



EASO SPECIAL OPERATING PLAN TO GREECE

Valletta Harbour and Athens, December 2016



Hereby the Executive Director of the European Asylum Support Office (EASO) and the Minister of Migration Policy of Greece agree on the EASO Special Operating Plan for the deployment of Asylum Support Teams and the provision of technical and operational assistance to Greece.

EASO shall send a copy of the Special Operating Plan to the Members of the EASO Management Board.

Valletta Harbour and Athens,
15 December 2016

Executive Director of the European
Asylum Support Office

Minister of Migration Policy of Greece

Signed

Signed

José Carreira

Ioannis Mouzalas



1. INTRODUCTION

This Special Operating Plan (SOP) 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. Furthermore, according to the availability of the operational budget and the emerging needs at the field, EASO could assist with the provision of infrastructure, services and logistical support (i.e. mobile offices, ICT, private security services, staff transport, transport of asylum seekers, renting of offices etc. as appropriate).

1.1. Flexibility Clause

The Special Operating Plan aims to provide timely, active and flexible support to the identified needs of the Host Members State. The foreseen activities will be implemented in consideration of the changing circumstances of the international protection and reception systems in the Member States, as well as any specific circumstances on the ground, and subject to the availability of financial resources and experts.

The calendar of the activities in the SOP is a forecast and may change. Any change will be subject to a discussion between EASO and the Host Member State. The Executive Director of EASO is authorised to make changes that may be accommodated within the objectives of a measure without requiring an amendment of the Special Operating Plan, provided that they do not affect the overall budget and that the Host Member State is timely informed in writing.

1.2. Lawfulness and Respect of Fundamental Rights

Support related to the participation in EASO activities under the Special Operating Plan to Greece must be carried out in a way that fully respects human dignity. All persons involved in operational support activities shall maintain the highest standards of ethical conduct, professionalism, respect and promotion of fundamental rights and international protection. This particularly applies vis-à-vis persons who are in need of international protection. They are expected to meet obligations imposed upon them by the provisions of this Special Operating Plan to Greece and shall comply with the rules of their mandates. Whilst taking part in the EASO operational support activities, personnel shall respect the applicable International law, European Union law and the national law of the Host Member State. They shall maintain the highest standards of integrity and conduct. They are to act responsibly and proportionally to current objectives. Whilst carrying out supporting functions, personnel must not discriminate persons on grounds of sex, race, religion, ethnic origin, age or sexual orientation. Personnel are expected to treat every person with courtesy, respect and due consideration for the nature of any legitimate activity in which they are engaged. To perform their duties properly, they shall serve the public interest and refrain from any activities which could undermine or compromise their independence and the appropriate performance of their duties.

During the implementation of the Special Operating Plan to Greece, all participants must apply a "zero tolerance" attitude with respect to the infringement of fundamental human rights. All participants in EASO operational support activities shall act in accordance with the Code of Conduct.

1.3. Confidentiality and data protection

Without prejudice to the public right of access to documents as laid down in Regulation (EC) 1049/2001 of the European Parliament and of the Council of 30 May 2001, regarding public access to European Parliament, Council and Commission documents and the EASO implementing rules on access to



documents¹, all versions of this document shall be made available to the authorities referred to in each EU Member State, including where there is participation of Iceland, Liechtenstein, Norway and Switzerland. This document shall be made available to interested parties on a need to know basis, in accordance with national rules for the dissemination of levels of information. This will be done on a case-by-case basis.

Upon signing the EASO Special Operating Plan to Greece, it shall be made publicly available.

Personal data will be processed in accordance with Regulation (EC) 45/2001 of the European Parliament and the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data.

2. MEASURES

This chapter of the EASO Special Operating Plan to Greece describes the various measures to support the Greek authorities in the field of international protection and reception.

Greece and EASO will provide the Member States experts with information on the general state of play with regard to the procedure for international protection and reception system in Greece and specific information about the state of play of the deliverables as described in the specific measures. Every effort will be made to provide a working place for the expert(s) participating in the activities to implement the Special Operating Plan. EASO will provide the technical equipment required for the work of the expert teams and will reimburse costs incurred by persons participating in the activities, according to the specific EASO rules.

EASO will provide technical support to experts participating in the EASO Special Operating Plan to Greece with the aim of ensuring that the products delivered make good use of the expertise and information already available to EASO. All intellectual property rights of the work of the experts performed in the context of the Special Operating Plan are vested in EASO. Selected products developed under the EASO Special Operating Plan to Greece may be published.

The final evaluation will aim to assess EASO's performance, identify key lessons learned and good practices in the framework of the Special Operating Plan to Greece.

EASO will maintain close cooperation and communication with the relevant stakeholders.

¹ Decision No. 6 of the Management Board of EASO of 20 September 2011 laying down practical arrangements regarding public access to the documents of EASO.



<p>EASO Activity HEL 1: Support with the provision of relevant information to potential relocation candidates, the lodging (full registration) process at the Asylum Service (<i>Regional Asylum Offices in Athens, Thessaloniki, Alexandroupoli</i>) and the Escalation Desk of the Relocation Unit</p>	
Responsible authorities	Asylum Service, Regional Asylum Offices and Asylum Units <i>as relevant</i>
Current situation	<p>A large number of third country nationals are currently on mainland Greece spread among multiple locations. The majority of these are coming from countries affected by war and violence (Syria, Iraq, and Afghanistan). The main points of entry of these migrants were, until the EU-Turkey statement, the islands along the blue border with Turkey. The great majority of the migrants that arrived on the islands prior to 20th March 2016 did not express their intention to apply for international protection in Greece but are now staying in mainland Greece. Given their high number on the mainland, the Greek authorities undertook a pre-registration exercise during June and July 2016 in order to ensure that such persons are registered in an orderly manner in view of having their application for international protection lodged in accordance with Art. 6 APD which entered into force on 20th July 2015. The aim of the exercise was, inter alia, to identify those eligible for family reunification or relocation to another EU country. It also identified persons with specific needs so that they may be referred to the appropriate organizations and receive assistance and support. Throughout this massive exercise approx. 28,000 persons were registered. Following this, those pre-registered were given an appointment with the Asylum Service to lodge their asylum claim (including for the purpose of family reunification and relocation).</p> <p>Following the pre-registration, expanded capacity of the Asylum Service was ensured to fully register and process asylum claims and follow up family reunification and relocation cases.</p> <p>In order to ensure that the relocation procedure may be duly applied in an efficient manner, the assistance of a case distribution/matching system will become a necessary complement to the process.</p>
Objective(s)	<ol style="list-style-type: none"> 1) Potential applicants for international protection to be informed about the next steps of the relocation procedure. 2) Support in the full registration of the relocation applicants 3) Support the relocation process through the launch and operation of a case distribution/matching system to be used by the Greek Asylum Service that may facilitate the integration in the Member States of Relocation.
Registered Pre-condition(s)	Information material about the Greek procedure for international protection/relocation and other background documents provided.



EASO support	<p>6 activities/23 experts/ 45 days each, 2 travel days</p> <p>6 activities/5 Member States interpreters/ 45 days each, 2 travel days</p> <p>Necessary interpreters out of the EASO Interpreters Framework Contract (in total 18 interpreters)</p> <p>Envisaged place of deployment: Primarily Athens, Thessaloniki and Alexandroupoli/ northern part of Greece.</p> <p>A gradual approach will be applied for the deployment of experts and interpreters, which is subject to budget availability.</p>
Implementation	2017: Q1-Q3, with the possibility to extend in Q4
Deliverable (s)	<ol style="list-style-type: none"> 1. Information provided on international protection procedures in Greece and advice as to where and how applications may be lodged (including information on the Dublin and relocation procedure), as well as the cooperation requirement and possible consequences of non-cooperation (including consequences of absconding at the relocated MS). Information provided on the relevant next steps in the procedure (decision process, reception facility). Such information should focus in particular on the importance of providing, upon the lodging of the asylum application, all relevant information, that will allow the Asylum Service to refer the application to the most appropriate procedure (national asylum procedure, Dublin procedure, or relocation). In addition, the 'escalation desk' will be supported, to provide advice on the best possible solutions in contentious cases. Advice provided on nationality assessment and possible security (exclusion) issues to caseworkers fully registering relocation candidates. Support through an 'escalation desk' at the Relocation Unit to provide advice on how to deal with contentious cases. 2. Support for fully registering relocation candidates to manage the caseload of pre-registered persons, including through the provision of qualified interpreters. 3. Assistance provided in implementing the Council Relocation Decisions with the use of the EASO case distribution/matching system.

EASO Activity HEL 2: Support with handling outgoing Dublin take charge requests	
Responsible authority	Asylum Service, Dublin Unit
Current situation	<p>The European Commission proposed to make use of the emergency response mechanism under Article 78(3) of the Treaty on the Functioning of the European Union. This provision, which is being activated for the first time, aims to set up an emergency relocation scheme to assist Member States in need. Brief description of the registration and Dublin procedure in Greece:</p> <p>Third country nationals are registered as applicants for international protection in the Asylum Service's database (ALKIONI). The full registration form contains information on the identity of the applicant but also Dublin relevant information</p>



	<p>(hierarchy of criteria), previous applications for international protection and a few questions relating to the current application.</p> <p>Following the registration process, when circumstantial evidence and proof are available regarding the possible request to another Member State (e.g. on humanitarian grounds due to family/cultural relations, i.e. use of discretionary clause as per Art. 17(2) of recast Dublin), the Regional Office refers the case to the Dublin Unit by sending an e-mail informing about the present case and file number. The physical file is then forwarded to the Dublin Unit. It includes the registration form and inter alia any documents submitted by the applicant such as consent for reunification and/or documents from family members residing in other Member States etc. All information and scanned documents are uploaded in ALKIONI.</p> <p>The Dublin Unit has expanded rapidly since September 2016, in order to deal with the much higher number of outgoing requests. As a result, most Dublin officers are junior and inexperienced and the need for experienced Dublin experts is emerging</p>
Objective(s)	Processing of potential Dublin cases, including in the context of relocation, in which another Member State could be responsible for examining the application for international protection, in a manner that respects the criteria of the Dublin Regulation, as well as the principles of equity, fairness and efficiency.
EASO support	<i>6 activities/ 1 expert/ 60 days each, 2 travel days.</i>
Implementation	2017: Q1-Q4
Deliverable (s)	<ol style="list-style-type: none"> 1. Support provided in particular with the re-submission of rejected Dublin and relocation cases, by providing legal advice to the Greek Dublin Unit, including vulnerability and BIA as necessary, and supporting communication with the receiving Member State. 2. Information provided to candidates and participating Member States, including on transfer, as appropriate.

EASO Activity HEL 3: Support with the detection of possible document fraud	
Responsible authority	Asylum Service
Current situation	<p>Secure identity documents are presented as proof of identity and nationality for full registration in the international protection procedure. Document verification is crucial in ensuring that these documents are both genuine and presented by the rightful holder.</p> <p>In this context, there is a need for advice and workshop regarding the examination of identity documents. No unit or expert team specialised on the examination of identity documents exists, although staff have received relevant training from the Hellenic Police. Suspect documents are referred to the Hellenic Police for verification.</p>



Objective(s)	Increased awareness of different types of identity documents and of document abuse and associated criminality. Increased confidence in what to look for when presented with an identity document.
EASO support	3 activities/ 2 experts/ 60 days each, 2 travel days
Implementation	2017: Q1-Q2, possibility to extend in Q3-Q4
Deliverable (s)	1. Provide advice on existing practices, techniques, tools and tips related to identity documents (especially related to documents of claimed Syrians, Iraqis, Afghanis and Palestinians – stateless persons).

EASO Activity HEL 4: Support with the implementation of the EU-TR statement and enhancement of the Asylum and Reception system	
Responsible authority	Asylum Service, Regional Asylum Offices and Asylum Units Reception and Identification Service, Appeals Authorities
Current situation	<p>On 18 March, following the EU-Turkey Joint Action Plan activated on 29 November 2015 and the 18 March EU-Turkey statement, the European Union and Turkey decided to take measures to end the irregular migration from Turkey to the EU. During the meeting of the European Council it was agreed to return all newly arriving irregular migrants crossing from Turkey into the Greek islands as of 20 March 2016. This will take place in full accordance with EU and international law, thus excluding any kind of collective expulsion. All migrants will be protected in accordance with the relevant international standards and in respect of the principle of non-refoulement. Migrants arriving in the Greek islands <i>after the</i> 19th of March 2015 will be duly registered and any application for asylum will be processed individually by the Greek authorities in accordance with the Asylum Procedures Directive. Migrants not applying for asylum or whose application has been found unfounded or inadmissible in accordance with the said directive will be returned to Turkey.</p> <p>In addition, in order to further the implementation of the EU –TR Statement and in line with the discussions held at the 21st Management Board of EASO on 6 and 7 June 2016 and the conclusions of the JHA Council meetings of 9-10 June, support is to be provided to undertake eligibility/full asylum examination procedure for nationalities with low recognition rates. Joint processing of asylum claims shall be undertaken in accordance with the Greek law n. 4375/2016, in particular article 60 par. 4, and in implementation of article 31 para. 8 of the APD. <i>Given the continuous exigencies, in particular the fact that Greece is receiving a highly disproportionate number of asylum seekers, Greece is considering amending its law to allow for the participation of experts deployed by EASO in all first instance asylum procedures.</i></p>
Objective(s)	Applications for international protection to be processed on a case-by-case basis and their admissibility assessed <i>and/or, for cases selected according to the conclusions of the JHA Council meetings of 9-10 June, the merits of the</i>



	<i>applications is examined. Cases considered admissible will also be examined on their merits.</i>
EASO support	<p><i>150 experts / 6 months / 2 travel days per mission</i></p> <p><i>15 Member States interpreters / 6 months, 2 travel days per mission</i></p> <p><i>Necessary interpreters out of the EASO Interpreters Framework Contract (in total 135 interpreters)</i></p> <p>A gradual approach will be applied for the deployment of experts and interpreters, which is subject to budget availability.</p>
Implementation	<i>2017: Q1-Q2 and the possibility to extend in Q3-Q4</i>
Deliverable(s)	<ol style="list-style-type: none"> 1. Information provision to potential applicants for international protection. 2. Vulnerability assessments and best interest assessment of separated children conducted to identify and refer vulnerable applicants to the appropriate procedure. 3. Admissibility interviews conducted, opinions drafted and decisions recommended; applicants notified where appropriate. 4. <i>Interviews on different asylum procedures, opinions drafted and decisions recommended; applicants notified where appropriate.</i> 5. Intent to appeal recorded and channelled to the responsible authority, where appropriate. 6. Assistance provided in managing the workflow (scheduling appointments, flow management, document management, <i>statistics</i> etc.). 7. Quality of interviews and opinions monitored and recommendations and guidance on standards, as well as country of origin and other relevant information provided to experts and caseworkers 8. Assistance provided the Asylum Service on the use of possible different tools to help increase efficiency 9. Where appropriate support with staff the full registration of applicants for international protection. 10. Deployment of support staff (IT, admin etc.) to the hotspots and other locations, Authorities to ensure the efficiency of the Asylum operations.

EASO Activity HEL 5: Practical Support in the operation of the Reception and Identification Centres	
Responsible authorities	Reception and Identification Service
Current situation	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>In the past 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 established 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	7 activities / 13 experts / 50 calendar days each, 2 travel days each
Implementation	2017: Q1-Q4
Deliverable(s)	<p>Support delivered in the day-to-day operation of Reception and Identification Centres:</p> <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. Liaison, information and referral provided to the relocation process, helping other EASO teams to identify, inform and refer interested residents

EASO Activity HEL 6: Support in training EL personnel in the framework of the EASO Training Curriculum	
Responsible Authorities	<p>Asylum Service, Reception and Identification Service</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>



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 of the Asylum Service, the Reception and Identification Service and the Department for the Protection of Vulnerable Groups, Refugees and Asylum Seekers through further implementation 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	<p>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: Inclusion, Interviewing Techniques, Evidence Assessment, Fundamental Rights and International Protection in the EU, Reception, Module for Managers in the area of asylum and others upon request.</p> <p>Train-the-trainer sessions: 5 activities/7 trainees/ 4 calendar days</p> <p>Participants in the Train-the-trainer sessions, organised by EASO fall under Category A (Decision EASO/ED/2014/306) This also applies to relevant working groups (e.g. on EPS, asylum procedures, DublinNet).</p>
Implementation	2017: Q1-3-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-trainers' sessions and national trainings delivered in the EASO Training Curriculum with participation of up to 35 employees of the Asylum Service. 3. Train-the-trainers' trainings delivered in the EASO Training Curriculum with participation of up to 6 employees of the Reception and identification Service. 4. Train-the-trainers' trainings delivered in the EASO Training Curriculum with participation of 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 Activity HEL 7: 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. – Workshop location(s) and further facilities provided by stakeholders' national institutions.
EASO support	<p><i>6 workshops / ad-hoc thematic seminars 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>Tailor-made seminars, for instance on Dublin procedures, will be organized by EASO upon request</p> <p>Participation of EL delegates as category A in EASO-related activities.</p>
Implementation	<i>2017: Q1-Q4</i>
Deliverable(s)	<p><i>6 tailor made workshops delivered, covering various areas of international protection and reception as well as the management of financial programmes.</i></p> <p><i>Participation of Greek authorities in various EASO workshops and meetings in Malta (or other locations as necessary).</i></p>

EASO Activity HEL 8: 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 Member States 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>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>2017: Q3-Q4</i>



Deliverable(s)	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 Activity HEL 9: 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	<p>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 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 available funds.
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/ 180 calendar days each, 4 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 seminar.</p> <p>The expert will be deployed to relevant Ministries/Departments, depending on the specific needs of the Greek counterparts and the expertise of the deployed experts. The expert will have a coordinating mandate to centralise information,</p>



	ensure “complementarity”, avoid duplication and support effective communication.
Implementation	2017: Q1-Q4
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: <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. 5. Calls for proposals implemented: <ul style="list-style-type: none"> - Preparation of relevant documents in accordance with European standards.

EASO Activity HEL 10: 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 RIS staff to plan, implement and monitor projects with different funding sources.
Pre-condition(s)	– EL will appoint a Measure Coordinator.
EASO support	2 activities/ 1 expert/ 180 calendar days each, 4 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	2016: Q1-Q4



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 a 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 Activity HEL 11: Practical support to enhance the identification and quality of the response to vulnerable applicants	
Responsible Authority	Reception and Identification Service, Asylum Service
Current situation	Due to the high influx of migrants to Greece, the Reception and Identification Service is facing a challenge to swiftly identify vulnerable persons to determine their special reception needs and referral for further support and assistance of such persons. Similarly, the Asylum Service is receiving a large number of applications for international protection. Therefore, it has become necessary to establish an overlapping mechanisms for early identification of vulnerabilities and a referral pathway. Having to recruit a high number of additional staff, it is crucial to ensure that the specialised skills required to identify and refer vulnerable applicants for further processing.
Objective(s)	Strengthened capacity of Reception and Identification Service and Asylum Service to identify, assess and refer vulnerable applicants to ensure that special procedural needs and special reception needs are appropriately addressed.
Pre-condition(s)	<ul style="list-style-type: none"> – EL will appoint a Measure Coordinator in each the RIS and the AS. – EL will designate staff duly mandated to achieve the objectives and with the relevant knowledge and expertise, to work with EASO Experts.
EASO support	1 activity / 2 experts / 60 calendar days each, 2 travel days each 1 activity / 2 experts / 60 calendar days each, 2 travel days each 1 activity / 2 experts/ 60 calendar days each, 2 travel days each
Implementation	2017: Q1-Q4
Deliverable(s)	<ol style="list-style-type: none"> 1. Support with early identification of vulnerable applicants by establishing a mechanism on identification of special needs, and providing training to



	<p>relevant reception and asylum officials on identification and on specific topics, including THB and child protection</p> <ol style="list-style-type: none"> 2. Assist in the development of specific referral pathways of vulnerable applicants, including unaccompanied children, separated children, victims of trafficking, persons subjected to torture and other serious forms of violence including sexual violence, applicants with mental health issues or serious medical conditions etc. 3. Development of standard operating procedures and/or manuals for carrying out vulnerability assessments and addressing special needs in the reception system and in the asylum procedure.
--	---

EASO Activity HEL 12: Mid-term review and final evaluation of the implementation of the EASO Special Operating Plan to Greece	
Responsible Authority	EASO
Objective(s)	Evaluation of the implementation of the EASO Special Operating 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 Operating Plan.
EASO support	2 activities / 2 experts/ 5 calendar days each, 2 travel days each
Implementation	2017: Q3-Q4
Deliverable(s)	1. Completed final evaluation, which will assess the performance of the EASO Special Operating Plan to Greece, as well as identify key lessons and propose practical recommendations for follow-up actions.