



IRC ITALY

# PROTECTION MONITORING REPORT

JANUARY - MARCH 2025



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## PROTECTION MONITORING

Protection monitoring is the **systematic and regular collection, verification and analysis of information over an extended period of time**, in order to identify violations of rights and protection risks for populations of concern, facilitate the prevention of these violations and risks, and inform effective responses. It means collecting primary and/or secondary data and analyzing them over time to identify trends in the needs expressed and risks faced by the populations of concern.

Protection monitoring is an important tool for both interventions and advocacy. Collecting and sharing high quality information on these issues is essential to making sure that IRC is able to respond to these needs through programming, referrals and advocacy activities.

As part of its dedicated efforts to enhance its protection monitoring activities, IRC Italy produces **quarterly protection monitoring reports**. These reports are a reflection of IRC Italy's commitment to systematically oversee and assess the protection conditions of individuals encountered and supported. They capture the profiles, vulnerabilities, protection risks, and needs of IRC clients in Trieste and the rest of Italy, together with significant migration-related context updates covering the whole country. They provide numbers and insights on **clients who use IRC's digital information service, Refugee.Info, individuals arriving in Trieste via the Balkan Route**.

# MAP OF ITALY

📍 Pinpoints indicate operational sites of IRC in Italy



## BALKAN ROUTE

The Western Balkan Route is one of the **main migratory pathways via land**. It typically involves crossing multiple countries in the Balkans, often starting from Turkey and moving through countries such as Bulgaria, Greece, North Macedonia, Serbia, and others in the region. **Trieste**, despite being located by the sea, **is one of the main entry points in Italy for people arriving from the Balkan Route**.



## EASTERN MEDITERRANEAN ROUTE

This route leads from Greece either overland through Albania and the Balkans or directly by sea to Italy, forming a key link for migration from the Middle East and South Asia to Europe.



## CENTRAL MEDITERRANEAN ROUTE

This route begins in North African countries such as Libya, Tunisia, and Egypt, with people attempting sea crossings to reach Italy. Common landing points include Lampedusa, Sicily, and Calabria.

## POLITICAL CONTEXT

**The first quarter of 2025 saw multiple developments related to the implementation of the Italy-Albania deal, as well as considerable news regarding the potential change of the national legal framework on citizenship.**

On January 26, Italy **resumed transfers of asylum seekers to Albania under the Italy-Albania deal**. The Cassiopea vessel transferred 49 people to Albania, mainly from Bangladesh and Egypt. After a vulnerability assessment, two people from The Gambia, one from Ivory Coast, and two people from Bangladesh were transferred back to Italy. The other people (Bengalis and Egyptians) were transferred to the center in Gjadër. However, the Appeals Court in Rome **refused to confirm the detention orders** for the asylum seekers who were still in Albania, and all of them were subsequently transferred back to Italy. This was the third failed attempt by Giorgia Meloni's government to assess asylum applications in Albania.

On February 25, **the Court of Justice of the European Union (CJEU) began examining the legality of the Italy-Albania deal**, focusing on the **interpretation of the "safe third country" principle**, which Italy has used to justify transfers of asylum seekers to Albania under an accelerated asylum procedure. During the hearing, the European Commission supported Italy's position. The Commissions' legal representative **argued** that EU law allows member states to designate countries of origin as "safe", and that a country doesn't have to be entirely safe. Instead, it is sufficient that the country is considered safe **for certain categories of people**, as long as those groups are clearly defined. The CJEU is conducting the examination in an accelerated manner, recognizing the importance of the issue, and the final ruling is expected in May.

While waiting for the CJEU to issue its ruling, the Italian government started investigating the **possibility of repurposing its centers in Albania into repatriation centers**. Eventually, the government passed **decree-law** no. 37/2025 providing that the centers in Albania that were originally intended for detaining non-vulnerable asylum seekers rescued in international waters will now be used to detain people currently detained in immigration detention centers in Italy. This shift in the "Albania model" unfolded within a broader European context that the Italian government considers being in favor of the plan. PM Meloni and Ministry of Interior Piantedosi have **emphasized** Brussels' interest in the Italian approach, which they believe could serve as a blueprint for similar EU initiatives.

In the meantime, **the legal framework on acquiring Italian citizenship by naturalization may change in the near future**. On January 20, Italy's Constitutional Court **declared** the referendum proposing a reform for obtaining Italian citizenship on the grounds of residence admissible. The **referendum** will be held in June 2025 and will aim to reduce the number of years of the continual legal residence requirement in Italy from 10 to 5 years for non-EU nationals before they are able to apply for Italian citizenship. According to **estimates**, about 2.5 million non-EU nationals living in Italy could benefit from this reform, facilitating access to the rights that citizenship guarantees.

Definitions of terms in yellow can be found in the glossary on p. 9

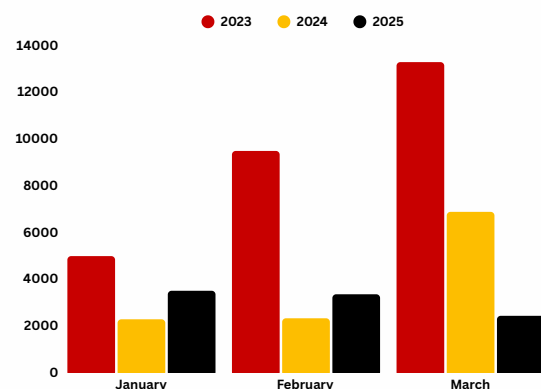
## PEOPLE ARRIVING BY SEA

From **January to March 2025**, a total of **9,215 people arrived in Italy by sea**, representing a **decrease of 19%** when compared to the **same period in 2024** (11,416).

Newly arrived third-country nationals mainly originated from **Bangladesh, Pakistan, Egypt and Syria**.

**Unaccompanied children (UAC) represented 12%** of the people who have arrived in Italy by sea since January 2025 (1,149 out of 9,215).

**Source:** Ministry of Interior, Cruscotto Statistico Giornaliero. Months of [January](#), [February](#) and [March](#) 2025.



## PEOPLE ARRIVING BY LAND FROM THE NORTH-EAST BORDER

Between January and March 2025, approximately **2,500 people (-12%** compared to the same period of 2024) are estimated to have travelled through the **Western Balkans countries** (known as the **Balkan Route**), as part of mixed migration movements.

**Source:** [UNHCR, Operational Data Portal](#)

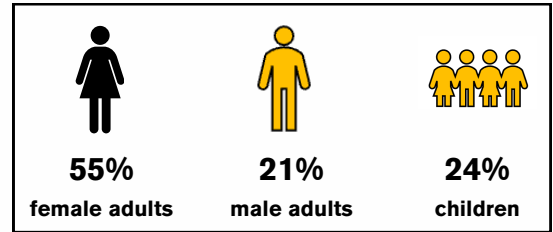
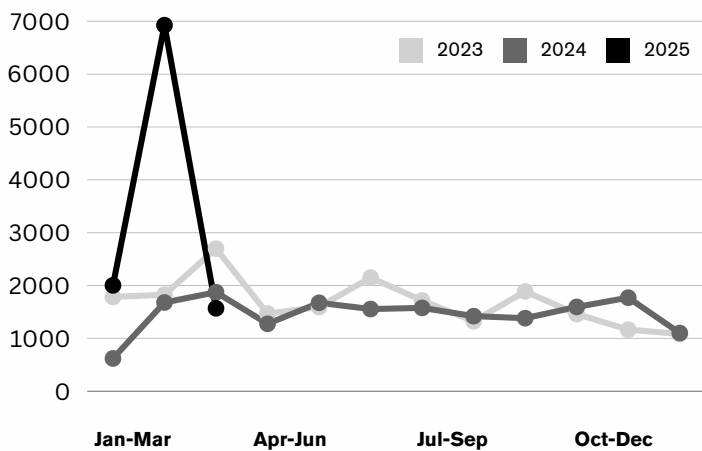
Between January and March 2025, IRC staff working in Trieste supported **1,852 people arriving via land from the Balkan Route**, to whom they provided information, Non-Food Items (NFIs) and referrals to services, registering **11% decrease** compared to the same period in 2024 (2,073).

For further details, please see the "People arriving via land from the Balkan route in Trieste (Italian-Slovenian border)" snapshot at page 6.

# PEOPLE ARRIVING FROM UKRAINE

Between January and March 2025, **10,492 individuals from Ukraine** applied for **Temporary Protection**. In the previous quarter (October 1 - December 31, 2024), a total of **4,462** people applied for Temporary Protection.

## TEMPORARY PROTECTION STATUS APPLICATIONS



The majority of applicants were **adult females**, representing **55%** of the total number of applications submitted from January to March 2025 - a percentage that has remained consistent since the beginning of Russia's invasion of Ukraine.

**Adult males** represented 21% of applications submitted. This represents a decrease from the 29% in the same period of the previous year (October - December 2024).

**Children** made up **24%** of the total number of applicants (**46% female** and **54% male** out of the total), the majority being aged between **10 and 17**.

The regions which registered the highest number of Temporary Protection applications (January - March 2025) were **Lombardy** with 2,043 applications (19%), **Campania** with 1,729 (16%), **Emilia Romagna** with 1,157 (11%), and **Tuscany** with 742 (7%). This distribution is largely the same as last quarter. The other regions in which IRC provides support to Ukrainian nationals (**Piedmont** and **Friuli Venezia Giulia**) registered a lower number of applications, 639 (6%) and 168 (2%) respectively.

Source: Protezione Civile, [Dashboard richieste di protezione temporanea](#) (Temporary Protection applications)

## RECEPTION CENTERS

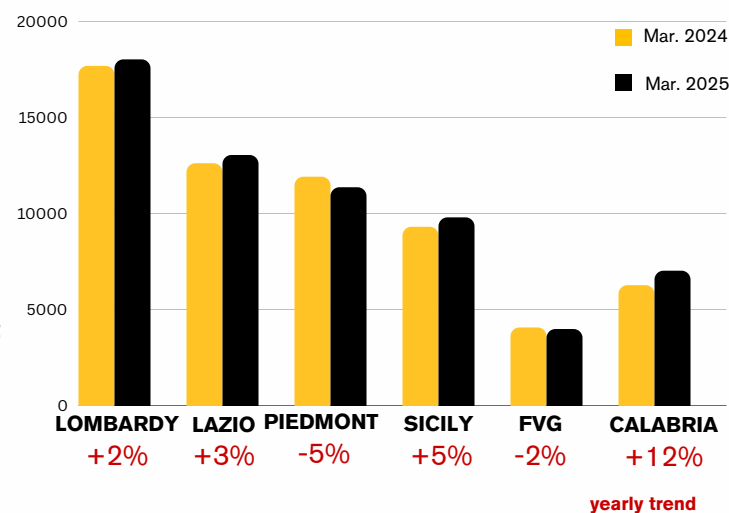
As of March 31, 2025, **136,803 people** are being hosted in the **Italian reception system** (a similar number to the one registered as of December 2024: 139,141), including:

- **0 in hotspots** (reception upon arrival).
- **98,596 in first-level reception centers** (CPA - governmental first reception centers; and CAS - centers for extraordinary reception).
- **38,207 in second-level reception centers** (SAI - Reception and Integration System).

The regions with the highest number of individuals in reception centers are **Lombardy 13%**, **Lazio 10%**, **Emilia-Romagna (ER) 9%** and **Piedmont 8%**. In the other regions in which IRC operates, **Sicily**, **Calabria** and **Friuli Venezia Giulia (FVG)**, the percentage of people in reception centers is respectively **7%**, **5%** and **3%**.

Source: Ministry of Interior, Cruscotto Statistico Giornaliero. Months of [January](#), [February](#) and [March](#) 2025.

## PEOPLE IN THE ITALIAN RECEPTION SYSTEM IN REGIONS WHERE IRC OPERATES



## UNACCOMPANIED CHILDREN

As of March 31, 2025, there were **16,187** registered UAC in Italy (**-24%** compared to the same period of **2024**, when there were 21,247 UAC). **87%** of them were **boys**, and **13%** **girls**. **Over half** of them (54%) were **17 years old**. The most common countries of origin among male UAC were **Egypt** (25%), **The Gambia** (12%) and **Ukraine** (12%), while the greatest majority of female UAC came from **Ukraine** (79%), followed by **Ivory Coast** (3%) and **Guinea Conakry** (3%). The majority of UAC were located in **Sicily** (20%), **Lombardy** (14%) and **Campania** (9%).

During this quarter, the total number of newly arrived UAC (**1,619**) decreased of **-38%** compared to the previous quarter (October - December 2024), when 2,630 UAC entered in the Italian territory. In particular, during this quarter, **538** UAC arrived in Italy in January (**97%** boys and **3%** girls), **535** in February (**98%** boys and **2%** girls) and **546** in March (**98%** boys and **2%** girls).

Source: Ministry of Labor and Social Policy, [Monthly data on Unaccompanied Children 2025](#).



**16,187**

UAC in Italy as of March 31 2025

# PROTECTION MONITORING REPORT

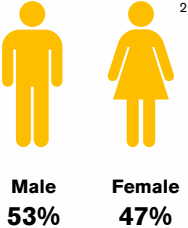
## JANUARY - MARCH 2025

REFUGEE.INFO  
ITALY



### WEBSITE VISITORS AND TOP ARTICLES

**12,779**  
Total number of active website users <sup>5</sup>



Definitions of terms in yellow can be found in the glossary on p. 9

Top 4 Article visited on Refugee.Info website <sup>5</sup>	Unique visitors <sup>5</sup>
'Residence Permit Receipt: Ricevuta del permesso di soggiorno'	924
'For people fleeing war in Ukraine: Permesso per Protezione Temporanea'	625
'For those living in Italy more than 5 years: Permesso di Lungo Periodo'	358
'Work permits: Permessi per Motivi di Lavoro'	340

### TWO WAY COMMUNICATION

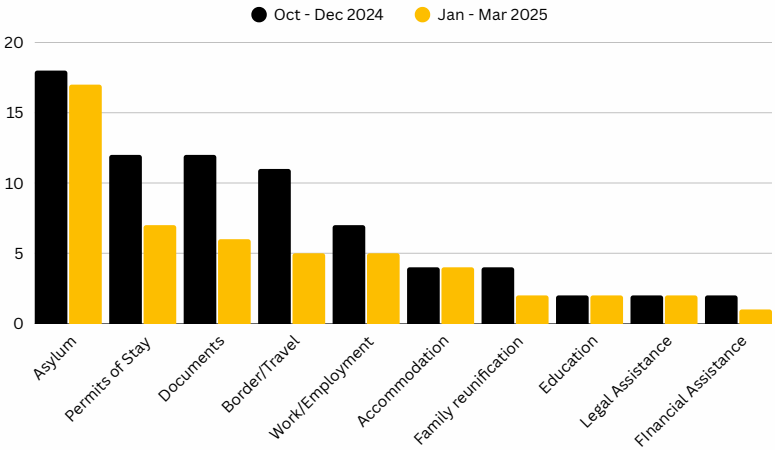
**1,398**  
Unique clients provided with individualized support <sup>1</sup>  
(i.e., **two-way communication** with a moderator)

During the reporting period, two-way communication through Refugee.Info revealed persistent gaps in access to rights and services, with users raising urgent needs related to asylum, permit of stay, documents, border/travel movements, and work/employment in Italy. See below for more information.

Following the February click day for **decreto flussi**, many sought updates on application outcomes and clarification on eligibility. Unfortunately, numerous users reported being defrauded, paying employers for contracts that were never registered or being left without support upon arrival, once again exposing serious risks of deception and exploitation within the current system.

At the same time, a significant number of users from countries such as Syria, Afghanistan, Morocco, Egypt, Bangladesh, Pakistan, and Nigeria asked the Refugee.Info team for information on **pathways to come to Italy**. These requests often included inquiries about visa procedures, embassy appointments and issues, and possible support to reach Italy safely with humanitarian corridors, resettlement and family reunification procedures. This rising trend highlights both the lack of clear information on legal entry options and the urgent demand for accessible, protection-sensitive pathways to Europe.

#### Top ten two-way communication topics <sup>4</sup>



#### Client protection concerns <sup>3</sup>

##### ASYLUM

Asylum seekers in Italy continued to face major barriers in securing protection, with frequent delays in scheduling interviews with the **Commissione Territoriale** to formalise their asylum claim. Many users sought help accessing **Questura** offices for their asylum procedures, especially in Milan and Rome. Inquiries about which cities offer quicker access procedures reflect awareness of local disparities. For people outside the reception system, a major issue was the **dichiarazione di ospitalità**, one of required document for filing the asylum claim; many struggled to provide it due to unstable housing or faced exploitation by landlords demanding high fees.

##### ACCOMMODATION AND HOUSING

Access to housing remains one of the most urgent and frequently reported needs. A recurring concern involved newly arrived asylum seekers unable to access the reception system, leaving them without accommodation and turning to the Refugee.Info team for help in identifying alternative options. This situation is mainly due to delays in accessing the Questura for formalisation of asylum claim and overcrowding CAS facilities. Challenges were also faced by individuals exiting reception facilities such as **CAS** and **SAI** projects. Users described challenges in renting apartments due to limited financial resources, expiring permits of stay, and precarious job contracts, which make it impossible to meet the requirements set by most landlords in Italy.

##### PERMITS OF STAY

Refugee.Info team received many inquiries regarding permits of stay. Users asked mainly how to convert the permits they hold into work permits, how to apply for an **EU long-term permit**, or renew permits linked to asylum or **protezione speciale**. Many expressed frustrations about obstacles in accessing Questura and prolonged delays - sometimes exceeding six months - in receiving renewed permits, often unsure whether they should seek legal assistance due to potential issues with their application. Systemic problems such as delays in processing permits renewal requests and the inability to check the readiness status of documents online were consistently raised.

This snapshot presents findings from a quarterly analysis of data collected from IRC's digital information service, **Refugee.Info (RI)**, which provides refugees and migrants with multilingual, accessible, actionable and accurate information nationwide through instant messaging apps, social media and a website.

<sup>1</sup> **Two-way communication** refers to conversations between clients and Refugee.Info moderators online through Facebook Messenger, Whatsapp and Telegram.

<sup>2</sup> Source: Zendesk

<sup>3</sup> This finding is not based on quantitative data, but on observations collected from field staff (3 Refugee.Info moderators) through a monthly survey for protection monitoring purposes.

<sup>4</sup> Source: Zendesk - Analysis based on a sample of 1,593 for Oct-Dec '24 and 1,022 for Jan-Mar '25. The graph is based on the **percentages of messages received on specific topics in relation to the total number of messages for each quarter**.

<sup>5</sup> Source: Google Analytics 4 (GA4). **Unique users** visiting the website are calculated as **active users**, i.e. anyone who has an engaged session or when GA4 collects the "first\_visit" event or a specific event parameter relating to time.



### People arriving via land from the Balkan Route in Trieste (Italian-Slovenian border)

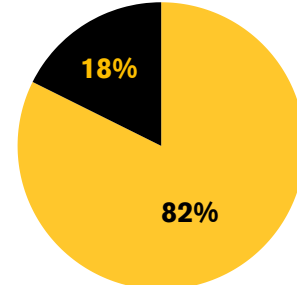
Jan - Mar  
2025

Total number of  
people supported

1,852

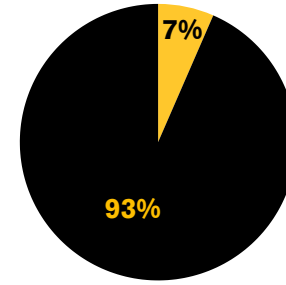
**-39%**  
compared to the previous  
quarter (3,036)

Children  
327



Adults  
1,525

Female  
121

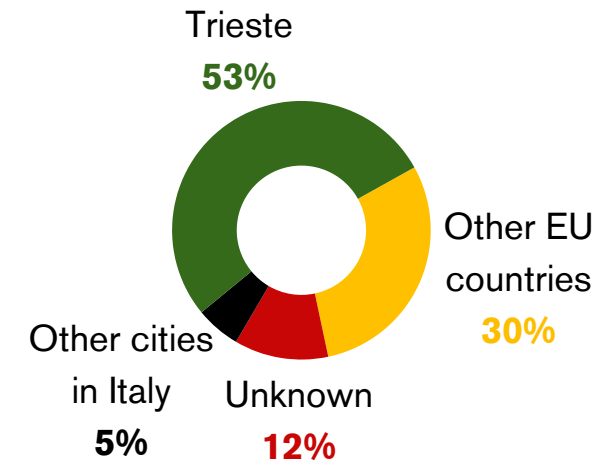


Male  
1,731



700  
38%  
Coming from  
Afghanistan

#### Migratory intentions



#### Main countries of origin

Afghanistan	700	38%
Bangladesh	268	14%
Turkey	227	12%
Pakistan	216	12%
Nepal	183	10%
Syria	73	4%
Iraq	66	4%
India	42	2%
Kosovo	21	1%
Other	56	3%

#### Main demographic profiles

1,318

Single Adult  
Men

71%

out of the total  
individuals supported



2 out of 5  
single adult men  
are from  
Afghanistan

- 70% of this demographic intends to **stay in Italy**, while 24% is **in transit to other European countries**, mainly France. The intended destinations of the remaining 6% is unknown.

IRC supported an average of **15 newly arrived single men** every day

47

Single Adult  
Women

3%

out of the total  
individuals supported

The main countries of origin  
of single women are **Nepal** (64%), **Sri Lanka** (15%) and **China** (13%)

- The share of single women remains largely the same as the previous quarter.
- 60% of single women **planned to stay in Italy**. 15% expressed intention to **reach other European countries**, mainly Spain. The destination of the remaining 25% is unknown.

IRC supported on average **1 newly arrived single woman** every two days

173

Unaccompanied  
Children (UAC)

9%

out of the total  
individuals supported



4.5 out of 5  
UAC are from  
Afghanistan

- The majority of UAC (53%) report to be **in transit towards other countries**, mainly to Germany and France. 46% intends to **stay in Italy** and the intended destination of the remaining 1% is unknown.

IRC supported an average of **2 newly arrived UAC** every day

69

Family  
Units

Representing  
314 individuals,  
including 154 children

17%

out of the total individuals supported

- The share of family members has increased by 3 percentage points with respect to the previous quarter.
- The majority of family units come from **Turkey** (43%) and **Syria** (13%).
- The majority of family units declaring their destinations (42%) intend to travel to other countries, mainly to **Germany**.

IRC supported an average of **1 newly arrived family unit** every two days

From January to March 2025, the IRC Italy program in Trieste at the Italian-Slovenian border, reached **1,852** newly arrived people—a **11% decrease** compared to the same period of 2024 (2,073).

Out of all the people assisted, **58% expressed their intention to seek asylum in Italy**. Notably, **49% of Afghans now consider Trieste and Italy their final destination** — a shift from previous years when most aimed for other countries.

The trend of people arriving in Trieste while attempting to remain under the radar - even to humanitarian actors - is increasingly becoming evident.

Direct testimonies collected daily by field staff suggest that **actual arrivals far exceed those documented in this report, which only reflects individuals physically encountered**. This points to a significant underestimation of the real scale of movement in the city. A key driver of this invisibility is the **growing control exercised by smugglers over people**.

Upon arrival, people are often taken to abandoned buildings in the Old Port area, where they stay hidden, avoid contact with humanitarian organizations, and are encouraged to skip official shelters to continue their journey.

This raises serious protection concerns, as it **isolates individuals from local support systems and legal information, intensifying their dependence on smugglers and increasing their exposure to exploitation and misinformation**.





## Obstacles in accessing **Questura** and asylum procedure

During the first quarter of 2025, in continuity with trends observed in 2024, **newly arrived asylum seekers in Trieste continued to face systematic barriers in accessing the Questura to formalize their international protection claims.** The waiting time to access the Immigration Office ranged from a few days to almost two months.

According to numerous testimonies, allegedly informal and discretionary practices persisted, including **phone checks by police officers without interpretation services or written records.** These checks were reportedly used to gather personal data and travel history as a basis to redirect individuals to the Questura offices of other cities. This practice is in breach of the current legislation and undermines the right to seek asylum.

Access to the Questura remained largely arbitrary. Cultural mediators working for the Questura, who serve as key gatekeepers, reportedly continued to apply selective and unclear criteria. **Priority was generally given to those with identity documents, followed by a discretionary selection process.** Many asylum seekers reported being turned away repeatedly without explanation or written notification. Some documented cases involved **individuals who waited around 50 days before being granted access,** after multiple unexplained rejections.

Coordination challenges between humanitarian actors, the emergency services line (112), and police officers at the Questura entrance remained unsolved. **Referral letters submitted by organizations,** including those indicating people with specific vulnerabilities and urgent protection needs, **seemed to be often disregarded by law enforcement,** who frequently refused to acknowledge their legitimacy.

A new Head of Questura has been appointed, and leadership at the Immigration Office is expected to change. This presents a potential opportunity to re-establish a structured dialogue between humanitarian actors and local authorities, with the aim of improving access and protection for individuals seeking asylum.



## Access to reception and overnight shelters

Throughout the reporting period, **individuals who successfully formalized their asylum applications were consistently granted access to the first reception center at Campo Sacro without delays.**

However, a major protection concern persisted regarding those who, **despite repeated attempts over several weeks, were unable to access the asylum procedure.** As a result, they were **excluded from the reception system** and forced to find temporary and often unsafe alternatives. These individuals, who gather each morning in front of the Questura in an attempt to access the asylum procedure, frequently **end up seeking shelter in abandoned buildings in the Old Port area.** According to estimates from IRC field staff, between 25 and 30 people currently sleep in this area.

A positive development during this quarter was the opening of a new **“solidarity waiting room”** thanks to the joint effort of several third sector organizations. The facility provides an **overnight shelter for up to 35 people, especially for those transiting to other destinations.** By expanding the capacity of the existing low-threshold service system, this new space has significantly reduced the number of people sleeping outdoors, representing an important step in addressing immediate shelter needs for newly arrived individuals.

This snapshot depicts the numbers of newcomers from the Balkan Route encountered by International Rescue Committee Italy and Diaconia Valdese in the Trieste central station area during the reporting period. The data was gathered through individual and group interviews with people supported with legal orientation and first aid. The monitoring activity is carried out during the entire daytime, and partially in the evening, of every weekday of the year, and in the evening on weekends and holidays. Please note that these figures refer only to newly arrived individuals physically encountered and supported by IRC and Diaconia and might not comprehensively depict the actual numbers of individuals arriving in and moving through Trieste.

More info here: <https://www.rescue.org/eu/country/italy/reports#trieste>

<sup>1</sup> This information is not based on quantitative data, but on observations collected from field staff through a monthly survey for protection monitoring purposes.

In recent months, IRC Italy has strengthened its efforts to systematically and regularly monitor the protection situation of its clients. Monitoring activities aim at identifying shifts in the protection landscape by assessing rights violations, protection risks faced by the affected population, and the information and services needs of people supported. Kindly note that IRC Italy's monitoring efforts do not cover the entire country, rather are limited to reporting observations made and clients reached through IRC programs. The **introduction** and **political context** are the only exceptions, as they are based on secondary data.

Monitoring data is collected using the following methods:

- **Protection at the Borders (Trieste):** the city of Trieste is one of the main entry points in Italy for people traveling through the Balkan Route. The team, composed of the Area Manager and three field protection assistants, gathers client-related data (e.g. gender, age, nationality, vulnerabilities, pushbacks) while disseminating information and NFIs. All data collected through individual and group interviews is anonymous and documented in a spreadsheet connected to a Dashboard.
- **Refugee.Info (RI):** [Refugee.Info](#) is IRC's digital information service which provides refugees and migrants with multilingual, accessible, actionable and accurate information nationwide through instant messaging apps, social media and a website. The RI team tracks the number of messages that are sent to and received by moderators per topic, by tagging messages with "labels". These labels sort the messages into categories. The team also uses labels for clients' ages and genders, and labels indicating if any messages were sent to/from Ukrainian clients or Afghan clients.
- Since November 2022, moderators of Refugee.Info and field staff in Trieste have been asked to complete a monthly qualitative questionnaire which serves as an observation tool. The answers to this questionnaire allow IRC staff to monitor changes in the most prevalent migrant profiles and demographics, the most frequently asked questions and requested services, barriers to accessing services, and discriminatory practices faced by clients.

The results of these monitoring activities are presented in this **Protection Monitoring Report**, which is produced on a quarterly basis. The aim of the report is to provide a summary of the current protection context, highlight developments over the reporting period in terms of demographics, protection concerns and information and services needs, and highlight any trends. It consists of an **introduction** with information on the current political context, as well as national data on migration flows and the reception system in Italy, followed by **two snapshots on Trieste** (People arriving via land from the Balkan Route in Trieste) and **Refugee.Info project**.

A **glossary** of Italian context-specific terms along with their definitions is presented at end of the report.

## A

### **Anagrafe – Office of Vital Statistics or General Registration Office**

The Anagrafe is the population register in which each municipality keeps track of the numbers of the population residing in the area and the changes occurring in it due to natural and civil causes (birth, marriage, death, emigration, etc.).

Source: <https://www.treccani.it/vocabolario/anagrafe/>

### **Azienda Sanitaria Locale (ASL) – Local Health Department**

The Azienda Sanitaria Locale (or Unità Sanitaria Locale, USL) is a local health department where people register to get an Italian health card and be assigned a GP (general practitioner doctor).

Source: <https://www.infomigrants.net/en/post/41893/terms-and-acronyms-that-asylum-seekers-need-to-know-in-italy>

### **Assegno Unico Universale per i Figli - Single and Universal Allowance for Dependent Children**

The Assegno Unico Universale per i Figli is a financial benefit granted by the Italian government to people with dependent children under 21 living in Italy, or to people with dependent children with disabilities of any age. It may be granted to third-country nationals, provided that they meet some income and residence permit-related requirements.

Source: <https://italy.refugee.info/hc/en-us/articles/5388918400663-Financial-support-and-bonuses-in-Italy>

## C

### **Carta d'identità – Identity card**

It is an identification document that is issued by the local municipality (Comune – Anagrafe) once an individual has been registered as a resident there.

Source: <https://www.infomigrants.net/en/post/41893/terms-and-acronyms-that-asylum-seekers-need-to-know-in-italy>

### **Centro Assistenza Fiscale (CAF) - Fiscal Assistance Center**

Organizations, listed in a specific register kept by the Revenue Agency, which give fiscal assistance to taxpayers, including third-country nationals, in matters of tax compliance.

Source: <https://www.agenziaentrate.gov.it/portale/web/english/nse/glossary#C>

### **Centri di accoglienza straordinaria (CAS) - Centers for Extraordinary Reception**

Despite the name, CAS (Centers for Extraordinary Reception) are the most common reception facilities for asylum seekers and have the most available spots. CAS are usually managed by civil society organizations and can take the form of big reception centers or apartments. Services available in CAS include food and accommodation, medical attention and support accessing the national healthcare system, social assistance, and cultural mediation.

Source: <https://italy.refugee.info/hc/en-us/articles/5388911887383-Your-right-to-stay-in-a-reception-center>

### **Centri di primo arrivo (CPA) - Governmental First Reception Centers**

CPA (First Reception Centers) are governmental centers for people who have expressed their will to seek asylum. While in these centers, people undergo the identification and fingerprinting process (if not done in the hotspot), submit their asylum application and wait until the Territorial Commission decides on their case. If they are identified as vulnerable, after submitting their asylum application they may be prioritized for transfer to a second level reception center. Services available in the CPA include food and accommodation, medical attention and support accessing national healthcare system, social assistance and cultural mediation.

Source: <https://italy.refugee.info/hc/en-us/articles/5388911887383-Your-right-to-stay-in-a-reception-center>

### **Codice Fiscale - Social security number**

The Codice Fiscale is the Italian social security number, made up of numbers or a combination of numbers and letters on the basis of the individual's first name, family name, date and place of birth. A Codice Fiscale is required for a number of different activities, such as opening an Italian bank account or signing a job contract.

Source: <https://italy.refugee.info/hc/en-us/articles/5388910816151-Italian-Social-Security-number-Codice-Fiscale>

### **Commissione Territoriale per il Riconoscimento della Protezione Internazionale - Territorial Commission for the Recognition of International Protection**

The Territorial Commissions for the Recognition of International Protection are the authorities who examine applications for international protection. The activities of the Territorial Commissions are coordinated by the National Commission for the Right to Asylum, based in Rome, which is also responsible for the revocation and withdrawal of international protection status.

Source: [https://asylum.dlci.interno.it/chi-siamo#:~:text=Le%20Commissioni%20Territoriali%20per%20il%20Riconoscimento%20della%20protezione%20internazionale%20\(CCTT,Frontiera%20e%20presso%20le%20questure](https://asylum.dlci.interno.it/chi-siamo#:~:text=Le%20Commissioni%20Territoriali%20per%20il%20Riconoscimento%20della%20protezione%20internazionale%20(CCTT,Frontiera%20e%20presso%20le%20questure)

### **Comune – Municipality**

The Comune is an administrative division, roughly equivalent to a township or municipality. The Comune is responsible for many basic civil functions such as a registry of births and deaths, registry of deeds, local residency (residenza), parking permits, garbage tax, etc.

Source: <https://www.treccani.it/enciclopedia/comune>

## D

### **Dichiarazione di ospitalità - *Declaration of hospitality***

The dichiarazione di ospitalità is a mandatory written communication that every landlord/host must produce to inform the Italian authorities that they are hosting someone in their house. It is compulsory for non-EU citizens, even if they are hosted for one day only.

Source: <https://italy.refugee.info/hc/en-us/articles/5392450690711-Italian-Declaration-of-hospitality-Dichiarazione-di-ospitalit%C3%A0>

### **Decreto Flussi - *Flows Decree***

The decreto flussi is an annual policy in Italy regulating the entry of non-EU nationals for work purposes through a quota system. It sets limits on the number of foreign workers allowed to enter the country each year for seasonal, non-seasonal, or self-employment roles, often prioritizing specific industries like agriculture and tourism or countries with migration agreements with Italy. Employers must apply for authorization to hire workers within the quotas, and individuals require a work visa to enter.

Source: <https://italy.refugee.info/en-us/articles/20563713139101>

## E

### **Esenzione X22 (Assistenza sanitaria stranieri provenienti dall'Ucraina) - *X22 exemption (Healthcare exemption for foreigners from Ukraine)***

The X22 Exemption is a healthcare exemption which is issued to Temporary Protection holders at the time of enrollment in the National Healthcare System and when choosing a General Practitioner and/or Free Pediatrician, following the foreigner's declaration of non-employment. With X22, Temporary Protection holders are exempted from paying the co-pay ('ticket sanitario' in Italian) to access public healthcare services in Italy.

Source: <https://italy.refugee.info/hc/en-us/articles/5388954753175-Your-right-to-public-healthcare>

## H

### **Hotspot - *Reception upon arrival***

The hotspots are centers, located on EU external borders, where the registration, identification, fingerprinting and medical screening of asylum seekers take place. These operations should be carried out within 48 hours of the asylum seeker's arrival (72 hours in exceptional circumstances).

Source: <https://openmigration.org/en/glossary/>

## I

### **Indicatore Situazione Economica Equivalente (ISEE) - *Equivalent Economic Situation Indicator (ISEE)***

The ISEE is an indicator of a family's economic condition, issued by the National Institute for Social Security to people with income and assets in Italy. An ISEE is needed to apply for social financial benefits in Italy.

Source: <https://italy.refugee.info/hc/en-us/articles/5388954323607-ISEE>

### **“Invito” a formalizzare la domanda di asilo - *“Invitation” to formalize the application for international protection***

The expression of willingness to apply for asylum (or international protection) should not be confused with the formalization of the relevant application, which happens even weeks after the expression of willingness to seek asylum - although it must take place within a short time frame according to the provisions of the current legislation (Legislative Decree 25/2008). From a procedural point of view, the expression of willingness is filed through an “invitation” issued by the territorially competent police headquarters or border police to formalize the application for international protection on the indicated date.

Source: <https://www.rescue.org/sites/default/files/2023-08/Abandoned%20lives%20in%20Trieste%202022-ENG.pdf> (p.14)

## M

### **Minori Stranieri Non Accompagnati (MSNA) – *Unaccompanied Children (UAC)***

Also sometimes called ‘unaccompanied minors’, MSNA are children (i.e., people under the age of 18, as defined in article 1 of the Convention on the Rights of the Child) who are outside their country of origin, have been separated from both parents and other relatives, and are not being cared for by an adult who, by law or custom, is responsible for doing so.

Source: <https://www.rescue.org/eu/glossary>

## N

### **Non-Food items (NFIs)**

Non-Food items (NFIs) are items other than food used in humanitarian contexts, when providing assistance to those affected by natural disasters or war or in situation of need.

Source: <https://www.unhcr.org/sy/21-non-food-items-nfis.html>

## P

### **Patronato**

Patronato is a fiscal assistance center (see definition of CAF above). While the CAF deals strictly with tax assistance, Patronato offers clients a variety of services, ranging from social security assistance to filing claims to apply for various types of benefits.

Source: <https://italy.refugee.info/hc/en-us/articles/5388954323607-ISEE>

### **Permesso di soggiorno - Permit of stay (or residence permit)**

An authorization issued by the authorities of a State that allows a foreigners to reside in their territory in accordance with national and regional regulations.

Source: <https://immigrazione.it/docs/2017/glossario-asilo-migrazione.pdf>

### **Permesso di soggiorno UE per soggiornanti di lungo periodo – EU long-term permit**

An EU long-term permit may be issued to third-country nationals who have lived in Italy for at least 5 years. It allows permanent residency and does not have an expiration date. Also known as ‘ex carta di soggiorno’, ‘permesso illimitato’, or ‘00’, this permit prevents people from being expelled from Italy, except in the case of severe State security reasons.

Source: <https://immigrazione.it/docs/2017/glossario-asilo-migrazione.pdf>

### **Poste Italiane - Italian postal service**

Poste Italiane is a provider of financial and postal products and services. It offers a range of products: mail and distribution services; payments, mobile data provider and digital services to individuals and corporate institutions. Among these, there are essential services for migrants, such as the possibility to open a basic bank account and to request the permit of stay and its renewal. The company offers these products and services through multi-regional area offices, post offices, branches and online services.

Source: <https://www.poste.it/>

### **Prefettura – Prefecture**

A Prefettura is a territorial division of the Ministry of the Interior. In Italy, a Prefetto is the Government’s representative in a local province. The Prefetto’s office is called the Prefettura. There is a Prefettura located in each of the 110 provinces in Italy. Within this office, there is an immigration desk that provides intervention, consultation, and collaboration to protect the rights of migrants.

Source: [https://www.unhcr.org/it/wp-content/uploads/sites/97/2020/07/Guida\\_pratica\\_rifugiati.pdf](https://www.unhcr.org/it/wp-content/uploads/sites/97/2020/07/Guida_pratica_rifugiati.pdf)

### **Protezione speciale - Special protection**

Special protection is a form of national protection that may be granted to individuals who do not qualify for international protection if, in case they were sent back to their country of origin, they would be in danger of persecution based on factors such as race, gender, gender identity, sexual orientation, language, citizenship, religion, political beliefs, or personal and social circumstances, or of violations of Italy's constitutional and international obligations. Additionally, consideration is given to the potential risk of these individuals being forcibly relocated from their country of origin to another country where they could face persecution, torture, or cruel and degrading treatment based on the aforementioned criteria.

Source: <https://italy.refugee.info/hc/en-us/articles/5388907043095-For-people-who-do-not-qualify-for-international-protection-Permesso-per-Protezione-Speciale>

### **Protezione temporanea - Temporary protection**

Temporary protection is an exceptional measure to provide immediate and temporary protection in the event of a mass influx or imminent mass influx of displaced persons from non-EU countries who are unable to return to their country of origin. This measure was activated for Ukrainian refugees on March 4th, 2022.

Source: <https://italy.refugee.info/hc/en-us/articles/5457658294813-For-people-fleeing-war-in-Ukraine-Permesso-per-Protezione-Temporanea>

## Q

### **Questura - Police headquarter**

The Questura is a territorial office of the State Police that works under the direction of the Ministry of the Interior. Its primary task is to ensure the maintenance of public order and security within the province. The Questura also deals with paperwork related to passports, residence permits, and regularization of foreigners, including international protection applications.

Source: <https://www.poliziadistato.it/articolo/960>

## R

### **Residenza – Residency**

Residency is the place where a person has their habitual stay (Article 43 of the Civil Code). Jurisprudence dictates that residency is determined by an individual’s physical presence in a certain place (with occasional absences), and their intention to remain there. Residency is evidenced by registration in a public registry of residents, in which each person must register themselves and those under their authority or guardianship.

Source: <https://www.treccani.it/enciclopedia/residenza-diritto-civile/>

# S

## Silos

The Silos is a huge and crumbling privately owned building located next to the Trieste train station. Until June 2024, this building served as an informal settlement for migrants and asylum seekers who lacked access to adequate reception facilities, often finding shelter in tents set up inside. However, on June 21, 2024, the Silos was cleared by Italian authorities, and is no longer used as an informal settlement by people arriving in Trieste.

Source: <https://www.rescue.org/press-release/empty-silos-crowded-streets-irc-warns-critical-conditions-trieste>

## Sistema di accoglienza e integrazione (SAI) - *Centres within the Reception and Integration System*

SAI is a publicly funded network of local authorities and NGOs that provides shelter to unaccompanied children, beneficiaries of international protection, vulnerable asylum seekers and people who have obtained some other residence permits for specific reasons (such as beneficiaries of national protection).

The SAI system consists of small reception structures where assistance and integration services are provided.

Source: <https://italy.refugee.info/hc/en-us/articles/5388911887383-Your-right-to-stay-in-a-reception-center>

## Servizio Sanitario Nazionale (SSN) - *National Healthcare Service*

The SSN is Italy's public health system. It is organized under the Ministry of Health and is administered on a regional basis (see 'Azienda Sanitaria Locale' above). It provides healthcare to all citizens for hospital care, emergency care and primary care provided by general practitioners and pediatricians. Those who are registered to SSN have the same rights and duties of Italian citizens including the co-payment of fees for the services provided (ticket). The contribution varies according to the financial situation of the applicant.

Source: <https://italy.refugee.info/hc/en-us/articles/5388954753175-Your-right-to-public-healthcare>

# T

## Tessera Sanitaria - *Italian health card*

The Tessera sanitaria is the Italian health card that gives access to health care services. It can be used to book medical checks and get medicines. It is also referred to as the TS-CNS, which stands for "tessera sanitaria – carta nazionale dei servizi" (in English, health and national services card), as it gives access to some public services. For third-country nationals, the Tessera Sanitaria will be valid for the same time as their residence permit.

Source: <https://www.agenziaentrate.gov.it/portale/web/english/nse/glossary#R>



## CONTACT US:



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