



EASO SPECIAL SUPPORT PLAN TO GREECE

- Amendment No 1 -

The EASO Special Support Plan to Greece was signed on 13 May 2015 by the Executive Director of EASO and the Alternate Minister of Interior and Administrative Reform of Greece.

Given the need to complete the implementation of the measures, the duration of the Plan is extended until 31 Dec 2016. Content-related changes described below.

EASO shall send a copy of the amendment to the Members of the EASO Management Board.

Athens, 25 July 2016

Executive Director
of the European Asylum
Support Office

Jose Carreira

Alternate Minister
of Interior and Administrative
Reconstruction of Greece

Ioannis Mouzalas



Annex I

This Special Support Plan lays down the conditions and objectives of EASO's specific technical and operational support to Greece and sets out the conditions for participation in these specific EASO activities.

The implementation period for all measures is extended from 1 July 2016 until 31 December 2016.

Activities exceeding the budget currently allocated to the Special Support Plan to Greece will only begin once additional budget is reserved for these activities.

- Based on recent changes the **Measures EL 1** and **EL 5** need to be redesigned and thus be part of a new revised Special Support Plan
- Based on coverage of **Measure EL 3**: Given changing circumstances, such as support in enhancing the capacity of the Dublin Unit under the EASO Measure HEL 2, Hotspot Operating Plan (HOP) to Greece, implementation of this measure will not continue under this SSP.
- Based on changed needs, the implementation of **Measure EL 4**: Supporting the pilot project on the transcription of the interviews is no longer foreseen.

EASO Measure EL 2: Support in the field of country of origin information	
Responsible authorities	Asylum Service
Current situation	<p>Within the framework of the EASO Operating Plan to Greece Phase I, measures 4.5.1 and 4.5.2, 8 fact sheets on country of origin information on Afghanistan, Bangladesh, Georgia, Iran, Nigeria, Eritrea and Pakistan have been developed, which support the caseworkers of the Asylum Service, the expert-rapporteurs of the Appeals Authority, the members of the Appeals Committees of the Appeals Authority and the Members of the Backlog Committees of the Hellenic Police in the decision making process.</p> <p>Fact sheets need to be updated and expanded with more detailed information.</p> <p>Focused thematic reports on frequently emerging issues are also needed.</p> <p>In addition, the Greek Asylum Service is considering setting up a list of safe countries of origin.</p>
Objective(s)	Enhanced knowledge of EL stakeholders on specific countries of origin through the update and expansion of COI fact sheets and the drafting of other focused thematic reports.
Pre-condition(s)	<ul style="list-style-type: none"> - EL will appoint a Measure Coordinator. - EL will provide an update on top countries of origin and themes of particular relevance, given the influx of 2014 and the existing caseload.
EASO support	<p>1 activity / 5 experts/ 5 calendar days, 2 travel days</p> <p>In regard to measure on the update of COI factsheets is no longer foreseen.</p>



Implementation	2016: Q4
Deliverable(s)	<ol style="list-style-type: none"> 1. Selected COI factsheets updated and expanded in cooperation with EL COI Unit. COI factsheets and other focused thematic reports produced based on emerging needs, taking into account existing COI produced by EU+ and EASO. 2. Up to 3 workshops organised in which COI is being presented and discussed. Workshops to be attended by participants from relevant services who are engaged in the procedure for international protection. 3. Methodology drafted for incorporating advice from the COI Unit in the establishment of a list of safe countries of origin.

EASO Measure EL 6: Practical Support in the operation of Reception and Identification Centres	
Responsible authorities	Reception and Identification Service
Current situation	<p>The Reception and Identification Service (RIS) is the authority responsible for the operation of Reception and Identification Centres in Fylakio (Evros Region) and in the islands of Lesbos, Samos, Chios, Kos and Leros as well as an Open Temporary Reception facility in Eleonas, central Athens.</p> <p>In the last years, Greece has been facing increased pressure due to high numbers of third country nationals, entering the country in an irregular way. As part of the Roadmap on the practical implementation of the “Hotspot” approach in Greece, RIS has started the operation of five Reception and Identification Centers in Eastern Aegean islands. Moreover, the capacity of the Open Reception Center in Eleonas has been extended and the numbers of third country nationals accommodated, has been multiplied. For all the above mentioned reasons, Greece has committed to rapidly increase its reception capacity on the islands and the mainland.</p> <p>RIS is currently working to ensure adequate staffing for these Centres and has requested support from EASO in this endeavour. RIS requires qualified experts from other EU MS to provide support in reception facilities, most urgently on the islands..</p>
Objective(s)	Enhanced capacity of the Reception and Identification Service
Pre-condition(s)	EL will appoint a Measure Coordinator.
EASO support	5 activities /4 experts / 50 calendar days each, 2 travel days each
Implementation	2016: Q3-Q4
Deliverable(s)	Support delivered in the day-to-day operation of Reception and Identification Centres:

	<ol style="list-style-type: none"> 1. Practical on-the-job support provided in the day-to-day operation of the Centers run by RIS. Reception officers and social workers, including those with experience working with persons with special needs, especially minors will support various daily tasks, including: <ul style="list-style-type: none"> ○ Social work, especially oriented to minors and other persons with special needs as well as for purposes of conflict resolution between residents including through social activities (recreational, educational, sports) ○ Setting up and carrying out a daily routine and rules for residents ○ Accompanying residents of Centre through steps of reception process ○ Distribution of non-food items ○ Management of in- and outflow 2. Assistance provided in identifying persons with special needs and carrying out the vulnerability assessment 3. Liaison, information and referral provided to the relocation process, helping other EASO teams to identify, inform and refer interested residents
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EASO Measure EL 7: Support in training EL personnel in the framework of the EASO Training Curriculum	
Responsible Authorities	Asylum Service, Reception and Identification Service Department for the Protection of Vulnerable Groups, Refugees-Asylum Seekers/ Responsible Authority of the European Refugee Fund, Ministry of Labour and Social Solidarity, Directorate of Social Solidarity
Current situation	The responsible authorities are in the process of further strengthening their expertise in the field of international protection.
Objective(s)	Strengthened capacity of the staff from the Asylum Service, the Reception and Identification Service and the Department for the Protection of Vulnerable Groups, Refugees and Asylum Seekers through the support of the EASO Training Curriculum. Improved skills of trainers in delivering training to their colleagues.
Pre-condition(s)	<ul style="list-style-type: none"> – EL will appoint a Measure Coordinator by each responsible authority. – EL will notify EASO 10 working days in advance before the commencement of each training session. – The Measure Coordinator/EASO Training NCP should register the trainees, using the registration template provided by EASO.
EASO support	Training sessions will be provided online and followed by mandatory face-to-face sessions, either in Malta for the train-the-trainer session or in Greece in case of national trainings. Selected modules include: <i>Inclusion, Interviewing Techniques,</i>



	<p><i>Evidence Assessment, Fundamental Rights and International Protection in the EU, Reception, Module for Managers in the area of asylum and others upon request.</i></p> <p><i>Train-the-trainer sessions: 2 activities/ 5 trainees/ 4 calendar days</i></p> <p>Participants in the Train-the-trainer sessions organised by EASO fall under Category A (Decision EASO/ED/2014/306)</p>
Implementation	2016: Q3-Q4
Deliverable(s)	<ol style="list-style-type: none"> 1. National training plan further developed based on the needs, priorities and available resources of the relevant Greek authorities. 2. Train-the-trainer trainings delivered in the EASO Training Curriculum for up to 15 employees of the Asylum Service. 3. Train-the-trainer trainings delivered in the EASO Training Curriculum for up to 6 employees of the Reception and identification Service. 4. Train-the-trainer trainings delivered in the EASO Training Curriculum for up to 3 employees of the Department for the Protection of Vulnerable Groups, Refugees and Asylum Seekers / MoLSS. 5. National trainings delivered in the EASO Training Curriculum, in particular the core modules Inclusion, Interview Techniques and Evidence Assessment (with the support of Member State coaches for national EL trainers).

EASO Measure EL 8: Tailor-made ad-hoc workshops	
Responsible Authorities	Asylum Service, Appeals Authority, Reception and identification Service, Managing Authority (YDEAP)
Current situation	The responsible authorities are in the process of further strengthening their capacity in the field of asylum, reception and management of EU funding.
Objective(s)	Improved expertise of stakeholders involved in international protection and reception-related matters at 1 st and 2 nd instance as well as the management of financial programs (Program Stakeholder Management).
Pre-condition(s)	<ul style="list-style-type: none"> – EL will appoint a Measure Coordinator by each responsible authority. – Training location(s) and further facilities provided by stakeholders' national institutions.
EASO support	<p><i>4 workshops / ad-hoc thematic seminars are delivered, 20 expert participation in each, for a duration of each workshop in total, including preparation, up to 6 days each. Workshop topics to be indicated by the responsible authorities.</i></p> <p>Participation of EL delegates as category A in EASO-related activities.</p>
Implementation	2016: Q3-Q4
Deliverable(s)	2 tailor made workshops delivered, <i>covering various areas of international protection and reception as well as the management of financial programmes.</i>



	<i>Participation of Greek authorities in various EASO workshops and meetings in Malta (or other locations as necessary).</i>
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EASO Measure EL 9: Study visits of EL officials to EU Member States	
Responsible Authorities	Reception and identification Service
Objective(s)	On-going exchange and cooperation between the EL authorities and other Member States in the area of reception, expanding their institutional network and further strengthening of their bilateral relations.
Pre-condition(s)	<ul style="list-style-type: none"> – EL will appoint a Measure Coordinator per authority. – Establishing an inter-ministerial coordination group, in case the beneficiaries opt for a common study visit.
EASO support	<p>EASO will facilitate the contacts between Greece and the Member State to be visited for improved exchange of best practices, positioning and visibility of the beneficiaries with their partners in the EU.</p> <p>EASO will provide logistical support, including advising on best-practice cases and Member States to be visited –taking into consideration the needs of EL.</p> <p><i>1 study visits/ approx. 6 participants per study visit of max. 3 calendar days.</i></p> <p>Participation of EL delegates as category A.</p>
Implementation	<i>2016: Q3-Q4</i>
Deliverable(s)	1 study visits/2 per institution organised to allow the personnel of the above-mentioned institutions to benefit from the experiences in other Member States.

EASO Measure EL 10: Support with the absorption of EU funds and other financial resources	
Responsible Authorities	<p>European and Development Programs Division (YDEAP)</p> <p>Department for the Protection of Vulnerable Groups, Refugees-Asylum Seekers/ Responsible Authority of the European Refugee Fund, Ministry of Labour and Social Solidarity, Directorate of Social Solidarity</p> <p>*The Responsible Authorities will depend on the management structure for AMIF and ISF. Nevertheless, at this point in time, it is expected they will all play a role in the migration system in one capacity or another.</p>
Current situation	In order to finance its migration system, from reception to returns, Greece relies on AMIF, ISF, ERDF, FEAD and EEA funds. YDEAP is the Responsible Authority for AMIF and ISF. Currently, elements of the migration system – more specifically the responsibility for the operation of the existing Open Accommodation Centres – are divided between the MoLSS and MoI. Greece also relies on international and non-governmental organisations to implement

	<p>parts of its programs and projects.</p> <p>YDEAP has yet to designate its management structure but regardless of the model it adopts, the use of multiple sources of funding will require effective coordination and communication and the development of tools and systems to ensure the optimal absorption of funding, ensure “complementarity” between funds and minimize risks of mismanagement that could lead to financial corrections, or even the collapse of the programs/projects.</p> <p>So far, Greece has had varying success in absorbing funds under ERF, EBF, RF and EIF. Financial corrections remain a threat for every year of programming (2007/8 – 2013). It also faces high level of migratory influx, as well as several financial constraints.</p>
Objective(s)	Enhanced capacity and knowledge of Greek officials in designing and implementing the necessary tools and systems to facilitate the management and maximise the use of EU funds and other financial resources and to set up a consistent and stable program with the funds available.
Pre-condition(s)	<ul style="list-style-type: none"> – EL will appoint a Measure Coordinator. – Greece will designate staff duly mandated to achieve the objectives and with the relevant knowledge and expertise, to work with EASO’s experts.
EASO support	<p>2 activities/ 1 expert/ 72 calendar days each, 2 travel days each per mission</p> <p>Support will be delivered through hands on practical expertise provided by long-term and short-term EASO experts, and substantiated as needed with training.</p> <p>Experts will be deployed to all relevant Ministries/Departments, depending on the specific needs of the Greek counterparts and the expertise of the deployed experts. The experts will have a coordinating mandate to centralise information, ensure “complementarity”, avoid duplication and support effective communication.</p>
Implementation	<i>2016: Q3-Q4</i>
Deliverable(s)	<ol style="list-style-type: none"> 1. Communication and consultation procedure designed and implemented in order to facilitate coordination between stakeholders. 2. Management and Control System finalised, including: <ul style="list-style-type: none"> - Design of management structure (if not in place already). - Drafting of processes (calls for proposals, procurements, payments, reporting). - Monitoring system (addressing requirements of all funding sources). 3. Monitoring system implemented through on-the-job coaching/training: <ul style="list-style-type: none"> - All projects to be monitored on site as per agreed schedule under the Management and Control System. 4. Internal auditing of the Management and Control System effectively performed:



	<ul style="list-style-type: none"> - Test audits introduced by EASO experts to check the system. <p>5. Calls for proposals implemented:</p> <ul style="list-style-type: none"> - Preparation of relevant documents in accordance with European standards.
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EASO Measure EL 11: Support of the Reception and Identification Service in planning and implementing projects	
Responsible Authorities	Reception and Identification Service
Current situation	The Reception and Identification Service is facing shortage of staff, which inter alia results in challenges to administer and manage multiple tasks related to first reception and reception of applicants for international protection. In order to finance its various activities, relevant funding sources (national budget, EEA Grants, EBF and ISF) need to be combined and streamlined.
Objective(s)	Enhanced capacity and knowledge of FRS staff to plan, implement and monitor projects with different funding sources.
Pre-condition(s)	– EL will appoint a Measure Coordinator.
EASO support	3 activities/ 2 experts/ 50 calendar days, 2 travel days each per mission Support will be delivered through hands on practical expertise provided mainly by long-term and if needed by short-term EASO experts, and substantiated as needed with training.
Implementation	<i>2016: Q3-Q4</i>
Deliverable(s)	<ol style="list-style-type: none"> 1. Support provided on planning and implementing projects including methods to monitor projects of different funding sources (national budget, EEA Grants, EBF, ISF) on an consolidated basis and draft project reports (monthly, quarterly, intermediate, final) and other statistics through the design and effective management of a database system and the use of a data analytics software (proper documentation included). 2. Assistance given in preparing and drafting concept papers and project proposals for submission to EU and other funding mechanisms. 3. Workshops/seminars organised for the staff of the Reception and identification Service and other external employees of the Service or related counterparts concerning the progress and proposals of its assignment. 4. On-the-job coaching/training provided for staff working on externally funded projects.

EASO Measure EL 12: Mid-term review and final evaluation of the implementation of the EASO Special Support Plan to Greece
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Responsible Authority	EASO
Objective(s)	Evaluation of the implementation of the EASO Special Support Plan to Greece.
Pre-condition(s)	<ul style="list-style-type: none">– Appointment of staff responsible for subject-related topics.– Aggregate and summarise the views of the Greek responsible services.– Ensure that the evaluation team has access to and has consulted all relevant information sources and documents related to the special support plan.
EASO support	2 activities / 2 experts/ 5 calendar days each, 2 travel days each
Implementation	<i>2016: Q4</i>
Deliverable(s)	1. Completed final evaluation, which will assess the performance of the EASO Special Support Plan to Greece, as well as identify key lessons and proposing practical recommendations for follow-up actions.