



onlus
PROGETTO ARCA
IL PRIMO AIUTO, SEMPRE

SOCIAL REPORT 2021



Fondazione Progetto Arca onlus

VAT number and tax code
11183570156

Legal Status

Established as an Association on March 25, 1994, then transformed into a Foundation as of January 1, 2009. The non-profit organization, is awaiting qualification under the Code of the Third Sector.

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UNIVERSITÀ CATTOLICA del Sacro Cuore



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THE SOCIAL REPORT OF FONDAZIONE PROGETTO ARCA

The Social Report is a public reporting document required by Article 14 of Legislative Decree 117/2017, that meets the need for transparency and adequate disclosure to stakeholders and conveys the value generated by our work as it changes over time.

Progetto Arca experiences the engaging process of drafting the Social Report as an opportunity for internal reflection and strategic communication on the way we have carried out our responsibility in the continuous renewed adherence to the mission.

The Social Report allows us to trace and reclaim the treasures hidden by the hectic daily social activities, by handing them back, as a valuable gift, to the community.

METHODOLOGICAL NOTE

With this Social Report, Fondazione Progetto Arca reports on the activities carried out in the year **2021**.

- This document adheres to the **obligations set forth in the Guidelines** for the Preparation of the Social Report of **Third Sector Entities, Decree of July 04, 2019**.
- To ensure that the Foundation's identity is represented in its complex articulation, the Control and Planning Directorate has formed a **working group**, which involves all functions of the institution and uses a **participatory process** as an opportunity for knowledge, training and common growth.
- The **Scientific Committee** validated the data collection methodology and accompanied the launch of the results and social impact assessment activity.
- The data presented in this report are collected by the Management Control and Evaluation Area through a widespread **information system** to which data from each individual offering unit converge.
- Where possible, the Budget provides **data not only for the year 2021 but also for previous years**, as a comparative and indicative reference of trends, in order to represent a dynamic of evolving information.
- To better represent the impact of our work, direct **testimonies from** recipients or staff employed were proposed.
- The Foundation has chosen to represent its activities from **categories of intervention (street, health, shelter, housing and food)** rather than users, described through the impact chain (guidelines per the Legislative Decree 04.07.2019): inputs, activities, outputs, effects.
- The 2021 financial statements include the financial statements (Balance Sheet, Management Statement, and Mission Report) approved by the Board of Directors on April 27, 2021 and supplemented by this document, the report of the Board of Auditors, and the legal certification produced by BDO S.p.A.

LETTER FROM THE PRESIDENT

As I write these few lines of introduction to the Social Report 2021 I am immersed in a new context, that of the war in Ukraine, which, like the Covid-19 emergency, over the past two years, becomes an opportunity to wake up and take responsibility to respond. War is not a new phenomenon, certainly no more so than a pandemic, but both circumstances bring out how much life needs to be cherished and how no one is sufficient for himself.

In these troubling times of uncertainty and fear, we have come to realize that every person needs someone to take care of them, that the two positions, that of the needy and of the caregiver, are interchangeable even in a matter of days (think of how families have been affected by Covid-19), and that this relationship is the basis of nurturing our lives.

That is why Progetto Arca, in 2021 as well as today, with Ukrainian refugees on the doorstep, is moving to welcome and to help revive the reasons for living. We have been doing this for 28 years in ever-changing ways, formerly only with reception facilities, today also with outreach services, which are renewed as historical contingencies change but whose common goal is to respect and protect life, whatever the danger capable of threatening it.

We reinvent our presence, experiment with new services, such as the Food Truck on the streets of various Italian cities, new food distribution services for poor people, the Vaccine Hub on the street, the reception of unaccompanied minors, and more, to spread a model of assistance that, starting from the smallest of gestures, promotes the culture of self-giving, hope and, therefore, PEACE.



© Cinzia Abbondio

Alberto Sinigallia
President Fondazione Progetto

Alberto Sinigallia

WHO WE ARE

THE NUMBERS OF PROGETTO ARCA

input

36%
CAPACITY THROUGH FUNDRAISING REVENUES



64%
CAPACITY THROUGH INSTITUTIONAL FUNDING REVENUES

27 RECEIVING CENTERS, OFFICES, OR LOGISTICS

112 APPARTMENTS

384.730 PAID STAFF HOURS

31.333 VOLUNTEER HOURS

15.145 HOURS OF COMMUNITY SERVICE AND CURRICULAR INTERNSHIPS

403 TONNAGE OF FOOD RECEIVED AS A DONATION

activities

42.001 HOURS OF HEALTHCARE ASSISTANCE

11.539 HOURS OF SOCIAL ASSISTANCE

29.488 HOURS OF EDUCATIONAL ASSISTANCE

3.026 MEDICAL VISITS

1.561 HOURS OF CULTURAL MEDIATION

2.322 HOURS OF PSYCHOLOGICAL ASSISTANCE

1.350 HOURS OF LEGAL ASSISTANCE

29.198 GARMENTS

13.104 HYGENIC KITS

2.652.009 MEALS PROVIDED

output

25.224
PEOPLE REACHED

2.461
PEOPLE HOSTED

340.331
NIGHTS HOSTED

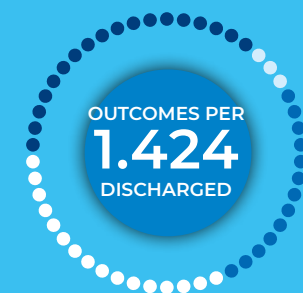
27.929
INTERVENTIONS OF SUPPORT

1.388
STREET UNIT/MOBILE KITCHEN OUTPUTS

effects

36%
HOUSING AUTONOMY

32%
CONTINUATION OF THE INTEGRATION OR REHABILITATION PATHWAY



6%
VOLUNTARY DEPARTURES

26%
END OF RECEPTION AND ORIENTATION

ECONOMIC VALORIZATION OF SOCIAL IMPACT ON INSTITUTIONAL ACTIVITY

€ 12.437.758
ECONOMIC VALUE SUSTAINED

x 2,3
€ 28.222.222
ECONOMIC VALUE GENERATED

LEGAL, ADMINISTRATIVE AND FUNDRAISING HEADQUARTERS

- Via degli Artigianelli 6, Milan

STREET

Temporary and day care centers

- Via Aldini 74/A, Milan
- Via Bainsizza 24, Varese
- Via San Giovanni alla Paglia 7, Milan

HEALTH

Social and health departments and outpatient clinics

- Strada Consortile Mirasole 7, Opera (MI)
- Via Agordat 50, Milan
- Via Aldini 74/A, Milan
- Via Mambretti 33, Milan

RECEPTION CENTERS

Reception centers with diverse accommodations

- Via Agordat 50, Milan
- Via Aldini 74/A, Milan
- Via Amantea 5, Milan
- Via degli Artigianelli 6, Milan
- Via Giorgi 31, Milan
- Via Mambretti 33, Milan
- Via Monte San Genesio 21, Milan
- Via San Giovanni alla Paglia 7, Milan
- Via Stella 5, Milan
- Viale Verdi 21, Venegono (VA)
- 12 appartamenti a Milan

HOUSING

Apartments for Housing projects

- 1 appartamento in Rome
- 1 appartamento in Baranzate (MI)
- 1 appartamento in Genova
- 6 appartamenti in Opera (MI)
- 7 appartamenti in Cinisello Balsamo (MI)
- 86 appartamenti in Milan

FOOD

Social market

- Via Cappella 31, Monte di Procida (NA)
- Viale Lombardia 36, Rozzano (MI)

LOGISTICS OFFICES

Volunteering, fundraising, warehouses, kitchens, laundromats, clothing closets

- Via Agordat 50, Milan
- Via Aldini 74/A, Milan
- Via Cappella 31, Monte di Procida (NA)
- Via Druento 50/B, Venaria Reale (TO)
- Via Palestro 51, Rome
- Via Sammartini 122-124, Milan
- Via Sammartini 106, Milan

STATUTORY AFFAIRS

(EXCERPT OF THE STATUTE ART. 2)

“The Foundation exclusively pursues aims of social solidarity, in all its meanings, interpreted in the light of the historical conditions of an evolving society, paying exclusive attention to those who are disadvantaged on account of physical, mental, economic social, family or any other kind. This purpose is implemented by promoting and carrying out, directly or through other non-profit institutions, the activities, aimed at underprivileged individuals within the meaning of paragraph 2, Article 10 of Legislative Decree no. 460/1997, in the following areas:

Social and social health care

Health assistance

Charity

Instruction

Formation

Promotion of culture and art

Protection of civil rights

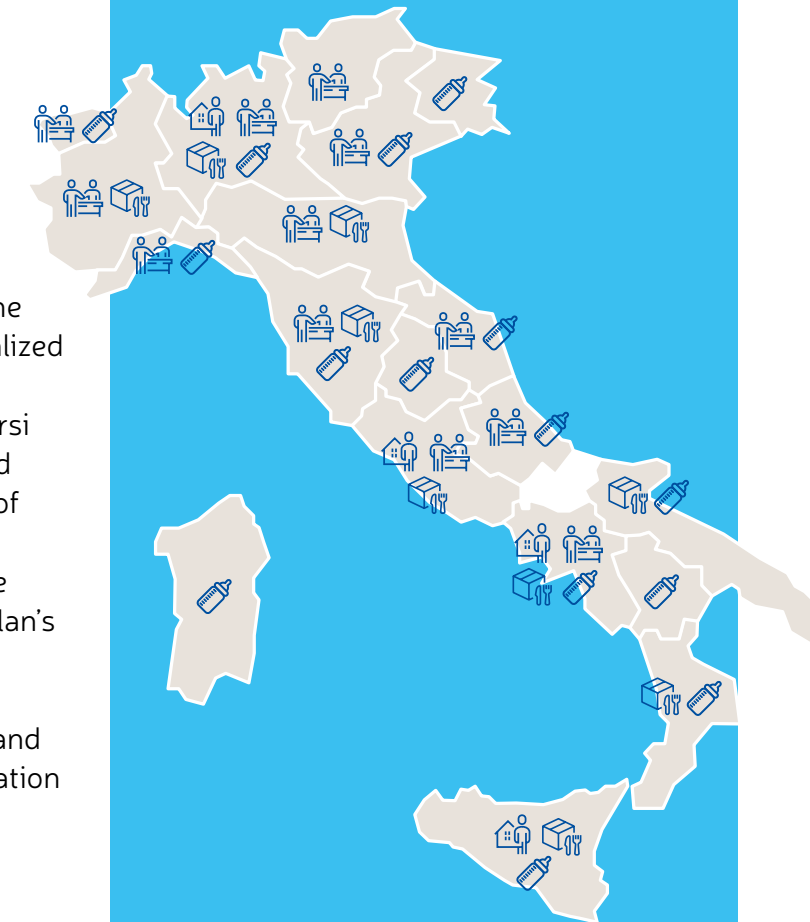
The scope of activities reported in the current bylaws is broader than the activities actually carried out in 2021 in which they were carried out: social assistance and socio- health care, charity, protection of civil rights.

LINKS WITH OTHER THIRD SECTOR ENTITIES

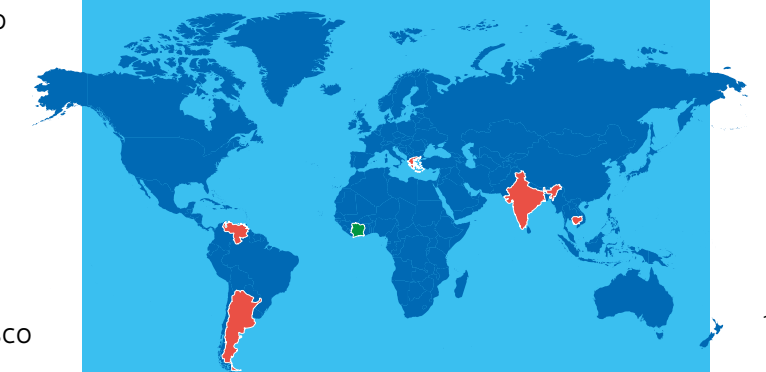
Fondazione Progetto Arca, in 2021, was part of:

- **Temporary Purpose Grouping** with Progetto Mirasole Impresa Sociale for the management of Mirasole Abbey;
- **Partnership Agreement** with Progetto Mirasole Impresa Sociale for the management of the IN project aimed at the socio-occupational autonomy of marginalized individuals;
- **Temporary Purpose Partnership** with Farsi Prossimo onlus, La Grangia di Monluè and Comunità Progetto for the management of the reception center on the SAI model;
- **Temporary Purpose Partnership** with the Italian Red Cross for the integration of Milan’s Street Units;
- **Temporary Purpose Partnership** with Fondazione Eris, Italian Red Cross Milan and Galdus for the management of the Integration project, aimed at people with addiction problems;
- **Partnership agreement** with Progetto Mirasole Impresa Sociale, Italian Red Cross - South Milan Committee, Banco Alimentare della Lombardia, Associazione Banco Farmaceutico Milano, Adecco Foundation, Spazio Aperto Servizi Coop. Soc., Libera Compagnia di Arti e Mestieri sociali Coop. Soc., Pratica Coop. Soc., Marta Coop. Soc., Caritas Ambrosiana, Centro Servizi Volontariato di Milano, Codici Coop. Soc. for the management of the Cuore Visconteo network program;
- **Implementation agreement** for the management of food support interventions with:
 - Convent of S. Maria Incoronata di Canepanova (Pavia);
 - Convent of S. Maria della Grazie (Monza);
 - Diocesan Caritas and Ristoro San Francesco canteen (Ragusa);
 - Association and Coop. Sociale La Casetta (Bacoli - NA);
 - Casa di Accoglienza Comunità delle Genti (Naples);
 - Alfieri Social Cooperative (Turin).

TERRITORIAL DISTRIBUTION



- Reception centers and territorial services
- Outreach projects
- Food support
- Child support



- Educational support
- Supporting basic necessities

OUR STORY



On March 25, the **Associazione Progetto Arca** was established by a group of volunteers who had become friends through their service at Fratel Ettore Boschini's Shelter in Milan and opened the first Shelter for homeless drug addicts, with the help of the Centro Ambrosiano di Solidarietà.



Born: **refugee reception**; social housing project for the elderly; food support program.



First Piano Freddo Comune di Milano. Born: housing for drug addicts; Syrian refugee emergency, Street Units in Rome and Naples, "Post Acute for homeless," housing in Rome, shelter for unaccompanied minors; Housing First trial, and first overseas projects, in India.



Born: **direct management of the Refugee Hub** in Central Station; awareness campaign "The Soup of Goodness"; projects in Eritrea, Libya and Lebanon. In 2016, Progetto Arca participates in the establishment of Progetto Mirasole Impresa Sociale Ltd. and starts the management of Mirasole Abbey.



Covid-19 health emergency response (health surveillance, opening of temporary facilities, intensification of Street Units, increased food parcels, new mobile street kitchen project).

The **mobile kitchen**, after Milan, also reaches Turin and Varese and experiments with providing hot meals in Rome and Naples as well. They develop: **Street vaccine hub** and **4 health clinics**; new accommodation service for unaccompanied minors; **multipurpose**



poverty center with accommodation for homeless people with dogs; **new projects for prisoners** undergoing reentry; emergency reception of **Afghan families**; expansion of food **parcel distribution** network with specific focus on children's products.

1994

1998
2001

2002
2007

2008
2011

2012
2014

2015
2016

2017
2019

2020

2021

The association is recognized as a **Non-Profit Organization of Social Utility** (onlus) and new services in the area of addiction are born.



In 2008, Progetto Arca becomes a Foundation. Born: the first Street Unit in Milan; apartment accommodation for the homeless; reception of asylum seekers from the **North African Emergency**.



First Social market in Bacoli (NA) and Rozzano (MI) and strong development Housing path for individuals and families. **On 03/25/2019 Progetto Arca celebrates its 25th anniversary** with Milan Mayor Sala and Archbishop Delpini.



EVERY PEOPLE HAS AN IRREDUCIBLE VALUE IN ANY SCHEME

MISSION

- INTERVENE where answers are lacking
- always offer a POSSIBILITY
- awaken RESILIENT RESPONSES
- educate for RESPONSIBILITY
- produce CHANGE
- LISTEN

Progetto Arca pursues its mission by acting in accordance with the following values:

- REBEGINNING, even from error
- OPERATIVITY
- READINESS \ ACUITY \ AVAILABILITY
- HUMILITY
- PATIENCE
- SOBRIETY
- GRATITUDE
- HONESTY \ TRUTHFULNESS

In 2015, 193 member countries of the United Nations, including Italy, signed on to the 2030 Agenda for Sustainable Development, an action agenda that defines 17 Sustainable Development Goals (SDGs), to be achieved by 2030.

Progetto Arca, through its activities of welcoming the poor and marginalized, the massive distribution of food and hygiene and health products, the management of socio-medical wards, the hosting of women with minors aimed at social reintegration, the commitment on the housing and work reintegration front, the rapid intervention in cases of humanitarian emergencies, **operates with these goals at heart.**

DIGNITY

VISION

Progetto Arca believes in a world in which the **dignity, freedom and autonomy** of the individual are indispensable rights.

We protect, value and accompany every individual by creating the necessary conditions for them to realize his or her own aspirations.



FROM THE THREE-YEAR STRATEGY TO THE ANNUAL GOALS

In accordance with the vision, mission and goals for sustainable development Agenda 2030, the Board of Progetto Arca has issued the strategic objectives 2021-24 that can guide the development paths of interventions and design processes for the three-year period. From this source, annual operational objectives and related implementation actions are generated.

TALLYING OF PLANNED OBJECTIVES FOR 2021

Reorganization of the migration sector and possible conversion of structures: **the migration sector its great receptivity has given way to smaller reception centers, to allow the reception of Afghan families and unaccompanied minors.**

Development of housing projects on the particular users of prisoners: **In 2020 - 3 people, 1 apartment; in 2021 - 15 people, 5 apartments.**

Facilitation of housing autonomy processes: **for 6 families wishing to buy a house, the search for apartments and bargaining were facilitated, economically supporting notary, agency and furnishing costs. Financial education courses have been proposed.**

The number of apartments used for Housing projects increased by 40%: at the end of 2021 there were 112, exceeding 79 in 2020.

Implementation of work reintegration actions with the Progetto Mirasole Impresa Sociale: **the synergy with the Social Enterprise has allowed the activation of professional training, internships and hiring.**

Increase in the number of hot meals distributed on the street through mobile kitchens throughout the country: **in 2020 over 40,000; in 2021 over 183,000 = 260% increase.**

Innovative development of responses to the needs of people on the street: **in 2021, health care on the street, temporary shelters, network projects for the homeless, day care center, integration projects with psychological support and facilitating access to services.**

Opening of a new multifunctional center for poverty: **"Cascina Vita Nova" was inaugurated in October 2021, hosting homeless people with dogs and a series of services, for example the hairdresser, which will expand in 2022.**

Destination of resources to tackle the pandemic in extreme frailties: **in 2021, 156,000 masks, 241,000 gloves, 447 liters of disinfectant gel. Activated services: Vaccination hub on the street, 4 clinics, procedures and distances in the centers with the use of other locations where necessary.**

Distribution of power banks to 1000 people on the street.

In 2021 the Foundation joined the Cuore Visconteo program network and activated multiple partnership agreements.

In 2021 the distribution of food packages throughout the national territory was significantly increased, going from 13,050 packages to 15,603 (20% increase) in almost all Italian regions.

THREE-YEAR GOALS RESOLVED BY THE BOARD ON 03/31/2021 2021-24 STRATEGY

FROM HOSPITALITY IN LARGE RECEPTION CENTERS WITH LIMITED ACCOMMODATION

THE HOUSE AS THE FIRST TOOL FOR PATHS OF AUTONOMY: DEVELOPMENT OF THE HOUSING LINE

VOCATIONAL TRAINING AND WORK RE-EMPLOYMENT IN PARTNERSHIP WITH REFERENCED BODIES

INNOVATION AS AN APPROACH TO EMERGENCY, POVERTY AND MARGINALITY, IN RESPONSE TO THE CHANGING SOCIAL NEEDS

THE NETWORK WITH OTHER BODIES AS AN ADDED VALUE OF THE DESIGN

PRESENCE THROUGHOUT THE NATIONAL TERRITORY WITH ACTIONS OF WELCOME, PROXIMITY OR AWARENESS

2022 OBJECTIVES

Transformation of SACs for Afghan people and SAI into widespread reception.

Improvement of the processes of accompaniment to the independence of people included in housing services.

Implementation of the "home tutor" project to support families in their independent housing path and partnerships with referenced bodies.

Consolidation of the system of interrelationships that bring the offer of job positions, by companies, closer to the needs of the guests.

Expansion of the number of street units and food trucks in other Italian regions.

Start-up of a wellness and personal care service center on the street: boutiques, hairdressers, tailors, etc.

Further development of the multifunctional center with activities such as: dog clinic, canteen and social market.

Activation of responses to the war emergency in Ukraine: support on the European border lines, Hubs and reception in Italy.

Activation of a temporary, itinerant night reception center.

Implementation of network activities with entities engaged in both emergency and reception fronts.

Identification of a manager for national and foreign projects.

Development of networked projects with organizations active in the various territories.

Feasibility study for the creation of committees regional volunteers in some Italian regions.



TALLYING OF PLANNED OBJECTIVES FOR 2021

Completion of the experimental phase of the results and social impact evaluation system: **the process of building the evaluation system, applied in 2021 on the Post acute service, is continuously evolving both as an application to new services and as the development of indicators and measurement methodologies. A first book on data culture for Progetto Arca has, also, been published.**

Enhancement of cultural offerings: **internships were conducted in the areas of social and administrative interventions and training on the project management model. As a result of the training, a new organizational model was designed to respond more closely to new functional needs.**

Implementation of Fundraising activities to meet the objectives of innovation in the areas of proximity and emergencies: **the High Potential and Digital Marketing areas promoted Progetto Arca's activities in support of new emergencies and, in particular, in favor of families affected by the socio-economic crisis resulting from the pandemic.**

Realization of new TV commercials: **a new drtv commercial "No one should be left alone" was made, aired on television and aimed at acquiring consistent donors.**

Strengthening the Digital Marketing area and starting the development of the new website: **the new website will be completed in late 2022 and early 2023. The Digital Marketing area is looking for new employees.**

Relaunch of events: **on November 14, 2021, the "Un goal per Rozzano" match between Nazionale Cantanti and Progetto Arca's team was held. In December 2021, Progetto Arca was included among the beneficiaries of the charity auction "WePlanet - 100 globes for a sustainable future," organized by Sotheby's.**

Covid-19 photo-reporting: **the photo book, distributed to institutions, friends and supporters of the Foundation, was attached to the 7/8 2021 issue of Vita.**

THREE-YEAR GOALS DELIBERATED BY THE BOARD OF DIRECTORS ON 3/30/2022 2021-24 STRATEGY

CAPITALIZATION OF THE FOUNDATION'S CULTURAL HERITAGE THROUGH MODELING, THE EVALUATION OF IMPACT AND RESULTS, TRAINING AND SECTOR PUBLICATIONS

FUNDRAISING AS SUPPORT FOR INNOVATION AND STABILITY OF THE INSTITUTIONAL ACTIVITY

COMMUNICATION AS AN OPPORTUNITY FOR CONTINUOUS IMAGE IMPROVEMENT AND MISSION SPREAD

2022 OBJECTIVES

- Application of outcome and impact evaluation system in the addiction and housing areas.
- Production of a publication on outcome and impact assessment, in synergy with Fio.PSD and a well-known publishing house.
- Continuation of the work on redesigning of the organizational model of institutional activity.
- Implementation of training actions in favor of an integrated managerial culture. Continuation of training for managers and operators pertaining to all corporate functions.
- Design and launch of a multi-channel Fundraising Campaign to fund the relief effort for Ukrainian refugees.
- Search for new external partners for Face to face channel enhancement.
- Placement of a senior figure to coordinate the activities of the Communication Area.
- Finalization of the Foundation's new website.



THE BOARD OF DIRECTORS

Five members of the Board of Directors were reappointed on April 22, 2020, and two were appointed on March 31, 2021, to comply with the September 10, 2020, amendments to the Articles of Association. This Board of Directors will serve for the current fiscal year. It is vested with all powers of ordinary and extraordinary administration. It is composed of:

The compensation allocated to the members of the Board of Directors for the year 2021 was €94,000, excluding incidental charges.

2021 board meetings: **15**
Average attendance: **97%**.
Main deliberations: final budget, social budget, budget, real estate purchase, relevant contracts, marking the installation of two new members. Other topics discussed: Quarterly forecast, updates on financial situation, update on pandemic impact on services, investment plans, strategy and goals, entry into networks or partnerships.

- **Alberto Sinigallia** Director General Progetto Arca, President since 03/25/1994
- **Laura Nurzia** Director of Control and Planning Progetto Arca, Vice-President since 03/25/1997
- **Luca Capelli** Development Director and President Progetto Mirasole Impresa Sociale, Board Member since 04/26/2017
- **Roberto Corno** Labor Consultant, Board Member since 03/31/2021
- **Luca Degani** Lawyer, Board Member since 04/26/2017
- **Monica Poletto** Certified Public Accountant, Board Member since 03/31/2021
- **Stefano Sanfilippo**, Director of Corporate of Communications, Board Member since 04/26/2017

The Board of Directors approved this Social Report on May 25, 2022.



THE BOARD OF AUDITORS

The Board of Auditors was reappointed in March 2020 from the three bodies stipulated in the Statute, holds office for three years and is composed of:

The total compensation allocated to the members of the Board of Auditors for the year 2021 was €18,000, excluding incidental charges.

In 2021, the Board, in addition to eleven participations in the Boards of Directors, met four times for quarterly audits related to the proper management of accounting and financial data and three times for audits of reporting activities.

- **Gian Mario Colombo** President, elected by L'Albero della Vita Foundation
- **Giuseppe Pio Garbellano** elected by Federazione Lombardia CNCA
- **Nunzia Vittoria Nicoletta** Radoia elected by the Order of Chartered Accountants of Milan and Lodi

The Board of Auditors acknowledges that the Foundation has prepared this Social Report 2021 in accordance with the guidelines issued by the Ministry of Labor and Social Policy (Ministerial Decree July 4, 2019) and the provisions of Accounting Standard 35.

SUPERVISORY BODY

The Supervisory Board was reappointed on 04/22/2020, holds office for three years and consists of:

In 2021, the Supervisory Board met 4 times and carried out constant monitoring activities.

The main activities were directed on the following topics:

- supplier roster;
- control and monitoring of procedures provided for in the Organizational Model;
- verification of information flows;
- planning of training activities;
- monitoring of employee information activities.

- **Piero Aliprandi** President, certified public accountant
- **Giuseppe Pio Garbellano** certified public accountant
- **Andre Lopez** Attorney at Law

The total compensation allocated to the members of the Supervisory Board for the year 2021 was €18,000, excluding incidental charges.

STAKEHOLDER

INSTITUTIONS

- Regions**
- Lombardy Region
 - Lazio Region
- Health Companies**
- ATS Milan - Metropolitan City
 - National ASLS
- Local Authorities and Mountain Communities**
- Municipality of Cinisello Balsamo
 - Municipality of Lacchiarella
 - Municipality of Milan with all the sectors involved
 - Municipality of Monte di Procida and Bacoli
 - Municipality of Opera
 - Municipality of Rozzano
 - Municipality of Turin
 - Municipality of Varese
 - Municipality of Venegono
 - Mountain Community of Eastern Lario
 - Rome Capital City
- Prefectures**
- Lecco Prefecture
 - Milan Prefecture
 - Varese Prefecture
- Hospitals**
- ASST Fatebenefratelli Sacco - MI
 - ASST Santi Paolo e Carlo
 - Mangiagalli Clinic - Policlinico di Milano
 - IRCCS Ca' Granda Ospedale Maggiore Policlinico di Milano Foundation
 - IRCCS Istituto Nazionale dei Tumori Foundation - MI
 - IRCCS San Raffaele Hospital - MI
 - IRCCS Santa Maria Nascente
 - Don Carlo Gnocchi Onlus Foundation
 - Niguarda Hospital - MI
- Other National Institutions**
- ALER - Azienda Lombarda Edilizia Residenziale
 - Esercito Italiano
 - Grandi Stazioni
 - Metropolitana Milanese
 - Ministero della Giustizia
 - Polizia di Stato e Carabinieri
 - Protezione Civile
 - SEA - Società Esercizi Aeroportuali

NETWORKS

- Third Sector Association Networks**
- CEAL
 - CIESSEVI
 - CNCA
 - Compagnia delle Opere
 - Coord. Unità Mobili Milano
 - Coord. Mil. del Privato Soc. per le Dipendenze
 - Federazione italiana degli organismi per le Persone Senza Dimora (Fio.PSD)
 - Forum del volontariato per la strada - Roma
 - Rete Accoglienza profughi Lecco
 - Rete Accoglienza profughi Milano
 - Rete Accoglienza profughi Varese
 - UNEBA
- Nonprofit entities**
- ALA Milan
 - Angeli di strada di Villanova - NA
 - Arcobaleno Associazione - MI
 - AVSI Italia Fondazione
 - Avvocati di Strada Associazione - MI
 - Banco Alimentare Fondazione - Italia
 - Banco Farmaceutico Fondazione - Italia
 - CAD Milano
 - Camminiamo insieme - VA
 - Caritas Ambrosiana
 - Caritas diocesana di Ragusa
 - Casa di Acc. Com. Genti - NA
 - Comunità di Sant'Egidio - Italia
 - Comunità Nuova - MI
 - Comunità Progetto - MI
 - Comunità Sambuco - MI
 - Congr. Suore e Capp. M. Rubatto - Roma
 - Congr. di San Vincenzo De' Paoli - NA
 - Convento di S. Maria della Grazie - Monza - MB
 - Convento di S. Maria - Canepanova - PV
 - Cooperativa Sociale Alfieri- TO
 - Croce Rossa Italiana
 - Farsi Prossimo onlus - MI
 - Galdus - MI
 - In-Oltre Fondazione - MI
 - Insieme nelle Terre di Mezzo - MI
 - Insieme si può fare - MI
 - La Casetta Bacoli - NA
 - La Cordata - MI
 - La Grangia di Monluè - MI
 - La Rotonda Associazione - Baranzate - MI
 - Medici volontari italiani - MI
 - Nazionale Cantanti Italiana
 - Opera San Francesco Fondazione - MI
 - Parrocchia di Sant'Agnese Vergine e Martire
 - Partita del Cuore onlus
 - Progetto Mirasole Imp. Soc. - MI
 - Reatino 15 - Roma
 - REMAR SOS Italia
 - Soletterre onlus - MI
 - SOS Stazione Centrale - Gruppo Exodus
 - Umberto Veronesi Fondazione - MI
 - Unicef Italia

- Other entities**
- ABCittà - MI
 - Adecco Fondazione - MI
 - AFOL Metropolitana - MI
 - Centro culturale islamico - BS
 - Centro Servizi Volontariato - MI
 - Chiesa di Gesù Cristo dei Santi degli Ultimi Giorni - MI
 - Codici Coop. Soc. - MI
 - CPIA - Centro Provinciale Istruzione per gli Adulti - MI
 - EASL International Liver Foundation
 - Energheia - MI
 - Eris Fondazione - MI
 - Fonderia delle Arti - Roma
 - IRSS Istituto di Ricerca e Sviluppo Sicurezza - UD
 - Legambiente - MI
 - Libera Compagnia di Arti e Mestieri sociali Coop. Soc. - S. Donato Milanese - MI
 - Marta Coop. Soc. - MI
 - NoWalls - MI
 - Ordine degli Avvocati - MI
 - Ordine dei commercialisti - MI
 - Pratica Coop. Soc. - MI
 - San Martino Coop. - MI
 - Spazio Aperto servizi Coop. Soc. - MI
 - Teatro Officina - MI
 - Vita Società editoriale - MI

OTHER PARTNERS

- Universities**
- I.R.C.C.S. Santa Maria Nascente - MI
 - Fondazione Don Carlo Gnocchi Onlus - MI
 - Istituto Nazionale di Fisica Nucleare - MI
 - IULM Libera Università di lingue e comunicazione - MI
 - Politecnico - MI
 - Politecnico - TO
 - Scuola Superiore Sant'Anna - PI
 - Unitelma Sapienza - Roma
 - Università Bocconi - MI
 - Università Cattolica del Sacro Cuore - MI
 - Università degli Studi Bicocca - MI
 - Università degli Studi - BG
 - Università degli Studi - PD
 - Università degli Studi - TO
 - Università degli Studi Statale - MI
 - Università di Scienze Gastronomiche - Pollenzo - CN
 - Università Bocconi - MI
- Scholastic institutes**
- Istituto Cortivo - PD
 - Istituto Tecnico Commerciale Statale Gino Zappa - Saronno - VA
 - ITT Gentileschi - MI
 - Scuola Secondaria di I Grado Statale Rosanna Benzi - Bresso - MI

University educational institutions training agency suppliers, bank consultants

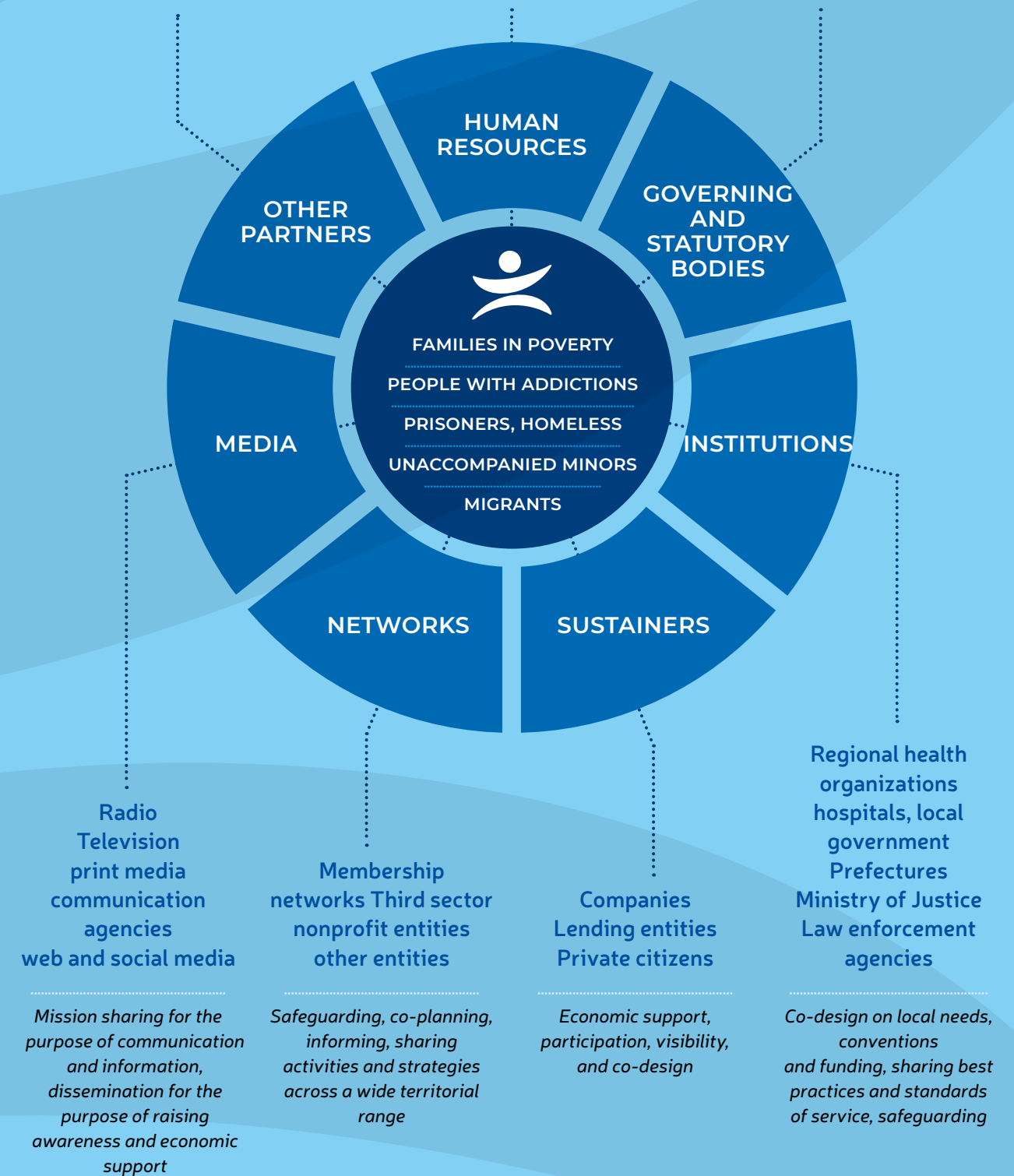
Mission support and participation, skills development, operational support

Paid staff volunteers

Mission fulfillment with professionalism and participation, rooted in the region

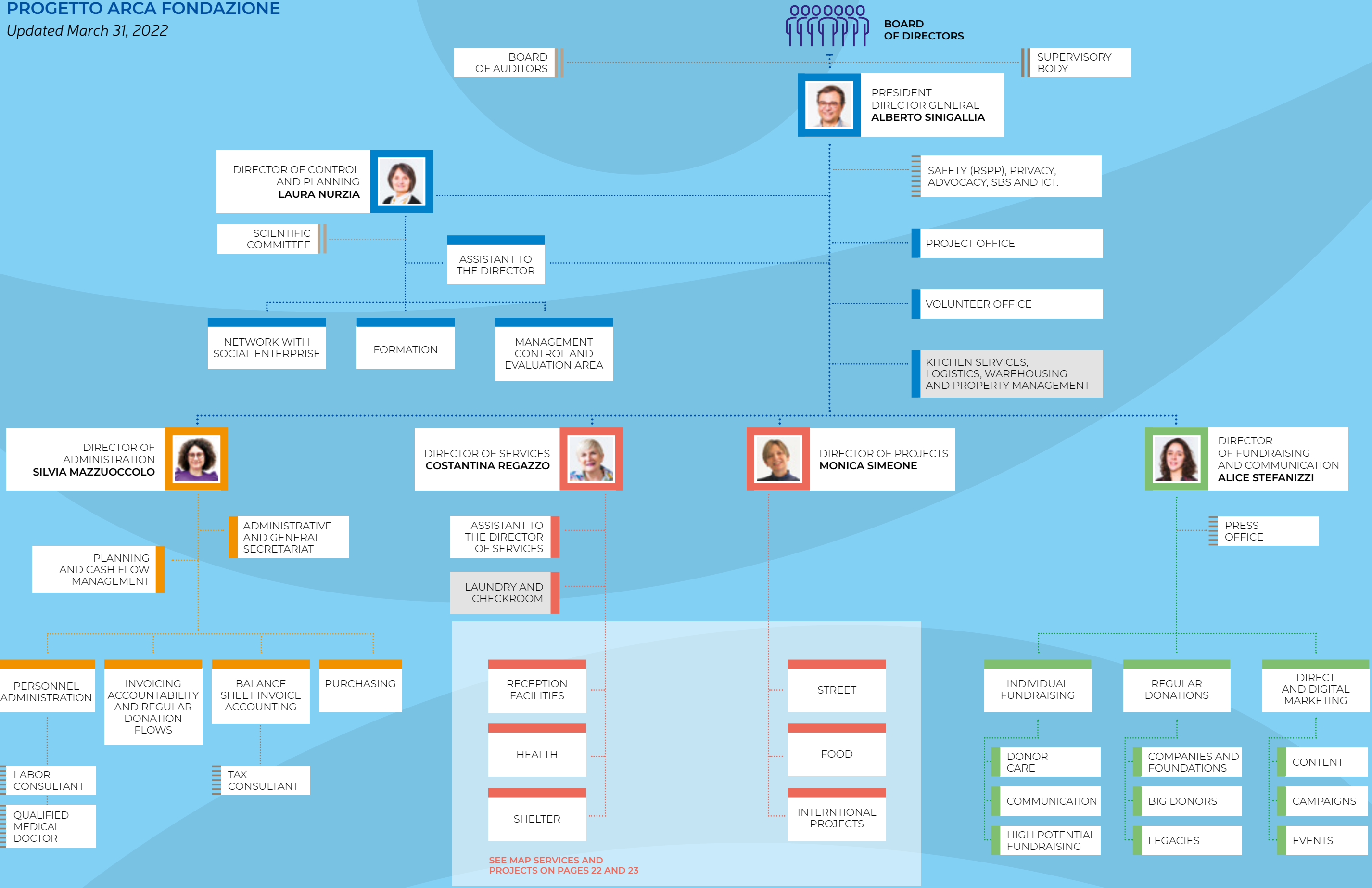
Board of Directors
Board of Auditors
Supervisory Board
Scientific Committee

Development, guidance, monitoring, protection and scientific research



ORGANIZATIONAL CHART PROGETTO ARCA FONDAZIONE

Updated March 31, 2022



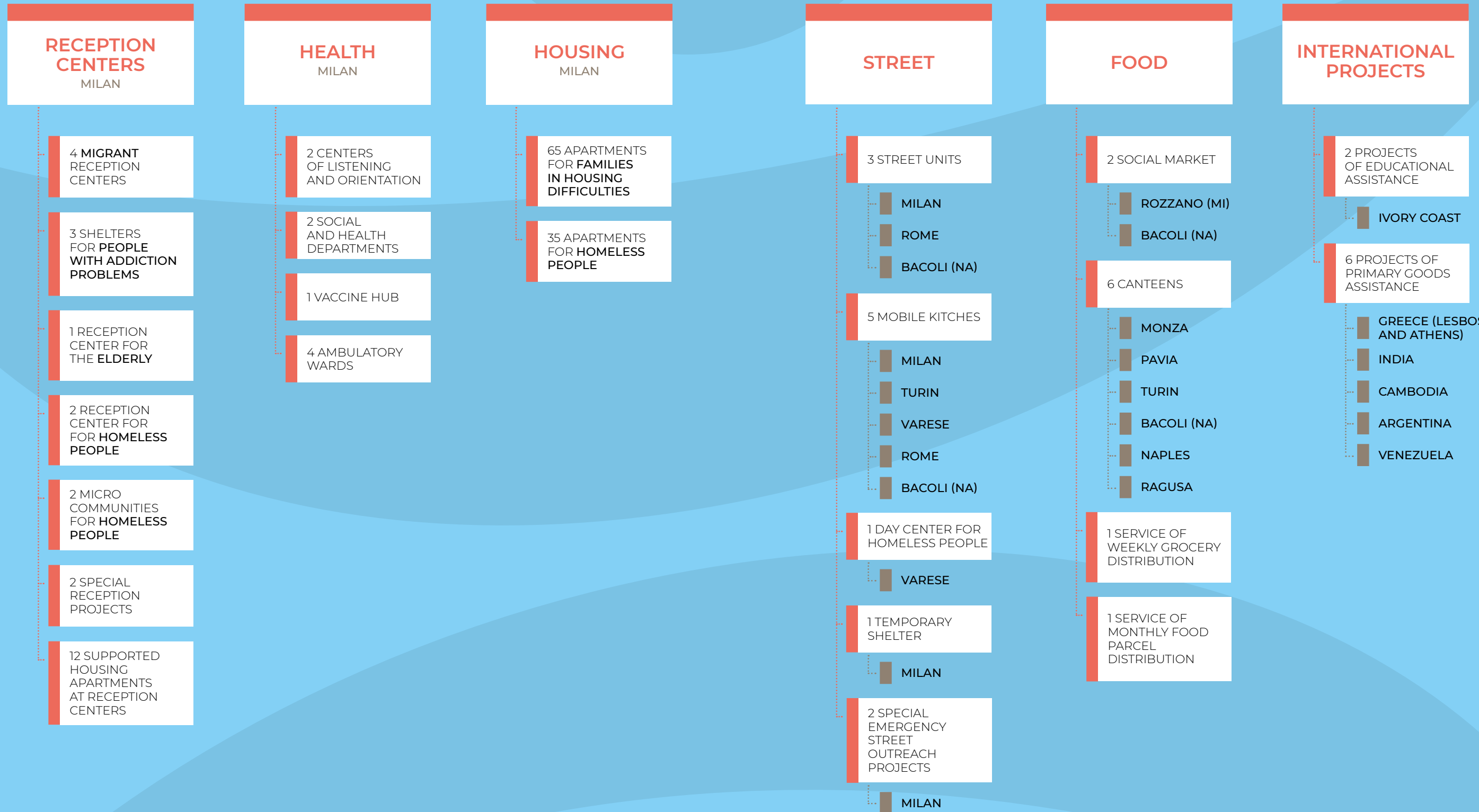
ORGANIGRAM SERVICES AND PROJECTS

Updated March 31, 2022

DIRECTOR OF SERVICES
COSTANTINA REGAZZO



DIRECTOR OF PROJECTS
MONICA SIMEONE

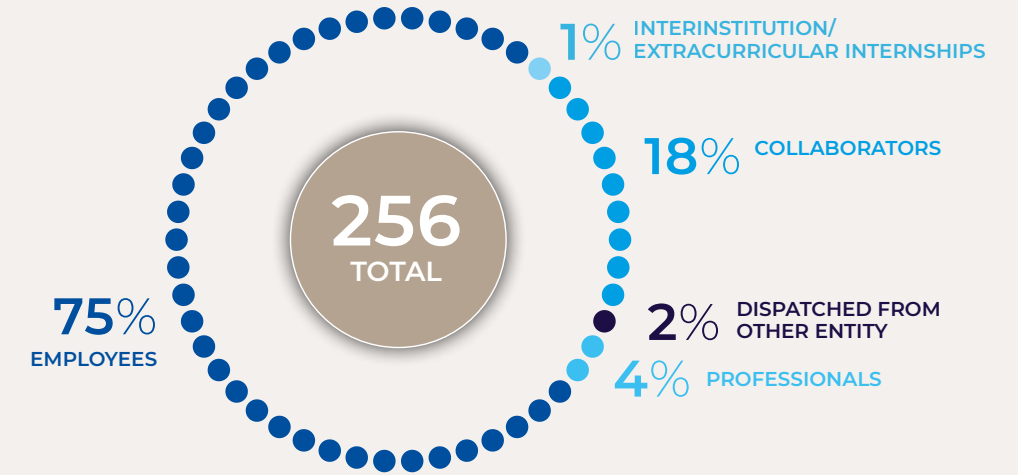


COMPOSITION OF PAID AND UNPAID STAFF WHO WORKED THROUGHOUT 2021

		NUMBER OF PEOPLE	HOURS WORKED
PAID STAFF	EMPLOYEES	241	300.164
	COLLABORATORS	71	64.378
	PROFESSIONALS	14	12.116
	INTERNALS	9	1.739
	SECONDED BY OTHER ENTITY	7	5.164
	EXTRACURRICULAR INTERNSHIPS	2	1.170
VOLUNTEERS CIVIL SERVICE CURRICULAR INTERNSHIPS	CURRICULAR INTERNSHIPS	22	8.145
	CIVIL SERVICE LOMBARDY REGION PRO NEET	7	7.000
	INDIVIDUAL OR CORPORATE VOLUNTEERS	411	31.333
TOTAL		784	431.209

PAID WORKERS BY CONTRACT TYPE

Active staff as of 12/31/2021



CONTRACTUAL TYPE OF ORGANIZATIONAL STRUCTURE

Active staff as of 12/31/2021

	EMPLOYEES	COLLABORATORS	PROFESSIONALS	ASSIGNMENT FROM ON OTHER AGENCY	TEMPORARY INTERNSHIPS
EDUCATIONAL AND HEALTH PERSONNEL	130	11	9	-	1
LOGISTICS STAFF (KITCHEN, MAINTENANCE, CLEANING, TRANSPORTATION, ETC.)	17	2	-	5	-
ADMINISTRATIVE STAFF, MANAGERS AND VOLUNTEERS	32	-	1	-	1
STAFF FUNDRAISING AND COMMUNICATION	14	32	1	-	-
TOTAL	193	45	11	5	2



CONTRACTUAL LEVELS OF EMPLOYEES

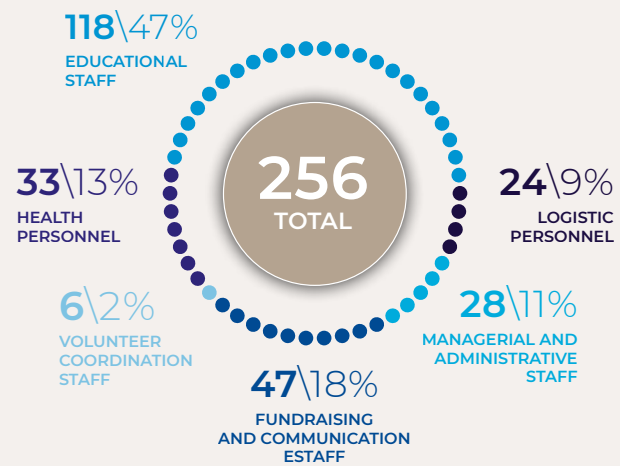
Out of 193 UNEBA CCNL employees, in force as of 12/31/2021

LEVEL 6 E 6S	LEVEL 5 E 5S	LEVEL 4 E 4S	LEVEL 3 E 3S	LEVEL 2	LEVEL 1	LEVEL BOARD	LEVEL DIRECTOR	TOTAL
11	37	47	46	31	6	10	5	193
6%	19%	24%	24%	16%	3%	5%	3%	



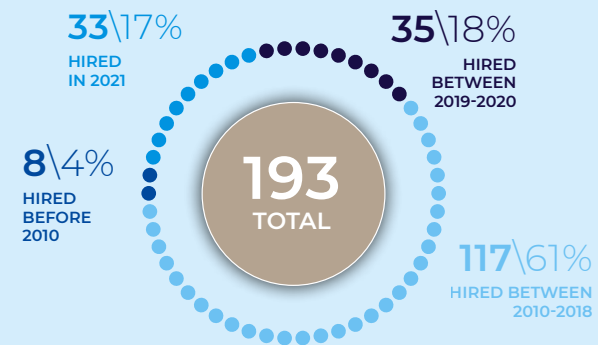
TOTAL STAFF BY JOB TYPE

Active staff as of 12/31/2021



LENGTH OF SERVICE AMONG EMPLOYEES

Active employees as of 12/31/2021



ILLNESS AND INJURY OF EMPLOYEES

Out of all active employees in 2021

TOTAL WORKABLE HOURS	358.176
SICK HOURS	12.094 \ 3,38%
INJURY HOURS	1.099 \ 0,31%

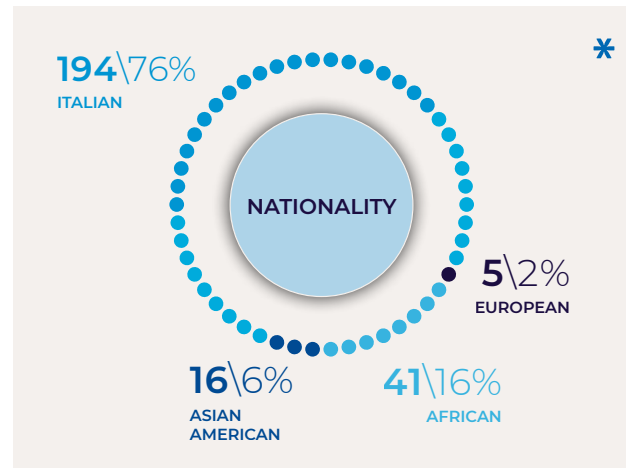
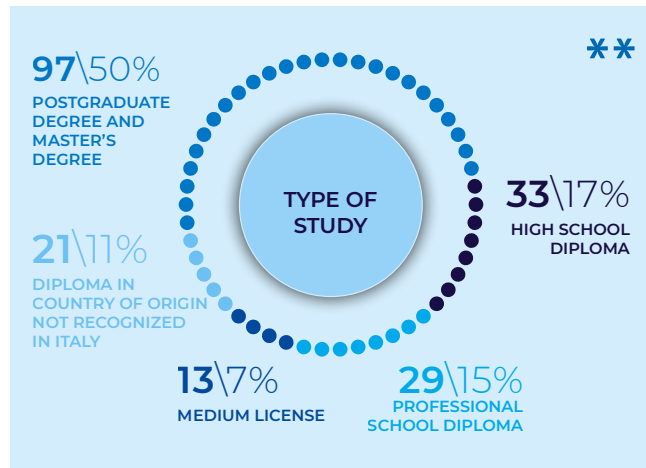
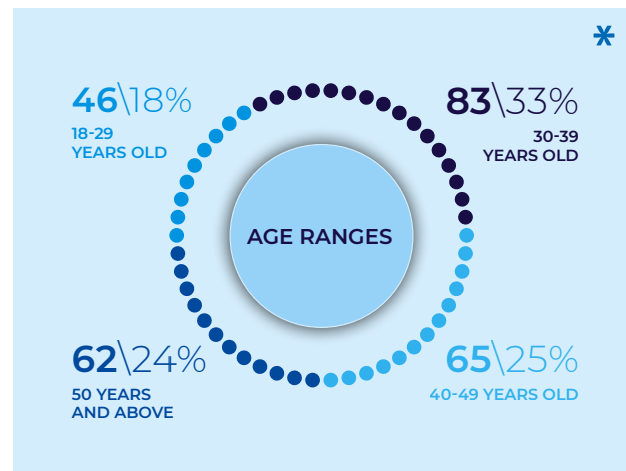
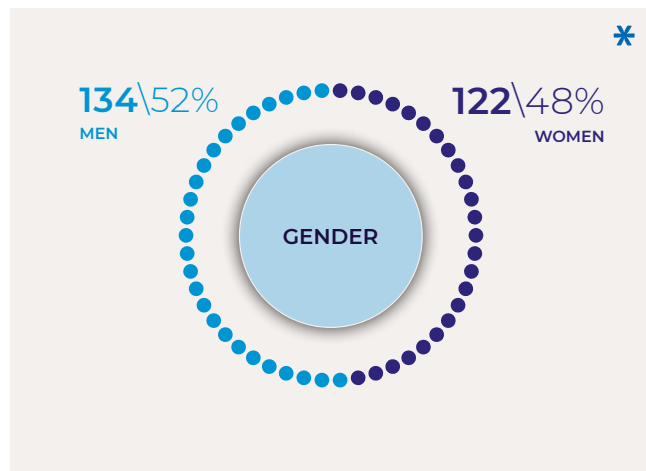
EMPLOYEE TURNOVER AND REASON FOR TERMINATION

Out of all active employees in 2021

EMPLOYEES IN FORCE AS OF JANUARY 1, 2021	190
EMPLOYEES HIRED IN 2021	51
EMPLOYEES WHO CEASED TO WORK IN 2021	48
Reasons for Termination:	
Voluntary Resignation	24 (50%)
Conclusion of Contract Fixed-Term	20 (42%)
Reconciliation with a Leave Incentive	2 (4%)
Death	2 (4%)
EMPLOYEES AS OF 12/31/2021	193

DEMOGRAPHIC CHARACTERISTICS OF WORKERS

Out of 256 workers* or 193 employees** active as of 12/31/2021



SMART WORKING.

Out of all active employees in 2021

SMART WORKING OFFICES (MANAGEMENT, ADMINISTRATION, FUNDRAISING, VOLUNTEERING)	
TOTAL HOURS WORKED IN 2021	75.644 \ 25% OF TOTAL HOURS
HOURS IN SMART WORKING	25.150 \ 33%
NUMBER OF EMPLOYEES WHO USED SMART WORKING	45

SMART WORKING INSTITUTIONAL ACTIVITIES (RECEPTION CENTERS AND LOGISTICS)	
TOTAL HOURS WORKED IN 2021	224.520 \ 75% OF TOTAL HOURS
HOURS IN SMART WORKING	5.114 \ 2%
NUMBER OF EMPLOYEES WHO USED SMART WORKING	32



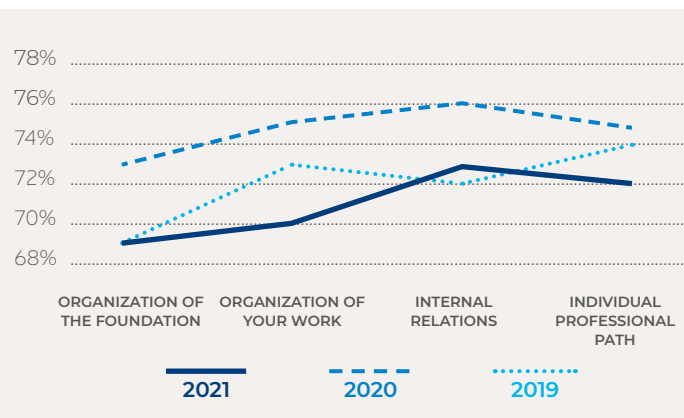
DYNAMISM - Working for Progetto Arca, opportunities for growth come abruptly, which makes one always on the alert. Dynamism for me is synonymous with continuous growth and evolution. Riding the waves, at times I have had the fear of not being able to keep up the pace, but on those very occasions I have realized that I am not alone in the middle of the sea, thanks to the life savers of colleagues and managers who respect and encourage me.

Open customer worker response

CUSTOMER WORKERS

CUSTOMER WORKERS	% WORKERS WHO ANSWERED FAIRLY, VERY MUCH, OR TOTALLY		
	2021	2020	2019
SURVEY AREA			
ORGANIZATION OF THE FOUNDATION	69%	73%	69%
ORGANIZATION OF YOUR WORK	70%	75%	73%
INTERNAL RELATIONS	73%	76%	72%
PERSONAL PATH	72%	75%	74%
MEDIA SATISFACTION	71%	75%	72%
QUESTIONNAIRES DISTRIBUTED	235	235	252
QUESTIONNAIRES COLLECTED	195	198	197
% RESPONDING	83%	84%	78%

The slight decline with respect to the percentage of positive responses compared to 2020 may reflect the great strain in terms of organization, and even emotion, produced by the continuation of the Covid-19 health emergency.



Fondazione Progetto Arca has been activating **Customer Satisfaction** monitoring for years, with the aim of **learning how its workers feel** about the organization's performance and desired changes. Customer results are disseminated to all Foundation workers during the summer plenary meeting and become the subject of **working groups**.



FORMATION

FORMATION PAID STAFF TRAINING

	2021	2020	2019
WORKERS	660	631	250
HOURS OF TRAINING	4.036	3.812	2.346

VOLUNTEER TRAINING

	2021	2020
VOLUNTEER	526	253
HOURS OF TRAINING	1.248	930



Training in 2021 also favored the online mode, through a variety of platforms, and touched on the following themes:

REFORM OF THE THIRD SECTOR	<i>The changes imposed by the Reform in terms of new tax regimes, budgets, statements and application consequences.</i>
SUPERUSER INTERNAL MANAGEMENT SW	<i>Knowledge of the many modules that make up the Foundation's integrated information system.</i>
INTERNAL PROCESSES FOCUS	<i>Reporting and budgeting of social projects.</i>
COMPUTER SKILLS	<i>Developing basic computer skills on Office package and advanced on Power BI and Data Analysis.</i>
EVOLUTION OF TECHNICAL SKILLS	<i>The personnel belonging to the institutional services dealt with technical/specific issues in order to increase the level of quality offered.</i>

SPECIAL PROJECTS

- **"taylor made" courses**, on: skills assessment, new additions, gambling, functional diagnosis, structural funds (Lombardy Regional vouchers);
- **management training** for senior figures (FONDIR);
- **convention with Ordine Assistenti Sociali (CROAS)**: accreditation of training for social workers;
- **agreement with Galdus and Fondazione Clerici**: eight curricular internships employed in transversal services;
- **Phoenix project with Bocconi University**: three curricular internships employed in the Management Control area;
- **agreement with Language Training Institute "In Lingua"**: language certification of twenty operators;
- **apprenticeship contracts for administrative figures**.

GOALS 2022

- Pathways dedicated to the preparation of educators: **helping relationship, communication and conflict management**;
- **language training, privacy and computer security**.

VOLUNTEERING



	WORK AREA	NUMBER OF VOLUNTEERS	WORKED HOURS
RELATIONSHIP WITH RECIPIENTS	STREET	100	7.645
	HEALTH	7	3.674
	SHELTER	102	16.617
	HOUSE	25	1.886
	TOTAL RELATIONSHIP WITH THE RECIPIENTS	234	29.822
TECHNICAL SUPPORT SERVICE	FOOD	104	9.513
	WARDROBE	70	3.606
	TOTAL TECHNICAL SUPPORT SERVICES	174	13.119
ADMINISTRATIVE SUPPORT	FUNDRAISING AND ADMINISTRATION	32	3.537
	TOTAL ADMINISTRATIVE SUPPORT	32	3.537
	OVERALL TOTAL	440	46.478*

*The data include 29 people belonging to the civil service and curricular internships for 15,145 hours of service.



LIFE LESSON - One day, with the Afghan children in Mirasole, after building the 20th paper airplane, tired of the day and my troubles, I had become very serious. The little boy I was playing with, noticing my state, touched me and imitating my expression said, "Why you like that? Laugh, laugh!" That's it ... that's all. Knowing his story of escape and uncertainty, that child's spurring me into a smile was an excellent life lesson!

Gianni Gaudenzio, Volunteer

In 2021, Progetto Arca volunteers have made themselves available in every way to alleviate the sense of isolation and solitude that **homeless people** have felt, with even greater intensity during the pandemic, in the many nights spent alone on the streets. The volunteers themselves are a point of reference for guests and teams within the **shelters**.

With them comes a breath of energy and positivity! We see them climbing the stairs of many condominiums to **deliver food** and aid to people in need, driving vans to **retrieve food** that is donated to us from supermarkets and then immediately offering it to families in need so that they can put it on the table that evening, getting busy in our warehouses **to sort and inventory the many donations** we receive, prepare hot tea to be **distributed at night on the street** to those who are alone and in need. **Volunteers are a valuable and generous presence for Progetto Arca.**

To them goes all our thanks!!!!

SPECIAL PROJECTS

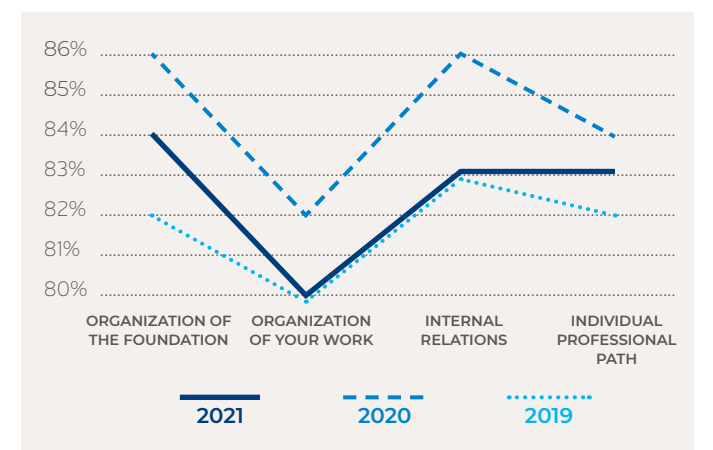
Pro neet project

In 2021, the civil service, promoted by the Lombardy Region, was aimed at seven young people who are neither studying nor working, at risk of exclusion from the labor market.

CUSTOMER VOLUNTEERS

% WORKERS WHO ANSWERED FAIRLY, VERY MUCH, OR TOTALLY

SURVEY AREA	2021	2020	2019
ORGANIZATION OF THE FOUNDATION	84%	86%	83%
ORGANIZATION OF YOUR WORK	80%	82%	80%
INTERNAL RELATIONS	83%	86%	83%
PERSONAL PATH	83%	84%	82%
MEDIA SATISFACTION	83%	85%	82%
QUESTIONNAIRES DISTRIBUTED	341	371	318
QUESTIONNAIRES COLLECTED	184	178	184
% RESPONDING	54%	47%	58%



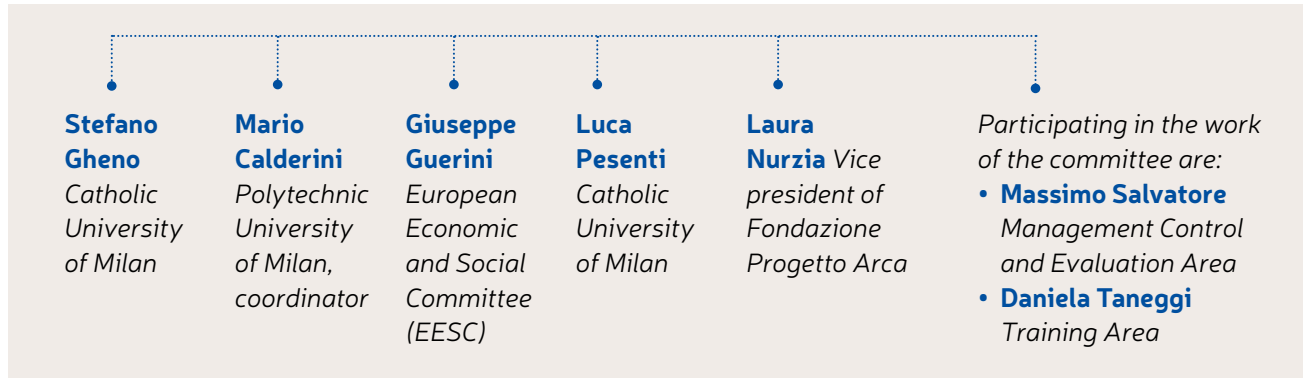
Curricular internship project

Twenty-two young people had the opportunity to gain experience in 2021 within one of the Foundation's various functions in order to enrich their school experience.

THE EVALUATION OF RESULTS AND OF SOCIAL IMPACT



THE SCIENTIFIC COMMITTEE



Beginning with the Social Impact Manifesto presented in the 2020 Social Report, the Scientific Committee held eight meetings in 2021 focused on the **methodological implications for setting up the analytical framework**.

They discussed whether to adopt methodologies already in use or “customized ones, defining where to use measurable or qualitative indicators and in which situations to apply the analysis to the entire population of recipients instead of specific categories - depending on the feasibility of the necessary follow-ups. Thanks to a working group led by the Management Control and Evaluation area,

composed of experienced social workers and educators, we then went on to apply the method on the first area of interest, that of **person, family and community empowerment**, producing the evaluation grid on pages 36 and 37. At the same time, the Foundation progressed on the evaluation **framework of service standards**, starting with the definition of outcome goals of the Post Acute for homeless department. (p. 35). The entire approach to data culture has been compiled in a publication “**Data Values to Evaluate Care for Progetto Arca.**” The year 2022 will see the Scientific Committee engaged in a new publication on social evaluation issues, in collaboration with Fio.PSD and a well-known publishing house.



THE EVALUATION OF SERVICE STANDARDS FIRST APPLICATION: POST-ACUTE DEPARTMENT

Parallel to the definition of the analytical framework for social impact analysis, the Foundation continued its work on **evaluating the quality of shelter services**, proceeding with a working group, coordinated by the Management Control and Evaluation area and composed of professionals such as doctors, nurses, social workers, engaged in

the management of the **Post Acute department**. We report, as a non-exhaustive example, the main data collected as of June 01, 2022, the starting date of the survey. In 2022, this method is to be applied to a further shortlist of reception services, with the aim of drawing stimuli for the **continuous improvement of the offerings**.

AREA OF STUDY ANALYSIS FROM 1/6/21 TO 31/12/21	FACTOR TO BE CALCULATED	OBJECTIVE	55 ENTRANCES 43 DEPARTURES	RESULTS AS OF 31/12/2021	NOTES	
WELCOMING PHASES	Admission	Waiting days	80% of eligible referrals accepted within 10 days from date of referral	0 to 4 days: 76% From 5 to 10 days: 13% Over 10 to 20 days: 11%	88% of reported eligible persons were accepted within 10 days of request for entry Although with limitations caused by the need for swabbing and screening on entry, the service maintained the given target	
	Average length of stay	Days of stay	60% dismissions within 30 days of stay	1 to 30 days: 24% From 31 to 100 days: 76%	24% of the people received were discharged within 30 days 76% of the people received were discharged after 30 days The pandemic has blocked for long periods the turn over	
TAKING CHARGE	Path of the guest, within the service	Proactiveness and participation in scheduled service activities and interviews	Score higher than average of 1.5 (average responses of the guest participation in multiples on multiple themes and at different times of the period of hospitality)	Hygiene and self-care	1,75	There is evidence of an improvement in the participatory response of guests between the time of admission and the time of discharge
				Asks information about his/her progress	1,71	
				Participate actively in meetings	1,19	
				Complies with the rules stipulated for the trips out of the Center	1,92	
				Respects the schedules of the facility (meals, therapy)	2,08	
Average response	1,73					
MMG registration if necessary	Initiating the process of acquiring the minimum endowment of personal documents required for registration as a General Doctor of Medicine	100% of those eligible	Process launch and conclusion	25%	For those entitled, access to the MMG allows the continuation of care even after discharge	
			Process launched but still ongoing	75%		
			Process launched	100%		
DISCHARGE	Discharge of the guest	Percentage of outcomes at discharge	95% continue the rehabilitation journey	Transfer to other services: 63% Hospitalization: 21% Exit autonomously: 16%	84% of people discharged people continue the rehabilitation path We believe that the stress created by the pandemic may have affected motivation toward the pursuit of continued rehabilitation	

THE SOCIAL IMPACT MANIFESTO

From the Social Impact Manifesto presented in full in the 2020 Social Report, we quote below the lines of impact assessment. In 2021, a working group of experienced

educators and social workers, led by the Management Control and Evaluation Area, constructed the indicator system on Person, Family and Community Empowerment, as seen below.

EMPOWERMENT OF THE PERSON, FAMILY AND COMMUNITY OF CARE

Social inclusion: advocacy on protection of the weak and humanization of hardship, etc.

Sustainability and local development: recovery of degraded assets, land stewardship, development of generative networks, etc.

Subsidiary value: competition in service costs, better efficiency of resource use, etc.

PERSONAL EMPOWERMENT: TAKING CARE OF ONE-SELF AND ONE'S PRIMARY NETWORK

Questionnaires to be administered to guests in reception centers upon entry, at discharge and after 6/12 months.

SELF-CARE AND CARE OF THE ENVIRONMENT

- Hygiene
- Nourishment
- Health

AUTONOMY

- Interpersonal skills
- Accessibility to services
- Time management and scheduling

ECONOMIC SUSTAINABILITY

- Income
- Professional improvement
- Debts/savings

FAMILY EMPOWERMENT: TAKING CARE OF THE HOUSEHOLD AND ITS SUSTAINABILITY

FAMILY AND THE ENVIRONMENT

- Home care
- Nourishment
- Health

AUTONOMY

- Interpersonal skills
- Accessibility to services
- Time management and scheduling

CHILDHOOD

- Family intimacy
- School activities
- Out-of-school activities

ECONOMIC SUSTAINABILITY

- Income
- Family economy
- Debts/savings

EMPOWERMENT OF THE PERSON, FAMILY AND COMMUNITY: ACTIVE CITIZENSHIP

POLITICS

- Participation in political voting
- Knowledge of some political offices

CIVIL

Tell me how justified you think the following actions are:

- lack of documents
- not paying taxes
- not paying tickets on public transportation
- not respecting the rules and common spaces
- obtaining benefits that are not due
- use of violence

SOCIAL

- Voluntary activities-associationism
- Participation in mutual aid dynamics
- Interest in current affairs news

COMMUNITY EMPOWERMENT: INCREASING SOCIETY'S CULTURE OF GIVING

Questionnaires distributed to the inner reference community (workers, donators, volunteers) and external (store on the territory of the shelters) to verify how the knowledge of Progetto Arca impacts on the following inclinations:

- interest in social issues
- donations to nonprofits
- willingness to engage in mutual aid actions
- willingness to volunteer

EMPOWERMENT IN THE COMMUNITY: AUTHORITY AND TRUSTWORTHINESS, POSITIONING IN THE SOCIAL CONTEXT OF THE COMMUNITY

Internal survey on the change in these indicators over 10 years and external and in which territories:

- Number of ATs or RTSs
- Number of partnerships
- Number of informal collaborations
- Number of project funding under management
- Requests for collaborative planning
- University trainee agreements
- Positioning in the city, regional, national, European, international community



THE ANALYSIS OF THE CHANGE PERCEIVED BY GUESTS



Fondazione Progetto Arca undertook, with the scientific and methodological support of **ALTIS - Alta Scuola Impresa e Società of the Università Cattolica del Sacro Cuore** - a process aimed at measuring the changes generated in beneficiaries' perceptions. The methodology adopted, mainly refers to the **Theory of Change and the stakeholder-driven** approach built in 2020 through the implementation of **focus groups**, which involved workers and beneficiaries, pertaining to all areas of intervention of the Foundation.

In the meetings, impact dimensions and the main categories of changes generated were defined, thus structuring the theoretical framework of reference, i.e., the **map of**

impact dimensions to be measured, detailed in specific and measurable indicators and items that were then integrated into the satisfaction questionnaires administered to users.

In order to address the need for attribution of changes in the beneficiaries, establishing the necessary causal link, the questions were written in the wording, **"How much has the experience you are having with Progetto Arca given you the opportunity to...."** The questionnaires were discussed and validated within the focus groups and, for verification of the effectiveness of the instrument, administered to a **sample of 20 guests** by some members of the Scientific Committee.

QUESTIONS WERE ASKED IN CLOSED FORM ON A SCALE OF 1-5

- 1 _ NOT AT ALL
- 2 _ SOME
- 3 _ A LITTLE
- 4 _ VERY
- 5 _ TOTALLY

The services involved in the analysis are only those in reception centers or apartments.



The average impact index values in the tables are represented with a gradient from dark green (change perceived as most easily achievable within the individual service group or column, though not equal to 5) to red (change perceived as most difficult to achieve within the individual service group or column, though not equal to 1). The colors light green and orange represent the intermediate values between the two extremes.

HEALTH

		AVERAGE IMPACT INDEX
		POST ACUTE CARE AND NURSING DEPARTMENT
PERSONAL DEVELOPMENT	... WISH FOR A CHANGE OF LIFE?	4,35
	... THINKING ABOUT YOUR FUTURE?	4,40
PSYCHOLOGICAL WELL-BEING	... BETTER UNDERSTAND YOUR DISEASE AND THE TREATMENT NEEDED?	4,40
	... FEEL WELCOMED AND SUPPORTED IN ILLNESS AND TREATMENT?	4,45
	... LEARN HOW TO CARE FOR YOURSELF MORE AND BETTER?	4,45
	... IMPROVE YOUR INTEGRATION INTO SOCIETY?	4,30
RELATIONSHIP WITH OTHERS	... HAVE A RELATIONSHIP AGAIN WITH THE MOST IMPORTANT PEOPLE IN YOUR LIFE (FRIENDS, FAMILY MEMBERS, ETC.).	4,40
	... RECOGNIZE AND BE ATTENTIVE TO THE NEED OF OTHERS?	4,20

Guests referred to the post-acute and nursing ward services are homeless people being discharged from hospital facilities with ongoing serious illnesses. The path of change, therefore, appears most significantly dependent on accepting care and learning how to take care for oneself. It appears to be more difficult, however, that which pertains to the sphere of caring for the need of the other and integration into society, as steps, justifiably, to be taken when the primary health needs are overcome.

RECEPTIONS CENTERS

AVERAGE IMPACT INDEX

"HOW MUCH HAS THE EXPERIENCE YOU ARE HAVING WITH PROGETTO ARCA GIVEN YOU THE OPPORTUNITY TO..."		RECEPTION OF HOMELESS PEOPLE	RECEPTION OF PEOPLE WITH ADDICTION PROBLEMS	RECEPTION OF MIGRANTS
PERSONAL DEVELOPMENT	... WISH FOR A CHANGE OF LIFE?	4,00	-	-
	... DESIGN YOUR FUTURE BY WISHING TO BE THE PROTAGONIST IN IT?	3,91	3,05	3,64
	... BETTER ORGANIZE YOUR TIME, YOUR SCHEDULE AND WHERE YOU LIVE?	4,00	-	3,55
	... BE ACTIVE IN JOB SEARCH, HOUSING AND PAPERWORK MANAGEMENT?	3,89	-	3,86
	... RECOVER A NORMALCY, A BALANCE AND ROUTINE?	-	3,50	-
	... REALIZE THAT IT IS IMPORTANT TO IMPROVE YOUR EDUCATIONAL AND JOB TRAINING?	-	-	4,19
PSYCHOLOGICAL WELL-BEING	... FEEL WELCOMED AND SUPPORTED?	3,88	-	-
	... LEARN HOW TO TAKE CARE OF YOURSELF PHYSICALLY AND PSYCHOLOGICALLY AND FEEL BETTER?	3,70	3,64	3,34
	... FEEL ABLE TO CONTROL EMOTIONS?	3,40	-	3,27
	... FEEL MORE CONFIDENT IN YOURSELF?	4,00	-	3,73
	... DEAL ENERGETICALLY WITH THE PROBLEMS YOU ENCOUNTER?	3,10	-	4,09
	... REGAIN A LUCIDITY WHILE MAINTAINING ABSTINENCE?	-	3,62	-
RELATIONSHIP WITH OTHERS	... IMPROVE YOUR KNOWLEDGE OF OUR COUNTRY (LANGUAGE, RULES, VALUES, CUSTOMS)?	-	-	4,24
	... TO HAVE A RELATIONSHIP AGAIN WITH THE MOST IMPORTANT PEOPLE IN YOUR LIFE (FRIENDS, FAMILY MEMBERS, ETC.)	3,70	-	4,45
	... RECOGNIZE AND BE ATTENTIVE TO THE NEED OF OTHERS?	3,69	-	-
	... CREATE NEW LANDMARKS AND FRIENDSHIPS IN THE AREA?	3,89	-	3,92
	... TRUST AND RELY ON THE EDUCATIONAL TEAM IN YOUR CARE JOURNEY?	4,45	3,67	3,91
	... EXPERIENCE A NEW WAY OF RELATING TO THE PEER GROUP?	-	3,26	-
... UNDERSTAND THE DIFFERENCES IN THE RULES BETWEEN YOUR COUNTRY AND YOUR HOST COUNTRY?	-	-	4,02	

Homeless shelters: ease of change in trusting the educational team and oneself; difficulties in the emotional sphere.

Reception centers: ease of change in trusting educators and intention of abstinence from drug use; more difficulties in the ability to plan for the future and in relationships with peers.

Migrant reception: ease in resuming relationships with family and integration; difficulty in controlling emotions and self-care, including psychological.

HOUSING

AVERAGE IMPACT INDEX

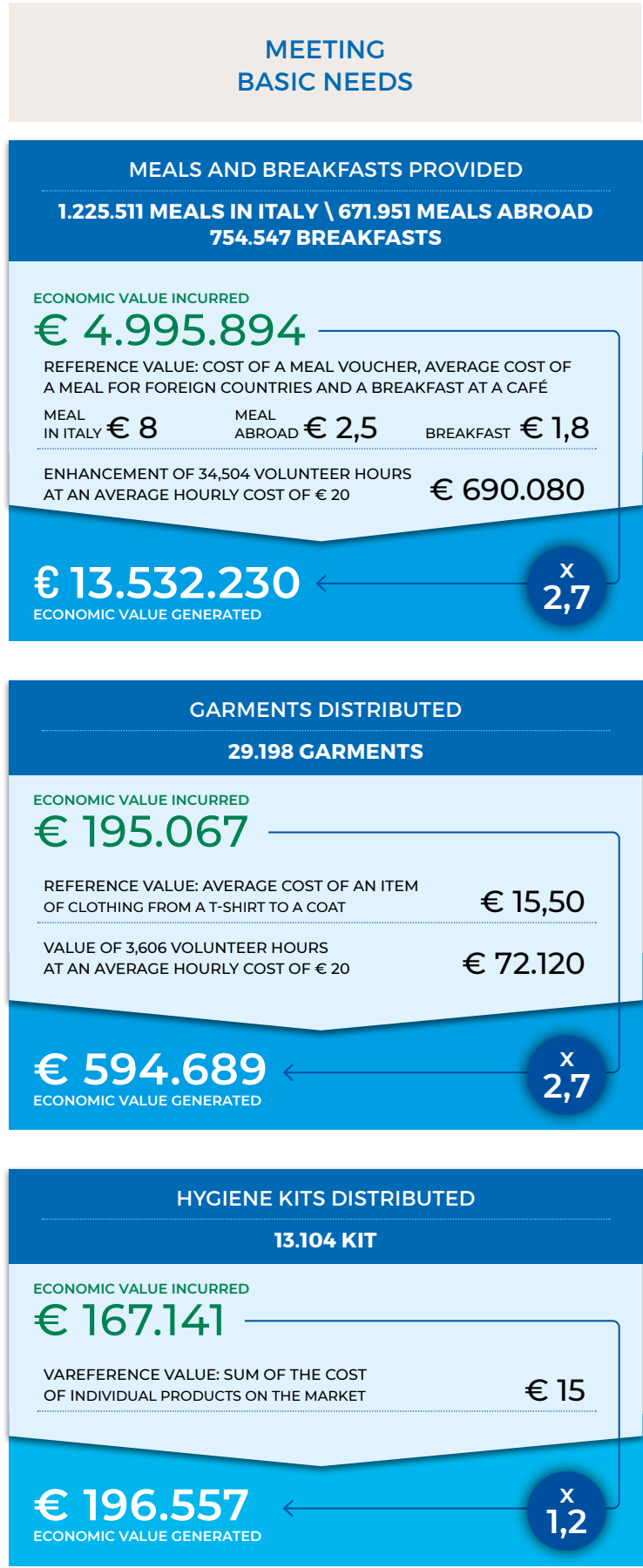
"HOW MUCH HAS THE EXPERIENCE YOU ARE HAVING WITH PROGETTO ARCA GIVEN YOU THE OPPORTUNITY TO..."		HOUSING AND COHOUSING FOR INDIVIDUALS	HOUSING AND COHOUSING FOR FAMILIES
PERSONAL DEVELOPMENT	... BETTER ORGANIZE YOUR TIME, YOUR SCHEDULE AND WHERE YOU LIVE?	3,81	4,18
	... DESIGN YOUR FUTURE BY SEIZING IN YOUR DAILY OPPORTUNITIES A STIMULUS FOR A DECISIVE CHANGE IN YOUR LIFE?	4,00	4,21
	... BE ACTIVE IN JOB SEARCH, HOUSING AND PAPERWORK MANAGEMENT?	4,47	4,18
	... FEEL ABLE TO CONTROL ANGER AND REFLECT BEFORE ACTING?	3,72	3,86
PSYCHOLOGICAL WELL-BEING	... FEEL MORE CONFIDENT IN YOURSELF?	3,82	4,00
	... DEAL ENERGETICALLY WITH THE PROBLEMS YOU ENCOUNTER?	3,69	4,00
	... RECOVER A DAILY ROUTINE THAT ALLOWS YOU TO SCAN THE RHYTHMS OF THE DAY IN A SATISFYING WAY?	4,06	-
	... DEVOTE TIME TO TAKING CARE OF YOURSELF	4,18	-
RELATIONSHIP WITH OTHERS	... LEARNING TO BE IN RELATIONSHIP WITH OTHERS?	3,87	4,14
	... HAVE A RELATIONSHIP AGAIN WITH THE MOST IMPORTANT PEOPLE IN YOUR LIFE (FRIENDS, FAMILY MEMBERS, ETC.)	3,84	4,00
	... CREATE NEW LANDMARKS IN THE AREA?	3,92	3,96
	... FIND A BALANCE WITH THE PEOPLE YOU MEET?	3,71	-
... TELL ABOUT YOURSELF AND SHARE WITH OTHERS YOUR EXPERIENCES, SUPPORTING EACH OTHER?	3,47	-	

The group of beneficiaries housed in single housing projects perceive themselves as more easily adaptable in the spheres of finding work and housing, and in all activities of resuming a daily routine while they find it difficult to establish profound relationships of mutual support.

Families grow in the aspects of planning for the future and relating to others while they demonstrate how change in the emotional sphere is more difficult, requiring a longer time to find a lasting balance.



* Progetto Arca's costs represented exclude specialist and hotel services, the details of which are given in the following columns



WHAT ARE WE DOING

OBJECTIVES
AND ACTIVITIES





HOMELESS PEOPLE

The condition of those living without a stable home should be considered as **one of the most severe forms of extreme poverty and social exclusion**. Separation from a spouse and/or children, loss of a stable job, health-related factors, denial of political asylum or loss of the requirements for maintaining a residency permit are among the events, often compounded with each other, that contribute to the occurrence of homelessness, and to the consequent loss of civil and social rights. In Italy, according to the latest ISTAT survey dating back to 2015, there are **50,724 homeless people**, including 12,000 in Milan alone. The survey shows the urgency of timely and structural interventions: the more time spent on the street, the more the condition of extreme poverty and isolation is rendered chronic.

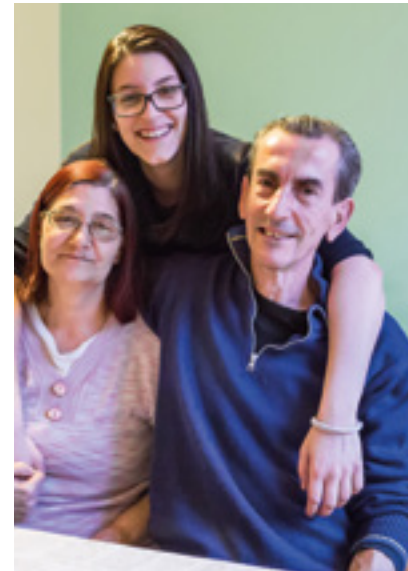
UNACCOMPANIED FOREIGN MINORS

The term “unaccompanied foreign minor” defines children under the age of 18, without European citizenship, who have arrived in Italy or in one of the member states, without parents. Given their **particularly vulnerable** condition, Italian law (L. 47/2017) stipulates that they cannot be turned away and that they have the right to be properly identified and to access a **protection and reception system dedicated** to them. According to Viminale data, **9,478 lone minors arrived** on Italian shores in 2021, mostly males and 17-year-olds, mainly from Bangladesh, Tunisia, and Egypt.



FAMILIES IN POVERTY

According to the latest ISTAT 2021 report, poverty remains at the same levels as the previous year: there are **more than 2 million families in absolute poverty** while **one million and a half are in a state of housing distress** (Nomisma/Federcasa data) due to the high cost of rents or mortgages and the progressive contraction of public housing supply (Federcasa estimated more than 600,000 applications on the waiting list). Completing the picture is the **alarming figure of evictions**: according to the National Union of Tenants, with the resumption of executive eviction procedures, blocked until December 31, 2021, there are more than 100,000 households that could lose their homes due to default on mortgages or debts.



PEOPLE WITH ADDICTION PROBLEMS

The Annual Report to Parliament 2021 on the state of drug addiction in Italy records **125,428 addicted individuals assisted** by the 575 Public Services for dependence (Ser.D), with a preponderant male presence. Cocaine is still the most frequently used primary substance (45%) followed by heroin; 46% of users reported using more than one substance. **New users are younger** (by an average of 9 years) than existing users, whose average age is 41 years. In addition to drug use, other forms of addiction must be added, such as **alcohol and pathological gambling**, which in many cases result in the fall into a condition of social marginality without an attachment to treatment services.



MIGRANTS

Over the past four years we have seen a **sharp reduction in landings on Italian shores**. Between 2018 and 2020, the number of migrants received in our country **has decreased by 42 percent**, and although in 2021 admissions have increased compared to the previous year (67,000 arrivals versus 34,000 in 2020), the numbers remain at very low levels, similar to those of 2011. As highlighted by the ActionAid-Openpopolis Report, what remains unchanged, however, is the reception system based on a response mainly of an emergency type: despite a sharp drop in landings, **7 out of 10 asylum seekers are housed in Extraordinary Reception Centers**. Lombardia is the region that receives the most migrants, 13 percent of the total.

PRISONERS IN ALTERNATIVES TO INCARCERATION

As the Covid-19 pandemic worsens, the age-old problem of **overcrowding** in Italian prisons has also become a public health issue. As of June 30, 2021, there were 53,600 inmates compared with 47,000 available places. A positive figure is the **growth of alternative measures to detention** with 29,000 people taken in charge by the Offices for the Execution of Criminal Enforcement (UEPE) between 2019 and 2021. In particular, the numbers of **home detention** and those of probation **to social services are growing** significantly. According to Antigone’s latest Detention Conditions Report, only 1 in 200 inmates returns to prison for committing a crime during the course of the probation.



BENEFICIARIES REACHED	25.224	17.518 IN ITALY
		7.706 ABROAD
OF WHICH WE RECEIVED	2.461	

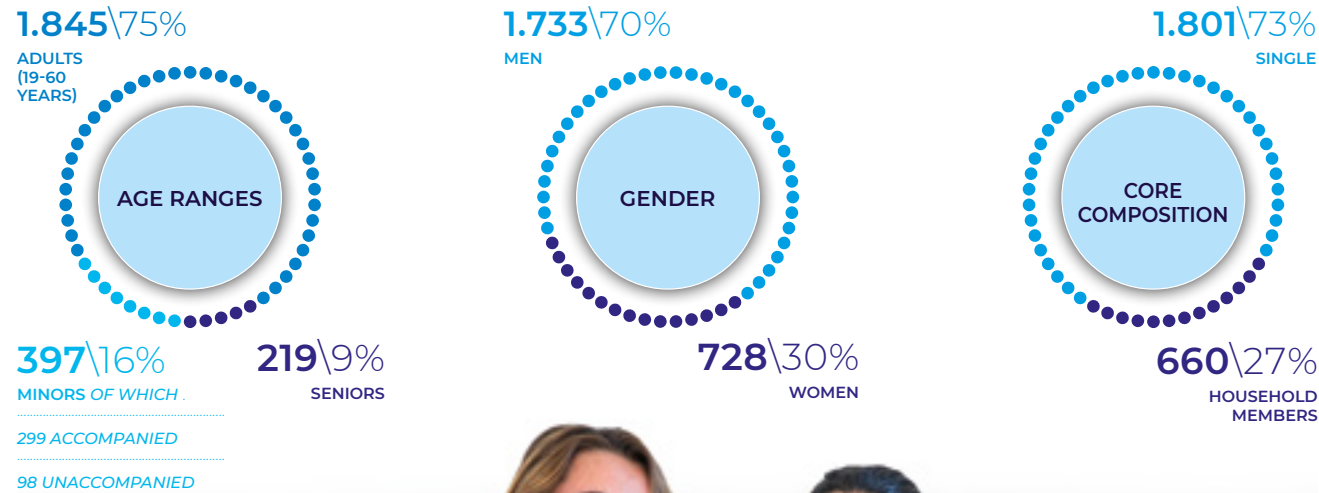
TYPE OF AID OUT OF THE 17,029 RECIPIENTS REACHED IN ITALY

LISTENING BOX	586	3%
SUPPORT IN THE STREET	4.015	24%
FOOD SUPPORT	9.967	59%
RECEPTION INTO THE COMMUNITY	2.051	12%
APPARTMENT ACCOMODATION PROVIDED	410	2%
TOTAL	17.029	100%

SENDING TYPE OUT OF THE 2,461 BENEFICIARIES RECEIVED

SPONTANEOUS ENTRY	144	6%
SENT FROM A LOCAL ENTITY	1.264	51%
SENT FROM PREFECTURE	592	24%
SENT ATS	461	19%
TOTAL	2.461	100%

BIOGRAPHICAL DATA OF RECIPIENTS RECEIVED WITH AN OVERNIGHT STAY



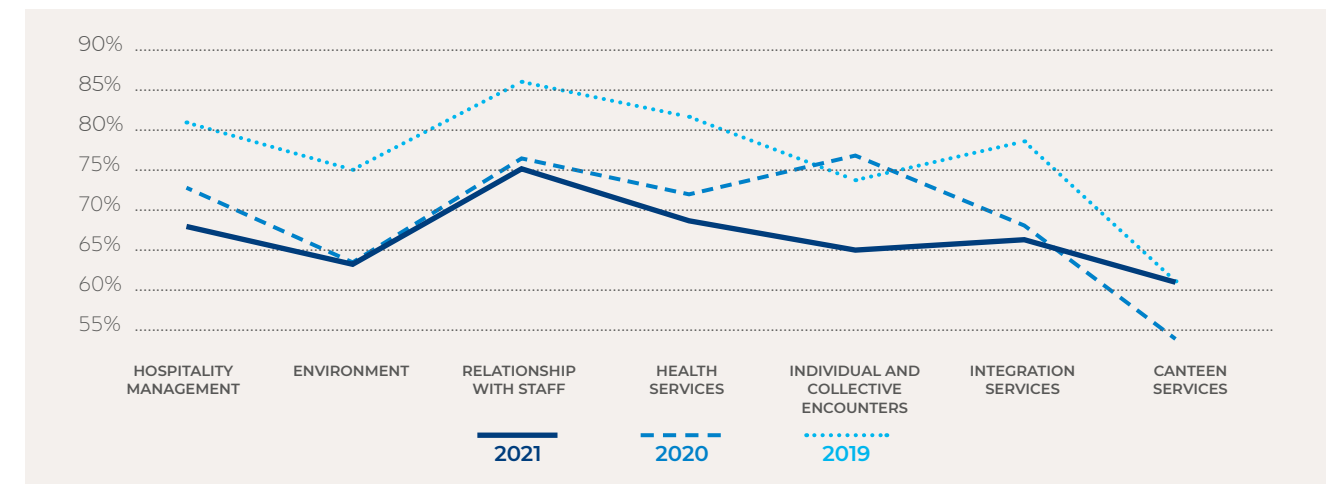
CUSTOMER SATISFACTION ADDRESSED TO THE GUESTS OF THE RECEPTION SERVICES

As part of the evaluation actions, aimed at continuous improvement, Progetto Arca proposes the customer questionnaire tool to the guests of residential care services, administering it at the time of discharge or, in any case, annually.

We report the results of the comparative **customer analysis on the three-year period 2019-2021**. On the totality of opinions, the percentage refers to the amount of responses “quite a lot,” “a lot,” or “totally” on the five-possibility scale that also includes “a little” and “not at all.” The trend of customer responses over the three years 2019-

2021 shows a decrease in positive responses. This condition, certainly partially justified by the period of great difficulty caused by the health emergency, will be the subject of in-depth discussion among educational staffs.

CUSTOMER GUEST	%GUESTS WHO REPLIED QUITE A LOT OR TOTALLY		
	2021	2020	2019
HOSPITALITY MANAGEMENT	68%	73%	81%
ENVIRONMENT	64%	64%	75%
RELATIONSHIP WITH STAFF	75%	76%	86%
HEALTH SERVICES	69%	72%	82%
INDIVIDUAL AND COLLECTIVE ENCOUNTERS	65%	77%	74%
INTEGRATION SERVICES	66%	68%	78%
CANTEEN SERVICES	61%	54%	61%
AVERAGE SATISFACTION	67%	69%	76%
QUESTIONNAIRES DISTRIBUTED	806	736	686
QUESTIONNAIRES COLLECTED	395	425	271
% OF RESPONSES	49%	58%	40%



STREET

meeting \ care \ trust



WATCH VIDEO



After Milan, the mobile kitchen sets off on the streets of new cities to meet the needs of the most vulnerable and isolated.

input

23%
CAPACITY THROUGH FUNDRAISING REVENUES



77%
CAPACITY THROUGH INSTITUTIONAL REVENUES

- 3 RECEPTION CENTERS
- 6.078 HOURS WORKED OF COMPENSATED PERSONEL
- 7.645 VOLUNTEER HOURS
- 10 TONNES OF FOOD RECEIVED IN KIND

activity

637
HOURS OF SOCIAL ASSISTANCE

1.507
HOURS OF EDUCATIONAL ASSISTANCE

1.320
GARMENTS

6.492
HYGIENIC KITS

185.883
MEALS PROVIDED

output

4.313
BENEFICIARIES

772
NIGHTS OF RECEPTION

18.638
INSTANCES OF INTERVENTIONS IN THE STREET

1.388
EXIT OF THE STREET UNIT/ MOBILE KITCHEN

effects

100%
ORIENTATION

OUTCOMES ON
253
DISCHARGES

ECONOMIC VALORIZATION OF SOCIAL IMPACT

€ 1.547.876
ECONOMIC VALUE INCURRED

x
1,03




€ 1.594.007
ECONOMIC VALUE GENERATED

STREET

meeting \ care \ trust

THE VALUE OF OUR STREET INTERVENTION

Living without a home, without a roof: there is nothing more devastating for a human being. **The first help is here.** On the streets of our cities, where loneliness and isolation are the daily enemies that the pandemic has further exacerbated. Progetto Arca's intervention starts with **responding to basic needs** - a meal, a blanket, personal hygiene care - to establish **initial contact** with some of the most vulnerable and unseen people. The Foundation, therefore, plays the role of a **social antenna** by mapping situations of marginality and facilitating **access to the relevant help** services, with the aim of **initiating paths of inclusion** that can restore protection and dignity to each person encountered.

Area	Services	Beneficiaries	Users	Team	Clients
STREET UNIT AND MOBILE KITCHEN 	On-call emergency response	383			City of Milan
	Milan mobile unit	600			
	Rome mobile unit	500			
	Bacoli (NA) mobile unit	80	Homeless people	Educators, operators and volunteers	National local governments and self-financing
	Mobile Kitchen Milan	928			
	Mobile Kitchen Varese	294			
	Mobile Kitchen Turin	472			
Mobile Kitchen Rome	480				
Mobile Kitchen Bacoli (NA)	128				
TEMPORARY SHELTERS 	Small shelter (MI)	254	Homeless people	Educators and social workers	City of Milan
	Homeless daytime people (VA)	86			Self-financing
INTEGRATION PROJECT 	Integration Project	108	Homeless people with addiction problems	Educators and mediators	Lombardia Region
		Total 4.313			



FRIENDS - I have been living on the street for 2 years, I have slept everywhere, in gardens, parks, stations. Now I sleep in the gallery, in front of the restaurant. After 11pm they no longer send me away. I put myself there because it is illuminated and I can feel more comfortable, even if on the street the first rule is to always sleep with one eye open. When I come to you for dinner, I don't feel homeless, I feel like someone meeting friends.

Salvatore

STREET UNIT AND MOBILE KITCHEN

Meeting needs, where they are needed, is the principle that guides Progetto Arca's **Street Units** and from which the **Mobile Kitchen** was generated, tested in **Milan** during the pandemic to respond to the forced closure of many soup kitchens. In 2021 the service will also start in **Turin** and **Varese** and will be structured to reach **Rome** and **Naples**. The distribution of comfort items, by workers and volunteers, not only alleviates the discomfort of life on the street but opens up the possibility of a **relationship of listening and trust**: the first indispensable step in approaching care services and encouraging the start of a path of welcome and social reintegration.

3.865
BENEFICIARIES

1.388
EXIT



ENCOUNTERS OF AID **17.967**
OF WHICH ARE SERVICE ORIENTED **4.465**

DISBURSEMENTS PROVIDED BY MOBILE UNITS ARE DIVIDED INTO:

FOOD DELIVERY

MEALS DISTRIBUTED	120.587
BREAKFASTS DISTRIBUTED	62.902
WATER BOTTLES DISTRIBUTED	12.654
LITERS OF HOT DRINKS DISTRIBUTED	1.119

DELIVERY OF COMFORT GOODS

BLANKETS AND SLEEPING BAGS DISTRIBUTED	939
DISTRIBUTED HYGIENE KITS	6.452
BASIC NECESSITIES DISTRIBUTED (CLOTHING, LINENS, SHOES, ETC.)	1.200



A HOME FOR A FEW HOURS - I am providing service at the Varese Day Care Center where people living on the street can take time for themselves, get a shave, tend to their nails and hair, have a warm drink, but also rediscover the possibility of a small friendly relationship. Together we offer a home, even for a few hours, where they can feel part again of a community and the object of tender glances.

Mariarosa, volunteer at the Viandante Day Care Center -Varese



PROSPECTIVE - I was living in the dormitory and using substances, I was broken and skeptical of any possibility of help. Then I met you all from Progetto Arca and saw a new light: maybe not everything was over. Thanks to your patient presence you were able to motivate me, to help me discover possibilities that I could no longer see. Now I am working on following the SerT's instructions to be able to enter the community. I have a residence and most importantly a perspective. **Alessandro**

TEMPORARY SHELTERS

Sociality and protection: two essential needs for homeless people. Progetto Arca supports the activities of the **Day Center Viandante** in Varese, a place for listening and socializing, and runs the **Piccolo Rifugio** in Milan, an emergency shelter for homeless people. Progetto Arca supports the activities of the Day Center Viandante in Varese, a place for listening and socializing, and runs the Piccolo Rifugio in Milan, an emergency night shelter open all year round and with increased activity in the winter months, the most dramatic for those living below zero, without shelter. Both are **spaces of reprieve from life on the streets** that also fulfill the fundamental role of a **bridge to a more structured intake and shelter pathway**.



INTEGRATION PROJECT



The problem of addiction is widespread among homeless people and has great complexity of treatment. Progetto IntegrAzione has activated a specialized Street Unit for **drug and active alcohol addicts living on the street**, often crystallized in dysfunctional thinking and behavior patterns, who refuse any help. The street education team worked to reduce the harm produced by substance abuse, **to reduce distrust** of institutional services (SERT, NOA, SMI), **facilitating access to them**. IntegrAzione Project has been funded by the Lombardy Region with European Social Funds POR 2014-2020. Progetto Arca is the lead partner in collaboration with the Italian Red Cross, Fondazione Eris and Galdus.

340
BENEFICIARIES

254
TAKEN IN FOR
THE NIGHT

86
HOUSED IN
THE DAY CARE
CENTER

340
SERVICE
APPROACHES

108
BENEFICIARIES

331
AID
INTERVENTIONS

HEALTH

comfort \ treatment \ rehabilitation



56

Progetto Arca with the Regional Emergency Care Agency and the City of Milan also provided access to vaccination to people on the street.

57

input

29%
CAPACITY THROUGH FUNDRAISING REVENUES



71%
CAPACITY THROUGH INSTITUTIONAL REVENUES

- 4 RECEPTION CENTERS
- 28.708 HOURS OF PAID PERSONEL
- 24 VOLUNTEER HOURS
- 3.650 COMMUNITY SERVICE SITES AND CURRICULAR INTERNSHIPS
- 10 TONNES OF FOOD RECEIVED IN KIND

activities

27.826
HOURS OF HEALTHCARE ASSISTANCE

1.636
HOURS OF SOCIAL ASSISTANCE

1.287
MEDICAL VISITS

1.627
GARMENTS OF CLOTHING

446
HYGIENIC KITS

32.781
MEALS PROVIDED

output

1.167
BENEFICIARIES

3.907
AID INTERVENTIONS

10.094
NIGHTS OF RECEPTION

effeCTS

29%
HOUSING AUTONOMY

OUTCOMES ON
116
DISCHARGEES

71%
CONTINUATION OF THE REHABILITATION PROCESS

ECONOMIC VALORIZATION OF SOCIAL IMPACT

€ 1.175.881
ECONOMIC VALUE INCURRED



€ 3.309.821
ECONOMIC VALUE GENERATED

HEALTH

comfort \ treatment \ rehabilitation

THE VALUE OF OUR HEALTH INTERVENTION

The **right to health** is fundamental for every human being, although, for the most fragile people, access to health services is often very complex and coping with illness is always difficult and painful if you are alone on the street. Fondazione Progetto Arca is actively engaged in restoring the right to health to homeless people, providing them with **prevention, treatment and rehabilitation**. The relationship that the operators establish with the guests is transformed not only into a necessary comfort but into a project of true caretaking. The involvement of institutions and other third-sector actors has made the intervention more widespread and effective, thus being able to promote attention to the **welfare of the homeless**.

Area	Services	Beneficiaries	Users	Team	Clients
UNIT SELECTION PROTECTION SOCIAL AND HEALTHCARE RECEPTION	Listening and orientation center	881	Homeless people and drug addicts	Educators	Self-financing
HEALTHCARE SANITARY	Vaccine hub	150	Homeless people on the street		Self-financing
	Outpatient clinics	Internal beneficiaries at reception centers	Homeless and drug-addicted people, migrants and families	Doctors and nurses	ATS, Local Authorities, Prefectures
SOCIAL HEALTHCARE RECEPTION	Post Acute for homeless	117	Homeless people discharged from hospitals	Doctors, nurses, OSS and social workers	Lombardia Region, ATS Milan
	Inpatient nursing department	19			City of Milan
		Total 1.167			

TRUST - I am an alcohol addict and have lost everything as I found myself alone. The SerD advised me to have an interview with Progetto Arca and I went to Via S. Giovanni alla Paglia where they really listened to me. I have, finally, felt understood. I want to heal myself and I am beginning to trust them because they looked at me the way I don't know how to look at myself, with confidence. Together with other people I have started to get sober. I want to believe I can do it. **Claudio**

SOCIAL AND HEALTH CARE RECEPTION SELECTION UNIT

The loneliness and bewilderment experienced by people living on the street, often including drug users, require a time and place for **listening and guidance**. Listening to them actively enables the establishment of a **helping relationship** that, by putting the other person in the **condition of feeling** welcome and able **to trust**, allows for **solutions that respond to the individual's need**. Taking care of a person on the street, including a drug addict, requires a multidisciplinary approach. For this reason, orientation to specialized services and sheltered housing turn out to be the first steps toward building care pathways.



58%
PEOPLE WITH ADDICTION PROBLEMS

29%
PEOPLE WITH SERIOUS MEDICAL CONDITIONS DESTINED FOR POST-ACUTE

13%
PEOPLE SEEKING SHELTER AND PROTECTION

881
REQUESTS TO BE LISTENED TO AND EVALUATED

56%
PEOPLE RECEIVED IN PROGETTO ARCA SERVICES

44%
ORIENTED TOWARD OTHER SERVICES IN THE AREA



PROTECTION - I have been living on the street for many years. Covid put my health situation even more at risk, and when the vaccines came I didn't know how to do it because I don't have a phone to make reservations and I lost my health card. When the Street Unit reached out to me offering me the vaccine I was overjoyed. I was finally able to protect myself from this virus and, by getting the green pass, enter the bars again to warm up and use the toilets and city canteens.

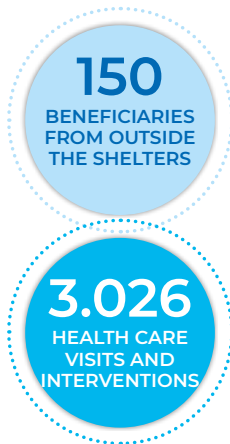
Renato



FIGHTING - I am a former Italian Army soldier who due to sad misfortunes ended up on the street and then in the hospital. After two months in the ICU, I was transferred to the Post Acute ward, where I will convalesce and where they will help me find a place to live when I am healed. I got my documents back and applied for income assistance for citizens. Not feeling alone gives me the strength to fight again and love life.

Marco

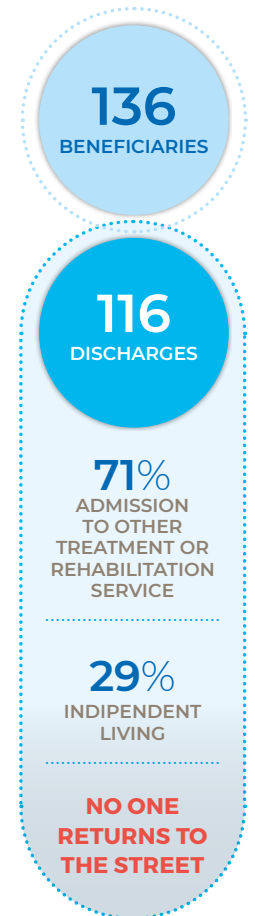
HEALTH CARE PROXIMITY



The year 2021 was marked for everyone by the Covid-19 vaccination campaign. The need to guarantee the right to vaccination also to those who have difficulties in accessing care services has stimulated Fondazione Progetto Arca to network with other entities, AREU and the City of Milan, to organize vaccination HUBs dedicated to the homeless in the city of Milan. Calling for a **sense of collective responsibility** for the **guarantee of public health**, Progetto Arca has also activated health clinics within some shelters in order to spread the value of **prevention** and **protection**.



SOCIO-HEALTHCARE RECEPTION



The goal of Post Acute and inpatient nursing services is to provide, following hospital discharge, a **safe and therapeutic place** for those in need of healing and without a home. The care of the medical nursing staff makes it possible to **alleviate the suffering** of inpatients who, because of their lifestyles, are exposed to complex health problems, oftentimes chronic. The social component of the multidisciplinary team strives to ensure that the results of autonomy obtained during hospitalization, can be guaranteed even after discharge, identifying, together with the patient and territorial services, the most suitable formula for the **continuation of the treatment**.

RECEPTION CENTERS

reception \ course \ future



WATCH VIDEO



62

Emergency sheltering, at Mirasole Abbey, of Afghan families who have fled their country through humanitarian corridors.

63

input

19%
CAPACITY THROUGH FUNDRAISING REVENUES



81%
CAPACITY THROUGH INSTITUTIONAL REVENUES

- 10 RECEPTION CENTERS
- 139.915 HOURS OF PAID PERSONEL
- 14.442 VOLUNTEER HOURS
- 2.175 COMMUNITY SERVICE SITES AND CURRICULAR INTERNSHIPS
- 158 TONNES OF FOOD RECEIVED IN KIND

activities

14.159
HOURS OF HEALTH CARE ASSISTANCE

22.767
HOURS OF EDUCATIONAL ASSISTANCE

1.350
HOURS OF LEGAL ASSISTANCE

1.739
MEDICAL VISITS

553.485
MEALS PROVIDED

6.001
HOURS OF EDUCATIONAL ASSISTANCE

2.050
HOURS OF PSYCHOLOGICAL ASSISTANCE

24.695
GARMENTS OF CLOTHING

6.093
HYGIENIC KIT

output

1.661
BENEFICIARIES

216.550
NIGHTS OF RECEPTION

effects

40%
HOUSING AUTONOMY

8%
VOLUNTARY DEPARTURE



13%
END OF RECEPTION AND ORIENTATION

39%
CONTINUATION OF INTEGRATION AND REHABILITATION JOURNEY

ECONOMIC VALORIZATION OF SOCIAL IMPACT

€ 7.066.484
ECONOMIC VALUE INCURRED






€ 11.878.505
ECONOMIC VALUE GENERATED

RECEPTION CENTERS

reception \ course \ future

THE VALUE OF OUR WORK WITHIN THE SHELTERS

In the numerous reception centers in Milan and Rome, Progetto Arca welcomes people to allow them to feel worthy of interest and protection again. The response to the basic needs of food and shelter is always a pretext for a relationship aimed at rekindling hope, opening a vision for the future and building a plan. The provision of documents, health surveillance, responsibility in the management of cohabitation, participation in defining the path to social and labor reintegration lead to autonomy. Regaining **citizenship rights** is a necessary step in the challenging path from the street to the home.

Area	Services	Beneficiaries	Users	Team	Clients
RECEPTION OF HOMELESS PEOPLE 	Shelter for the homeless	315	Homeless people	Educators, social assistants,	City of Milan
	Emergency core response	197	Families in emergency	social workers, psychologists, nurses	
	Microcommunity	34	Homeless people		
	Care for the elderly	13	Self-sufficient elderly	OSA, nurse educators, OSS	
WELCOMING PEOPLE WITH ADDICTION PROBLEMS 	Semi-residential overnight care	143	Drug addicts	Social workers, educators	ATS Lombardia Region
	Residential reception	201			
RECEPTION OF MIGRANTS AND UNACCOMPANIED MINORS 	Extraordinary reception center for men	309			
	Extraordinary reception center for mother and child	227		Practitioners, educators, social workers, mediators	Prefecture of Milan
	Extraordinary family reception center	56	Refugees and asylum seekers	psychologists, lawyers, nurses, doctors	
	System of Protection for Asylum Seekers (SIPROIMI)	100			
	Reception center for unaccompanied foreign minors	66			
Total 1.661					



LANDSCAPE - Attachments, family, relationships have always been complicated worlds for me to manage. One day you build together, the next day the landscape has changed..... my new landscape has become the streets. There my affections turned into loneliness, until I had the courage to ask for help. In the future I hope to regain the ability to plan my life and smile again, hopefully not alone.

Luke

RECEPTION OF HOMELESS PEOPLE

Progetto Arca offers people who are **homeless**, due to job or family loss, addiction, psychiatric frailty or evictions, a **large-reception center and some micro-communities**. In the large-community center, ongoing care, food, shelter and personal hygiene are provided as well as a multidisciplinary team that follows **individual paths, including those of entire families with minors**. The micro-communities host homeless people who are further along the path to autonomy, already able to actively participate in the management of spaces and living together and, often, engaged in work activities.



559
BENEFICIARIES

372
DISCHARGES.

42%
HOUSING
AUTONOMY

41%
CONTINUATION
ON THE PATH
TOWARD
INTEGRATION

9%
VOLUNTARY
DEPARTURE

8%
END OF
ACCOMMODATION
AND ORIENTATION

83% OF GUESTS
DO NOT RETURN
TO THE STREET



WARMTH - For those who find themselves like me bewildered and helpless in the face to addiction, Progetto Arca immediately embraces you with its warmth from the very first interview. I never thought I would be able to rely on strangers who have now become a fundamental part of my journey to a whole new life, helping me overcome some of my great difficulties. I believe that the shelter staff will remain in my heart forever.

Emanuele



OBEDIENCE - My family was persecuted by the Taliban. When I was 12 years old they killed my father and kidnapped me and my brother. I ran away, and my brother, I never saw again. My mom gave me money and begged me to go to Europe. I obeyed with a broken heart. Here I can live in peace. I would like to be an electrician like my father and I am in the process of studying. I would like to earn money to rent a small house and live with my mother and sisters.

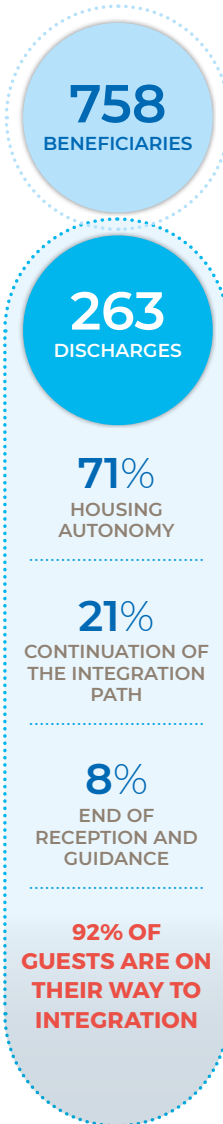
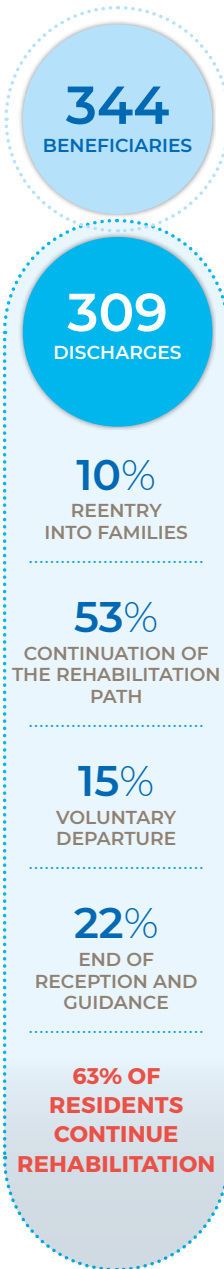
Amid

RECEIVING PEOPLE WITH ADDICTION PROBLEMS

The history of the Foundation began with services aimed at people with addiction problems and evolved, over time, giving chain responses to all related problems. The overnight center hosts people still actively struggling with the drug problem while the two residential services host people who choose to embark on a path of treatment, supported by counseling, accompaniment in de-addiction and the construction of the rehabilitation path. The support of the educational team, in continuous collaboration with the Ser.D, NOA, SMI of the regional government, makes it possible to help the guest in regaining a psycho-physical stability for the purpose of the continuation of the project.



RECEPTION OF MIGRANTS AND UNACCOMPANIED MINORS



Alongside the already active Extraordinary Reception Centers and SAI reception, in 2021 the Foundation hosted Afghan families fleeing the Taliban regime. The reception of asylum seekers aims at integration and offers paths of social-psychological and parenting support, legal guidance, bureaucratic support, Italian language teaching up to vocational training paths. The reception, with a strong educational impact, also extended in 2021 to numerous adolescents who left their country in search of a better future, where freedom from oppression and opportunities for fulfillment are possible.

HOME

responsibility \ outlook \ intimacy



WATCH VIDEO



Cascina Vita Nova: a new opportunity for homeless people, accompanied by their four-legged friends, to embark on the path of restarting.

input

48%
CAPACITY THROUGH FUNDRAISING REVENUES



52%
CAPACITY THROUGH INSTITUTIONAL REVENUES

- 100 APARTMENTS
- 28.223 PAID STAFF HOURS
- 1.886 VOLUNTEER HOURS
- 3 TONS OF FOOD RECEIVED AS DONATIONS

activities

3.265
HOURS OF SOCIAL WORK

5.214
HOURS OF EDUCATIONAL ASSISTANCE

1.545
HOURS OF CULTURAL MEDIATION

272
HOURS OF PSYCHOLOGICAL ASSISTANCE

73
HYGIENE KITS

17.288
MEALS PROVIDED

1.556
ITEMS OF CLOTHING

output

1.410
BENEFICIARIES

1.000
AID INTERVENTIONS

112.915
NIGHTS OF WELCOME

effects

93%
HOUSING AUTONOMY

OUTCOMES ON
111
DISCHARGEES

5%
CONTINUATION OF REHABILITATION PATH

2%
END RECEPTION AND ORIENTATION

ECONOMIC VALORIZATION OF SOCIAL IMPACT

€ 1.744.251
ECONOMIC VALUE INCURRED



€ 3.144.376
ECONOMIC VALUE GENERATED

HOME

responsibility \ outlook \ intimacy

THE VALUE OF OUR INTERVENTION IN HOUSING SHELTER

Fondazione Progetto Arca believes that housing is an inalienable right. That is why, over the years, it has been engaged in finding more and more apartments to be dedicated to the reception of homeless people and family units experiencing temporary housing hardship. The home is much more than the walls that constitute its architectural structure because it allows residents to regain the dignity generated by taking responsibility for their own intimacy, in space and time, in a path of autonomy and, thus, for their freedom. The house facilitates the possibilities of the broader project by opening a door to the future, which on the street is not even imaginable.

Area	Services	Beneficiaries	User	Team	Clients
HOUSING AND COHOUSING FOR FAMILIES IN HOUSING DIFFICULTIES	Temporary Residential Social Housing	140			
	Co-housing mother child	23	Poor families in housing difficulties	Social workers, educators, cultural mediators, and psychologists	Comune di Milano e altri enti locali nazionali
	Housing autonomy	131			
	Child support goods	1.000			
HOUSING AND COHOUSING FOR THE HOMELESS	Housing First	62	Single homeless people		City of Milano
	Housing for homeless people with dogs	3			
	Prisoner housing	15	Prisoners at the end of their sentences	Social workers, educators, cultural mediators, and psychologists	UEPE Milan
	Housing for homeless in Rome	8	Single homeless people		City of Rome
	Low-intensity care	28	Drug addicts requiring multitreatment		ATS Lombardia Region
		Total 1.167			

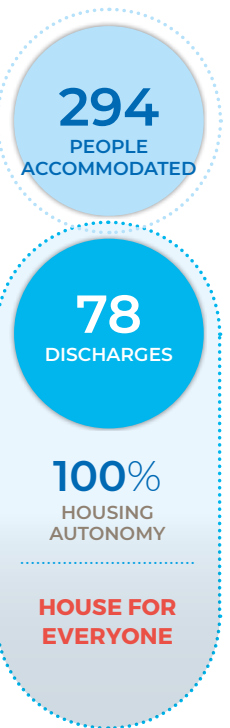


UNION - Entering the Progetto Arca house allowed my family to reunite after years of dismemberment: my wife and three children were in the community, and my oldest son and I had returned to Peru for health reasons. It was a very difficult time for everyone. From this home, for us an invaluable treasure, we began again the search for a job, the resumption of schooling for the children, confident, only now, of new prospects for life.

Jose

HOUSING AND COHOUSING FOR FAMILIES IN HOUSING DIFFICULTIES

In its apartments, **Progetto Arca welcomes mother-child families** without a primary support network or **families who have suffered eviction** or who, due to a sudden difficulty, can no longer bear the burden of rent. Intervening early prevents a temporary condition of fragility, linked to the loss of housing, which can turn into permanent distress, capable of compromising the unity and serenity of the family. The objective of the **multidisciplinary team** is to support the household in its entirety by **responding to both adults' and children's needs**, from school enrollment to job search.





AWAKENING - From the street to the house, it is this shocking rip from my life of low funds that awakened me as a cold shower does, making me realize that regaining self-esteem was within my strength. This is the basis of my new beginning: a space of my own, protection from the streets, and people who will not leave me alone in the program of steps toward autonomy. I want to invite you all to dinner one day as a former guest, and ... I will pay for it!

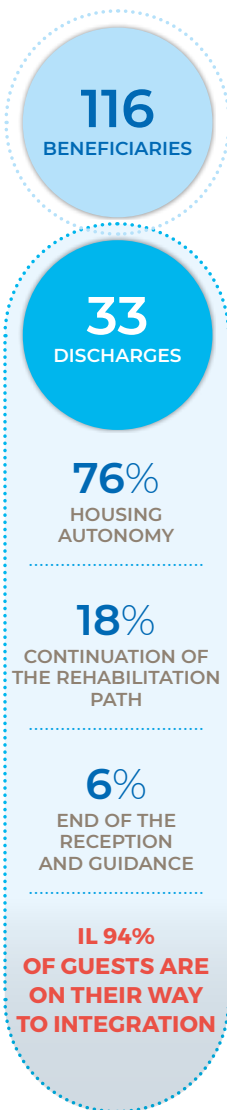
Giovanni



UNCONDITIONAL LOVE - For 10 years Jack and I have slept inside a tent, surviving on help from passersby. Not even on the coldest nights did I accept refuge in a shelter because it would have meant separating myself from my Jack, who is like a son to me. Today, thanks to Progetto Arca, I can reciprocate my dog's unconditional love by giving him a home.

Luigi

HOUSING E COHOUSING PER PERSONE SENZA DIMORA



Progetto Arca Foundation houses homeless people in single-occupancy or shared-occupancy apartments, with the aim of **supporting the person in the enhancement of their resources in a path of progressively regaining autonomy and psychophysical well-being**. The multidisciplinary team supports guests in the management of the home, facilitates access to services in the area and the weaving of relationships with the neighborhood, defining with each guest a personalized project of change. A financial educator supports guests in setting up a **savings plan aimed at regaining autonomy, including economic autonomy**.

Housing Cascina Vita Nova

In October 2021, in the Baggio neighborhood of Milan, after major renovations supported by friendly donors, companies and foundations, **“Cascina Vita Nova - Giorgina Venosta”** was inaugurated, a place of hospitality and **“citadel of solidarity” open to citizenship, an experimental project** created to bring together several activities, such as:

- **seven apartments** dedicated to people living on the street with their dogs, who give up their beds in dormitories in order not to be separated from them;
- pet care and grooming **clinic**;
- solidarity **hair salon** for those who cannot afford a haircut, run by a former guest of Progetto Arca, a talented professional;
- **multipurpose space** dedicated to the local area.

In 2022, the following will also be built:

- **canteen** for people in need
- **social market** for poor families in the region



FOOD

well-being \ inclusion



WATCH VIDEO



74 *Progetto Arca activates, in Milan, the "Spesa del Giorno" for families hardest hit by the crisis.*

75

input

99%
CAPACITY THROUGH FUNDRAISING REVENUES



1%
CAPACITY THROUGH INSTITUTIONAL REVENUES

- 3 SOCIAL MARKET LOCATIONS
- 6 LOCATIONS LOGISTICS AND WAREHOUSING
- 4.997 PAID STAFF HOURS
- 9.513 VOLUNTEER HOURS
- 219 TONS OF FOOD RECEIVED AS DONATIONS

activities

17.578
FOOD PARCELS DISTRIBUTED

1.190.621
MEALS PROVIDED

output

8.967
BENEFICIARIES

3.960
AID INTERVENTIONS

effects

ECONOMIC VALORIZATION OF SOCIAL IMPACT

€ 695.918
ECONOMIC VALUE INCURRED



€ 6.615.636
ECONOMIC VALUE GENERATED

FOOD

well-being \ inclusion

THE VALUE OF OUR FOOD SUPPORT ACTIVITIES

Food support is one of the cornerstones of Progetto Arca's activities, which has become even more essential this past year with the surge in requests for help from families who can no longer put everyday food on the table and feed their children. **Food shopping, food parcels, soup kitchens and social markets** represent the heart of Progetto Arca intervention and are the bridge to **access healthy and adequate food, with a strong educational and relational component**. Food support, therefore, not only responds to a primary human need, food, a right for all, but also reverses and heals factors closely related to material poverty such as social stigma and self-isolation.

Area	Services	Beneficiaries	Users	Team	Clients
FOOD BASKET	Food parcels	3.174	Poor people and families with homes	Logistics workers, volunteers, caregivers social workers	Local governments and self-financing
	Groceries of the day	2.262			
	New Poverty Rome	1.471			
SOCIAL MARKET	Social Market Rozzano (MI)	810	Poor people and families with homes	Logistics workers, volunteers, caregivers social workers	Local governments and self-financing
	Social Market Bacoli (NA)	180			
CANTEENS	Turin Canteen	170	Poor people and families also on the street	Logistics workers, volunteers, caregivers social workers	Indirectly managed activities funded by Progetto Arca through projects
	Monza Canteen	60			
	Pavia Canteen	200			
	Naples Canteen	286			
	Bacoli (NA) Canteen	60			
	Ragusa Canteen	294			
	Total	8.967			

LOVE - Before, we ate plain pasta every other day as well or I bought a kilo of flour and made bread that was enough for us for a week. We know all the ways to save but when you have children you can't go on like this. It is for them that I come to the Social Market. At first I was ashamed, now I know all the volunteers. They are people who do things with their hearts. We laugh, we talk, we stay close.

Marisa, user of Social Market Rozzano

SOUP KITCHENS AND SOCIAL MARKET

Garrisons for **combating food poverty and educating people about proper nutrition**, the Social Market in Bacoli (NA), run with La Casetta onlus, and the one in Rozzano (MI), allow families in severe economic hardship to do their grocery **shopping for free**, choosing from the shelf dry products and fresh, with the help of volunteers for emotional and relational support. Grocery shopping thus becomes not only a response to the need for food, but also an opportunity **for sociability and a moment for family well-being**. Progetto Arca also supports, with food supplies, local organizations and nonprofits involved in running soup **kitchens for poor people in Monza, Pavia, Bacoli, Ragusa and Turin**.

	PEOPLE	MEALS	AID INTERVENTIONS
SOCIAL MARKET BACOLI (NA)	180	43.200	720
SOCIAL MARKET ROZZANO (MI)	810	194.400	3.240
TOTAL	990	237.600	3.960
RAGUSA CANTEEN	294	15.846	
PAVIA CANTEEN	200	30.125	
NAPLES CANTEEN	286	18.614	
MONZA CANTEEN	60	7.366	
BACOLI (NA) CANTEEN	60	3.990	
TURIN CANTEEN	170	60.000	
TOTALE	1.070	135.941	
TOTALE	2.060	373.541	3.960





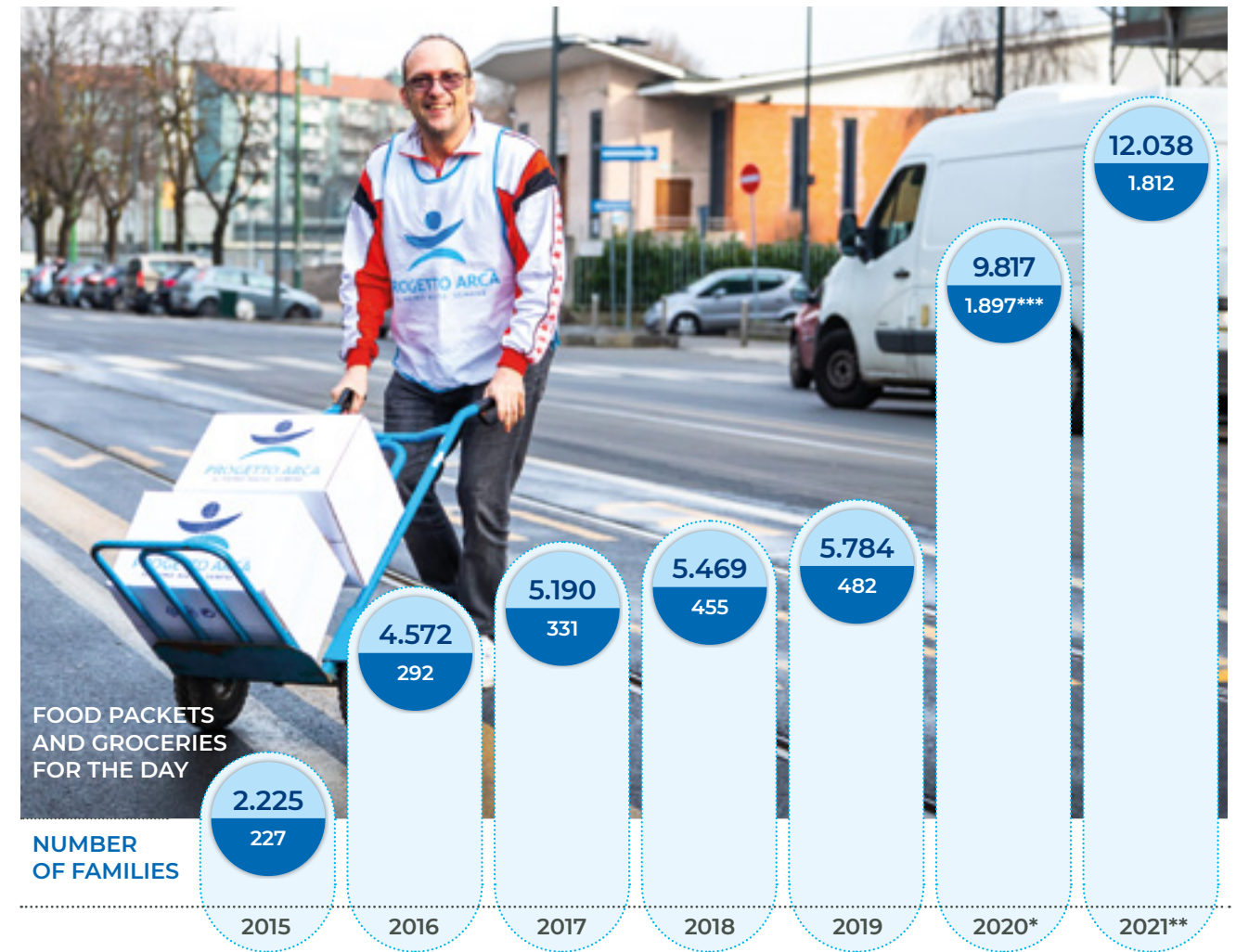
RELIEF - *The fridge began to empty, sometimes we would have dinner with milk and chocolate for the children and an apple for me. I started to get scared-the rent, the meals, the questions from my children. Then the beautician's store I work for reopened and they called me back. All these months it was a relief to get that white box that said "Progetto Arca, the first help always."* I cannot forget what you have done for me.

Anna, mother of two children aged 2 and 6

FOOD PACKETS AND GROCERIES FOR THE DAY

5.436
BENEFICIARIES

In the face of the extremely high social emergency as a result of the pandemic, Progetto Arca **has intensified food support to families** who can no longer provide for essential needs, such as food, on a daily basis. Thanks to the solidarity of citizens, companies and foundations, the indispensable help of volunteers and the collaborations activated with local associations, the Foundation has reached the most vulnerable families in the country with the delivery of **food parcels**, supplies of household **hygiene products** and monthly **early childhood kits** for the needs of the youngest. In Milan, for those households reported as most fragile, help has been reinforced with the Spesa del Giorno, a **weekly bag of fresh food**, largely from large-scale retail surpluses saved from waste, as well as from direct purchases by the Foundation.



* 2020 tallies include food allotments distributed by canteens that are not part of the sum in 2021, described in table on p. 77
 ** 2021 tallies include bags of fresh food distributed with the "Spesa del giorno," a service activated in 2021
 *** In the 2020 Social Budget this figure included 3,233 expenditures offered by Social Markets, (for a total of 13,050 parcels), which in the 2021 Social Budget are described in the table on p. 77

NEW POVERTY ROME

In order to respond to the needs of new poverty that emerged with the pandemic emergency, in collaboration with Progetto Mirasole Impresa Sociale, Italian Red Cross Local Committee Municipio XV of Rome and local institutional, associative and parish entities, Progetto Arca participated in 2021, in a **new service of purchasing and distributing basic necessities to needy people in Rome**. The service allowed the implementation of a **network proximity model** with which those in need were identified and reached, in the Municipalities XIII, XIV and XV of Roma Capitale.

The activities aimed at families were:

- delivery of a **monthly basket** containing basic necessities (food and hygiene products);
- delivery of **shopping vouchers**;
- support and **orientation** to services in the area.

EDUCATIONAL SUPPORT AND THE RIGHT TO CARE

THE INTERNATIONAL PROJECTS ARE 100% COVERED BY THE **100%** FUNDRAISING ACTIVITY

In Ivory Coast, thanks to the generosity of a couple of long-standing donors, Progetto Arca was able to provide for the **school expenses of children** included in **Fondazione AVSI's** distance education support program, and to support **Fondazione Soleterre onlus's** "Grande contro il cancro" project, dedicated to indigent Ivorian families with **children suffering from cancer**. The project has made it possible to offer free housing and a serene and protected environment to children undergoing cancer treatment together with their families, thus discouraging them from leaving the treatment path due to the unaffordable costs. Animation and art therapy sessions as well as psychological support sessions aimed at both children and their parents have been held in the two shelters. In addition, **training sessions** involving health workers, nurses, midwives and doctors were organized to spread the importance of prevention and early diagnosis, with a focus on the types of childhood cancer most prevalent in Ivory Coast.

		CHILDREN INVOLVED	AID INTERVENTIONS
AVSI	IVORY COAST SCHOOL EXPENSE SUPPORT	20	123
SOLETERRE	IVORY COAST PROJECT "GRANDE CONTRO IL CANCRO" SUPPORT FOR THE DEPARTMENT OF PEDIATRIC ONCOLOGY	49	301
TOTAL		69	424



© Simone Durante / Soleterre

HARMONY - My husband worked in a shoe factory that closed for Covid. I collect cans and old stuff for resale on the streets, but with that money we couldn't even buy groceries. Without your food aid, we could not send our children to school but instead to work in the fields. We used to fight with my husband because of too many worries, now there is harmony and hope for our children.
Soriya, Klang Leu, Cambodia

NUTRITIONAL SUPPORT

REMAR		RECIPIENTS	MEALS DISTRIBUTED
REMAR	GREECE FOOD AID REFUGEE CAMPS	2.400	8.047
LET US FUTURES	CAMBODIA MEALS FOR CHILDREN AND FAMILIES	2.520	151.704
CIVIL AIME NEDIVE	ARGENTINA COMMUNITY CANTEEN SUPPORT	1.017	196.200
TRABAJO Y PERSONA	VENEZUELA CHILDREN AT RISK OF MALNUTRITION	1.200	216.000
MISSIONE CALCUTTA	INDIA CHILDREN'S FOOD DAY	500	100.000
TOTAL		7.637	671.951

Also in 2021, Progetto Arca collaborated with the NGO REMAR to ensure the monthly delivery of humanitarian aid to refugees living in the camp on the Greek **island of Lesbos**. In 2021, Progetto Arca activated new partnerships with local humanitarian NGOs. In **Cambodia**, the foundation covered the food needs of vulnerable families in Kampong Som, assisted by the NGO Let Us Create Futures and guaranteed meals to children at the Children's Center in Sihanoukville. In **Argentina**, with Asociación Civil Trabajo y Persona, it has supported the community canteen in San Justo, and in **Venezuela**, with Asociación Civil Aime Nendive, meals were guaranteed for children at risk of malnutrition. Also dedicated to minors is the "Food Distribution" project carried out in **India** with Missione Calcutta onlus, which offered the food day to children living in the most disadvantaged areas of Bengal.



WORK PROGRAM, NETWORKING WITH PROGETTO MIRASOLE IMPRESA SOCIALE

HIRED BY PROGETTO ARCA	18
HIRED BY PROGETTO MIRASOLE IMPRESA SOCIALE	44
TOTAL JOB PLACEMENTS	62

Thanks to the opportunity generated by the project to manage the Mirasole Abbey in Opera, owned by Fondazione IRCCS Ca' Granda, Ospedale Maggiore Policlinico, on **April 21, 2016 Fondazione Progetto Arca participated in the establishment of Progetto Mirasole Impresa Sociale** with the intention of creating an organization that, thanks to its legal form, would be able to carry out vocational **training and job placement activities**.



CONTRACT	IN FORCE AT PROGETTO ARCA	EMPLOYED BY PROGETTO MIRASOLE OR NETWORKED ENTITIES	TOTAL	%
INDEFINITELY	14	5	19	31%
FIXED-TERM	3	22	25	40%
COLLABORATIVE	1	-	1	2%
APPRENTICESHIP / INTERNSHIP	-	15	15	24%
WORK GRANT	-	2	2	3%
TOTAL	18	44	62	100%

VALUED SKILLS - In the shelter I always hoped someone would value my experience as a maintenance worker - I studied plumbing in my country! Thanks to the network between Progetto Arca and Project Mirasole I had an interview, a professionalizing course and an internship in the team that later hired me. Today I can build my future based on my skills. I feel like a man again and I feel like learning new things, thank you!

Imed

Progetto Arca and Progetto Mirasole Impresa Sociale believe that **people can only know themselves if they are in action and that a life without work can make people lose the meaning of living**.

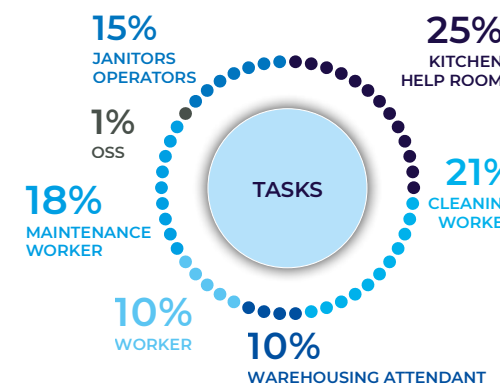
Therefore, in 2021, the collaboration between the two entities has become even closer around the **common goal of building pathways to job placement**, including through specific funding. This is how the



Social Enterprise became, for the Foundation, the first interlocutor **to combine the need for income of many guests with the job offer**, coming from the Enterprise itself and other companies in the area. This, for Progetto Arca, is accompanied by the opportunity **to offer employment directly** to people on a path to autonomy, being discharged from shelter services.

The **program's 2021 activities** networking with Progetto Mirasole Impresa Sociale:

EVALUATIONS OF APPLICATIONS WITH INITIAL CONTACT	123
IN-DEPTH INTERVIEWS WITH SKILLS ASSESSMENT	63
VOCATIONAL TRAINING PATHS AND EDUCATION & GUIDANCE PATHS TO EMPLOYMENT	28
INTERNSHIPS WITHIN SOCIAL ENTERPRISES	12
NETWORKING WITH COMPANIES IN THE AREA FOR DIRECT PLACEMENTS	



759.977
MEALS COOKED
IN 2021



THE KITCHEN

Progetto Arca believes that even through the vehicle of the meal, curated from the **culinary traditions** of the residents and respecting the **special diets** necessary for medical considerations or ethical-religious choices, it is possible to transmit all

attention that people in need require to feel welcomed and protected. That is why the kitchen, in 2021, has equipped itself with professional staff members, who are increasingly experienced and attentive to the needs of customers, and who are able to involve disadvantaged staff.

TRANSPORTATION

A **fleet of 3 refrigerated trucks** allows daily transportation and delivery of meals, produced in the kitchen, to the tables of the canteens of the Foundation's reception centers. **Daily sanitation of each vehicle** enabled the smooth operation of the service, which is also engaged in picking up donated products, storing them in cold storage and warehouses, and delivering them to the kitchen for processing.

3.976
SHIPMENTS
PERFORMED

THE CLOTHING CLOSET

Each year the clothes closet guarantees **3 complete changes of clothes per season** for each resident received by the Foundation. Thanks to the solidarity of citizens and companies, **about 80 percent of the garments are donations**, while shoes and underwear are **direct purchases of Progetto Arca**. In addition, the wardrobe provides for **special requests** from the reception centers: delivery bags, preschool sets, suitcases with everything needed for hospitalizations.

29.198
WARDROBE
EXCHANGES



THE LAUNDRY

The laundry room allows for the weekly change of flat linen and bathroom linen for guests, as well as the seasonal renewal of blankets, comforters and bedspreads and the washing of items donated to the clothing closet. Organized with professional washing machines, dryers and roll ironers, this service makes it possible to offer, to each guest, the **necessary to feel welcomed and respected in their basic needs**, an indispensable condition for returning to **self-care**.

21.427
COMPLETE
LINEN
CHANGES



CLEANING

The quality of living in the Foundation's housing facilities is ensured by daily cleaning services by staff, often in re-employment and involved in specific trainings. Hygiene and **sanitation protocols** were adopted in 2021, covering all environments.

26.430
HOURS OF
CLEANING AND
SANITIZATION

MAINTENANCE AND RENOVATIONS

Constant work is being carried out for **routine maintenance** and upgrading of facilities, both for those with higher accommodation and for apartments. In 2021, **five new apartments were purchased and renovated** for the accommodation of families in housing distress, and the renovation of the seven apartments included in **Cascina Vita Nova** in Milan, as well as some attached facilities, were completed. Thanks to the 110% Superbonus, it was possible **to upgrade the heating systems** of several other apartments.

12
RENOVATED
APARTMENTS
3
BUILDINGS

THE WAREHOUSE

Hub of collection, storage and sorting

- at the warehouse all purchases and donations of goods intended for the smooth operation of Progetto Arca's facilities converge. **Each month** it is here that **food parcels** and **hygiene kits** distributed in Street Units and to residents upon placement are prepared. The warehouse is also the nerve center for shipments organized in response to **humanitarian emergencies**.

26.700
INBOUND,
OUTBOUND AND
ORDER INVENTORY
MOVEMENTS



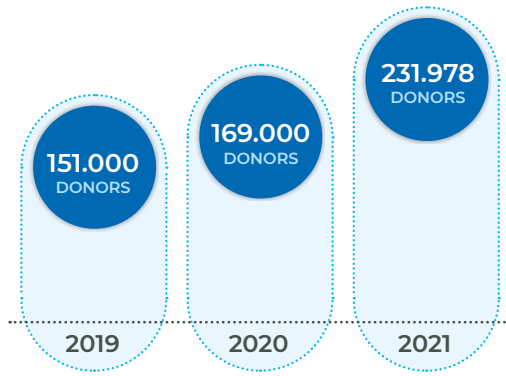
ECONOMIC RESOURCES





INVOLVEMENT - *When I retired, I wanted to allocate part of my severance pay to a work that would remain over time positively affecting people's lives. At that time my son, who had chosen to live on the street, passed away leaving a huge void in our lives. So when you presented me with the project of Cascina Vita Nova, I immediately hoped to be part of it. I strongly believe in places like this.*

Simonetta, donor

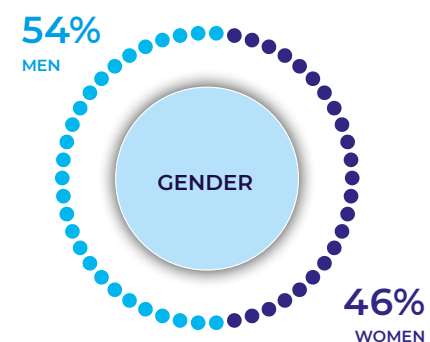
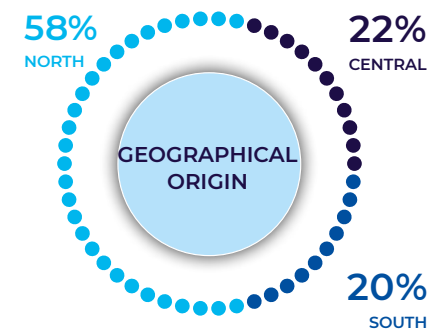


People, companies and disbursing entities represent a vital resource for the work of Progetto Arca. It is thanks to their support that the Foundation has been able to consolidate its services and extend its intervention nationwide, both in terms of street assistance, with the activation of mobile kitchens in new cities, and on the food support front, reaching 19 regions of Italy. In particular, the contribution of individual donors has recorded significant growth: **in 2021, 231,978 people have placed their trust in the**

work of Progetto Arca with small and large donations, one-time and regular, with the 5x1000 of the tax return, responding to television appeals with text messages or even with a legacy gift in their wills. Street aid interventions, food support to vulnerable families and social and healthcare are confirmed as the projects toward which the propensity to donate is greatest, and which identify the **Foundation as an entity capable of offering concrete and timely responses to the most urgent social needs**



DONOR CHARACTERISTICS



WHY PROGETTO ARCA FOUNDATION RAISES FUNDS

Donations collected support the mission and work of Progetto Arca by enabling **the existence and continuity of activities whose costs are not exhaustively covered by institutions**. In addition, the availability of donated funds allows for timely management of **emergency response start-ups**.

SIDEWALK TALKERS

Recognizable by their blue and white badges and bibs, the talkers are the face of Progetto Arca on the streets of major Italian cities, where they give voice to the Foundation's daily commitment. Their mandate is **to raise awareness of poverty issues in Italy** and motivate new people to donate through **regular support**. In 2021, teams of talkers were present in Lombardy, Piedmont, Veneto, Tuscany, Lazio, Abruzzo, Campania, Puglia, and Sicily.



Why are regular donors so important?

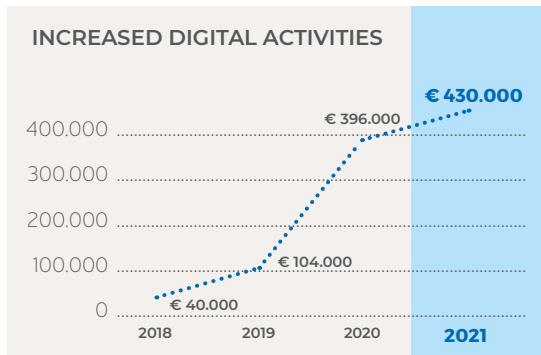
Thanks to those who choose to subscribe to an ongoing, monthly or annual donation, Progetto Arca can ensure **stability** in its services, **better plan** activities and **intervene promptly** in case of social and humanitarian emergencies.



BULLETIN LETTERS

There are more than **100,000 update letters addressed to loyal donors per month**. In fact, mailing represents one of the main channels by which Progetto Arca communicates with Supporters and reaches out to new ones. Each letter is accompanied by a **postal bulletin**, which, in 2021, again proved **to be one of the preferred means** of giving by most Italians.





TELEVISION APPEALS AND DIGITAL FUNDRAISING

Endorsements from those who choose to become a Progetto Arca donor are also collected through television appeals, which invite donation by **text message, call or toll-free number, and digital fundraising campaigns** that integrate donor **landing pages, automated dem runs, and social advertising campaigns**. The main digital fundraising campaign of 2021 was **#RiaccendilaMagiadelNatale**.

BIG DONORS AND BEQUESTS

In 2021, people close to the values of the Foundation **supported the activities of Progetto Arca** with a large donation. **Cascina Vita Nova** is the project that has received the most involvement; it was, in fact, built thanks to the generosity of the dear, and sadly deceased, Giorgina Venosta. In 2021, the new campaign regarding will legacies **“Let them remember you forever”** kicked off.



FOUNDATIONS

In 2021 Progetto Arca received support from regional, national and international grant-making foundations. The most engaging project was the **Mobile Kitchen** and, more generally, **food support** as a form of first aid to counter new poverty related to the post-Covid economic crisis.



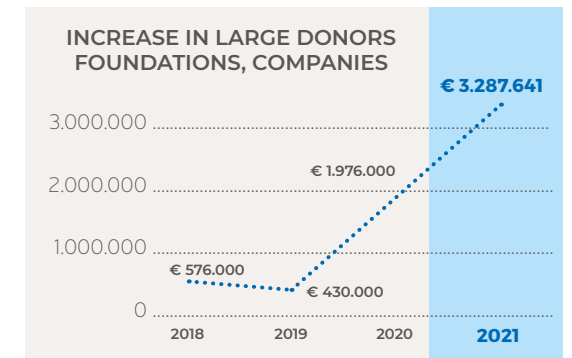
DONOR CARE

The goal of **Donor Care** is to **cultivate long-lasting relationships with donors** through telemarketing activities aimed at thanking, updating and engaging them. **Throughout the Covid emergency**, the telephone has been an even more fundamental tool. Progetto Arca has been able to make its **supporters feel** its closeness and at the same time **keep constant updates** on the emergency response actions put in place by its operators and volunteers.



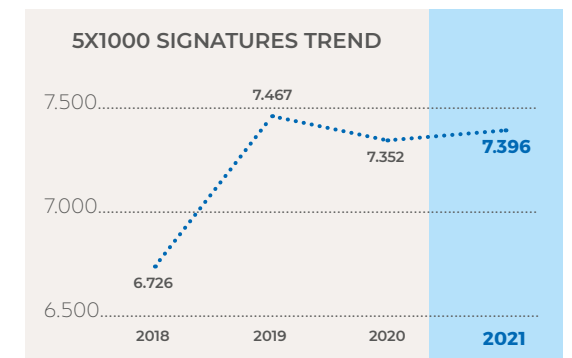
COMPANIES

Cash contributions, donations of goods and services, corporate volunteering: these are the ways in which the **51 companies, in 2021**, chose to get active alongside Progetto Arca by investing in the start-up of new services such as **Cascina Vita Nova**, on the distribution of **food parcels** and **early childhood kits**, and on **street assistance to homeless** people thanks to the new Mobile Kitchens.



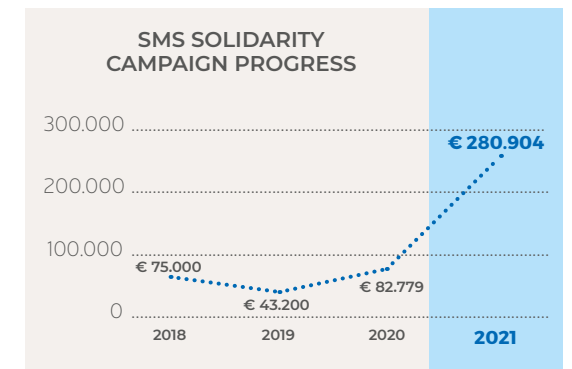
5X1000 AT PROGETTO ARCA

The 5x1000 is a portion of income taxes waived by the state that citizens can choose to donate to Progetto Arca without incurring any cost. To donate 5x1000 to Progetto Arca, simply enter **tax code 11183570156** and sign in the appropriate box of the 730 or Income tax form. Proceeds from the 5x1000 help ensure the Foundation's statutory activities: **meals, shelter and medical care for thousands of poor people**.



SOLIDARITY TEXT MESSAGE CAMPAIGN

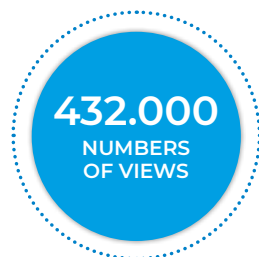
Every winter, Progetto Arca activates a solidarity numbering campaign to raise funds to support homeless people forced to face frost on the streets. In 2021 the outcome of the campaign was extraordinary: a result achieved thanks to the **support of all the major national broadcasters, RAI, Mediaset, La7 and Sky**, which through 40 television and radio passages produced a media sounding board with an unprecedented and very wide national visibility. *Special thanks go to Flavio Insinna and Eredità.*



	2021	2020
UNIQUE VISITS TO THE INSTITUTIONAL SITE	178.354	127.138
PRESS OUTPUTS	1.116	978
FACEBOOK FOLLOWERS	26.200	21.196

WWW.PROGETTOARCA.ORG

The Progetto Arca [website www.progettoarca.org](http://www.progettoarca.org) is one of the main communication tools used by the public to learn about the work of the Foundation, contribute to fundraising activities, and inquire about collaboration opportunities. **In 2021, 178,354 people visited the institutional website** (up 40% from 2020) for a total of **over 432,000 page views**.



NEWSLETTER

Equally important channels of communication are the **newsletters, print and digital**, through which the Foundation periodically updates its supporters on the destination of funds received and ongoing campaigns. The **quarterly L'Arca** has an annual circulation of **104,000 copies** and the **online good news** column **Con Te, possiamo** is sent to about **27,000 donors** each month.



FACEBOOK

Today, with an **audience of 26,200 people**, Facebook has become the main social network through which the organization informs, raises awareness and funds. More recent but significant is the presence on **Instagram**.



PRESS OFFICE

The Foundation's commitment is also communicated to the public through constant **press office** activity both on the institutional front and to cover events and campaigns: in 2021 there were 1,116 media outlets split between newspapers, web titles, radio and TV reports.



SPECIAL INITIATIVES:

THE 12 MONTHS OF PROGETTO ARCA IN THE COVID EMERGENCY

"Together: every day and in the emergency" is the title of the **photo-story, distributed in 32,000 copies, on Progetto Arca's response to the Covid-19** emergency that traces the Foundation's main actions through pictures and testimonies of doctors, nurses and volunteers engaged on the front lines.



CASCINA VITA NOVA OPENS ITS DOORS

After 10 months of renovations, on October 7, 2021, Progetto Arca opened the doors of **"Cascina Vita Nova - Giorgina Venosta"** in the heart of Milan's Baggio neighborhood. The opening received great media coverage and was picked up by 51 web and print media outlets and **12 radio and TV reports**.

A GOAL FOR ROZZANO: NATIONAL TEAM OF SINGERS VS PROGETTO ARCA

On Sunday, November 14, 2021, the charity match **"Un goal per Rozzano"** was played at the Rozzano Stadium between the **Italian National Team** of Singers, captained by Enrico Ruggeri, and the **amateur team of Progetto Arca** formed by operators, volunteers, users, donors and testimonials of the Foundation. Proceeds from the match, broadcast live on **Telelombardia**, supported the **food aid activities** for poor families in Rozzano and the Visconti municipalities, southern area of Milan, assisted by Progetto Arca with expenses and food parcels.



CHRISTMAS GOSPEL, THE TICKET IS A BLANKET

On Dec. 12, 2021, Mirasole Abbey in Opera hosted the eighth edition of the traditional Christmas Gospel Concert, with a **blanket as a special admission ticket**. The event, promoted through the website, social networks and press office activities, **sold out**.

IN THE SQUARE WITH THE GLOBES WEPLANET'S ARTIST

From August 27 to November 7, 2021, the group exhibition **"WePlanet: 100 globes for a sustainable future"** colored Milan with artwork, created by young designers. Progetto Arca told its vision of a sustainable future through two globes, **"Humans in Milan for Progetto Arca"** and **"The Third Paradise"**, displayed in Corso Vittorio Emanuele and Piazza Duca d'Aosta. The Foundation was one of the beneficiaries of the proceeds from the auction, which was auctioned off by Sotheby's at the end of the exhibition.



In this Social Report, we present the new financial statement format, with opposing sections, in application of Art. 13, paragraphs 1 and 3 of the Third Sector Code and OIC 35, which suggests a direct comparison of revenues and costs with respect to: general interest (institutional) activities, fundraising activities, financial and capital activities, and general support activities. As this is the first year of application of the new scheme, values referable to the previous year are not shown in this year, according to the provisions art.33 of OIC35.

BALANCE SHEET 2021

ASSETS		LIABILITIES	
B) NET FIXED ASSETS	€ 8.931.405	A) NET WORTH	€ 3.730.710
C) CURRENT ASSETS	€ 7.510.364	B) PROVISION FOR RISKS AND LIABILITIES	€ 1.604.575
D) ACCRUED INCOME AND PREPAID EXPENSES	€ 205.675	C) SEVERANCE PAY	€ 1.166.558
		D) DEBTS	€ 8.175.729
		E) ACCRUED EXPENSES AND DEFERRED INCOME	€ 1.969.872
TOTAL ASSETS	€ 16.647.444	TOTAL LIABILITIES	€ 16.647.444

MANAGEMENT 2021

CHARGE AND COSTS		INCOME AND REVENUE	
(A) COSTS AND CHARGES FROM GENERAL INTEREST ACTIVITIES		A) REVENUES, RENTS AND INCOME FROM GENERAL INTEREST ACTIVITIES	
1) RAW MAT., ANCILLARY, CONSUMABLES, GOODS	€ 1.575.764	5) PROCEEDS FROM SX1000	€ 306.747
2) SERVICES	€ 7.046.319	6) CONTRIBUTIONS FROM PRIVATE PARTIES	€ 1.663.272
3) USE OF THIRD PARTY ASSETS	€ 517.448	8) CONTRIBUTIONS FROM PUBLIC AGENCIES	€ 125.535
4) PERSONNEL	€ 4.592.962	9) PROV. FROM CONTRACTS WITH PUBLIC ENTITIES	€ 7.633.330
5) DEPRECIATION	€ 270.618	10) OTHER INCOME, INCOME AND REVENUE	€ 2.458.877
6) PROVISIONS. FOR RISKS AND CHARGES	€ 800.000		
7) MISCELLANEOUS OPERATING EXPENSES	€ 594.269		
9) ATTACHMENTS TO RESTRICTED RESERVE BY DECISION OF INSTITUTIONAL BODIES	€ 1.300.000		
TOTAL GENERAL INTEREST COSTS	€ 16.697.378	TOTAL GENERAL INTEREST INCOME	€ 12.187.760
		DEFICIT ACTIVITIES OF GENERAL INTEREST	€ -4.509.618
(C) COSTS AND CHARGES FROM FUNDRAISING ACTIVITIES		C) INCOME, REVENUES AND PROCEEDS FROM FUNDRAISING ACTIVITIES	
1) CHARGES FOR USUAL FUND RAISINGS	€ 3.452.572	1) INCOME FROM USUAL FUNDS RAISING	€ 10.827.282
2) CHARGES FOR OCCASIONAL FUNDRAISING	€ 70.461	2) INCOME FOR OCCASIONAL FUNDS RAISING	€ 251.277
3) OTHER CHARGES OTHER COMMITMENTS	€ 349.294	3) OTHER INCOME	€ 102.406
TOTAL FUNDRAISING COSTS	€ 3.872.327	TOTAL GENERAL INTEREST REVENUES	€ 11.180.964
		ADVANCED ACTIVITIES OF GENERAL INTEREST	€ 7.308.638
(D) COSTS AND EXPENSES FROM CAPITAL FINANCIAL ASSETS		(D) REVENUE, INCOME AND INCOME FROM FINANCIAL AND CAPITAL ASSETS	
1) ON BANKING RELATIONSHIPS	€ 24.795	1) FROM BANKING RELATIONSHIPS	€ 78
2) ON LOANS	€ 32.420	4) FROM OTHER CAPITAL ASSETS	€ 60.000
5) OTHER CHARGES	€ 11		€
TOTAL COSTS FINANCIAL PATRIMONIAL ASSETS	€ 57.227	TOTAL REVENUE FINANCIAL ASSETS	€ 60.078
		SURPLUS FINANCIAL AND CAPITAL ASSETS	€ 2.851
(E) GENERAL SUPPORT COSTS AND CHARGES		E) GENERAL SUPPORT INCOME	
1) RAW MATERIALS, ANCILLARY, CONSUMABLES, GOODS	€ 37.535	1) INCOME FROM PERSONNEL EXTERNAL POSTING	€ 16.255
2) SERVICES	€ 889.515	2) OTHER GENERAL SUPPORT INCOME	€ 344.133
3) USE OF THIRD PARTY ASSETS	€ 39.750		
4) PERSONNEL	€ 1.509.116		
5) DEPRECIATION	€ 58.200		
6) PROVISIONS FOR RISKS AND CHARGES	€ 300.000		
7) OTHER CHARGES	€ 136.311		
TOTAL GENERAL SUPPORT COSTS AND CHARGES	€ 2.970.426	TOTAL GENERAL SUPPORT REVENUE	€ 360.388
TOTAL COSTS AND CHARGES	€ 23.597.358	TOTAL INCOME AND REVENUE	€ 23.789.190
		SURPLUS FOR THE YEAR BEFORE TAXES	€ 191.833
		TAXES	€ 22.988
		OPERATING SURPLUS	€ 168.845

NOTE: Item numbers in the financial statements correspond to those in the OIC 35 financial statement formats for ETs. Only changed values are shown in this schedule. All values are rounded to the nearest whole number.

RELAZIONE SUL MONITORAGGIO DELL'OSSERVANZA DELLE FINALITA' CIVICHE, SOLIDARISTICHE E DI UTILITA' SOCIALE ai sensi dell'articolo 30, comma 7 del D.lgs. n. 117 del 2017

Con riferimento alle previsioni:

- del comma 3 dell'art. 101 del D.Lgs. 117/2017 volte a regolamentare il periodo transitorio delle Onlus nelle more di iscrizione al RUNTS;
- (ii) dell'art. 14 del D.Lgs. 117/2017 che prevede l'obbligo di redazione del Bilancio Sociale per gli enti del Terzo settore con ricavi, rendite, proventi o entrate comunque denominate superiori ad € 1 milione;
- (iii) del comma 7 dell'art. 30 del D.Lgs. 117/2017 che pone in capo all'organo di controllo il monitoraggio delle finalità statutarie dell'Ente e la verifica circa la rispondenza del Bilancio Sociale alle Linee Guida di cui all'art. 14 D.Lgs. 117/2017,

tale monitoraggio, eseguito compatibilmente con il quadro normativo attuale, ha avuto ad oggetto, in particolare, quanto segue:

- la verifica dell'esercizio in via esclusiva o principale di una o più attività di interesse generale di cui all'art. 5, co. 1, per finalità civiche, solidaristiche e di utilità sociale, in conformità con le norme particolari che ne disciplinano l'esercizio, nonché, eventualmente, di attività diverse da quelle indicate nell'art. 5, co. 1, del Codice del Terzo Settore, purché nei limiti delle previsioni statutarie e in base a criteri di secondarietà e strumentalità stabiliti con D.M. 19.5.2021, n. 107;
- il rispetto, nelle attività di raccolta fondi effettuate nel corso del periodo di riferimento, dei principi di verità, trasparenza e correttezza nei rapporti con i sostenitori e il pubblico, la cui verifica, nelle more dell'emanazione delle linee guida ministeriali di cui all'art. 7 del Codice del Terzo Settore, è stata svolta in base a un esame complessivo delle norme esistenti e delle *best practice* in uso;
- il perseguimento dell'assenza dello scopo di lucro, attraverso la destinazione del patrimonio, comprensivo di tutte le sue componenti (ricavi, rendite, proventi, entrate comunque denominate) per lo svolgimento dell'attività statutaria; l'osservanza del divieto di distribuzione anche indiretta di utili, avanzi di gestione, fondi e riserve a fondatori, associati, lavoratori e collaboratori, amministratori ed altri componenti degli organi sociali, tenendo conto degli indici di cui all'art. 8, co. 3, lett. da a) a e), del Codice del Terzo Settore.

Il Collegio dei Revisori
Dr Gianni Mario Colombo
Dr Giuseppe Garbellano
Dott.ssa Nunzia Radoia

ATTESTAZIONE DI CONFORMITA' DEL BILANCIO SOCIALE alle linee guida di cui al DM 4 luglio 2019 del Ministero del lavoro e delle politiche sociali, redatta dall'ORGANO DI CONTROLLO ai sensi dell'articolo 30, comma 7 del D.lgs. n. 117 del 2017

Conclusioni

Sulla base del lavoro svolto, possiamo ragionevolmente attestare che il bilancio sociale relativo all'esercizio chiuso al 31.12.2021:

- è conforme alle linee guida che ne stabiliscono le modalità di predisposizione;
- la redazione è stata effettuata secondo criteri e principi che ne consentono la valutazione dell'attendibilità;
- nel complesso, i dati e le informazioni consentono una corretta rappresentazione e visibilità dell'attività della Fondazione; e che pertanto è stato redatto in conformità a quanto richiesto dal DM 4.07.2019, e successive eventuali modificazioni, del Ministero del lavoro e delle politiche sociali, come descritto nella sezione "Metodologia adottata per la redazione del bilancio sociale" del Bilancio sociale e tenuto conto di quanto ivi indicato.

Il Collegio dei Revisori
Dr Gianni Mario Colombo
Dr Giuseppe Garbellano
Dott.ssa Nunzia Radoia

Relazione della società di revisione indipendente
ai sensi dell'art. 14 del D.Lgs. 27 gennaio 2010, n. 39

Al Consiglio di Amministrazione della
Fondazione Progetto Arca Onlus

Relazione sulla revisione contabile del bilancio d'esercizio

Giudizio

Abbiamo svolto la revisione contabile del bilancio d'esercizio della Fondazione Progetto Arca Onlus (nel seguito anche "Ente"), costituito dallo stato patrimoniale al 31 dicembre 2021 e dal rendiconto gestionale per l'esercizio chiuso a tale data e dalle sezioni "Parte generale" e "Illustrazione delle poste di bilancio" incluse nella relazione di missione. Il suddetto bilancio d'esercizio è stato preparato per la prima volta in conformità alle norme italiane che ne disciplinano i criteri di redazione.

A nostro giudizio, il bilancio d'esercizio fornisce una rappresentazione veritiera e corretta della situazione patrimoniale e finanziaria della Fondazione Progetto Arca Onlus al 31 dicembre 2021 e del risultato economico per l'esercizio chiuso a tale data in conformità alle norme italiane che ne disciplinano i criteri di redazione.

Elementi alla base del giudizio

Abbiamo svolto la revisione contabile in conformità ai principi di revisione internazionali (ISA Italia). Le nostre responsabilità ai sensi di tali principi sono ulteriormente descritte nel paragrafo "Responsabilità della società di revisione per la revisione contabile del bilancio d'esercizio" della presente relazione. Siamo indipendenti rispetto a Fondazione Progetto Arca Onlus in conformità alle norme e ai principi in materia di etica e di indipendenza applicabili nell'ordinamento italiano alla revisione contabile del bilancio. Riteniamo di aver acquisito elementi probativi sufficienti e appropriati su cui basare il nostro giudizio.

Richiamo di informativa

Richiamiamo l'attenzione su quanto riportato dagli amministratori nei "principi di redazione del bilancio e criteri di valutazione" della relazione di missione al bilancio d'esercizio al 31 dicembre 2021, in relazione alla scelta di non esporre i dati comparativi del bilancio 2020, come consentito dal principio OIC 35.33 a).

Il nostro giudizio non contiene rilievi con riferimento a tale aspetto.

Responsabilità degli amministratori e del collegio dei revisori per il bilancio d'esercizio

Gli amministratori sono responsabili per la redazione del bilancio d'esercizio che fornisca una rappresentazione veritiera e corretta in conformità alle norme italiane che ne disciplinano i criteri di redazione e, nei termini previsti dalla legge, per quella parte del controllo interno dallo stesso ritenuta necessaria per consentire la redazione di un bilancio che non contenga errori significativi dovuti a frodi o a comportamenti o eventi non intenzionali.

Gli amministratori sono responsabili per la valutazione della capacità dell'Ente di continuare a operare come un'entità in funzionamento e, nella redazione del bilancio d'esercizio, per l'appropriatezza dell'utilizzo del presupposto della continuità aziendale, nonché per una adeguata informativa in materia. Gli amministratori utilizzano il presupposto della continuità aziendale nella redazione del bilancio d'esercizio a meno che abbia rilevato l'esistenza di cause di estinzione o scioglimento e conseguente liquidazione dell'Ente o condizioni per l'interruzione dell'attività o non abbiano alternative realistiche a tali scelte.

Il Collegio dei revisori ha la responsabilità della vigilanza, nei termini previsti dalla legge, sul processo di predisposizione dell'informativa finanziaria dell'Ente.

Responsabilità della società di revisione per la revisione contabile del bilancio d'esercizio

I nostri obiettivi sono l'acquisizione di una ragionevole sicurezza che il bilancio d'esercizio nel suo complesso non contenga errori significativi, dovuti a frodi o a comportamenti o eventi non intenzionali, e l'emissione di una relazione di revisione che includa il nostro giudizio. Per ragionevole sicurezza si intende un livello elevato di sicurezza che, tuttavia, non fornisce la garanzia che una revisione contabile svolta in conformità ai principi di revisione internazionali (ISA Italia) individui sempre un errore significativo, qualora esistente. Gli errori possono derivare da frodi o da comportamenti o eventi non intenzionali e sono considerati significativi qualora ci si possa ragionevolmente attendere che essi, singolarmente o nel loro insieme, siano in grado di influenzare le decisioni economiche degli utilizzatori prese sulla base del bilancio d'esercizio.

Nell'ambito della revisione contabile svolta in conformità ai principi di revisione internazionali (ISA Italia), abbiamo esercitato il giudizio professionale e abbiamo mantenuto lo scetticismo professionale per tutta la durata della revisione contabile.

Inoltre:

- abbiamo identificato e valutato i rischi di errori significativi nel bilancio d'esercizio, dovuti a frodi o a comportamenti o eventi non intenzionali; abbiamo definito e svolto procedure di revisione in risposta a tali rischi; abbiamo acquisito elementi probativi sufficienti e appropriati su cui basare il nostro giudizio. Il rischio di non individuare un errore significativo dovuto a frodi è più elevato rispetto al rischio di non individuare un errore significativo derivante da comportamenti o eventi non intenzionali, poiché la frode può implicare l'esistenza di collusioni, falsificazioni, omissioni intenzionali, rappresentazioni fuorvianti o forzature del controllo interno;
- abbiamo acquisito una comprensione del controllo interno rilevante ai fini della revisione contabile allo scopo di definire procedure di revisione appropriate nelle circostanze e non per esprimere un giudizio sull'efficacia del controllo interno dell'Ente;
- abbiamo valutato l'appropriatezza dei principi contabili utilizzati nonché la ragionevolezza delle stime contabili effettuate dal Consiglio Direttivo, inclusa la relativa informativa;
- siamo giunti a una conclusione sull'appropriatezza dell'utilizzo da parte del Consiglio di Amministrazione del presupposto della continuità aziendale e, in base agli elementi probativi acquisiti, sull'eventuale esistenza di un'incertezza significativa riguardo a eventi o circostanze che possono far sorgere dubbi significativi sulla capacità dell'Ente di continuare a operare come un'entità in funzionamento. In presenza di un'incertezza significativa, siamo tenuti a richiamare l'attenzione nella relazione di revisione sulla relativa informativa di bilancio ovvero, qualora tale informativa sia inadeguata, a riflettere tale circostanza nella formulazione del nostro giudizio. Le nostre conclusioni sono basate sugli elementi probativi acquisiti fino alla data della presente relazione. Tuttavia, eventi o circostanze successivi possono comportare che l'Ente cessi di operare come un'entità in funzionamento;
- abbiamo valutato la presentazione, la struttura e il contenuto del bilancio d'esercizio nel suo complesso, inclusa l'informativa, e se il bilancio d'esercizio rappresenti le operazioni e gli eventi sottostanti in modo da fornire una corretta rappresentazione.

Abbiamo comunicato ai responsabili delle attività di governance, identificati a un livello appropriato come richiesto dagli ISA Italia, tra gli altri aspetti, la portata e la tempistica pianificate per la revisione contabile e i risultati significativi emersi, incluse le eventuali carenze significative nel controllo interno identificate nel corso della revisione contabile.

Relazione su altre disposizioni di legge e regolamentari

Giudizio ai sensi dell'art. 14, comma 2, lettera e), del D.Lgs. 39/10

Gli amministratori della Fondazione Progetto Arca Onlus sono responsabili per la predisposizione della sezione "Illustrazione dell'andamento economico e finanziario dell'ente e delle modalità di perseguimento delle finalità statutarie" inclusa nella relazione di missione della Fondazione Progetto Arca Onlus al 31 dicembre 2021, inclusa la sua coerenza con il relativo bilancio d'esercizio e la sua conformità alle norme di legge.

Abbiamo svolto le procedure indicate nel principio di revisione (ISA Italia) 720B al fine di esprimere un giudizio sulla coerenza della sezione "Illustrazione dell'andamento economico e finanziario dell'ente e delle modalità di perseguimento delle finalità statutarie" inclusa nella relazione di missione con il bilancio d'esercizio della Fondazione Progetto Arca Onlus al 31 dicembre 2021 e sulla conformità della stessa alle norme di legge, nonché di rilasciare una dichiarazione su eventuali errori significativi.

A nostro giudizio, la sezione "Illustrazione dell'andamento economico e finanziario dell'ente e delle modalità di perseguimento delle finalità statutarie" inclusa nella relazione di missione è coerente con il bilancio d'esercizio della Fondazione Progetto Arca Onlus al 31 dicembre 2021 ed è redatta in conformità alle norme di legge.

Con riferimento alla dichiarazione di cui all'art. 14, comma 2, lettera e), del D.Lgs. 39/10, rilasciata sulla base delle conoscenze e della comprensione dell'Ente e del relativo contesto acquisite nel corso dell'attività di revisione, non abbiamo nulla da riportare.

Milano, 26 aprile 2022

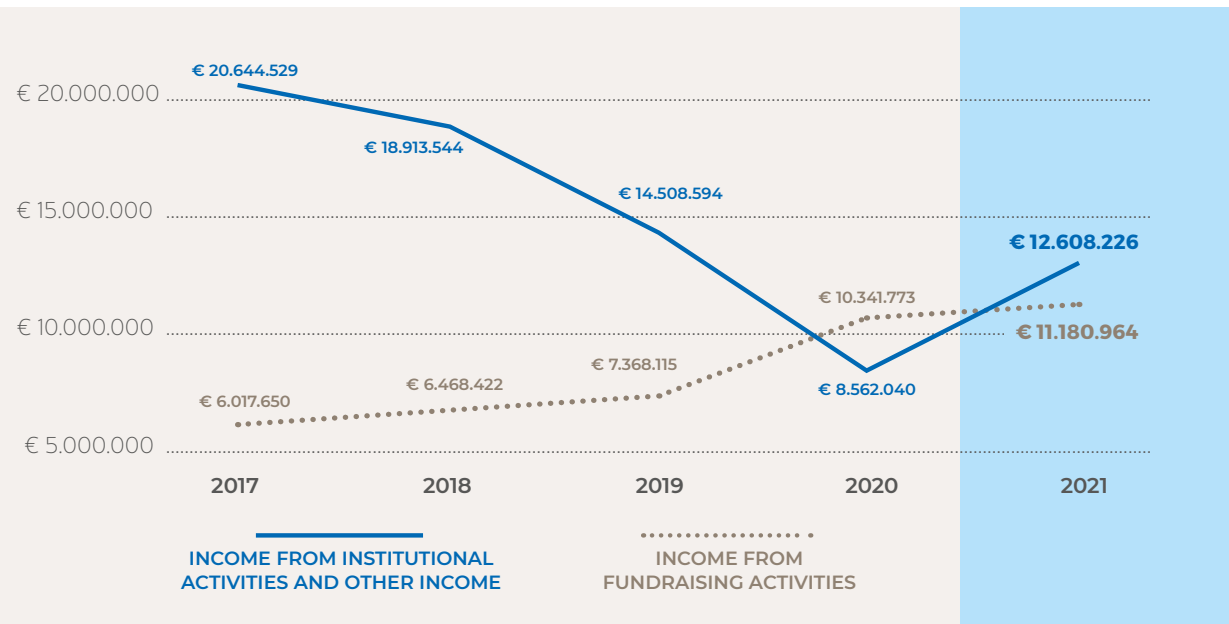
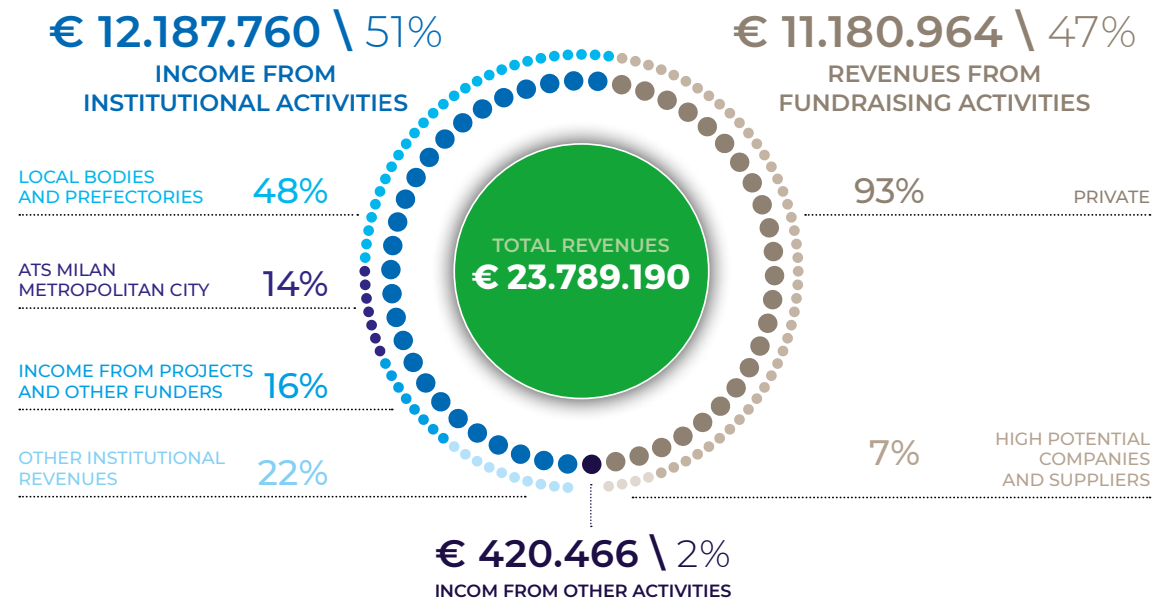
BDO Italia S.p.A.

Vincenzo Capaccio
Socio

INCOME

Total income for the year 2021 amounted to € 23,789,190, of which 51% was income from institutional activities and 47% was income from fundraising. Compared to the year 2020, there was an increase of €4,885,377, mainly attributable to institutional activities, to which contributions from private individuals tied to specific activities pertain, in application of OIC 35 principles.

Also during 2021 Progetto Arca maintained relations with **ATS Milan metropolitan city** on social and health services in the area of addiction and post-acute care, with the **Municipality of Milan and Rome** for co-designs on shelter services and Social Housing and with the **Prefecture of Milan** for migrant reception.



CHARGES

Total expenses for 2021 amounted to € 23,620,346, an increase over the last fiscal year of € 4,690,968 and still in proportion to the parallel increase in income. Reception and outreach services, which represent the **institutional activity** of the Foundation, absorb **71 percent** of total charges, in line with trends in previous years. **Fundraising**, in line with 2020, absorbed 16 percent of total expenses and with them supported the considerable increase in revenues across multiple lines of activity.



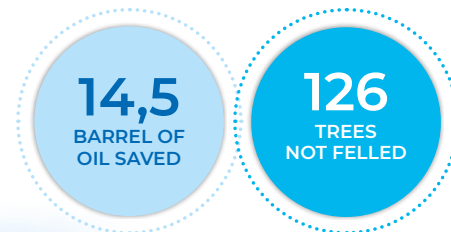
CONSUMPTION YEAR 2021

LIGHT				GAS				WATER			
	2021	2020	2019		2021	2020	2019		2021	2020	2019
MQ	21.184	23.353	30.940	MQ	21.184	23.353	30.940	MQ	21.184	23.353	30.940
KWH	1.252.491	1.357.750	2.354.590	SMC	175.314	172.829	143.787	KWH	65.064.000	58.000.000	69.300.000
COST	€ 399.072	€ 297.844	€ 573.000	COST	€ 167.588	€ 116.710	€ 157.350	COST	€ 56.970	€ 64.939	€ 80.140
ANNUAL COST PER MQ	€ 18,84	€ 12,75	€ 18,52	ANNUAL COST PER MQ	€ 7,91	€ 5,00	€ 5,09	ANNUAL COST PER MQ	€ 2,69	€ 2,78	€ 2,59

THE PHOTOVOLTAIC SYSTEM

On the roof of the building in Via degli Artigianelli (home to the administrative offices and fundraising offices and a reception center for people with addiction problems) a **structure of photovoltaic panels** has been built, which contributes to the production of the electricity needs of the entire building, thanks to a mixed, thermal/electric system. During the day, all **domestic hot water**, intended for the shelter, **is produced by the solar heat recovery system**, which heats the water and stores it in a 500-liter tank.

SELF-GENERATION OF ELECTRICITY	kwp 20.367
% OF THE REQUIREMENT OVERALL OF THE PROPERTY OF VIA DEGLI ARTIGIANELLI (MI)	17%
PEAK OF PRODUCTION	kwp 19,5
REDUCTION IN THE USE OF CARBON DIOXIDE	kg 15.750



OTHER ENVIRONMENTALLY FRIENDLY CHOICES

In 2021, Progetto Arca's focus on the environment materialized on several fronts:

- progressive **replacement** (also thanks to the 110% Superbonus) of boilers in favor of electric or condensing systems, which guarantee lower consumption, lower emissions and greater safety;
- progressive **replacement of the regular lamps** with LED ones, which can guarantee a 40% decrease in energy consumption for lighting;
- **renewal of means of transport** when old and polluting, in favor of hybrid models electric-petrol;
- **phasing out all plastic products** in favor of consumable materials that are compostables;
- installation of **purified water fountains** that, enjoyed with water bottles, enabling the disuse of plastic bottles.

While the Foundation's contribution to the cause of the environment is not yet quantifiable, it is relevant to note the strong will shown in choosing, always, the solutions that sees the goal of **carbon neutrality** as the only solution to **safeguard our planet**.

WASTE DISPOSAL

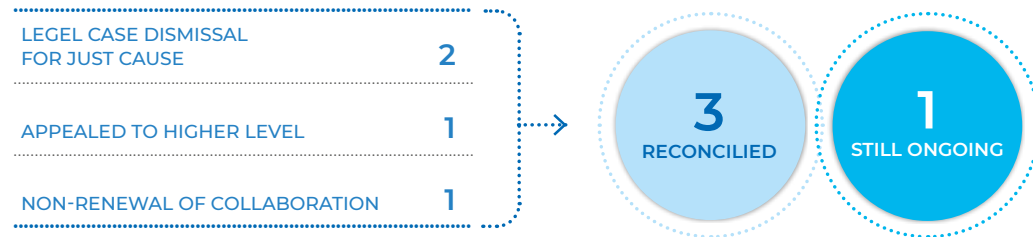


Progetto Arca has activated, for the post-acute and nursing departments, as well as for the outpatient clinics, a **procedure of special waste disposal with a specialized company**, which picks up containers of **sharps waste** (syringes, needles, scalpels, etc.) and **infectious waste** (swabs, gauze, plasters, gloves, tongue depressors, catheters) every 15 days. All disposal information is collected in special register.



LITIGATION AND DISPUTES

In 2021, the personnel office of Fondazione Progetto Arca faced **4 litigations**. In addition, since 2017, Progetto Arca has been involved in a legal dispute with the municipality of Sesto San Giovanni (MI), which has not yet been concluded, for the non-payment of fees related to the management of a temporary social residential service, regulated by regular agreement.



OTHER INFORMATION OF A NON-FINANCIAL NATURE

Gender equality

Progetto Arca staff consists of **52 percent men and 48 percent women**. In the reception centers, the tasks of custody are assigned to men as they involve night shifts and emergency management while social accompaniment activities find substantial gender parity.



Respect for human rights and the fight against corruption.

Since 2020, Progetto Arca has adopted the Organizational Model (Legislative Decree 231/2011), which provides for a set of principles governing the Foundation's activities regarding respect for human rights and the fight against corruption. In particular:

- the **Code of Ethics**, which declares the principles of aspiration (transparency, fairness, loyalty, solidarity);
- the **control systems and procedures**, aimed at ensuring compliance with laws and regulations and to govern risk processes;
- the **lines of conduct**, to guarantee the good governance of the Foundation;
- the **internal control procedures** on risk processes.

The Organizational Model and Code of Ethics can be viewed and downloaded from the website: <https://www.progettoarca.org/trasparenza.html>

Service staff also constantly weave networks with referred organizations to build **policies for taking care of sensitive types of users**: minors, battered women, people in need of political and social protection.

UKRAINE EMERGENCY

FIRST AID HAS NO BORDERS



WATCH VIDEO



FROM MARCH 1 TO APRIL 30, 2022
ON THE BORDER BETWEEN UKRAINE,
ROMANIA AND POLAND:

10.000

PEOPLE ASSISTED
AT THE BORDER WITH
BASIC NECESSITIES

200

TONS OF FOOD
COLLECTED

25

TRUCKS OF HUMANITARIAN
AID SENT

2.600

MEALS DISTRIBUTED
PER DAY

FROM APRIL 1 TO 30, 2022
IN ITALY:

5

FACILITIES PREPARED
FOR RECEPTION IN ITALY

101

PEOPLE
RECEIVED

4.000

PEOPLE TRAINED
FOR RECEPTION FACILITIES
OR FOR FAMILY
REUNIFICATION

2.527

NIGHTS OF
RECEPTION

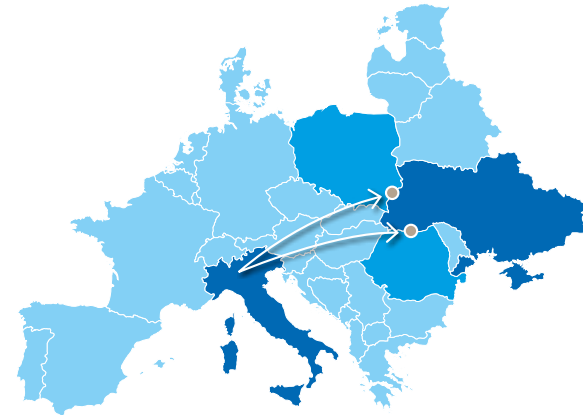
IN AID OF THOSE FLEEING WAR

On February 28, 2022, just days after the start of the war in Ukraine, **a convoy of five Progetto Arca vehicles left** to bring assistance and humanitarian aid to the thousands of refugees, mainly women, children and the elderly, fleeing the country.

WHAT WE DID

Abroad, in collaboration with NGO Remar, for people displaced from war territories:

- **Siret** (Romanian-Ukrainian border): management of two reception camps and first aid operations to facilitate travel and reunification;
- **Przemysł** (Polish-Ukrainian border): distribution of soup and hot meals, with a mobile kitchen, to refugees queuing for up to 10 hours to cross the border;
- **Černivci** (Ukraine): setting up a kitchen and field canteen that distribute 2,000 meals a day;
- **Mostyska** (Ukraine): setting up a tent structure with 100 beds and distribution of 600 meals per day.



In Italy, thanks to the generosity of citizens, companies and organizations:

- **special collection** of 200 tons of food and basic necessities dispatching 25 trucks to the Ukrainian border and to the various first reception facilities;
- **prompt reception** of the first Ukrainian families in the Foundation's Milan facilities;
- **management of the Hub Mortirolo** in Milan, together with Protezione Civile Comunale, for the first orientation of newly arrived refugees in the city;
- **opening of 3 new reception facilities in Milan**, renovated to adapt spaces to the hospitality of women and children;
- **social, legal, psychological, linguistic-cultural** support of the guests by multidisciplinary teams.



YOUR HELP MATTERS!

YOU CAN SUPPORT OUR EFFORTS IN MANY WAYS



Stop on the street and speak with our talkers. They will explain how to activate a regular donation



Make a wire **transfer to the bank** account in the name of Fondazione Progetto Arca at Banca Intesa: **IBAN IT07 A030 6909 6061 0000 0014 086**



Choose to give us 5x1000. Simply sign your name and enter our **tax code 11183570156** on your tax return



Go to **progettoarca.org**: in just a few clicks you can make a single or regular donation to the project you prefer to support



Get your company involved: from direct support to corporate volunteering, the possibilities are many. Write to **fundraising@progettoarca.org**



Choose to dispose of a **solidarity bequest**. To find out how to do this, write to **lasciti@progettoarca.org**



Become a volunteer: apply at **progettoarca.org** and join us!

www.progettoarca.org

Dove va a finire il tuo 5x1000?

LORO LO SANNO



GUARDA VIDEO

DAI IL TUO 5X1000 A PROGETTO ARCA

1 | 1 | 1 | 8 | 3 | 5 | 7 | 0 | 1 | 5 | 6

Firma e inserisci il nostro **CODICE FISCALE** nell'area "Sostegno del volontariato" della tua dichiarazione dei redditi. Grazie.

Dove va a finire il tuo 5x1000? Con Progetto Arca diventa pasti, accoglienza e cure mediche per migliaia di persone povere. Da 27 anni ci prendiamo cura di loro ogni giorno.

5x1000.progettoarca.org

[#LoroLoSanno](https://twitter.com/LoroLoSanno)



PROGETTO ARCA
IL PRIMO AIUTO, SEMPRE