodology and Key Results

The philosophy of the Social Integration Service is to empower and enable persons in all kinds of levels that are related with integration and sustainable living, as it is shown in the following feature:

- Through our individualized processes and the need to respond to the COVID-19 challenges, the Social Integration Team has managed to create a Daily Information with all 421 registered households, using mobile phone communication applications, offering accurate and reliable information, mental health support tips for every day, empowering support with the communication social media campaign #people2people. More accurately, we have sent more than 1,500 messages throughout the year.
- Where and when it was not possible to access our Social Integration Service physically, the Livelihood Officers as well as the Legal Expert used all possible means of communication and access (phone calls, video calls, instant messaging, email exchanges). In total, 2,071 online and physical sessions have been conducted.
- Security and health of the persons and the staff has been prioritized; therefore, all necessary actions have been ensured: distance service provision (where ap-

plicable), limitation of present staff (according to the size of the physical space), creation of protection protocols against COVID-19, hygiene supplies for all (according to the published regulations).

Within the year, Capacity Building has also been a priority. The staff of the Social Integration Service has been trained in first aid, mental health first aid, Human Trafficking and Sexual and Gender based Violence, Evaluation and Counselling in Employability Services.

Combating homelessness has been another main pillar of action. We have supported beneficiaries accessing Helios Project, ESTIA and Open Accommodation Facilities and other independent accommodation schemes. In total, for 2020 we have secured accommodation for 31 persons.

Despite the difficulties, we have supported 14 persons to access and continue their tertiary level studies at online universities and at local colleges during 2020. Also, we have secured for 20 persons to be registered into online vocational trainings.

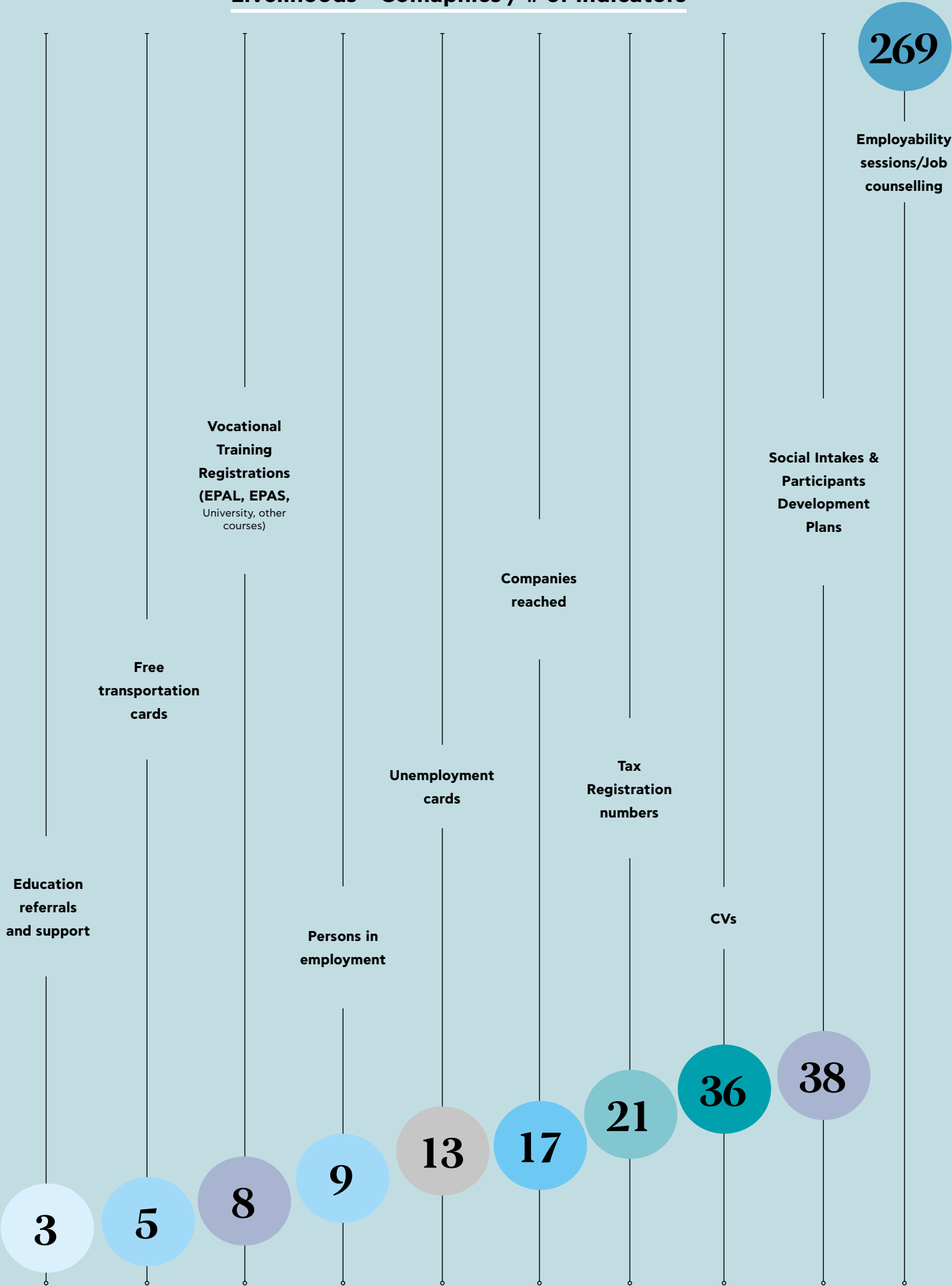
We have provided 8 legal info sessions regarding the new law 4636/2019 and 4686/2020 in five different languages.

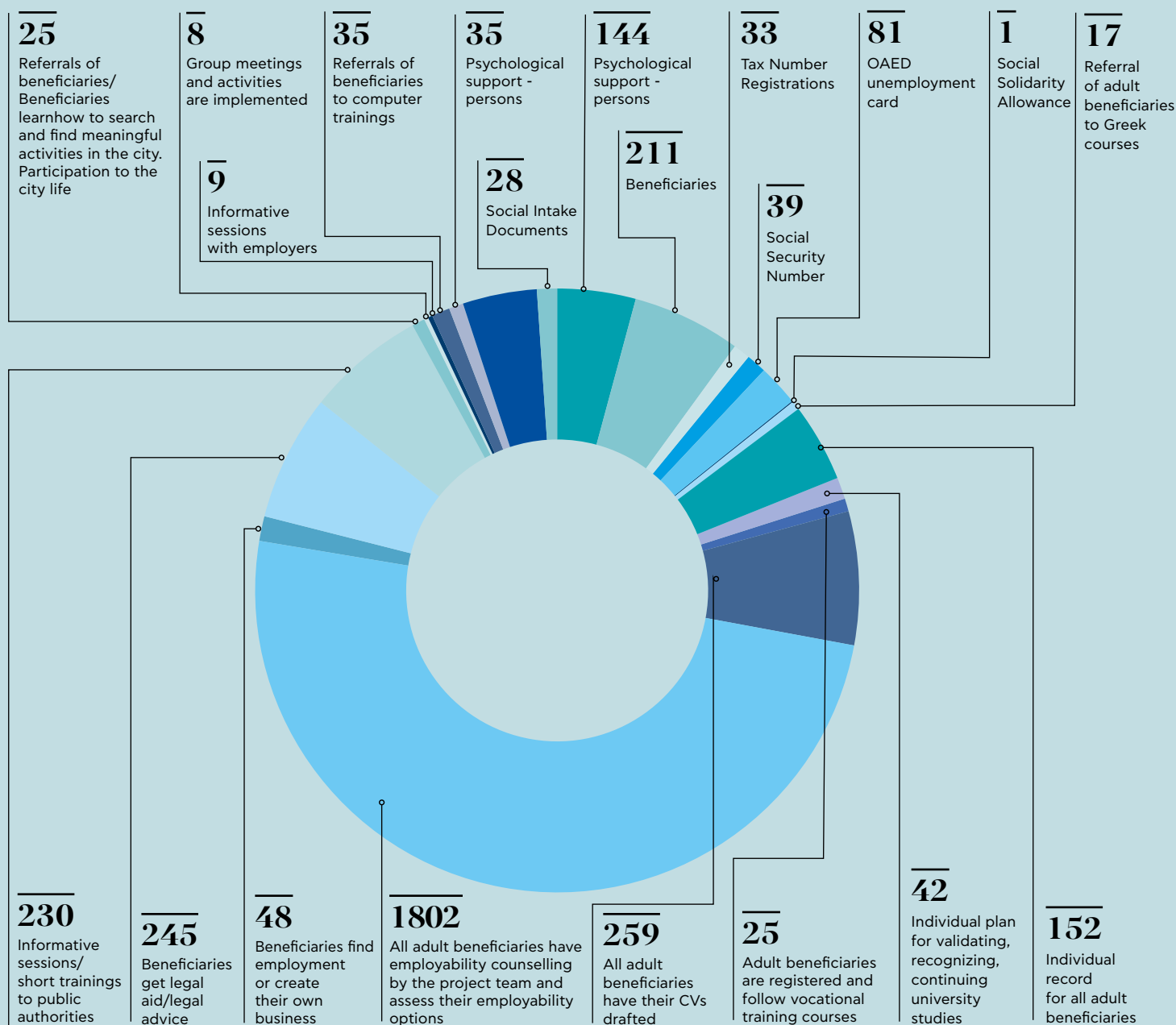
27 beneficiaries have joined online Job Fair festivals

With the support of the KAHANE Foundation, another 2 beneficiaries received prosthetic body parts and 30 persons have been supported with super-market coupons.

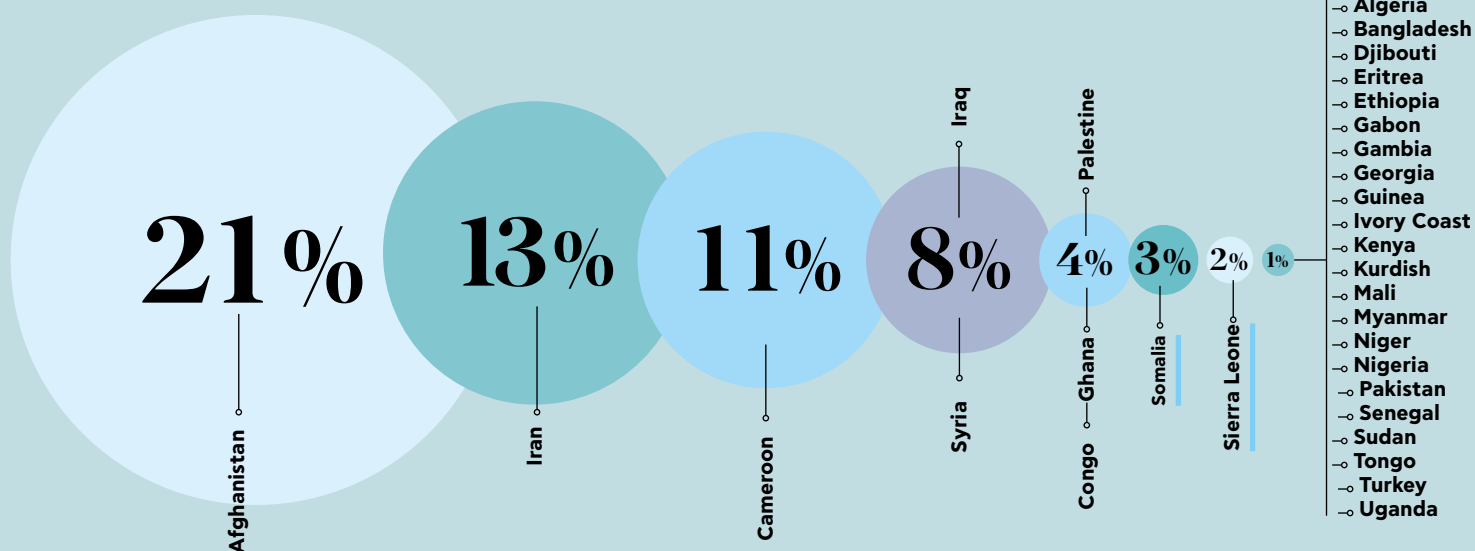


Livelihoods - Companies / # of indicators





Social Integration Service Nationalities (%)



2020 highlights

- During 2020, Reality Learning Ltd. officially launched the Virtual Reality Advocacy Documentary “Night Becomes Day”. **HumanRights360** and the Social Integration Service has supported the realization of the film, by sharing their current practice, related to occupational therapy as well as the importance of a participatory approach towards Social Integration. Also, an educational package has been created for primary and elementary school students, created by Australian Teachers of Media. Finally, within 2021 World Federation of Occupational Therapists will launch an online continuing professional development course, that aims to provide important knowledge through the stories of the protagonists of the VR documentary. More info at: <http://nightbecomesday.com/>
- Within 2020, with the support of the KAHANE Foundation, 2 more disabled persons, received new prosthetic body parts. Disabled refugees have limited access to social integration services. By reducing the mobility restrictions, we hope that we will counterbalance the environmental and social exclusion of disabled citizens, fighting isolation and denial of fair access to a qualitative life.

KAHANE
FOUNDATION

HELPING PEOPLE TO CREATE A DIGNIFIED
AND PEACEFUL LIVING ENVIRONMENT.
FOR THEMSELVES. AND THEIR NEIGHBOURS.

Community based Alternatives to Detention in Greece

In 2020, the legislative amendments on the issue of administrative detention of third-country nationals in view of return (Art. 51, Law 4686/2020) clearly showed that the existing political line is based on the generalized imposition of administrative detention indiscriminately as a deterrence policy, i.e. as a means to discourage new arrivals in country, leaving in the background the respect for human rights and the requirements of the European legislation. At the same time, the new legislation (Law 4636/2019, Law 4686/2020), that entered into force early 2020 and which completely reformed the International Protection System in Greece, essentially led to an increased number of asylum seekers, as well as of people who remain in the country without legal documents just because they do not have access to the asylum procedures for long periods, being at risk of prolonged detention and refoulement. Furthermore, Covid-19 outbreak complicated the situation and highlighted the unwillingness of the competent authorities to adopt vital measures to protect persons in administrative detention **in line with UN recommendations**.

Taking into consideration that administrative detention's main goal is the return, thus the time limits are expected to be exhausted in the majority of the cases, the fact that the number of returns in 2020 **remained extremely low** (only 258 returns took place) create even more concerns for the imposition of a prolonged detention. Also, the fact that many detainees remain in Police Stations for months -even up to 6-, under completely unsuitable conditions and without access even to basic rights, remains particularly worrying.

On the top of that, the proposed Pact on Migration and Asylum, among others, foresees the increase of administrative detention and returns, without including at the same time any provisions to regulate even temporarily the legal status of persons without legal documentation who remain invisible to the authorities even for very long periods, without access even to fundamental rights, and to whom administrative detention is often imposed again and again, despite the fact that, at least for the time being, the returns that are implemented are very limited.

In that context, [HumanRights360](#) continued the implementation of a pilot Community Based Alternatives to Detention project, based on the individualized case management approach though the provision of a holistic support to the individual both in the field of legal case work as well as in the field of psychosocial or survival support. The main goal of the project is to provide accurate information about available legal options and to support, encourage and empower the individual to make meaningful decisions about his/her life, to be more active in the community, to be mobilized, to take action and to be aware of all potential solutions or risks involved in his/her case. Target groups of the pilot are vulnerable persons or/and persons without any prospect of being returned to their home countries, who do not possess valid legal documentation to reside in Greece and are being currently detained or at risk of detention, including both newly arrived persons who lack access to the international protection system for long periods, as well as long-term undocumented individuals in the community who have exhausted the possibilities to be granted with an international protection status.

BENEFICIARIES PARTICIPATED

(34 Individuals screened in a total of 26 cases / 82% were found eligible to participate to the project)

CASE MANAGEMENT



28
individuals



20
cases

GENDER



70%
male



30%
female

NATIONALITIES

22% →

Afghans

21% →

Palestinians

12% →

Gambians

9% →

Sierra Leonean

6% →

Turkish

6% →

Ghanaians

3% →

Maliens

3% →

Moroccans

3% →

Pakistanis

3% →

Algerians

3% →

Ethiopians

3% →

Egyptians

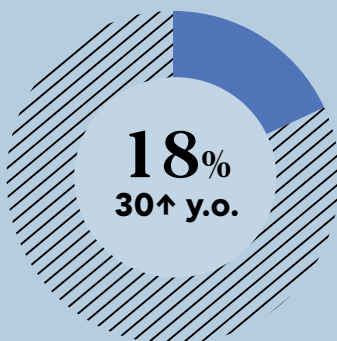
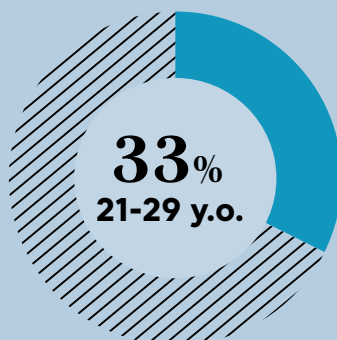
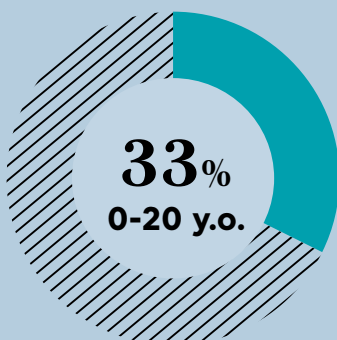
3% →

Congolese

3% →

Iranians

AGE GROUPS



YEARS OF RESIDENCE IN GREECE

2-6
years



the majority
of them

<11
years



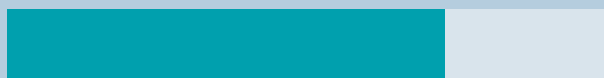
8.6% of
them



VULNERABILITIES

72%

do not face serious health
or protection issues.



INDIVIDUALS ENGAGEMENT WITH THE PROJECT

93%

remained engaged

7%

absconde



RESULTS



28

individuals
received
legal
counselling

12

Individualized
development plans

10

Referrals to other
organizations (Vocational
trainings, language courses,
social service etc).

9

Internal sessions
regarding
employability
& educational
counselling

2

Beneficiaries referred to
other NGOs to be officially
certified as Victims of
Torture

1

Issuance of a birth
certificate for a
newborn by the
Registry Office

1

Beneficiary gained
scholarship for online
studies in the American
accredited University of
People

1

A 6-member family at risk of
detention get registered following
a pro longed period without access
to the Asylum Service. The family
was referred and accommodated in an
autonomous apartment in Attica Region under
ESTIA II State-run accommodation scheme

1

Legal representation before
the Administrative Court to
object detention decision.
The Administrative Court of First
Instance accepted the objections
against a recognized refugee 5
months detention on the grounds
that no final decision has been
issued against him by Penal Courts.

1

Legal support to a person at detention
in a Police Station for 2,5 months
without access to apply for asylum.

1

During this period, he was detained in the
Police Office cause, as officially explained, his
transfer to a Pre-Removal Detention Center was
not feasible due to overcrowding and he was
deprived access to yarding and other rights and
only following our interventions his will was
registered and he was released a month later).

1

Single mother with a
newborn and a young single
man with chronic illness at
risk of detention prioritized
for registration of vulnerable
cases

Beneficiary joined GFR's
Football team

Case management (legal, psychosocial and livelihood)

- During the restrictions of movement due to Covid-19, the communication channels with the beneficiaries were immediately adjusted to the new reality (mainly contacts through phone, Viber/WhatsApp, Skype). Given the high levels of anxiety and frustration experienced also due to the pandemic, communications with beneficiaries were taking place on a very frequent basis. Following the lifting of movement restrictions, we returned to in-person meetings with beneficiaries immediately.
- Sending massive informative messages regarding the operation of the Public Services, updates on the existing restriction measures and other important announcements, for the timely information of all the beneficiaries. In addition, sending tips with constructive ways to spend the day, in an effort for the beneficiaries to remain alert and active.
- Pursuing multiple empowerment and livelihood sessions.
- Providing of frequent assistance and guidance to the beneficiaries in order to meet even vital survival needs (shelter, food, clothing, vouchers for the supermarket, access to Organizations providing warm clothes etc.) according to their personal needs.
- Establishing collaborations with other NGOs in order to expand the assistance offered to our beneficiaries.
- Supporting beneficiaries to expand their education and studies & organizing employability sessions to beneficiaries who lack access to the labor market, in order to improve their soft skills.

- Identifying opportunities for our beneficiaries to participate in online workshops and vocational trainings, given that in many cases the eligibility criteria related to the legal status of the participants were more flexible within Covid-19 context.
- Referring beneficiaries to other NGOs in order to receive specialized services.
- Pursuing multiple interventions & legal actions before police stations, detention centers and
- Asylum Service on establishing and reestablishing of the legal status of our beneficiaries.
- Undertaking limited legal representation before the Penal Courts.

Interventions:

- Interventions to the authorities (Head of the Aliens Attica Directorate – Department of Returns, Brigadier/ Director of Aliens Directorate of Attica) on vulnerable cases and cases of persons from countries of origin where return is not feasible (e.g. Eritrea, Mali, etc.) as these persons remain undocumented following the rejection of their application for international protection.
- Establishing a collaboration with the Coordinator of the European Migration Network (EMN) for Greece.
- Participating on the hearing and submitting a memorandum before the Commission of the National Committee of Human Rights on malfunctions and gaps in social insurance, the difficulties on access to labour market and the discriminatory behaviour against both applicants

of international protection and undocumented persons during the quarantine period.

) The constant pressure of all organizations on the great delay of the Decentralized Administration (Directorates of Aliens and Migration in Attica) to activate an electronic platform so that applications for residence permits based on exceptional reasons can be submitted electronically, finally resulted to the activation of the system. However, the procedure again proceeds with significant delays, exacerbating the already existing high levels of anxiety for many beneficiaries who -under these circumstances- still remain at risk of detention.

) Following the numerous interventions of [HumanRights360](#) and many other national and international stakeholders and the continuous sentences of Greece from ECtHR, there was a very positive development towards the abo-

lition of the long-term detention of Unaccompanied Minors (UAMs), under the form of protective custody (Article 43 L. 4760/2020). However, there still seems to be a long way to go to remove all UAMs from detention centers and to transfer them safely to appropriate accommodation facilities, as the capacity in these shelters is limited and it has not been cleared up the legal status of the minors from now on.

) Intervening in the competent authorities to adopt vital measures to protect persons in administrative detention and to the Police authorities to avoid detaining migrants/persons who are under return procedures during the COVID-19 outbreak, *in line with UN recommendations*.

) Submitting reports to the Racism Violence Recording Network where our beneficiaries were involved in incidents of racism violence.

Racism is a Fail

Following our Strategic Communication efforts which have been set through our theory of change and adequate interventions, we produced a powerful campaign against racism and discriminations under the title “Racism is a Fail”, which was supported by the Embassy of the Kingdom of the Netherlands and The Social Change Initiative.

The campaign was launched in November 2020 and received the most impactful visibility in early 2021 when it broadcasted through all national TV channels as an informative spot. Previously, upon its launch have been mentioned in various mainstream and alternative media.

Using football as its main narrative and advocacy tool, with a video depicting that in society, just like in football matches, everyone has a place, irrespective of the color of their skin, their religious affiliations, and their sexual orientation. Devoted to our vision of building fairer and more

inclusive societies, we presented another effort to achieve a better world, with greater acceptance of diversity.

The short video depicted a football game without diversity, leading to the conclusion that this kind of game could not be held in real life circumstances.

The campaign also received important dissemination through [HumanRights360](#)’s dedicated Instagram account. IGTV and Instagram highlights were the main tools we used in this process, receiving high reach and reactions.

The alternative narrative as well as the messaging of the campaign also helped to comment on racist incidents in football stadiums, such as the Champions League football match between Paris Saint-Germain and Istanbul Basaksehir which was suspended inside the opening 15 minutes following an alleged incident involving one of the match officials.

The most important moments of the campaign are available through Instagram highlights.



Street lawyering

[provision of legal aid to homeless persons - defending and promoting the rights of people living on the streets]

Framework

[HumanRights360](#) has been a member of the Greek Housing Network since 2018, acknowledging that homelessness is one of the most extreme forms of social exclusion. On the streets of Athens, in the midst of the pandemic, many people found themselves in a state of marginal survival; homeless persons, users of psychoactive substances, sex workers, refugees, migrants, persons lacking legal documents, people with mental health issues.

[HumanRights360](#), identifying the need for legal assistance for these group of the population, decided to work in the field together with *Steps*, an organization that works on the streets on a daily basis consisting of street work groups, offering food and harm reduction material to people living on the street and persons making abuse of psychoactive substances.

Since the end of August 2020, when the Street Lawyering pilot program began, the lawyer of [HumanRights360](#) has been following the *Steps* street work team three times a week and has been actively participating in the project, in order to offer legal counseling, to provide information to people who are in homelessness, in transitional facilities or precarious housing conditions about their rights and to identify the problems that these population groups are facing, in order to promote and defend the rights of the persons of concern and to contribute to a change through documented advocacy actions and public interventions.

Provision of legal assistance to vulnerable population groups

In these difficult times for the general population, especially for the vulnerable groups, [HumanRights360](#) has found a new way of approaching and assisting people who live in the streets, as well as a new way of raising issues related to their fundamental rights. This way is in reaching out to people in their familiar place by a legal expert with the aim informing vulnerable population groups about access to rights and services, of supporting them in the exercise of their rights and resolving their legal claims.

The Street Lawyering project is aimed at all those persons who have a hard time finding answers to their questions, claiming their rights even when they seem obvious and resolving longstanding issues, sometimes due to the situation in which they find themselves, and other times due to frustration or their fear of the police, the judicial system, or the bureaucracy of the Administration. The program is based on building relationship of trust and being a constant contact with people concerned. In many cases, people come back with new requests because the purpose is a holistic approach and the continuation of services, in some cases through the connection with the Social Integration Service.

In this context, from August to December 2020, **HumanRights360** provided legal assistance to 103 people (78 men and 25 women) of whom 29 contacted us several times for different requests and cases. We handled a total of 164 requests and specifically:

- 59 requests for criminal cases (review of criminal cases, determination of trial dates, change of address and of police department when there is a need of physical appearance to the police, contact with experts for the diagnosis of addiction to substances, contact with public prosecutors and judicial authorities for handling cases, referral to legal aid).
- 8 requests for the issuance of identity cards
- 2 documentations of incidents of racist violence
- 45 requests from refugees and migrants
- 9 requests for civil law cases
- 14 requests for administrative support (issuance of administrative documents, VAT, AMKA, unemployment cards, opening of bank accounts, referral to accountants for submitting tax declarations, KEA KEPA allowances, etc.) and referral to health services.
- 14 requests for transitional housing structures
- 5 requests for referral to an addiction treatment program
- 8 requests for objections to fines imposed for non-compliance with measures linked with Covid -19

Out of the 103 people who contacted us in the year 2020, 49 were foreign nationals. Of these, 12 were recognized refugees (25%), 17 asylum seekers (35%) (three of them not yet

registered as such) and 20 migrants (40%) of whom the majority (12 persons) were undocumented, although they had lived in Greece for many years, waiting for the appointment for the issuance of residence permits for exceptional reasons (article 19 L.4251 / 2014). In terms of nationality, the sixteen different nationalities highlight the cultural diversity of the population we address. 70% of the people who contacted us come from six countries. Iran (18%), Bulgaria (12%), Pakistan (12%), Bangladesh (10%), Afghanistan (10%) and Syria (8%). 14% comes from Maghreb countries (Morocco, Tunisia, Libya) and Egypt, while we also have beneficiaries from Sudan, Cameroon, Jordan, Russia, Iraq and Myanmar. It is noteworthy that out of the 49 people, 32 are homeless, 5 lived in the IONIS transitional hostel and 12 lived in precarious housing conditions. The afore-mentioned data highlight the absence of policies for the social integration of refugees and migrants, as well as the major lack of accommodation provision that arose after the end of the accommodation schemes.

Advocacy actions

- HumanRights360 has actively participated in the public consultation of the draft law of the Ministry of Labor "Measures to strengthen workers and vulnerable social groups, social security regulations and provisions to help the unemployed" and specifically in the consultation of Article 4 entitled "Homeless Persons", as beneficiaries of the Guaranteed Minimum Income. The definition of the homeless persons was updated with article 22 of Law 4549/2018 with the inclusion of the homeless people who made use of the dormitories (until then, only those who used the services of the Open Day Centers for Homeless People were included, but the people who were hosted



in the Transitional Hosting Facilities were excluded from the program).

The above-mentioned exclusion combined with conditions of abject poverty and lack of welfare support, often led people to homelessness or made them stay in the dormitories for a short period of time in order to be eligible for the Guaranteed Minimum Income. In the cases of persons staying in transitional hosting facilities instead, persons were deprived of the necessary support in order to be able to proceed to the next steps towards an autonomous living.

For this reason, [HumanRights360](#) considered particularly important the parts of the draft law, which provide that, when guests of transitional hosting facilities, accommodation facilities for women survivors of violence and dormitories manage to live autonomously due to integration into the labor market, the total declared income will not include the total net income from paid employment, community

service schemes or any other job scheme for two periods of financial support.

Indeed, on 26-11-2020 Law 4756/2020 entered into force (Official Government Gazette A 235 / 26-11-2020). This law, which was welcomed by [HumanRights360](#), provided for the inclusion in article 235 (2) (c) of persons who use transitional hosting facilities and accommodation facilities for survivors of violence that operate under the Municipalities, as beneficiaries of the Guaranteed Minimum Income. Unfortunately, until the end of 2020, the guests of the transitional hosting facilities were still not eligible for the Guaranteed Minimum Income due to the non-issuance of a Joint Ministerial Decision that would set specific conditions for their inclusion.

[HumanRights360](#), observing the big problems that exist in the field regarding the access of the population to health services, the existence of pregnant women living in unsuitable conditions and the urgent need for medical examinations for gynecological

logical problems, communicated the idea of creating a pilot mobile unit of outpatient clinics (for pregnant women) living in homelessness to the administration of the Elena Venizelou hospital and the President of the Center for Reception and Solidarity of the Municipality of Athens.

Challenges

The multiple parameters involved (health issues, the use of psychoactive substances, mental health problems, the foreign origin of the beneficiaries, the challenging intervention setting, the lack of suitable and adequate accommodation structures, the lack of social assistance, the need for multiple support) make the work of a professional particularly demanding in the face of both the challenges he/she is called upon to face and the needs he/she is called upon to manage. The support from the street work team of Steps with their experience in the field has been crucial for the implementation of the project.

Several times during the intervention in the community we saw a violent repulsion of the population (mainly of the users of psychoactive substances) by the police following complaints by the residents, which was not accompanied by an action plan for their accommodation and care.

At the same time, the fact that many of our beneficiaries speak different languages makes our intervention even more complicated, due to the lack of interpretation services, while many times the inability to meet people on the street as many of them do not live in a fixed place – nor have a fixed schedule or contact details – creates insecurity and constitutes an obstacle to our effort.

Collaborations - Working groups

- Participation in the meetings of the platform for addiction with the National Co-

ordinator for Drugs on a monthly basis, which provided the opportunity for further discussion and cooperation on issues that arise in the field and concern persons with issues related to drug use.

- Invitation to [HumanRights360](#) from the Secretary-General for Social Solidarity and the Fight against Poverty to participate in the Working Group for the preparation of the National Action Plan for Homeless Persons.
- Since 2018, [HumanRights360](#) is a member of the Greek Housing Network and, since year 2019, a member of the Board of the Network.

The vision

Through our action in the field and by providing legal counselling to the most vulnerable population groups, we have realized both the complex problems they face and the complex needs that we are called upon to serve. Always based on the principles of empathy, respect, mutual trust, transparency, but also the perception of the trauma, we try to provide choices to people through an anthropocentric care, without discrimination.

Our vision is for the Street Lawyering pilot project to continue to be implemented and expanded both at a spatial level (in other neighborhoods of Athens and other cities in Greece) and at the level of technical staff with more lawyers, but also with mental health professionals and people from the community (people who have been homeless, persons who have undergone treatment programs) as case workers, so that through understanding and support from peers and an integrated intervention to be able to offer holistic care to the population.

In cooperation with:



Convicts Upskilling Pathways

[HumanRights360](#), always tries to extend the field of its intervention by trying to identify the most vulnerable populations. In this spectrum, we implement, since November 2019 and throughout 2020, the project «Convicts Upskilling Pathways».

Former convicts in Greece are undoubtedly, a group with high rate of vulnerability, for numerous reasons. First of all, for reasons connected with their imprisonment situation, which is characterized by overpopulation, limited visiting hours, limited access to education and healthcare etc. Their vulnerability is also linked with a kind of «stigma» of being a convict or a former convict, which is not easy to deal with upon their return to the society and «normal life».

Those are some important reasons why we find it crucial to empower those people, in order to be able to reintegrate in the community.

The project, with a duration of 36 months funded by the EU's Erasmus + programme aims to design and pilot training modules for the upskilling of women and men prisoners in 6 European prisons while also providing the necessary tools to evaluate the impact of these upskilling paths and promoting the social reintegration of prisoners.

CUP is an international partnership spanning 4 EU countries including Italy, Greece, Cyprus and The Netherlands.

[HumanRights360](#) and Epanodos are the two Greek partners of the project.

Specifically, the project aims to:

- Design successful training modules (e.g., modules based on technical skills as a means of embedded learning for soft and basic skills) aimed at enhancing the medium and long-term employability of convicts and ex-convicts.
- Promote an overall culture of evaluation: CUP aims to offer an evaluation kit that prison administrations and third sector organizations can use to measure the progress and the impact of their upskilling actions.
- Develop a “Call to Action” advocacy strategy targeting policy makers and stakeholders to counteract stigma and a disabling environment for the social reintegration of convicts.

The project did face some obstacles because of the Covid-19 pandemic and its restrictions. Despite the obstacles, though, [HumanRights360](#) managed to organize the first online conference with participants by all 4 countries, in mid-October 2020.

The web conference «Upskilling detainees in European prisons: what have we learned from the COVID-19 pandemic and what does the future look like?» was broadcasted online with almost 3K reach organic views and set the scheme for future conferences with meaningful material and interventions.

HumanRights360 in cooperation with Epanodos, also managed to publish a very interesting infographic material, depicting the demographic overview of the detainee population in Greece: <https://www.cup-project.eu/wp-content/uploads/Infographics-Greece-EN-Final.pdf>.

Moreover, also by cooperating with Epanodos,, we published a paper with the title «Managing Mental Health During COVID-19 Pandemic in Prisoner's Population».

The obstacles created by the pandemic situation did not stop us from designing ideas on increasing the effectiveness of the project. In 2021, more focused actions will take place both through web conferences but with videos as well.



Hate crime

2020 was marked by the Golden Dawn trial verdict; an important moment for the condemnation of racist ideas and attacks against immigrants and refugees was the conviction of the leadership (7 members and MPs) and fifty more members of the neo-Nazi party Golden Dawn as a criminal organization as well as the conviction of its members for the murder of P. Fyssas, the anti-fascist rapper, the attempted murder of Egyptian fishermen and the dangerous bodily harm to the trade unionists of PAME. The leadership has been specifically sentenced to 13-years in prison. The prosecution of the Golden Dawn leadership and members and the progress of the trial led to the reduction of attacks against immigrants and refugees, at least in the areas of Athens and Piraeus where they used to act undisturbed. Their conviction as a criminal organization is a message against the organized fascist and racist criminality which caused the death of P.Fyssas and Sh. Luqman, a Pakistani worker as well as hundreds others attacks and offences against immigrants, refugees, activists and defenders of human rights. The next day of the condemnation of racist ideas and attacks on immigrants and refugees requires increased vigilance to avoid the resumption of such acts and prevent far-right rhetoric from blighting our society.

Thus, combatting hate crime remains a horizontal approach running throughout all [HumanRights360](#) projects and coordinated actions in an advocacy, legal and strategic communication level.

Some concrete milestones of our work in this field throughout 2020 include:

1. Recording (14) incidents of hate crime.
2. Providing legal advice to a community of immigrants and refugees on issues of racist violence.
3. Legal support and Filing a lawsuit before the Racist Violence Department of the General Police Directorate of Athens against consistency insult and repeated licentious behavior, threat, infringement of art. 1&2 of Law 927/1979 on infernal acts or acts aimed at racial discrimination, incitement to commit crimes, violence or discord (November 2020).
4. Assumption of cases of racist violence crimes committed in Tympaki, Heraklion, Crete. Legal advice and support for victims of racist violence.
5. Filing of a lawsuit before the Racist Violence Department of the General Police Directorate of Athens for hate speech and incitement to commit crimes, homicides against people due to different origin and religions.



Advocating against racist violence and hate crime.

1. Participation on RVRN's submission to the Committee of Ministers of the Council of Europe in the case of Sakir v. Greece (on December 2020) pursuant to Rule 9.2 of the Rules of the Committee of Ministers of the Council of Europe for the supervision of the execution of judgments and the terms of friendly settlements, relating to the case of Sakir v. Greece (Application No. 48475/09)
2. Participation and contribution to meeting with National Commission for Human Rights and UNCHR for the National Action Plan against Racism.

X them Out – The Black Map of Racist Violence



The year 2020 was the most important year for the Golden Dawn Trial and the peak year for the campaign “X them Out – The Black Map of Racist Violence”.

In a historic and long-awaited ruling on the Golden Dawn trial, the Greek court found guilty the party members and party leader for organizing and running a criminal organization. October 7th, 2020 was a huge day for the democracy and the rule of law. It was a day of joy and vindication for the victims, the families, the witnesses, the lawyers, and every democratic citizen of Greece.

After 5.5 years, the most historic trial in Greece’s recent history had been completed. The elements of this decision are crucial: The entire leading group of the Golden Dawn party, which was convicted as a criminal organization, were taken to prison.

The neo-Nazis, who began their presence in Greece with the establishment of the Golden Dawn in the 1980s, managed to be elected in the Greek Parliament in 2012 but they never stopped their criminal activity. From 2011 to 2013,



innumerable victims felt their violent practices. The worst moments of these practices were the two brutal murders: of Sahzat Lukman and of Pavlos Fyssas. Back in 2011 the murder of Alim Abdul Manan, as well. Their criminal prosecution, in October 2013, put a stop on their criminal acts but did not fully dismantle their operation.

In July 2019, the Golden Dawn lost the elections but managed to have two MPs elected in the European Parliament; one of them is now convicted to 13 years in jail. This was the first important victory

for the Democracy itself, but it had to be sealed by the Justice as well, so that we can hope for a better future, without criminal squats on the streets.

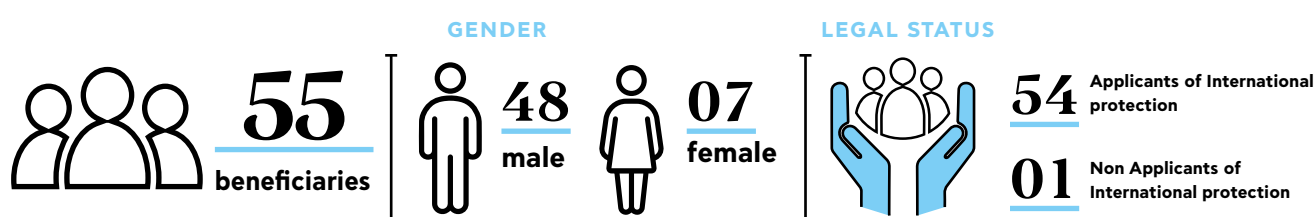
In October 2020 with the announcement of the verdict and the imprisonment of the neo-Nazis the hope re-established in Greece. Greece lived historic moments: Democracy won, and the victims were vindicated.

Our efforts related with the support of the civil action lawyers and the highlight of racist violence attacks in Greece through the campaign «X them Out – The Black Map of Racist Violence» also followed a rising escalation throughout the past year.

In January 2020 we organized the second main exhibition in Technopolis of Athens, which welcomed more than 2,000 visitors. In the context of the exhibition, we also organized an open discussion about the “Normalization of Racism and Democratic Society: Institutional Obligations and the Public Space”, with speakers from the academic field and significant attendance. In the same spectrum, we also created a video with 5 of the artists explaining the process of their work and illustrations as well as the meaning of their participation in this effort.



Legal and psychosocial support at the Evros Region



2020 was a year stigmatized by (a) the constant violations of human rights at the land borders of Evros, resulting to the exposure of migrants and refugees to possible ill-treatment or/and abuse, (b) the **crisis on European Borders in Evros on February 28th of 2020** when President Erdogan announced that “Turkey will no longer stop Syrian refugees from reaching Europe”, informing at the same time the population with written or oral messages on their mobiles that the borders with Greece are open for free crossing (c) violations on asylum and reception procedures as a consequence of the so called crisis of February 2020, (d) the rapidly law amendments on asylum procedures starting by law 4363/2019 as adopted on November 1st of 2019 and came into force on January 1st of 2020 and after that the law 4636/2020 as came into force on May 12th of 2020 introducing provisions under negotiation for the new Pact on Migration and Asylum jeopardising border procedures, (e) the introduction of the new Pact on Migration and Asylum illustrating the “fear” of Europe towards this population, which is not welcome any more, but also highlighting a complete

shift from reception and integration processes to “prevention” processes (f) the abolition of “protective custody”, a development that we welcome although it puts another challenge on the status of UAMs at the borders and on the top of all the above (g) the continuation of Covid-19 outbreak and the direct and strict measures taken against COVID-19 adopted by the Greek government which subsequently complicated the situation at the Reception and Identification Center of Fylakio, Orestiadas.

In 2020, HumanRights360 increased its capacity and now the team it consists by two Lawyers and two Social Workers. **HumanRights360** remained present at the RIC of Fylakio, Orestiada in a daily rotation system in accordance with the guidelines regarding safety measures against COVID-19. On a short period, we worked remotely through online (WhatsApp) sessions, phone calls etc while with the contribution of interpreter's, voice messages translated in 5 languages were sent to the beneficiaries' and group or individual videocalls were conducted. Through this model of support, we involved the relatives of minors through technologi-

cal tools and applications in the process of empowering and properly informing them about the pandemic, creating and strengthening a wider network of protection for UASCs in prolonged “protective custody” in quarantine.

In that context, during 2020, [Human-Rights360](#) team has provided legal and psychosocial support to a total of 55 beneficiaries, during their stay in the RIC of Fylakio, Orestiada and in the pre-removal centre or their presence within the broader Evros region. The majority of the beneficiaries we assisted are males (48 out of 55) aged from 14 years to 17 years (43 out of 55) coming from Afghanistan, Pakistan, Syria, Eritrea, Iraq, Somalia.

Progress against targets and impact

51	records of social intake and social services
43	referrals to accommodation centers
236	psychosocial sessions
12	psychosocial assessments
8	Best Interest Assessment (BIA) to Dublin unit
163	legal counselling services regarding asylum procedures (collection of ID or medical documents, intervention and correction of false registered information, document translations, case transfer), family reunification (contact with members of family within Europe or Country of Origin, collection of necessary documents), protection custody etc,

133 preparation &/or presentation on applicants for international protection, support the registration of their claim and preparation &/or presentation of the interview

2 legal representations at penal court

6 legal preparations regarding penal procedures

6 family reunifications case were accepted by the other member state

3 of our beneficiaries’ family reunification applications were accepted by the UK Dublin unit, amidst Brexit procedures, and two of them, one Kurdish Turkish citizen and one Bangladesh citizen, have already travelled to their relatives in the UK, during the COVID-19 period

5 UASCs were granted the refugee status and 1 was granted subsidiary protection within the RIC. Most of them were young males from Afghanistan and some of them SGBV survivors, who were legally prepared and represented by our team

2 appeals were submitted before the Appeals Authority

Follow up on refolement cases

Activities against and beyond targets and impact

A Providing Legal counselling and legal representations

- Providing multiple legal counselling services on asylum issues & preparation for the asylum interviews.
- Representing before the three-member criminal court of Orestiada a Turkish person which had been **sentenced for illegal entry on 1st of March 2020**. The three-member criminal court of Orestiada accepted the suspension request and the beneficiary was immediately released from prison /detention at the same day.
- Representing before the penal juvenile court a minor beneficiary on a false statement about his full name, according to article 224 par. 1 of the Greek penal code. The beneficiary had already reached adulthood at the time of the court, but he was finally cleared of all charges.
- Representing an applicant waiting for the relocation program results in his penal case. The beneficiary received in 2010 a 3-month sentence for illegal entry and a fine and we submitted a claim to the Prosecutor of Orestiada so as to consider the sentence "statute-barred", under the law 4043/2012. The claim was accepted by the Prosecutor and the beneficiary can proceed to the relocation program, as if he was never convicted.
- Supporting family reunification applications & Challenging the negative Dublin decisions by requesting review. Our team, also, contributed to many other family reunification applications, which were further handled by the shelters where the UASCs were transferred to.

B Providing psychological support and access to protective services

- Providing multiple psychosocial sessions & assessments.
- Supporting and working in coordination with the NHPO on the assessment of minor's SGBV case which concluded to be assessed as SGBV victim and finally granted refugee status.
- Undertaking coordinated actions in extremely vulnerable cases; in the case of a 4-year-old female separated minor which entered the RIC accompanied by her uncle a psychosocial assessment, a request to the National Center for Social Solidarity for her immediate placement to a shelter and the procedures for her family reunification with her mother in Austria resulted to her referral to a safe shelter for girls, up to 18 years old and young boys, up to 12 years old.
- Intervening to RIC's Director on age determination assessment from NPH psychosocial unit in cases of false date of birth statements resulted to the determination of one person's exact age and his referral to a safe shelter for UASCs protecting him from being referred to a Pre-Removal Detention Center as soon as he reached adulthood, according to the age he firstly stated.
- Intervening constantly to National Center for Social Solidarity (EKKA) and the General Secretariat of Unaccompanied Minors, in order for beneficiaries to be prioritized in the process of finding a suitable shelter, due to specific factors of risk within the RIC. The very early age of some of the minors, the psychological fatigue, the negative emotional burden, and psychosomatic symptoms, because of previous experiences intensified by their detention under COVID-19 restrictions, were the main factors of risk.

C Empowering and providing a holistic support in all fields

Supporting a member family (brother who came from Germany) to get medical information of the health situation of the Kurdish family involved in the fatal car accident of 20th of August (one dead, 7 injured- among them a 15year old boy who was operated and still receives treatment). After all the bureaucratic procedures and our interventions with the medical examiner so as to accelerate the procedure, the body of the deceased brother was transferred to Iraq, as this was the wish of the family. The rest of the relatives (who were Covid-19 positive) stayed at the University General Hospital of Alexandroupolis for two weeks. On 3rd September 2020 they were transferred at the Border Patrol Department of Soufli, expressed their will to apply for asylum and were set free.



D Strengthening collaborations in order to support the access of vulnerable population in protective Services.

Our collaboration with the Consultant Center against Violence of the Municipality of Alexandroupolis was enhanced through our efforts to find a suitable shelter in a group of three vulnerable women. The persons were referred to HumanRights360 by UNHCR for psychological support and for investigating the possibility of them being trafficking victims. No shelters were available at the moment, therefore a case transfer to the integration team of HumanRights360 has been made and instruction to reach the team were given to the women, as their final destination is Athens.

E Participating in reports and follow up on refolement cases

<https://www.humanrights360.org/during-and-after-crisis-evros-border-monitoring-report/>

<https://www.humanrights360.org/defendin-human-rights-in-times-of-border-militarization/>

<https://www.humanrights360.org/the-european-and-national-asylum-policy-at-the-land-borders-of-evros/>

Border monitoring

During the year 2020, the monitoring of violations at the land borders of Evros, was deemed more necessary, especially after the crisis of March 2020 between Greece / European Union and Turkey. The militarization of the management of the migrant and refugee population in the region has been the predominant rhetoric and practice for the whole year of 2020. At the same time, the systematic violation of the principle of non-refoulement throughout the territory has become so widespread that it can be considered as the official policy. In fact, the land borders of Evros have become a point of gathering and violent collective expulsions of refugees and asylum seekers from various places in the mainland.

→ In this context, **HumanRights360**, in 2020, proceeded to the monitoring and publication of the following reports on the human rights situation in Evros:

1. The European and National Asylum Policy at the land borders of Evros
<https://www.humanrights360.org/the-european-and-national-asylum-policy-at-the-land-borders-of-evros/>
2. Defending human rights in times of border militarization
<https://www.humanrights360.org/defending-human-rights-in-times-of-border-militarization/>
3. During and After Crisis: Evros Border Monitoring Report
<https://www.humanrights360.org/during-and-after-crisis-evros-border-monitoring-report/>

→ In the context of monitoring pushback incidents, legal assistance was provided to victims of violation of the principle of non-refoulement. Specifically:

1. Report to the Ombudsman regarding three cases of pushbacks.
2. Legal assistance to pushback survivors in order to regain their legal documents.
3. Legal assistance to a pushback survivor in Turkey to file an application before the European Court of Human Rights.
4. Informing the authorities of cases made known to us about people who want to find a safe place to ask for international protection.
5. Linking a pushback survivor with the European Center for Constitutional and Human Rights (ECCHR) in Germany in order to have legal assistance in its request for international protection.
6. Cooperation with GLAN to file a complaint with the UN Human Rights Committee on behalf of a Syrian refugee, for violation of the principle of non-refoulement before the United Nations Commission on Human Rights, who was subject to an enforced disappearance and repeated summary expulsions by Greek authorities between November 2016 and November 2017. <https://www.humanrights360.org/international-complaint-against-greece-s-violent-pushbacks-at-the-evros-border/>
7. Collaboration with Forensic Architecture, in order to undertake an investigation into



illegal pushbacks of migrants crossing the border from Turkey to Greece through the Evros/Meriç river based on the methodology of Situated Testimony. The results of this investigation are focused on specific cases and describe the modus operandi of the institutional bodies carrying out push-backs while raising important questions of responsibility and accountability.

<https://chaptered-video.forensic-architecture.org/kuzey/> ,

<https://chaptered-video.forensic-architecture.org/fady/>

→ In the context of the pushback incidents, the need to develop a **methodological tool** for recording the pushback event has emerged, while integrating questions about access to the asylum process, detention conditions and conditions at the time of pushback. Using this questionnaire, at least ten cases were recorded through the testimonies of pushback survivors.

→ Legal support in two cases of Turkish nationals, who had been sentenced for the crime of illegal entry on 14.3.2020 to four years in prison and a fine of 10,000 euros each, without suspension. Legal assistance in the application for international protection and suspension request before the competent court of Orestiada.

→ Advocacy on pushbacks issue:

1. Participation and submission of a detailed memorandum to the National Commission for Human Rights (ECHR) on deportations, with the aim of further informing the competent authorities and bodies at national and European level.
2. Participate in the OSCE / ODIHR investigation into the need to record incidents of police arbitrariness at the border.
3. Participation in the **End Pushbacks Partnership** and in the report **Pushbacks and rights violation in European borders**.

Communicating our activities

(Press releases)

- Wie Europa das Recht bricht
Der Syrer Fady war in Deutschland als Flüchtling anerkannt. Trotzdem wurde er bei einer Griechenlandreise in die Türkei abgeschoben. Sein Fall zeigt, welches Unrecht an Europas Grenzen herrscht.
<https://www.spiegel.de/politik/ausland/fluechtlinge-illegale-pushbacks-in-die-tuerkei-wie-europa-das-recht-bricht-a-4c1cdccf-33ff-4b5d-a0e1-090b6f66f5aa>
- Greece faces legal action over alleged expulsion of Syrian to Turkey
<https://www.theguardian.com/global-development/2020/nov/17/greece-faces-legal-action-over-alleged-expulsion-of-syrian-to-turkey>

- "I Didn't Exist"
A Syrian Asylum-Seeker's Case Reframes Migrant Abuses as Enforced Disappearances

https://theintercept.com/2021/02/28/enforced-disappearances-asylum-migrant-abuse/?fbclid=IwAR1LOcv0ZBpZ-vZ_hk05qFcMxCN9fOq9cojZEE_hQVA-JzYuxs8rmjTZRMVO8

On January 20, an article was published on Financial Times regarding Frontex's role on Greek borders with the contribution of Epaminondas Farmakis.

2020 highlights

FA was illegally expelled from Greece during the night between 30 November 2016 and 1 December 2016 after having been stripped of his German residency permit, travel document and other belongings. During that night, Greek police officers and German-speaking men forcibly returned approximately 50 asylum-seekers, refugees and other migrants from Greece to Turkey, along with FA. FA had travelled to Greece from Germany – where he had been recognised as a refugee and was granted permanent residency in 2015 – on 28 November 2016 in order to find his 11-year-old brother, who had lost contact with FA the week before when he was about to cross the Evros-Meriç river from Turkey.

In collaboration with **Forensic Architecture**, and using an interview technique called situated testimony we collected and corroborated evidence to prove the practice of pushbacks at Evros/Meriç river, are methodical and widespread, and to identify the agents and agencies responsible. Situated Testimony is a technique of interviewing developed by Forensic Architecture, which uses 3D models of the scenes and environments in which traumatic events occurred to aid in the process of interviewing and gathering testimony from witnesses to those events.

Also, in cooperation with **GLAN**, HumanRights360 filed a complaint with the UN Human Rights Committee on behalf of FA.

Sustainable development

The 'Green Ideas Greece 2020' competition was organised by [HumanRights360](#) in collaboration with HIGGS for the first time, in the context of the 'Balkan Green Ideas' competition, a project of the **Balkan Green Foundation**.

It aims to stimulate and encourage innovation for green ideas while engaging local communities to generate green initiatives that utilize local resources and community-based networks. By supporting innovative, local sustainable economic development initiatives, Green Ideas aims to contribute to building a peaceful, competitive, and prosperous Balkans.

Through the process, 3 innovative ideas were supported to implement their projects, out of which 2 secured further prizes in the Balkan Green Ideas competition, enabling them to develop their vision further.

The core and founding donor of the programme is the Rockefeller Brothers Fund. Following a successful first year of implementation, we have secured additional funding for 'Green Ideas Greece 2021' from the Helidoni Foundation, Whitetip Investments, and the EU Erasmus+ programme. These grants allow us to increase the prizes awarded to the winning ideas.

You can find out more information on the programme website: www.greenideasgreece.org



HumanRights360 response to the Covid-19 pandemic

HumanRights360 has significantly stepped up its efforts to meet the need of the most vulnerable during the Covid-19 pandemic. In this regard, we have been using our own funding or regranting funds to institutions or other recipients in Greece who have demonstrated the capacity and capability to respond to emergencies and fight COVID-19 and mitigate the impact this pandemic will have in vulnerable contexts.

The total amount of funds regranting for Covid-19 related needs adds up to 487,97.11 €

1. Prometheus

The organization has been active in the field throughout the pandemic and has collaborated with other NGOs, including big companies, to give help to those in need. They have had a consistent flow of food, water and other basic needs provisions provided to those in need. One of the major issues they faced was to provide clean needles, as they do not have a regular collaboration with a partner and there was a significant shortage. Yet, they managed to get 1,500 and distribute them to the population in need at the last minute. They have managed to secure funding from major donors to create a mobile unit to provide help to a more significant number of people in need. Additionally, they received granting to get gloves, face masks,

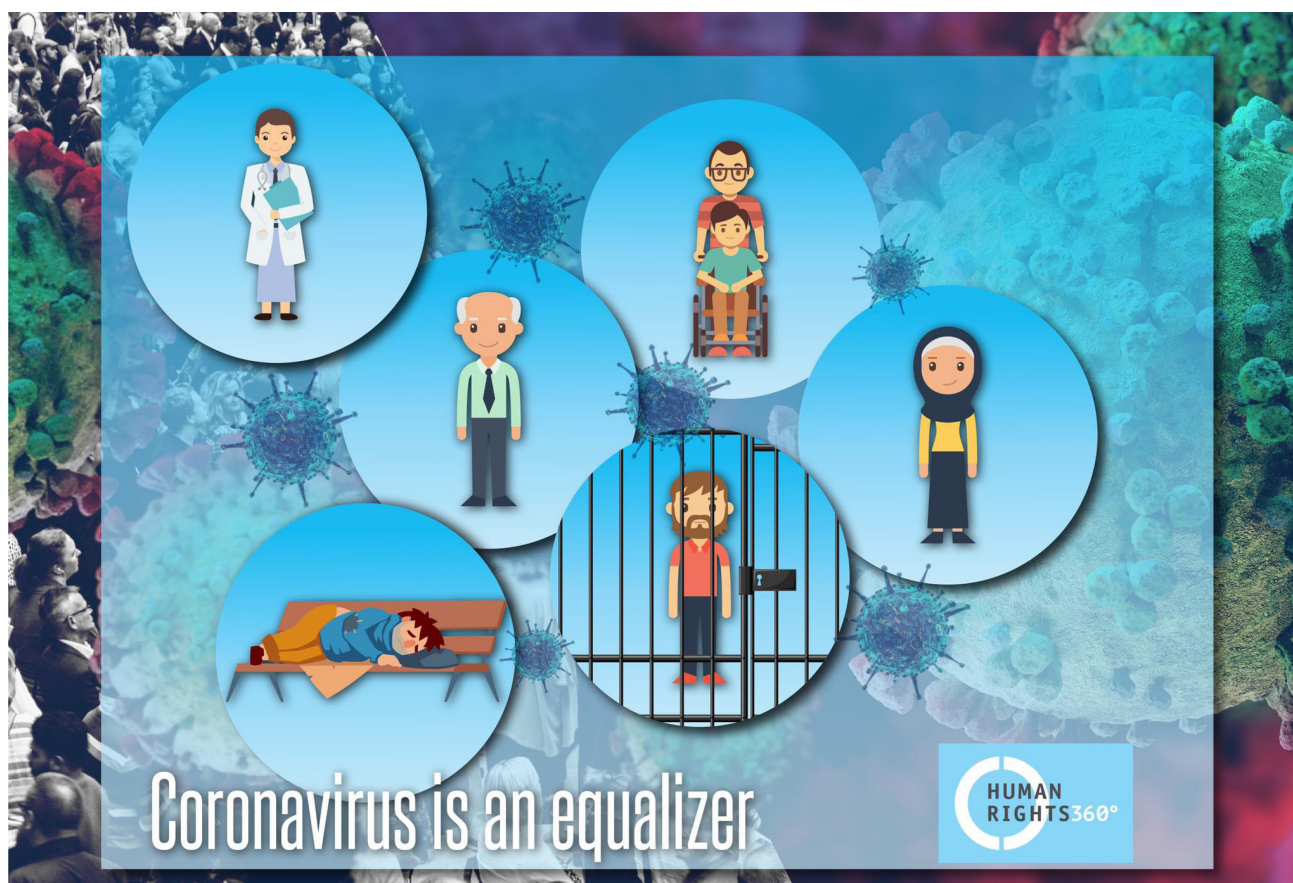
and videos to enhance the organization's communication and fundraising team by making four small and one big video during Christmas.

2. Sotiria Covid-19 Referral Public Hospital

In coordination with the hospital nursing aid unit, HumanRights360 has been providing support through the provision of medical supplies & electric equipment throughout the course of the pandemic.

3. Ithaca Laundry

Ithaca laundry continued to be active throughout the pandemic, aiding and caring for Athens' homeless population with care and sensitivity. As the pandemic shifted the mobility of the homeless population, the organization was called to search, identify, and aid the homeless population to maintain a basic hygiene level. With the support of the Global Whole Being Fund that they received, they managed to increase the personnel working in the mobile laundry van and the shelter, summing up three employees in total. With the upcoming year, they will hire another person working as administrative support in their office. Ithaca laundry considers the



difficulties that the homeless population has when it comes to travelling to access services and therefore coordinates with another NGO providing food to be in the same location twice a week. Overall, hoping to cover as much ground as possible, they have designated three specific areas per assigned day, and through their website, they publish their location for each day.

4 . GIVMED

GIVMED is an NGO aimed at collecting and distributing medicine from the public or pharmaceutical companies, to those in need. As GIVMED explained, a significant amount of medication is thrown out each year, which could have been distributed and provided to those in need instead of ending up in a landfill where they do not get adequately disposed. Part of their goal is to redistribute medicine,

which would otherwise be thrown out, educate the public, and advocate for legislative protection towards the proper distribution of medicines for those in need. GIVMED has collaborated with nursing homes, NGOs and social pharmacies throughout the pandemic to provide the necessary medication and protective gear against the spread of COVID-19. Additionally, GIVMED has conducted web training to NGO and health professionals on how to donate and find the necessary medicines in the market for free. It has created a platform (<https://givmed.org/med-for-u/auth/lang>) where vulnerable groups and NGO workers can advise to find the medication they seek, directing them in the locations where they can find them. This platform is available in five languages to support all vulnerable groups despite their country of origin. This website has included a function that allows for the medicines to

be delivered to one's house.

5. Steps

Steps is a non-profit initiative from people, for people. Approaching those in need and giving them access to food, counselling, entertainment, first aid, clothing, and personal hygiene by strengthening and helping them develop their skills and become autonomous. The funding was utilized to get necessary supplies and provisions for persons on the streets like ingredients to cook meals, bottled water and sanitary products.

Also, [HumanRights360](#) implements its Street Lawyering project in co-operation with Steps; with Street Work team was one of the few that remained active throughout the course of the pandemic.

6. Colour Youth Athens

Colour Youth is an NGO dedicated to combating discrimination against LGBTQ people and advocates towards enhancing their rights through public awareness, political pressures, and mobilization for protective legal structures. One of the organization's core elements is to build a community of LGBTQ people to enhance visibility, feelings of safety, and support. Colour Youth faced substantial obstacles with the pandemic, as the majority of their community activities are based on in-person meetings and gatherings aimed at providing a safe place for the LGBTQ youth of Athens. Those meetings were essential for the recruitment of funds and volunteers, who themselves are crucial for the functioning of the organization. Throughout the summer of 2020, they organized three meetings in the National Garden, with almost fifty people attending each gathering. Since the second lockdown, they

managed to transfer certain activities online, with a small number of Empowerment Group meetings have taken place already.

Additionally, all of the general team meetings and some community meetings online have also taken place online. Some of their concerns with the second lockdown were related to their members' protection since online space can easily jeopardize their privacy and security. With the support of the donation received, Colour Youth managed to keep running, by paying rent and the income of its members, continuing programs like Transcare (educating doctors for the proper care of trans people), Pharos (educational programs for university personnel), Choice (educational programs for school teachers), as well as focus groups with members of the LGBTQ community.

7. Hands Up

Hands Up is an agency that offers accessibility services to deaf and hard of hearing people. They undertake subtitling services and web designing, providing sign language interpretation and lip-reading, to make the platforms in concern accessible and user-friendly for the deaf and hard of hearing. Simultaneously they raise awareness about the right ways to approach the deaf and hard of hearing people. Due to Covid-19, an immediate change had to be made regarding the implementation of their services. Thanks to the Kahane Foundation's donation, Hands Up was able to create educational videos and online seminars. All videos were promoted on social media and their webpage, making them easily accessible to all. In total, 25 educational videos in sign language were launched in September and have been doing very well ever since. These videos had a positive response has been a great assurance for Hands up, who plan to continue to work

on creating, editing and uploading ten more videos, with similar content, even after the completion of the funding.

8. SKEP

This organization strives to protect and enhance every human's fundamental right to live freely, without discrimination, in an inclusive society, where everyone feels accepted and useful in an environment of equal rights and opportunities. The organization's primary goal is to fight ignorance and prejudice by empowering young people with disabilities. During this hostile period, social inclusion of people with disabilities, vulnerable and marginalized groups is essential. The funding explicitly targeted the need to educate the public by creating disability and diversity awareness programs. The programs were usually conducted with motivational speakers' physical presence to enhance visibility and normalization of difference. Due to the pandemic Skep had to adapt to the current circumstances by enforcing social distancing and protection measures against the spread of the pandemic. The biggest problem that needed to be addressed was how to keep that type of visibility accessible even through online workshops.

Creating the video "Ask to Learn" was the first step towards digitalizing those educational programs. Skep made two (2) long-length videos, and ten (10) short length videos shared 446 times and received 1200 likes. On average, close to 20,000 students are trained each year by Skep, but, with those video and online training sessions, that number is expected to be greater. More than 500 schools showed the video to their students. The children had the opportunity to write down their questions and then have a live discussion with one of the motivational speakers using a digital platform. All part-

ner organizations in the country and abroad, including UNESCO and the United Nations, have received the videos to give ideas of how such visibility can be achieved in other places. The feedback has been very positive and has motivated other organizations to contact SKEP for future partnerships.

9. Generation 2.0

Generation2.0 (G2RED) promotes equal participation in a diverse society by empowering the local communities. As migrants, and other socially vulnerable groups, have been disregarded during this hostile period of the COVID-19 pandemic, (G2RED) utilized the funding donated by the Open Society Foundation, to respond to specific needs generated to the presence of the pandemic. Some of the need concerned public health information, monitoring rights violations, and covering basic needs, including, food distribution, housing support, and legal aid. G2RED acknowledged that marginalized groups faced severe difficulties when trying to access public health care, putting themselves at risk of potential exposure to the virus and legal persecutions due to racial profiling during COVID-related lockdowns. Furthermore, G2RED recognized that these groups face limited working opportunities, most of which are under dangerous working conditions, due to their irregular migration background. To tackle that, G2RED designed a meaningful intervention strategy by focusing on the proper dissemination of information, the effective monitoring of COVID-19 protective measures, and the intervention and support of cases where rights violations have taken place.

Additionally, G2RED provided general information to the population concerning health guidelines, store operations, and assistance on applying for social benefits, residence

permits, access to services operations, etc. During the first lockdown, G2RED worked hard to monitor the law regulations and government policies to provide valid information for the local communities and avoid fake news. Interestingly enough just in May, the authorities underwent forty-four (44) administrative amendments to protect against the spread of the pandemic. Finally, G2RED provided support and legal aid to those who approached the organization in seeking assistance, a way through which the organization has kept informed of the needs that the marginalized communities of Athens required.

10. Archipelagos

Archipelagos is a cooperative social enterprise that aims to create jobs for people with mental health problems, migrants, refugees, asylum seekers and other socially vulnerable people. With the funding provided by the Open society foundation, Archipelagos was able to create jobs for the socio-economic integration of people who are excluded from the labour market. Since the COVID-19 pandemic, there has been a significant increase in demand for cleaning services, enhancing the opportunities for previously outcasted individuals to join the job market. Archipelagos developed a program aiming to secure jobs by bringing together people who struggle to find a job due to the pandemic's effects.

With the funding provided, Archipelagos managed to hire new people in its team to recruit new jobs for its beneficiaries and protection from unhealthy or dangerous working conditions. The addition of a social worker to the group was necessary for the employees' psychological well-being to have someone to communicate and help face their daily fears and concerns through counselling. Due to the increased workload, the labour force needed to be enhanced and

fully equipped with all the necessary cleaning and protective material (personal and specialized protective equipment, gloves, masks, uniforms for use in confirmed case areas). Archipelagos collaborated with private and public sectors regarding the cleaning of residential and commercial buildings and sites, which was vital to building the program's sustainability.

11. Syneirmos - BABEL

Syneirmos – BABEL is a non-governmental organization focusing on promoting mental and social health care by operating psychosocial rehabilitation units, providing psychosocial support and social care to population groups subject to/threatened by social exclusion.

COVID-19 has created a hostile environment, creating an immediate threat to the mental health of individuals that have already suffered traumas or have experienced significant adversities. Syneirmos, in collaboration with [HumanRights360](#), implemented a three-level intervention to assist those in need by informing, identifying, and helping those in need. To prevent the lack of information, and misinformation, an online platform that includes all available information with the relevant updates concerning COVID-19 was created, assisting vulnerable groups' needs to stay informed.

Furthermore, Syneirmos created a psycho-educational support project on a pilot basis, including one-to-one counselling sessions and group sessions, to support and empower the individuals in need and identify any personal, family, and work-related factors influencing their mental health. The number of participants in the webinars was 120 in total, mostly professionals who worked with refugees in the camps and 25 people volunteering in organizations (Steps, Positive Voice).

Finally, Syneirmos conducted evidence-based advocacy and strategic communication scheme to raise awareness regarding the contribution of all frontline workers in society during the pandemic.

12. HumanRights360

With the help of the Open Society Foundation's donation, HumanRights360 organized educational workshops to help the vulnerable population and those working directly with them. The program aimed to enhance their toolkit to properly tackle their protection against contracting COVID-19 and react to moments of crisis adequately. One of the major issues during the COVID-19 crisis was that the vulnerable population lacked necessary access to information on how they can protect themselves adequately. There has been a substantial distribution of information on how to disinfect objects and use surgical masks properly. Still, those campaigns have targeted privileged populations with access to surgical masks, hand sanitizers, soaps and the luxury of ample amounts of space. HumanRights360 identified a lack of accurate information for those who do not have access to clean water, surgical or even fabric masks, or hand sanitizers.

After careful, extensive research and consultation with the organization's advisory doctor, HumanRights360 produced an animated educational video in 7 languages on how marginalized groups can protect themselves to the best of their abilities. (see link: <https://fb.watch/2hJ0fqSGMV/>). This video was designed to be child-friendly and inclusive for people despite their country of origin, nationality, racial and ethnic identity, or religious affiliations.

Additionally, HumanRights360 identified that one major concern that the migrant

"Even though I usually find that on-line seminars don't hold the same gravity as face-to-face ones, I was forced to reconsider this time. There was a directness, a sense of active participation from all parties, a refreshing response to new information, and general pleasant environment and energy in the whole process. To me, perhaps the most important part was "One step Back, Prepare, Search, Listen, Connect"; such simple things in order to set my thoughts in line and abandon the idea of "One step forward and I can change the world, which I held up to now. I now see a more realistic, safer and better way through which I truly CAN change the world!!!"

population is experiencing is their psychological deterioration and mental health instability due to the closure of refugee camps and their extended lockdown due to COVID-19. To aid towards the protection and support of the migrant's psychological support, HumanRights360 also produced and published an animation video on how to spend their free time productively, how to entertain themselves within the limited space of a tent/container, and also find psychological support to help themselves (see link: https://fb.watch/2hJlAuf_Is/). Both videos have had an excellent turnout.

Additionally, HumanRights360 identified that due to the heavy burden that NGOs and other solidarity groups have experienced due to COVID-19, there was an increased need to educate those working in the field to provide help in moments of crisis. Af-

ter careful consideration, the organization chose to partner with two experts in First Aid (organization named First Help) and Psychological First Aid (renowned psychologist working in the area for years). By organizing those seminars, [HumanRights360](#) sponsored the education of 143 people to provide First Aid (5 hour online seminars), and 144 people to provide Psychological First Aid (9 hours online workshop).

13. Médecins Sans Frontières (MSF) – Greek Section

MSF continued its efforts towards protecting the migrant population both in the mainland and the islands of Greece. Upon the beginning of the pandemic, MSF had a designated area for the protection of the ill and vulnerable in the camp of Moria, yet it faced legal persecutions from the municipality forcing the closure of this area. MSF had to continuously change its practices and strategies as the measures against the spread of the virus also altered day by day. In collaboration with the National Public Health Organization (EODY), they have tried to keep track of the coronavirus's spread by providing their services to the newcomers and those in the country's camps.

MSF has identified no set protocol for the proper treatment and management of the migrant population, often prioritizing issues related to the coronavirus and disregarding other equally severe cases. Mental health and psychological support are two areas that MSF has identified to experience extreme disregard, both for the migrant population and those involved in the provision of care against COVID-19.

MSF continues to provide services related to clean water and sanitation for the migrant population in the island of Samos and pro-

vide aid for unexpected crises, such as the earthquake in the island, with MSF assisting the local population. To support the migrant communities and those working with them, MSF provided many educational programs through digital platforms, teaching individuals and health care professionals how to use protective gear properly and protect themselves from psychological burnouts. MSF observed a significant increase in interest in attending workshops for psychological support during the second lockdown. In the first one, people focused more on immediate protections and not on the long-term effects.

MSF has been working relentlessly with the big hospitals in Greece, like Evaggelismos and Sotiria, which has helped monitor the cases of patients who have survived after Covid-19 infection, monitoring their symptoms pre and post COVID-19 recovery.

14. Greek Council for Refugees (GCR)

The Greek Council for Refugees (GCR) is a Non-Governmental Organization, active in the field of asylum and human rights. On a daily basis, GCR provides free legal and psychosocial counseling and aid to refugees and third country nationals who are entitled to international protection in Greece. Priority is given to the most vulnerable cases, such as unaccompanied minors, victims of trafficking, victims of torture, single parent families etc.

GCR interventions cover all key areas of the integration process, through its PYXIDA Intercultural Center provides support in psychosocial and legal issues, in education, cultural orientation and employment, both to adults but mainly to refugee youth and unaccompanied minors. PYXIDA takes a gender equality approach in all the projects it implements. PYXIDA is supported by a small

team of staff and a large network of volunteers who offer their services and support in all areas.

GCR in collaboration with [HumanRights360](#) aimed on strengthening the psychological services and the employment counselling services offered at PYXIDA. The child psychologist covered the needs of minors who enjoy services at GCR's Intercultural Centre PYXIDA, such as the children who attend the pre-school classes and those who attend the afternoon classes, and the employability counsellor held meetings with refugee communities and accepted internal (GCR) and external (other NGOs) referrals.

15. Documatism

Documatism is a civic non-profit company with the aim of educating and raising awareness of society, strengthening the importance of culture, and highlighting the role it plays in strengthening human bonds and relationships. Documatism has been active since 2009 with the aim of redefining reality through art, utilizing the true power of document as an essential starting point for an art relevant to creative social interventions.

Documatism in collaboration with [HumanRights360](#) launched the AfroGreeks project that aimed in the abolition of restrictions, divisions and stereotypes as they occur, the acceptance and integration of young Athenians with art as the main weapon, the ability to express African-Greek artists - who in most cases are limited- , the creative dialogue of Afro-Greeks with artists from Greece and abroad, creating a "roof" where this creative dialogue can continue and take place and finally gave access to African-Greek artists in places such as the Opera House and then spread to neighbourhoods of the city, other cities and other countries acting as an exam-

ple for young second generation artists who feel marginalized.

16. Me Alla Matia

The Non-Profit Civil Partnership "Me Alla Matia" was established in June 2018 as the next step of meallamatia.gr, a unique and fully accessible social news portal. Its actions include: Providing welfare and advisory services to vulnerable social groups and their families • Safeguard their rights and needs • Raise public awareness regarding diversity and disability • Running meallamatia.gr, social news portal • Hosting "Dinner in the Dark" an innovative experiential action throughout Greece • Accessibility consulting • Corporate workshops on diversity.

With the support of [HumanRights360](#), "Me alla matia" launched the "Speak Up" digital campaign with the overall goal of creating an informal code of conduct for a proper media presentation of disability. "Speak Up" campaign focuses on changing the prevailing mentality and break the deep-rooted stereotypes to improve the lives of disabled people, shedding light on all the positive possibilities with the proper accessibility features, in order to turn the public's sense of pity into a mature reality awareness. This campaign includes: i) short videos presenting aspects of daily lives of disabled people that are mostly unknown to the public, ii) written interviews with disabled people in the form of personal portraits, iii) live transmissions during the lockdowns via social media with activists, artists and organizations as guests.

17. Tandem

Tandem is a non-profit organization that was established in 2007 in order to systematize the contribution of volunteers towards the

children and youngsters with disabilities living inside the Rehabilitation Center for Disabled Children (former PIKPA Voulas). Tandem's support is based on the social model of disability, in which disability is defined as the inaccessibility of the society and not the impairment of a person.

Through the support of [HumanRights360](#), Tandem is continuing the work in these crucial times of the COVID-19 pandemic. It is essential for the children that they continue to receive educational, psychological and emotional support and guidance to constantly reinforce their learning development, intellectual stimulation, physical movement, interaction and emotional coping strategies. Stopping these lessons (in addition to the schools closing down and no home learning assistance) for them would result in resignation, deprivation, while also facing major difficulties to deal with the setbacks caused. The pandemic proved the danger of institutions, not only on a social, but also on the level of protection and health. For this reason, through an advocacy video, Tandem will create more awareness on the life inside institutions and influence policy makers to transform the system of institutional care.

goal and purpose of its members has always been to unite, inform and organise people with Mobility Problems in the Prefecture of Rhodope, with the hope that, through coordinated efforts, the problems facing People with Disabilities in their everyday lives could be addressed, better living conditions could be created and the Prefecture of Rhodope could become a fully accessible living environment and a societal model.

In the first wave of the pandemic in Greece, the medical services of the Association to the beneficiaries decreased dramatically up to 80%, due to their non-physical presence at the Association's premises and the lack of knowledge and equipment. A tele-health plan, as an alternative operation was created from Perpato, with the support of [HumanRights360](#), so the Association could still provide its services to the existing and potential beneficiaries. Through the implementation of the tele-rehabilitation and health services, disabled people will have access to services and equipment which can help them with their needs in the best possible way during the pandemic.

18. Perpato – Association for people with kinetic disabilities and friends

The Perpato Association for People with Mobility Problems and Friends in the Prefecture of Rhodope is an NGO which was founded in 2002 in the city of Komotini, where it is seated and carries out its activities to date. The



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Educating for
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EEA Grants

Iceland 
Liechtenstein
Norway grants

1. EEA Grants in Greece

The history of the EEA and Norway Grants covers 25 years of European collaboration. On 1 January 1994, the Agreement on the European Economic Area (EEA Agreement) enters into force. The Agreement brought together the 28 EU Member States and the EEA EFTA States — Iceland, Liechtenstein and Norway — in a single market, referred to as the “internal market”. In connection to this, the EEA and Norway Grants are established. The objective of the Grants is to reduce social and economic disparities in the EEA, strengthen bilateral relations between the donor and beneficiary countries, and to put the beneficiary countries in a better position to make use of the internal market.

On 31 October 2017 Iceland, Liechtenstein and Norway signed a new cooperation agreement with Greece on new programs under the EEA Grants 2014-2021. The areas of support in Greece are the following:

- ⌋ Safeguarding the right to seek asylum and improving the reception conditions, of unaccompanied asylum-seeking minors.
- ⌋ Improving the competitiveness of Greek enterprises through cooperation with businesses in Iceland, Liechtenstein and Norway.
- ⌋ Alleviating the adverse social effects of the economic crisis and contributing to the better inclusion of Roma communities.

- ⌋ Contributing to good governance, including digitalization of public services and measures to address corruption.

2. Our role as fund Operator

On 21 February 2019, a Programme Implementation Agreement was signed between the Financial Mechanism Office (FMO) & [Human-Rights360](#) and SOL CROWE. Both organizations, were selected by the Financial Mechanism Office (FMO), to act as the Fund Operator (FO) for two EEA Grants Programmes, during the period 2019-2024, in Greece: **Programme I. Local Development & Poverty Reduction**, and **Programme II. Asylum & Migration (Addressing urgent needs for the reception and screening of asylum seekers and for the accommodation of vulnerable groups)**.

As Fund Operator we are responsible for the development and implementation of the programmes assigned. This, in principle, includes preparation of the Programmes (contracts execution in compliance with the national and international law and the EEA Grants values and rules) and setup of an appropriate Management and Control System (MCS), in order to (inter alia):

1. Describe and allocate functions within each component of the management structure (Unit, Team or Committee).
2. Comply with the principle of separation of functions between and within such components.



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3. Provide web-based systems as means of submitting applications and project promoter reports, lodging complaints and forwarding inquiries.
4. Describe Internal Controls as means of evaluating and adapting MCS.
5. Maintain procedures for ensuring the correctness and regularity of expenditure declared.
6. Employ systems and procedures ensuring an adequate audit trail.
7. Prevent, detect and nullify irregularities and fraud, including means of recovering unduly paid amounts.
8. Foresee the development of call text(s), selection procedures including appointment and contracting of the selection committee members, and a pool of impartial experts to evaluate the applications under the open call, along with the development of tools and procedures for the project application and selection phase;
9. Set up Committees ensuring expertise, transparency, accountability and impartiality in selecting projects and programme operation. *Four committees have been established by the fund operator (see next visual).*
10. Ensure adequate technical assistance, outreach, mentoring and coaching to civil society organizations, to support project preparation and implementation.
11. Foresee a concrete monitoring approach integrated into the project implementation cycle including review facilitated through desk monitoring on the spot-verifications, administrative checks and other soft monitoring actions to ensure the physical existence of the projects and the compliance with the EEA Grants rules of project implementation.
12. Ensure that projects contribute to the overall objectives of the EEA Financial Mechanism 2014-2021 and the specific Programme outcomes and objectives.
13. Facilitate and encourage bilateral exchanges at programme and project level which will be mutually beneficial and contribute to the objective of the Programme.

3. EEA PROGRAMMES

PROGRAMME I: LOCAL DEVELOPMENT & POVERTY REDUCTION

The Programme I: Local Development & Poverty Reduction **aspires to contribute to enhancement of social cohesion and reduction of economic and social disparities**, through the support of the following areas: 1) social and economic development in specific geographic areas, 2) anti-discriminatory activities focusing on groups vulnerable to social and economic exclusion, 3) interventions to increase job prospects, 4) interventions to increase job capacity, especially among the most vulnerable, 5) quality of and access to social/welfare services, and 6) networking and policy exchanges between municipalities.

TOTAL BUDGET: 6,500,000 EUR

PROGRAMME II: ASYLUM AND MIGRATION

The Programme II: Asylum and Migration (Addressing urgent needs for the reception and screening of asylum seekers and for the accommodation of vulnerable groups) **aspires to contribute to ensuring legal protection, support and care for the most vulnerable asylum seekers, with emphasis on unaccompanied children**. Special focus is given to projects enhancing vulnerable asylum seekers' path to independence, encouraging their transition from supported living in centres, to their inclusion in the local community, as well as their path to return and re-integrate to the countries of origin (for rejected applicants). The Programme "Asylum and Migration" aims to build on the results of the EEA GR05 programme, in the last period 2009-2014.

TOTAL BUDGET: 16,500,000 EUR

4. EEA PROJECTS AT A GLANCE

Programme I: Local Development & Poverty Reduction	
(PROJECT)	Schools for all: Integration of Refugee Children in Greek Schools
(PP)	European Wergeland Center
(AIM)	Training and mentoring to school directors and teachers in 150 secondary schools
(BUDGET)	1,5 M
(STATUS)	Ongoing
(PROJECT)	Athens Solidarity Centre
(PP)	SolidarityNow
(AIM)	Integration of vulnerable people
(BUDGET)	2 M
(STATUS)	Ongoing
(PROJECT)	"Skills on Demand"
(PP)	Athens Development & Destination Management Agency (ADDMA)
(AIM)	Employability of vulnerable people
(BUDGET)	2,4 M
(STATUS)	Pending for 2021

Programme II: Asylum and Migration	
(PROJECT)	Open Call
(PP)	(5 organisations) ARSIS, IRC, MdM, METADRASI, SMAN
(AIM)	Shelters for vulnerable asylum seekers
(BUDGET)	7,6 M
(STATUS)	Ongoing
(PROJECT)	Capacity Development for dignified reception and protection of the rights of migrants and asylum seekers in Greece
(PP)	NORCAP/ NRC
(AIM)	Capacity Building, Reception Conditions
(BUDGET)	3,5 M
(STATUS)	Ongoing
(PROJECT)	Quality assurance of asylum procedures and free legal aid to vulnerable asylum seekers
(WHO)	UNHCR Greece Office
(AIM)	Quality in asylum system
(BUDGET)	3 M
(STATUS)	Completed
(PROJECT)	Assisted Voluntary Return and Reintegration of Vulnerable Groups -
(WHO)	IOM
(AIM)	Migrants' voluntary returns
(BUDGET)	7,6 M
(STATUS)	Pending for 2021

B I L A T E R A L I N I T I A T I V E S	
Programme I: Local Development & Poverty Reduction	
(WHO)	Open call and Predefined PPs
(AIM)	Enhanced collaboration between beneficiary and donor state entities involved in the programme
(BUDGET)	125 K
(STATUS)	Pending for 2021
Programme II: Asylum and Migration	
(WHO)	Predefined PPs
(AIM)	Enhanced collaboration between beneficiary and donor state entities involved in the programme
(BUDGET)	50 K
(STATUS)	Pending for 2021

In 2020, we started the design of the Bilateral Initiatives Calls. However, due to COVID-19 pandemic, this procedure was paused and transferred to 2021.

5. COVID-19

Several restrictions and health measures have been taken by the governmental authorities worldwide in order to eliminate the spread of the COVID-19 disease. In many countries, movements have been restricted while in others have been entirely suspended. Overall, the pandemic has vitally affected all projects.

Slightly immediately after the first COVID-19 cases were reported in Greece, the government announced measures on March 17, 2020, to prevent an outbreak on island & mainland camps. The measures included strict limitations on exiting the camps other than for buying necessities, suspension of activities including informal schooling, and prohibition of access to visitors, except for those providing essential services. The aforementioned restrictions had a direct impact on Open Call's projects and actions aiming at providing assistance to asylum seekers. Restriction of movements and the overall decrease of the economic activity also resulted on delays in procurement in most of the projects. In addition, the situation of the pandemic at local level affected differently the projects. Northern Greece in particular, suffered more than any other region from COVID-19 towards the end of 2020, in prolonged lockdown and early curfew measures. Delays in both the referrals and placements of UAMs have also been noted, as many Safe-zones, Hotels, and Shelters of UAMs have been in quarantine due to COVID-19 measures. The pandemic made it impossible for the European Wergeland Center to carry on with the project implementation as the schools were closed for at least 7 months in 2020. Regrettably, the government proved non-supportive and the specific management decisions of the Ministry of Migration (e.g. lockdowns in refugee camps without COVID-19 cases), resulted on a severe exclusion of refugee children from education.

6. PROJECTS' ACHIEVEMENTS 2020

PROGRAMME I: LOCAL DEVELOPMENT & POVERTY REDUCTION

1 PROJECT: "Schools for All" – Integration of Refugee Children in Greek Schools

DURATION: 23/5/2019 - 31/08/2022

PREDEFINED PROJECT PROMOTER: The European Wergeland Centre

OUTCOME 1: Integration of Refugee Children in Greek Schools

In schools with refugee pupils across Greece, school heads and teachers are trained to create safe and inclusive schools and classrooms where refugees are welcomed into a learning environment which aims to provide quality education to all. Throughout the school year, school teams of school heads, teachers and parents' representatives are trained and mentored by experienced trainers. The whole school is involved in school activities and workshops.

"Schools for all" is a national capacity building project in Greece. The main objective of the project is that refugee children are integrated in Greek schools, which become safer and more inclusive places for all. In order to achieve this, European Wergeland Center (EWC) **offers training and mentoring to school directors and teachers in 150 secondary schools, throughout the country.** The trainings aim to equip school directors and teachers with the tools, competence and confidence to manage controversy and deal with issues concerning intolerance, discrimination, racism and hate speech in school and the local community. The trainers are trained in project philosophy and approaches. Their broad national and international experience, expertise and network is key to project implementation.

The project is implemented **under the auspices of the Hellenic Ministry of Education, Research and Religious Affairs**, in coopera-

tion with the **Institute for Education Policy**. The **University of Leeds Beckett (UK)** provides its expertise for the monitoring and evaluation of the project during its implementation.

At the start of the project, 28 regional trainers were selected from more than 700 applications and trained to function as trainers and mentors for schools participating in the project. In 2020, 15 more regional trainers were trained and joined the pool. The project is scientifically supported by leading European experts from the fields of educa-

tion for democratic citizenship, inclusion and refugee education follow the project. They contribute to the monitoring and evaluation throughout, but also with advice and up-to-date research and data on European policies and practices on inclusion of refugees in education. The first year of implementation was important to gain experience and pilot the designed methodology through implementation with a smaller number of secondary education schools throughout the country. Specifically, from the beginning of the project up to now:

18 SECONDARY EDUCATION SCHOOLS HAVE PARTICIPATED



3 REGIONAL ACADEMIES IN ATHENS AND THESSALONIKI WERE ATTENDED

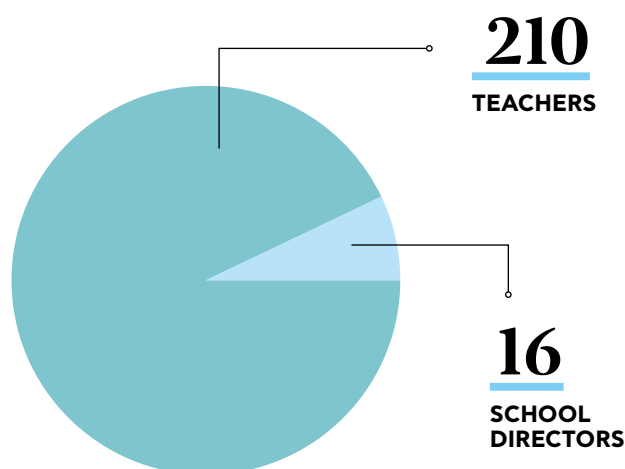


71

teachers, school directors and parents

25 SCHOOL WORKSHOPS TOOK PLACE during January-February 2020, which designed and implemented by the regional trainers and were based on the Framework of Competences of Democratic Culture (Council of Europe).

TRAINED EITHER THROUGH THE REGIONAL ACADEMIES OR THROUGH THE SCHOOL WORKSHOPS.



What beneficiaries say...

"Even if the implementation plan was not completed, it was really important that teachers cooperated to design it and set the steps needed. Teachers learnt 'how to design together', useful experience for the future".

Participant trainer.

"Despite our school had reception classes from the past, it was the first time that teachers really paid attention to the need of refugee students' integration into school community".

Participant teacher.

"Although I was really cautious at the beginning, my contact with other parents and teachers of my children was really useful. I learnt many things about refugees, I met interesting people and shared common ideas and thoughts regarding an open school for all students. I wish we can keep this contact in a more stable framework".

Participant parent.

2 PROJECT: Athens Solidarity Centre DURATION: May 2019 – June 2021

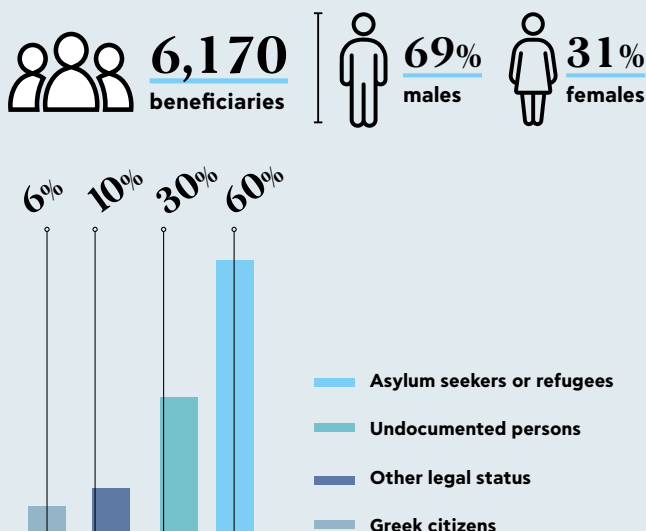
PREDEFINED PROJECT PROMOTER:

SolidarityNow

OUTCOME 2: Increased opportunities for integration and social inclusion for vulnerable individuals

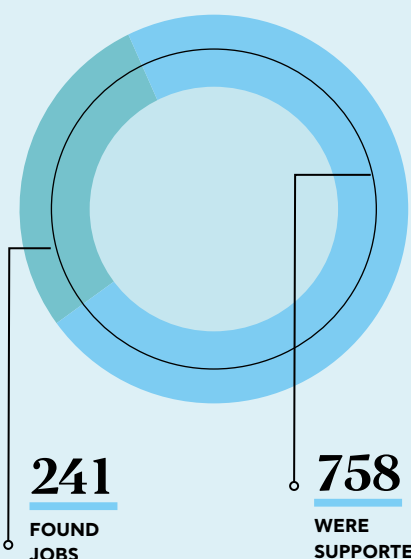
Athens Solidarity Centre (ASC) provides services, including psychosocial, legal aid and legal representation, employment assistance; accountancy services; and specialised support to mothers, children and other vulnerable groups. It aims to support marginalised and vulnerable individuals residing in and around Athens and to empower them to become active and productive members of society. It aims to increase opportunities for integration and pave the way for the social inclusion of vulnerable individuals.

TO DATE, THE ATHENS SOLIDARITY CENTRE (ASC) TEAMS HAVE PROVIDED COMPREHENSIVE SERVICES TO:

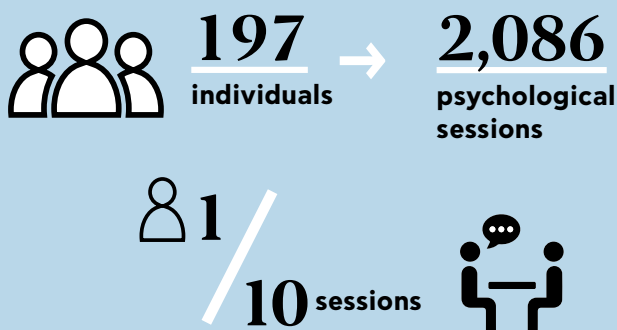


OBTAIN UNRESTRICTED ACCESS TO SOCIAL BENEFITS (2020)

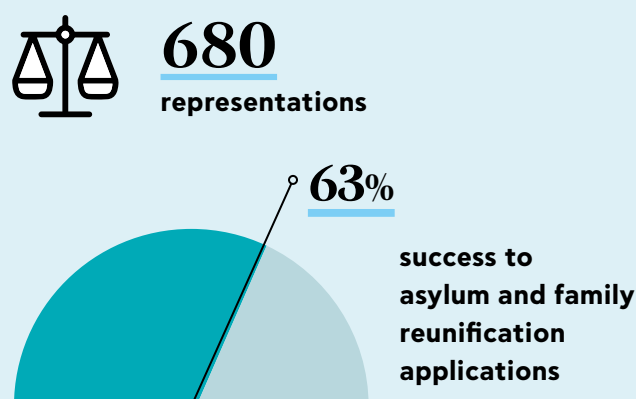
1,166 beneficiaries



PSYCHOLOGICAL SUPPORT SERVICE (2020)



LEGAL REPRESENTATIONS BY THE ASC LAWYERS (2020)



The project also aims to enhance the **collaboration between ASC and other civil society organizations** through the implementation of complementary activities by other actors, at the ASC. A significant achievement from the beginning of the project until today is the **successful referral pathway** established between ASC and a great number of other service providers and agencies, both private and from the public sector. This enables responding to the multiple needs of beneficiaries, address their requests and provide some comfort to their emotional distress. It is worth noting that this is a **two-way pathway with ASC standing at both the receiving and referring ends**, thanks to the smooth collaboration with the Asylum Service, but also with other organizations such as DRC, CARITAS, MSF, Shedia, as well as with the municipality. In total, **5,027 referrals** were made, 1,761 of which in public services, 1,467 in other NGOs and 1,799 to other types of organizations. One of the most important achievements of ASC is the implementation of a **satisfaction survey twice a year**, now considered as **a great legacy of EEA grants funding and as a good practice in order to monitor the quality of the provided service and take corrective actions when needed**. The high **satisfaction score documented through the survey (92% of the respondents)** provides valuable feedback on the areas of improvement to the Project Promoter, as the info is gathered directly by the beneficiaries.

3

PROJECT: “Skills on Demand”

DURATION: The project is going to start in 2021. **ESTIMATED DURATION:** 24 months

PREDEFINED PROJECT PROMOTER: Athens Development and Destination Management Agency (ADDMA)

OUTCOME 3: Social Inclusion, Youth Employment & Poverty

The project will promote the employment of vulnerable unemployed residents of the City of Athens through raising awareness, training and certification, individualized psychosocial and employability support and job placement. The main objective of the project is increased employment among recently unemployed people (implementation will begin in 2021).

PROGRAMME II: ASYLUM AND MIGRATION

(Addressing urgent needs for the reception and screening of asylum seekers and for the accommodation of vulnerable groups)

1

Five projects under the Open Call

DURATION: 2020-2023

OUTCOME: Improved quality of accommodation and other services provided in open reception centres

FIVE PROJECTS UNDER THE OPEN CALL

International Rescue Committee Hellas	Establishment of 10 Supported Independent Living (SIL) apartments in Athens, with a capacity of 40 places to accommodate asylum seeking unaccompanied children (boys) aged 16 years old and above. The IRC provides quality accommodation and a holistic package of individualized support services to at least 120 UAMs over a duration of 33 months.
Doctors of the World - Greek Delegation (MDM Gr)	Accommodation facility with a capacity of 44 places for women asylum seekers at risk and for mothers with their children
ARSIS Association for the Social Support of Youth	a) 12 apartments for UAMs (in total 46 places), b) 15 places for UAMs aged 12 to 18 (boys up to 12 & girls up to 18) in the Shelter for Children in danger "The House of ARSIS" in Thessaloniki, c) 16 places for vulnerable asylum seekers (women victims of violence and/or at the later stages of pregnancy and/or health issues), and their children in Thessaloniki.
SMAN - Society for the Care of Minors and Youth	New long term Accommodation Centre for 16 Unaccompanied Minors, UAMs, in the city of Athens. SMAN provides shelter for 12 unaccompanied boys of the ages of 6 to 12 years old, and 2 unaccompanied underage mothers with their children. In total 16 UAMs.
METAdrasi - Action for Migration and Development	40 places in Samos and Chios island: 2 UAM transit accommodation facilities of 20 places each.

Improved quality of accommodation and other services provided in open reception centres:

All the centres and SIL apartment Units funded by EEA Grants, focus on the quality of accommodation and services. The matter of compliance with EU minimum standards as they are analysed in the two reference documents, namely *"EASO Guidance on reception conditions for unaccompanied children: operational standards and indicators"* (2018), and *"EASO guidance on reception conditions: operational standards and indicators"* (2016) is under continuous monitoring by the FO through an established quality monitoring process which also constitutes a capacity building component for the Project Promoters.

Unaccompanied minor asylum seekers (UAMs) and vulnerable women receiving services:

Beyond all the apparent challenges and the constraints set by COVID-19 on UAMs and vulnerable asylum seekers accessing rights in Greece, the Project Promoters, managed to provide quality accommodation to **98 unaccompanied children**, 38 of which were girls and in particular, 4 of them were **unaccompanied minor mothers aged from 13 to 18 years**. The rest of them (60 children) were boys, 50 of which were accommodated in shelters and 8 in SIL apartments.

In addition, a total of 23 non-unaccompanied vulnerable persons benefited from Arsis apartments for Women asylum seekers in Thessaloniki, 11 of which were vulnerable asylum-seeking women and the rest (12 persons) were their children. The services in 8 centres and SIL units include psychosocial support, non-formal education, legal counselling and legal aid, interpretation, recreational and leisure activities. In 6 of the centres cleaning services are provided while this service is not foreseen for SIL apartments, where the UAMs are trained to take care of

their personal hygiene and house hygiene, in an effort to gain autonomy. Employability services are already provided in 4 centres, (House of Arsis, House2, IRC SIL Unit 1 and Arsis' women apartments) and IT classes are provided in 3 centres (Arsis centres in Thessaloniki). Community activities are restricted due to COVID-19 but still some of the UAM shelters managed to implement a number of them (House of Arsis, TA in Chios and Samos, IRC SIL UNIT). Last but not least, in women apartments, information sessions regarding legal support (labor law, asylum processes, domestic violence) and human rights are offered, as well as group activities and info sessions regarding psychosocial support and empowerment.

One of the important achievements during this short period of service provision, is the establishment of a **referral pathway** between two of our projects. In particular, House2, which is implemented by **SMAN**, hosts UAM mothers with their babies, that are significantly vulnerable (SGBV survivors, mental health patients, homeless, victims of trafficking and other). This extremely vulnerable population often face the risk of homelessness when reaching adulthood, as they have to leave the shelter when they reach 18 years old. Even if they are admitted in Estia or Helios programme, they are too vulnerable to support a safe and independent life for themselves and their children. For such cases, thanks to EEA Grants funding, a safe and dignified transition to adulthood is possible, as these girls with their babies can be referred to the vulnerable women's shelter operating under the project "A step forward" by the **Medecins du Monde**. By December 2020 one such referral had already been possible between the two shelters; the admission took place in January 2021.

- 2 PROJECT:** Capacity Development for dignified reception and protection of the rights of migrants and asylum seekers in Greece
DURATION: February 2019 – End of 2021
PREDEFINED PROJECT PROMOTER: NORCAP
OUTCOME: Capacity of key institutions to ensure protection of vulnerable asylum seekers, particularly UAMs, is strengthened

Strengthening the capacity of key government institutions in Greece

The project aims to support the RIS (Reception and Identification Service) and strengthen the capacity of the National Center for Social Solidarity (EKKA), through deployment of expert advisers and coordinators, with a view to protect vulnerable asylum seekers, particularly survivors of human trafficking and unaccompanied minors.

To date, the project has demonstrated exceptional performance and remarkable results, well beyond the agreed targets. NORCAP deployed a total of **20 experts** in two national authorities in Greece: EKKA (supervised by the Ministry of Labour) and RIS (supervised by the Ministry of Migration and Asylum). While each one of these organisations is a different component of the project with separate deliverables, the project retained its homogeneity, as to the methodology and approach. NORCAP has achieved to establish strategic partnerships both with EKKA and RIS (MoUs signed), and develop stable relations between NORCAP experts and key stakeholders (e.g. Secretary General for the reception of asylum seekers, RIS Director, RIS camp managers, Deputy Minister of Migration).

The great success of the project lies upon the contribution of the deployed experts to the development and implementation of SOPs (Standard Operating Procedures), applicable at national level. Whereas all NORCAP's advisers have a system building approach and they are continuously drafting procedures or guidelines to be piloted regionally or national-

ly, they are also actively involved in important RIS projects related to systems building, such as the General Regulation for the Operation of Camps in the Mainland, where input from NORCAP was approved and was finally published as a Ministerial Decision (23/13532 – published on 30-11-2020), and it is now implemented at the 32 sites operating under the mandate of the RIS. Another addition in the long list of achievements, is a second SOP which was adopted by the Reception and Identification Service at national level, regarding the procedures for the delivery of asylum decisions in the camp (contribution of all the SMS advisers of the camps and the NORCAP expert who is assigned to the Governor of RIS), which is the product of work of NORCAP advisors.

During 2020, NORCAP has had a presence in **five mainland sites:** Alexandrea, Diavata, Elaionas, Schisto and Koutsohero.

Trainings and on the job trainings for RIS personnel:

Apart from the trainings conducted in the camps by the SMS advisers, the first training of RIS high-level personnel by NORCAP was conducted in June 2020. In an effort to better organize its services in the accommodation facilities for asylum seekers in the mainland of Greece, the Reception and Identification Service (RIS) recruited 32 new Camp Managers.

As regards the EKKA component, currently all three experts' positions are covered. One of them holds the position of Anti-trafficking training and legal assistance coordinator and the other two work as Anti-trafficking training and technical advisors. Through this significant component of the project, the framework of the *National Referral Mechanism for the Protection of trafficking victims* is already established and the NRM team of EKKA is able to receive and process case referrals. It's indicative, that since the beginning of the project, EKKA processed 311 referrals of trafficking, exceeding by far the

target of 100 referrals. Furthermore, in 2020, EKKA's NORCAP team finalised the training module for the identification and protection of trafficking victims and the *Practical Guide for the Identification and Protection of Trafficking Victims* is now near completion.

As regards the training component, all in all, **760 first-line professionals** were reached through capacity building activities (42 seminars in total). 23 missions were conducted while many trainings took place online in 2020 due to COVID-19.

3 PROJECT: Quality assurance of asylum procedures and free legal aid to vulnerable asylum seekers

DURATION: Completed on 29/2/2020

PREDEFINED PROJECT PROMOTER: UNHCR

OUTCOME: Operational procedures and capacity of the Greek Asylum Service and Appeal Committees improved

The project achieved to provide the necessary support to the Asylum Service to set up a quality assurance mechanism (via developing centrally the Asylum Service's Quality tools and SOPs and by providing continuous support to new and more experienced caseworkers in a very large caseload of complicated cases), to increase its presence regionally (to Offices across the country), while continuing to provide legal aid at first and second instance in complementarity with the Registry of lawyers of the Asylum Service.

In total, the project reached **7,415 legal aid beneficiaries** (asylum seekers and refugees), supporting men and women (5,022 and 2,393 respectively). This number exceeded by far the number of planned target of 4,500 beneficiaries, reflecting the increased need for legal aid in the areas of intervention.

With regards to Output 3.1 results "Expert support to the Greek Asylum Service", UNHCR deployed **18 Associate Asylum Experts** (AAEs)

to the Asylum Service all over Greece and **5 employees** to the Asylum Service centrally, constituting UNHCR's quality assurance team, whereas with regards to Output 3.2 results "Free legal aid to vulnerable asylum seekers related to first instance asylum procedures", UNHCR deployed **41 lawyers** (15 in the mainland and Crete and 26 for the border areas), exceeding the target by one person. During the implementation period, the legal aid needs were increased. In total, UNHCR supported the Asylum Service in **12,490 instances corresponding to 10,201 cases** examined by the AS, which represented 32% of total decisions issued by the AS. Moreover, UNHCR reviewed 200 decisions and shared key-points.

Moreover, UNHCR, in cooperation with the Quality Department of the Asylum Service, delivered numerous urgently needed trainings, workshops and group-sessions to Asylum Service caseworkers. In total **69 days of training** in various RAOs/AAUs with up to **40 participants** were delivered.

Free legal aid component:

In mainland, legal aid has been provided mainly at reception desks at the partner's premises **to 4,691 beneficiaries**. On the islands and Evros, legal aid services were provided to **2,724 beneficiaries**, within Reception and Identification Centers, where most of the population reside, and other (open) accommodation facilities (e.g. Kara Tepe). In complementarity with legal aid services and to maximise the impact of legal aid, **3,620 beneficiaries were also provided with social support** through social workers, and interpretation services were ensured for all the aforementioned beneficiaries.

4 PROJECT: Assisted Voluntary Return and Reintegration (AVRR)

DURATION: The project is going to start in 2021.

ESTIMATED DURATION: 24 MONTHS

PREDEFINED PROJECT PROMOTER: IOM

OUTCOME: Orderly and humane voluntary return of migrants or vulnerable groups is secured

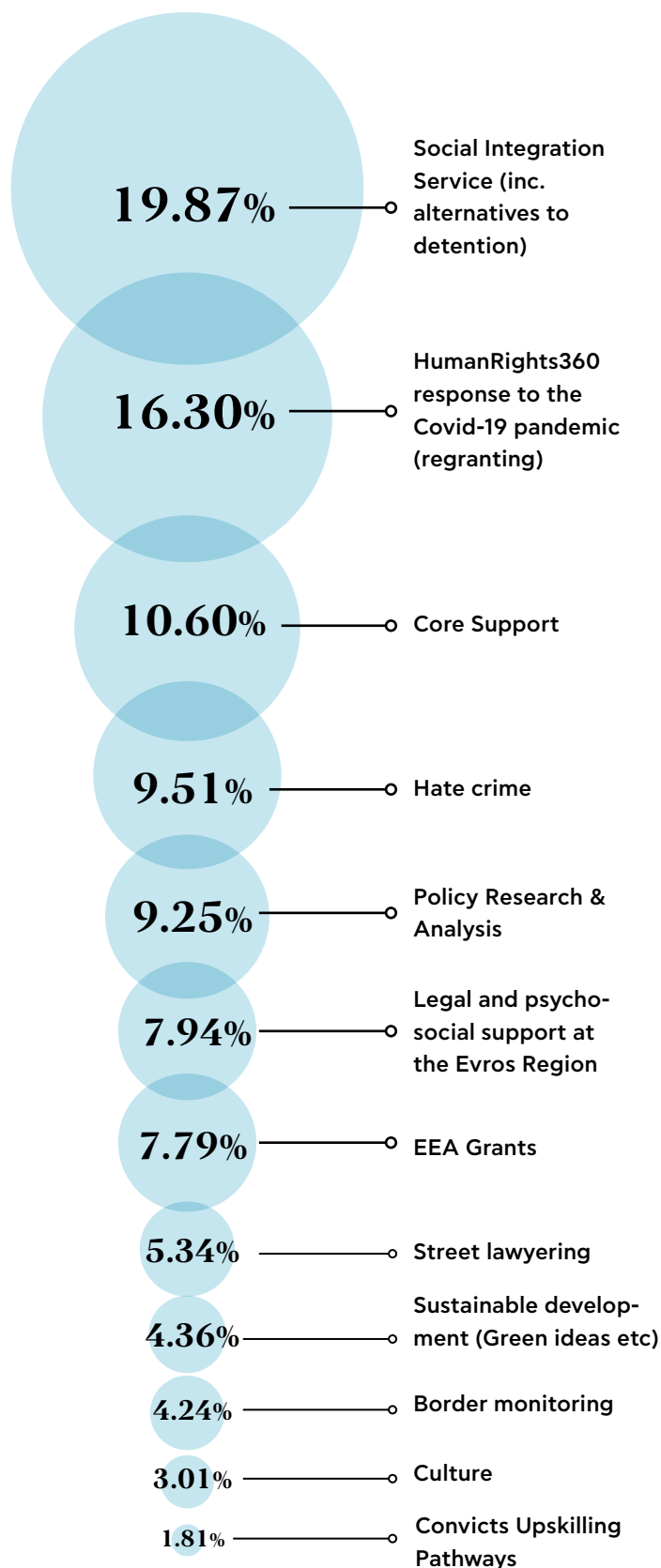
The project aims to provide AVRR assistance to migrants who, in situations of vulnerability, express the will to return to their country of origin. The target will particularly consist of 290 cases of migrants in situations of vulnerability, identified primarily at the Greek borders, and shall include, among others, single parent families, victims of trafficking, migrants with health and assistance needs, UMCs and elderly migrants. Beneficiaries will

receive effective and comprehensive assistance, based on the experience and lessons learned acquired by IOM through the years of AVRR operations.

This pre-defined project is going to be implemented by IOM Greek office starting from 2021, although the initial plan was to kick-off in 2020. COVID-19 modified challenges in the reception procedures at the borders, the asylum process and the accommodation facilities and services provided to migrants. Movements have been severely affected (either restricted or entirely suspended) in many countries worldwide, as several restrictions and health measures have been put in place by the relevant governmental authorities to prevent the spread of the disease.

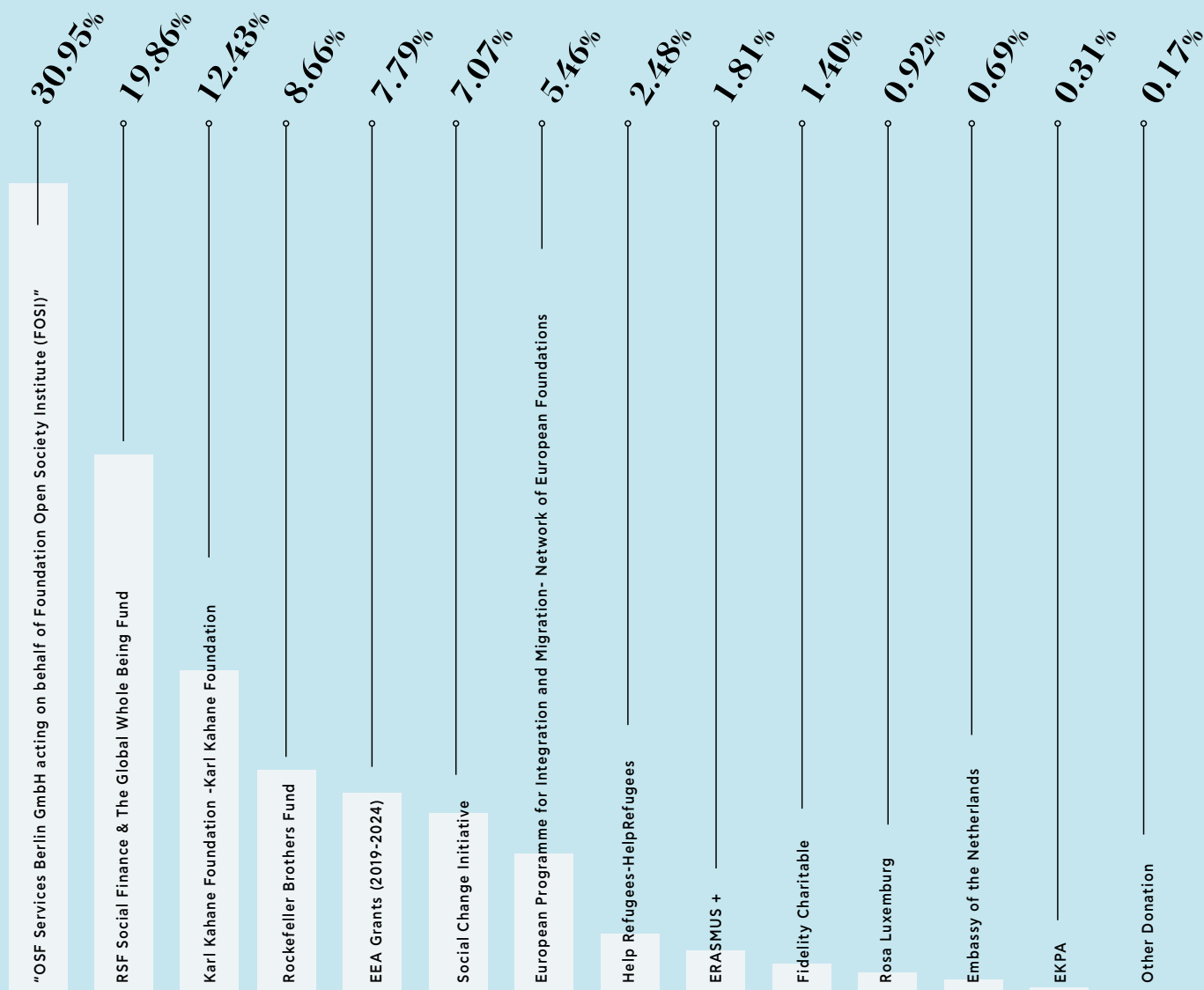
Donors and Funding

HumanRights360 has the honour to receive donations by significant donors internationally. Our annual funding for the 2020 reached the amount of € 1,558,490.69 euros, increased by 43,61% compared to 2019. We achieved further diversification of funding since 2019 as our annual turnover on 2020 came from 15 different institutions and foundations. Regarding the areas of our intervention during 2020, according to the data the top 5 areas of intervention were on integration (19.8%), regranting to support NGOs to respond on COVID-19 (16.3%), combating hate crime (9.5%), policy research & analysis (9.25%) and Legal and psychosocial support at the Evros Region (7.9%). While advocacy remains the cornerstone of our action and in 2020, it appears as a cross-cutting component in our programming rather than a stand-alone area of intervention. It is important to highlight that only a 6,46 % of our funding has been used for administrative costs. This constitutes a long-term target for **HumanRights360**, for an efficient operation and great impact, maximizing the share of resources allocated in the field.

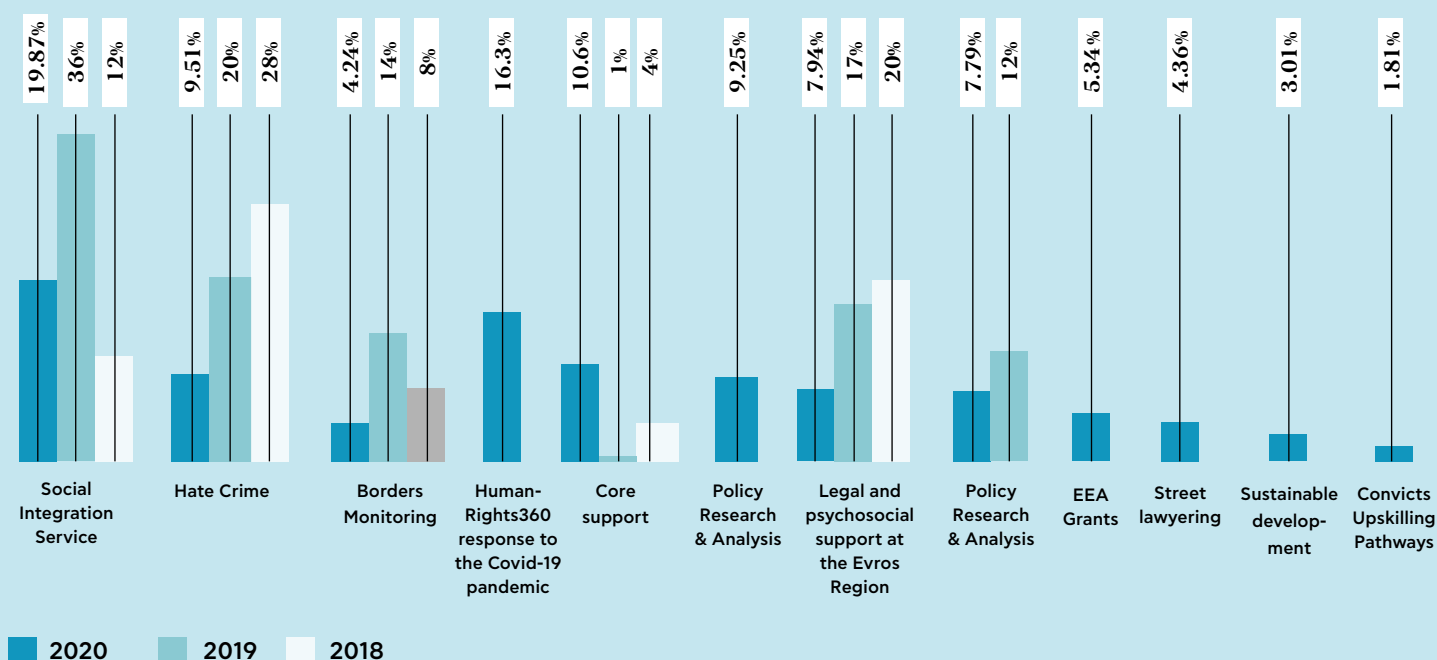


Donors share of funding

2020



Distribution of funding per area, 2018-2020





HUMANRIGHTS360
ANNUAL REPORT 2020

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