

HELIOS+

COMPREHENSIVE ACTIONS FOR THE INTEGRATION OF THIRD-COUNTRY NATIONALS INTO THE LABOUR MARKET

REGIONAL IMPLEMENTATION

PROJECT REGULATIONS HANDBOOK

English Version

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Με τη συγχρηματοδότηση
της Ευρωπαϊκής Ένωσης



ΕΛΛΗΝΙΚΗ ΔΗΜΟΚΡΑΤΙΑ
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Μετανάστευσης και Εσωτερικών Υποθέσεων (ΕΥΣΥΔ-ΜΕΥ)

HELIOS+

COMPREHENSIVE ACTIONS FOR THE INTEGRATION OF THIRD-COUNTRY NATIONALS INTO THE LABOUR MARKET

HELIOS+ IS AN UMBRELLA OF REGIONAL INTEGRATION PROJECTS AIMING TO SUPPORT BENEFICIARIES OF INTERNATIONAL PROTECTION (REFUGEES AND BENEFICIARIES OF SUBSIDIARY PROTECTION) AND BENEFICIARIES OF TEMPORARY PROTECTION TO INTEGRATE INTO THE GREEK SOCIETY. THE PROJECTS OFFER SERVICES PROMOTING INTEGRATION INTO THE LABOUR MARKET AND THE SOCIO-ECONOMIC LIFE OF GREECE, WHILE SIMULTANEOUSLY FACILITATING AUTONOMOUS AND INDEPENDENT LIVING AND PROMOTING THE EUROPEAN WAY OF LIFE. THE ACTIONS OF HELIOS+ INCLUDE CAREER COUNSELING COMBINED WITH PROFESSIONAL TRAINING PROGRAMS, GREEK LANGUAGE COURSES, INTEGRATION COUNSELING AND MONITORING, RENTAL SUBSIDIES AND ACTIONS PROMOTING SOCIAL COHESION

The HELIOS+ Projects are implemented by the International Organization for Migration (IOM) and its partners in all Regions of Greece, co-financed by the European Social Fund (ESF+)

PROJECT IMPLEMENTATION DURATION:

Region	Duration (Months)
Eastern Macedonia and Thrace	22
Central Macedonia	20
Western Macedonia	18
Thessaly	20
Central Greece	18
Ionian Islands	18
Western Greece	24
Peloponnese	18
Attica	30
North Aegean	20
South Aegean	18
Crete	30

DURATION OF ELIGIBILITY FOR PARTICIPATION IN HELIOS+: UP TO 18 MONTHS

IMPORTANT: THE SERVICES OF THE HELIOS+ PROJECTS AND THEIR CONTINUED IMPLEMENTATION DEPEND ON THE AVAILABILITY AND CONTINUATION OF FUNDING, AS WELL AS THE DURATION OF THEIR IMPLEMENTATION IN EACH REGION.

ELIGIBILITY CRITERIA

To register for HELIOS+, the beneficiaries must meet ALL the following criteria:

1. LEGAL STATUS

They must have been officially issued a decision granting **international protection status** (refugee status or subsidiary protection status) by the Greek Asylum Service.

or

They must be beneficiaries of **temporary protection** in Greece based on the Executive Decision (EU) 2022/382 of the Council of the European Union.

or

they must have been relocated to Greece through family reunification procedures with a refugee, according to relevant legislation.

or

They must have been granted a **residence permit** of equal duration in Greece as family members of a beneficiary of international protection, according to relevant legislation.

2. EMPLOYMENT STATUS

Applicants must be **proven to be unemployed** at the time of registration with HELIOS+.

3. REGISTRATION DEADLINE

Beneficiaries can register with HELIOS+ within **twenty-four (24) months** from the date of notification of the decision granting international protection status, the decision granting a Residence Permit of equal duration or a Residence Permit due to family reunification, or from the date of initial issuance of a Temporary Protection Residence Permit, in accordance with the relevant legislative framework – as well as in relation to the duration of HELIOS+ implementation in the Region where they wish to receive services.

To assess eligibility and complete registration, the HELIOS+ staff collects the required information and documents, either original or certified copies, provided by the beneficiaries as issued by the competent authorities.



IMPORTANT NOTE: Beneficiaries who were unaccompanied minors at the time of notification of the decision granting international protection status or the initial issuance of a Temporary Protection Residence Permit are entitled to register with the Project up to twenty-four (24) months from the date they reach adulthood. The same deadline applies to beneficiaries who participated in HELIOS+ as minor household members and reached adulthood either before or after exiting the Project.

REGISTRATION

To register for HELIOS+, beneficiaries must sign the *Declaration of Participation and Acceptance of the Terms of the Action "HELIOS+: Comprehensive Actions for the Integration of Third-Country Nationals into the Labour Market" in the Region of Implementation* [hereinafter referred to as the Declaration of Participation]. By signing this declaration, beneficiaries acknowledge and accept the rights and obligations arising from their participation in the Project. Signing the Declaration of Participation marks the official registration of beneficiaries with the HELIOS+ Project for the specific Region and the start of their eligibility period, provided that all eligibility criteria are met.

All adult, non-dependent members of each household must sign the *Declaration of Participation*.

Within the framework of HELIOS+, a household is defined as follows:

- **Adults** (18 years and older) living alone.
- **Nuclear family** A family whose members live together and include one or both parents and their dependent children. If a nuclear family includes adult children, they must register with HELIOS+ separately as distinct households. Each distinct household includes the spouse and children, if applicable.
- **Extended family** A family whose members live together and include one or both parents, their dependent children, and extended relatives such as grandparents, aunts, uncles, cousins, nieces, nephews, and others, provided they are dependent on the family. "Dependent members" are individuals who rely financially or otherwise (e.g., for health-related reasons) on the family.
- **A minor or an adult living with their legal guardian**, where the two do not constitute a nuclear family as defined above. A "legal guardian" is considered a person appointed as a judicial guardian, trustee, or someone who has been granted or exercises parental responsibility, custody, or practical care of the minor under Greek law.



Registration in any Region's HELIOS+ Project must occur no later than **six (6) months** before the end date of each Regional Project.



Beneficiaries **cannot receive** HELIOS+ services in more than one Region at the same time.

What Happens If I Decide to Move to Another Region in Greece?

- You are allowed to relocate to another Region only once.
- Your right to receive HELIOS+ Project services in the Region you are leaving from ends upon your departure.
- If you move to another Region and wish to continue receiving HELIOS+ services, service provision will resume in the new Region from the point it was interrupted in the previous one, provided that you sign a new Declaration of Participation.

! RELOCATION AND SERVICE CONTINUATION IN ANOTHER REGION IS NOT PERMITTED IF AT LEAST ONE OF THE FOLLOWING CONDITIONS APPLIES:

- You have started Greek language classes in the Region you wish to leave from.
- You have received the first rental subsidy payment in the Region you wish to leave from.
- You have started Vocational Training in the Region you wish to leave from.

Eligible beneficiaries of HELIOS+ are invited to attend information sessions, where they have the opportunity to learn more about the Project. If they wish to enroll, they can sign the Declaration of Participation during these sessions. The information sessions are held regularly at: Reception Facilities operating in each Region, HELIOS+ Centers operating in each Region, and other locations communicated to beneficiaries by HELIOS+ staff, depending on arising needs.

After the registration of each adult beneficiary, HELIOS+ staff conduct a brief initial assessment of their profile to make a preliminary evaluation of their needs and expectations from the Project and to facilitate the provision of the prescribed services. Based on this information, the necessary referrals to other HELIOS+ services and, where applicable, other organizations for further support services will be prioritized.

FREQUENTLY ASKED QUESTIONS

1

Can I enroll in HELIOS+ if I have previously benefited from the HELIOS Project? What Services will I receive?

Beneficiaries who were enrolled as adults in the HELIOS Project and did not receive the full rental subsidy due to the Project's completion on November 30, 2024, can enroll in HELIOS+ and receive the full range of services.

Beneficiaries who participated in the HELIOS Project as minor household members and became adults before or after leaving the Project are eligible to enroll in HELIOS+ as adults and receive the full range of services.

Beneficiaries who were enrolled as adults in the HELIOS Project and fully received the rental subsidy can enroll in HELIOS+ but will not be eligible for the rental subsidy.

Beneficiaries who participated as adults in the HELIOS Project and voluntarily left before receiving the full rental subsidy they were entitled to are not eligible for HELIOS+. However, minor children of households that voluntarily left HELIOS+ and became adults before or after leaving are eligible to enroll in HELIOS+ and receive the full range of services.

2

What happens if I find a job while participating in the HELIOS+ Project?

If you find a job within the Region where you signed the Declaration of Participation during your participation in HELIOS+, you will continue to receive Project services. However, this is subject to specific regulations regarding Greek language courses and vocational training, which are detailed in the relevant sections of this Handbook.

3

Can I sign the Declaration of Participation in HELIOS+ and then decide to withdraw?

Yes, signing the Declaration of Participation does not obligate you to take any action; it simply ensures that you are eligible to benefit from HELIOS+ services. However, to access these services, you must comply with HELIOS+ regulations as outlined in this Handbook.

IMPORTANT: If all adult members of a household leave the Project for any reason, the entire household will be withdrawn from HELIOS+.

SERVICES OFFERED IN HELIOS+

EMPLOYMENT COUNSELING

HELIOS+ beneficiaries have the opportunity to benefit from Career Development and Employability Support services to become familiar with the Greek labor market and job search methods and, at the same time, to gain increased awareness of their professional profile.

INDIVIDUAL SESSIONS: Beneficiaries participate in monthly individual career counseling sessions, during which, after recording their educational and professional skills, an Individual Career Plan is developed. In this Plan, the goals and means for job searching, employment, and professional development in the Greek labor market are determined based on the interests and abilities of the beneficiary as well as the available demand at the local level. This Plan also outlines possible areas of vocational training that correspond to the profile of the beneficiary. As part of the monthly individual sessions, the Individual Career Plan is monitored and updated, while beneficiaries also receive information and guidance on issues related to employment, such as job searching via the internet, preparation for the interview process, information on types of employment contracts and familiarization with relevant documents, as well as information on available job opportunities in the local labor market and other training, internship, and/or volunteer opportunities offered by relevant institutions.

- ❖ Participation in individual employment counseling sessions is **mandatory if beneficiaries receive rental subsidies** according to what is described in the relevant section of this Handbook.

GROUP SESSIONS: Beneficiaries have the opportunity to share employment-related experiences with each other through group sessions organized by the HELIOS+ staff. They also have the possibility to participate in targeted empowerment group sessions based on the needs of the beneficiaries and the labor market, as well as in sessions related to entrepreneurship.

CERTIFICATIONS: In order to enhance the employment prospects of beneficiaries, HELIOS+, following an assessment by its relevant staff, covers expenses for obtaining certifications and documents, as well as costs related to participation in exams. Indicatively, such certifications and documents include a driver's license, foreign language proficiency certificates, official document translations, medical examinations required for employment, and the recognition of foreign certifications.

- ❖ **This support is provided in the form of reimbursement to beneficiaries.** Specifically, beneficiaries pay the required amount to the service provider of their choice and then receive reimbursement from HELIOS+ upon submission of the necessary supporting documents and approval of the relevant payment.

NETWORKING WITH EMPLOYERS: As part of its support for beneficiaries' integration into the labor market, HELIOS+ facilitates their networking with employers and external organizations by providing relevant information and undertaking initiatives to connect them with the job market. These initiatives include career days, company visits or visits to other workplaces seeking employees, and digital events involving both employers and job seekers, all tailored to the interests and qualifications of beneficiaries and the needs of the local labor market.

VOCATIONAL TRAINING

HELIOS+, aiming to support and facilitate beneficiaries in entering the Greek labor market, offers subsidized vocational training programs for unemployed individuals in high-demand employment sectors. These programs align with the framework established for Continuing Vocational Training (C.V.T./Σ.Ε.Κ.) as defined by relevant legislation.

Each beneficiary may choose, based on their skills and personal interests, one of the available Vocational Training Programs offered under HELIOS+ in the Region where they receive services. The selected program must be completed within the beneficiary's designated participation period in HELIOS+, as specified in this Handbook.

Each Vocational Training Program consists of:

- **120 hours of theoretical training** including 100 hours of specialized subject training and 20 hours covering transversal skills and knowledge and
- **120 hours of practical training** conducted in relevant internship positions within public sector entities or private sector businesses related to the field of study.

Theoretical training is provided by providers collaborating with IOM, either in person at certified training centers or remotely through synchronous and asynchronous e-learning platforms.

To enroll in a Vocational Training Program, a beneficiary must meet **cumulatively** all the following eligibility criteria:

- ✓ **To be registered in HELIOS+ program**, having signed the Declaration of Participation
- ✓ **To be over eighteen (18) years old**
- ✓ **To be unemployed**
- ✓ To have attended at least **one (1) Individual Integration Counseling Session**.
- ✓ To have attended at least **one (1) Individual Career Counseling Session**.
- ✓ **Has attended at least 80% of the total hours of one (1) cycle of Greek language courses or has participated in at least two (2) information sessions on the European Way of Life, if exempt from mandatory Greek language courses.**

(See section 'Greek Language Lessons', page 8 of this Handbook)

The Vocational Training Programs are offered in Greek without the provision of interpretation services. For this reason, participants must have a sufficient knowledge of Greek (at least A2 level).

Successful completion of the Vocational Training Program is cumulatively dependent on:

1. The beneficiary's daily attendance, either in person or online (in the case of synchronous e-learning). The total number of absences must not exceed 20% of the total duration of each part of the Vocational Training Program (theoretical/laboratory sessions and practical training). In the case of asynchronous e-learning, confirmation of completion of the distinct submodules is required.
2. The evaluation of the beneficiary's knowledge and skills during and after the training.
3. The beneficiary's participation in the certification exams for the knowledge and skills acquired in the subject area of the training.

Beneficiaries who have successfully completed the Vocational Training Program, having participated in and passed the corresponding certification exams, receive an educational allowance of 5 euros gross per hour for both theoretical training and practical training attended. In the case of successful completion of the Vocational Training Program but failure in the certification exams, participants receive 70% of the designated educational allowance.

IMPORTANT: If the maximum allowable absence limit of the Vocational Training Program is exceeded, the right to participate in the program is revoked.

FREQUENTLY ASKED QUESTIONS

1

What happens if I find a job while I am already enrolled in and attending a vocational training program?

If you find employment during your participation in a Vocational Training Program, you must immediately inform the HELIOS+ staff, and in any case, your right to participate in the program is revoked.

2

What happens to the training allowance in case of absences within the allowable limit?

If you are absent during your participation in the Vocational Training Program within the allowable limit (i.e., absences do not exceed 20%), the allowance you receive will be reduced by the amount corresponding to the training hours you missed.

GREEK LANGUAGE

As part of the HELIOS+ Project, Greek language courses are offered in accordance with the applicable legislation for General Adult Education (G.A.E./Γ.Ε.Ε.).

Each course cycle consists of 250 hours and includes the teaching of fundamental vocabulary and grammar rules of the Greek language, based on the Common European Framework of Reference for Languages (CEFR) (levels A1, A2, B1, and B2+). For illiterate beneficiaries or those with low literacy skills, Special Preparation Cycle of the same duration (250 hours) are provided to support Greek language learning.

Greek language courses are conducted by certified providers using the following methods:

- **In-person** at the providers' certified facilities
- **Online (synchronous/asynchronous)** via digital platforms
- **A combination of in-person and remote learning**

A beneficiary is eligible to enroll in the Greek language courses if they meet cumulatively all the following conditions:

- ✓ Has **enrolled in the HELIOS+** by signing the *Participation Declaration*
 - ✓ Is **over 18 years of age**
 - ✓ Has attended at least **one (1) Individual Integration Counseling Session**
 - ✓ Has attended at least **one (1) Individual Career Counseling Session**
- ❖ Attendance of Greek language courses **is mandatory for beneficiaries receiving rental subsidy and their Greek language proficiency is assessed as lower than B1 level**, as described in the relevant section of this Handbook.

More Specifically:

- Beneficiaries with low literacy skills or illiteracy are required to attend the Special Preparation Cycle for Greek language learning, one A1-level course cycle, and one A2-level course cycle.
- Beneficiaries whose Greek language proficiency is assessed as suitable for A1-level classes must attend one A1-level course cycle and one A2-level course cycle.
- Beneficiaries whose Greek language proficiency is assessed as suitable for A2-level classes must attend one A2-level course cycle.

The obligation to enroll in and/or attend Greek language courses may be permanently (Permanent Exemption) or temporarily (Temporary Exemption) lifted, following a justified request by the beneficiary and an individualized assessment by HELIOS+ staff for the following categories of beneficiaries:

1. **Pregnant women beyond seven (7) months** and **mothers up to six (6) months postpartum**
2. Beneficiaries with **incurable/severe illnesses/health condition** that renders class attendance impossible.
3. Beneficiaries **of over seventy (70) years of age**.
4. Beneficiaries **enrolled in a formal education program** (e.g., public school, university) or participate in educational/training programs outside of HELIOS+.
5. **Beneficiaries with Greek language proficiency beyond the offered course levels.**
6. Beneficiaries **who find employment in a different Region other than the one registered and receive services from.**
7. Beneficiaries **who find employment in the same Region where they are registered and receive services from.**
8. **Other cases of beneficiaries who require exemption for serious reasons.**

Exemption from the obligation to enroll in and/or attend Greek language courses does not affect the amount of financial aid the household receives, except for beneficiaries who find employment in a different Region from where they are registered (Category 6 above). In this case, the aid is reduced by the amount allocated to the individual who can no longer attend.

Beneficiaries who are not required to attend classes under the above conditions and are over 18 years old may voluntarily enroll at any time during their 18-month participation period in the Project. However, enrollment must allow enough time for course completion within this period.

Successful completion of Greek language courses depends on:

1. Daily attendance, either in person or online (in case of synchronous distance learning). Absences must not exceed 20% of the total course duration, which corresponds to fifty (50) hours of absence. In the case of asynchronous distance learning, a certificate of completion for the distinct modules is required.
2. Assessment of the beneficiary's knowledge and skills, both during and after the training.

FREQUENTLY ASKED QUESTIONS

1

Will I receive a certification of my Greek language level after completing the courses?

After successfully completing the courses, you will receive a certificate of attendance.

Based on your performance, the instructors will assess your Greek language level, and if it meets the exam prerequisites, HELIOS+ will reimburse you for the exam participation fee as well as potential transportation costs to the exam location.

In this case, HELIOS+ will transfer the corresponding amount to your household's bank account, provided that you submit the following supporting documents to the Project staff:

- Proof of participation in the exams,
- Proof of payment of the exam participation fee,
- Any receipts of payment and/or transportation tickets.

2

What happens if I exceed the absence limit?

If you exceed the total absence limit, you will be removed from the course cycle, and rental subsidies will be suspended until you enroll in a new course cycle. Once re-enrolled, the rental subsidies will resume from that month onward.

In the case of multi-member households, members who exceed the allowed absence limit will be removed from the course, and the household's rental subsidy will be reduced by the corresponding amount for the number of members who exceeded the absence limit. The subsidy will be readjusted once those members enroll in a new course cycle, with payments resuming from that month onward.

3

What happens if I find a job within the Region where I signed the Declaration of Participation?

If you find a job within the same Region where you signed the Declaration of Participation in HELIOS+, you must immediately inform the HELIOS+ staff. You will continue to receive the Project's services, subject to the specific provisions regarding Greek language courses and vocational training, which are detailed in the relevant sections of this Handbook.

COUNSELING AND SUPERVISION OF THE INTEGRATION PROCESS

Beneficiaries of HELIOS+ are supported by specialized staff, who are responsible for monitoring their integration progress and assisting them with various daily and administrative issues related to their integration, facilitating their autonomous living in Greece.

INDIVIDUAL SESSIONS: Beneficiaries participate in monthly individual integration counseling sessions, during which they develop an Individual Integration Plan in collaboration with HELIOS+ staff. This plan defines their goals and areas of support. During these monthly sessions, the Individual Integration Plan is monitored and updated, and beneficiaries receive personalized support regarding challenges and issues they may face during their integration process. Among other things, beneficiaries are informed about available local services, referred to local agencies, and generally supported in increasing their interaction with local communities, developing connections with the host community, and familiarizing themselves with public services and bureaucratic procedures (e.g., guidance on applying for social benefits, issuing required documents, or completing necessary procedures such as enrollment in public schools, marriage and birth certificates, access to public health services, etc.). **Beneficiaries in need of additional specialized support will be referred to the relevant local social services or specialized agencies.**

- ❖ Participation in individual integration counseling sessions is **mandatory for beneficiaries receiving rental subsidies** in accordance with the relevant section of this Handbook.

INFORMATION SESSIONS ON FAMILIARIZATION WITH THE EUROPEAN WAY OF LIFE: HELIOS+ staff organize group sessions to introduce beneficiaries to the European way of life. Through these sessions, beneficiaries learn about their rights and responsibilities as active members of Greek and European society (e.g., social rights and responsibilities, labor rights and obligations, access to public education for minors, access to public healthcare, European culture, social life, and welfare in Greece).

- ❖ Participation in information sessions on the European way of life is **mandatory for beneficiaries receiving rental subsidies**, as described in the relevant section of this Handbook

PSYCHOSOCIAL SUPPORT: Beneficiaries may participate in psychosocial counseling sessions (individual or group) aimed at creating a safe environment to discuss sensitive issues affecting social and family life, including social exclusion, difficulty adapting to a new environment, and coping with collective trauma.

SUPPORT FOR INDEPENDENT LIVING AND RENTAL SUBSIDY

The beneficiaries of HELIOS+ are provided with support for independent living, including a rental subsidy, to facilitate their social integration as well as their search for or retention of employment, with the goal of their full integration into the labor market.

Specifically, support is offered for finding suitable housing and signing a lease agreement in their name directly with the property owner. This process is facilitated through Informative sessions where information is provided regarding the procedures and conditions for renting a residence in Greece, such as:

- Informational meetings where details about the procedures and requirements for renting a home in Greece are provided. Assistance in obtaining the necessary documents required for signing a lease agreement in Greece, including guidance on procedures and interaction with relevant public and private entities.
- Support in searching for housing through the website <http://heliospiti.com/>, which lists suitable properties available for rent by property owners to HELIOS+ beneficiaries.
- Facilitating contact with property owners interested in renting their apartments, with the possibility of providing interpretation services during visits to available properties, lease negotiations, contract signing, and throughout the duration of the lease.
- Support for potential cohabitation among beneficiaries by connecting those interested in sharing a rental property to split the rental costs.
- Transporting beneficiaries who have rented a home, along with their personal belongings, from their previous place of residence to the newly rented accommodation, covering the moving expenses.

The beneficiaries of HELIOS+ receive financial support in the form of rental subsidies, which complement all other activities implemented to support their integration. This provision contributes to housing stability while beneficiaries attempt to enter the labor market, promoting their socio-economic integration and their ability to live independently in Greece.

By signing a rental agreement in their name and submitting it along with the required documents to the HELIOS+ Project, as outlined below, beneficiaries receive rental subsidies deposited into their personal bank account in a Greek bank. The amount of financial support in the form of rental subsidies is calculated based on the size of each household, considering any changes that may occur (e.g., birth of a child, separation of family members). The support consists of:

- **A contribution to the start of independent living**, intended to assist with initial settlement costs (e.g., security deposit, purchase of household equipment).
- **A contribution to rental costs**, aimed at covering rent payments and basic utility expenses for up to 12 months.

The corresponding amounts are structured as follows:

Household Members	Contribution to starting independent living	Contribution to rental costs
1	470€	230€
2	880€	420€
3	1.000€	550€
4 – 5	1.150€	650€
6+	1.500€	800€

Table 1: Amounts for Contribution to Starting Independent Living and Contribution to Rental Costs

Each household receives a total of **thirteen (13)** payments: two (2) installments of the initial disbursement and eleven (11) monthly payments as Contribution to Rental Costs. The initial disbursement consists of both the Contribution to Starting Independent Living and the first month of the *Contribution to Rental Costs*.

Relocation to designated areas outside major urban centers is encouraged with four (4) additional monthly Contributions to Rental Costs for beneficiaries who choose these locations. Beneficiaries can receive further details about this opportunity from HELIOS+ staff and relevant announcements on the IOM website.

The rental subsidy amounts are disbursed as follows:

Household Members	First Installment of Initial Disbursement (consists of part of the Contribution to Starting Independent Living amount)	Second Installment of Initial Disbursement (consists of the remaining part of the Contribution to Starting Independent Living amount)	Contribution to Rental Costs (provided after the initial disbursement, in addition to the first installment included in the second installment of the initial disbursement)
1	350 €	350 €	230 €
2	650 €	650 €	420 €
3	775 €	775 €	550 €
4 – 5	900 €	900 €	650 €
6+	1.150 €	1.150 €	800 €

Table 2: Rental Subsidy Disbursement Amounts

The duration of each rental contract is agreed upon between the beneficiary and the property owner. For example, the contract may last one, two, or three years, or any other duration agreed upon by both parties, but it must cover at least the entire period during which the beneficiary receives a rental subsidy from HELIOS+. If this requirement is not met at the time of the initial contract submission, rental subsidies will begin to be disbursed; however, it is essential to submit a new or renewed contract in a timely manner to ensure the continuation of the remaining payments.

HELIOS+ beneficiaries are encouraged to consider cohabitation to share rental costs and related expenses. In cases of cohabitation, **at least one adult member from each beneficiary household must electronically accept the rental contract on the TaxisNet (AADE) platform.**

DEADLINE FOR DOCUMENT SUBMISSION: Beneficiaries may submit the required documents to initiate payments within twenty-four (24) months from the date of issuance of the decision granting international protection status, the decision granting a residence permit of equal duration, a residence permit for family reunification, or from the date of the initial issuance of a Temporary Protection Residence Permit, in accordance with the relevant legal framework. This is also subject to the duration of the Project's implementation in the Region where they wish to receive services.

The submission of the required documents for the initiation of rental subsidies will be accepted up to six (6) months before the end of the HELIOS+ Project in the Region where beneficiaries wish to receive services. In all cases, the provision of rental subsidies depends on the availability of funding and the duration of the Project. Beneficiaries whose entitlement to rental subsidies exceeds the Project's duration will receive fewer payments accordingly.



IMPORTANT NOTE: For beneficiaries who were granted international or temporary protection status under the relevant legal framework while they were unaccompanied minors at the time of the issuance of the decision, the deadline for submitting the required documents is twelve (12) months from their registration in HELIOS+. The same deadline applies to beneficiaries who were registered in HELIOS as minors and reached adulthood during or after their participation in the Project, as well as to beneficiaries who participated in the HELIOS Project as minor household members and reached adulthood before or after their household exited HELIOS.

If beneficiaries fail to meet these deadlines, they lose their right to receive rental subsidies.

For each rental subsidy payment from HELIOS+, the submission of the necessary supporting documents, as listed below, is required. These must always be accompanied by the *payment request document*, which is completed by HELIOS+ staff and signed by an adult member of the household.

To receive the first installment of the initial disbursement under the HELIOS+ Project, beneficiaries **must meet** the following **requirements cumulatively**:

1. They must have enrolled in the HELIOS+ Project by signing the Declaration of Participation.
2. All adult household members must have attended at least one (1) individual integration counseling session and at least one (1) career counseling session.
3. They must submit the following documents to the HELIOS+ staff:
 - a) A printed copy of the electronic rental contract from the Taxisnet (AADE) platform, which must be accepted by all involved landlords and tenants who are HELIOS+ beneficiaries requesting the payment. It is emphasized that the name of at least one adult household member must appear in the electronic rental contract.
 - b) A document containing the personal bank account details of the beneficiary in a Greek bank, where the rental subsidies will be deposited. This document must clearly state the IBAN number and the name of the adult household member in whose name the rental contract has been signed.
 - c) A bank statement verifying the IBAN of the landlord, as listed in the rental agreement under the special lease terms or as demonstrated by related documents (notarial power of attorney, duly certified authorization act, etc.). It is emphasized that if the rent payment is made to a third party who is not listed as a contracting party in the lease agreement, the IBAN account of the third party must be supported by relevant documents (rental contract, notarial power of attorney, duly certified authorization act, etc.).
 - d) For each household member, a document proving their legal status must be submitted.

To receive the second installment of the initial disbursement under the HELIOS+ Project, beneficiaries **must meet** the following **requirements cumulatively**:

1. They must have successfully verified their household's presence in the new residence. IOM reserves the right to conduct verification checks of the residences rented by beneficiaries to ensure compliance with the regulations associated with the provision of rental subsidies. IOM may terminate the rental subsidy payments at any stage of the beneficiaries' participation in HELIOS+ if compliance requirements are not met upon inspection.

2. They must have submitted the bank receipt confirming the transfer/credit of the rental amount for the first month to the IBAN bank account of the landlord. The first month is defined as the reference period of the payment, as stated in the accompanying payment request document.
3. All adult household members must have participated in one (1) integration counseling session before or during the reference period of the payment.
4. All adult household members must have participated in one (1) employment counseling session before or during the reference period of the payment.
5. All adult household members must have participated in one (1) session on Familiarization with the European Way of Life before or during the reference period of the payment.

To continue receiving the HELIOS+ Rental Cost Contribution for the following months, beneficiaries **must meet** the following cumulative requirements during the reference period, i.e., **for each month**:

1. Submit proof to the Project staff that the monthly rent payment was made to the declared IBAN bank account, as described above.
2. Submit an updated printout from TaxisNet of an active lease agreement during the payment reference period.
3. Have participated in one (1) integration counseling session during the payment reference period.
4. Have participated in one (1) career counseling session during the payment reference period.
5. Regularly attend mandatory Greek language courses without exceeding the allowable absence limit during the payment reference period, unless they have been granted an exemption from enrollment and/or attendance.
6. For the first six (6) months, they must have participated in one (1) session on familiarization with the European Way of Life per payment reference period (i.e., one per month for the first six (6) months). For households with minor children at the time of document submission for the first installment of the initial disbursement, participation is required for seven (7) months to include a group session on "Access of minors to public education."

IMPORTANT: CASH PAYMENTS TO LANDLORDS ARE NOT ACCEPTED.

For any month in which beneficiaries do not meet the requirements for receiving a Contribution to Rental Costs, the contribution will not be paid. However, beneficiaries do not lose their right to receive the remaining contributions, provided they once again fulfill all necessary requirements.

If an adult household member (in a household with more than one adult) fails to meet the requirements, the remaining household members will receive the rental subsidy with a proportional reduction in the amount, reflecting a household of reduced size by one member. This reduction applies for each month in which the requirements are not met. In any case, the payment is made to the designated household bank account, regardless of whether it belongs to the adult member who did not meet the requirements. If none of the adult members meet the requirements, the household will not receive a rental subsidy for that month.

If beneficiaries fail to submit proof of rent payment and other required documents to the HELIOS+ staff within sixty (60) calendar days from the submission of the previous payment request document, they will automatically lose the right to receive rental subsidies from that point onward.

FREQUENTLY ASKED QUESTIONS

1

Can I show a copy of the Declaration of Participation to the landlord to facilitate the signing of the lease agreement?

Yes, you can show the signed Declaration of Participation to the landlord and explain that you will receive financial support if they agree to sign a lease agreement with you.

Can I change residences?

2

Yes, you can change the residence for which you receive support from HELIOS+, as long as it remains within the **same Region**. In the case of an address change, if there is a calendar gap between the two rental agreements, the amount corresponding to the days not covered by a rental agreement will be deducted from the monthly subsidy.

3

What happens if the size of my household changes?

Throughout the rental subsidy period, the size of the household may change due to various reasons, such as the birth of children, the addition of members with a residence permit of equal duration, household unification, the exit of members from the Project, reaching adulthood of a child, divorce or separation, the death of a household member, or a request for deregistration. Justification for the request to change household size must be supported by relevant documentation (e.g., birth certificate) or a written statement (e.g., household unification). The adjustment of the amount received by the household is processed up to the second payment following the date of submission of the household size change request. It is noted that the maximum total amount of subsidies that each household member (under the old or new composition) will receive corresponds to the maximum number of subsidies defined by the Project.

EXIT FROM HELIOS+

Exit from the HELIOS+ Project refers to the termination of the beneficiary's right to receive services from the Project. This applies in the following cases:

- Completion of the service cycle, which lasts a maximum of eighteen months.
- Request for deregistration from the Project by the beneficiary.
- Abandonment of the Project: If a beneficiary remains inactive (i.e., does not receive any services from HELIOS+) for seventy-five (75) calendar days, Project staff will attempt to contact them. If inactivity continues for a total of one hundred and fifty (150) calendar days, the beneficiary will be exited from the Project.
- Serious security incidents: This includes verbal, physical, or psychological harm or threats, prolonged aggression, threats, or acts of violence against other beneficiaries, staff, or Project infrastructure. HELIOS+ staff are committed to providing services to registered beneficiaries, and cooperation is required from both sides to achieve positive outcomes.
- Relocation to a different Region: Moving to another administrative Region results in automatic exit from the Project.
- Other reasons: Any additional factors that may justify an exit from the Project.

CONTACT US!

For more information about the HELIOS+ Project, feel free to reach out to us:

- ❖ By email at iom_helios_info@iom.int
- ❖ Via the **Telegram helpline**, available from 9 AM to 3 PM, Monday to Friday:

+ 30 694 933 3553 Arabic

+ 30 694 907 6750 Farsi/Dari/Pashto/Urdu/Hindi/Punjabi

+ 30 695 108 4867 Greek/Ukrainian

+ 30 694 907 2575 French/English

Disclaimer: In case of discrepancies between this document and its translations into other languages, please refer to the Greek version, as it is the official one.



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ΠΡΟΓΡΑΜΜΑΤΟΣ «ΑΝΑΤΟΛΙΚΗ ΜΑΚΕΔΟΝΙΑ, ΘΡΑΚΗ»



Περιφερειακό
Πρόγραμμα
«ΑΤΤΙΚΗ»



ΕΙΔΙΚΗ ΥΠΗΡΕΣΙΑ ΔΙΑΧΕΙΡΙΣΗΣ
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Πρόγραμμα ΔΥΤΙΚΗ ΕΛΛΑΔΑ



ΕΥΔ ΠΡΟΓΡΑΜΜΑΤΟΣ
ΔΥΤΙΚΗ ΜΑΚΕΔΟΝΙΑ

Πρόγραμμα
«ΙΟΝΙΑ ΝΗΣΙΑ 2021-2027»

Πρόγραμμα
Κεντρική Μακεδονία

Πρόγραμμα
«Κρήτη»

Ειδική Υπηρεσία
Διαχείρισης Περιφέρειας
Νοτίου Αιγαίου



ΠΡΟΓΡΑΜΜΑ
ΠΕΛΟΠΟΝΝΗΣΟΣ

Πρόγραμμα
«Στερεά Ελλάδα»
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ΠΕΡΙΦΕΡΕΙΑ
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