



Greek language class for adults. Source: HRC

Emergency appeal No: [MGR65002](#)

Timeframe of this response plan:

01 Sept 2022- 30 June 2025¹

Number of people to be assisted: 25,000

Federation-wide funding requirement: 2.8 million CHF
IFRC Secretariat funding requirement: 1.95 million CHF

¹ This timeframe is in line with the EU4Health project, however, for the rest of the activities, the plan and the funding ask only covered until end of February 2024.

EXECUTIVE SUMMARY / TRANSITION STRATEGY

One year since the intensification of the international armed conflict, the Hellenic Red Cross continues to support people displaced from Ukraine in accessing public services such as **basic healthcare, and holistic social services, and information as aid**. To ensure geographical accessibility, services will continue to be provided mostly in urban areas, where most people displaced from Ukraine are residing. Some services also cover remote areas near the Promahonas border crossing in northern Greece, including temporary reception centres accommodating people coming from Ukraine.

In Greece, the number of people arriving from Ukraine is expected to stabilize during the planning period, but the needs of those who are in the country will remain urgent and continue to evolve. Current needs and services will remain relevant, especially in the field of **mental health and psychosocial support** and in **social integration** of those who are staying in the country.

This revised operational plan lays out activities aimed at providing adequate response to likely and possible scenarios, including provision of long-term assistance to the displaced population. **The key new areas covered by this revised plan include:**

- Expanding geographically the HRC response activities in the north of Greece, with special focus on health service provision.
- Strengthening outreach activities in urban areas and interpretation capacity in Ukrainian languages within the existing services.
- Providing small-scale relief assistance for covering basic needs.
- Expanding long-term integration services, including employability support.

NEEDS ASSESSMENT AND TARGETING

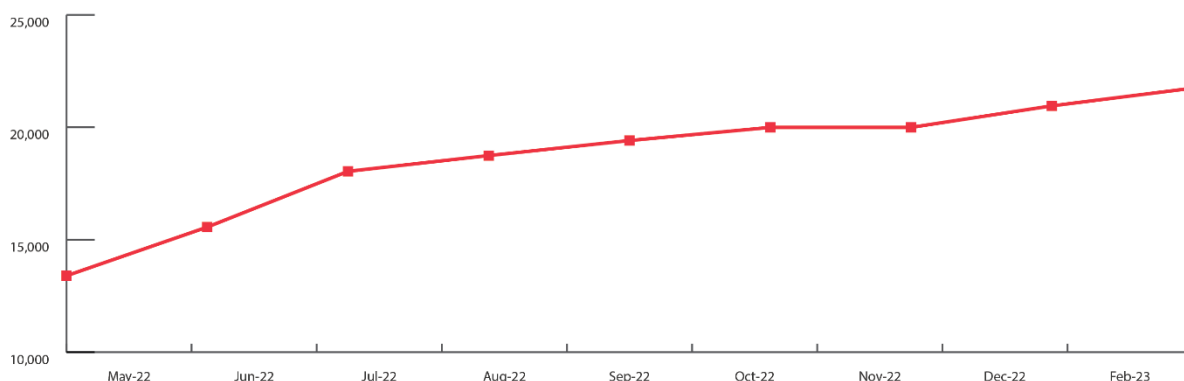
Humanitarian impact of the crisis and resulting needs

Refugee Situation and National Society Priorities Greece



Refugees

— Individual Refugees from Ukraine that have been granted temporary protection status in Greece



National Society Priorities



Health



MHPSS



Livelihoods



Migration



CEA



Relief



PGI

Data Source: IFRC, UNHCR; Date Produced: 2/10/2023

Disclaimer: Statistics are compiled mainly from data provided by authorities. While every effort has been made to ensure that all statistical information is verified, figures represent an estimate. Triangulation of information and sources is performed on a continuous basis. Therefore, amendments to figures may occur, including retroactively.



21,741

Total people displaced by the armed conflict between Russia and Ukraine

People displaced by the Ukraine conflict.

According to UNHCR by February 2023, 21,741 people displaced by the armed conflict between Russia and Ukraine have been granted temporary protection status in Greece.² The Ministry of Migration and Asylum reports that by the end of January 2023, 21,964 cards have been issued to people displaced by the conflict, with another 23,312 electronic pre-registrations of applications for international protection pending.³ Since the escalation of the international armed conflict, more than 75,942 people displaced by the conflict have been recorded entered Greece through all access points, out of which nearly 80% have entered through the Promahonas border crossing in the north of Greece.⁴ In October 2022, information collected by the Red Cross at the border showed that most of the arrivals in the North (around 100 to 200 people daily) were Ukrainian nationals, and around 8% Russian and Belarus nationals.

The Greek government provides people displaced due to the armed conflict quickly with legal status in the country, ensuring their access to the labour market, medical care, education as well as accommodation support.⁵ Out of those who have applied for legal status 51% are in Athens (Attica), 30% in Thessaloniki, and most of the remaining applicants are in Crete, Patras (Western Greece) and Alimos.⁶

Among those who have received temporary protection in Greece, 69% are women or girls and 31% men or boys. The proportion of women is higher among adults. Children account for nearly 30% of the people with temporary protection, most of them under the age of 13. Young mothers, unaccompanied and separated minors, people with disabilities and elderly people are the most marginalized groups. In the [interagency needs assessment](#), led by UNHCR almost 40% of respondents declared having people with specific vulnerabilities in their households, 20% of households had elderly people, and 13% had people with chronic/severe illnesses, physical disabilities, or mental health issues.⁷

Considering the most likely scenario of a protracted international conflict between Russia and Ukraine, indicates the number of people displaced it is expected to remain stable, and that most will stay in Greece as the conflict continues, based on the [interagency assessment](#).

² [UNHCR Greece Factsheet - February 2023 \(Ukraine Refugee Situation Response\)](#)

³ [Ministry of Asylum and Migration International Protection report](#), January 2023, p. 20

⁴ [8 August 2022 - Announcement of the Ministry of Civil Protection in relation with the number of refugees from Ukraine which entered in Greece in the past 24h](#). The Ministry of Civil Protection stopped publishing daily announcements regarding the number of people displaced from the international conflict between Russia and Ukraine entering Greece after the 8th of August 2022.

⁵ The EU activated the [Temporary Protection Directive \(2001\)](#) on 24 February 2022 to respond to the Ukrainian crisis. Indeed, in line with the European Union directive, Greece provides Temporary Protection Status to refugees from Ukraine.

⁶ [Ministry of Asylum and Migration International Protection report](#), January 2023, p. 20

⁷ More information on the inter-agency assessment is provided below.



Total card issues for Temporary Protection per age group and gender (January 2023), Ministry of Migration and Asylum Statistics

Other people on the move

According to UNHCR, at the end of 2022, 86,600 refugees were residing in Greece, out of which 15,885 are residing in government accommodation sites. Displaced people from Ukraine represent around 25% of that total number.⁸

While the government has been praised for acting swiftly, opening access for people with temporary protection to various services and shelter and access to social security, it has received criticism for operating a two-tier refugee response, which excludes other refugees and asylum seekers from services that are available to displaced people from Ukraine.⁹ This is a very important dynamic that informs the National Society's response seeking to focus whenever possible, on providing services that do not exclusively target people displaced from Ukraine, but which seek to include other profiles at risk.

This balance is closely monitored, as the number of arrivals by land and sea are continuing to increase, having doubled in 2022 compared to the previous year: 18,780 people arrived in Greece by land and sea in 2022, compared to 9,157 people in 2021. Since the beginning of 2023, already 2,299 people arrived in the country.¹⁰

Vulnerability in the host population:

According to the latest report by Poverty Watch, based on official statistics, around 30% of the population living in Greece (3.1 million people) were estimated to be at risk of poverty or social exclusion in 2021. The most affected groups according to the report were elderly people, people with mental illness, incarcerated people, LGBTQI+

⁸ [UNHCR Greece Factsheet - February 2023](#)

⁹ "A two-tier refugee response", brief report by Greek Council for Refugees, Oxfam and Save the Children

¹⁰ Greece - [Mediterranean Situation \(unhcr.org\)](#)

community, women, children, unemployed people, as well as refugees, asylum seekers, migrants, Roma and homeless people. People from the last three groups may be underrepresented in the study as they often do not have a permanent address.¹¹

The lack or precarity of legal status in the country makes asylum seekers and undocumented migrants a particularly at-risk group. People from this group are also more likely to be single heads of household, GBV survivors, or having been victims of torture.

Prioritization: Needs and specific groups that National Societies in country are responding to

To have a better understanding of the targeted population needs, two separate assessments have taken place in Greece, as well as the information provided by the Hellenic Red Cross Humanitarian Service Points.

An inter-agency assessment of the needs of displaced people from Ukraine carried out between April 2022 and January 2023, led by UNHCR in which HRC participated. The aim of the assessment was to measure the specific needs of displaced people from Ukraine with consideration for age, gender, and diversity. The monitoring tool used in this assessment was designed to avoid assessment fatigue among the refugees and prevent duplication of efforts by participating organizations.

In October 2022, a field assessment **was conducted in Thessaloniki and the North of Greece** by the Hellenic Red Cross through qualitative interviews with main stakeholders in the area, to get information about the conditions in which they were being received, and to identify the unmet needs in the north of Greece, and at the Promahonas border crossing. This included an assessment of both transit facilities and medium-term accommodation sites, respectively Kleidi and Serres.

Additionally, the Humanitarian Service Points, with their open communication lines with the population, provide a continuous source of feedback on the unmet needs of the population as well as the quality of the services provided.

Based on the analysis of these assessments, the needs of displaced people from Ukraine in Greece can be summarized as follows:

- **Integrated Assistance:**
 - According to the interagency needs assessment, **financial assistance** as well as access to **employment, accommodation and education** specifically have been the biggest reported needs by the concerned population. During the field assessment in the north of Greece in October these same needs and specifically **support needed to access the job market** is emphasised again, through employment support as well as learning language frequently used in Greece.
 - Additionally, in the field assessment in the North access to **food**, and **Essential Household Items**, including **personal hygiene items** have been identified as unmet needs, more frequently requested through the HSPs. Indeed, there has been an increase in these requests, amplified since many of the organisations providing relief items announced that they would reduce their services (which includes provision of milk, dry food, clothing, and hygiene items). Some actors are providing essential household items but are planning to stop programming, which will create a gap in the response.
- **Health and Care:**

¹¹ Kathimerini, [Nearly 30% of Greeks at risk of poverty](#), 19 October 2022

- According to the interagency needs assessment, **medical services** are among the biggest reported needs in this category, followed by **mental health support** ¹². Medical care has been in growing demand among the targeted population since the beginning of the conflict.
 - Specific gaps in terms of **medical care**, including paediatric and general primary care was reported in the north of Greece, at the Promahonas border crossings as well as in Serres, where people displaced from Ukraine are accommodated together with asylum seekers from other parts of the world.
 - General primary health care needs among migrants include treatment for upper and lower respiratory tract infections, gastrointestinal diseases, mild infections, and injuries, as well as follow-up on chronic diseases (diabetes, hypertension, epilepsy, heart and kidney problems), mental disorders, reproductive health care services and monitoring of children's health.
- **Protection and Prevention:**
 - According to the interagency needs assessment, people need support in accessing **documentation**, as well as accessing **legal advice** and **information**.
 - According to reports from the HSPs people displaced from Ukraine reported that during their journey to Greece they had difficulties **accessing public services, including health services**, due to language barriers (since most of them speak exclusively Ukrainian), provision of information on sources of support in the community.

The HRC aims to support displaced people affected by the international armed conflict, remaining in Greece, as well as other migrant and refugee groups regardless of their status through its Humanitarian Service Points. HRC has not prioritised financial assistance and access to accommodation which are high on the list of needs reported by the targeted population, as these services are covered by authorities. Instead, the HRC will provide other forms of integrated assistance through its Humanitarian Service Points, or Multifunctional Centres: by providing employability support and language classes that enables migrants to enter the job market, as well as providing based on needs and vulnerability some basic household items.

The HRC Response is also prioritising services that can be easily accessible to all target groups regardless of status, in order not to increase the tensions locally. Indeed, in some locations such as Serres, people who have received temporary protection are residing next to asylum seekers from other parts of the world.

HRC provides its services mainly in Thessaloniki and Athens, which are large urban centres, as this is where most of the displaced people reside, including those who have registered for temporary protection. Other branches will be prioritised (Crete, Patras) depending on the needs that have been identified there.

CAPACITY AND RESPONSE

National Society capacity

For details on the National Society's ongoing response to the crisis, please refer to [IFRC GO](#).

¹² An MHPSS specific needs assessment is planned within the framework of EU4Health project in the coming months and to get more information on mental health needs of people from Ukraine.

National Society role in the national response	In its auxiliary role, the HRC works closely with government agencies and local authorities, and during 2021, it has signed MoUs with several ministries, the municipality of Athens and other public entities. The same year, the National Society participated in a large-scale preparedness simulation linked to a large-scale refugee arrival scenario, further reinforcing the National Society's critical auxiliary role in providing relief to migrants. At country level, all migration services provided by the HRC are closely coordinated with Greek authorities at national and local level, and Mobile Health Teams are deployed to migrant centres at the request of MoMA. From the beginning of the migration response, IFRC and HRC have strengthened the collaboration with the MoMA. At the operational level, activities at most sites are closely coordinated with IOM, which is supporting Greek authorities in providing site management support with several partner organizations. In addition, formal and informal sector coordination meetings are organised with the support of major humanitarian actors active in each sector. HRC is also an active participant in several national and regional coordination mechanisms and networks, such as the National Protection Working Group, the Communication with Communities Working Group, the Child Protection sub-Working Group, as well as in local coordination working groups at the sites where HRC is operational. The HRC hotline service is promoted on a national level by the Ministry of Asylum and Migration. In January 2023, HRC set up a Mobile Health Team which visits sites on the northern border where displaced people from Ukraine are being sheltered.
Key areas of scale-up and strength	Building on its existing strengths in provision of health and social welfare services in Athens and Thessaloniki, the operation has been expanded as follows: 1. Setting up a new Mobile Health Team that will be based in Thessaloniki, supporting Serres, which is the largest site that shelters displaced people from as well as the Promahonas border and potentially other locations in the north of Greece. 2. Scaling up its mental health programming. 3. Strengthening its outreach activities in urban areas and interpretation capacity in Ukrainian languages within its existing services. 4. Providing small-scale Relief assistance for covering basic needs. During previous stages of the operation, the HRC has focused on expanding geographically its response in the north of Greece, with the involvement of the Thessaloniki branch and the MFC Thessaloniki expanding its technical expertise to provide holistic mental health and psychosocial support services. To do so sustainably, the HRC has built upon existing structures to increase branch capacity and created synergies between sectors, particularly between health and social welfare.
Areas of new / additional capacities developed	To respond to the needs of the target population the HRC has set up a Mobile Health Team in the north of Greece to cover an operational gap in responding to the needs of the target population for information and health services. This was done following a needs assessment covering the North of Greece in October 2022. The HRC also reinforced its existing services in urban areas, where most of the people displaced from Ukraine are located, particularly psychosocial support services with a focus on mental health,

including the provision of psychosocial first aid, clinical psychological services and PSS for staff and volunteers involved in the response.

With its experience and expertise in the migration sector, the HRC is well positioned to support the response to this crisis on a regional level. The HRC plays a key role in supporting the Virtual Hub initiative, which aims at increasing the migration response capacity in the region through peer support and capacity building of the Movement.

National Society partners

Name of Partner	Health & Care	Integrated Assistance	Protection & Prevention	NS Capacity Building	Details
IFRC	☒	☒	☒	☒	<i>The IFRC Country Office in Greece established in response to the 2015 migration crisis, as part of a large-scale response operation support the Hellenic Red Cross in the implementation of this emergency operation. In addition to emergency operations, the IFRC Country Office is supporting the capacity building and organizational development of the HRC as part of their comprehensive organizational development plan, in close collaboration with Red Cross Red Crescent Movement partners involved in Greece. Currently, the IFRC office operates with 10 staff members.</i>
510 initiative (Netherlands Red Cross)	☐	☐	☒	☐	<i>510 of the Netherlands Red Cross is working closely with the HRC on the information management and digitalization National Society development goals. They will continue to support the IM pilot at the Educational Health Stations, which are serving displaced people from Ukraine among their target population.</i>
British Red Cross	☐	☐	☐	☒	<i>The BRC has been a long-standing partner of the IFRC and HRC in Greece and has tentatively committed to a multiyear investment in the Multifunctional Centres in 2023 and 2024, which continue to serve all migrant populations, including the newly arrived displaced people from Ukraine. This complementary funding is helping to cover critical gaps.</i>
Psychosocial support Center (Danish RC and IFRC)	☒	☐	☐	☒	<i>The PS center, established by the Danish Red Cross and the IFRC, will provide technical support in the framework of the EU4Health MHPSS project.</i>
ICRC	☒	☐	☒	☒	<i>The ICRC Country Office in Greece was established in response to the 2015 migration crisis. In addition to collaborating closely on supporting the HRC RFL department, the ICRC in Greece focuses on IHL promotion, detention and missing persons.</i>

OPERATIONAL STRATEGY

Scenario Planning

Scenario	Impact on needs and services	Mitigating actions
<u>Sudden increase of migration flows, leading to a large-scale new wave of new arrivals.</u>	- Major sudden influx causing acute needs at border entry points as well as in big cities. - Existing migration facilities overwhelmed, including both temporary reception facilities and urban setting. - More people will be reaching out to the HRC for direct relief assistance/ life-saving services. - More complex logistics and procurement needs/ services. - Increased RFL needs. - Increased pressure on basic health services, as well as social and legal support. - Increased CEA needs.	- Further fundraising efforts through IFRC network and other channels. - Ensure open communication channels with people in need and that language barriers are mitigated through hiring enough interpreters and cultural mediators. - Recruitment of additional staff for all services to cover the higher demand. - Piloting ACCREF services in the north (Thessaloniki). - Procurement and distribution of basic relief items at branch level where needed. - Ensure increased IM capacity particularly to support data collection. - Offer HRC MHT services in reception centres, as needed. - Monitor closely arrivals data and statistics to inform planning and implementation.
<u>The number of arrivals is stable, yet the context, dynamics and needs evolve.</u>	- Increased focus on integration and inclusion activities, including language learning and employability support. - Continuous need for PSS and mental health activities for adults and children. - Potential changes in the locations where migrants are staying/ and changes in the accommodation options/ modality.	- Improve IM and data collection systems to inform the response decisions and improve case management. - Engage further with authorities and other stakeholders to coordinate and promote the RC role, in the Ukrainian response in Greece. - Expand community outreach and CEA activities to get a better understanding of evolving needs. - Exploring new funding sources to maintain the services in the long term. - Continuous needs assessments and monitoring.
<u>Gradual Decrease in the needs and number of people in country /exit strategy.</u>	- Decreasing pressure on existing structures and less support requests from the population. - Fewer numbers of new arrivals resulting in less needs at border entry points	Continuous need for further community engagement activities to better understand the medium to long term needs of those who remain in country, as well as informing them in timely manner

- More complex needs for those remaining behind.
 - Reduced donor interest/ less funding for the operation.
- about any scaling down or closure of some activities.
 - Scaling down various services.
 - Assess the need for the Mobile Health Team in the north of Greece.
 - Planning and implementing a gradual exit strategy.
 - Shift the focus to integration level activities considering long term needs of migrants.

People to be assisted

Overall sex and age breakdown of people targeted.

Cumulative overall targets since the beginning of the operation, Federation-wide¹

Sex-age group	Total
Males Over 18 years of age	6,500
Males Under 18 years old	4,800
Females Over 18 years old	9,400
Females Under 18 years of age	4,300
Total number of people to be assisted	25,000

ONGOING AND PLANNED OPERATIONS

HEALTH & CARE INCLUDING WATER, SANITATION AND HYGIENE (WASH)

(MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT / COMMUNITY HEALTH)

 Health & Care	Overall target: 25,000	
	Female > 18: 9,400	Female < 18: 4,300
	Male > 18: 6,500	Male < 18: 4,800
Objective:	Most vulnerable displaced people are provided with high-quality health and care services including MHPSS.	
Priority Actions:	Activities:	
Primary health services and/or referral to public health institutions	Provide primary health services through two Educational Health Stations (EHS) and two Mobile Health Teams, one in Attika, and a second one focusing on the north of Greece.	

	• Provide medical & nursing consultations, follow up of patients with chronic diseases, medical first aid in medical emergencies and Psychosocial First Aid (PFA), paediatric and maternity care, immunization of children (and adults, if required), oral & dental health care, gynaecological & sexual health monitoring, prenatal & postnatal care. • Continue following clearly established escalation protocols within the health department to ensure the referral of more serious or urgent cases to public hospitals and health care services. • Continue referrals to primary and secondary health care public health care units or other NGOs when relevant, for patients with chronic diseases, supporting access to public health institutions through the Accompaniment and Referrals Service (ACCREF) of the HRC. Provide Interactive health and hygiene promotion sessions tailored to the age and gender of the participants, as well as the specific health needs of the population. • Continue covering a variety of topics around vaccination, healthy lifestyles, reproductive rights and prevention activities i.e. protection from heat/cold waves, oral and dental hygiene, breast cancer awareness, sexually transmittable diseases, COVID-19 personal protection measures and vaccination awareness • Disseminate information on the health system in Greece, as well as on the available health resources in the urban areas, as well as on the availability of HRC's health and social support services, including referrals when protection needs are identified. Accompaniment and referral service (ACCREF) • Accompaniment and referral service at medical appointments in public hospitals in primary and secondary care units. • Offer trainings for health professionals to develop their intercultural competencies when working with refugees or migrants, as well as technical medical trainings to interpreters focusing on accompanying people of concern to medical appointments. • Expand programme to serve communities in and around Thessaloniki, as it is currently focusing on Athens and its surrounding area.
Mental Health and psychosocial support services (MHPSS)	<u>Needs assessment and stakeholder mapping:</u> • Conduct an MHPSS specific needs assessment to expand offer of focused individual, family, or group psychosocial and psychological support to people affected by the international armed conflict, as well as a stakeholder mapping exercise to identify actors supporting displaced people from Ukraine on mental health. <u>Psychological First Aid</u>

- Provide PFA through all Humanitarian Service Points, including MFC helpline, when needed.
- Provide PFA and PSS support to refugees residing all over Greece through the PSS Services programme located in Athens through its 5-digit PSS helpline.

Specialised MHPSS support

- Assess individual Mental Health & psychosocial needs and establish appropriate referrals to MFCs and EHSs from all services.
- Provide **individual Mental Health and psychosocial support in Athens** through the MFC, the PSS Services programme and the Mental Health Clinic of the EHS: focused PSS support or to mental health clinic of evaluation, diagnostic assessment, psychiatric counselling, treatment/follow-up, or further referrals to secondary mental health care services.
- Provide **individual psychosocial support in the Thessaloniki branch and the Mobile Health Team in the north of Greece:** focused PSS support diagnostic assessment, follow-up, or further referrals to secondary mental health care services. Provide individual and group PSS sessions and follow-up of chronic mental health cases.

Psychosocial support activities

- Establish clear referral pathways and collaboration mechanism to offer a wide range of structured MHPSS activities to different groups (children, teenagers, women etc).
- Facilitate **PSS support activities** at the MFCs through activities recreational activities including through the **Women's Groups**, which provide integration and psychosocial support activities for women struggling to integrate in the local society, as well as the **Youth club**, encouraging the social inclusion as well as empowering migrant youth through non-formal educational methods, incorporating outdoor spaces and educational excursions.
- Provide **Life Skills sessions** to support migrants' resilience in dealing everyday practical issues and gradually develop coping mechanisms for everyday life in a new environment.

Community based mental health promotion

Information campaigns and outreach to increase awareness about Mental health to people affected by the Ukrainian conflict, as well as the communities that support them.

- Produce relevant information supporting risk communication activities.
- Conduct Information campaigns & outreach activities by the MHT with risk communication and mental health awareness along with new thematic sessions focusing on mental health promotion such as

	postnatal depression, women's mental health & wellbeing, as well as sharing information regarding access to HRC health services.
People trained in MHPSS	Develop and mainstream MHPSS/PFA capacity at the HRC - Assess and accordingly adjust existing MHPSS capacity in HSPs as well as at branches in areas where the target population resides. - Develop all HSPs frontline staff capacity to provide PFA, as well as identify and refer MHPSS cases for intake by specialised services at MFC and EHS mental health clinic. - Recruit additional staff, reinforce interpretation capacity, and involve more branches, capitalising on their existing human resources (social workers, nurses, volunteers) with the support of Ukrainian cultural mediators. MHPSS PFA Training - Develop a PFA training module, organize a Training of Trainers (TOT) on PFA for HRC MHPSS staff. - Develop a training focused on interpreting for MHPSS programming. - Organize trainings on PFA for HRC staff, volunteers, HRC branches and external partners.

INTEGRATED ASSISTANCE

(SHELTER, HOUSING AND SETTLEMENTS, MULTI-PURPOSE CASH)

 Shelter, Housing and Settlements	Overall target: 2,000	
	Female > 18: 500	Female < 18: 500
	Male > 18: 500	Male < 18: 500
Objective:	Communities in crisis-affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions.	
Priority Actions:	Activities:	
Relief assistance for basic needs	- Small scale distribution of relief items at a HSPs, including branches according to the needs identified. - Distribute hygiene items to targeted population at the educational health stations i.e. diapers, baby care products. - Distribute small hygiene kits to children's participants of oral and dental health and hygiene activities.	

	• Increase coordination with the existing warehouses of the Hellenic Red Cross (central and branch level) to ensure complementarity in the items distributed and avoid duplications, as well as supporting institutionalization of data collection across the HRC services.	
 Livelihoods	Overall target: 1,100	
	Female > 18: 550	Female < 18: 0
	Male > 18: 550	Male < 18: 0
Objective:	Communities in crisis-affected areas and the displaced can recover their livelihoods, while refugees' access to employment opportunities is improved.	
Priority Actions:	Activities:	
Employability support	• Provide employment counselling, supporting with job applications, interview processes and job matching at MFCs in Athens and Thessaloniki. • Identify and approach prospective employers in the Greek market which match them with displaced population skills to facilitate recruitment. • Establish referral pathways to organizations in Greece providing support of official translation and accreditation of certifications from other countries including Ukraine. • Encourage peer support and empowerment and social integration at the MFC through the Women's and Youth group, development of soft skills through non-formal education, psychosocial support activities, and recreational activities.	
Integration support	• Provide Greek and English language classes for adults (Greek and English) to support their survival and integration into Greek society, especially their access to the job market.	

PROTECTION AND PREVENTION

(PROTECTION, GENDER, AND INCLUSION (PGI), COMMUNITY ENGAGEMENT AND ACCOUNTABILITY (CEA), MIGRATION)

 Protection, Gender and Inclusion	Overall target: 1,240	
	Female > 18: 600	Female < 18: 240

	Male > 18: 120	Male < 18: 280
Objective:	The different people impacted, displaced by or fleeing the crisis are safe from harm including violence, abuse and exploitation, discrimination and exclusion, and their needs and rights are met.	
Priority Actions:	Activities:	
Children welcomed in child-friendly spaces	- Provide recreational psychosocial support activities for children at the MFC. - Nursery preparation activities to prepare migrant children to enter the public educational system, facilitating the transition from past experiences lacking in structure.	
PGL activities	Referrals for protection cases - Ensure referrals to case management, as well as follow-up and accompaniment services for health, social services, protection, and sexual and gender-based violence and human trafficking support centres. - Test, update and disseminate referral pathways used across services to ensure that people targeted have accurate and relevant information referral pathways for child protection, sexual and gender-based violence and other protection risks. - Train staff and volunteers on referral pathways. Analysis and advocacy on protection, gender, and inclusion - Develop messages on preventing and responding to Sexual and Gender-Based Violence (SGBV), trafficking in persons, legal status, and related information, in particular for marginalized groups such as persons with disabilities. - Create information leaflets, guides, and design workshops to support PGL advocacy. - Assess, monitor, and analyse PGL issues and trends, including through analysis of sex, age, and disability disaggregated data.	
Prevention and Protection of sexual exploitation and abuse and safeguarding	Mainstreaming protection, gender, and inclusion in all programs - Deliver PGL induction training for all volunteers, and newly hired Hellenic RC staff on CEA, PSS, RFL and PGL. - Deliver basic PGL training to a selection of staff and volunteers covering anti-trafficking, gender-based violence, child safeguarding and protection from sexual exploitation and abuse. - Maintain and further mainstream PGL, including ensuring that all Humanitarian Service Points are inclusive for people with disabilities. Prevention and Protection of sexual exploitation and abuse and safeguarding.	

	• Strengthen safeguarding and protection of sexual exploitation and abuse (PSEA) policies and reporting mechanisms for the Ukraine response, in close coordination with other stakeholders. • Disseminate information about safeguarding and reporting safeguarding concerns to staff and volunteers, as well as people receiving HRC services. • Advance efforts to improve and streamline confidential and survivor centered reporting mechanism.
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 Community Engagement and Accountability	Overall target: 25,000
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	Female > 18: 9,400	Female < 18: 4,300
	Male > 18: 6,500	Male < 18: 4,800

Objective:	The diverse needs, priorities and preferences of the affected communities guide the response ensuring a people-centered approach through meaningful community participation.
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Priority Actions:	Activities:
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Establishing NS feedback mechanisms	• Continue providing feedback mechanisms as well as service satisfaction consultation and analysis of services. • Expand feedback channels to include collection of complaints, and Safeguarding mechanisms. • Provide information material in the Ukrainian language to be shared with the Ukrainian Embassy and the MoMA to facilitate the communication with the Ukrainian community in Greece. • Ensure through community consultations that feedback mechanisms are disseminated and easily accessible, including to children, different languages etc. • Ensure two-way communication so that the community is informed regarding actions that have been taken about their concerns, complaints, requests, and questions. This can take many forms, including a participative methodology depending on the nature of the feedback.
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Collecting community feedback and using it	• Continue and expand communication channels used to reach the Ukrainian community by identifying existing groups, through the Embassy of Ukraine, Ukrainian Consulate in Thessaloniki and coordination with the Ministry of Migration and Asylum. • Improving existing feedback categorization, management, and analysis systems to inform programming and data informed humanitarian diplomacy. • Develop relevant reports and key messages to sensitise on programming decisions and strategies.
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Provide accurate and reliable information	- Continue conducting community outreach and information provision, especially through the MHT in Athens. - Provide migrants and refugees with accurate and timely information about rights and services and/or orientation to competent services and agencies, in their native language remotely through the MFC Hotline and at Humanitarian Service Points.
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 Migration and Displacement	Overall target: 12,000	
	Female > 18: 5,000	Female < 18: 1,000
	Male > 18: 5,000	Male < 18: 1,000

Objective:	Specific vulnerabilities of displaced populations and people on the move are analysed and their needs and rights are met with dedicated humanitarian assistance, protection, and humanitarian diplomacy interventions, in coordination with relevant stakeholders.
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Priority Actions:	Activities:
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Humanitarian Service Points (HSPs) providing services to refugees/displaced people	Strengthen 6 accessible Humanitarian Service Points across Greece (MFCs in Athens and Thessaloniki, EHSs in Athens and Kallithea, MHT in Athens and in the North of Greece) which are run by HRC social welfare and health divisions, as well as specific branches. These HSPs are specifically catered to reduce barriers in accessing services for people in displacement. These HSPs provide orientation, information, and social counselling to people, hereby supporting access to integration, legal and bureaucratic support, health care services and education. These HSPs also support applications for material needs allowance, advice for job seekers, and referrals for mental health and PSS services. Specific approach for at risk groups or those with compounded needs (disability, mental health issues, children at risk of neglect or abuse, unaccompanied children) - Ensure the quality of services at all HSPs through monitoring visits, while focusing on the satisfaction and feedback of HSP visitors. - Ensure any new HSPs at branch level have a minimum understanding on protection, including RFL tools and how to use them.
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	Support increased coordination between migration programmes and existing HRC warehouses, to provide essential household items to people displaced.
People supported in official procedures	Provide legal advice to mediate migrant's questions and requests, including providing bureaucratic support to access public services, as well as manage referrals to other actors. - Provide migrants with accurate and timely information about rights and services and/or orientation to competent services and agencies, in their native language, as well as implementing written translations and in distance interpretations upon request to support access to official procedures through the MFC's Hotline.
Analysis and advocacy on migration	- Monitor and collect data to analyse the profiles and needs of people on the move, in close coordination with CEA. - Liaise with other migration actors in Greece to ensure coordination, analysis of migration trends. - Explore the possibility of strengthening collaboration with other National Societies in the region to enable cross-border analysis and response. - Continue engaging at the EU level in collaboration with the RCEU office and other Red Cross Red Crescent Movement.

ENABLING APPROACHES

NATIONAL SOCIETY STRENGTHENING, COORDINATION AND PARTNERSHIPS

 National Society Strengthening	
Objective:	National Societies respond effectively to the wide spectrum of evolving crises and their auxiliary role in disaster risk management is well defined and recognised.
Priority Actions:	Activities:
Branch Development	HRC volunteers Insurance: Establish a sustainable insurance system for the volunteers, so that volunteers are insured every year (e.g., by the insurance company used by other NSs within the Movement).

Programs Development	Digitalization: • Improve data collection systems across migration programmes by continuing to progress on digitalization of the national society, fostering digital literacy and ensuring the appropriate tools and supports are in place to make this transition. • Improve the HRC (financial & activity) data collection system and reporting capacities (including Branches & HQs). • Provide digital literacy trainings to staff and volunteers (where appropriate) in HQs and Branches. MHPSS capacity building • Assess and accordingly adjust existing MHPSS capacity at services in urban hubs as well as well as branches where the target population is residing. Community engagement and accountability to inform programming. • Improving existing feedback categorization, management, and analysis systems for CEA to inform programming.
Humanitarian Diplomacy and Strengthening Auxiliary Role	Build Humanitarian Diplomacy capacity in the National Society • Share resources and provide trainings to NS Staff • Improve HRC's CEA and data collection systems to build the NSs capacity to undertake and report evidence-driven humanitarian diplomacy with relevant stakeholders. • Map stakeholders to identify advocacy targets.
Finance and Logistic Development Support	Increase finance and procurement capacity and knowledge linked to the Working with Project Partners transition framework and requirements.
PMER Development	Recruitment of an IM/data engineer/data analyst officer to: • support the PMER with data collection and visualization. • Set up respective data management systems
Resource Mobilization Capacity Building	Set-up of Online Giving Platform tool
Staff and volunteer wellbeing	To ensure psychological wellbeing of all staff and volunteers a system of stress management and self-regulation support will be established through meetings, peer-to-peer support, and supervision as well as stress management trainings.



IFRC Secretariat Services

Objective:	The IFRC is working as one organization, delivering what it promises to National Societies and volunteers, and leveraging the strength of the communities with which they work as effectively and efficiently as possible.
Priority Actions:	Activities:
Resource mobilization	Contribute to long-term resource mobilization for this response.
Financial Reporting Quality Assurance	- Validation of financial reporting - Capacity strengthening considering the “Working with Project Partners” transition. - Review and updating of contracting mechanisms in line with the new working modality
PMER and Programme Quality Assurance	- Develop harmonized information management tools, indicators, planning and reporting systems for migration programmes. - Ensure the quality of services at all HSPs through monitoring visits, while focusing on the satisfaction and feedback of HSP visitors.
Coordination mechanisms	- Coordination internal HRC meetings amongst all roles involved in the programme are taking place at a bi-weekly basis to ensure internal HRC coordination and communication. Sector leads monthly meeting is also organised to ensure that updates and information coming from the technical teams is disseminated to the management level and can inform decision-making. - HRC and IFRC are in close cooperation and share the organisation of the above-mentioned meetings. Furthermore, HRC and IFRC programme coordination teams, meet at a weekly basis to ensure HRC/IFRC coordination and information sharing regarding the implementation of the activities, as well as follow up on potential amendments or challenges.
Humanitarian diplomacy strengthening	- Representing the Greece programmatic outcomes and impact in international platforms to further position the NS strategically in migration. - Providing trainings, tools, and resources to the HRC for HD

- Development of evidence-based, and data-driven evidence for Humanitarian Diplomacy and public influencing.



Coordination and Partnerships

Objective:	Technical and operational complementarity is enhanced through cooperation among IFRC membership.
Priority Actions:	Activities:
Movement Coordination	• Movement cooperation in Greece is well-established to ensure complementarity and avoid duplication with bi-weekly meetings between HRC, ICRC and IFRC at strategic and operational level, and very regular cooperation at technical level, especially during disasters and crises, as well as on the Migration Thematic area. • The Movement Migration Working Group (established and functional since the beginning of 2022), as well as the Protection Sub Working Group that has been established to further coordinate on the protection concerns in the country, will continue meeting. • Plan exchange visits to other National Societies working on Migration and Displacement, including in the framework of the implementing MHPSS activities to increase peer learning, exchange experiences, lessons learnt and foster partnership. • Support coordination of HRC's migration activities with other Red Cross Red Crescent Movement actors as a member of the Platform for European Red Cross Cooperation on Refugees, Asylum seeker and Migrants (PERCO) network.
External Coordination	• Coordinate with all relevant stakeholders on target population needs, using its existing partnerships (municipalities and other relevant authorities at the local and National level, International Organizations such as UNHCR, IOM, NGOs, either bilaterally or through coordination mechanisms) to continuously monitor the situation with regards to the needs of the targeted population • Build on those to expand its engagement into MHPSS specific inter-agency coordination mechanisms. • Promote and increase the visibility of EU4Health MHPSS project through its engagement with partners and mechanisms by a) Sharing lessons learned and findings through regional RC and other stakeholder events and conferences; b) producing and disseminating visibility and communications material to promote findings and raise Mental health awareness; c) organising a mental health

public awareness campaign with a focus on the host communities.

Quality and accountability

For the operation's Federation-wide indicator framework and data collected, please refer to [IFRC GO](#).

ANNEX 1: NATIONAL SOCIETY RESPONSE PLAN – FEDERATION-WIDE FUNDING REQUIREMENT THROUGH VARIOUS CHANNELS

	Total	NS Fundraising	Through IFRC
FUNDING REQUIREMENTS			
Planned Operations	1,574,000	850,000	1,574,000
Shelter and Basic Household Items	0		
Livelihoods	74,000		74,000
Multi-purpose Cash	0		
Health and Care	1,362,000		1,362,000
Water, Sanitation & Hygiene	0		
Protection, Gender and Inclusion	28,000		28,000
Community Engagement and Accountability	26,000		26,000
Education	0		
Migration	84,000		84,000
Risk Reduction, Climate Adaptation and Recovery	0		
Environmental Sustainability	0		
Enabling Approaches	376,000		376,000
Coordination and Partnerships	12,000		12,000
Secretariat Services	262,000		262,000
National Society Strengthening	102,000		102,000
Total	2,800,000	850,000	1,950,000¹³

¹³ The total amount of funding requirements excluding PSSR

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Reference



Click here for:

- [Link to the Emergency Appeal and updates](#)