

SOCIAL IMPACT REPORT



2024

**International Rescue Committee Italy
Foundation ETS**



Table of contents

Message from the President and Managing Director	p. 2
Our Mission and Values	p. 3
General Information about the Organization	p. 5
Internal Organization	p. 6
Our Staff	p. 8
Strategy and Vision	p. 13
2024 in Numbers	p. 16
Areas of Intervention: Safety	p. 17
Areas of Intervention: Health	p. 27
Areas of Intervention: Education	p. 31
Areas of Intervention: Economic Wellbeing	p. 34
Areas of intervention: Power	p. 37
Areas of Intervention: System Strengthening and Change	p. 41
Economic Resources and Fundraising	p. 44
Future Outlook	p. 49

Message from the President and Managing Director

The year 2024 marks the second year of operation for the International Rescue Committee in Italy as a Third Sector Foundation. It is a year in which our clients and humanitarian actors faced unprecedented challenges, characterized by extraordinary humanitarian needs and tremendous uncertainty about the future of global humanitarian action and support for refugees in Italy, Europe, and around the world.

In 2024, our teams in Italy helped more than **83,000 people**. We provided information and basic needs to over 51,000 refugee adults and children; psychosocial support services to more than 1,300 refugee women in our safe spaces in Milan, Trieste, Rome, and Turin; and trained over 261 providers of socio-economic integration services both inside and outside the reception system.

For IRC Italy, it has certainly been a key year in terms of the geographical expansion of our programs, with the start of the emergency response in the landing areas in southern Italy, carried out in partnership with the United Nations High Commissioner for refugees (UNHCR).

Thanks to this project, our staff has supported over 28,223 newly arrived asylum seekers with key information about Italy and the asylum procedure, conducting vulnerability screenings and referrals to service providers in the area to meet basic needs.

During 2024 we consolidated our economic wellbeing programs targeting women from Ukraine and other refugees in need. We also strengthened partnerships with local civil society actors and institutions, including the municipalities of Milan and Trieste.

Our actions are only possible thanks to you - supporters, partners, and donors: you have shared ideas, wisdom, skills, and trust. Without you, we could not have achieved all this - whether you are in government, the private sector, philanthropy, or simply citizens.

Together, we have demonstrated that aid can be extremely effective, that few missions are impossible, and that refugees contribute significantly to the societies that welcome them.

The value of our innovative, impactful, and sustainable work, done in collaboration with all stakeholders, is the foundation of the message we will continue to promote. It is time to collaborate and focus on the best ways to serve our clients.

Survive. Recover. Rebuild.

This is the mantra of IRC in Italy and around the world. When people receive the help they need to survive, they can begin to rebuild their lives. This is the promise of IRC and it is our mission. Thank you again for your constant support and collaboration during this unprecedented time. Our work would not be possible without you.

Susanna Zanfrini, President and Managing Director of IRC Italy Foundation



A common Goal, a shared responsibility

Protect IRC clients and staff from potential harm caused by those who for or are associated with the IRC.

Strengthen the quality and effectiveness of IRC's programs, ensuring that they are sensitive to the needs and vulnerabilities of clients and staff.

Build trust and credibility for IRC's communities where it operates, demonstrating its commitment to safety and respond to safeguarding violations.

Preserve IRC's reputation and integrity as a leading organization in the human rights sector, and prevents possible negative consequences for its funding and operations.

Our Mission and Values

IRC Italy Foundation is part of the International Rescue Committee (IRC), an international humanitarian organization that helps people affected by humanitarian crises - including those caused by climate change - to survive, recover and rebuild their lives.

Founded in 1933 on the initiative of Albert Einstein, IRC operates in over 50 countries to provide immediate assistance and long-term support to those whose lives have been shattered by conflicts, natural disasters, and other emergencies. Our programs address the fundamental needs of people, such as access to clean water, shelter, healthcare, education, and income opportunities, with a rigorous and results-based approach.

Our Approach

At IRC, we commit to:

1 Respond quickly

We intervene within 72 hours of the emergency and remain on the ground until we are sure that people are able to regain control and rebuild their lives.

2 Listen to the people

Our actions are based on the real needs of the communities, ensuring that every intervention is relevant and effective.

3 Lasting change

We not only provide immediate assistance, but we work towards lasting change, helping people regain control and rebuild their lives.

Present in Italy with programs since 2018, IRC provides essential services to migrants, refugees, and asylum seekers in various areas such as **protection, empowerment, education, labor inclusion, and health.**

Our intervention addresses the needs of people seeking protection through the provision of direct services, collaboration with local organizations, and cooperation with national authorities and institutions, aiming to strengthen the asylum system and improve humanitarian conditions.

Our team, consisting of over **40** paid employees, operates in Lombardy, Sicily, Calabria, Lazio, Piedmont, and Friuli Venezia Giulia.

General information about the organization

International Rescue Committee Italy Foundation ETS

Registered office: Via Giulio e Corrado Venini 57, 20127 Milan, Italy

Tax Code: 97941860153

Foundation registered in the RUNTS since March 20, 2023, with registration number:

104691

President and Managing Director: Susanna Zanfrini

The Foundation, which is non-profit, pursues **civic, solidarity and social targets**. Namely, the Foundation intends to support victims of oppression, people who are persecuted for political, racial, or religious reasons, refugees, displaced persons, vulnerable and at-risk migrants, victims of war and disaster, as well as to provide lifesaving and disaster relief.

The Foundation pursues its targets mainly through the performance of the following general interest activities, which have to be attributable to the ones under art. 5, paragraph 1, letters d) education, instruction and professional training, pursuant to law no. 53/2003, and subsequent amendments, as well as cultural activities of social interest with educational purposes; l) extra-curricular training, aimed at preventing early school leaving and academic and educational success, at preventing bullying and at fighting educational poverty; n) (development cooperation), r) (humanitarian accommodation and migrants social integration), u) (charity and money, goods and services provision to disadvantaged people or general interest activities), w) (promotion and protection of human, civil, social and political rights) and y) (civil protection) of Italian Legislative Decree no. 17/2017:

- *Assisting **victims of oppression, persecution and displacement**, including without limitation to administer relief for resettling, rehabilitation and protective measures including but not limited to the protection from violence, ensuring access to education, and livelihoods support, and to administer such relief without regard to the race, nationality or religion of the beneficiaries;*
- *Carrying out **programs of humanitarian assistance** in areas of need and to administer such relief without regard to the race, nationality or religion of the beneficiaries;*
- *Conducting **programs of public education** regarding the situation, circumstances needs and plight of victims of oppression and persecution for the purpose of mobilizing assistance on their behalf;*
- *Supporting **educational and charity activities** and any other general interest activity functional to reach the Foundation purposes.*

Internal Organization

The Founder of IRC Italy is the International Rescue Committee, Inc., based in the United States of America. The Founder has the authority to appoint and revoke the members of the Board of Directors, the President and Managing Director of the Foundation, and the Control Body.

The governing bodies of the Foundation are the **Board of Directors**, the **President and Managing Director of the Foundation**, the **Control Body**, and, in the event of exceeding the limits set by article 31 of the Third Sector Code, the **Statutory Auditor**.

The Board of Directors



**Johannes Van
De Weerd**

Chairman of the Board
of Directors



**Jeannie
Annan**

Advisor



**Chiara
Trincia**

Advisor

The Foundation is managed by a Board of Directors composed of three members. The Board appoints the president of the Board from among its members. The Board has all powers for ordinary and extraordinary administration.

The Board:

- approves the final financial statements concerning the previous financial year and files it on or before 30 June of each year with the competent office of the Italian National Single Register of Third Sector;
- resolves on the acceptance of heritages, legates and donations, as well as on the purchase and the sale of real estate assets;
- resolves on any amendment to these bylaws, with the written consent of the Founder;
- resolves on the extinction of the Foundation and the devolution of its assets, with the written consent of the Founder.

The Board of Directors may delegate, in whole or in part, its own ordinary management powers to the President and/or one or more of the Directors.

The President and Managing Director



**Susanna
Zanfrini**

President and
Managing Director

The President and Managing Director of the Foundation is appointed by the Founder and remains in office until the Founder decides to revoke him/her. The President and Managing Director has the legal representation of the Foundation, manages relationships with institutions, enterprises, public and private entities, also with the purpose of establishing relationships of cooperation and of support to the Foundation's initiatives.

The Founder may appoint a Deputy President who may substitute the President in the event of absence or impediment.

Oversight and Statutory Audit Body



**Silvio
Formenti**

Control Body

The Founder may appoint a Control Body, which can also be monocratic, for a period of five years and that may be reappointed. The Control Body oversees compliance with the law, the bylaws, and compliance with the correct management principles, also having regard to the provisions of Italian Legislative Decree June 8, 2001, no. 231, where applicable, as well as on the adequacy of the organizational, administrative, and accounting structure and on its concrete functioning.

The members of the Control Body may in any moment carry-out, even individually, inspection and control acts, and to this end, they may ask to the directors information on the performance of the social operations and on specific transactions.

In the event of exceeding the limits under art. 31, paragraph 1, of the Italian Third Sector Code, the Control Body may carry-out statutory audit activity. In this case, the Control Body is composed by statutory auditors registered with the relevant register.

Our Staff





68

People who have collaborated with us



18+

Languages spoken by the staff



6

Regions in which we operate

IRC applies its mission of care and protection to its staff as well, committing to ensure a safe, respectful, and welfare-oriented work environment for everyone. **All IRC staff members are responsible for promoting human rights, social justice, equality, and dignity, without any discrimination based on race, gender, religion, sexual orientation, ethnicity, age, marital status, or disability.**

IRC firmly adheres to the core values of its Code of Conduct (The IRC Way): **Integrity, Accountability and Service.** In this perspective, it has developed specific regulations and procedures to prevent and combat exploitation and abuse, protect minors, prevent workplace harassment, ensure fiscal integrity, and protect against possible retaliation.

Integrity

We are open, honest and trustworthy in dealing with clients, partners, co-workers, donors, funders and the communities we affect.

Accountability

We are accountable—individually and collectively—for our behaviours, actions and results.

Service

We are responsible to the people we serve and the donors who enable our service.

All IRC employees, volunteers, interns, and partners are required to know and comply with the code of conduct. **The IRC selection process is designed to be fair, transparent, and competitive, in accordance with current regulations, with the aim of providing a positive experience for candidates and preventing any form of discrimination or bias.**

Profile and Staff Composition

The year 2024 was one of significant expansion for IRC in Italy, with an **increase in staff of about 30% compared to the previous year**. Overall, during the year, **68** people worked for IRC Italy, including **27** men and **41** women.

The team consists of **29** employees with permanent contracts, **4** with fixed-term contracts, **1** intern, and **34** collaborators, including consultants and holders of coordinated and continuous collaboration contracts. Among those with permanent contracts, **7** are hosted staff, meaning professionals formally employed by the IRC Italy Foundation ETS but active in other IRC offices around the world.

The staff is spread across various locations, including Milan, Turin, Trieste, Rome, Reggio Calabria, Catania, Agrigento, and Lampedusa.

Additionally, part of the staff works in a full remote mode, ensuring flexibility and operational continuity throughout the national territory. Based solely on the employed personnel, IRC Italy has calculated a turnover of about **9%** in 2024.

Excluding the hosted staff, from a functional perspective, the staff is divided into **55** people directly involved in project implementation and **6** in support roles (Human Resources, Administration, Finance and Grants).

Since 2024, IRC has increased its number of volunteers, employing a total of **6 volunteers** in Trieste and Milan. Their presence represents an essential added value for achieving the organization's mission in the area.



Staff Care

The well-being of staff is a priority for IRC, which promotes a **healthy, inclusive, and flexible work environment**. The organization adopts a goal-oriented approach, ensuring ample work flexibility to support the balance between personal and professional life.

Among the benefits provided, the staff is entitled to **monthly meal vouchers and free access to a psychological support service**, managed by the Duty of Care (DoC) department. The DoC, part of the global People and Culture department, is a multidisciplinary team that promotes the physical and emotional health of the staff through awareness activities. It provides support to managers and supervisors in managing team well-being, even in critical situations, ensuring the adoption of best practices. As part of IRC's commitment to the psychosocial well-being of staff, everyone working with IRC can access the Konterra psychological support service, which offers an initial cycle of at least six free sessions, extendable based on the specific situation and individual needs, ensuring a confidential and professional space to address moments of stress, personal or work-related difficulties.

At the local level, each year IRC Italy organizes **two team-building days involving the entire staff**. These moments are dedicated not only to sharing and strengthening internal relationships but also to discussing the organization's strategy and collaboratively planning future actions, with the goal of building a cohesive, aware, and mission-oriented team.



Professional development and career growth

IRC considers training a central element for the development and growth of its staff. After hiring, every new employee is required to complete mandatory courses (e.g. Fundamentals of Safeguarding, IRC Code of Conduct, Anti-Sexual Harassment, Safety & Security, Gender Equality, Data Protection) alongside other personalized training paths offered through the internal platform Kaya.

The organization also promotes **talent management programs** (e.g. Compass training, Navigator, Navigator Foundation, Talent Development Workshops) and **learning opportunities**, some of which are in collaboration with external universities, with the aim of supporting the development of individual potential.

Every year, staff hired by June 30 participate in a structured **performance evaluation process**. This process includes **setting professional goals**, self-analysis of activities performed, gathering feedback from colleagues, and a final interview with their line manager. Based on the evaluation outcome - meet some expectations, met expectations, exceeded expectations - a **percentage salary increase is assigned starting from the following year**. The process also includes a mid-term check-in aimed at promoting continuous professional development consistent with the organization's values.



Strategy and Vision

The programming and strategy of IRC in Italy are based on **Strategy100 (S100)**, the **global strategic plan** that guides the work of the organization as it approaches the centenary of its founding, which occurred in 1933. S100 defines the priorities to best achieve IRC mission in a complex and constantly changing external context. It indicates where to focus time, resources, and voice, directing the entire organization toward common goals and a lasting impact.

Clients are at the heart of IRC Italy's strategy. Their needs guide every programmatic choice: they are the **first and most important reference in every decision**.

IRC Italy aims for their active involvement so they can contribute to defining, evaluating, and improving the services it offers. This approach also represents a concrete opportunity to strengthen their ability to influence decisions regarding the services they use.

Excellence in program quality is at the heart of IRC's commitment to its clients. IRC Italy adopts materials and approaches developed by international experts and tested in the field, carefully adapting them to the local context to ensure sustainable, relevant, and tailored interventions.

Supporting this commitment, IRC can rely on a network of experts, specialized in various fields of intervention, who assist local teams to ensure high standards and consistency in implementation quality.

In the context of S100, the vision that guided the activities of IRC Italy for 2024 was:

By 2024, ensure that clients are safe, able to take informed decisions, and have equitable access to services in an inclusive socio-economic environment.

A Strategic Vision for 100 Years of Action

To realize this vision, IRC Italy has defined **specific ambitions**:



CLIENTS AMBITION

Clients voices are heard and are at the center of IRC Italy's programmatic strategy.

DATA AMBITION



A comprehensive **data collection and tracking system** has been implemented to measure performance, and questionnaires are **regularly conducted to gather direct feedback from clients**.



DIVERSITY AMBITION

An **inclusive and respectful working and operational environment** that embraces diversity has been promoted, both internally and in interactions with clients and partners.

PARTNERS AMBITION



A **national and EU-level partnership strategy** has been finalized, for programmatic and advocacy purposes.

In pursuit of these objectives, IRC Italy has operated within the framework defined by Strategy100, also integrating the **methodological approach of the Outcomes and Evidence Framework (OEF)**, which guides the design and implementation of programs towards concrete and measurable results, with clients at the center.

This framework is based on validated **theories of change** and **logical frameworks (logframe)** that outline the paths to **achieve outcomes and represent the foundation for strategic planning and activity design**.

The outcomes represent the change that IRC wants to generate in the lives of its clients and are the main measure of the effectiveness of the interventions. IRC's work focuses on five outcomes: **safety, health, economic wellbeing, education, and power.**

The Strategy100 of IRC

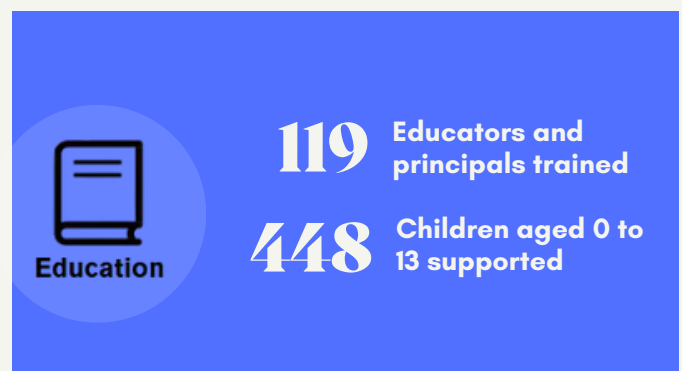
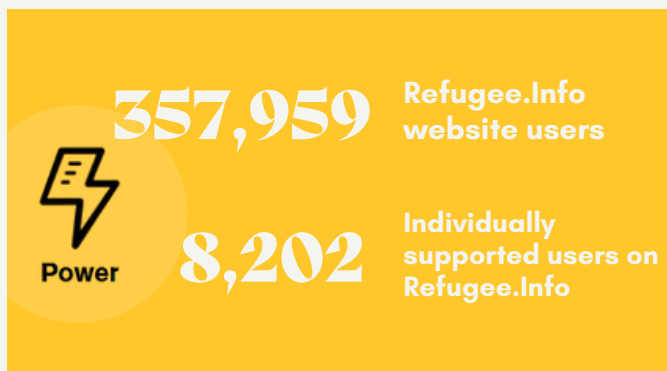
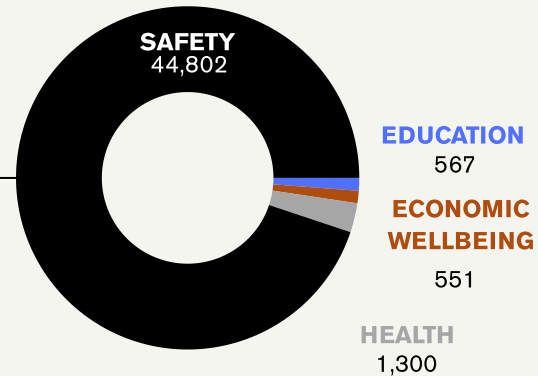
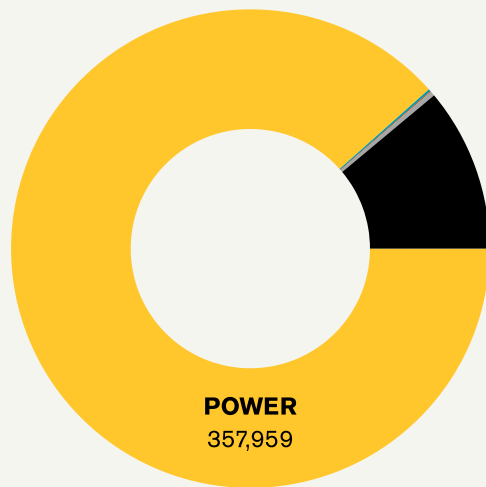
OUTCOME AREAS



To guide its activities over the FY22–FY24 triennium, IRC Italy conducted an **analysis of the needs and priorities expressed directly by clients**, integrated with program data, secondary data, context and needs assessments, and supported by experience gained from previous projects. This process allowed the identification of areas where needs were already met (totally or partially) and those where unmet needs still existed, on which IRC decided to focus new initiatives and strategic objectives.

In line with **Strategy100** and the **2022–2024 vision**, IRC Italy has operated across all five outcome areas, establishing targeted results and sub-results that have guided actions and programs throughout the three-year period.

2024 IN NUMBERS



1. Safety



S.1

People are safe in their communities.

S1.4: People have basic knowledge and skills required to safely navigate their communities.

S.4

Adults are protected from abuse, neglect, and exploitation.

S4.4: Adults experiencing or at risk of abuse, neglect, or exploitation receive high-quality services and support.

S.5

Children are protected from abuse, neglect, and exploitation.

S5.1: Caregivers prevent and/or respond to child abuse, neglect and exploitation.

S5.2: Children who are experiencing or at risk of abuse, neglect, or exploitation, receive high-quality services and support.

Protection Interventions

Roving protection teams for people on the move

In collaboration with other local actors, IRC supports refugees, asylum seekers, and those in transit through roving teams active in the main arrival and transit locations in Italy. **Overall, in 2024, IRC's roving protection teams provided support to 43,939 people.**

Since 2021, IRC has been active in **Trieste** to offer **support to asylum seekers and people in transit arriving via the Balkan Route**. The team provides non-food items, legal guidance, and facilitate access to the asylum procedure, the reception system, and essential services such as food, medical assistance, and legal aid.

In particular, as part of a co-design project with the Municipality of Trieste involving four other third-sector organizations coordinated by Caritas Trieste, IRC provides multilingual support to vulnerable individuals and families in the proximity of the central station to guide them to low-threshold services (network of high-turnover night shelters, emergency social intervention services, medical assistance services).

From January 1 to December 31, 2024, the IRC team met and supported a total of **13,460 people** in the central station area of Trieste, with an average of 37 new people per day.

MAIN NATIONALITIES



Afghanistan



Turkey



Syria

2,436

people referred by the
roving team to night
shelters

46 people and family
units supported
with case
management

13,460

people reached by the
Trieste roving team in 2024



16% unaccompanied
minors



In Milan, since October 2023, a roving protection team has been active conducting outreach activities near the Central Station to reach asylum seekers and people in transit in severe difficulty.




The team provides information on the rights and status of individuals present in the territory, identifies specific vulnerabilities and protection needs, distributes essential goods, and supports access to local services. Furthermore, it ensures that unaccompanied minors are taken into care by the competent authorities.

From October 2023 to March 2024, an IRC roving team has operated near the Tiburtina station and the Immigration Office in **Rome** to ensure that people in transit and asylum seekers received essential support and accurate information to meet their primary needs, coordinating with other NGOs such as MEDU, Intersos, Civico Zero (Save the Children), and MSF.

The roving protection teams in Milan and Rome reached:

2,256

People assisted with services of:

	2,256	Information
	598	Non Food Items (NFIs)
	632	Psychological First Aid (PFA)
	459	Referrals to local services

 **10%** Unaccompanied minors

 **11%** Women

MAIN NATIONALITIES



98%

of the people interviewed following the information session in Milan and Rome stated that **they found the information to be useful.**

Starting in May 2024, under the technical coordination and operational supervision of UNHCR, IRC provides **multisectoral protection services in the main disembarkation points and transit areas of Calabria and Sicily, including the island of Lampedusa**, through four mobile teams tasked with identifying, informing, and referring people with specific needs to available services in the area.

28,223


People reached with protection services in Sicily and Calabria

 **8%** Unaccompanied minors

MAIN NATIONALITIES

 Bangladesh

 Syria

 Tunisia



Protection in reception centers: direct services and capacity building

IRC operates within the reception system, intervening both in **direct support** of guests and through **capacity building and coaching activities of the reception centers staff**, with the goal of strengthening the entire system.

Since September 2023, **IRC has been part of several co-design processes promoted by the municipality of Milan**, involving over 40 third sector organizations. These processes have led to the joint development of numerous projects aimed at strengthening the city's reception and integration system, with a **focus on protection**.

Through the first project, **First Steps**, co-designed between October 2023 and December 2024, IRC has offered **capacity building and coaching activities on child protection and intercultural approaches to 41 staff members from the other 13 organizations involved in providing services to migrant families with preschool-aged children**. The results of the questionnaire administered at the end of the training show a high level of appreciation and perceived usefulness by the participants.



83%

*of participants who stated they had **significantly (50%) or completely (33%) increased their knowledge, skills, and attitudes in providing adequate and culturally sensitive support to children and families.***

In 2024, IRC continued and strengthened its role as a trainer in the protection sector, focusing on the capacity building of the staff (social workers, educators, healthcare workers) of "Casa Jannacci," a facility for the temporary accommodation of adults and children in severe need, including newly arrived international protection seekers. Besides capacity building activities, **IRC supports the facility's staff in identifying and responding to the needs of its guests, with particular attention to cases of vulnerability such as survivors of gender-based violence, trafficking, and exploitation**. From August to December 2024, IRC supported 42 individuals and/or family units within Casa Jannacci.

“

Only thanks to the thought-provoking insights you shared with us, it was possible to develop a mature professional awareness, which now allows us to approach project interventions with confidence

”

In Sicily and Calabria, as well as in landing areas, IRC roving teams, under the technical coordination and operational supervision of UNHCR, also intervene within temporary reception centers (CAS).

The aim of the activities conducted during visits to the CAS is to **identify and refer individuals with specific needs to the appropriate services, with particular attention to those who have survived gender-based violence.**

5,810

PEOPLE WITH SPECIFIC
NEEDS IDENTIFIED AND
REFERRED TO SPECIFIC
SERVICES

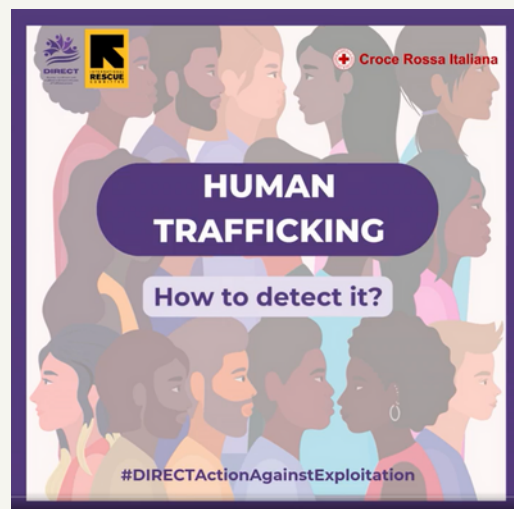
274

BORDER
POLICE/IMMIGRATION
/CSOs STAFF TRAINED
ON ACCESS TO
TERRITORY AND ASYLUM
SEEKERS' RECEPTION

Anti-trafficking and labor exploitation

From March 2023 to May 2025, through the **DIRECT** project co-funded by the European Commission, IRC collaborated with various organizations in Italy and Europe to **combat human trafficking and labor exploitation.**

IRC trained more than 206 operators from reception centers and representatives of organizations created and led by migrants and refugees, **providing them with useful tools to pre-identify (potential) survivors of trafficking and to assist victims using a survivor-centered approach based on the principle of “do no harm”.**



93%

of trained staff who have **improved their skills and knowledge** on anti-trafficking, child protection, and parenting.

Furthermore, to promote the inclusion and mental health of survivors or those at risk of trafficking in reception centers in Sicily, IRC involved **67 unaccompanied minors in participatory sessions with methodologies aimed at strengthening their soft skills.**

Over 50 women who survived or were at risk of trafficking participated in group activities aimed at strengthening their **parenting skills**. Finally, DIRECT used the digital platform Refugee.Info to support an **online awareness campaign about human trafficking** by sharing posts and videos in Italian and English that explain the rights of migrants and asylum seekers, the risks of trafficking and exploitation they may face in Italy, and the available local services to receive support if such risks arise, **reaching 2,083 views**.

According to the external evaluation of the project, a **strong positive impact was found on the beneficiaries' lives**, providing concrete opportunities for social and work inclusion. **The participants expressed gratitude for the support received**, which allowed them to feel **useful, productive, and valued**.

The satisfaction of the minors involved in the project was assessed by IRC through **graphic representations of emotions created by the children themselves**, which predominantly revealed a positive opinion.



The overall impact of the project was evaluated **very positively** by all parties involved: the **direct beneficiaries experienced significant practical and psychological benefits**, **migrant organizations** appreciated the **involvement in decision-making processes** and **the increased visibility of issues** related to undocumented migrants.

With the **SAFE HUT** project, implemented from April 2023 to March 2025 and also co-financed by the European Commission, IRC has supported four organizations located in Romania, Greece, Lithuania, and Bulgaria in opening **Safe Spaces for women and girls** who have survived or are at risk of trafficking, following the IRC's Women and Girls Safe Space (WGSS) model.

 **safe hut**
Holding **safe spaces**
for women and girl's
empowerment



The project aimed to provide women (potential) survivors of trafficking with a safe space to engage in recreational, psychosocial, and informational activities designed to strengthen their psychological well-being and empowerment, while also creating conditions for them to feel comfortable sharing any traumatic experiences related to trafficking and exploitation.

The staff of the four WGSS, along with **123 external professionals** involved by partner organizations, participated in capacity building sessions conducted by IRC, focusing on the WGSS methodology and trauma-informed approach.

98%

*of trained external professionals **considered the training useful for their work**, confirming the relevance and effectiveness of the proposed training program.*

Through this project, **IRC has indirectly supported 276 women in Italy, Lithuania, Greece, Bulgaria, and Romania**, and more than 300 actors have been informed about the importance of the WGSS methodology.

The participation in the activities and services offered by the Safe Spaces has had a very positive impact on the beneficiaries:

92%

*of the interviewed beneficiaries stated that they had **expanded their support network**.*

*of the interviewed beneficiaries reported **an improvement in their well-being** thanks to the activities carried out in the Safe Spaces.*

95%

91%

*of the interviewed beneficiaries felt **more valued and empowered in their ability to make decisions about their future**.*


Prevention of Gender-Based Violence

In addition to addressing gender-based violence related to trafficking, IRC is engaged in various projects specifically focused on gender-based violence prevention. Specifically, between March 2023 and July 2024, through the EU co-financed project **CARE** - Community-Based Primary Prevention of GBV (Gender-Based Violence) in Greece and Italy, IRC, in partnership with other Italian and Greek organizations, has conducted activities aimed at **challenging gender stereotypes, strengthening women's empowerment, and fostering the creation of support networks among women and men**. Previously trained Italian facilitators and those with a migratory background engaged **more than 60 women and men** in Palermo in prevention activities following structured context-adapted methodologies. Additionally, six women of different nationalities have been trained to become **focal points for gender-based violence prevention** in their communities.

CARE

The **CARE** project has facilitated the creation of strong support networks among women and adolescent girls, strengthened the skills of focal points in the community, and increased awareness about gender-based violence (GBV), gender roles, and power dynamics. According to the external evaluation of the project, it has generated positive short- and medium-term changes, with improvements observed in emotional well-being, stress management, and social support networks.

Furthermore, according to a questionnaire conducted by IRC among the project's beneficiaries, it appears that:



82% of the interviewed female beneficiaries stated that they feel **more confident in recognizing gender stereotypes present in their communities**.

100% of the interviewed female beneficiaries declared they **know whom to contact in case of violence**.

of interviewed male beneficiaries who completed the male awareness groups developed **conscious knowledge and attitudes**.

86%



2. Health



H.2

People prevent or manage mental health conditions or symptoms

H2.1: People effectively use mental health and psychosocial support (MHPSS) services.

H2.2: People engage in behaviors to prevent or manage their or their family members MHPSS condition(s) or symptom(s)

Mental Health and Psychosocial Support

The activities of IRC in the field of **mental health and psychosocial support (MHPSS) for vulnerable individuals, particularly women and girls**, began in 2022 in the context of the Ukraine emergency response. By 2024, the interventions in this area, now well-established and accessible to clients of various nationalities, were present in the cities of Milan, Turin, Trieste, and Rome.

“

I really like your space for the atmosphere you create, the courtesy, the friendliness, and the support you offer. This has been the only place where I have always felt like a person, welcomed and treated with respect, without prejudice.

”



In each of these cities, **IRC collaborates with local organizations to set up Safe Spaces where women and girls can participate in recreational activities, informative sessions, structured psychosocial activities, build social networks, and strengthen their autonomy in a safe environment for themselves and their children.** Following a bottom-up approach, within each space, the activities and environments have been co-designed with the beneficiaries and modified over time and from one location to another, based on the needs and priorities of the people involved.

In 2024, more than **1,300 people attended IRC's psychosocial spaces** where they received case management support, psychological support, and participated in group activities, **totaling 450 organized group activities**, including bachata courses, Speaking Club, teenagers groups, and recreational activities for children.



76%

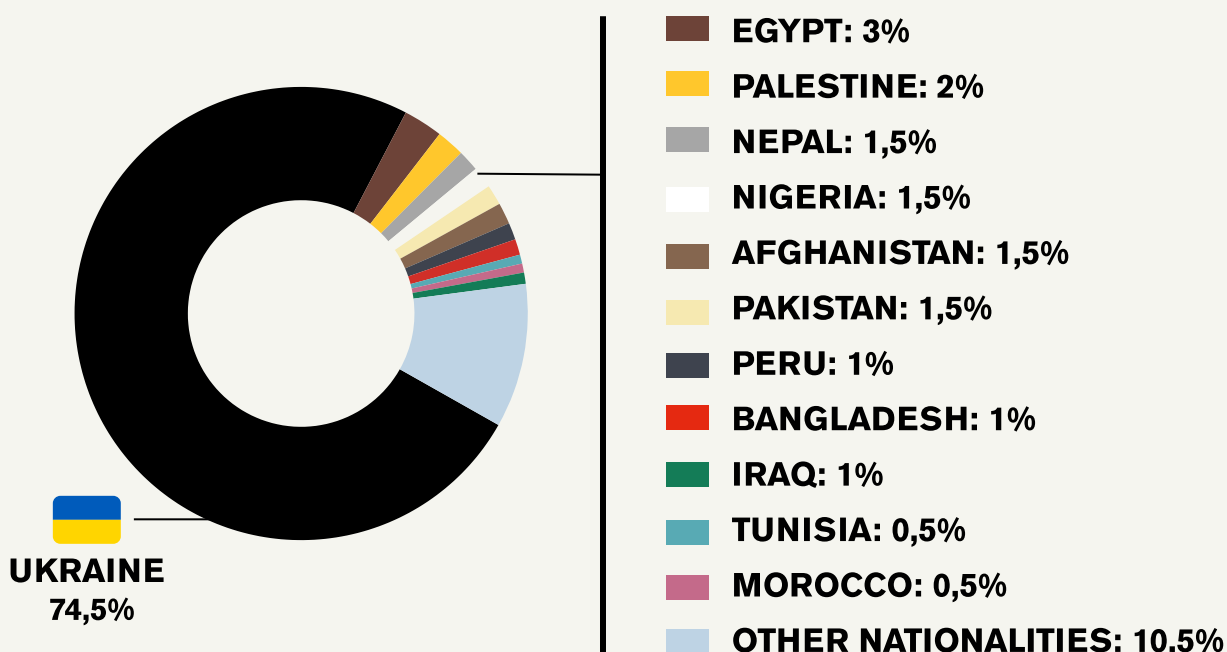
Women



24%
Men



21%
Minors



In addition to the support provided within the psycho-social spaces, IRC has offered psycho-social support through teams composed of a social worker and a cultural mediator operating in various communities. After conducting an assessment of the needs and resources of each individual, they offer **holistic case management** to ensure the psycho-physical well-being of the beneficiaries and facilitate their integration.

650

people supported with
case management
services with

4,600

interventions

In particular, the **multidisciplinary team** composed of a case worker, a psychologist, and a cultural mediator active in Rome **provides individual assistance and psychosocial support** not only to Ukrainian women who attend the Safe Space, but also to the **most vulnerable Ukrainian refugees hosted in the Capannelle and Mercure West hotels**, helping them access documents, healthcare, education, and social services.

Additionally, in Milan, Rome, and Trieste, following an **ethno-psychological approach and employing cultural mediators**, IRC psychologist and IRC partners professionals provide **specialized mental health services**.

During 2024, **135** people received specialized psychological support.

Furthermore, according to a questionnaire conducted by IRC among the beneficiaries of the project in 2024, it appears that:

99%

*of the interviewed beneficiaries stated that the support provided by the **IRC staff was effective in accessing basic services or completing administrative procedures**, and that the assistance received was useful for themselves and their family.*

“

What I appreciated the most was the human aspect: humanity, sincerity, honesty, tangible help, support, and the advice received.

”



3. Education

E.1

Young children develop cognitive, linguistic, and motor skills, and socio-emotional assets.

E1.1: Early childhood educators and childcare providers (ECD providers) provide high-quality early learning and development opportunities.

Holistic Educational Approach and Transcultural Perspective

Since 2021, IRC has been collaborating with local school systems to facilitate the creation of environments that promote the well-being and holistic development of children in safe, welcoming, and child-friendly settings. Particular attention is given to children who have experienced, or are at risk of experiencing, adverse childhood experiences, especially migrant and refugee children.

The **Holistic Educational Approach** of IRC provides educators with tools and strategies to **promote cognitive and socio-emotional growth**, adopting a **cross-cultural perspective** to meet the needs of children from diverse backgrounds.

IRC adopts an experiential approach in its training, **integrating theory and practice to ensure solid and applicable learning.**

119

EDUCATORS
TRAINED IN MILAN
AND PALERMO

The training programs include **moments of theoretical deepening, the analysis of real case studies, personalized coaching sessions, and job shadowing activities directly in the classroom**, alongside the boys and girls.

448

CHILDREN
SUPPORTED
AGED 0-13

This approach allows participants to observe and experience in the field what they have learned, promoting an immersive and concrete training experience.

During 2024, IRC trained 119 educators and school leaders in Milan and Palermo and supported 448 children aged 0-13 years.

IRC is involved in several EU-funded projects that promote inclusive education and support for refugee and migrant students across Europe.

In the [Theory of Change](#) project, IRC collaborates with other organizations based in Italy, Greece, Cyprus, and Sweden to support educators, adolescents, and migrant families in overcoming challenges related to education and integration.

The project provides education professionals with tools and resources to promote language learning and inclusion through holistic and inclusive teaching practices, both in formal and non-formal settings.



4. Economic Wellbeing

A woman with blonde hair tied back, wearing a blue long-sleeved shirt, is seated at a wooden desk, focused on her laptop. She is gesturing with her right hand while typing. Behind her, a man in a light grey sweater is standing and looking down at the laptop. The office environment is bright, with large windows in the background showing greenery outside. A red water bottle and some papers are on the desk.

EW.1

Adults are able to meet their basic needs.

EW1.1: People have sufficient income and benefits to meet their basic needs.

EW1.1.2.d: People have necessary job readiness skills to enter and retain employment.

Economic Empowerment

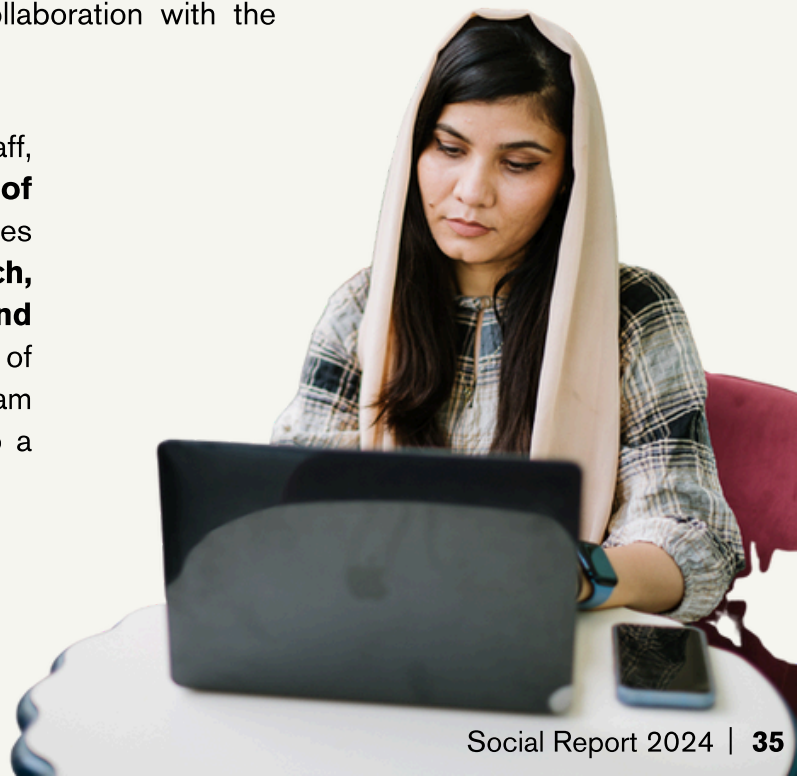
Since 2020, IRC has been supporting refugees, migrants, and vulnerable groups, particularly young people and women, in navigating the job market and achieving economic independence, while also promoting the value that newcomers bring to local economies.

Over the years, IRC's work has developed along two lines: **direct service provision and training for relevant service providers.**

In 2024, the case management activities provided for Ukrainian women often included a component of support for finding work or training opportunities, **involving approximately 290 women from IRC's psychosocial spaces.**

The IRC provided individualized support aimed at job inclusion, also through a **volunteer program** activated in collaboration with the American telecommunications company **Verizon.**

Verizon volunteers, with the mediation of IRC staff, remotely supported about **60 beneficiaries of various nationalities** with a range of activities aimed at **facilitating their job search, improving their English language skills, and developing their basic digital skills.** Some of the people who benefited from the Verizon program received a free Duolingo subscription, thanks to a partnership established with this company.



In 2024, thanks to the **WIN** project funded by American Express, IRC contributed to strengthening the capabilities of **261 staff from municipal employment centers and other local public employment service providers** to provide inclusive services to migrants and refugees. The activities carried out in this field included the development of support materials on legal issues, assistance in conducting outreach activities to people with a migratory background, and group training on various topics, including: delivering services with a trauma-sensitive approach, workers' rights, and legal and occupational counseling. **Through this work, 64,000 indirect beneficiaries were reached.**

Participants reported a general **strengthening** of their **skills** related to the topics addressed, with particular reference to **national and international regulations**, as well as to the services available in the area. The training's effectiveness was also reflected in **role-playing** moments, during which signs of positive change emerged, such as the adoption of a **strengths-based approach**, the use of narrative techniques, and a greater focus on the skills already possessed by users. At the same time, a more conscious use of tools and strategies for communicating with non-Italian speakers was observed.

Additionally, as part of the project, an **operational guide** was developed with the aim of providing clear and consistent guidelines to the staff at employment centers and the Social Inclusion Area of AFOL (Agenzia per la Formazione, l'Orientamento e il Lavoro della Città Metropolitana di Milano) regarding internal regulations and practical procedures when engaging with clients with a migratory background.



5. Power



P.1

People claim, secure, and exercise their rights.

P1.5: People access social, financial, legal, justice and health services and systems.

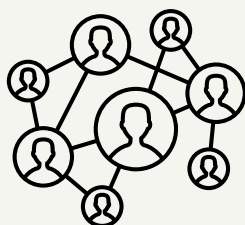
The outcome of power holds a central importance for IRC, as it **represents people's autonomy and ability to influence decisions affecting their lives**. This concept is closely linked to all other areas and is **integrated transversally into all IRC interventions to ensure a lasting and sustainable impact**.

Refugee.Info



Since 2018, the IRC's digital information service, **Refugee.Info (RI)**, part of the transnational **Signpost** project, has been providing refugees and migrants with **multilingual, accessible, practical, and accurate information at the national level**.

Through instant messaging apps, social media, a website, and a peer-to-peer approach, we address the informational needs of clients regarding their rights, documents, safety, support services, and integration into new communities. **The service is currently available in English, French, Dari/Farsi, Pashto, Arabic, and Ukrainian.**



1,549,049

PEOPLE REACHED BY THE SIGNPOST PROJECT IN ITALY*

Estimate of the overall scope of the Signpost project in Italy in 2024 (website, social media, and unique users).

THE SOCIAL PERFORMANCE



f 781,539

**USERS REACHED
THROUGH THE
FACEBOOK PAGE**

100,080
PAGE VISITS

27,584

**FACEBOOK GROUP
MEMBERS***

54,281

**FACEBOOK PAGE
FOLLOWERS***

*As of December 31, 2024

357,959

**ACTIVE WEBSITE
USERS**

In terms of **personalized
support** (1:1 assistance):

10,501

**TOTAL TICKETS
HANDLED**

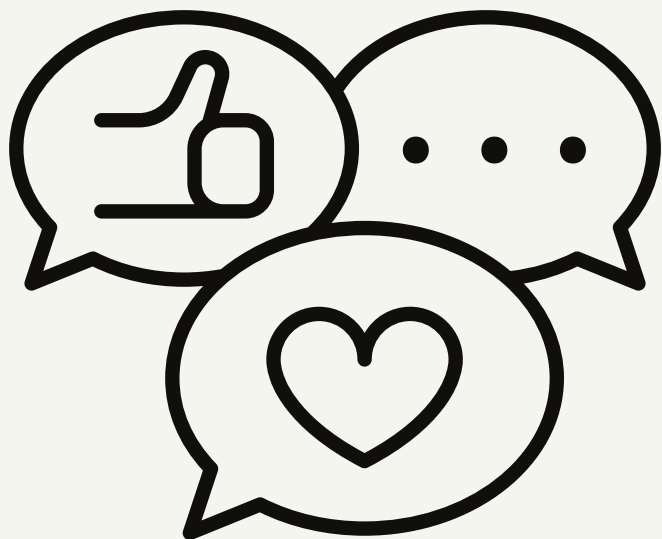
8,202

**INDIVIDUALLY
SUPPORTED USERS**

The user satisfaction survey conducted between April and May 2024 revealed a high level of satisfaction among R.I. users, particularly regarding the Facebook page, with an **average approval rating of 4.34 stars out of 5.**



WHAT THEY SAY ABOUT THE SERVICE



“ I have read many articles on Refugee.Info that have helped me understand, step by step, what to do to apply for documents and how to cope with life in a foreign country, meeting essential needs. I am very grateful to you. ”

of the interviewed RI users who used the information received to **address crucial issues related to documentation, asylum, and education.**

80%

99%

of the interviewed RI users who **consider the platform a reliable source** and have **improved the understanding of rights, documents, procedures, and laws.**

“ Thanks to you I managed to obtain my permit of stay. I spent a year in Italy having no idea who to turn to because at first, I was afraid of the police. But thanks to you, I was able to apply for asylum on my own. ”



Phew, I got an interview with UNITO last week, and the admission office has informed me that I am eligible for admission into their postgraduate program ([Area and Global Studies for International Cooperation](#)). Thanks ❤️

4d Like Reply [Send message](#) Hide Edited

Refugee.Info.Italy Ciao! We're glad to hear about your successful interview with UNITO and your eligibility for admission into their postgraduate program. Congratulations on this achievement! 🎉❤️

2d Like Reply

Refugee.Info.Italy all the credit goes to you! Your platform has touched so many lives in ways that you can't imagine.

2d Love Reply [Send message](#) Hide

6. System Strengthening and Change

Neutra – Importante,
artificiali.



System strengthening and change does not represent a stand-alone outcome area but constitutes a **cross-cutting approach applied in all areas of intervention**.

Capacity building is essential for **improving the functioning and autonomy of institutions and local partners**, and through advocacy activities and protection monitoring, changes at the system and policy levels are promoted, thus ensuring a more lasting and sustainable impact over time.

Protection Monitoring

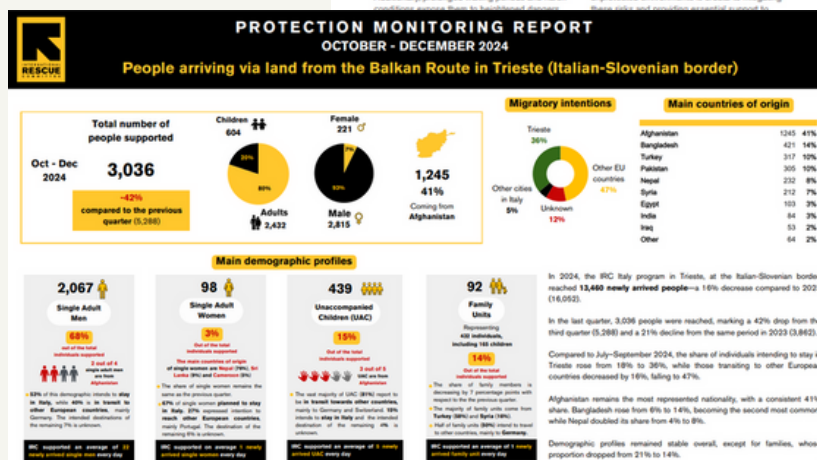
IRC Italy produces **quarterly protection monitoring reports on needs and vulnerabilities**, demonstrating the office commitment to strengthening protection activities.

The data used to produce these reports is collected by the roving protection teams (see page 18) and **regularly assesses the protection situation of assisted individuals**, identifying beneficiaries' profiles and needs, as well as protection risks in the Italian territory, with a specific focus on **people arriving from the Balkan route in Trieste**.

The reports also include **significant national-level updates related to migration** and insights on beneficiaries using IRC's digital information service, **Refugee.Info**.

You can view our reports at:

<https://www.rescue.org/eu/country/italy/reports>



Advocacy

IRC Italy actively works to ensure that the rights of asylum seekers and refugees are respected and protected. **The IRC teams monitor the obstacles** that people seeking international protection encounter in formalizing their application and **facilitate access to the asylum procedure and reception services**.

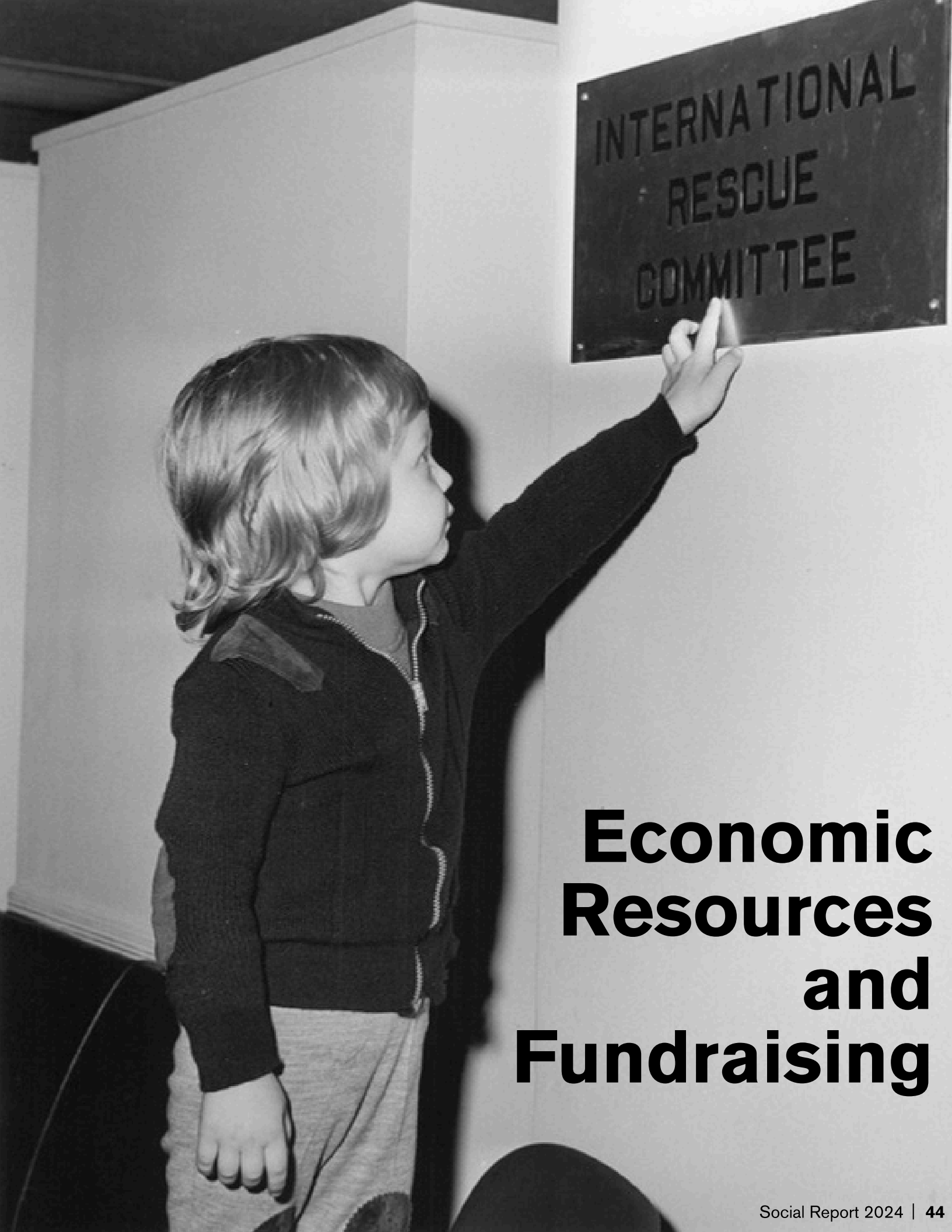
The data and information collected at the operational level are used to guide our advocacy priorities. Specifically, IRC has participated in discussions with institutional representatives to strengthen the reception and integration system for asylum seekers and refugees, both locally and nationally, promoting interventions on issues such as amendments to national laws on international protection, externalization policies, and administrative detention of migrants. IRC is also an active member of the Asylum Immigration Table (*Tavolo Asilo Immigrazione*), the Working Group for the Convention on the Rights of the Child and Adolescence (CRC Group), the Road Map for the Right of Asylum, and the Network for Integrated Reception (*Road Map per il diritto di Asilo e della Rete di Accoglienza Integrata* - RAI Table).

IRC Italy is part of various EU-funded transnational projects that include a strong advocacy component aimed at strengthening the inclusion of migrants and supporting communities across Europe. Through **INNOVATE**, IRC supports the rights of **migrant children in Greece, Italy, and Serbia**, using data collected in the field to develop concrete recommendations for institutions involved in child protection.

Through **GROWTH**, IRC supports the expansion of **community sponsorship programs in Italy, Ireland, and Germany** by monitoring quality, evaluating progress, and contributing to the implementation of strategies aimed at recruiting diverse sponsors and exploring innovative housing solutions.

The **ParticipACTION** project, launched in October 2024 with funding from the European Union, aims to strengthen young people's ability to influence EU policies, focusing on the involvement of young third-country citizens in **Italy, France, Lithuania, and Cyprus** through research activities, workshops, and advocacy activities.





Economic Resources and Fundraising

The fundraising activities of IRC Italy are based on a strong ethical and transparent culture, the IRC Way, which includes core values such as integrity, accountability, and equality.

Communication with donors is always **clear and transparent**, ensuring respect for privacy and the protection of personal data.

IRC also establishes precise guidelines for fundraising activities organized by third parties, requiring clarity on the use of funds and the role of the organizer.

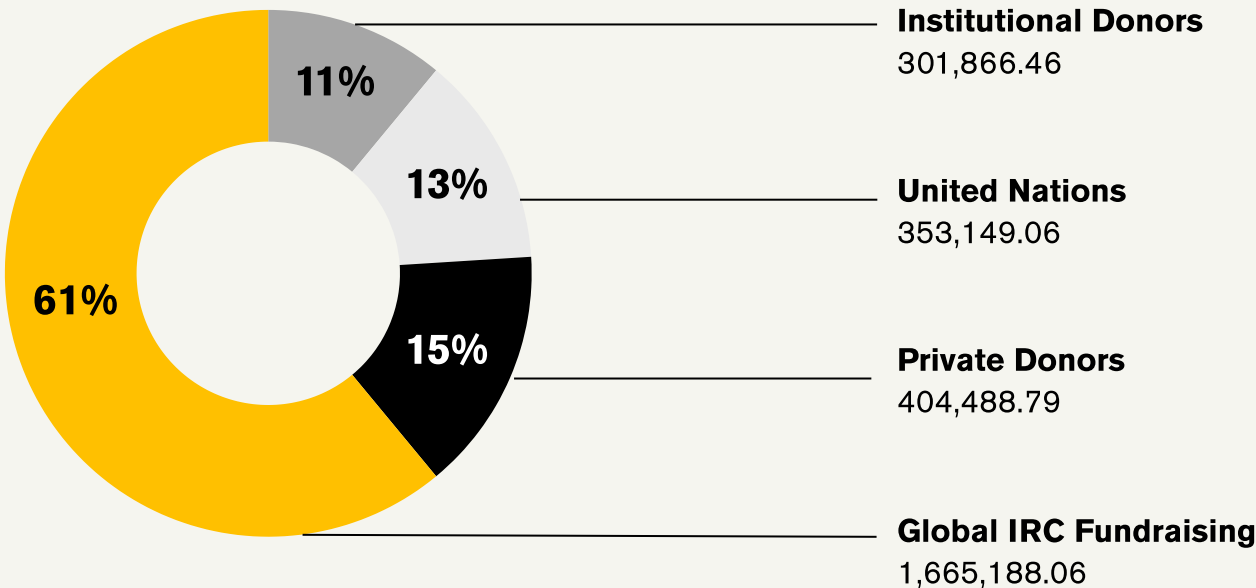
Finally, IRC adopts a stewardship model aimed at building lasting relationships with supporters by offering acknowledgments, personalized communications, and updates on the impact of donations.

Our Donors

About **24%** of the fundraising revenue for the year 2024 comes from institutional donors, including the **European Union** through funds such as **AMIF, CERV, HORIZON, ERASMUS, and the Italian Government**, and the **United Nations High Commissioner for Refugees (UNHCR)**.

These funds allow us to plan interventions on a larger scale, responding strategically to complex or systemic needs and managing them effectively and sustainably.

The remaining **76%** of the funds comes from private donors and foundations, which gives IRC office in Italy greater independence in strategic choices.



2,724,692.37

The total of our revenue in 2024

We wish to express our sincere gratitude to all our donors, who are the driving force behind our work and an essential resource without whom we could not operate.

It is thanks to their generous contributions that we can keep our services active, develop new initiatives, extend our reach, and respond promptly to situations of need and emergency, both humanitarian and social.

Approval and publication process of the social report

The financial statements and the mission report are approved by the Board of Directors after being reviewed and certified by the Control Body – an excerpt of the report follows. They are filed with the RUNTS along with the social report, which is made accessible to stakeholders through publication on the IRC Italy website.

Monitoring carried out by the Control Body

The Control Body monitored and acknowledged:

- *the exclusive pursuit of civic, solidarity, and social utility purposes, through the exclusive conduct of activities included in paragraph 1 of article 10 of Legislative Decree 460/1997 and provided for in the statute;*
- *the fact that the entity did not engage in fundraising activities;*
- *the pursuit of the absence of profit-making intent, by allocating management surpluses for the implementation of institutional activities and those directly connected to them;*
- *compliance with the following behaviors:*
 - *the entity respected the prohibition on the direct or indirect distribution of surpluses and assets, as well as the pursuit of the absence of profit-making intent, by allocating the assets, including all its components (revenues, returns, proceeds, income by any name) for the performance of statutory activities;*
 - *the entity respected the prohibition on the indirect distribution of profits, management surpluses, funds, and reserves to founders, members, workers and collaborators, administrators, and other components of social bodies, considering the indices referred to in art. 8, co. 3, lett. from a) to e), of the Third Sector Code;*
- *for the maintenance of legal personality, the net assets resulting from the financial statements exceed the minimum limit provided for by art. 22 of the Third Sector Code and the statute.*

Components from general interest activities

A) Costs and expenses related to activities of general interest			B) Revenues, income, and proceeds from activities of general interest		
	12/31/2024	12/31/2023		12/31/2024	12/31/2023
1) Raw materials, ancillary materials, consumables, and goods	16,126	24,236	1) Revenues from membership fees and contributions from founders	2,724,692	258,970
2) Services	372,832	38,090	2) Revenues from members for mutual activities	0	0
3) Use of third-party assets	78,194	8,773	3) Revenues from services rendered and transfers to members and founders	0	0
4) Personnel	2,024,248	418,058	4) Donations (or voluntary contributions)	0	0
5) Depreciation	0	0	5) Revenues from the "5 per mille" tax donations	0	0
5-bis) Write-downs of tangible fixed assets	0	0	6) Contributions from private entities	0	0
6) Provisions for risks and charges	0	0	7) Revenues from services rendered and transfers to third parties	0	0
7) Other operating expenses	18,061	1,299	8) Contributions from public entities	0	0
8) Opening inventories	0	0	9) Revenues from contracts with public entities	0	0
9) Allocation to restricted reserve by decision of institutional bodies	0	0	10) Other revenues, income, and proceeds	0	0
10) Use of restricted reserve by decision of institutional bodies	0	0	11) Closing inventories	0	0
Total	2,509,461	490,456	Total	2,724.692	258,970
			Surplus/deficit from activities of general interest (+/-)	215,231	-231,486

Components from financial and asset activities

D) Costs and expenses from financial and asset activities			D) Revenues, income, and proceeds from financial and asset activities		
	12/31/2024	12/31/2023		12/31/2024	12/31/2023
1) From bank accounts	0	0	1) From bank accounts	0	0
2) From loans	0	0	2) From other financial investments	0	0
3) From real estate assets	0	0	3) From real estate assets	0	0
4) From other asset holdings	0	0	4) From other asset holdings	0	0
5) Provisions for risks and charges	0	0	5) Other income	0	0
6) Other expenses	4,806	1,538			
Total	4,806	1,538	Total	0	0
			Surplus/deficit from activities of general interest (+/-)	-4,806	-1,538

Future Outlook

Listen, Act, Change

At the beginning of 2024, the development of IRC Italy's new strategy for the 2025–2028 triennium was initiated, based on an **in-depth analysis of the needs, priorities, and challenges faced by our clients**, as well as evidence gathered from previous projects in the field.

Quantitative and qualitative feedback from clients was regularly collected throughout 2024 through questionnaires and focus group discussions in order to adapt and refine activities and approaches. **Participants involved in capacity-building activities also took part in this process through evaluation questionnaires** administered at the end of the training sessions. The aim was to gather opinions on the effectiveness, relevance, and impact of the training in terms of acquired knowledge and changes in attitudes. The results were integrated into the planning of future capacity building initiatives, ensuring a path of continuous improvement.

Finally, **feedback was also collected from partners and other stakeholders with whom IRC collaborated**, through an anonymous questionnaire divided into several sections. The first part examined the target groups reached by the partners, changes observed in their needs or protection risks, and the main gaps in services or issues present in the territories. **This information was used to feed into a broader needs analysis and to identify intervention areas that are still uncovered.** Partners were also asked to indicate any areas where they would need training or technical support, contributing to defining strategic priorities for strengthening the system.

The second part of the questionnaire focused on **feedback regarding the collaboration between IRC and its partners**, asking partners to assess its effectiveness in meeting the needs of the target groups.



*of the respondents **rated the collaboration as effective**, with 39% considering it very effective.*

The questionnaire also explored the **added value brought by IRC**, any difficulties encountered, and suggestions for improving collaboration both from a programmatic perspective and in partnership management.

The involved partners recognized **significant added value in collaborating with IRC Italy**, particularly highlighting the **exchange of professional skills and values** through joint teams capable of tackling common issues from different perspectives, promoting **service integration** and reducing overlaps.

The **professionalism and expertise of the IRC team** were also highly appreciated, contributing to **strengthening professional tools and resources** and raising awareness of the challenges related to the migrant population.

Capacity-building activities were deemed extremely effective, improving the skills of field staff, problem-solving abilities, and their understanding of the migratory experience, promoting a **more attentive, targeted, and non-judgmental approach**.

Finally, the **value of the international dimension brought by IRC** was also emphasized, which allowed for **greater dissemination of the work carried out at the European and global levels**, as well as strengthening skills in **advocacy activities**.



Our Vision 25-28

The evidence and findings that emerged through these various consultation methods - from questionnaires to focus groups, as well as feedback from partners, and the feedback and input from all IRC Italy staff collected through an anonymous questionnaire and in-person workshops - have been a **key element in defining the new strategic priorities of IRC Italy**. These inputs guided the development of the new strategic plan for the 2025–2028 three-year period, the summary of which is presented in the following box:

By 2028, people with refugee and migrant background will be empowered to exercise their rights, starting with the right to access territory and asylum in Italy. They will have the knowledge and skills to make informed decisions and access equitable and inclusive services and opportunities.



Reception

People are safe and meet their basic needs, have access to appropriate processes and they exercise their rights, including access to territory through safe pathways.

Integration

People have access to healthcare, housing, education, and economic well-being, and are able to make informed choices, achieve autonomy, and shape the communities they live in.



DIRECT IMPLEMENTATION

To fill critical gaps, pilot new approaches, continue monitor profiles, needs, and vulnerabilities and develop new material.

SYSTEM STRENGTHENING

To increase the capacity of local actors to respond to the needs of people with refugee and migrant background.

POLICY & INFLUENCE

To use program generated data to advocate long lasting solutions to improve the situation of people with refugee and migrant background

Cross-Cutting Priorities

Information

People have access to accurate and timely information about their rights and the healthcare, housing, education, and labor ecosystem.

Partnerships

We aim to enhance our network of partners and stakeholders, prioritizing relationships with strategic partners such as migrant-led and women-led organizations.

We aim to strengthen the local ecosystem of relevant public and private organizations by creating synergies.

Gender

All programs incorporate a gender perspective and consider how discrimination and challenges shape their immediate needs and long-term interests.



**By supporting IRC Italy,
you provide tangible help
to refugees, especially
women and children, to
rebuild their lives.**

Donate now 

Make a donation to

**International Rescue Committee
Foundation ETS**

IBAN

IT60T0306909606100000195017

Contribute with your

5x1000

Tax Code

97941860153

Visit our website:

rescue.org/eu/country/italy

To speak with us, you can write to:

ircitalia.info@rescue.org

Rescue.org 