

INTERS S

HUMANITARIAN AID

ANNUAL REPORT
MIGRATION UNIT 2020



INTERSOS

INTERSOS is an Italy-based humanitarian organisation that works all over the world bringing assistance to people in need. Through its staff, INTERSOS intervenes to effectively meet the needs of people in crisis, by providing food, basic health care, clean water, protection, education.

INTERSOS has grounded its intervention on the values of equality, justice, dignity of human beings, peace, solidarity, respect for diversity, and attention to the weakest.

INTERSOS operates since many years in several countries around the world. Currently, it is implementing humanitarian aid projects in 19 countries: Italy, Greece, Libya, Yemen, Iraq, Afghanistan, Jordan, Lebanon, Syria, Somalia, Democratic Republic of Congo, South Sudan, Nigeria, Niger, Burkina Faso, Central African Republic, Tchad, Cameroon, Venezuela.



SECTOR OF INTERVENTIONS

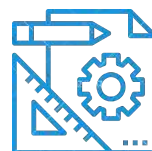


- PROTECTION 64%
- HEALTH & NUTRITION 15%
- FOOD SECURITY 4,67
- WATER & SANITATION 5,94%
- NFIS DISTRIBUTION & SHELTERS 1,73%
- EDUCATION IN EMERGENCY 7,23%
- MIGRATION 1%

OUR NUMBERS



81.688.141,78
BUDGET SPENT IN
HUMANITARIAN
PROJECTS



239
PROJECTS IMPLEMENTED
contro i 189 realizzati nel
2019

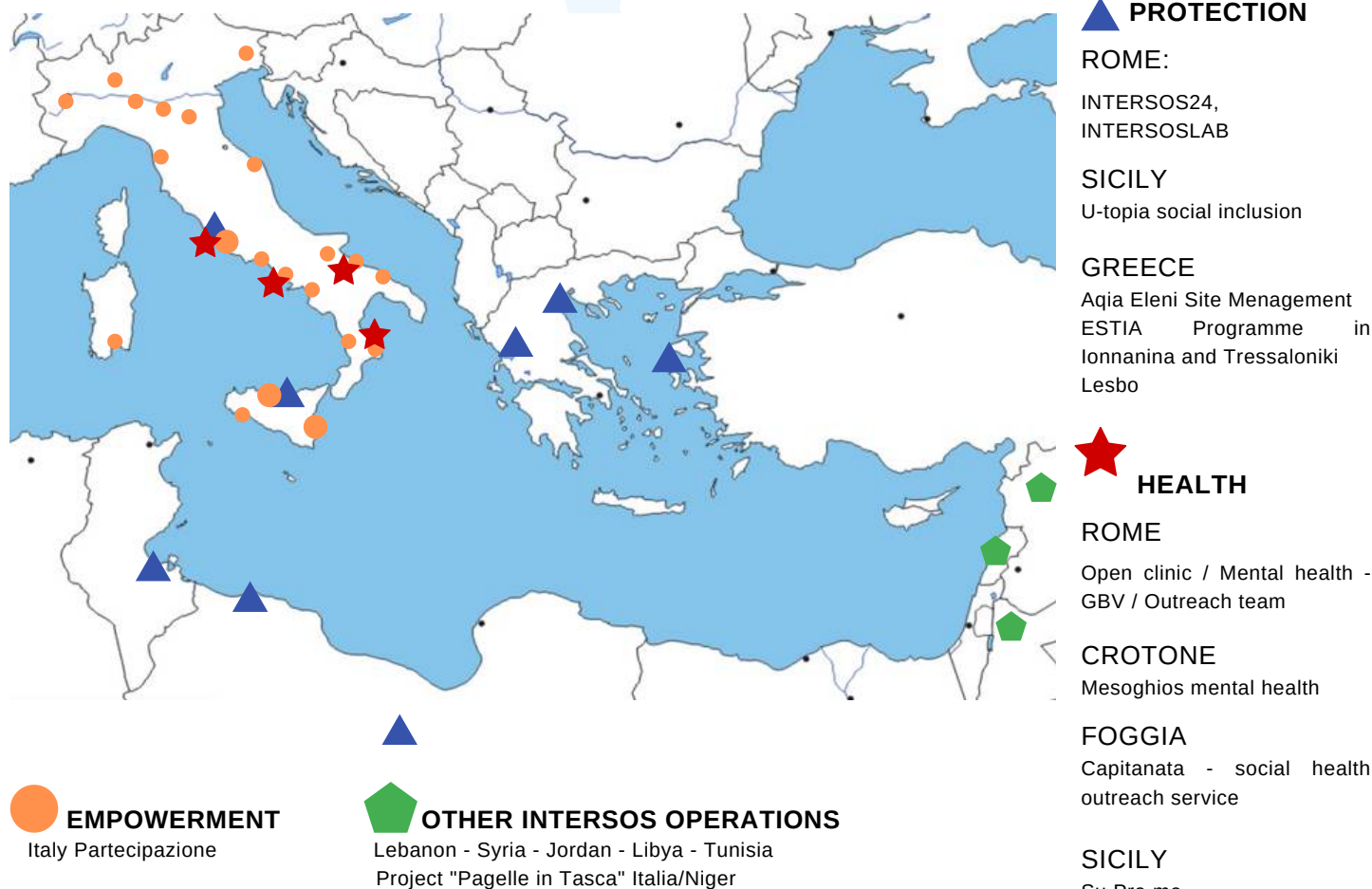
MIGRATION UNIT

The INTERSOS Migration Unit[1] was created in 2011 internally as a section dedicated specifically to projects focused on migration in the Mediterranean region; this includes Italy, Greece and most recently Libya. The unit employs more than 250 staff in the aforementioned geographical areas and has more than 50 active projects in 2020, ranging from first assistance to interception, transit, hosting and longer-term reception in accommodation facilities. The particularity of the mixed migration phenomenon experience in the Mediterranean led INTERSOS to decide to structure an Independent Unit which

responds easily and with more adaptability to the particularity of the European context. For that reason, the exchange among the countries involved is a fundamental aspect of our approach. In particular, INTERSOS deems the exchange between Greece and Italy as one that can provide valid lessons from good and bad practices, thanks to the similarity of the context and the long history of reception systems in various forms. In 2020 Intersos Migration Unit is part of the programme department and has projects in Italy, Greece and Libya.

[1] Since 2021, the Migration Unit has become the European Region.

INTERSOS MIGRATION UNIT 2020

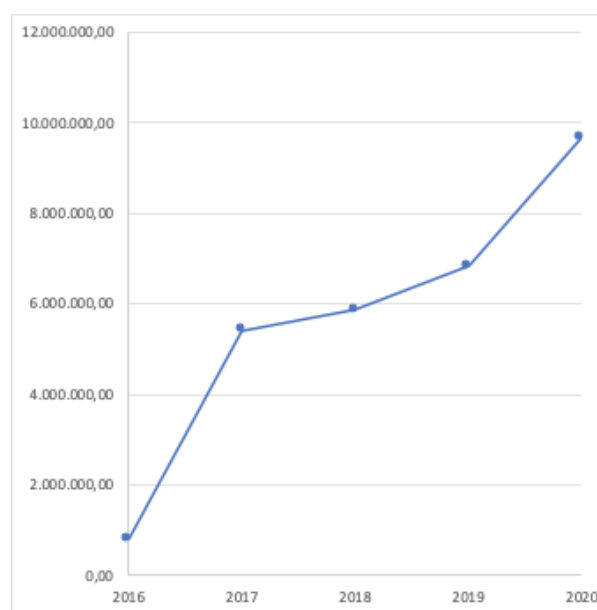


Financial Report Migration Unit 2020

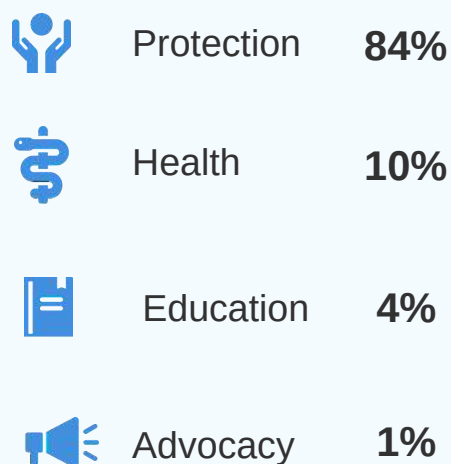
Total budget: 9.665.576,69 €

Nel 2020, INTERSOS Migration Unit implemented the programme "Partecipazione" in partnership with UNHCR and the project "UNICEF & INTERSOS intervention for the care, support and skills development of refugee and migrant children in Italy" in partnership with UNICEF. Among private donors INTERSOS in 2020 received funds, among others, from Peretti Foundation, Open Society Foundation, Kahane Foundation, The Circle, J&J, S.A.C., Fondo di Beneficienza ISP, LDS Charities, A.I.C.U, E.J.SAFRA Foundation, Fondazione Mondì Uniti of Foggia, F. Terzo Pilastro, Tavola Valdese, CEI and among governmental funds, from Lazio Region funds and AMIF-Asylum, Migration and Integration Fund, but also from the fund PROGETTO SUPREME – FAMI Ministry of Labor and Social Policy/co-financed by the European Union Asylum, Migration and Integration Fund. INTERSOS Migration Unit budget increased significantly across the last five years, passing from a total budget volume of 804,871 euros in 2016 to 9.665.576,69 euros in 2020.

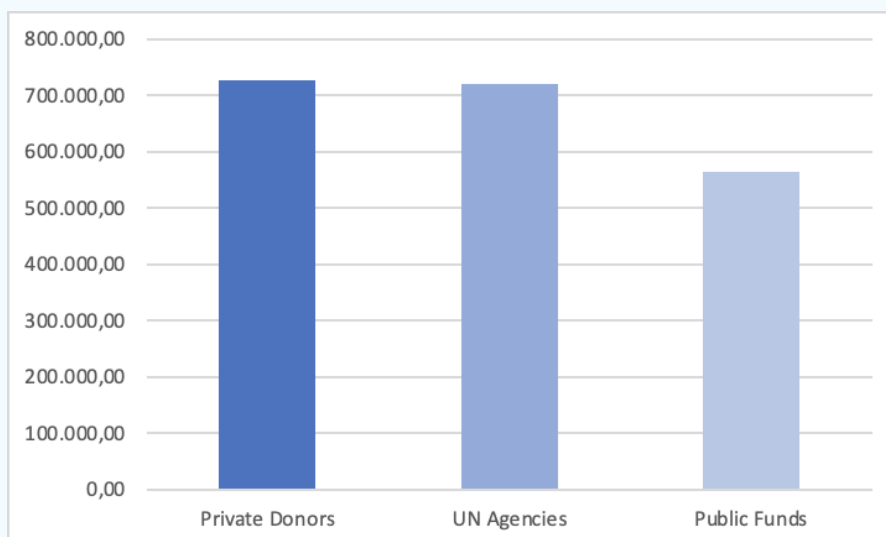
Budget breakdown by year



Budget breakdown by sectors



Donors



ITALY

34.000

arrivals in Italy in
2020

2020, the year marked by the outbreak of the Covid-19 pandemic, by lockdowns and restrictive measures to stem the spread of infections, recorded an increase in landings of migrants in Italy (34 thousand), after two years of decrease (23 thousand in 2018 and 11 thousand in 2019).

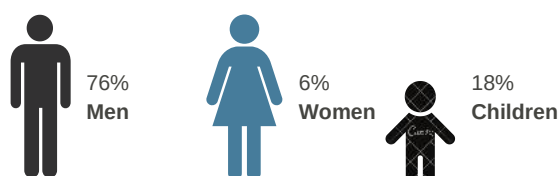
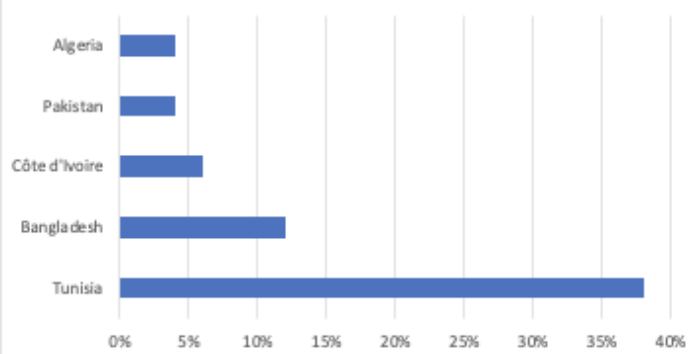
It was the departures from Tunisia that played the most important part, given that departures from Libya are made very complicated and dangerous by the agreements signed by Italy. 708 people died at sea trying to reach our country, according to official counts.

Among the countries of origin, in 2020 people arrived from Tunisia (12.8 thousand people, 38% of the total) followed by Bangladesh (4 thousand people, 12%), Ivory Coast, Algeria, Pakistan, Egypt, Sudan, Morocco, Afghanistan and Iran. The arrivals of people from Eritrea, Nigeria, Senegal and other sub-Saharan African countries have fallen sharply compared to previous years.

As for the gender and age of the people disembarked, 76% of the people arriving on the Italian coasts are male; women are 6%, while minors 18% - mostly unaccompanied minors.

Compared to previous years, despite the increase compared to 2018 and 2019, we are still very far from the numbers of the years 2014-2017, when 120-180 thousand people landed on the Italian coasts a year.

First 5 nationalities



At 31 December 2020, 80 thousand migrants were welcomed in reception facilities (in hotspots, in SIPROIMI - Protection system for holders of international protection and unaccompanied foreign minors - and in extraordinary reception centers), a sharp decrease compared to previous years (91,424 in 2019 and 135,858 in 2018).

Despite the resumption of landings, the migratory phenomenon in our country shows signs of a phase of relative stagnation. This trend will likely be accentuated also following the economic crisis that the post-pandemic will bring with it, slowing down arrivals and encouraging the mobility of foreigners and naturalized people to other countries.



THE PROJECT "PAGELLA IN TASCA - CANALI DI STUDIO PER MINORI RIFUGIATI"

The project "PAGELLA IN TASCA - Canali di studio per minori rifugiati"[2] aims to promote the entry into Italy, with a study visa, of 35 unaccompanied minors who have taken refuge in Niger. It also supports their reception by foster families and their study path and social inclusion in Italy.

This is a pilot project aimed at offering a regular and safe entry channel into Italy that is highly innovative and with different characteristics compared to the channels currently active (resettlement, humanitarian corridors, etc.), since:

- it is **specifically dedicated to the protection of unaccompanied minors**, a particularly vulnerable group currently excluded from humanitarian corridors from non-EU countries;

35 UNACCOMPANIED MINORS

refugees in Niger, will be welcomed in Italy to start a study path and social inclusion

- it is aimed at promoting **the right to education**, as a right recognised to all minors by the Convention on the Rights of the Child;
- it is based on "community sponsorship", through the **involvement of foster families and voluntary guardians**, as well as private social organisations.

[1] The project, promoted by INTERSOS, in partnership with UNHCR, the Turin Diocese, the municipality of Turin and other partners, is funded by CEI, the Migrantes Foundation, ACRI Foundation and by the Compagnia di San Paolo Foundation.

The minors involved in the project are mainly from Darfur and have spent more or less long periods in Libya, where they have been exposed to violence, ill-treatment and armed conflict. They have no parents nor other family members, who are either dead or missing. In Niger, the last country in the world for Human Development Index, these minors have no opportunity for study and social inclusion.

The individuation of the minors who will participate in the project will be carried out by the staff of INTERSOS and UNHCR operating in Niger, primarily on the basis of the motivation for the study.

Once in Italy with a study visa, minors will be welcomed in foster families, adequately selected and trained in collaboration with social services. They will then begin to attend school and, after obtaining the middle school diploma, they will continue the path in upper secondary school or in vocational training.

The project guarantees scholarships to cover the costs of supporting minors, besides the support of the minors and foster families by specific professional figures (educator, cultural mediator, psychologist, etc.).

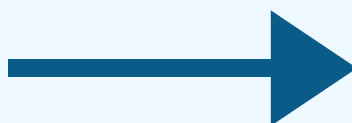
The project will be implemented in a first phase in the Metropolitan City of Turin, where 15 minors will be welcomed. Subsequently, other municipalities will be involved, in Emilia Romagna, Lombardy and Veneto, for the reception of the additional 20 minors.

To date, the first group of minor beneficiaries has been identified, and the foster families who will welcome them have been selected and trained. A memorandum of understanding is being finalised with the Ministry of Foreign Affairs and International Cooperation, the Ministry of the Interior and the Ministry of Labor and Social Policies.



INDIVIDUATION

of the minors who will participate to the project by the staff of UNHCR and INTERSOS operating in the country.



WELCOMED IN ITALY

through a student visa. They will stay with foster families and start attending Italian schools.



ROME

INTERSOS has been started operating in Rome since 2011, with the opening of the A28 night center, aimed at hosting unaccompanied foreign minors (UASC), and over the years A28 has represented one of the main protected places for UASCs in transit in Italy. This project later evolved, transforming itself in 2017 into the new INTERSOS24 center in Torre Spaccata. The center has developed on different project levels, with:

- **A night and day center** for the reception of UASCs and women in transit in Italy, who have escaped from institutional paths and/or exposed to gender-based violence (GBV) and labor and/or sexual exploitation;
- **Psycho-social activities** with vulnerable populations; and
- The **popular clinic** which, starting from 2018, offers primary care, socio-health guidance services and protection in the field of mental health.

Since 2016, a mobile outreach team has also been active in Rome, in partnership with UNICEF (within the *UNICEF & INTERSOS intervention for the care, support and skills development of refugee and migrant children in Italy* project), consisting of a multidisciplinary team of humanitarian workers, which carries out monitoring activities of the places of greatest interest for the vulnerable migrant population, outreach and orientation to social and health services, child and health protection in housing occupations organized in the south-eastern quadrant of Rome. In fact, according to the Social Operations Room of Roma Capitale, Rome counts about 3600-5000 homeless people and a non-quantifiable number of people without regular residence permits.

From the beginning of the intervention till today, the mobile teams have intercepted and supported through medical visits and health education sessions n. **1,693 people** and carried out n. **214 referrals** to social and health services. The principle at the basis of every action that INTERSOS carries out is to always supporting the Health System and the competent Local Authorities; for this reason every intervention is carried out in close collaboration with these realities, according to the principle of horizontal subsidiarity.

NUMERI 2020

1,693

people intercepted
and supported

2,044

Hygiene kits
distributed

214

Referral to social-
health services





INTERSOS24

INTERSOS24 is a safe space where UASC, young adults and women alone or with children, including survivors of GBV, who are outside the formal reception system, can access different services and activities designed to be both age- and gender-sensitive.

The center provides:

- **Night Reception:** the INTERSOS24 Reception and Primary Care Center in Torre Spaccata, offer night shelters in emergency to UASC, new adults, single women and mother-child units for a total of 20 beds;
- **Psyco-social Support:** since February 2019, the INTERSOS24 Primary Care and Reception Center has been dealing with cases with a global approach and has created a support model open to citizens;
- **Psyco-social Case Management:** the case Management is aimed to create legal, social, training, psychological

and health care pathways for users welcomed for the medium-term in order to the (re)insertion in institutional reception and / or semi-autonomous pathways, including housing;

- **Job Orientation;**
- **Life skills education:** promotion of social and relational skills that allow young people to effectively deal with the needs of daily life, relying confidently on themselves, others and the community (cooking workshop, dance movement therapy workshop, IT point);
- **Professional Training;**
- **Primary Care:** General and specialist medical examinations (gynaecology, diabetology, senology, nutrition); days of health promotion and health education.

Since February 2019, INTERSOS24 Primary Care and Hospitality Center has been dealing with the global management of cases and the creation of a support model open to citizenship. In particular, each of the beneficiaries taken in charge and welcomed at INTERSOS24 is included in a psychosocial case management process. Case Management is aimed at the systematization of legal, social, educational, psychological, health paths for the users welcomed for the medium-term in order to build paths of:

- (re) insertion into institutional reception and / or semi-autonomy courses,

including housing, in order to promote their empowerment;

- emergence and / or enhancement of individual skills;
- facilitation in the realization of one's own project (migration and) of autonomy. It consists of a collaborative, coordinated and multisectoral relationship that provides direct support, counseling and referrals to external and internal services.

From 10/03/2020 to the end of 2020 the following activities were carried out:

9 people (1 mother-child unit, 2 single women, 5 new adults) were then placed in the Intersos emergency shelter

During the outreach activities:

- N. 425 users received information on sexual and gender-based violence
- N. 228 users received information on child protection
- N. 207 users were referred to services specialized in the prevention and fight against gender-based violence

A total of the following were carried out:

- N. 118 referrals for reception
- N. 11 referrals for job orientation
- N. 28 referrals to mental health services
- N. 10 referrals to training services
- N. 24 referrals for legal assistance
- N. 25 referrals for job orientation

INTERSOS24 MISSION AND GOALS

INTERSOS24 represents the evolution of the experience of the A28 Night Center which from 2011 to 2017 hosted over 5,000 UASCs.

It was born in Municipality VI which records "the highest index of social hardship (4.96 according to the measure recalculated on a Rome basis)," in order to promote its development.



1. To build a global, qualified and multidisciplinary system for taking charge of cases of women, minors and new adults in conditions of vulnerability, mainly outside the reception paths. The taken in charge also allows the construction of a referral system with the private social sector that leverages public institutions in order to guarantee the resolution of cases and the respect for human rights;
2. To provide a protected welcoming space for young people (aged 18 to 21), women, children and UASC in conditions of extreme vulnerability, in particular if exposed to GBV risk;
3. To guarantee and promote the right to health, with particular regard to mental health, for the migrant population and in a condition of socio-economic fragility through concrete responses to basic needs, as well as through the promotion of the National Health System;
4. To undertake and promote institutional, community and punctual advocacy actions on individual cases in order to guarantee the protection and promotion of the main human rights, in particular for the migrant population in conditions of greater fragility;
5. To act as a privileged observatory and center for documentation and dissemination of the needs of the migrant population in conditions of greater fragility.

THE CONVERSION OF THE ACTIVITIES WITH COVID-19

1. THE MOBILE HEALTH TEAMS IN RESPONSE TO THE COVID-19 EMERGENCY

With the onset of the COVID-19 epidemic, the space and activities of INTERSOS24 have been entirely reconverted. The staff and socio-health activities have been transferred to the road, enhancing the work of the mobile teams (Medical Furniture Teams in response to the COVID-19 Emergency, TMSEC) with 1. monitoring activities of the places of greatest interest for the vulnerable migrant population, for homeless people (hereinafter, SFD), 2. orientation to social and health services, 3. health promotion and 4. child protection activities in housing occupations organized in the South-East quadrant of Rome (for information on medical interventions in the vicinity of INTERSOS in the informal Italian settlements during the COVID-19 emergency see the report "[The Unequal Pandemic](#)").

In addition, during the year 2020, the INTERSOS24 spaces provided the logistical base for the activities of the Intersos mobile social and health teams that worked to support the population throughout the Roman territory. Therefore, the INTERSOS24 center has been transformed into a logistics hub with spaces dedicated to the storage of protective materials and the preparation of kits to be distributed on the road and in residential occupations. "Clean-dirty" areas have also been created for the staff's clothing and equipment, in order to ensure full compliance with safety protocols. To meet the different needs, the team also

ROME, COMPOSITION OF THE POPULATION MONITORED

1,381 People who had access to the service

615 People monitored

430 People medically monitored



COUNTRIES OF ORIGIN

Italy



Bangladesh



Senegal



Nigeria



Perù



distributed different types of KITs to the intercepted population, based on the identified needs. Dispenser columns were also provided for hand sanitization at the entrance of COVID occupations dedicated for isolation, training on personal hygiene and cleaning of common areas, connection and reporting of vulnerabilities to the services of the Municipality (Social Operations Room, Immigration Office, anti-violence net). Psychological support

activities have also been strengthened, and an *ad hoc* emotional support service in language has been activated for women victims of gender-based violence positive to COVID-19 and guests of hotels. INTERSOS activities on Rome are ongoing and in the evolution.

Starting from the experience gained in the field and to align the procedures, in July the staff also organized social and health training in presence and at a distance for all the staff of INTERSOS24 in Rome and the IntersosLAB center in Ottavia.

2. NETWORKING WITH THE INSTITUTIONS

Since the beginning of the health emergency, Intersos has intensified the networking with civil society organizations, informal groups and various local realities. Moreover, a support path has been carried out for the offices of the Municipality of Rome and the ASL in the cope with the emergency, setting up joint socio-health, network and training actions. The dialogue and support activity with the Municipality of Rome resulted in the signing of various protocols, on the basis of which INTERSOS has conducted, and still carries out, the following activities:

- **Specific training** on the basic principles of prevention and control of SARS-Cov-2 for operators and operators of reception centers;
- **Health triage** for COVID-19 risk assessment in structures called "bridge structures" for prudential isolation aimed at inclusion in the SIPROIMI reception circuit;
- **Drafting of a proposal for "Guidelines for reception facilities** in period of health

emergency because of the COVID-19" presented to the competent ASL and the Municipality for approval and integration. The final version of the Guidelines were then presented to the Centers and adopted by Roma Capitale in the services in order to ensure uniform procedures and clear health indications aimed at reopening the reception facilities in the Centers, which were blocked during the health emergency;

- **Drafting of a vademecum and training cycles** on the assessment of the risk of contagion from COVID-19, for the street units of the Social Operations Room of the Municipality of Rome.

3. EXPERIENCE WITH THE HOUSING SQUATS - THE TRAINING OF HEALTH PROMOTERS: INTERVENTIONS DESIGNED BY COMMUNITIES FOR COMMUNITIES

Most of the housing squats were born in the first decade of the 2000s. The buildings are almost all publicly owned (former INPS, INPDAP, public service managers) and equipped with running water, electricity, single-family housing units with kitchenette, only some have private bathrooms, the rest are shared on the floor.

One of the main health risk factors is undoubtedly housing precariousness. It is for this reason that INTERSOS socio-health teams have been carrying out empowerment and community participation paths since 2017 for people living in housing squats. A substantial part of this population is in fact exposed to various factors of marginalization, such as the lack of a job or due to precarious or illegal employment.

Besides these common factors, there are further difficulties for the migrant population in conditions of irregularity and for asylum seekers.

During these months of intervention, the INTERSOS teams have intervened in various housing squats in the Roman territory and in two of these they have started a real participatory path of health surveillance and health promotion. The two settlements are located on the southeastern outskirts of Rome and are inhabited by more than 500 people. Among them, there are the elderly, cancer patients, but also women and children, single men, Italian and foreign families and people with numerous chronic diseases. About 45% of the inhabitants of the two settlements do not have a general practitioner or a pediatrician of free choice.

Thanks to the knowledge and mutual trust established during the health promotion paths carried out in the pre-COVID-19 era, it was first possible to activate a calendar of medical surveillance visits. Support groups have been organized with the task of supplying the nuclei in isolation with basic necessities and medicines, guaranteeing them the satisfaction of the most urgent needs. From March to the end of December 2020, the medical team carried out a total of 469 risk assessment visits, providing each beneficiary with information on the coronavirus (infection, transmissibility, early recognition) and responding to their health needs in synergy and with the support of the ASL RM2, the Complex Operational Unit (UOC) Protection of immigrants and foreigners.



THE HEALTH PROMOTERS

They are community health referents with health surveillance tasks and dissemination of good practices for detecting and preventing COVID-19. During the epidemic phase, the health promoters had the task of "monitoring" the onset of symptoms indicative of sars-cov2 infection; they were community referents for relations with the ASL of competence, and organized health work within the occupation (arrangement of rooms to accommodate USCAR, maintenance of contacts with positives through daily monitoring, collection of health data and start of the contact tracing).

The health promoters played the role of intersection between the active health parts and beyond. They dealt, from within, with the assessment of the health needs of the community, with the activation of procedures to keep the risk of contagion low, with informing the people of the community about whether or not the virus is positive, with managing the contingent emotional activation to positivity, to support the positive population in everyday life.

7 Training sessions

25 Participants

40% of the people who took part in the course took on the responsibility of being Promoters

Thanks to the high organizational capacity of the communities, it was also possible to identify within the communities and train people for the role of **Health Promoter**, or community health referents with tasks of health surveillance and dissemination of good practices for the identification and prevention of COVID-19. In each of the two sites, **seven training** and shared reflection meetings were held for health promoters, in which **25 people** aged between 25 and 56, from Peru, Ecuador, Morocco, Dominican Republic, Egypt, Bangladesh, Senegal, Italy and Eritrea participated.

The training sessions covered a wide range of issues related to COVID-19: the nature of the disease, the prevention measures and terminology related to the health emergency, the sources from which to find out about the topic, the emotional repercussions in general and the specific repercussions on children, up to the collective elaboration of internal procedures regarding isolation, prevention and pre- and post-contact sanitation with positive people. These topics were dealt with in a participatory, cross-cultural manner, with the help of cultural mediators and mediators and with useful tools to facilitate shared understanding and reflection. Following the sixth and seventh meetings, two sessions were organized with the UOC Protection of Immigrants and Foreigners of the ASL RM2, whose professionals have dedicated themselves to following the various epidemic moments within the housing squats. In particular, they have guaranteed health coverage also to people without documentation in order, tampons, contact tracing, constant telephone monitoring with health promoters, synergistically and in close relationship with the medical team of INTERSOS, present in the field throughout the pandemic.

About 40% of the people who followed the path took charge of being Health Promoters during the health emergency and others joined them, to support them and sometimes to replace them in case of positive disease and the need to self-isolate.

The constant communications between the ASL and the Promoters have certainly reduced the distances between the hard-to-reach population and the Health Institution. The solution of the health promoters was also a relevant opportunity to allow the ASL to present some territorial projects such as ICARE, and to theorise the continuation of the path also in concrete regulatory terms.

The process should have ended, in both communities, at the end of September; but in a few days, the two communities were overwhelmed by the COVID 19 infection, reporting a total of about a hundred positive people. We therefore dramatically moved from theory to practice in few days.

Furthermore, from March 2021, with the operational support of INTERSOS, the two housing squats are equipped with a "health room", a place where promoters will be able to work keeping track of the health needs of the community and where the inhabitants will be able to find answers to their needs.

4. TRAINING IN RECEPTION CENTERS

The training course for operators of n. 11 reception centers of which n. 4 belonging to the City Circuit and n. 7 at the Circuit of the Social Operating Room (SOS) took place in three days from n. 5 h each for each team. The course was organized in three different modules, for a total of 15 hours of training. The training days focused on:

1. correct procedures on the management and prevention of infections, correct use of PPE, in particular in relation to the Covid-19 pandemic, and
2. orientation to the territory and procedures to be implemented in case of management of new shelters, suspected cases and confirmed cases of COVID19 among the guests.

The objectives were two:

- 1) provide basic information on the topics of infectious risk control and management, adapting them on the basis of individual contexts;
- 2) implement the territorial network capacity and promote uniform practices regarding early identification, active surveillance in itinere (monitoring) and reporting of suspected cases by operators to the prevention departments of the competent ASLs.



Intersos24 Medical staff while conducting a general medicine session

11

Reception centers
involved

3

days of training at
each center

15

hours of training

5. THE "BRIDGE" CENTERS

Thanks to the collaboration of INTERSOS with the Department of Social Policies of the Municipality of Rome and the ASL RM2 (Department of Prevention and UOC Protection of immigrants and foreigners), a Bridge Center, called **Barzilai**, was established in July 2020. Guests, all from the SIPROIMI/SAI circuit, are welcomed after having undergone health screening under the responsibility of INTERSOS. They are housed in the rooms for 10 days, with a quick swab by the health authority. If negativity is confirmed, after 10 days they are routed to the new target SPRAR. If the swab is positive, the guest is transferred to a Covid Hotel in the Municipality of Rome. Guests are provided with food and everything they need during isolation. In compliance with the protection of the health of guests and operators, it was in fact necessary to establish an intermediate center, that is a safe place equipped with single rooms and private services in which to wait the days necessary to guarantee a safe entry into the SAI service to which the beneficiaries are assigned, after performing a nasopharyngeal swab (TNF) at the entrance and exit. INTERSOS guarantees medical screening in this facility, flanked

by other activities such as orientation to services, in response to emerging health needs. The establishment of this bridge center in fact allowed in August the safe reopening of the shelters of men and women entitled to protection, otherwise suspended due to a lack of prevention procedures, like all other shelters.

Again through the protocol between the Department of Social Policies of the Municipality of Rome and the ASL RM2 (UOC Protection of immigrants and foreigners), another Bridge Center, called Casa Bakhita, located in the eastern area of Rome and active since January 2021. The reception procedures are the same: medical screening, emergence of any health needs with particular attention to maternal and child health, information on the coronavirus and on the reference local services. This center provides everything necessary for the well-being of the children hosted in compliance with their age and needs. This structure is also managed by the Medihospes cooperative, and the collaboration is active starting from January 2021, within the same terms registered by the ASL RM2 for Barzilai and by the Municipality of Rome.

Barzilai Center

is a former SPRAR reception center, managed by the Medihospes cooperative, in the south / east area of Rome, aimed at the prudential quarantine of candidates for reception in SAI / former SIPROIMI. The structure of the room allows to host one user per room; therefore families or couples are excluded.

Bakhita House

is a structure dedicated to the insertion of people for single women or families waiting for a buffer or who need a protected place for quarantine / fiduciary isolation in view of a subsequent insertion into the SAI / Ex SIPROIMI network circuit. Unlike the Barzilai center, Bakhita House host families: there are mini apartments suitable for families with children.

The reception at the Barzilai center began in August 2020, while the Bakhita center was activated as a bridge center from January 2021. Both structures have staff on duty 24 hours a day, in order to always have a reference and a contact in case of necessity.

Intersos started in July 2020 to collaborate in the activation of the first bridge center (Barzilai), firstly with the organization of training days for the staff in service of the structure, consisting mainly of social workers, social workers and psychologists. We then proceeded to ratify the protocol with ASL RM2, Immigration Office of the Municipality of Rome and Intersos: this protocol formalizes our work as "health triage" at the entrance of the beneficiaries belonging to the SIPROIMI / SAI circuit, their clinical monitoring in case of need in accordance with the UOC "Protection of Immigrants and Foreigners" which has taken on the task, in concert with the SISF, of planning and carrying out the aforementioned swabs in the two structures, Casa Bakhita and Barzilai. On the basis of this protocol, Covid risk assessment visits began at the time of welcoming the guest into the facility. Each guest is subjected to an exploratory epidemiological interview to find out about his movements and residences in the last 15 days, to understand the possibility or not of having been in contact with confirmed or suspected Covid cases. At the end of the risk assessment visit, a certificate is issued with the outcome of the visit and indications for any problems encountered. In general, the protocol thus structured proves to be an excellent screening tool and prevention methodology in the context of the current pandemic, especially with regard to the containment of infections and community management.

The most represented nationalities:

South-Saharan Africa (Ghana, Senegal, Burkina Faso, etc.) and East Africa (Sudan Somalia, Eritrea) but also Iraq (Kurdistan), Syria Afghanistan, also a conspicuous representation of Bangladesh

Average age of the beneficiaries:

Barzilai Center: 35-40 years old

Bakhita House: the average age is a little lower in adults; mostly mothers with children from 9 months to 17 years.

174

beneficiaries
hosted in the
Barzilai center

24

people (9 families)
welcomed in the
Bakhita House

The good collaboration that has been established between INTERSOS, the UOC for the Protection of Immigrants and Foreigners of the ASL RM2 and the Immigration Office of the Municipality of Rome has built all this, and we believe it is a virtuous example that has allowed effective prevention of the spread of Sars-Cov2 infection in community settings; it also made possible to intercept the primary needs of a large percentage of the city's population, often "invisible", offering a concrete response and creating proximity networks for multidisciplinary management; made it possible to restore SIPROIMI shelters in total safety, including those of family units, allowing in some cases parental reunification.



CYGNUS: THE SOCIAL TAILORING OF WOMEN FOR WOMEN

The outbreak of the pandemic has also favored the conclusion of the renovation works on the upper floor of the structure; over 600 square meters which, from February 2021, will be used as a Safe Space for women and children. The expansion of the spaces of the building that hosts INTERSOS24 has allowed the creation of new spaces to be put at the service of training, socialization and support activities for the local population. In September, social tailoring was restarted, with the women of the Cygnus association, coming from the social, educational and training paths of INTERSOS24.

The Cygnus social tailoring was born within the INTERSOS24 spaces by the will of a group of women who share the desire to actively participate in the social and economic life of the country and who together decide to apply for the

PartecipAzione" program created by INTERSOS in partnership with UNHCR.

The aim of the project is to support Italian, foreign and/or refugees women, in a state of vulnerability and/or GBV and coming from municipality VI, in acquiring the skills necessary for leading a dignified and autonomous life. In order to guarantee a greater socio-occupational inclusion in our territory, these women are channelled towards a path of cultural and professional training which, respecting and enhancing the culture of the company of origin, strengthens the ability to orient, choose, consciously integrate them into our national and local reality.

Thanks to the PartecipAzione program, Cygnus members followed a basic tailoring training course and an E-Commerce course. At the end of the training they committed themselves to the creation of a Cygnus branded product line.

The project was carried out following an approach sensitive to the specificities of gender issues in the migratory context, based on the recognition of the particular needs and vulnerabilities of the participants, as well as on the enhancement of their skills and competences. Each of the women is valued as the bearer of a unique, innovative and intimate point of view, for her personal and cultural history. With the first commissions in December, the tailoring becomes a central place in the daily life of the associates and allows them to get involved in the production.



The tailoring wants to be a virtuous model of integration and socialization in one of the municipalities with the highest risk of marginalization in the Roman territory. In order to assure this, the income earned with the first donations will be invested in new textile machinery, fabrics and equipment, in order to allow Cygnus to organize free training courses for women, useful for learning the seamstress trade.

PASS4YOU: Technical support to volunteer guardians

The Pass4You project - technical support for volunteer guardians, promoted by INTERSOS and ASGI, in collaboration with Save the Children, as part of Never Alone initiative - for a possible tomorrow, was created to facilitate foreign non-asylum-seekers minors and young adults present in Italy, their guardians and the operators of the reception centers and communities for UASCs, in obtaining passports and identity documents from the relevant Embassies and Consulates.

For the issue and conversion of many types of residence permits - including the conversion of the residence permit for minors into a permit for study, work and awaiting employment - a passport is required, as one of the basic requirements for the successful outcome of the procedure.

However, one often encounters the difficulty of finding information at the Embassies, with the discrepancy and changeability of practices, with the resistance of some consular authorities to issue passports to citizens who find it difficult to identify due to the absence of documentation; finally, with the difficulty of finding "remotely", by the hand of relatives, friends or acquaintances still residing in the country of origin, the documentation requested from time to time. Following the ongoing health emergency, the aforementioned criticalities already encountered in reference to the embassies of the countries of origin and the obtaining of a passport have become exasperated. The impossibility of going to the Embassies/Consulates of the countries of origin due to the limitation of

established by the decrees of the President of the Council of Ministers, the closure of the offices to the public, the difficulties of telephone contact with many embassies and therefore impossibility to have correct information on procedures and documentation, the same difficulty in acquiring the necessary documentation in the countries of origin, hindered the initiation of procedures for a passport and attestation of nationality. Furthermore, the impossibility of being able to travel to other European states has prevented access to the offices of the representations of the countries of origin not present in Italy.

At the same time, the critical issues already identified in relation to the Questura in reference to the documentation required for the conversion of the residence permit to the age of majority and for the permits for custody following the administrative continuation provision of the judicial authority are confirmed. All this has had a notable impact on the legal status of UASCs about to reach the age of majority and of the young adults.

The main results achieved to date within the Project have been:

- The development and online dissemination of a "Guide to Passport Issuance Procedures and Nationality Certification of some of the main countries of origin of migrants present in Italy", containing 19 cards, each dedicated to the procedures for applying for a passport and the main consular certificates at the Embassies or Consulates in Italy of the following countries: Albania, Bangladesh, Ivory Coast, Gambia, Ghana, Guinea Bissau, Guinea Conakry, Egypt, Kosovo, Mali, Morocco, Nigeria, Pakistan, Senegal, Tunisia, Niger and Sierra Leone. The cards have been systematically updated, starting

from the experiences reported by the beneficiaries of the Project and from the verifications made by the Project staff.

- The development and dissemination of a "Card of the main documents equivalent to the Passport".
- The development and dissemination of a "FAQ Sheet".
- The development and online dissemination of a guide aimed at providing logistical support in the travel of UASCs, new adults and their guardians in the main cities where the Embassies and Consulates are located (Rome, Milan, Palermo). The guide is divided into 19 cards containing the itinerary that can be followed to reach the Embassy starting from the central station of the city.
- The dissemination of information on the

project to tutors in the context of training for volunteer tutors, through the support of the Central Service and through the organization of training webinars, co-organized with the territorial representatives of the Never Alone projects aimed at supporting social guardians. The meetings, focused on the issues that revolve around the issuance of passports and relations with Embassies and consulates, saw the participation of guardians and operators of reception facilities for UASC who support minors and new adults in carrying out the procedures for obtaining a passport. The meetings met with considerable participation (50 participants in the first two meetings held) and proved to be a fundamental opportunity for exchange, (in) training and networking, in which the participants shared lived experiences, difficulties and barriers found and solutions adopted to overcome them - where possible.

ACCOMPLISHED RESULTS



1 Guide to procedures for issuing passport and attestation of nationality



9 Telephone Mediations



19 Logistic Sheets



6 Courses for 105 tutors



1 FAQ Sheet



8 Beneficiaries used the emergency package



1 Tab concerning documents equivalent to the passport



14 Beneficiaries accompanied at Embassies/Consulates



1 Scheda apolidia



112 Beneficiaries supported, 60 of whom legally



4 Lettere inviate ad Ambasciate

- The legal support provided by ASGI on 60 individual cases, to resolve doubts on the procedures to be followed for the passport request, on the practices of the diplomatic authorities and police headquarters in the requests for requirements or in the procedures for issuing passports, certification of nationality and travel documents.

- The accompaniment to the Embassy or Consulate, by the linguistic-cultural mediator, of 14 new adults in conditions of economic difficulty, and the support of the same in the payment of travel expenses and passport issuing costs through a dedicated budget.

- The support of 9 beneficiaries through linguistic-cultural telephone mediation.

The outbreak of the pandemic and the consequent introduction at national level of implementing provisions of the decree-law of 23 February 2020, n. 6, containing urgent measures regarding the containment and management of the epidemiological emergency from COVID-19, in particular the Prime Ministerial Decree of 9 March 2020 and subsequent restrictions imposed on circulation. For this reason, an extension of 6 months of the project conclusion date was requested until April 14, 2021.

THE SOCIAL NETWORK PROJECT

On October 31, 2020, the Social Network project ended, a project promoted by INTERSOS and International Language School SRL, funded by the Lazio Region, POR FSE 2014-2020, started on December 7, 2018.

The Social Network project envisaged the implementation of various services aimed at transiting migrants (information desk, job guidance desk, medical and psychological support, orientation to local services) and the provision of training courses useful for the construction of citizenship and access to the world of work, such as the certification of Italian language skills and a training course as a cultural mediator for migrants with communication skills and propensity for helping relationships.

In particular, in the reference period, the project envisaged the realization of the following activities:

1. Welcome Desk: reception, needs and vulnerability analysis
2. Orientation desk
3. Skills assessment
4. Legal information desk
5. Psychological support desk
6. Basic medical activity and orientation to health services
7. Literacy and training courses in Italian as L2
8. Qualification courses of intercultural mediator.

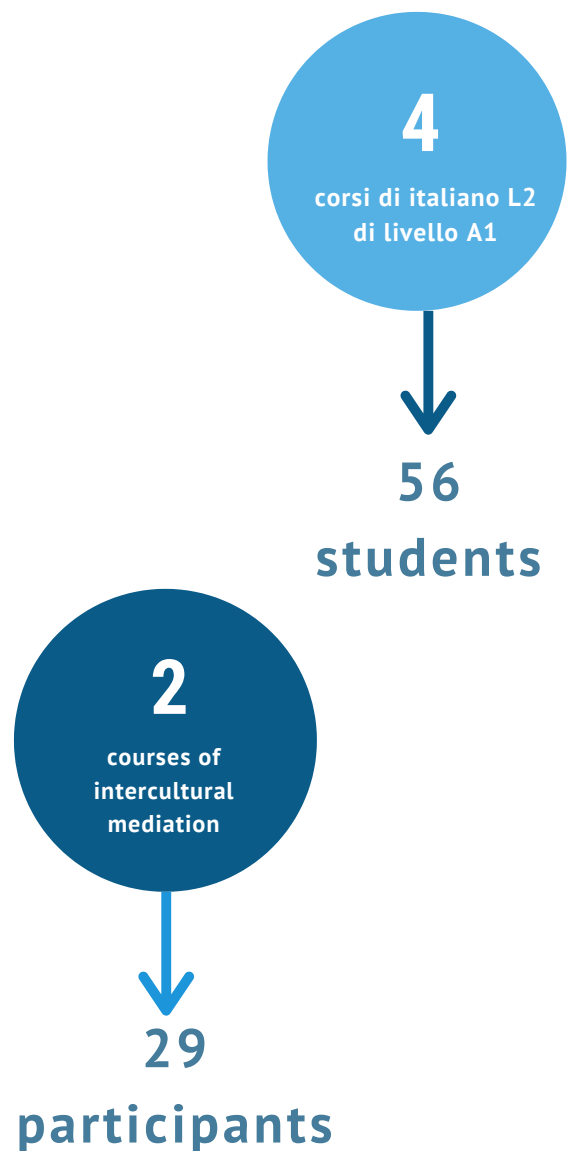
The course in intercultural mediation was structured in two phases: a first theoretical phase, held in the classroom, and a second practical phase, of a 150-hour internship in a public or private institution, in order to experience what was learned during the lesson.

Due to the health emergency from Covid-19, some internships were temporary suspended and, in some cases, it was necessary to look for another host institution because the structure originally identified was no longer available to accommodate interns, due to the restrictions imposed at the government level for the containment of the pandemic.

The internships of the two groups of students were carried out at the following host organizations: Registry Offices, Reception, Demographic and Social Secretariat of Municipio VI delle Torri, INTERSOS Onlus, International Language School SRL, Aid Italia Onlus, ENGIM Onlus, Centro Astalli, Eta Beta Social Cooperative Society - SIPROIMI Gerini, Pediatric Oncology Parents Association, Dun Onlus.

Two students, following the internship, began a working collaboration with the institution where they carried out the internship.

From the union of 4 students of the course in cultural mediation with other migrant and refugee women, a social promotion association, Cygnus, was born, which gave life to a social tailoring (mentioned above) with the aim of supporting other vulnerable women, refugees and migrants, to enter the community and increase their skills to enter the job market.



THE REST PROJECT - RESILIENT STRATEGIES FOR YOUNG MIGRANT GBV SURVIVORS

The Rest project was launched in November 2020, promoted by INTERSOS in partnership with Roma Capitale and the Research, Consulting and Communication Company Digivis and funded by the Directorate General for Justice and Consumers of the European Commission, as part of the Rights program Equality and Citizenship 2014-2020.

The project includes a series of actions as:

1. The implementation of a street unit composed of different professional figures: a psychologist, a doctor, a social worker with skills in linguistic and intercultural mediation and a social worker - case manager who, in coordination with the Strada di Roma Capitale, will carry out the following activities:

- Monitoring of the main informal meeting places for UASCs and new men and of prostitution and/or sexual and labor exploitation;
- Contact and building relationships of trust with the target population;
- Prevention through the distribution of information materials on STDs and hygiene kits;
- Information and guidance on the low-threshold social and health services of the INTERSOS24 primary care and reception center and on the public services available in the area, applying a person-centered approach.

2. Capacity building of public service and third sector operators who provide assistance and support services to the target population;

3. Design and activation of an awareness campaign aimed at young migrants to disseminate information on the risk of possible labor and sexual exploitation.

GOALS OF THE PROJECT

- Increasing knowledge on the subject of violence and sexual exploitation against minors and young men, through the collection of data on the ground, in order to be able to develop and implement effective policies, starting from concrete data;
- The development of standardized operating procedures to strengthen the capacity of services to reach and support men and boys who have survived violence and sexual exploitation, promoting coordination and synergy between local services;
- Taking care of minors and young men who have survived violence and sexual exploitation, through a coordinated response mechanism based on a multisectoral approach;
- Raising the awareness of young migrants about violence and sexual and labor exploitation through campaigns on the major Social Networks;
- Increasing the capacity building for operators of institutions and third sector entities.



FOGGIA - CAPITANATA

Since 2018, in the province of Foggia (so-called Capitanata), INTERSOS has been carrying out health education and inclusion activities to support vulnerable people, mainly migrant seasonal workers in agriculture, who find themselves, temporarily or permanently, outside the reception systems and socio-health protection mechanisms.

The province, the third largest in Italy, has about 10 informal settlements within a radius of 55km from Foggia, with an estimated number of workers for these settlements ranging from 2000 during the winter to 6500 during the summer, because of the tomato harvest, of which the Capitanata is one of the world's leading producers. These settlements have existed in the area for over 20 years, linked to the labor exploitation that starts from the downward purchase logic of the large-scale retail trade, but also to the lack of regularization of workers who have been on the national territory for a long time without any protection at work.



Mappa degli interventi INTERSOS nella provincia di Foggia

The main activities carried out over the years have been primary medical assistance with two mobile units, health guidance services and accompaniments of highly vulnerable patients, as well as health promotion sessions. The interventions affect several informal settlements: the former airport runway of Borgo Mezzanone, the Gran Ghetto, Borgo Tre Titoli and neighboring areas, Palmori, the former Daunialat factory in Foggia, Borgo Cicerone, Borgo San Matteo and the area between Poggio Imperiale and Hvar. Since 2019, the project has been in a memorandum of understanding with the ASL of Foggia, with which a course of training and planning for the insertion of linguistic-cultural mediators and an increase in the usability of health services for foreign assisted persons has been structured.

THE CONVERSION OF THE ACTIVITIES WITH COVID-19

With the COVID-19 emergency and thanks to the co-financing of the European Commission "Su.Pr.Eme. Italia "and the agreement with AReSS Puglia (Regional Strategic Agency for Health and Social) starting from the end of March 2020, the activities and presence at the local settlements were strengthened, favoring prevention and monitoring activities and guaranteeing primary health care and service orientation activities at all sites. The collaboration with the Puglia Region was intense and productive during the pandemic, allowing the identification of structures in which collocate positive cases for COVID-19 already in April 2020, to provide sanitation kits in all settlements in two cycles. Equally with the ASL of Foggia, the collaboration has been positive, allowing regular use of the USCA (Special Continuity Care Units), in synergy with the university hospital of the Ospedali Riuniti di Foggia, and reaching the point of guaranteeing linguistic-cultural mediation. for the services of both companies, which made use of the collaboration with the local association Africa United.

The people followed for COVID-19 risk from March to October were 213, mainly men (almost 90%) residing in the Borgo Mezzanone settlement, where there was an important peak in August. The countries of origin most represented are Senegal, Nigeria, Gambia and Mali, while for the 24 women followed for COVID-19 risk, 23 are from Nigeria.

This sample describes a younger population than that of the Roman context: half of the subjects are young adults between 22 and 31 years old,

while people over the age of 42 reach almost 15%. The distribution by age of the women followed, on the other hand, shows a more advanced age.

CAPITANATA, COMPOSITION OF THE POPULATION MONITORED

338 People visited

68 People monitored



Countries of origin

Senegal



Nigeria



Gambia



Mali





CALABRIA

In 2014 INTERSOS opened the MESOGHIOS clinic in Crotone, which offers medical assistance, social and health services and psychological assistance to migrants, asylum seekers and Italians living in poverty. The outpatient clinic was accompanied by medical assistance activities for guests from various centers. Starting from 2018, the outpatient clinic was managed by the Provincial Health Authority (ASP) of Crotone, and is still operational. INTERSOS staff continued to operate in the structure with a socio-health project of psycho-health orientation aimed at the migrant, destitute and homeless population, aimed at guaranteeing the identification, emergence and care of patients in vulnerable conditions and provide effective responses to physical health needs.

THE CONVERSION OF THE ACTIVITIES WITH COVID-19

INTERSOS's intervention in Calabria on the COVID-19 emergency was carried out thanks to the co-financing of the European Commission's "Su.Pr.Eme. Italia" starting from the end of April until July 2020, in collaboration with local institutions, in particular with the ASPs of Crotone and Cosenza, through a mobile unit provided with the support of the Armut und Gesundheit association in Deutschland eV, and is divided into two areas: the first, in the area of the **Province of Crotone** (Area 1), where INTERSOS has already operated in previous years, and the area of the **Province of Cosenza** (Area 2) with a new intervention by the organization. In both areas, the intervention focused mainly on nearby places, more easily accessible by the population to whom the service is addressed.

In the Ionian Calabria, the people followed for COVID-19 risk from April to July are **68 (out of the 338 visited)**, of which 7 women and 61 men. The most represented countries of origin are Nigeria, Morocco, Senegal and Gambia.

The population predominantly includes young adults, with approximately 18% of people over the age of 42. About a third of people claim to be affected by at least one chronic condition, with a distribution that increases with increasing age and becomes important from the age of 32.



CALABRIA, COMPOSITION OF THE POPULATION MONITORED

338 People visited

68 People supported



61
Men



7
Women

Countries of origin:

Nigeria



Morocco



Senegal



Gambia





SICILY

The intervention in Sicily was carried out thanks to the co-financing by Emergency FAMI of the European Commission "Su.Pr.Eme. Italy, in Eastern Sicily in June and July 2020, and in Western Sicily in November and December 2020.

In **Eastern Sicily**, an INTERSOS mobile team has been activated consisting of a coordinator, a doctor, two linguistic-cultural mediators, a psycho-social operator, to work in collaboration with local institutions, in particular with the ASP of Syracuse, at the informal settlement of the Cassibile area.

In **Western Sicily**, two mobile teams have been activated, in collaboration with the ASP of Trapani, of which a mobile unit provided with the support of Armut und Gesundheit in Deutschland eV. The teams are composed of a coordinator, two doctors, two psychologists, four cultural linguistic mediators, two legal operators.



GREECE



ESTIA Programme

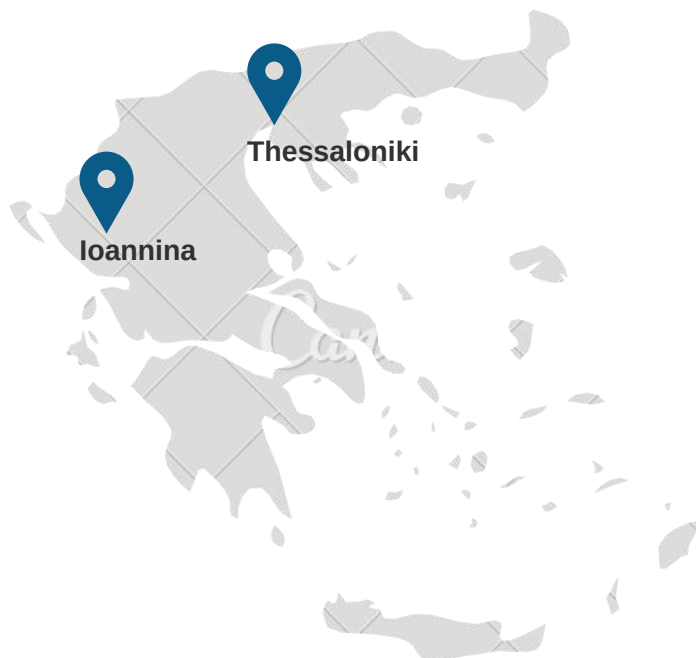
Through the ESTIA program, INTERSOS HELLAS has contributed to the achievement of UNHCR's goal of creating 25,700 places. In fact, **1,683 reception places** have been created both in apartments in Thessaloniki and Ioannina and in the former kindergarten "AGIA ELENI Ioannina" in Zitsa, which has been completely rebuilt.

Over the past two years, INTERSOS HELLAS has provided **comprehensive protection and support services** to asylum seekers reported by the Ministry of Immigration and UNHCR, in the respective accommodation facilities that have been established.

In addition to providing safe and decent housing to 3,631 beneficiaries, these people were also supported by social workers / social scientists, psychologists and interpreters for a total of **4,588 sessions** over two years.

In addition, **15,645 accompaniments** and referrals were carried out, thus facilitating access to regional agencies and services (such as hospitals, DEKOs, schools, banks, eforati, etc.).

Two service centers were established in Thessaloniki and Ioannina respectively, where in addition to the 6,984 visitors welcomed, organizations such as UNHCR and the Red Cross were hosted for the parallel financial support program for



1.683

Reception places created

3.631

People hosted in ESTIA accommodation

4.688

sessions for psycho-social support for the beneficiaries hosted

asylum seekers and other collaborating agency services. INTERSOS HELLAS also provided **Greek courses** in collaboration with the Municipality of Ioannina and the University of Ioannina, attended by 72 people, with the aim of facilitating the integration of asylum seekers and refugees into Greek society. In addition, a specialized consultancy activity was developed in which 442 adults, beneficiaries of the ESTIA program, participated.

HELIOS PROGRAMME

Since December 2019, INTERSOS HELLAS has participated in the HELIOS pilot program of the International Organization for Migration (IOM). HELIOS is a program for the integration of beneficiaries of international protection (refugees and beneficiaries of subsidiary protection) into Greek society in order to strengthen the prospects of independence and autonomy of the beneficiaries by making them active members of Greek society. Another goal of the program, which has already been achieved, was the creation of a specific integration mechanism for groups which will also function as a rotating accommodation mechanism in the existing temporary accommodation system.

This increases the possibility for beneficiaries of international protection to live independently: they are supported through independent accommodation in rented apartments in their name, they receive contributions for rent and relocation costs, and are facilitated in networking with landlords of the apartments.

Integration courses take place in Integration Training Centers across the country; have a duration of 6 months and include Greek classes, professional and cultural orientation, cultivation of skills, availability to work with periodic evaluation of one's integration progress even after the end of the HELIOS project.

INTERsos HELLAS has been selected as a collaborating body of IOM for the implementation of the component of the program which concerns housing support in areas such as Epirus and Thessaly as well as for the support of the beneficiaries of the project who come or live in the Eastern islands or of the North Aegean through IOM referrals.

As an IOM partner, INTERsos HELLAS within the project is called upon to identify owners interested in renting their apartments directly to the beneficiaries of the program and to communicate the details of the apartments located in Thessaly and Epirus in time to IOM. To achieve this, the staff of INTERsos HELLAS undertakes the initial registration of beneficiaries in the program and offers accurate information regarding the part of the rental subsidies to the beneficiaries of the project during the period of implementation of the program. Subsequently, all the necessary measures are undertaken diligently and in a timely manner in order to collect and verify the documents necessary for the disbursement of the installments of the rental subsidy to the beneficiaries, on the basis of the agreed project procedures provided by the IOM. In addition, it supports beneficiaries in opening bank accounts with Greek banks and carries out all necessary referrals to specialized service providers, including public authorities and private entities.

2020 ACHIEVEMENTS:

1,543	workshop and sessions conducted
1,415	beneficiaries of international protection supported
1,108	beneficiaries of international protection found accommodations
363	lease agreements concluded

THE CONVERSION OF THE ACTIVITIES WITH COVID-19

From March 2020 until the end of the year, Greek authorities have taken prevention and response measures to control the COVID-19 pandemic in Greece. In order to ensure the continuity of our program activities, adjustments have been made to the program in order to facilitate all activities, including referrals and recruitments, handling of refugee and asylum seekers cases. As far as possible, efforts were made to facilitate remote access to services for beneficiaries, ensuring that they continue to receive the necessary assistance for serious medical and serious protection issues.

INTERsos HELLAS, with the support of UNHCR, provided protective equipment to its staff and **distributed protective and hygiene items to 1,780 people**. Furthermore, in the "Agia Eleni" accommodation facility, INTERsos HELLAS has already created adequately equipped spaces within the structure already in the spring of 2020, with a total capacity of 15 people, for refugees and asylum seekers positive to the virus. This entailed the complete availability of the structure and of the organization for the management and treatment of the beneficiaries housed in the "Agia Eleni" structure and positive results for the virus. The facility was restricted throughout September 2020. During this period **347 packages of dry food** were distributed to all beneficiaries and 3 meals a day were guaranteed to patients.

During its activities, INTERsos HELLAS has established dynamic collaborations with institutions implementing various humanitarian aid programs, and has also established close cooperation with the local government, judicial authorities and the police, as well as with representatives of the services of the Ministry of immigration and the Ministry of Health.

In addition to the above, the projects carried out and underway by INTERsos HELLAS have significantly contributed to the strengthening of local economies hit by the economic crisis through the rental of apartments, their equipment and the reconstruction of the playground "Agia Eleni". It is interesting to note that particular emphasis continues to be placed on the use of local staff and the development of their skills to provide basic services provided as part of the projects implemented by the organization. Indicatively, for the years 2019 and 2020 more than 100 people from the local communities in which we operate were employed.



In the early hours of Wednesday 9 September 2020, a fire broke out in the overcrowded facilities of the Moria camp that destroyed almost the entire camp. Camp residents were forced to flee and found themselves sleeping on the street, in a confined area with limited access to food, water, medical assistance and protection. The new Mavrovouni camp was set up to respond to this emergency and in the first week around 9,400 asylum seekers and refugees stranded on the street were relocated to the new facility.

Within 48 hours of the Moria camp fire, INTERSOS deployed emergency personnel to Lesbos.

The project had two objectives:

- 1: **Responding to the urgent needs of extremely vulnerable individuals** displaced after the Moria camp fire
- 2: **Facilitate access for vulnerable women** (including women with special needs or at risk of SGBV and human trafficking) **to health, legal and MHPSS services.**

Outcome 1 consisted of the distribution between September and January 2021 of **1,750 food packages and 6,872 non-food packages** to vulnerable individuals.

The distributions took place in three different ways:

1. **Tent-to-tent distribution:** During the first phase, INTERSOS undertook a tent-to-tent distribution of NFI to all single women in the camp as an entry point to gain trust in the community. This activity allowed the mobile team to identify and map all single women in the camp, introducing them to INTERSOS and facilitating engagement with the community. The indirect purpose of the distribution was in fact to lay the foundations for the assessment of multisectoral needs on this target group.



Thanks to this strategy, a relationship of trust with approx. **400 single women** were built during the period.

2. **Large-scale distribution:** The harsh conditions of the camp made it necessary to undertake large-scale distributions to all (1,700) women in the camp. The team adopted a methodology that involved distributing vouchers, checking the signature and the distribution line. In these deployments, we have partnered with other organizations that have had the opportunity to have experience in large-scale operations and that have provided support with manpower, brokerage services and warehouse space.

3. **Delivery to Partner:** in three cases it was necessary to proceed with delivery to third parties, in particular:

- Supplements for pregnant women, which have been delivered to the National Public Health Organization (NPHO);
 - Winter thermal underwear. The items were handed over to the camp management, as INTERSOS was not granted access to the camp at that time;
 - The Community Center where INTERSOS has been providing mental health support since February 2021 has received a donation of food supplies for its guests.
- After each distribution, the team collected feedback on the items provided.

Outcome 2 was to **facilitate the access of 303 vulnerable women to health, legal and MHPSS services. More than 4,000 women received basic care.**

Group discussions and individual interviews were conducted in conjunction with the distribution of non-food parcels to identify vulnerabilities, taking a survivor-centric approach and security concerns, further explored during the in-depth needs assessment.

The individual interviews were conducted in a safe and confidential environment, allowing INTERSOS to gather detailed information on the needs, priorities and concerns of each individual beneficiary.

The communication and the relationship of trust established during the first phase facilitated the INTERSOS team in approaching women, opening spaces for the emergence of needs and concerns discovered in terms of protection and safety.

In particular, INTERSOS carries out an assessment aimed at highlighting the protection issues regarding access to essential services (eg health, mental health and legal support), safety and any potential risk of gender-based violence. In parallel, INTERSOS undertook a comprehensive mapping of all services on the island, to ensure that the assessment results could support the existing referral mechanism, while being able to identify and highlight existing gaps in the current service provision.

The awareness and identification exercise identified a great need for mental health care, as large numbers of women exhibited signs of psychological distress. Therefore, a basic psychological screening was included in the assessment strategy to identify the psychosocial needs of the target population, evaluating the coverage and accessibility of existing services.

2020 Achievements:



1,750 pacchi
alimentari distribuiti



6,872 pacchi non
alimentari distribuiti



303 donne hanno
avuto accesso a
servizi sanitari, legali e
di supporto psicologico

Who are the beneficiaries of the project?

The targets of the project are the most vulnerable people displaced by the fire in the Moria camp.

During the first emergency phase, the target group included both women and children, for a total of 2000 beneficiaries (about 50% women and 50% children)

During the second phase of the project, the target group was restricted to vulnerable women, as they were identified as the most vulnerable and at-risk population in the camp. Therefore, 100% of the beneficiaries were adult women, asylum seekers or refugees.

Of the 303 single women who took part in the assessment and received service guidance, 30% (90) reported a vulnerability.



INTERSON