



**Missing
Children
Europe**

(116 000 

Minimizing violence through quality control: Monitoring & Evaluating 116 000 hotlines to prevent, support and protect missing children

Country and city of visit:	Greece, Athens
Name of hotline:	The Smile of the Child
Date of visit:	29 February 2016
Name of consultant:	Aleksandros Kalomiros
Name of consultant firm:	Apopsis

> Assessor's narrative report

The visit at the premises of the Smile of the Child allowed us to verify that the organization is professionally staffed and implements excellent procedures, supported by equally qualitative equipment. Not surprisingly, it is widely recognized and appreciated by state services and the general public, therefore having little problem achieving cooperation at official as well as at a personal level in missing children cases. As a result, the rate of recovering missing children (apart from cases of criminal or accidental loss of life) has historically been extremely high, above 90%.

Moreover, in our visit we clarified all remaining issues concerning the accreditation, leaving no points unanswered or explained.

The Smile has 3 call centers in the three major cities of the country (Athens, Thessaloniki and Patras) with 21 people, covering 24/7 needs. The call center hosts both the 116000 Missing Children hotline and the 1056 National SOS Children Telephone Line which is more widely known and deals with all issues concerning children (abuse or neglect, counseling, bullying, children protection, providing shelter etc.)

The call center is fully staffed by professionals holding degrees in psychology, sociology and other social sciences, well trained, that provide telephone and on-site assistance at the cases they undertake. The same person that receives the first phone call on a case "follows" the case thereafter, so that all front line telephone operators engage in case management on site.


A state-of-the-art CRM system allows instant caller identification with full caller's history – if call has been repeated – and various other search and correlation options with other data (address, street, incident etc). Various statistical data from calls is also available.


There are standard procedures used to record missing children incidents on the organization's software and to spread information to supervisors, colleagues and following shifts.




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A complete disaster recovery unit exists (something extremely rare for national standards) and is situated more than 20 kilometers away at the Athens Airport.

The Smile of the Child faces a very demanding challenge this period, having to deal with thousands of refugees, many arriving with their children in Greece having immense needs and even several cases of children separated from their parents at some point of their travel, mostly by accident. A network of volunteers speaking arab is mobilized every time an incident occurs, to facilitate a three-way phone conversation between a refugee and the Smile's staff.


The visit coincided with the engagement in one such conversation, as well as with an incident of a baby been left to a neighbor after mother was emergency hospitalized and the Smile's staff gave instructions and overviewed the procedure that had to be followed thereafter, since the baby (as all minors) will have to be sent to a hospital before the state prosecutor decides on what can be done.

The Smile of the Child relies on private sector donors for its existence and growth, therefore a further deterioration of the national economy would be the only element that could threat its way.




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