Report 2021 - Europe Region

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, Chad, Cameroon, Venezuela.

Sector of interventions

- Food Security: 15%
- NFI's DISTRIBUTION & SHELTER: 5%
- HSP: 15%
- WATER & SANITATION: 7%
- EDUCATION: 7%
- PROTECTION: 7%
Europe Region

INTERSOS’ European branch, previously named Migration Unit, was created in 2011 as a section dedicated specifically to projects focused on migration in the Mediterranean. INTERSOS structured an independent Unit operating in Italy and Greece. The programme in 2021, implemented projects ranging from social and health care services, first assistance to interception, transit, hosting and longer-term reception in accommodation facilities.

INTERSOS EUROPE PROGRAMME 2021

Financial Report

TOTAL BUDGET: 3,263,903 euro

In 2021, INTERSOS European programme implemented the project “Partecipazione” and the project “Pagelle in Tasca” in partnership with UNHCR. Among private donors INTERSOS received funds from Fondazione Con il Sud, S.A.C, Kahane Foundation, 8x1000 Chiesa Cattolica, LDS Charities, Open Society Foundation, NaEP Foundation, Fondazione Terzo Pilastro, Autostrade per l’Italia and Alliance for Gender Equality in Europe.

Budget Breakdown by Donor

Breakdown by Sector

- Protection: 69.92%
- Health: 15.16%
- Education: 8.41%
- Advocacy: 6.50%

Protection Interventions: ITALY - ROME (Intersos24 / Intersos Lab), PUGLIA and SICILY - GREECE Thessaloniki and Ioannina (ESTIA Programme) and LESVOS

Health Interventions: ITALY - ROME (Mobile Units, Open Clinique, Mental Health – GBV), PUGLIA (Outreach activities), SICILY (Outreach activities & Mental Health) GREECE - LESVOS (Mental Health)

Empowerment Interventions: ITALY Community Based Organizations Partner with INTERSOS in Lombardy, Piedmont, Emilia Romagna, Tuscany, Lazio, Puglia and Sicily
Italy

2021 has been a year characterized by a strong presence of the COVID-19’s pandemic, the implementation of the national vaccine campaign and a significant increase in migrants’ arrivals on Italian shores (67 thousands). Most of the boats carrying migrants arrived from Tunisia as departures from Libya became more complicated after the deals signed between Italy and the country.

Among the countries of origin of the migrants the most numerous ones were Tunisia (with 15.600 people, 23% of the arrivals), followed by Egypt (8.300 peoples), Bangladesh, Iran, Ivory Coast, Iraq, Guinea, Eritrea, Syria, Morocco.

Drop of arrivals coming from sub-Saharan countries such as Eritrea, Nigeria, Senegal.

Regarding age and gender of migrants arrived in Italy 74% of the people arrived to the Italian shores were males, 7% women and 19 % minors (which are mainly unaccompanied minors), more than double the number of minors arrived during 2020.

On December 31st of 2021 78.421 migrants resulted hosted in reception facilities (Hotspot, SIPROIMI etc), less than 2019 and in line with 2020.

Pagella in tasca

The project “PAGELLA IN TASCA - Education Pathways for Refugee Children” 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 education and social inclusion in Italy.

This is a pilot project aimed at opening a legal and safe pathway for unaccompanied minors refugees, so that they are not forced to risk their lives crossing the Mediterranean Sea. This education pathway is highly innovative 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;
- it is aimed at promoting the right to education, as a right recognised to every child by the Convention on the Rights of the Child;
- it is based on “community sponsorship”, through the involvement of foster families, voluntary guardians, municipalities, schools and CSOs.

The unaccompanied refugee children involved in the project, mainly originating from Darfur, have fled to Libya, where they have been exposed to violence, ill-treatment and armed conflict, and then to Niger. Since it is the last country in the world for Human Development Index, in Niger they have no opportunity to study and social inclusion. The identification of the beneficiaries is carried out by the staff of INTERSOS and UNHCR operating in Niger, primarily on the basis of their commitment to study.

Once entered in Italy with a study visa, the children are hosted and cared for by foster families, adequately selected and trained in collaboration with social services. They attend school and, after obtaining the middle school diploma, they will continue their education path in secondary school or in vocational trainings. Scholarships covering the children’s living costs, as well as the support by specific professional figures (educator, cultural mediator, psychologist, etc.), are provided to the children and the foster families. The project is being implemented in the city of Turin, where 15 minors will be hosted. The involvement of more municipalities is under way.

In August 2021, a memorandum of understanding with the Ministry of Foreign Affairs and International Cooperation, the Ministry of the Interior, the Ministry of Labor and Social Policies, UNHCR and the other project partners was signed. The first group of 5 refugee children arrived in Turin in mid-October 2021. By one month since their arrival, they were placed in foster families and started attending school. The second group of beneficiaries has been identified in Niger, and the foster families who will take care of them have been selected and trained. The arrival of the second group of children is expected in late March 2022, while the other 25 refugee minors should arrive by the end of the year.
Rome

INTERSOS started operating in Rome in 2011 through the opening of the A28 night center, an INTERSOS facility aimed at hosting unaccompanied foreign minors (UASC). The project evolved, transforming itself in 2017 into the new INTERSOS24 center in Torre Spaccata becoming one of the main protected spaces for UASCs in Italy.

The center has developed on different project levels, with:
- A 24h 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;
- 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 is 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), 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 located 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. Behind INTERSOS’ intervention there is the aim of 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.

A second mobile team was deployed in 2021, as part of the REST-REsiliency STRategies for young migrants GBV survivors project, implemented in partnership with Roma Capitale and DIGIVIS, funded by the Directorate General for Justice and Consumers of the European Commission, to address the issue of violence and sexual exploitation of foreign minors and young adults in Rome.

Also, in Rome in 2019, INTERSOS Lab was born, a training and career guidance center located in the Ottavia district, in the XIV Town Hall, targeting men, women and families - with a specific focus on migrant population - in precarious situations. INTERSOS Lab offers psychological support services and psychosocial care, social secretariat, a safe space for women and girls, homework help activities for children and boys in primary schools. The Center also have a School of Italian for Foreigners and a CELI exam center - University for Foreigners of Perugia.

Every action that INTERSOS carries out has as its premise the principle of always supporting the Health System and the competent Local Authorities; for this reason, every intervention is carried out in close collaboration with these authorities, according to the principle of horizontal subsidiarity.
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 emergency shelters to UASC, new adults, single women and mother-child.
- **Psycho-social Support**: since February 2019, the INTERSOS24 Primary Care and Reception Center has dealt with cases through a global approach and creating a supporting center open to citizens;
- **Psycho-social Case Management**: the case management is aimed at creating legal, social, training, psychological and health care pathways for users hosted in the medium-term. Such pathways are fundamental for the (re)insertion in institutional reception and / or semi-autonomous pathways, including housing solutions;
- **Job Orientation**;
- **Life skills education**: promotion of social and rational skills that allow young people to effectively deal with the needs of daily life, relying confidently on themselves, others and the community (cooking workshops, 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 were included in a psychosocial case management process. Case Management is aimed at creating legal, social, training, psychological and health care pathways for users hosted in the medium-term in order to build paths of:

- (re)insertion into institutional reception and / or semi-autonomous pathways, including housing solutions;
- 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 multisector relationship that provides direct support, counselling and referrals to

**external and internal services.**

**Here the main goals of INTERSOS24:**

- 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;
- 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;
- To guarantee and promote the right to health, with particular regard to mental health, for the migrant population and people in a condition of socio-economic fragility through concrete responses to basic needs, as well as through the promotion of the National Health System;
- 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;
- To act as a privileged observatory and center for documentation and dissemination of the needs of the migrant population in conditions of greater fragility;

**Below is the INTERSOS24 intervention in numbers:**

- **SOCIO-EDUCATIONAL ACTIVITIES FOR CHILDREN**: 50 children participated in socio-educational activities at the Child Friendly Space.
- **GENDER VIOLENCE**: 110 people who survived and / or exposed to gender-based violence received specialized information and support, of which 31 entered in a protected path in anti-violence centers or shelters.
- **CASE MANAGEMENT**: 47 people supported through case management.
- **PSYCHOLOGICAL SUPPORT**: 29 people supported by psychological support services.
- **SOCIAL SUPPORT**: 68 people were supported by the Social Secretariat Desk.
- **JOB ORIENTATION**: 102 people supported by career guidance services.

**INTERSOS LAB**

INTERSOS LAB, located in the Ottaviano quarter, in Municipio XIV, Rome, started its operation in the in 2019. The high presence of foreign population (24,054 individuals, accounting for 12.5% of the total population of the Municipio), a school drop rate around 30%, a high unemployment rate and an increasing number of NEET (Not in Education, Employment, or Training) in the age between 15 and 39, today accounting for 18.5%, made INTERSOS intervention crucial.

In this context, INTERSOS Lab gave birth to an accredited professional hub that supports local and foreign population through job orientation and psychosocial support activities. Today INTERSOS Lab is also a Safe Space and Child Friendly Space, so to allow the most vulnerable people to join the laboratory’s activities and the journey towards working empowerment.

**INTERSOS Lab interventions in numbers:**

- **SOCIO-EDUCATIONAL ACTIVITIES FOR CHILDREN**: 25 children have participated to socio-educational activities at the Child Friendly Space.
- **CHILD PROTECTION**: 25 minors have been reached and supported by INTERSOS Lab Team.
- **GENDER BASED VIOLENCE**: 2 survivors of gender based violence have been reached and supported.
- **CASE MANAGEMENT**: 43 people supported through case management.
- **PSYCHOLOGICAL SUPPORT**: 25 people received psychological support.
- **PSYCHO-SOCIAL SUPPORT**: 56 women and girls have participated to psycho-social activities run in the Safe Space.
- **EDUCATIONAL ACTIVITIES**: 120 people have attended Italian courses.
- **SOCIAL SUPPORT**: 235 people supported through the social secretariat desk services.
- **JOB ORIENTATION**: 201 people supported through supply of job orientation services.
## MAIN ACHIEVEMENTS IN 2021

During 2021 N. **2108** vulnerable people were supported in Rome

### Answering with Life-saving support

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EMERGENCY SHELTER</strong></td>
<td>223</td>
<td>people has benefitted from emergency shelters provided by INTERSOS</td>
</tr>
<tr>
<td><strong>GENDER VIOLENCE</strong></td>
<td>130</td>
<td>victim of GBV supported of which 31 women being inserted in specialized anti-violence hubs such as Centri Antiviolenza and Case Rifugio.</td>
</tr>
<tr>
<td><strong>PSYCHO-SOCIAL SUPPORT</strong></td>
<td>166</td>
<td>girls and women supplied with psycho-social support at INTERSOS24 safe space</td>
</tr>
</tbody>
</table>

### Aiming at Gender Equality and Emancipation of Women

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td><strong>CASE MANAGEMENT</strong></td>
<td>90</td>
<td>women supported through Case Management paths</td>
</tr>
<tr>
<td><strong>PSYCHOLOGICAL SUPPORT</strong></td>
<td>54</td>
<td>women supported through psychological support</td>
</tr>
<tr>
<td><strong>SEXUAL RIGHTS</strong></td>
<td>130</td>
<td>women and girls supported through sexual education and counseling services</td>
</tr>
</tbody>
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### Child Protection

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td><strong>CHILD PROTECTION</strong></td>
<td>624</td>
<td>minors and young adults were reached and supported through outreach activities in Rome</td>
</tr>
<tr>
<td><strong>EDUCATIONAL ACTIVITIES</strong></td>
<td>75</td>
<td>children participated to educational activities supplied in the ad hoc children space in INTERSOS24 facility</td>
</tr>
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### Building a better future

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td><strong>EDUCATIONAL ACTIVITIES</strong></td>
<td>140</td>
<td>people received linguistic support through Italian language classes</td>
</tr>
<tr>
<td><strong>SOCIAL SUPPORT</strong></td>
<td>303</td>
<td>people supported with job orientation sessions and info sessions on national and local socio-health services</td>
</tr>
<tr>
<td><strong>JOB ORIENTATION</strong></td>
<td>303</td>
<td></td>
</tr>
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</table>
OUTREACH ACTIVITIES

In 2021 INTERSOS has implemented health and social services as well as info sessions on health to vulnerable people in the occupied buildings within the Roman territory. To shape this intervention were the use of cultural mediators, a strong partnership with local health and social services and a participatory approach with the community of beneficiaries. Overall, this methodology successfully gave primary care and guidance to health to the community of beneficiaries and provided them with the right tools to achieve their health capital.

The lieu of intervention of our Mobile Unit:

**Barzilai and Baikita Centers** - Starting from June 2020, thanks to the collaboration between INTERSOS and the social policy department of the city of Rome and the local health institution ASL RM2, Barzilai and Baikita centers were formed. In these hubs asylum seekers receive a medical screening before being sent in SIPROMI/SAI, Italian reception centers. Such operation allowed the asylum reception system to start work again after being blocked because of the pandemic.

**Housing occupation of Sambuci, Rustica and Pezzelu** - On the east side of Rome, were supplied with medical visits, training sessions and capacity building activities from INTERSOS’ personnel. Particularly, ad hoc rooms were set up with computers, printers and first aid materials in each of the occupations. Once again INTERSOS’ intervention aim at building resilience within the community by providing the right tools to the beneficiaries to increase and manage their health capital.

**The Informal settlement of “Via Gorlago”** - Located inside a hotel in the west area of the city of Rome is home of 200 migrants of African origin. INTERSOS has been working in this site since years and has now developed deep connections with local institutions in order to supply the community with ad hoc support both on social and medical sides.

**Termini Station** - Located in the heart of the city of Rome is home of a numerous Bengalese’s community which lives in overcrowded accommodation and do not have adequate tools to monitor and prevent their own health issues (wide-spread of diabetes, inadequate nutrition, almost not existing opportunity to access to public social and health services and no cultural mediation). Termini station is also home of African origin migrants which do not have a shelter and find themselves in extreme poverty situations.

**INTERSOS’ Intervention in Numbers:**

In 2021 the Mobile Unit of INTERSOS has performed:

- Medical visits to a total of 1116 beneficiaries
- 70 referrals to specialized medical visits, psychiatric and neuro-psychiatric sessions, legal support and emergency shelters

82 medical visits to women at high risk of GBV and 65 visits to minors. Besides ordinary health interventions INTERSOS has actively participated in the management of the pandemic by:

- Running awareness sessions on COVID-19 and the vaccine for COVID-19 for 1300 people
- Offered practical support for the vaccination through a cultural mediator to 230 people
- Provided assistance to 207 people which contracted COVID-19

**INTERSOS’ collaboration with local authorities:**

- Signed a collaboration with ASL Roma 2 for health surveillance within housing occupations
- Agreed with the local authorities to elect the occupied building as the domicile of the people leaving inside. Such agreement was of great relevance as it allowed marginalized people to access to local health and social services.
- Agreed on a collaboration with ASL Roma 1 to provide residents of the occupied building in “via gorlago” with ad hoc channels for the vaccination. 90% of the population of the occupation was successfully vaccinated.
- Trained 10 operators in two Reception Centers on:
  - Prevention and control of COVID-19
  - Vaccination campaign on COVID-19
  - Management of the hosted people in light of their vulnerability (victims of GBV and torture, UAM, mental health)
- Mapping of the territorial health and mental health services available

CLINIC I24

INTERSOS24’s facility hosts a low threshold Clinic that provides medical assistance (both physical and mental) to I24’s beneficiaries and to economically and socially disadvantaged people leaving the hub. Starting from November 2021 paediatric health care services were available. Along with medical visits the Clinic offers referral to the national health system.

Out of the 105 beneficiaries visited, the following referrals have been promoted:

- 105 to the National Health System to ensure the access to the public health care service provisions (TS, STP/ENI, exemption);
- 43 for general medical intake;
- 14 for health-related specialized checkups;
- 23 to the gynecologist;
- 4 to child neuropsychiatric service;
- 7 to psychiatric or psychological service, 36 to COVID-19 related issues (vaccination, green pass, diagnosis);
- 9 to other third sector actors;
- 2 to legal support;
- 2 to the social service for emergency shelter
- 10 for social support (most of the patients already received a social intake because they were in case management in cooperation with I24 social workers).

**Legal status:**

42% undocumented, 56% with a resident permit.

**Gender:**

64% women, 17% man, 19% children

**Spazio Psy**

INTERSOS opened in April 2021 with a space dedicated to the psychological support of the beneficiaries reached through outreach activities and in-house activities done in I24 space. The focus of the SPAZIO PSY has been identified on GBV, LGBQTI+, victim of torture and Cruel and Inhuman Degrading Treatment and mother and child, in particular in relation to second generation migrants and the difficulties connected to rebuild and strengthen their identity. In addition, INTERSOS psychological counselling service also received external referrals from both public and third sector actors, mainly anti-violence center and social worker of the health public department.

- 29 beneficiaries benefited of INTERSOS psychological counselling services. In addition to the therapeutic psychological sessions the following beneficiaries were assisted through a specific support dedicated to:
  - Parent training: 5 single parents and 2 couples
  - 5 psychological relations/report for the commission in charge of the asylum process of refugee;
  - 5 referrals done to public service’s psychiatric;
  - 2 referrals done to public service’s neuropsychiatric;
  - 9 other referrals done to other third sector actors.

Legal status: 17% legal status unknown.
REST PROJECT

The REST - REsilient STrategies for Young Migrant GBV survivors project is promoted by INTERSOS in partnership with Roma Capitale and the Digivis Research, Consultancy and Communication Company, and is funded by the Directorate General for Justice and Consumers of the European Commission, as part of the Rights, Equality and Citizenship 2014-2020 program. The project started on November 2, 2020 and will end on July 1, 2022. The project addresses the phenomenon of violence and sexual exploitation against minors and young foreign adults in the metropolitan city of Rome, through a series of actions:

- Implementation of a multidisciplinary Road Unit that carries out monitoring activities, building trust relationships with the target population, information, guidance and implementation of a Reception Desk at the INTERSOS24 center;
- Implementation of a job orientation workshop at INTERSOS24, aimed at young foreigners;
- Development and strengthening of the knowledge, through training activities, of the main actors in the area (institutional and non-institutional) who provide protection and support services for the target population;
- Design and implementation of an online campaign to raise awareness of young migrants (and potential migrants), and promote existing response services;
- Implementation of a multidisciplinary Road Unit that gets population (train and bus stations); outreach and information on the rights and services available in the area;
- Referral to services; specialized information for survivors of gender-based violence;
- Specialized information on Child Protection;
- Health information and guidance regarding Covid-19 issues;
- Distribution of kits.

In July 2021, in response to the increase in the number of minors in transit through Rome and the absence of a dedicated institutional reception facilities, INTERSOS activated an “Emergency shelter inside a hostel near to the Tiburtina Station hosting 223 beneficiaries including 23 girls and 200 boys, mostly from the Horn of Africa.

Nationalities of the beneficiaries hosted in the Emergency shelter

<table>
<thead>
<tr>
<th>Nationality</th>
<th>Number</th>
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<tbody>
<tr>
<td>Eritrea</td>
<td>56,1%</td>
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<tr>
<td>Etiopia</td>
<td>55,2%</td>
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<tr>
<td>Libia</td>
<td>18%</td>
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<tr>
<td>Tunisi</td>
<td>4%</td>
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<tr>
<td>Nigeria</td>
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UNICEF & INTERSOS - Intervention for the Care, Support and Skills Development of Refugee and Mi-
grant Children in Italy

The project implemented in partnership with UNICEF includes activities aimed at identifying UASCs, newly 18 years of age, women and families who have escaped from institutional reception paths, and to facilitate access to information relating to the rights they bear and to the services available and accessible in the territory. In particular, the activities of the Mobile Team include:

- Monitoring of the main aggregation points of the target population (train and bus stations); outreach and information on the rights and services available in the area;
- Referral to services; specialized information for survivors of gender-based violence;
- Specialized information on Child Protection;
- Health information and guidance regarding Covid-19 issues;
- Distribution of kits.

To empower the active participation, assure their mobilization and empowerment through the provision of capacity development services, and through an ongoing support to initiatives and projects aiming at creating and promoting integration opportunities for refugees.

The programme’s objective is to enhance active and meaningful participation of persons of concern and to ensure their mobilization and empowerment through the provision of capacity development services, and through an ongoing support to initiatives and projects aiming at creating and promoting integration opportunities for refugees.

1) Capacity development: capacity development activities were provided to refugee-led and other community-based organizations (or consortia of organizations), and consist of training opportunities, workshops and individualized support provided by the programme’s staff. Training courses were tailored to each organization and consisted of sessions about Project Cycle Management and related topics (i.e. financial management, project writing, logframe, financial procedures and others), Fundraising (i.e. crowdfunding, private foundations, European funds), Communication (social media, public speaking, press release, development of communication materials) and visibility, and Protection and Community-based Protection fundamentals.

2) The community networking and coaching pillar: the programme aimed at strengthening skills and capacities of the organizations by enhancing their engagement with key stakeholders, supporting the development of a “PartecipAzione network” and fostering the establishment of partnerships and collaborations with actors from private and third sectors, media, universities, municipalities and others. In December 2021, PartecipAzione organized a national event to promote exchange of good practices among organizations

PARTECIPAZIONE

Started in 2018 and realized by UNHCR and INTERSOS, PartecipAzione is a programme which promotes integration, social cohesion and active participation of refugees and asylum seekers in Italy. It is targeted at refugee-led and community-based organizations (RLOs and CBOs) which apply a participatory approach to foster refugee and asylum seeker participation and inclusion. Since its beginning, 40 organizations in 12 different Italian regions were supported. In 2021, 7 organizations were awarded and benefitted from programme’s financial and technical support.

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3) Protection mechanism: a protection response mechanism aimed at offering tailored protection assistance to people in need, through the presence of trained staff in key locations.

In addition to standard programme’s pillars, in 2021 was designed and implemented PartecipAzione in Rete, a consortia co-designed and co-implemented with the organizations with the goal of enhancing skills and stimulate synergies and bringing new ideas to the CBOs. Three topics were covered during this consortia:

- Education in Italy for refugees and migrants
- Access to labor
- How to set up a social enterprise

PartecipAzione in Numbers:

- Distributed to the 7 selected organizations micro-grants amounting an average of 7,000,00 € to implement projects’ activities.
- Held in total 29 workshops and training sessions to 120 refugees and asylum seekers.
- Offered support to other 33 organizations based in different territories in Italy with distributions of materials to communities, sponsorship from INTERSOS and UNHCR, and other ad hoc support.
- Offered coaching sessions to 24 organizations for a total of 457 individual coaching sessions.
- Organized a final event with the participation of 111 members including all the organizations belonging to PartecipAzione’s network and relevant stakeholders.
- Published 53 articles regarding PartecipAzione
- Shared with the organizations’ network 47 training and funding opportunities through 11 monthly newsletters.
### FOGGIA - CAPITANATA

Since 2018, in the province of Foggia (so called Capitanata), INTERSOS has carried 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 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 labour 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.

The main activities carried out over the years were primary medical assistance with two mobile units, health guidance services and accompaniments of highly vulnerable patients, as well as health promotion sessions. 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.

Due to the spread of the pandemic of COVID-19 since the beginning of March 2020, INTERSOS had to intervene in the Capitanata area by giving special attention to prevention and monitoring of the pandemic. The lack of national multicultural vaccination campaign and national univocal indications on how to include undocumented people into the vaccination roll out made crucial INTERSOS’ intervention in support of regional documented people into the vaccination roll out made crucial INTERSOS’ intervention to inform native people of prevention measures of COVID-19, how to monitor suspected COVID-19 cases, distributed hygiene kits, managed vulnerable cases, run individual and group trainings on how to manage COVID-19 risks within a community and run local, regional and national advocacy activities.

**Here below some numbers of INTERSOS’ intervention during the COVID-19 crisis:**

- **Supported 2000** people in the vaccination process
- **Supported 940** people with the Green Pass
- **Managed 44** COVID-19 positive cases

Along with interventions linked to the pandemic, INTERSOS has continued to offer socio-sanitary support to the working migrants present in the area. In particular, INTERSOS has:

- **Performed 2200** medical examinations
- **Run referral activities to the local socio-sanitary services for 828** people
- **Promoted orientations and info sessions on topics related to socio-sanitary topics to a total pf 1831 people**
- **Offered info sessions through cultural mediation to 2512 people**
- **Offered info session about health to a total do 821 people**

### SICILY

Starting from 2020 INTERSOS employed multiple mobile units to assist and support migrant worker’s population living in the areas of Cassibile (SR) and Campobello di Mazara (TP). These two locations host the highest concentration of seasonal workers of the whole region.

#### Cassibile (SR)

Cassibile’s agricultural production in the area is focused on the type of potato “novella di Cassibile” IGP in the period between April and June, strawberries between March and May and vegetables between June and July. It is estimated that every year between 250 and 300 immigrant workers, of which 100% made by men, come to Cassibile to be employed in the fields. In April 2021 the launch of the informal settlement “Ostello per Lavoratori Stagionali”, has partly answered to the migrant’s need of a shelter by providing accommodation for 90 people over a necessity estimated around 300. Such event has had the consequence of creating small informal settlements around the area.

**Activities run in 2021:**

INTERSOS has employed in Siracusa’s area a mobile unit made of a doctor, four cultural mediators, a psychologist, a legal operator, and two operators in charge of migrant’s mobility. The operation has been implemented within the scheme of the project SU.PREME.

*Here below the numbers of INTERSOS’ intervention:

- **Provided info sessions and guidance on health and social services to 294 people**
- **Run mobility services for 105 workers**
- **Run covid tests for 25 people**
- **Distributed 531 hygiene kits**

#### Campobello di Mazara, Castelvetrano e Partanna (TP)

Between Partanna (TP), Castelvetrano (TP) and Campobello di Mazara (TP) there are approximately 2 million olive trees over a population of only 50,000 inhabitants. The high demand of labour for the local agricultural production made seasonal workers a crucial and strategic factor in the local economy.

It is estimated that annually about 2000 immigrant workers come to the surrounding of the city of Trapani to work in the fields. The majority of this population find shelter in the confiscated and abandoned cement factory “Calcestruzzi Selinunte”. The high concentration of migrants living in poor condition in the region brought INTERSOS to establish a field operation over the years. The fire that in 2021 burned down Calcestruzzi Selinunte aggravated the living condition of the migrants which partly moved to the ex-oil factory “Fontane D’Oro”.

**Activities run in 2021:**

*INTERSOS has employed in the province of Trapani 2 lawyers and a cultural mediator.*

*Here below the numbers of INTERSOS’ intervention:

- **Case management and legal support to 51 people**
- **Accompaniment of 32 people to relevant services**
- **Run Info sessions on health and social services for 87 people**
- **Distributed 500 COVID-19 kits**
INTERSOS Hellas started working in Greece in 2016 programmes for refugees and migrants. In 2021 has been intervened in Epirus, Thessaly, Athens and Lesvos regions. INTERSOS Hellas is an active partner of the International (IOM) within the context of the HELIOS project (Hellenic Beneficiaries of International Protection). The project aims at promoting the integration of recognized refugees in Greek society, increasing the prospects of beneficiaries for autonomy and self-determination, while establishing access to its integration mechanism for those living in temporary housing programs.

Achievements in 2021 within the context of HELIOS, Actions in Thessaly and Epirus regions

Since December 2019, INTERSOS Hellas actively participates in the #HELIOS project of IOM proving 34,101 beneficiaries with: general support, support in the integration process and in gaining dignified and autonomous living of recognized refugees in Greek society.

In particular, in 2021 INTERSOS Hellas’ team has assisted:

- 3,272 beneficiaries facilitating them in matters of integration and independent living.
- Conducted 2293 workshops on accommodation related issues
- Transferred 2103 beneficiaries to Helios apartment
- Identified 1018 apartments in Epirus and Thessaly and other Greek regions

Achievements in 2021 within the context of ESTA II

INTERSOS Hellas undertook the support of 25 apartments in the cities of Thessaloniki and Ioannina after the completion of the ESTIA (Emergency Support to Integration and Accommodation) housing program and their delivery to the next partner of the program. In this context, INTERSOS Hellas continued to provide quality support services to the beneficiaries of the programme, providing social services with an emphasis on community support, while also making referrals to social services when required.

Overall, in the period going from January to April 2021 INTERSOS Hellas has:

- Assisted 116 Beneficiaries
- Provided the beneficiaries with 25 Apartments
- Identified 133 Accommodation Places

Information and awareness campaign “Vaccines for All”

From the very beginning of the COVID-19 crisis INTERSOS Hellas has pointed out the need and necessity to include marginalized communities, mostly migrants in situations of vulnerability, into national vaccination strategies against COVID-19. Such advocacy initiatives were indeed sustained not only because it is a right of everyone to have a vaccine but also because the success of the vaccination campaign itself depends from its inclusivity. The inadequacy of national vaccination campaign, which do not include undocumented people, brought INTERSOS Hellas to undertake advocacy activities through the use media in order to boost awareness and popular participation in the vaccination campaign.

INTERSOS Hellas website vaccinesforall.gr is available in 10 languages, sharing all the information needed regarding the COVID-19 vaccination procedures with the communities of migrants and refugees living in Greece.

INTERSOS Hellas will continue the efforts throughout 2022 until everyone will gain equal access to COVID-19 vaccines.

On Lesvos island, INTERSOS continues dynamically, consistently and with a human focus, the mission that started in September 2020 after the emergency created by Moria’s camp fire.

The Mental Health and Psychosocial Support program that is implemented in the island adheres to a holistic and human rights-based approach with immediate programme response and effective care of people in need. INTERSOS provides comprehensive psychosocial care to vulnerable women residing in Mykonou-ni RIC, in order to enhance the general mental health response of the centre. More specifically, INTERSOS Hellas holds group sessions involving women asylum seekers who have embarked on a challenging psychological journey supported and encouraged with empathy, teamwork and unity in the face of fears stemming from unthinkable traumas and experiences of what they endured.

70% of the women supported by INTERSOS in Lesvos reported that they were survivors of gender-based violence. Many of them have experienced sexual violence in their countries of origin, throughout their trip or even in Greece, without ever revealing to any authority the incidents of violence they suffered. Often, INTERSOS Psychologists or Case Workers as well as doctors from international NGOs are the first people to whom survivors reveal the violence they survived. Quick response is always at the heart of our work in order to alleviate the pain and the psychological distress of these people.

Here INTERSOS Hellas Actions in Numbers:

- 1509 individual sessions
- 174 registered cases
- 168 referral received
- 19 Participants spread out in 5 groups
- 996 psychological session
- 513 case management sessions
- 93 closed cases

Learn more by clicking here: https://bit.ly/3DRb3Dg