

ACT Alliance Appeal

Global Response to the COVID-19 Pandemic – ACT201

Sub-Appeal - ACT 201-GRC

**Emergency Support to most vulnerable Greeks and
Refugees suffering from the COVID-19 Pandemic**

Budget Requested: USD 498,151

actalliance

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Project Summary Sheet															
Project Title	Emergency support to the most vulnerable Greeks and Refugees suffering from the COVID-19 Pandemic														
Project ID	ACT201-GRC														
Location	Athens/Greater Athens, urban poor areas														
Project Period	Start Date 01.07.2020 End Date 31 March 2020 No. of months 9														
Requesting Forum	Europe Forum <input checked="" type="checkbox"/> The ACT Forum officially endorses the submission of this Appeal (tick box to confirm)														
Requesting members	Finn Church Aid														
Contact	<table border="1"> <tr> <td>Name</td> <td>Antti Toivanen</td> </tr> <tr> <td>Email</td> <td>Antti.toivanen@kua.fi</td> </tr> </table>	Name	Antti Toivanen	Email	Antti.toivanen@kua.fi										
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Local partners	Apostoli														
Thematic Area(s)	<table> <tr> <td><input type="checkbox"/> Public Health</td> <td><input type="checkbox"/> Shelter and household items</td> </tr> <tr> <td><input type="checkbox"/> Community Engagement</td> <td><input checked="" type="checkbox"/> Food Security</td> </tr> <tr> <td><input type="checkbox"/> Preparedness and Prevention</td> <td><input type="checkbox"/> MHPSS and CBPS</td> </tr> <tr> <td><input checked="" type="checkbox"/> WASH</td> <td><input type="checkbox"/> Gender</td> </tr> <tr> <td><input type="checkbox"/> Livelihood</td> <td><input type="checkbox"/> Engagement with Faith and Religious leaders and institutions</td> </tr> <tr> <td><input checked="" type="checkbox"/> Education</td> <td><input type="checkbox"/> Advocacy</td> </tr> <tr> <td><input type="checkbox"/> Other: _____</td> <td></td> </tr> </table>	<input type="checkbox"/> Public Health	<input type="checkbox"/> Shelter and household items	<input type="checkbox"/> Community Engagement	<input checked="" type="checkbox"/> Food Security	<input type="checkbox"/> Preparedness and Prevention	<input type="checkbox"/> MHPSS and CBPS	<input checked="" type="checkbox"/> WASH	<input type="checkbox"/> Gender	<input type="checkbox"/> Livelihood	<input type="checkbox"/> Engagement with Faith and Religious leaders and institutions	<input checked="" type="checkbox"/> Education	<input type="checkbox"/> Advocacy	<input type="checkbox"/> Other: _____	
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Project Objectives	Increased resilience, food security and health of host and refugee communities in Greater Athens area.																																										
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Project Budget (USD)	USD 498,151																																										

Reporting Schedule

Type of Report	Due date
Situation report	1 August 2020 <i>First SitRep due</i> Quarterly
Final narrative and financial report (60 days after the ending date)	30 May 2021
Audit report (90 days after the ending date)	30 June 2021

Please kindly send your contributions to either of the following ACT bank accounts:

US dollar

Account Number - 240-432629.60A
IBAN No: CH46 0024 0240 4326 2960A

Euro

Euro Bank Account Number - 240-432629.50Z
IBAN No: CH84 0024 0240 4326 2950Z

Account Name: ACT Alliance

UBS AG
8, rue du Rhône
P.O. Box 2600
1211 Geneva 4, SWITZERLAND
Swift address: UBSWCHZH80A

Please note that as part of the global approach for this Appeal, pledges/contributions are encouraged to be made towards the total budget of the Appeal ACT201, and subsequent allocations will be made based on the approved Sub-Appeals. For status of pledges/contributions, please refer to the spreadsheet accessible through this link <http://reports.actalliance.org/>, Appeal Code ACT201.

Please inform the Director of Operations, Line Hempel (Line.Hempel@actalliance.org) and Finance Officer, Marjorie Schmidt (Marjorie.Schmidt@actalliance.org) of all pledges/contributions and transfers. We would appreciate being informed of any intent to submit applications for back donor funding and the subsequent results. We thank you in advance for your kind cooperation.

For further information, please contact:

Europe Humanitarian Programme Officer, Dragana Levicanin (Dragana.Levicanin@actalliance.org)

Visit the ACT COVID-19 webpage: <https://actalliance.org/covid-19>

Alwynn JAVIER

Head of Humanitarian Affairs
ACT Alliance Secretariat, Geneva

BACKGROUND

Context

COVID-19 first appeared in Greece in February 2020. The Greek government has attempted to delay the spread of the virus by ordering the closure of all shops apart from supermarkets and other necessary services, and in March announced a restriction of movement order. As of May 25, there are 2,878 confirmed cases and 171 deaths.

Greece's attempts to recover from its long economic crisis are being threatened by the pandemic. The production is being scaled back and thousands of people lose their jobs, especially in the tourist industry which contributes 25% to the Greek GDP. The government aims at re-opening the society, but much depends on the success of containment measures.

The refugee accommodation structures are particularly vulnerable. The hygiene conditions are uncertain and the population density too high. A refugee accommodation center in Argolida-Peloponnese already confirmed 150 cases of COVID-19, while there has been a small number of cases in three structures near Athens. Refugees exit from structures have been banned in order to prevent the virus from spreading to general society. This is likely to aggravate the existing challenges the refugees live with. Thus, the most vulnerable are likely to take the heaviest blow of the situation.

Needs

Over 3,3 million Greeks are deprived of at least four out of nine essential goods and services. In 2018, the average monthly consumption of basic food categories decreased by 13% for an average household compared to 2012 (HSA, 2020). The crisis will lead to a sizable deficit in 2020, reaching -9.7%, while the unemployment rate is estimated to rise to 20%. Over a million people have lost their income due to the pandemic period. According to 2019 needs assessment, Apostoli beneficiary families live on 360 Euro per month, while 15% of all households applying for assistance have no income at all.

The refugee population in Greece exceeds 69,000. The lack of health services, poor sanitary conditions, reduced immune defences, poor health, nutrition and congestion in small areas is combined with a total absence of opportunities to isolate and quarantine sick individuals. Based on a quick assessment, there is a lack or limited access to educational material, internet, activities connected to learning like books, documentaries etc, psychosocial instability, substantial lack of equipment, technology illiteracy.¹ According to UNHCR, 81% of recognised refugee children in ESTIA accommodation are enrolled into public schools alongside their Greek peers.²

¹ Greece Education Sector Working Group "meetings and consequent electronic correspondence of 3/4/2020 under the title Response to COVID – 19- Quick Assessment Main Findings

² UNHCR Greece fact sheet March 2020

Capacity to respond

Finn Church Aid (FCA) is the largest Finnish organisation in international aid. FCA operates in 13 countries across four continents, and has over 70 years of experience. FCA specialises in supporting local communities in three priority areas: Right to Education, Right to Livelihood, and Right to Peace. FCA is a member of the Core Humanitarian Standard Alliance and is working towards the application of the Core Humanitarian Standard (CHS). FCA is a founding member of ACT Alliance and a long-term partner of the Ministry for Foreign Affairs of Finland. FCA has a framework partnership agreement with ECHO, the Humanitarian Aid and Civil Protection department of the European Commission. FCA also has a growing number of local partners. FCA responded in Greece during the European refugee crisis, implementing an education emergency operation reaching out to every fifth refugee child residing in Greece. One of FCA's main implementing partners was Apostoli, and there is an existing and well-functioning working relationship between the two organizations.

Apostoli is the major church organization in Greece and the largest among the Greek NGOs offering systematic and large-scale distribution of food aid to people facing food insecurity, people at risk of poverty, and social exclusion. Apostoli has extensive experience in identifying vulnerable persons throughout Athens in close cooperation with a hundred local parishes of the Archdiocese of the Orthodox Church of Greece. The local community is involved through parishes in identifying people in need and informing the parishes. The well-experienced staff of Apostoli manages all humanitarian programs in close cooperation with the local church, governmental and municipal authorities, associations and volunteers. Apostoli also runs medical and welfare structures and implements social care, education and development programs.

During the last five years, Apostoli has been responding to the emergency needs of refugees in the sectors of WASH, Shelter, Food Security, and Education in cooperation with ACT Alliance members (IOCC, NCA, FCA), as well as with UNICEF. WASH interventions have been carried out at six refugee sites in Attica, central and northern Greece, and at the islands of Chios, Samos and Kos. Apostoli also runs since 2016 a non-formal education center providing language classes, life skills, and psychosocial support to refugee adults and minors as well as vocational training, thus facilitating their overall integration and livelihood.

Apostoli's response to the needs of thousands of people is achieved through an organized fundraising plan. The plan includes extensive publication of Apostoli's work with press releases to local and national-wide newspapers, TV spots with social messages, and appealing letters to individuals, companies, banks, as well as program funding applications to local and international organizations, national and European Funds.

ACT member IOCC is among Apostoli's major donors and has funded a big part of its humanitarian and development programs from 2012 to date. IOCC also funds food aid and education activities similar to the ones proposed to ACT. Through increased funding, Apostoli is capable of responding to the increased needs of the vulnerable populations in the Greater Athens area.

RESPONSE STRATEGY

The response will take place in the Greater Athens area. Much of the refugee population movement concentrates towards the Athens area and many of the most vulnerable already live in the capital. Thus, the selection of Athens as the response area reflects the realities of the situation in Greece.

Apostoli has long experience in responding to crises in Greece and coordinating with local and international agencies. In the context of a new cooperation Apostoli will utilize a long standing food

network in Athens. Within a period of extreme unemployment and uncertainty that follows the long financial crisis and the consequences of COVID-19, Apostoli will provide the necessary food assistance to vulnerable local families.

Apostoli selects the beneficiaries of food aid based to a standard transparent procedure. Every year, Apostoli announces its food aid program through 100 parishes in the district of Athens. Posters are displayed to each parish and priests and philoptochos committees give information to local and migrant people in need. Apostoli's food aid program is well known to the local community as community's involvement is substantial by spreading out the existence of the program by mouth to mouth to the society. Each vulnerable individual or family has a two-month period available to submit the application and all requested documents to the parishes. This year, following the reopening of churches, Apostoli continues to accept applications in order to support people who recently lost their jobs or have been highly vulnerable for many years and still have no chance to improve their lives. For the selection of beneficiaries Apostoli is implementing the following procedure. Parish committees conduct a pre-check of applications and deliver to Apostoli those fully documented requests. Apostoli's program staff record applications to a database and records information about income, unemployment, disability, number and age of members, in order to assess the vulnerability of the applicants. Afterward, the staff issues lists of selected beneficiaries per parish, allocating the food aid based on the family status, i.e. adults and medium-size families shall receive dry food parcels, while large families and single-parent families with minors shall receive a grocery card (cash card) for obtaining fresh food. Apostoli shall not provide voucher assistance.

Through a Soup Kitchen in the center of Athens Apostoli provides a decent hot meal per day to the most vulnerable persons as homeless, migrants, refugees, destitute and marginalized people, while a second meal for dinner is offered by the Municipality of Athens. To date, due to lack of funding, Apostoli provides dry food aid to 300 families in Athens every month, although it has confirmed applications from more than 2.000 families. ACT Appeal support is elementary in bridging this gap. In addition, since the closure of soup kitchens, Apostoli continues providing weekly food rations to 400 vulnerable people previously receiving hot meals.

Apostoli will also utilize its networks and partnerships from the refugee response in the previous five years, enabling the communication with government officials that had administered the refugee camps and other local and international NGOs, and reaching out the camps of refugees with less access to hygiene supplies for their protection from Covid-19. The basic criteria for the selection of the camps will be the distance from big city markets and non-supply of sanitary items by another NGO for a long period. Apostoli will coordinate this activity in cooperation with the Ministry of Migration & Asylum, administrators of camps, representatives of refugees in the camps, and NGO coordination mechanism in order to make sure there is no duplication of activities. As soon as the current project is funded Apostoli in cooperation with the Ministry of Migration and Asylum will specify and select two or three camps to distribute the hygiene items. Depending on the most recent information regarding the number and the gender of beneficiaries in the selected camps, Apostoli will determine the separation of parcels in Male and Female Hygiene Kits effectively targeted to both women and men to secure gender equality. Distributions will be organized by Apostoli's project staff in coordination with camps administrators and other related NGO's working in each camp. A leaflet will accompany the supplies within each hygiene kit, providing recommendations on good hygiene practices to prevent the spread of COVID-19 inside to the camps, where it is difficult to apply social distancing measures.

Since its inauguration in 2010 Apostoli has continuously been providing non-formal education to immigrants. Especially after 2015 its beneficiaries in language training, life, social and career skills have considerably increased following the remarkably high number of refugees in the country. As over 70% of immigrants and refugees are being transferred to Greece's mainland and a tiny percentage of them are eligible for relocation to other European countries, a need for integrative policies and practice is raised. The skill of language capacity (Greek and English) is perceived as the first step toward integration in the new socio-economic context Greek or other European along with career, life, social skills and vocational training. To be selected certain criteria have to be met, such as: (a) A beneficiary in Apostoli's non-formal education center needs to be legal, that is to have applied for or have obtained asylum status. (b) An intake – introductory session with the Center's social worker is imperative to ensure psychosocial stability, cooperative spirit, and genuine willingness to participate in the Center's holistic approach. (c) A language placement test is being provided should there be class openings. Given the limited capacity of the project, Apostoli will apply a vulnerability criteria in combination with the three aforementioned criteria to ensure the most vulnerable, such as single-parent families and disabled persons, have access to education activities. Increased enrolment of women in the Center's educational programme is a precondition to ensure fair and affirmative participation of women and girls in the educational process. The current pandemic makes it impossible for Apostoli to continue providing its education services as it has until now, thus all the activities will be reorganized in order to ensure the most vulnerable can still have access to education.

Activities have been planned to comply with social distancing practices Greece has experienced to date, resulting in ensuring food assistance for 1,850 vulnerable households and 450 marginalized individuals as well as improved awareness on the pandemic and online education/social support for 150 migrants/refugees. This support has been delivered with the financial and technical support from an ACT Alliance partner IOCC and will continue through the Appeal implementation period and cover roughly half of the total response. FCA and IOCC will coordinate closely to ensure the available resources are used in a most efficient manner possible to support the most vulnerable.

Impact

Increased resilience, food security and health of host and refugee communities in the Greater Athens area.

Outcomes

The proposed outcomes contribute to the Global ACT Appeal expected outcomes two and four for improved and sustained access to humanitarian assistance and protection services for refugee and local groups particularly vulnerable to the pandemic.

- A. Improved access to essential food supplies for people in the urban areas suffering from poverty.
- B. Improved access to personal hygiene items for refugees settled in camps.
- C. Refugee/migrant adults and minors empowered in midst of pandemic with continued access to non-formal education and vocational skills to prevent school dropout, promote integration and access to the labour market.

Outputs

Output	Greek				Refugees/migrants		Refugees/migrants		Refugees/migrants	
	men	women	boys	girls	Men	women	boys	girls		
A1	150	350	250	290	80	80	150	150		
A2	700	900	140	160	650	650	270	280		
A3	70	20	10	10	180	120	20	20		
B1					1920	1180	1160	1000		
C1	0	0	0	0	40	25	15	10		
C2	5	5	0	0	11	9	0	0		
C3	0	0	0	0	20	10	0	0		
Total	925	1275	400	460	2901	2074	1615	1460		

**B1 Gender and age disaggregation based on UNHCR data for Greece for May 2020*

The total number of direct beneficiaries is 11,110. (Out of these 5,269 are female, and 8,050 refugees/migrants.)

The proposed activities and focus groups contribute to ACT Global Appeal COVID-19 response criteria for prioritizing most affected and at-risk population groups because of their increased vulnerabilities and reduced income due to market closures and mobility restrictions. The proposed activities and results will build on current response synergy and long existing coordination mechanisms of Apostoli/IOCC's humanitarian and education program for local and refugee/migrant communities in Athens. The timeframe for the program is nine months. ACT Appeal will cover a varying number of months for each output. The missing months will be covered from IOCC's budget to ensure that Apostoli can provide necessary lifesaving services for the whole project duration.

Food and non-food aid response includes four different activities in order to assist all high risk groups because of COVID-19 pandemic, children of unemployed or single parents, elderly, and mobile populations.

The provision of food aid assists the most vulnerable without discrimination of gender, race and religion. Participation of the local community is essential to the success of the program. The local community members volunteer in Apostoli's activities through participating in delivering the food items and assisting in reaching out to the most vulnerable. Individuals, local businesses and organizations further support Apostoli's actions through food donations. Thus, Apostoli's food aid program is deeply embedded and owned by the local communities.

Concerning educational activities mix training will be provided, promoting social integration, hygiene conscience and social support to refugees and socially vulnerable migrants groups and low skills unemployed Greeks through mixed (in situ and online). Non formal language learning, life skills promotion and vocational training will be based on using mobile devices (smart phones and tablets) for remote emergency learning/education, as well as established social media applications that the groups we are reaching for are already comfortable using (viber, whatsapp, zoom, facebook etc) as content platforms where the main teaching materials/exercises will be uploaded and distributed. This mixed training will be based on Utilisation of online learning through virtual classes on the mobile devices and if and when covid19 measures will allow it, in situ attendance in smaller groups abiding to

the distance between people measures, will provide a mixed learning methodology that will be flexible enough to keep people learning through no-contact measures and also keep attendance in lower numbers when physical presence will be safe. Another outcome will be providing the opportunity to refugees being in rural and more remote areas (working places, remote camps etc), to have better access to an organized and practical online learning).

A.1. 350 food-insecure families with dependent minors receive grocery cards to enable access to 150 Euro-value of fresh produce for a period of three months to help them diversify children's diet with high-nutritional food. The proposed provision will be complementary to already planned food assistance with grocery cards during the program period.

Beneficiary families will be selected among eligible food applicants for year 2020 recorded in Apostoli's database, prioritizing those with three or more dependent children and single-parent families (approx. 1.500 persons) caring for children of pre-school and school age. In the previous year, card holders were young and middle aged care givers struggling to support their children on low wages or just welfare benefits.

The program will provide each beneficiary family a nominal grocery card with a specific barcode for purchasing fresh food items at a local supermarket chain. At the beginning of each month the card will be credited with 50 Euro for shopping among a big variety of locally produced fresh food including dairy products, poultry, eggs, fruits, vegetables, bread and cooking oil. If the monthly credit is not fully used within the month it is carried forward throughout the shopping period of the program. The program pays what the beneficiaries will have purchased as reported in the monthly reports and invoices.

Shopping with grocery cards has become popular among beneficiaries in previous years, because it is flexible, allows beneficiaries to make their own choices and shop as they would normally do avoiding the stigma of a humanitarian aid recipient. The supermarket chain is selected through a competitive procurement process, following an open tender call. During the distribution of cards, beneficiaries receive from Apostoli both verbal and written introduction about the activity and donors, the use of shopping card, the location of all retail stores available for their shopping, together with contact information for reporting any issue or asking for further information. The supermarket issues monthly invoices and detailed reports on the purchases per card and the food quantities per product.

A.2. Through this program, 1.500 vulnerable households in Athens receive 6.000 monthly in-kind food parcels for the period of 4 months. By this support, the program will enable Apostoli to prolong dry food interventions in Athens in a time of increased need.

Dry food beneficiaries are selected among eligible applicants for 2020 recorded at Apostoli's database. By average they are families of 2-3 persons, mostly middle aged and elderly living on temporary jobs, low pensions or welfare benefits. In the previous year beneficiary statistics showed inclusion of migrants at 33%, people with disabilities at 13%, elderly (60+) at 40%.

Central regions of Athens are densely populated by low income locals and migrants, most of them permanently living in Greece for up to 30 years. Old migrants are well integrated in the Greek society, and equally to natives supported by public and church welfare provisions. Apostoli's program is being advertised outside the churches to also attract attention of people living in the neighbourhood but not attending church service, since it is common for people living in densely populated areas to use church yards for recreation.

The dry food supplier is selected through a competitive purchase process following an open tender call announced by Apostoli. The food parcels are delivered by the contractor to the local parishes once a month, based on the beneficiary numbers per parish provided by Apostoli. Beneficiary households will

receive a food parcel per month containing 8-13 kg of staple food including evaporated milk, legumes, pasta, rice, tomato sauce, flour and sugar, depending on the number of persons per household. Church committees involved in food distribution call or text groups of beneficiaries to get their parcel and sign the monthly receipt list at the parish. All preventive measures will be taken to avoid crowding, maintain sanitation, thus assisting aid recipients, church officers and volunteers in remaining healthy.

A.3. 450 homeless and vulnerable individuals receive a hot meal every day at Apostoli's soup kitchen in Athens in 5.5 months.

Since the onset of the Greek economic crisis in 2010, Apostoli operates a soup kitchen in central Athens, offering hot meals seven days a week, 365 days a year to homeless, marginalized, refugees, immigrants, needy families, and others who cannot meet their food needs. The soup kitchen service is provided unconditionally and is available, accessible and usable by all members of the community coming to the site to eat. Based on daily observation of this activity in the previous year, beneficiaries were mainly migrants/refugees (~80%) and fewer numbers of destitute locals (~20%). The meals contain balanced nutritious food, with meat twice a week and legumes, vegetables and pasta five days per week. A catering company is selected following an open tender call announced by Apostoli. The meals are distributed by Apostoli's staff together with the local municipal network, priests and a group of volunteers with daily presence.

This program will support Apostoli's annual soup kitchen operation by covering the cost of 75.000 meal portions in approximately 5,5 months, ensuring provision of 450 hot meals every day. Apostoli may modify the number of meal portions provided daily in order to respond to the increased number of people seeking food as a result of COVID-19 pandemic.

Due to new regulations related to Covid-19, the distribution of hot meals has been suspended since late March 2020. Apostoli temporarily replaced hot meals in soup kitchen with weekly rations in April and May 2020. In the event that the suspension continues, Apostoli will reconsider its strategy and make the appropriate adjustments, in terms of the way the assistance will be provided.

B.1. 5,260 refugee/migrants receive personal hygiene kits at camps in and near Athens. A leaflet will accompany the supplies within the hygiene kit, to provide information on good hygiene practices to prevent the spread of COVID-19 in camps where it is difficult to apply social distancing measures. The leaflets will be issued in three languages to address refugees/migrants of different origin. Apostoli works closely with other organizations, including UN agencies, government agencies, and local and international NGOs. Although all refugees get cash cards, due to travel restriction measures, they do not have access to the local market to procure what they need. Camp administrators confirm the increased needs due to COVID-19 pandemic for access to personal hygiene supplies among refugees, especially women and children, living in camps where sick persons have been identified and there is prohibition of exit. The needs are being covered periodically in closed camps, but there are no plans for relieving the situation at open camps where there is difficulty in accessing local markets.

Since compliance with basic hygiene rules in camps is difficult to apply, because of limited space for a large number of people, there is a high risk of dispersion and spreading of COVID-19 inside and out of the camps. For this reason the provision of hygiene items is considered particularly important. Apostoli will respond to the emergency needs for improving access to sanitation and hygiene protection materials for refugee/migrants living in organized camps located around the greater region of Athens. The situation will be reassessed to avoid any duplication of assistance.

Through this project, refugee/migrants will receive personal hygiene items in order to improve hygiene conditions and protect themselves and the community in the camp from the spread of the virus. Each hygiene kit will contain toothbrushes, toothpastes, body and laundry soaps, shampoo, sanitary pads,

and antiseptic/antibacterial hand gel, sanitary napkins and razors depending on the recipient's gender. The items in the kits will be selected according to Sphere guidelines for COVID-19 and local coordination committees' recommendations. Thus, it is likely their ingredients will slightly change. Single refugees/migrants will receive one kit, while families, depending on the number of family members, will take up to two hygiene kits. The value of each kit will be up to €10 including packaging with logos and transportation cost at the place of distribution. 5260 beneficiaries, approximately 37% men, 22% women, and 41% children, will receive hygiene kits depending on their family status. It is estimated that kits will be allocated one kit for every single person, one kit for every couple, one for every two children.

C.1. Greek and English Language lessons to adults and minors that will not be attending the public school classes (5 student groups of 18 persons each- at least 90 persons attending the classes in the 8 months). Minimum 90 adults will participate in Greek and English language courses, civic education and European socio-political context. Apostoli has been running this Language Training successfully during the last three and a half years. Since 2016 more than 4.500 adults and minors have participated in Apostoli's classes. Starting in 2019 students are being prepared to take National Certification Examinations with very encouraging outcomes. Within this proposal at least 20 students are anticipated to participate in the exams for the A1 and A2 level certificates whilst a group of 5 is expected to be prepared for the permanent visa examination by following a Greek History and Culture course. Targeted language courses are absolutely necessary for succeeding in the integration process and foremost professional integration. B2 and B2 professional language levels allow third country nationals to apply for a labour permit in two specific professions, that is caregiving and taxi driving. This is another reason for Apostoli proposing a vocational and hands on training on technical/construction professions. Language learning is an absolutely necessary aspect of the integration process. Classes will be taking place daily that is a two hour class for each group of 15 students with two Greek language teachers and one English language teacher. Women and girls participation will be encouraged and promoted.

C.2. Vocational Training (100 hours) for mixed groups of Migrants and Refugees as well as low skills unemployed Greeks (two student groups of 15 persons; in total 30 trainees)

Technical professions-related personnel is on demand as construction business has restarted in Greece after the last ten years recession, and in progress in most other European countries. Third country nationals have traditionally been working in the construction and public works sector but their skills are minimal. As an alternative training Elderly Caregivers is also proposed.. There is definitely a need for training on these sectors and a need for workers. There is definitely a need for training which is proposed to be covered by this proposal.

Also a major step in integration is placing the refugees in mixed groups with participation of the local population in a 80% - 20% ratio, thus minimizing marginalization and providing a positive move against social unrest. A two student groups of 15 people each is proposed for a pilot vocational training course. The training provides 50 hours of theoretical knowledge and 40hours of practical training in relative job placements. The theoretical training will either occur in Apostoli's current Educational Center or the private vocational training school premises while practical training will take place in construction companies. Theoretical training schedule will be extended in such a way so that it does not overlap with language classes. A proposed schedule is being drafted given the particularities of the overall schedule. It is proposed that classes are condensed in a period of maximum three months.

The activity will be organized and delivered by a certified vocational training provider, that will use certified trainers (recognized by the National Organization for the Certification of Qualifications &

Vocational Guidance -EOPPEP); so at the end of training, successful participants (that have followed the theoretical and practical training) will be given a certification of attendance. The language of the training will be simplified Greek and the minimum requirement for entrance will be A2 certification and above. There will also be an informal Greek language test in the beginning to assure that the participants are in position to follow the training.

C.3. Social support and life skills provided to 30 individuals whilst organizing 16 group's sessions (two per month)

Social and life skills will be provided in group and individual monthly sessions. Life skills will be implemented through individual and group sessions with the social worker introducing the new socio-political context (e.g. gender issues, hygiene, mental health, children upbringing etc.) aiming at informing, sensitizing, strengthening individuals so that they become more supportive and safe for themselves and their families. This has also been a vital part of all of Apostoli's non-formal education projects but in this project an emphasis will be placed on new living conditions emerged by COVID 19. It is expected that 30 individuals will benefit from the sessions. Life and social skills experiential classes combat social isolation as they experience none or minimal exposure in social, health-related, cultural and economic activities. Also in this service women participation will be encouraged and promoted.

In order to encourage the active participation of the communities in the overall training process, a structured discussion with student participants will be implemented once per month (different group each month) that will serve as an ongoing evaluation of the services. Evaluation will ensure a grassroots procedure for the amelioration and adjustment of the provided services in order to ensure the beneficiaries' best interest.

Exit strategy

Currently, FCA is not planning to re-open its office in Greece, instead this is considered to be a short term intervention. This is also due to the high capacity of the local partner Apostoli: the organization is well established and deeply rooted in the Greek society, as well as supported by IOCC. Thus, FCA does not envision a need to engage on a very long-term basis in Greece, instead we are aiming at tackling the very urgent situation arising from the pandemic. Our planned actions will build on the existing work of IOCC/Apostoli, and we aim at supplementing their efforts with the current increased needs. When we exit Greece again, IOCC/Apostoli's work will continue, thus our intervention will be on a sustainable basis. Apostoli will integrate and mainstream COVID-19 response into all its actions in the future.

PROJECT MANAGEMENT

Implementation Approach

Apostoli has a ten-year-experience in providing food aid through grocery cash cards, in-kind dry food parcels and hot meals through a soup kitchen service. Beneficiaries receiving fresh food are separated depending on family status and registered in an annually updated database.

Grocery cash card assistance has been provided by Apostoli/IOCC for the last seven years in Greece. Beneficiaries are directly informed by Apostoli's staff to receive their grocery card and written guidelines about where, when, and how to use them. This period Apostoli will deliver the cash cards to the beneficiaries gradually in the parishes and in Apostoli's facilities. The safety rules that will be followed during this period of the pandemic will be stricter in order to comply with social distance practices (e.g. beneficiaries will be asked to proceed to the parishes using their own protection

masks and keep the minimum safety distances from others). For additional security measures, the beneficiaries will be asked to carry their own pen for signature, and in case that they do not have one Apostoli's staff will provide disinfected pens.

The Dry food beneficiary lists are sent to local parishes to facilitate the distribution of food parcels. Churches are again open and priests will follow all necessary measures for social distance. There are no records of soup kitchen beneficiaries because hot meals are provided without any condition or proof of need. Upon lifting of state of emergency restrictions the program will continue taking all measures to protect beneficiaries and staff.

Non-food-aid consists of in-kind personal hygiene items and will be delivered to refugee/migrant camps according to the number of residents confirmed by the camp administration for further distribution to refugees. Delivery-receipt protocols in agreement with the camp administration will reassure the distribution in case that Apostoli's staff is not allowed to enter camps.

Non formal education will follow the already set up procedures Apostoli has been using in the non-formal educational Centre which has been running for more than 4 years. The opportunity for people to participate will be disseminated through the applications, camps and housing projects that have already been established in order to communicate with the populations they facilitate (viber, whatsapp etc) as well as municipality platforms and NGO networks. The interested persons will come in contact with the school, assessed on their level of previous knowledge and set on a group/level, online with the help of language mediators and the social worker.

Each group will be assigned a specific time for a virtual class with the language teacher/vocational teacher. The appropriate content, exercises and learning resources (video, sound etc.) will be uploaded to a social media page per class. Social support, life skills and hygiene sensitization will be also offered in groups with language support and in one-to-one sessions with the social worker and the language mediator when the situation demands it.

FCA is in the process of developing guidelines for Whatsapp-based education in Bangladesh. These guidelines can also be utilized in Greece. FCA will deploy an education adviser to facilitate a workshop to ensure Apostoli operationalize the guidelines smoothly in local context.

Implementation Arrangements

Finn Church Aid will act as a grant holder and focal point towards the donors, and provide technical support to ensure Apostoli can adjust its actions to the new realities. FCA will for example support Apostoli to arrange remote learning classes. FCA will also conduct monitoring visits to ensure the programming meets the ACT Alliance quality standards, as travel restrictions allow it.

As described in the outputs section Apostoli will proceed in a spherical approach addressing the needs of locals as well as refugees. This spectrum of activities/outputs covers a purely humanitarian and a development range of needs as it responds to the fight against urban poverty. At the same time, it contributes to health and safe living conditions promotion. In doing so, Apostoli will use its well established local network and key actors in welfare, cohesion, immigration and health sector to insure the best possible outcomes.

Apostoli is already a member of :

- the National Registry of the Ministry of Health of NGOs providing specialized services of Social Care
- the National Registry of the Ministry of Employment, Social Affairs and Solidarity for NGOs providing first and second degree social care services
- Special Registry of the Ministry of Health of NGOs providing voluntary work

- Ministry of Public Order and Citizen's protection, First Reception Service Registry
- National Registry of the Ministry of Immigration Policy of NGOs who are active in aspects of international protection, immigration and social integration
- National Registry of organizations operating Hostels for Refugee Unaccompanied Minors
- National registry of NGOs working with migrants and refugees.

As a member of these Registries, Apostoli holds a direct communication line with the government and its Departments with which it cooperates closely on both an ad hoc and/or permanent basis.

Because of its capacity to mobilize resources and its continuous and well establishment on the field, Apostoli has become an NGO with a consultative status in UN's ECOSOC while at a local level along with FCA has closely collaborated for a large non-formal education project in Greece between 2016-2018. With regard to migrants and refugees Apostoli has been a member of a. the national Education Coordination Group (chaired by the government and UNICEF), the National Inter-Agency Working Group (chaired by the government), the Child Protection Group (chaired by the government and its Social Solidarity Organization), and the Psychosocial Support Working Group. Apostoli will participate in all these coordination in order to avoid duplication, share information and ensure the project adheres to the goals of the national refugee response.

Apostoli and FCA will work together for the preparatory works related to the implementation of program activities. All food and hygiene products will be purchased locally by Apostoli, according to Greek regulations for tender processes, as well as Apostoli's procurement procedures. Distribution of in-kind food and hygiene parcels will be organized in cooperation and coordination with the parishes, Apostoli's appointed staff and coordinators of refugee camps. Apostoli will prepare an implementation plan and time table per activity in cooperation with FCA. The Greek Archdiocese of Athens and the whole Greece though the church network of 100 parishes offers Apostoli any necessary help needed for the implementation of the programs.

Project Consolidated Budget

		Appeal Total	FCA
Direct Costs		461,577	461,577
1	Project Staff	64,292	64,292
1.1	Appeal Lead	-	-
1.2	International Staff	22,120	22,120
1.3	National Staff	42,172	42,172
2	Project Activities	382,495	382,495
2.1	Public Health	-	-
2.2	Community Engagement	-	-
2.3	Preparedness and Prevention	-	-
2.4	WASH	32,917	32,917
2.5	Livelihood	-	-
2.6	Education	107,748	107,748

2.7	Shelter and Household items	-	-
2.8	Food Security	241,829	241,829
2.9	MHPSS and Community Psycho-social	-	-
2.10	Gender	-	-
2.11	Engagement with Faith Leaders	-	-
2.12	Advocacy	-	-
3	Project Implementation	2,194	2,194
3.1.	Forum Coordination	2,194	2,194
3.2.	Capacity Development	-	-
4	Quality and Accountability	11,280	11,280
5	Logistics	-	-
6	Assets and Equipment	1,317	1,317
Indirect Costs		22,065	22,065
Staff Salaries		21,064	21,064
Office Operations		1,001	1,001
Total Expenditure		483,642	483,642
ICF (3%)		14,509	14,509
Total Expenditure + ICF		498,151	498,151

Project Monitoring, Evaluation and Learning

The specialized departments of the local partner Apostoli will be responsible for the daily systematic monitoring of all project activities. The staff appointed for FCA/ACT program will visit project sites periodically and will raise information about the project implementation from priests, beneficiaries, supermarket staff, refugees/migrants etc. Apostoli has already established and follows a well-organized activity management model based on the Deming cycle: plan (establishes processes) - do (implement the plan) – check (monitors and evaluates data) – act (adjusts and improves processes).

Specifically, monitoring and evaluation will be a frequent and continuous procedure that will be implemented on a weekly basis by Apostoli's quality control personnel with a use of a Monitoring Tool. As a procedure it is foreseen in its Managerial Capacity Manual and it'll be an absolutely necessary procedure for ensuring the progress of the project. The Monitoring Tool follows the implementation of outputs and their outcomes in a quantitative and a qualitative way, and it's considered absolutely necessary in order to face challenges and dangers that might arise during the project's implementation. Such challenges could be delays, poor deliverables/outcomes etc. caused by either internal or external factors or both. Monitoring is closely connected with the project's logframe and it will take place through weekly visits to the project's individual activities/outputs where personnel and beneficiaries will have the opportunity to explain their work, goals and outcomes, as well as difficulties and issues to be addressed. At the same time the means of verifying the project's progress as described in the logframe will be used. In the event of distant monitoring and evaluation, Apostoli will be using skype and distant digital communication tools to conduct

meetings with staff and beneficiaries. Along with staff meetings, overlapping with coordination and management, this M&E procedure will enable the project's team to learn and redesign if needed. As a practice it definitely holds a long term benefit on future design and implementation of projects.

Through its long experience in large-scale food and non-food distributions, Apostoli incorporates lessons learnt in new programs and improves its response to beneficiaries. Apostoli provides a printed guide for grocery/cash card use together with a telephone number for direct communication with the program staff in case that problem or a question occurs. Apostoli will include a data insert in the food parcels to enable beneficiaries to commend on the quality of the received aid or service, or even communicate directly with Apostoli by phone.

FCA requires a monthly report (narrative and financial) from Apostoli. In the beginning of the project, a kick-off meeting will be arranged to ensure all the staff members participating in the project will understand the goal, outcomes, and outputs of the project. As a part of the kick-off, a detailed monitoring plan will also be presented. During the project implementation cycle, FCA will conduct two field monitoring visits, during which any questions or concerns can be addressed.

Safety and Security plans

Currently, we do not envision serious security threats in the Greek context. FCA does not have an operational presence in Greece, thus the security arrangements are Apostoli's responsibility. However, FCA will assist Apostoli in its safety and security assessment, and is also ready to allocate the time of FCA's security manager, should the needs arise. Safety of Apostoli's staff and beneficiaries will be taken into account during the preparatory and implementation phases. Apostoli is following Government's instructions and regulations with regards to COVID-19 for the safe operation of all Apostoli's structures and programs and a SOPs will be developed and streamlined in all project components. FCA staff members will adhere to FCA safety and security policies during the monitoring travels to Greece.

PROJECT ACCOUNTABILITY

Does the proposed response honour ACT's commitment to safeguarding including PSEA? All staff and volunteers of requesting members, particularly those involved with the response, will be required to sign the requesting members' Code of Conduct. If you don't have one, members can use [ACT's Code of Conduct](#).

 Yes

 No

Code of Conduct

Both FCA and Apostoli have a Code of Conduct in place. They are being signed by all the employees and volunteers.

Code of Conduct and Children Protection Policy (when necessary) are governance policies and apply to all employees, contractors (including subcontractors), volunteers or any others working with or on behalf of Apostoli. Apostoli recognises it has an obligation to put in place all reasonable safeguarding measures to ensure - as far as possible - the safety and protection of children, young people and vulnerable adults, including those with whom we work directly and those involved in our work. Apostoli respects the "do no harm" principle that is also reflected in its Code of Conduct. It is intended to help us to have a common understanding of safeguarding issues, develop good practice across the diverse and complex areas in which the organization operates and thereby increase accountability in this crucial aspect of our work.

Code of Conduct and Child Protection Policy are introduced through an initial training to new personnel by the Human Resources Department. In acknowledgement and acceptance of their

terms the documents are then being signed by the personnel while periodical meetings take place on issues raised by the two policies as Apostoli's projects are dynamic with a constant need of flexibility. Through visits and distance communication tools the Quality Officer along with the head of HR Department will be responsible to ensure personnel's conformity with the both documents.

Safeguarding

Apostoli is committed to a Safeguarding Policy toward the beneficiaries of its projects and activities. Its Safeguarding Policy that will be put in place during the implementation of this proposal, aims at ensuring that its employees and volunteers, partners, vendors, and operations do not harm children, young people or vulnerable adults, such as, in this case, the economically and socially vulnerable, refugees and migrants; it is expected not to expose them to the risk of discrimination, neglect, harm and abuse; and that any concerns the organisation has about the safety of vulnerable people within the communities in which they work, are dealt with and reported to the appropriate authorities. Moreover, Apostoli will undertake the responsibility for protecting its employees when they are vulnerable, such as in cases of illness or at risk of harm or abuse. Abuse could take the form of physical, psychological, financial or sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the health, survival, development or dignity of a child, young person or vulnerable adult.

During implementation Apostoli will put in place the following procedure in case a safety issue arises:

1. Make the incident known to a designated officer on the field (and make a note of the date and time of the conversation)

2. The officer will:

-Consider all the information and contact Apostoli's HR Department who is then responsible for taking all necessary measures internally

- The officer proceeds in a Follow up info in writing and

- The HR introduces the case to the Director General in a report with recorded date, time and signature of all actions/discussions.

If a decision is taken to refer the incident to police:

-A copy is obtained,

-In the case of children, parents or caregivers are being informed

-Seek legal advice as necessary

-HR along with Legal Department will keep all report(s) secure as well as other administrative reports undertaken for the case (police etc)

Conflict sensitivity / do no harm

The project has been carefully designed to exclude any possibility of harm to its beneficiaries, or to intensify already existing or latent conflicts in the society. Past experience on the field in both humanitarian and development projects has shown us that good quality service is useless if necessary preconditions for avoiding a conflict of interest are not in place. The design and organization of the proposed outcomes have primarily taken into consideration the no harm principle.

There are two particularly pressing issues with regards to the no harm principle in this project, first the COVID-19 challenge, second the conflict of interest with regard to other support received and/or engagement such as employment. In order to avoid conflicting factors the project will put in place a beneficiary participatory approach from the very first stage of the project's implementation.

In the case of non-formal education, vocational training and social and life skills, the social worker will have an intake session with each and every individual wishing to enrol. The intake is structured in such a way as to document possible conflicts, and special factors hampering the project's intervention. Once conflicts are detected, the service to be provided will have to adapt the best possible way as to ensure support to all beneficiaries. It could be time conflict, a conflict with cultural underpinnings, gender-based aspects, and/or overlapping with other activities. Beneficiaries' coordination with other organizations will be ensured so that services provided do not overlap in terms of time, content or other. Social workers or coordinators will be in an active communication with other stakeholders to ensure that. Institutional means of communication will be used such as humanitarian coordination listed elsewhere in this document.

With regards to COVID-19 in physical environments (parishes, camps, Educational Center) Apostoli will fulfil all necessary requirements for the safety and health security of beneficiaries and its personnel as guided by W.H.O., the Greek government through E.O.D.D.Y., its national organization on public health. Should renewed restrictive measures occur because of the COVID-19 pandemic, Apostoli will provide distance learning through applications preferred and popular to beneficiaries.

Complaints mechanism and feedback

Apostoli implements a quality control system based on national standards which includes a grievance procedure for managing complaints from beneficiaries and stakeholders. In order to ensure that target groups and stakeholders are able to address their concerns and voice their opinions with regard to the project, Apostoli will provide them for every activity the following: A) along with the delivery of the grocery/cash card each beneficiary will receive a leaflet with information of card's use and a telephone number with which they could address questions, complains or to declare the loss of the card. Similar information will be included in hygiene kits, with three main languages of the refugees. B) Every two months Apostoli will include to each food parcel a leaflet with satisfaction questions about the content of the box and a telephone number for direct communication with Apostoli for complaints or remarks. As a part of the project preparations, FCA will support Apostoli to assess and update the complaints mechanism in order to ensure all the beneficiaries are aware of the complaints mechanism.

Communication and visibility

Both FCA and Apostoli will ensure all communications to external partners recognizes the support received from ACT Alliance. Apostoli will produce two success stories during the project implementation cycle, to be shared with the donors so that they can use the materials in their own communications and fundraising. All Apostoli field presence will have ACT logos visible. Hygiene kits and food parcels will be also marked with ACT logos. FCA and Apostoli will adhere to applicable ACT visibility and communications guidelines.

Annex 1 – Summary Table

	FINN CHURCH AID																								
Start Date	1 July 2020																								
End Date	31 March 2021																								
Project Period (in months)	9																								
Response Locations	Greater Athens area, Attica, Greece																								
Sectors of response	<table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="width: 50%; text-align: center;"><input type="checkbox"/></td> <td>Public Health</td> <td style="width: 50%; text-align: center;"><input type="checkbox"/></td> <td>Shelter and household items</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>Community Engagement</td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td>Food Security</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>Preparedness and Prevention</td> <td style="text-align: center;"><input type="checkbox"/></td> <td>MHPSS and Community Psycho-social</td> </tr> <tr> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td>WASH</td> <td style="text-align: center;"><input type="checkbox"/></td> <td>Gender</td> </tr> <tr> <td style="text-align: center;"><input type="checkbox"/></td> <td>Livelihood</td> <td style="text-align: center;"><input type="checkbox"/></td> <td>Engagement with Faith and Religious leaders and institutions</td> </tr> <tr> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td>Education</td> <td style="text-align: center;"><input type="checkbox"/></td> <td>Advocacy</td> </tr> </tbody> </table>	<input type="checkbox"/>	Public Health	<input type="checkbox"/>	Shelter and household items	<input type="checkbox"/>	Community Engagement	<input checked="" type="checkbox"/>	Food Security	<input type="checkbox"/>	Preparedness and Prevention	<input type="checkbox"/>	MHPSS and Community Psycho-social	<input checked="" type="checkbox"/>	WASH	<input type="checkbox"/>	Gender	<input type="checkbox"/>	Livelihood	<input type="checkbox"/>	Engagement with Faith and Religious leaders and institutions	<input checked="" type="checkbox"/>	Education	<input type="checkbox"/>	Advocacy
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<input type="checkbox"/>	Livelihood	<input type="checkbox"/>	Engagement with Faith and Religious leaders and institutions																						
<input checked="" type="checkbox"/>	Education	<input type="checkbox"/>	Advocacy																						
Targeted Recipients (per sector)	<p>Food security: Greeks: total 3,060. M: 925 F: 1275 B: 400 G: 460 Refugees/migrants: total 2,650 M:910 F: 850 B: 440 G: 450</p> <p>WASH: Refugees/migrants: total 5,260 M: 1,920 W: 1,180 B: 1,160 G: 1,000</p> <p>Education: Refugees/migrants: total 140 M:71 W:44 B:15 G: 10</p> <p>The total number of direct beneficiaries is 11,110. Out of these 5,269 are female, and 8,050 refugees/migrants</p>																								
Requested budget (USD)	US\$ 494,868																								

Annex 2 – Security Risk Assessment

Principal threats:

Threat 1: New spread of COVID-19 pandemic

Threat 2: Restriction of movement and group meetings

Threat 3: Suspension of catering service

Threat 4: Shortage of food supplies in the local market

Threat 5: Ban of entry to refugee/migrant camps

Threat 6: Local staff incapacity to work due to COVID-19 illness

Threat 7: Reduced number of beneficiaries in non-formal education due to distance learning

Threat 8: Beneficiaries facing challenges with the technological aspects of distance learning thus being reluctant to consistently participate in e-learning classes (inadequate internet infrastructure, digital illiteracy, etc.)

<i>Impact</i>	Negligible	Minor	Moderate	Severe	Critical
<i>Probability</i>					
Very likely	Low Click here to enter text.	Medium Click here to enter text.	High Click here to enter text.	Very high	Very high Click here to enter text.
Likely	Low Click here to enter text.	Medium Restriction of movement and group meetings	High New spread of COVID-19 pandemic	High Suspension of catering service	Very high Click here to enter text.
Moderately likely	Very low	Low	Medium 1. Ban of entry to refugee/migrant camps 2. Reduced number of beneficiaries in non-formal education due to distance learning 3. Beneficiaries facing	High Local staff incapacity to work due to COVID-19 illness	High Click here to enter text.

			challenges with the technological aspects of distance learning thus being reluctant to consistently participate in e-learning classes (inadequate internet infrastructure, digital illiteracy etc.)		
Unlikely	Very low	Low	Low	Medium Shortage of food supplies in the local market	Medium
Very unlikely	Very low	Very low	Very low	Low	Low