

CASH ASSISTANCE: INFORMATION FOR PEOPLE MOVING FROM SITES TO UNHCR ACCOMMODATION MARCH 2017

Did you recently move from a Government operated formal site to another type of accommodation operated by a UNHCR partner organisation, such as a hotel or an apartment?

If so, here is what you need to know:

- You will continue to receive cash assistance in the new accommodation setting.
- You will be issued with a new cash card in the accommodation that you move to, as soon as you notify the UNHCR partner organisation in the accommodation of your arrival and of your previous place of residence. This information is critical and will be verified prior to providing you and your family with cash assistance.
- The cash card you received in the site you are leaving will continue to function but no more cash will be transferred to that cash card. This means that you can still access the money provided on that cash card until the balance is zero and the entire amount has been withdrawn.
- The amount of cash assistance you will receive after moving, depends on what type of accommodation you are moving to and whether it provides catering or not.
- For example, if you are moving to a hotel where catering is provided, even if there is a presence of an industrial or communal kitchen, the amounts you receive will be the same as what you currently receive in a catered site.
- For example, if you are moving to an apartment, where you have access to cooking facilities or individual kitchens, the amounts you receive will be higher than what you currently receive in a catered site, because you will no longer receive catering.

What do I need to do?

- Before your departure, please inform the agencies providing cash and site management in the Government operated site where you have been living that you will soon move.
- Upon arrival, please inform the UNHCR partner organisation who is providing cash assistance in the **new** accommodation of your previous site residence and if possible the name of the agency that provided cash assistance there.

Will I continue to receive cash assistance in my previous location?

- No, when you leave your current site, you will be assisted **only** in your accommodation.
- In order to avoid duplication and to ensure that all agencies providing cash assistance can help as many people as possible, you will be discontinued from cash assistance by agencies in sites, when you move into an apartment or hotel accommodation managed by a UNHCR partner organisation.
- There are limited places in sites and in accommodation facilities, so occupying a container or room at a site after leaving that site, means that there are even less spaces for other people in need. Measures have been put in place to prevent such situations from arising and to resolve ongoing instances.
- As all agencies and programs have limited budgets, duplications will be captured by the verification and identification system, and recorded on your file. This may affect your chances of receiving timely assistance in the near future. Receiving assistance twice whether intentionally or accidentally, will affect others having access to cash assistance and benefiting from the program.

If I move, when will my new cash card be loaded?

- You will receive cash assistance on a monthly basis, so if you move at the beginning or middle of the month, you will only receive your next transfer the following month, in your new accommodation. For example: If you received a cash transfer on 2nd of February in the site you were living in and you moved into UNHCR partner operated accommodation on 15th of February, you will only receive the next cash transfers in the UNHCR accommodation starting in the month of March.
- As you may not be issued with a new cash card and provided with a cash payment *immediately upon your arrival* in your new accommodation, be cautious not to spend all the monthly payment received

before leaving the site and moving to the accommodation. If you do, be aware that you will not receive an extra transfer before the following month.

- If you missed a payment when you moved, or you moved to a site where catering is not provided and you need the allocated money for self-catering, please approach the UNHCR partner managing your accommodation to explain your circumstances.

What does the cash assistance cover?

The amounts provided to you by this cash assistance are specifically for your household's most essential everyday needs such as food, general transportation, basic communications, clothing, hygiene items, over the counter medicine for incidental cases and basic school materials.

Can I get additional financial assistance for transportation?

If you are living in a UNHCR supported accommodation setting, and your official appointments with the Asylum Service, an Embassy, or medical facility **requires long distance travel**, UNHCR through its respective partner who manages the accommodation facility, will assist you with transportation. You should approach your case manager or social worker for more information.

If your official appointment **does not require long distance travel**, UNHCR does not provide tickets for transportation to and from official appointments with the Asylum Service for people currently living in Government operated formal sites and the UNHCR partner accommodation settings. Your local transportation needs should be covered by you, from your monthly cash assistance.

If you have been notified by the Asylum Service with a decision on the basis of which you will be relocated to another country under the Relocation Scheme, assistance for your departure to the country of relocation will be provided by IOM.

If you have been notified by the Asylum Service with a decision on the basis of which you will be reunited with family members in another country, (under Dublin regulations), UNHCR will assist with your transportation to that country.

Can I get additional financial assistance for medical treatment?

Your cash card does not cover exceptional medical treatment, such as costly medicines and regular checks for chronic and long term conditions or acute diseases or disabilities, surgical interventions, and child birth.

If you are experiencing exceptional medical circumstances leading to extreme financial burden, you **may** be eligible for further assistance. For those situations, you are requested to approach UNHCR staff or the organisation providing accommodation in your location, to find out if any support can be provided.

More information:

UNHCR, the Ministry of Migration Policy and partners are working together to ensure the provision of services both in sites and accommodation and are constantly trying to move people into better living conditions. The ongoing cash programs are intended for residents of both sites and accommodation and the cash grant amounts are calculated based on family size and meal services offered in those locations. They must not exceed amounts of social solidarity income, the safety net income program provided to the Greek population by the Greek state. While the amounts do not differ, different agencies provide cash assistance in different locations and accommodation programs.

Your cooperation to ensure that cash assistance is distributed in a fair and equitable manner is appreciated.