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

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

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

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

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

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

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

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

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

Alberto Sinigallia
President Fondazione Progetto

© Cinzia Abbondio
## WHO WE ARE

### The Numbers of Progetto Arca

<table>
<thead>
<tr>
<th>Input Activities</th>
<th>Output Activities</th>
<th>Effects</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tests Executed: 752</td>
<td>25,224</td>
<td>36%</td>
</tr>
<tr>
<td>Vaccinated People: 921</td>
<td>340,331</td>
<td>64%</td>
</tr>
<tr>
<td>Tests Executed: 156,043</td>
<td>Stretches of Kitchen Outputs: 2,461</td>
<td>6%</td>
</tr>
<tr>
<td>Medical Visits: 29,488</td>
<td>Volunteers: 11,539</td>
<td>32%</td>
</tr>
<tr>
<td>Hours of Social Assistance: 3,026</td>
<td>Volunteers: 29,488</td>
<td>36%</td>
</tr>
<tr>
<td>Cultural Mediation Hours: 1,350</td>
<td>Volunteers: 11,539</td>
<td>26%</td>
</tr>
<tr>
<td>Educational Assistance Hours: 1,561</td>
<td>Volunteers: 29,488</td>
<td>36%</td>
</tr>
<tr>
<td>Psychological Assistance Hours: 2,322</td>
<td>Volunteers: 11,539</td>
<td>36%</td>
</tr>
<tr>
<td>Legal Assistance Hours: 1,350</td>
<td>Volunteers: 29,488</td>
<td>36%</td>
</tr>
<tr>
<td>Garments: 42,001</td>
<td>Volunteers: 11,539</td>
<td>32%</td>
</tr>
<tr>
<td>Hygienic Kits: 29,488</td>
<td>Volunteers: 29,488</td>
<td>36%</td>
</tr>
<tr>
<td>Meals Provided: 2,652,009</td>
<td>Volunteers: 11,539</td>
<td>32%</td>
</tr>
<tr>
<td>Pre-Learning Capacity: 42,001</td>
<td>Volunteers: 29,488</td>
<td>36%</td>
</tr>
<tr>
<td>Economic ValORIZATION of Social Impact on Institutional Activity: €12,477,758</td>
<td>Volunteers: 11,539</td>
<td>32%</td>
</tr>
<tr>
<td>Economic Value Generated: €28,222,222</td>
<td>Volunteers: 29,488</td>
<td>36%</td>
</tr>
<tr>
<td>Economic Value Sustained: €36,357,272</td>
<td>Volunteers: 11,539</td>
<td>32%</td>
</tr>
<tr>
<td>Interactions of Support: 27,929</td>
<td>Volunteers: 25,224</td>
<td>36%</td>
</tr>
<tr>
<td>Strait Units: 3,403</td>
<td>Volunteers: 340,331</td>
<td>64%</td>
</tr>
<tr>
<td>Sanitizing Gel: 447</td>
<td>Volunteers: 2,461</td>
<td>6%</td>
</tr>
<tr>
<td>Face Masks: 241,688</td>
<td>Volunteers: 1,350</td>
<td>26%</td>
</tr>
<tr>
<td>Single-Use Gloves: 241,688</td>
<td>Volunteers: 1,561</td>
<td>26%</td>
</tr>
<tr>
<td>Liters of Sanitizing Gel: 241,688</td>
<td>Volunteers: 2,322</td>
<td>32%</td>
</tr>
</tbody>
</table>

### Outcomes & Interactions

- Discharged: 1,424
- Departures and Orientation: 1,424
STATUTORY AFFAIRS
(EXCERPT OF THE STATUTE ART. 2)

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

Social and social health care

Health assistance

Charity

Instruction

Formation

Promotion of culture and art

Protection of civil rights

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

LINKS WITH OTHER THIRD SECTOR ENTITIES

Fondazione Progetto Arca, in 2021, was part of:
- Temporary Purpose Grouping with Progetto Mirasole Impresa Sociale for the management of Mirasole Abbey;
- Partnership Agreement with Progetto Mirasole Impresa Sociale for the management of the IN project aimed at the socio-occupational autonomy of marginalized individuals;
- Temporary Purpose Partnership with Farsi Prossimo onlus, La Grangia di Monlùe and Comunità Progetto for the management of the reception center on the SAI model;
- Temporary Purpose Partnership with the Italian Red Cross for the integration of Milan’s Street Units;
- Temporary Purpose Partnership with Fondazione Eris, Italian Red Cross Milan and Galdus for the management of the Integration project, aimed at people with addiction problems;
- Implementation agreement for the management of food support interventions with:
  - Convent of S. Maria Incoronata di Canepanova (Pavia);
  - Convent of S. Maria della Grazie (Monza);
  - Diocesan Caritas and Ristoro San Francesco canteen (Ragusa);
  - Diocesan Caritas and Ristoro San Francesco canteen (Ragusa);
  - Association and Coop. Sociale La Casetta (Bacoli - NA);
  - Casa di Accoglienza Comunità delle Genti (Naples);
  - Aliferi Social Cooperative (Turin).
In 2008, Progetto Arca becomes a Foundation.

Born: 
- direct management of the Refugee Hub in Central Station; awareness campaign "The Soup of Goodness"; projects in Eritrea, Libya and Lebanon. In 2016, Progetto Arca participates in the establishment of Progetto Mirasole Impresa Sociale Ltd. and starts the management of Mirasole Abbey.
- Covid-19 health emergency response (health surveillance, opening of temporary facilities, intensification of Street Units, increased food parcels, new mobile street kitchen project).

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

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

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

The mobile kitchen, after Milan, also reaches Turin and Varese and experiments with providing hot meals in Rome and Naples as well. They develop: Street vaccine hub and 4 health clinics; new accommodation service for unaccompanied minors; multipurpose poverty center with accommodation for homeless people with dogs; new projects for prisoners undergoing reentry; emergency reception of Afghan families; expansion of food parcel distribution network with specific focus on children’s products.
EVERY
PEOPLE HAS
AN IRREDUCIBLE
VALUE IN ANY
SCHEME

DIGNITY
LIBERTY
AUTONOMY
WE PROTECT
WE VALORIZE
WE ACCOMPANY

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

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

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

Progetto Arca pursues its mission by acting in accordance with the following values:
- REBEGINNING, even from error
- OPERATIVITY
- READINESS \ ACUTY \ AVAILABILITY
- HUMILITY
- PATIENCE
- SOBRIETY
- GRATITUDE
- HONESTY \ TRUTHFULNESS

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

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

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

TALLYING OF PLANNED OBJECTIVES FOR 2021

<table>
<thead>
<tr>
<th><strong>Objective</strong></th>
<th><strong>2021-24 STRATEGY</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Reorganization of the migration sector and possible conversion of structures: the migration sector its great receptivity has given way to smaller reception centers, to allow the reception of Afghan families and unaccompanied minors.</td>
<td>Transformation of SACs for Afghan people and SAI into widespread reception.</td>
</tr>
<tr>
<td>Development of housing projects on the particular users of prisoners: In 2020 - 3 people, 1 apartment; in 2021 - 15 people, 5 apartments.</td>
<td>Improvement of the processes of accompaniment to the independence of people included in housing services.</td>
</tr>
<tr>
<td>Facilitation of housing autonomy processes: for 6 families wishing to buy a house, the search for apartments and bargaining were facilitated, economically supporting notary, agency and furnishing costs. Financial education courses have been proposed.</td>
<td>Implementation of the “home tutor” project to support families in their independent housing path and partnerships with referenced bodies.</td>
</tr>
<tr>
<td>The number of apartments used for Housing projects increased by 40%: at the end of 2021 there were 112, exceeding 79 in 2020.</td>
<td></td>
</tr>
<tr>
<td>Implementation of work reintegration actions with the Progetto Mirasole Impresa Sociale: the synergy with the Social Enterprise has allowed the activation of professional training, internships and hiring.</td>
<td></td>
</tr>
<tr>
<td>Increase in the number of hot meals distributed on the street through mobile kitchens throughout the country: in 2020 over 40,000; in 2021 over 183,000 + 260% increase.</td>
<td></td>
</tr>
<tr>
<td>Innovative development of responses to the needs of people on the street: in 2021, health care on the street, temporary shelters, network projects for the homeless, day care center, integration projects with psychological support and facilitating access to services.</td>
<td></td>
</tr>
<tr>
<td>Opening of a new multifunctional center for poverty “Cascina Vita Nova” was inaugurated in October 2021, hosting homeless people with dogs and a series of services, for example the hairdresser, which will expand in 2022.</td>
<td></td>
</tr>
<tr>
<td>Destination of resources to tackle the pandemic in extreme frailties: in 2021, 156,000 masks, 241,000 gloves, 447 liters of disinfectant gel. Activated services: Vaccination hub on the street, 4 clinics, procedures and distances in the centers with the use of other locations where necessary.</td>
<td></td>
</tr>
<tr>
<td>Distribution of power banks to 1000 people on the street.</td>
<td></td>
</tr>
<tr>
<td>In 2021 the Foundation joined the Cuore Visconteo program network and activated multiple partnership agreements.</td>
<td></td>
</tr>
<tr>
<td>In 2021 the distribution of food packages throughout the national territory was significantly increased, going from 13,050 packages to 15,603 (20% increase) in almost all Italian regions.</td>
<td></td>
</tr>
</tbody>
</table>

2022 OBJECTIVES

<table>
<thead>
<tr>
<th><strong>Objective</strong></th>
<th><strong>2022 STRATEGY</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Consolidation of the system of interrelationships that bring the offer of job positions, by companies, closer to the needs of the guests.</td>
<td></td>
</tr>
<tr>
<td>Expansion of the number of street units and food trucks in other Italian regions.</td>
<td></td>
</tr>
<tr>
<td>Start-up of a wellness and personal care service center on the street: boutiques, hairdressers, tailors, etc.</td>
<td></td>
</tr>
<tr>
<td>Further development of the multifunctional center with activities such as: dog clinic, canteen and social market.</td>
<td></td>
</tr>
<tr>
<td>Activation of responses to the war emergency in Ukraine: support on the European border lines, Hubs and reception in Italy.</td>
<td></td>
</tr>
<tr>
<td>Activation of a temporary, itinerant night reception center.</td>
<td></td>
</tr>
<tr>
<td>Implementation of network activities with entities engaged in both emergency and reception fronts.</td>
<td></td>
</tr>
<tr>
<td>Identification of a manager for national and foreign projects.</td>
<td></td>
</tr>
<tr>
<td>Development of networked projects with organizations active in the various territories.</td>
<td></td>
</tr>
<tr>
<td>Feasibility study for the creation of committees regional volunteers in some Italian regions.</td>
<td></td>
</tr>
</tbody>
</table>
Completion of the experimental phase of the results and social impact evaluation system: the process of building the evaluation system, applied in 2021 on the Post acute service, is continuously evolving both as an application to new services and as the development of indicators and measurement methodologies. A first book on data culture for Progetto Arca has, also, been published.

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

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

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

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

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

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

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

- **Alberto Sinigallia** Director General
  Progetto Arca, President since 03/25/1994

- **Laura Nurzia** Director of Control and Planning Progetto Arca,
  Vice-President since 03/25/1997

- **Luca Capelli** Development Director and President Progetto Mirasole Impresa Sociale,
  Board Member since 04/26/2017

- **Roberto Corno** Labor Consultant,
  Board Member since 03/31/2021

- **Luca Degani** Lawyer,
  Board Member since 04/26/2017

- **Monica Poletto** Certified Public Accountant,
  Board Member since 03/31/2021

- **Stefano Sanfilippo**, Director of Corporate of Communications,
  Board Member since 04/26/2017

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

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

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

THE BOARD OF AUDITORS

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

- **Gian Mario Colombo** President, elected by L’Albero della Vita Foundation

- **Giuseppe Pio Garbellano** elected by Federazione Lombardia CNCA

- **Nunzia Vittoria Nicoletta Radoia** elected by the Order of Chartered Accountants of Milan and Lodi

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

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

SUPERVISORY BODY

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

- **Piero Aliprandi** President, certified public accountant

- **Giuseppe Pio Garbellano** certified public accountant

- **Andre Lopez** Attorney at Law

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

INSTITUTIONS

Regions
- Lombardy Region
- Latium Region
Health Companies
- ATS Milan - Metropolitan City
- National ASLs
Local Authorities and Mountain Communities
- Municipality of Conselzone Bastiano
- Municipality of Luchignallone
- Municipality of Milan with all the sectors involved
- Municipality of Monte di Procida and Bacoli
- Municipality of Opera
- Municipality of Rozzano
- Municipality of Turin
- Municipality of Varese
- Municipality of Venezegno
- Mountain Community of Eastern Lario
- Rome Capital City
Prefectures
- Lecco Prefecture
- Milan Prefecture
- Varese Prefecture
Hospitals
- ASST Falebenebroli Sacco - MI
- ASST Sant’Anna e Carlo
- Mangiagalli Clinica - Policlinico di Milano
- IRCCS Ca’ Granda Ospedale Maggiore Poliambulcente di Milano Foundation
- IRCCS Istituto Nazionale dei Tumori Foundation - MI
- IRCCS San Raffaele Hospital - MI
- Poliambulente di Milano Foundation
Nonprofit entities
- ALA Milan
- Angeli di strada di Villanova - NA
- Arruolamento Associazione - MI
- AVS Italia Fondazione
- Avvocati di Strada Associazione - MI
- Banco Alimentare Fondazione - Italia
- Banco Farmaceutico Fondazione - Italia
- CAD Milano
- Camerino Trasporti - VA
- Cantieri Ambrosiani
- Cantieri di Istruzione di Reggiana
- Casa di Acc. Com. Geniti - NA
- Comunità di Sant’Egidio - Italy
- Comunità Nuova - MI
- Comunità Progetto - MI
- Comunità Sambuceto - MI
- Cong. Suore Capp. M. Rubatto - Roma
- Congr. di San Vincenzo De Paoli - NA
- Convento di S. Maria della Grazia - Marca – NB
- Consorzio di Parrocchie di Area Paesana - BN
- Cooperativa Sociale Alfieri - TO
- Convento di S. Maria di Canepanova - PV
- Comunità di Sant’Anna e Carlo
- Conferenza di Sant’Egidio
- Convenzioni e Lavoro - MI
- Ordine degli Avvocati - MI
- Ordine dei commercianti - MI
- Pratica Coop. Soc. - MI
- San Martino Coop. - MI
- Spazio Aperto servizi Coop. Soc. - MI
- Teatro Officina - MI
- Vita Società editoriale - MI

NETWORKS

Third Sector Association Networks
- CEAL
- CIESSEVI
- Onca
- Compagnia delle Opere
- Coord. Unita Mobili Milano
- Coord. MI del Privato Soc. per le Dipendenze
- Federeazione Italia degli organi
- per la Personale Sanitaria Omessa (Fino/PSSD)
- Forum del volontariato per il territorio - Roma
- Reti Accoglienza profughi Lecco
- Reti Accoglienza profughi Milano
- Reti Accoglienza profughi Varese
- UNeba

Nonprofit entities
- ALA Milan
- Angeli di strada di Villanova - NA
- Arruolamento Associazione - MI
- AVS Italia Fondazione
- Avvocati di Strada Associazione - MI
- Banco Alimentare Fondazione - Italia
- Banco Farmaceutico Fondazione - Italia
- CAD Milano
- Camerino Trasporti - VA
- Cantieri Ambrosiani
- Cantieri di Istruzione di Reggiana
- Casa di Acc. Com. Geniti - NA
- Comunità di Sant’Egidio - Italy
- Comunità Nuova - MI
- Comunità Progetto - MI
- Comunità Sambuceto - MI
- Cong. Suore Capp. M. Rubatto - Roma
- Congr. di San Vincenzo De Paoli - NA
- Convento di S. Maria della Grazia - Marca – NB
- Consorzio di Parrocchie di Area Paesana - BN
- Cooperativa Sociale Alfieri - TO
- Convento di S. Maria di Canepanova - PV
- Cooperativa Sociale Alfieri - TO
- Croce Rossa Italiana
- Farsi Prossimo onlus - MI
- Galileo - MI
- In-Oltre Fondazione - MI
- Insieme Colle Montello - MI
- Insieme nelle Terre di Mezzo - MI
- Insieme si può fare - MI
- La Casetta Bacoli - NA
- La Cordata - MI
- La Grangia di Montopoli - MI
- La Rotonda Associazione - Baranzate - MI
- Medici volontari italiani - MI
- Nazionale Cento Italiana
- Opera San Francesco Fondazione
- Parrocchia di Sant’Agostino Vergine e Martire
- Parrocchia del Cuore onlus
- Progetto Minafra Imp. Soc. - MI
- Realizz 10 - Roma
- REMAR SOS Italy
- Salute nel mondo onlus - MI
- SOS Stazione Centrale - Gruppo Exodus
- Umberto Veronesi Fondazione - MI
- Unione Italia

Other entities
- AIC-Sta - MI
- Avvocati Fondazione - MI
- AFDL, Metropolitana - MI
- Centro culturale islamicco - BS
- Centro Servizi Volontariato - MI
- Chiesa di Gesù Cristo dei Santi degli Ultimi Giorni - MI
- Codici Coop. Soc. - MI
- CPFA - Centro Provinciale Istruzione per gli Adulti - MI
- EAGL, International Liver Foundation
- Emergenza - MI
- Ers Fondazione - MI
- Fondazione della Croce - MI
- IRSS Istituto di Ricerca e Sviluppo Sieruszez
- ISF - Legambiente - MI
- Libera Companigia di Arte e Medit. sociali
- Cooper. Soc. - S. Donato Milanese - MI
- Marta Coop. Soc. - MI
- NoBalls - MI
- Ordine degli Avvocati - MI
- Ordine dei commercianti - MI
- Pratica Coop. Soc. - MI
- San Martino Coop. - MI
- Spazio Aperto servizi Coop. Soc. - MI
- Teatro Officina - MI
- Vita Società editoriale - MI

RESOURCES

University educational institutions training agency suppliers, bank consultants
- Paid staff volunteers
- Mission support and participation, skills development, operational support
- Mission fulfillment with professionalism and participation, rooted in the region

GOVERNANCE AND STATUTORY BODIES

Board of Directors
- Board of Auditors Supervisory Board
- Scientific Committee
- Development
- Guidance, monitoring, protection and scientific research

HUMAN RESOURCES

University
- I.R.C.C.S. Santa Maria Nascente - MI
- Fondazione Don Carlo Gnocchi Onlus - MI
- Istituto Nazionale di Fisica Nucleare - MI
- IULM Libera Università di Ingegno
e comunicazione - MI
- Politecnico - MI
- Politecnico - TD
- Scuola Superiore Sant’Anna - PI
- Università Sapienza - Roma
- Università Bocconi - MI
- Università Cattolica del Sacro Cuore - MI
- Università degli Studi Bocconi - MI
- Università degli Studi di Bologna - BO
- Università degli Studi di Roma "La Sapienza" - MI
- Università degli Studi di Roma "Tor Vergata" - MI
- Università degli Studi di Siena - SI
- Università degli Studi di Firenze - FI
- Università degli Studi di Modena e Reggio Emilia - MO
- Università degli Studi di Padova - PD
- Università degli Studi di Torino - TO
- Università Roma "La Sapienza" - MI
- Università Roma "Tor Vergata" - MI

SUSTAINERS

Companies Lending entities
- Private citizens
- Ministry of Justice
- Law enforcement agencies
- Regional health organizations hospitals, local government

FAMILIES IN POVERTY

People with Addictions
- Prisoners, Homeless
- Unaccompanied Minors
- Migrants

MEDIA

Radio
Television
Print media
Communication agencies
Web and social media

MEMBERSHIP

Networks
Third sector nonprofit entities other entities

MEMBERSHIP

Networks
Third sector nonprofit entities
- Paid staff volunteers
- Mission support and participation, skills development, operational support
- Mission fulfillment with professionalism and participation, rooted in the region
- Safeguarding, co-planning, informing, sharing activities and strategies across a wide territorial range
- Economic support, participation, visibility, and co-design
- Co-design on local needs, conventions and funding, sharing best practices and standards of service, safeguarding

OCTER PARTNERS

Scholastic institutes
- Istituto Cattolico - PD
- Istituto Tecnico Commerciale Statale Grinzane Zoppa - Saronno - VA
- Istituto Tecnico Commerciale Statale Grinzane Zoppa - Saronno - VA
- Istituto Garibaldi - MI
- Scolas Secondaria di I Graduo Statale Rossana Settegati - Bresso - MI
### Composition of Paid and Unpaid Staff Who Worked Throughout 2021

<table>
<thead>
<tr>
<th>Pay Status</th>
<th>Number of People</th>
<th>Hours Worked</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Paid Staff</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employees</td>
<td>241</td>
<td>300,164</td>
</tr>
<tr>
<td>Collaborators</td>
<td>71</td>
<td>64,378</td>
</tr>
<tr>
<td>Professionals</td>
<td>14</td>
<td>12,116</td>
</tr>
<tr>
<td>Internals</td>
<td>9</td>
<td>1,739</td>
</tr>
<tr>
<td>Seconded by Other Entity</td>
<td>7</td>
<td>5,164</td>
</tr>
<tr>
<td>Extracurricular Internships</td>
<td>2</td>
<td>1,170</td>
</tr>
<tr>
<td><strong>Volunteers</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Curricular Internships</td>
<td>22</td>
<td>8,145</td>
</tr>
<tr>
<td>Civil Service Lombardy Region Pro Neet</td>
<td>7</td>
<td>7,000</td>
</tr>
<tr>
<td>Individual or Corporate Volunteers</td>
<td>411</td>
<td>31,333</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>784</td>
<td>431,209</td>
</tr>
</tbody>
</table>

### Paid Workers by Contract Type

- Active staff as of 12/31/2021

<table>
<thead>
<tr>
<th>Contract Type</th>
<th>Number of People</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Indefinite Contract</td>
<td>193</td>
<td>82%</td>
</tr>
<tr>
<td>Contract for Limited Time</td>
<td>45</td>
<td>18%</td>
</tr>
</tbody>
</table>

### Contractual Type of Organizational Structure

- Active staff as of 12/31/2021

<table>
<thead>
<tr>
<th>Category</th>
<th>Employees</th>
<th>Collaborators</th>
<th>Professionals</th>
<th>Assignment From Other Agency</th>
<th>Temporary Internships</th>
</tr>
</thead>
<tbody>
<tr>
<td>Educational and Health Personnel</td>
<td>130</td>
<td>11</td>
<td>9</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Logistics Staff (Kitchen, Maintenance, Cleaning, Transportation, etc.)</td>
<td>17</td>
<td>2</td>
<td>-</td>
<td>5</td>
<td>-</td>
</tr>
<tr>
<td>Administrative Staff, Managers and Volunteers</td>
<td>32</td>
<td>-</td>
<td>1</td>
<td>-</td>
<td>1</td>
</tr>
<tr>
<td>Staff Fundraising and Communication</td>
<td>14</td>
<td>32</td>
<td>1</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>193</strong></td>
<td><strong>45</strong></td>
<td><strong>11</strong></td>
<td><strong>5</strong></td>
<td><strong>2</strong></td>
</tr>
</tbody>
</table>

### Contractual Levels of Employees

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

<table>
<thead>
<tr>
<th>Level</th>
<th>6 E 6S</th>
<th>5 E 5S</th>
<th>4 E 4S</th>
<th>3 E 3S</th>
<th>2</th>
<th>1</th>
<th>Board</th>
<th>Director</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level</td>
<td>11</td>
<td>37</td>
<td>47</td>
<td>46</td>
<td>31</td>
<td>6</td>
<td>10</td>
<td>5</td>
<td>193</td>
</tr>
<tr>
<td></td>
<td>6%</td>
<td>19%</td>
<td>24%</td>
<td>24%</td>
<td>16%</td>
<td>3%</td>
<td>5%</td>
<td>3%</td>
<td></td>
</tr>
</tbody>
</table>
WHO ARE WE

PEOPLE WHO WORK FOR US

TOTAL STAFF BY JOB TYPE
Active staff as of 12/31/2021

118 \[47\%\] EDUCATIONAL STAFF
33 \[13\%\] HEALTH PERSONNEL
6 \[2\%\] VOLUNTEER COORDINATION STAFF
24 \[9\%\] LOGISTICAL STAFF
28 \[11\%\] MANAGERIAL AND ADMINISTRATIVE STAFF
47 \[18\%\] FUNDRAISING AND COMMUNICATION STAFF

256 TOTAL

LENGTH OF SERVICE AMONG EMPLOYEES
Active employees as of 12/31/2021

33 \[17\%\] HIRED IN 2021
8 \[4\%\] HIRED BEFORE 2010
35 \[18\%\] HIRED BETWEEN 2010-2016

193 TOTAL

DEMOGRAPHIC CHARACTERISTICS OF WORKERS
Out of 256 workers* or 193 employees** active as of 12/31/2021

GENDER

134 \[52\%\] MEN
122 \[48\%\] WOMEN

AGE RANGES

46 \[18\%\] 18-29 YEARS OLD
62 \[24\%\] 30-39 YEARS OLD
65 \[25\%\] 40-49 YEARS OLD
83 \[33\%\] 50 YEARS AND ABOVE

TYPE OF STUDY

194 \[76\%\] ITALIAN
33 \[17\%\] FOREIGN NATIONAL

NATIONALITY

5 \[2\%\] EUROPEAN
41 \[16\%\] AFRICAN
16 \[6\%\] ASIAN AMERICAN
21 \[11\%\] DIPLOMA IN COUNTRY OF ORIGIN NOT RECOGNIZED IN ITALY
13 \[7\%\] MEDIUM LICENSE
29 \[15\%\] SCHOOL DIPLOMA

TOTAL STAFF BY JOB TYPE
Active staff as of 12/31/2021

118 \[47\%\] EDUCATIONAL STAFF
33 \[13\%\] HEALTH PERSONNEL
6 \[2\%\] VOLUNTEER COORDINATION STAFF
24 \[9\%\] LOGISTICAL STAFF
28 \[11\%\] MANAGERIAL AND ADMINISTRATIVE STAFF
47 \[18\%\] FUNDRAISING AND COMMUNICATION STAFF

256 TOTAL

LENGTH OF SERVICE AMONG EMPLOYEES
Active employees as of 12/31/2021

33 \[17\%\] HIRED IN 2021
8 \[4\%\] HIRED BEFORE 2010
35 \[18\%\] HIRED BETWEEN 2010-2016

193 TOTAL

DEMOGRAPHIC CHARACTERISTICS OF WORKERS
Out of 256 workers* or 193 employees** active as of 12/31/2021

GENDER

134 \[52\%\] MEN
122 \[48\%\] WOMEN

AGE RANGES

46 \[18\%\] 18-29 YEARS OLD
62 \[24\%\] 30-39 YEARS OLD
65 \[25\%\] 40-49 YEARS OLD
83 \[33\%\] 50 YEARS AND ABOVE

TYPE OF STUDY

194 \[76\%\] ITALIAN
33 \[17\%\] FOREIGN NATIONAL

NATIONALITY

5 \[2\%\] EUROPEAN
41 \[16\%\] AFRICAN
16 \[6\%\] ASIAN AMERICAN
21 \[11\%\] DIPLOMA IN COUNTRY OF ORIGIN NOT RECOGNIZED IN ITALY
13 \[7\%\] MEDIUM LICENSE
29 \[15\%\] SCHOOL DIPLOMA

ILLNESS AND INJURY OF EMPLOYEES
Out of all active employees in 2021

TOTAL WORKABLE HOURS 358.176
SICK HOURS 12.094 \[3.38\%\]
INJURY HOURS 1.099 \[0.31\%\]

EMPLOYEE TURNOVER

OUT AND REASON FOR TERMINATION
Out of all active employees in 2021

EMPLOYEES IN FORCE AS OF JANUARY 1, 2021 190
EMPLOYEES HIRED IN 2021 51
EMPLOYEES WHO CEASED TO WORK IN 2021 48
VOLUNTARY RESIGNATION 24 \[50\%\]
CONCLUSION OF CONTRACT FIXED-TERM 20 \[42\%\]
RECONCILIATION WITH A LEAVE INCENTIVE 2 \[4\%\]
DEATH 2 \[4\%\]

EMPLOYEES AS OF 12/31/2021 193

SMART WORKING.
Out of all active employees in 2021

SMART WORKING INSTITUTIONAL ACTIVITIES
(REACTION CENTERS AND LOGISTICS)

TOTAL HOURS WORKED IN 2021 224.520 \[75\%\] OF TOTAL HOURS
HOURS IN SMART WORKING 5.114 \[2\%\]
NUMBER OF EMPLOYEES WHO USED SMART WORKING 45

SMART WORKING OFFICES
(MANAGEMENT, ADMINISTRATION, FUNDRAISING, VOLUNTEERING)

TOTAL HOURS WORKED IN 2021 75.644 \[25\%\] OF TOTAL HOURS
HOURS IN SMART WORKING 25.150 \[33\%\]
NUMBER OF EMPLOYEES WHO USED SMART WORKING 32
DYNAMISM - Working for Progetto Arca, opportunities for growth come abruptly, which makes one always on the alert. Dynamism for me is synonymous with continuous growth and evolution. Riding the waves, at times I have had the fear of not being able to keep up the pace, but on those very occasions I have realized that I am not alone in the middle of the sea, thanks to the life savers of colleagues and managers who respect and encourage me. Open customer worker response

CUSTOMER WORKERS

<table>
<thead>
<tr>
<th>SURVEY AREA</th>
<th>2021</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>ORGANIZATION OF THE FOUNDATION</td>
<td>69%</td>
<td>73%</td>
<td>69%</td>
</tr>
<tr>
<td>ORGANIZATION OF YOUR WORK</td>
<td>70%</td>
<td>75%</td>
<td>73%</td>
</tr>
<tr>
<td>INTERNAL RELATIONS</td>
<td>73%</td>
<td>75%</td>
<td>72%</td>
</tr>
<tr>
<td>PERSONAL PATH</td>
<td>72%</td>
<td>75%</td>
<td>74%</td>
</tr>
<tr>
<td>MEDIA SATISFACTION</td>
<td>71%</td>
<td>75%</td>
<td>72%</td>
</tr>
</tbody>
</table>

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

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

FORMATION

<table>
<thead>
<tr>
<th>FORMATION PAID STAFF TRAINING</th>
<th>2021</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>WORKERS</td>
<td>660</td>
<td>631</td>
<td>250</td>
</tr>
<tr>
<td>HOURS OF TRAINING</td>
<td>4,036</td>
<td>3,812</td>
<td>2,346</td>
</tr>
</tbody>
</table>

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

- REFORM OF THE THIRD SECTOR
  - Knowledge of the many modules that make up the Foundation’s integrated information system.
- SUPERUSER INTERNAL MANAGEMENT SW
- INTERNAL PROCESSES FOCUS
  - Reporting and budgeting of social projects.
- COMPUTER SKILLS
  - Developing basic computer skills on Office package and advanced on Power BI and Data Analysys.
- EVOLUTION OF TECHNICAL SKILLS
  - The personnel belonging to the institutional services dealt with technical/specific issues in order to increase the level of quality offered.

SPECIAL PROJECTS

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

GOALS 2022

- Pathways dedicated to the preparation of educators: helping relationship, communication and conflict management;
- language training, privacy and computer security.
**LIFE LESSON** - One day, with the Afghan children in Mirasole, after building the 20th paper airplane, tired of the day and my troubles, I had become very serious. The little boy I was playing with, noticing my state, touched me and imitating my expression said, "Why you like that? Laugh, laugh!" That's it ... that's all. Knowing his story of escape and uncertainty, that child's spurring me into a smile was an excellent life lesson!

Gianni Gaudenzio, Volunteer

---

**VOLUNTEERING**

In 2021, Progetto Arca volunteers have made themselves available in every way to alleviate the sense of isolation and solitude that homeless people have felt, with even greater intensity during the pandemic, in the many nights spent alone on the streets. The volunteers themselves are a point of reference for guests and teams within the shelters. With them comes a breath of energy and positivity! We see them climbing the stairs of many condominiums to deliver food and aid to people in need, driving vans to retrieve food that is donated to us from supermarkets and then immediately offering it to families in need so that they can put it on the table that evening, getting busy in our warehouses to sort and inventory the many donations we receive, prepare hot tea to be distributed at night on the street to those who are alone and in need. Volunteers are a valuable and generous presence for Progetto Arca.

*To them goes all our thanks!!!*

---

**CUSTOMER VOLUNTEERS**

<table>
<thead>
<tr>
<th>WORK AREA</th>
<th>NUMBER OF VOLUNTEERS</th>
<th>WORKED HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>STREET</td>
<td>100</td>
<td>7,645</td>
</tr>
<tr>
<td>HEALTH</td>
<td>7</td>
<td>3,674</td>
</tr>
<tr>
<td>SHELTER</td>
<td>102</td>
<td>16,617</td>
</tr>
<tr>
<td>HOUSE</td>
<td>25</td>
<td>1,886</td>
</tr>
<tr>
<td><strong>TOTAL RELATIONSHIP WITH THE RECIPIENTS</strong></td>
<td><strong>234</strong></td>
<td><strong>29,822</strong></td>
</tr>
</tbody>
</table>

**TECHNICAL SUPPORT SERVICE**

| FOOD                       | 104                  | 9,513        |
| WARDROBE                   | 70                   | 3,606        |
| **TOTAL TECHNICAL SUPPORT SERVICES** | **174** | **13,119** |

**ADMINISTRATIVE SUPPORT**

| FUNDRAISING AND ADMINISTRATION | 32 | 3,537 |
| **TOTAL ADMINISTRATIVE SUPPORT** | **32** | **3,537** |
| **OVERALL TOTAL**             | **440** | **46,478** |

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

---

**ORGANIZATION OF THE FOUNDATION**

<table>
<thead>
<tr>
<th>YEAR</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>83%</td>
<td>86%</td>
<td>84%</td>
<td></td>
</tr>
</tbody>
</table>

---

**MEDIA SATISFACTION**

<table>
<thead>
<tr>
<th>YEAR</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>82%</td>
<td>84%</td>
<td>83%</td>
<td></td>
</tr>
</tbody>
</table>

---

**SPECIAL PROJECTS**

**Pro net project**

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

**Curricular internship project**

Twenty-two young people had the opportunity to gain experience in 2021 within one of the Foundation’s various functions in order to enrich their school experience.
THE EVALUATION OF RESULTS AND OF SOCIAL IMPACT
THE SCIENTIFIC COMMITTEE

Stefano Gheno
Catholic University of Milan

Mario Calderini
Polytechnic University of Milan, coordinator

Giuseppe Guerini
European Economic and Social Committee (EESC)

Luca Pesenti
Catholic University of Milan

Laura Nurzia
Vice president of Fondazione Progetto Ara

Participating in the work of the committee are:
- Massimo Salvatore
  Management Control and Evaluation Area
- Daniela Taneggi
  Training Area

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

They discussed whether to adopt methodologies already in use or customized ones, defining where to use measurable or qualitative indicators and in which situations to apply the analysis to the entire population of recipients instead of specific categories - depending on the feasibility of the necessary follow-ups. Thanks to a working group led by the Management Control and Evaluation area, composed of experienced social workers and educators, we then went on to apply the method on the first area of interest, that of person, family and community empowerment, producing the evaluation grid on pages 36 and 37. At the same time, the Foundation progressed on the evaluation framework of service standards, starting with the definition of outcome goals of the Post Acute department. (p. 35). The entire approach to data culture has been compiled in a publication "Data Values to Evaluate Care for Progetto Ara." The year 2022 will see the Scientific Committee engaged in a new publication on social evaluation issues, in collaboration with Fio.PSD and a well-known publishing house.

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

Parallel to the definition of the analytical framework for social impact analysis, the Foundation continued its work on evaluating the quality of shelter services, proceeding with a working group, coordinated by the Management Control and Evaluation area and composed of professionals such as doctors, nurses, social workers, engaged in the management of the Post Acute department. We report, as a non-exhaustive example, the main data collected as of June 01, 2022, the starting date of the survey. In 2022, this method is to be applied to a further shortlist of reception services, with the aim of drawing stimuli for the continuous improvement of the offerings.

<table>
<thead>
<tr>
<th>AREA OF STUDY</th>
<th>ANALYSIS FROM 1/6/21 TO 31/12/21</th>
<th>FACTOR TO BE CALCULATED</th>
<th>OBJECTIVE</th>
<th>43 ENTRANCES</th>
<th>RESULTS AS OF 31/12/21</th>
<th>NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>WELCOMING PHASES</td>
<td>Admissions</td>
<td>Waiting days</td>
<td>80% of eligible referrals accepted within 10 days from date of referral</td>
<td>0 to 4 days: 76% From 5 to 10 days: 24% Over 10 to 20 days: 1%</td>
<td>88% of reported eligible persons were accepted within 10 days of request for entry</td>
<td>Although with limitations caused by the need for swabbing and screening on entry, the service maintained the given target</td>
</tr>
<tr>
<td>Average length of stay</td>
<td>Days of stay</td>
<td>62% discharges within 30 days of stay</td>
<td>1 to 30 days: 24% From 31 to 100 days: 76%</td>
<td>24% of the people received were discharged within 30 days</td>
<td>76% of the people received were discharged after 30 days</td>
<td></td>
</tr>
<tr>
<td>Path of the guest, within the service</td>
<td>Proactivity and participation in scheduled service activities and interviews</td>
<td>Score higher than average of 1.5 average responses of the guest participation in multiple on different times of the period of hospitality</td>
<td>Hygiene and self-care</td>
<td>1.75</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Attention information about house progress</td>
<td>1.71</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Participate actively in meetings</td>
<td>1.39</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Complies with the rules stipulated for the trips out of the Center</td>
<td>1.92</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Respects the schedules of the facility (meals, therapy)</td>
<td>2.08</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Average response</td>
<td>1.73</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TAKING CHARGE</td>
<td>Path of the guest, within the service</td>
<td>Proactivity and participation in scheduled service activities and interviews</td>
<td>100% of those eligible</td>
<td>Process launch and conclusion</td>
<td>25%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Process launched but still ongoing</td>
<td>75%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Process launched</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>MRG registration if necessary</td>
<td>Initiating the process of acquiring the minimum</td>
<td>Percentage of outcomes of personal documents required for registration as a General Doctor of Medicine</td>
<td>Process launched and conclusion</td>
<td>For those entitled, access to the MRG allows the continuation of care even after discharge</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Process launched but still ongoing</td>
<td>75%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Process launched</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>DISCHARGE</td>
<td>Discharge of the guest</td>
<td>Percentage of outcomes of personal documents required for registration as a General Doctor of Medicine</td>
<td>95% continue the rehabilitation journey</td>
<td>Transfer to other services: 63% Hospitalization: 27%</td>
<td>84% of people discharged continue the rehabilitation path</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Exit autonomously: 16%</td>
<td>We believe that the stress created by the pandemic may have affected motivation toward the pursuit of continued rehabilitation</td>
<td></td>
</tr>
</tbody>
</table>
THE SOCIAL IMPACT MANIFESTO
From the Social Impact Manifesto presented in full in the 2020 Social Report, we quote below the lines of impact assessment. In 2021, a working group of experienced educators and social workers, led by the Management Control and Evaluation Area, constructed the indicator system on Person, Family and Community Empowerment, as seen below.
Fondazione Progetto Arca undertook, with the scientific and methodological support of ALTIS - Alta Scuola Impresa e Società of the Università Cattolica del Sacro Cuore - a process aimed at measuring the changes generated in beneficiaries’ perceptions. The methodology adopted, mainly refers to the Theory of Change and the stakeholder-driven approach built in 2020 through the implementation of focus groups, which involved workers and beneficiaries, pertaining to all areas of intervention of the Foundation.

In the meetings, impact dimensions and the main categories of changes generated were defined, thus structuring the theoretical framework of reference, i.e., the map of impact dimensions to be measured, detailed in specific and measurable indicators and items that were then integrated into the satisfaction questionnaires administered to users.

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

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

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

### HEALTH

<table>
<thead>
<tr>
<th>HOW MUCH HAS THE EXPERIENCE YOU ARE HAVING WITH PROGETTO ARCA GIVEN YOU THE OPPORTUNITY TO...</th>
<th>AVERAGE IMPACT INDEX</th>
<th>POST ACUTE CARE AND NURSING DEPARTMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>WISH FOR A CHANGE OF LIFE?</em></td>
<td>4.35</td>
<td></td>
</tr>
<tr>
<td><em>THINKING ABOUT YOUR FUTURE?</em></td>
<td>4.40</td>
<td></td>
</tr>
<tr>
<td><em>BETTER UNDERSTAND YOUR DISEASE AND THE TREATMENT NEEDED?</em></td>
<td>4.40</td>
<td></td>
</tr>
<tr>
<td><em>FEEL WELCOMED AND SUPPORTED IN ILLNESS AND TREATMENT?</em></td>
<td>4.45</td>
<td></td>
</tr>
<tr>
<td><em>LEARN HOW TO CARE FOR YOURSELF MORE AND BETTER?</em></td>
<td>4.45</td>
<td></td>
</tr>
<tr>
<td><em>IMPROVE YOUR INTEGRATION INTO SOCIETY?</em></td>
<td>4.30</td>
<td></td>
</tr>
<tr>
<td><em>HAVE A RELATIONSHIP AGAIN WITH THE MOST IMPORTANT PEOPLE IN YOUR LIFE (FRIENDS, FAMILY MEMBERS, ETC.)</em></td>
<td>4.40</td>
<td></td>
</tr>
<tr>
<td><em>RECOGNIZE AND BE ATTENTIVE TO THE NEED OF OTHERS?</em></td>
<td>4.20</td>
<td></td>
</tr>
</tbody>
</table>

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

| "HOW MUCH HAS THE EXPERIENCE YOU ARE HAVING WITH PROGETTO ARCA GIVEN YOU THE OPPORTUNITY TO..." | AVERAGE IMPACT INDEX |
|---|---|---|
| PERSONAL DEVELOPMENT | RECEPTION OF HOMELESS PEOPLE | RECEPTION OF PEOPLE WITH ADDICTION PROBLEMS | RECEPTION OF MIGRANTS |
| ... WISH FOR A CHANGE OF LIFE? | 4,00 | - | - |
| ... DESIGN YOUR FUTURE BY BEING THE PROTAGONIST IN IT? | 3,91 | 3,05 | 3,64 |
| ... BETTER ORGANIZE YOUR TIME, YOUR SCHEDULE AND WHERE YOU LIVE? | 4,00 | - | 3,55 |
| ... BE ACTIVE IN JOB SEARCH, HOUSING AND PAPERWORK MANAGEMENT? | 3,89 | - | 3,86 |
| ... RECOVER A NORMALCY, A BALANCE AND ROUTINE? | - | 3,50 | - |
| ... REALIZE THAT IT IS IMPORTANT TO IMPROVE YOUR EDUCATIONAL AND JOB TRAINING? | - | - | 4,19 |

PSYCHOLOGICAL WELL-BEING

<table>
<thead>
<tr>
<th>&quot;HOW MUCH HAS THE EXPERIENCE YOU ARE HAVING WITH PROGETTO ARCA GIVEN YOU THE OPPORTUNITY TO...&quot;</th>
<th>AVERAGE IMPACT INDEX</th>
</tr>
</thead>
<tbody>
<tr>
<td>... FEEL WELCOMED AND SUPPORTED?</td>
<td>3,88</td>
</tr>
<tr>
<td>... LEARN HOW TO TAKE CARE OF YOURSELF PHYSICALLY AND PSYCHOLOGICALLY AND FEEL BETTER?</td>
<td>3,70</td>
</tr>
<tr>
<td>... FEEL ABLE TO CONTROL EMOTIONS?</td>
<td>3,40</td>
</tr>
<tr>
<td>... FEEL MORE CONFIDENT IN YOURSELF?</td>
<td>4,00</td>
</tr>
<tr>
<td>... DEAL ENERGETICALLY WITH THE PROBLEMS YOU ENCOUNTER?</td>
<td>3,10</td>
</tr>
<tr>
<td>... REGAIN A LUCIDITY WHILE MAINTAINING ABSTINENCE?</td>
<td>-</td>
</tr>
<tr>
<td>... IMPROVE YOUR KNOWLEDGE OF OUR COUNTRY (LANGUAGE, RULES, VALUES, CUSTOMS)?</td>
<td>-</td>
</tr>
</tbody>
</table>

RELATIONSHIP WITH OTHERS

<table>
<thead>
<tr>
<th>&quot;HOW MUCH HAS THE EXPERIENCE YOU ARE HAVING WITH PROGETTO ARCA GIVEN YOU THE OPPORTUNITY TO...&quot;</th>
<th>AVERAGE IMPACT INDEX</th>
</tr>
</thead>
<tbody>
<tr>
<td>... TO HAVE A RELATIONSHIP AGAIN WITH THE MOST IMPORTANT PEOPLE IN YOUR LIFE (FRIENDS, FAMILY MEMBERS, ETC.)</td>
<td>3,70</td>
</tr>
<tr>
<td>... RECOGNIZE AND BE ATTENTIVE TO THE NEED OF OTHERS?</td>
<td>3,69</td>
</tr>
<tr>
<td>... CREATE NEW LANDMARKS AND FRIENDSHIPS IN THE AREA?</td>
<td>3,89</td>
</tr>
<tr>
<td>... TRUST AND RELY ON THE EDUCATIONAL TEAM IN YOUR CARE JOURNEY?</td>
<td>4,45</td>
</tr>
<tr>
<td>... EXPERIENCE A NEW WAY OF RELATING TO THE PEER GROUP?</td>
<td>-</td>
</tr>
<tr>
<td>... UNDERSTAND THE DIFFERENCES IN THE RULES BETWEEN YOUR COUNTRY AND YOUR HOST COUNTRY?</td>
<td>-</td>
</tr>
</tbody>
</table>

HOUSING

| "HOW MUCH HAS THE EXPERIENCE YOU ARE HAVING WITH PROGETTO ARCA GIVEN YOU THE OPPORTUNITY TO..." | AVERAGE IMPACT INDEX |
|---|---|---|
| PERSONAL DEVELOPMENT | HOUSING AND CO-HOUSING FOR INDIVIDUALS | HOUSING AND CO-HOUSING FOR FAMILIES |
| ... BETTER ORGANIZE YOUR TIME, YOUR SCHEDULE AND WHERE YOU LIVE? | 3,81 | 4,18 |
| ... DESIGN YOUR FUTURE BY SEEING IN YOUR DAILY OPPORTUNITIES A STIMULUS FOR A DECISIVE CHANGE IN YOUR LIFE? | 4,00 | 4,21 |
| ... BE ACTIVE IN JOB SEARCH, HOUSING AND PAPERWORK MANAGEMENT? | 4,47 | 4,18 |

PSYCHOLOGICAL WELL-BEING

<table>
<thead>
<tr>
<th>&quot;HOW MUCH HAS THE EXPERIENCE YOU ARE HAVING WITH PROGETTO ARCA GIVEN YOU THE OPPORTUNITY TO...&quot;</th>
<th>AVERAGE IMPACT INDEX</th>
</tr>
</thead>
<tbody>
<tr>
<td>... FEEL ABLE TO CONTROL ANGER AND REFLECT BEFORE ACTING?</td>
<td>3,72</td>
</tr>
<tr>
<td>... FEEL MORE CONFIDENT IN YOURSELF?</td>
<td>3,82</td>
</tr>
<tr>
<td>... DEAL ENERGETICALLY WITH THE PROBLEMS YOU ENCOUNTER?</td>
<td>3,69</td>
</tr>
<tr>
<td>... DEVOTE TIME TO TAKING CARE OF YOURSELF</td>
<td>4,18</td>
</tr>
</tbody>
</table>

RELATIONSHIP WITH OTHERS

<table>
<thead>
<tr>
<th>&quot;HOW MUCH HAS THE EXPERIENCE YOU ARE HAVING WITH PROGETTO ARCA GIVEN YOU THE OPPORTUNITY TO...&quot;</th>
<th>AVERAGE IMPACT INDEX</th>
</tr>
</thead>
<tbody>
<tr>
<td>... LEARNING TO BE IN RELATIONSHIP WITH OTHERS?</td>
<td>3,87</td>
</tr>
<tr>
<td>... HAVE A RELATIONSHIP AGAIN WITH THE MOST IMPORTANT PEOPLE IN YOUR LIFE (FRIENDS, FAMILY MEMBERS, ETC.)</td>
<td>3,84</td>
</tr>
<tr>
<td>... CREATE NEW LANDMARKS IN THE AREA?</td>
<td>3,92</td>
</tr>
<tr>
<td>... FIND A BALANCE WITH THE PEOPLE YOU MEET?</td>
<td>3,71</td>
</tr>
<tr>
<td>... TELL ABOUT YOURSELF AND SHARE WITH OTHERS YOUR EXPERIENCES, SUPPORTING EACH OTHER?</td>
<td>3,47</td>
</tr>
</tbody>
</table>

The group of beneficiaries housed in single housing projects perceive themselves as more easily adaptable in the spheres of finding work and housing, and in all activities of resuming a daily routine while they find it difficult to establish profound relationships of mutual support.
Families grow in the aspects of planning for the future and relating to others while they demonstrate how change in the emotional sphere is more difficult, requiring a longer time to find a lasting balance.

Homeless shelters: ease of change in trusting the educational team and oneself; difficulties in the emotional sphere.
Reception centers: ease of change in trusting educators and intention of abstinence from drug use; more difficulties in the ability to plan for the future and in relationships with peers.
Migrant reception: ease in resuming relationships with family and integration; difficulties in controlling emotions and self-care, including psychological.

WHO ARE WE - OBJECTIVES AND ACTIVITIES - THE EVALUATION OF RESULTS AND OF SOCIAL IMPACT
### Accommodation in the Reception Facilities

<table>
<thead>
<tr>
<th>Nights</th>
<th>ECONOMIC VALUE INCURRED</th>
<th>REFERENCE VALUE: COST OF ONE NIGHT AT A HOSTEL IN MILAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>217,322</td>
<td>€ 3,544,850</td>
<td>€ 28</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Nights</th>
<th>ECONOMIC VALUE INCURRED</th>
<th>REFERENCE VALUE: COST OF ONE NIGHT AT A HOTEL IN MILAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>10,094</td>
<td>€ 328,463</td>
<td>€ 150</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Nights</th>
<th>ECONOMIC VALUE INCURRED</th>
<th>REFERENCE VALUE: COST OF ONE NIGHT AT A Hostel in Milan</th>
</tr>
</thead>
<tbody>
<tr>
<td>112,915</td>
<td>€ 1,480,756</td>
<td>€ 24</td>
</tr>
</tbody>
</table>

### Meals and Breakfasts Provided

<table>
<thead>
<tr>
<th>Meals</th>
<th>ECONOMIC VALUE INCURRED</th>
<th>REFERENCE VALUE: COST OF A MEAL VOUCHER, AVERAGE COST OF A MEAL FOR FOREIGN COUNTRIES AND A BREAKFAST AT A CAFE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,225,511 in Italy</td>
<td>€ 4,995,894</td>
<td>€ 8 per meal in Italy, € 2.5 per meal abroad, € 1.8 per breakfast</td>
</tr>
</tbody>
</table>

- **Enhancement of 34,504 volunteer hours** at an average hourly cost of **€ 20**
- **€ 690,080**

### Garments Distributed

<table>
<thead>
<tr>
<th>Garments</th>
<th>ECONOMIC VALUE INCURRED</th>
<th>REFERENCE VALUE: AVERAGE COST OF AN ITEM OF CLOTHING FROM A T-SHIRT TO A COAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>29,198</td>
<td>€ 195,067</td>
<td>€ 15,50</td>
</tr>
</tbody>
</table>

- **Value of 3,606 volunteer hours** at an average hourly cost of **€ 20**
- **€ 72,120**

### Hygiene Kits Distributed

<table>
<thead>
<tr>
<th>Kit</th>
<th>ECONOMIC VALUE INCURRED</th>
<th>REFERENCE VALUE: SUM OF THE COST OF INDIVIDUAL PRODUCTS ON THE MARKET</th>
</tr>
</thead>
<tbody>
<tr>
<td>13,104</td>
<td>€ 167,141</td>
<td>€ 15</td>
</tr>
</tbody>
</table>

- **Value of 3,606 volunteer hours** at an average hourly cost of **€ 20**
- **€ 196,557**

### Accommodation in Reception Facilities

<table>
<thead>
<tr>
<th>Nights</th>
<th>ECONOMIC VALUE INCURRED</th>
<th>REFERENCE VALUE: COST OF ONE NIGHT AT A HOSTEL IN MILAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>217,322</td>
<td>€ 3,544,850</td>
<td>€ 28</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Nights</th>
<th>ECONOMIC VALUE INCURRED</th>
<th>REFERENCE VALUE: COST OF ONE NIGHT AT A HOTEL IN MILAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>10,094</td>
<td>€ 328,463</td>
<td>€ 150</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Nights</th>
<th>ECONOMIC VALUE INCURRED</th>
<th>REFERENCE VALUE: COST OF ONE NIGHT AT A Hostel in Milan</th>
</tr>
</thead>
<tbody>
<tr>
<td>112,915</td>
<td>€ 1,480,756</td>
<td>€ 24</td>
</tr>
</tbody>
</table>

### Accommodation in Health Wards

<table>
<thead>
<tr>
<th>Nights</th>
<th>ECONOMIC VALUE INCURRED</th>
<th>REFERENCE VALUE: COST OF ONE NIGHT OF HOSPITALIZATION EXCLUDING SPECIALIZED CARE AND HOTEL SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>112,915</td>
<td>€ 1,480,756</td>
<td>€ 150</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Nights</th>
<th>ECONOMIC VALUE INCURRED</th>
<th>REFERENCE VALUE: COST OF ONE NIGHT AT A HOTEL IN MILAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>10,094</td>
<td>€ 328,463</td>
<td>€ 150</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Nights</th>
<th>ECONOMIC VALUE INCURRED</th>
<th>REFERENCE VALUE: COST OF ONE NIGHT AT A Hostel in Milan</th>
</tr>
</thead>
<tbody>
<tr>
<td>112,915</td>
<td>€ 1,480,756</td>
<td>€ 24</td>
</tr>
</tbody>
</table>
WHAT ARE WE DOING
OBJECTIVES AND ACTIVITIES
HOMELESS PEOPLE
The condition of those living without a stable home should be considered as one of the most severe forms of extreme poverty and social exclusion. Separation from a spouse and/or children, loss of a stable job, health-related factors, denial of political asylum or loss of the requirements for maintaining a residency permit are among the events, often compounded with each other, that contribute to the occurrence of homelessness, and to the consequent loss of civil and social rights. In Italy, according to the latest ISTAT survey dating back to 2015, there are 50,724 homeless people, including 12,000 in Milan alone. The survey shows the urgency of timely and structural interventions: the more time spent on the street, the more the condition of extreme poverty and isolation is rendered chronic.

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

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

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

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

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

<table>
<thead>
<tr>
<th>Type of Aid Out of the 17,029 Recipients Reached in Italy</th>
<th>Total</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listening Box</td>
<td>586</td>
<td>3%</td>
</tr>
<tr>
<td>Support in the Street</td>
<td>4,015</td>
<td>24%</td>
</tr>
<tr>
<td>Food Support</td>
<td>9,967</td>
<td>59%</td>
</tr>
<tr>
<td>Reception into the Community</td>
<td>2,051</td>
<td>12%</td>
</tr>
<tr>
<td>Apartment Accommodation Provided</td>
<td>410</td>
<td>2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>17,029</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

| Spontaneous Entry | 144 | 6% |
| Sent from a Local Entity | 1,264 | 51% |
| Sent from Prefecture | 592 | 24% |
| Sent ATS          | 461 | 19% |
| **Total**         | **2,461** | **100%** |

### Biographical Data of Recipients Received with an Overnight Stay

- **1,845 (75%)** Adults (19-60 Years)
- **1,733 (70%)** Men
- **1,801 (73%)** Single
- **43% (16%)** Minors of which: 219 (9%)
- **29% (30%)** Women
- **660 (27%)** Household Members

### Sending Type Out of the 2,461 Beneficiaries Reached

<table>
<thead>
<tr>
<th>Sending Type</th>
<th>Total</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spontaneous Entry</td>
<td>144</td>
<td>6%</td>
</tr>
<tr>
<td>Sent from a Local Entity</td>
<td>1,264</td>
<td>51%</td>
</tr>
<tr>
<td>Sent from Prefecture</td>
<td>592</td>
<td>24%</td>
</tr>
<tr>
<td>Sent ATS</td>
<td>461</td>
<td>19%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2,461</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

### Customer Satisfaction Addressed to the Guests of the Reception Services

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

We report the results of the comparative customer analysis on the three-year period 2019-2021. On the totality of opinions, the percentage refers to the amount of responses “quite a lot,” “a lot,” or “totally” on the five-possibility scale that also includes “a little” and “not at all.” The trend of customer responses over the three years 2019-2021 shows a decrease in positive responses. This condition, certainly partially justified by the period of great difficulty caused by the health emergency, will be the subject of in-depth discussion among educational staffs.

### Customer Satisfaction

<table>
<thead>
<tr>
<th>Area of the Survey</th>
<th>2021</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospitality Management</td>
<td>68%</td>
<td>73%</td>
<td>81%</td>
</tr>
<tr>
<td>Environment</td>
<td>64%</td>
<td>64%</td>
<td>75%</td>
</tr>
<tr>
<td>Relationship with Staff</td>
<td>75%</td>
<td>76%</td>
<td>86%</td>
</tr>
<tr>
<td>Health Services</td>
<td>69%</td>
<td>72%</td>
<td>82%</td>
</tr>
<tr>
<td>Individual and Collective Encounters</td>
<td>65%</td>
<td>77%</td>
<td>74%</td>
</tr>
<tr>
<td>Integration Services</td>
<td>66%</td>
<td>68%</td>
<td>78%</td>
</tr>
<tr>
<td>Canteen Services</td>
<td>61%</td>
<td>54%</td>
<td>61%</td>
</tr>
</tbody>
</table>

### Average Satisfaction

<table>
<thead>
<tr>
<th>Service</th>
<th>2021</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Questionnaires Distributed</td>
<td>806</td>
<td>736</td>
<td>686</td>
</tr>
<tr>
<td>Questionnaires Collected</td>
<td>395</td>
<td>425</td>
<td>271</td>
</tr>
<tr>
<td>% of Responses</td>
<td>49%</td>
<td>58%</td>
<td>40%</td>
</tr>
</tbody>
</table>
After Milan, the mobile kitchen sets off on the streets of new cities to meet the needs of the most vulnerable and isolated.
THE VALUE OF OUR STREET INTERVENTION
Living without a home, without a roof: there is nothing more devastating for a human being. **The first help is here.** On the streets of our cities, where loneliness and isolation are the daily enemies that the pandemic has further exacerbated. Progetto Arca's intervention starts with answering to basic needs - a meal, a blanket, personal hygiene care - to establish initial contact with some of the most vulnerable and unseen people. The Foundation, therefore, plays the role of a social antenna by mapping situations of marginality and facilitating access to the relevant help services, with the aim of initiating paths of inclusion that can restore protection and dignity to each person encountered.

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

Salvatore

---

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

<table>
<thead>
<tr>
<th>Area</th>
<th>Services</th>
<th>Beneficiaries</th>
<th>Team</th>
<th>Clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-call emergency response</td>
<td></td>
<td>363</td>
<td></td>
<td>City of Milan</td>
</tr>
<tr>
<td>Milan mobile unit</td>
<td></td>
<td>600</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rome mobile unit</td>
<td></td>
<td>500</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>STREET UNIT AND MOBILE KITCHEN</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bacoli (NA) mobile unit</td>
<td>80</td>
<td>Homeless people</td>
<td>Educators, operators and</td>
<td>National local governments and self-financing</td>
</tr>
<tr>
<td>Mobile Kitchen Milan</td>
<td>928</td>
<td></td>
<td>volunteers</td>
<td></td>
</tr>
<tr>
<td>Mobile Kitchen Varese</td>
<td>294</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mobile Kitchen Turin</td>
<td>472</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mobile Kitchen Rome</td>
<td>480</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mobile Kitchen Bacoli (NA)</td>
<td>128</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TEMPORARY SHELTERS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Small shelter (MI)</td>
<td>254</td>
<td>Homeless people</td>
<td>Educators and social</td>
<td>City of Milan</td>
</tr>
<tr>
<td>Homeless daytime people (VA)</td>
<td>86</td>
<td></td>
<td>workers</td>
<td></td>
</tr>
<tr>
<td><strong>INTEGRATION PROJECT</strong></td>
<td>Integration Project</td>
<td>108</td>
<td>Homeless people with</td>
<td>Lombardia Region</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>addiction problems</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Educators and mediators</td>
<td></td>
</tr>
</tbody>
</table>

**Total 4,313**

**ENCOUNTERS OF AID**

**OF WHICH ARE SERVICE ORIENTED**

**DISBURSEMENTS PROVIDED BY MOBILE UNITS ARE DIVIDED INTO:**

**FOOD DELIVERY**

- **MEALS DISTRIBUTED**
  - 120,587
- **BREAKFASTS DISTRIBUTED**
  - 62,902
- **WATER BOTTLES DISTRIBUTED**
  - 12,654
- **LITERS OF HOT DRINKS DISTRIBUTED**
  - 1,119

**DELIVERY OF COMFORT GOODS**

- **BLANKETS AND SLEEPING BAGS DISTRIBUTED**
  - 939
- **DISTRIBUTED HYGIENE KITS**
  - 6,452
- **BASIC NECESSITIES DISTRIBUTED (CLOTHING, LINENS, SHOES, ETC.)**
  - 1,200
TEMPORARY SHELTERS

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

INTEGRATION PROJECT

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

PROSPECTIVE

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

Alessandro

A HOME FOR A FEW HOURS

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

Mariarosa, volunteer at the Viandante Day Care Center - Varese
Progetto Arca with the Regional Emergency Care Agency and the City of Milan also provided access to vaccination to people on the street.
THE VALUE OF OUR HEALTH INTERVENTION

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

SOCIAL AND HEALTH CARE RECEPTION SELECTION UNIT

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

Claudio

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

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

Renato

**SOCIO-HEALTHCARE RECEPTION**

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

Marco

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

**HEALTH CARE PROXIMITY**

The year 2021 was marked for everyone by the Covid-19 vaccination campaign. The need to guarantee the right to vaccination also to those who have difficulties in accessing care services has stimulated Fondazione Progetto Arca to network with other entities, AREU and the City of Milan, to organize vaccination HUBs dedicated to the homeless in the city of Milan. Calling for a sense of collective responsibility for the guarantee of public health, Progetto Arca has also activated health clinics within some shelters in order to spread the value of prevention and protection.
Emergency sheltering, at Mirasole Abbey, of Afghan families who have fled their country through humanitarian corridors.
THE VALUE OF OUR WORK WITHIN THE SHELTERS
In the numerous reception centers in Milan and Rome, Progetto Arca welcomes people to allow them to feel worthy of interest and protection again. The response to the basic needs of food and shelter is always a pretext for a relationship aimed at rekindling hope, opening a vision for the future and building a plan. The provision of documents, health surveillance, responsibility in the management of cohabitation, participation in defining the path to social and labor reintegration lead to autonomy. Regaining citizenship rights is a necessary step in the challenging path from the street to the home.

RECEPTION OF HOMELESS PEOPLE
Progetto Arca offers people who are homeless, due to job or family loss, addiction, psychiatric frailty or evictions, a large-reception center and some micro-communities. In the large-community center, ongoing care, food, shelter and personal hygiene are provided as well as a multidisciplinary team that follows individual paths, including those of entire families with minors. The micro-communities host homeless people who are further along the path to autonomy, already able to actively participate in the management of spaces and living together and, often, engaged in work activities.
Alongside the already active Extraordinary Reception Centers and SAI reception, in 2021 the Foundation hosted Afghan families fleeing the Taliban regime. The reception of asylum seekers aims at integration and offers paths of social-psychological and parenting support, legal guidance, bureaucratic support, Italian language teaching up to vocational training paths. The reception, with a strong educational impact, also extended in 2021 to numerous adolescents who left their country in search of a better future, where freedom from oppression and opportunities for fulfillment are possible.

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

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

**RECEIVING PEOPLE WITH ADDICTION PROBLEMS**

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

**RECEPTION OF MIGRANTS AND UNACCOMPANIED MINORS**

Alongside the already active Extraordinary Reception Centers and SAI reception, in 2021 the Foundation hosted Afghan families fleeing the Taliban regime.
Cascina Vita Nova: a new opportunity for homeless people, accompanied by their four-legged friends, to embark on the path of restarting.
THE VALUE OF OUR INTERVENTION IN HOUSING SHELTER

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

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

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

Josè

HOUSING AND COHOUSING FOR FAMILIES IN HOUSING DIFFICULTIES

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

Josè

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

Josè

HOUSING AND COHOUSING FOR FAMILIES IN HOUSING DIFFICULTIES

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

Josè

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

Josè

HOUSING AND COHOUSING FOR FAMILIES IN HOUSING DIFFICULTIES

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

Josè

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

Josè

HOUSING AND COHOUSING FOR FAMILIES IN HOUSING DIFFICULTIES

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

Josè

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

Josè

THE VALUE OF OUR INTERVENTION IN HOUSING SHELTER

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

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

Josè

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

Josè

THE VALUE OF OUR INTERVENTION IN HOUSING SHELTER

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

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

Josè

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

Josè

THE VALUE OF OUR INTERVENTION IN HOUSING SHELTER

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

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

Josè

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

Josè

THE VALUE OF OUR INTERVENTION IN HOUSING SHELTER

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

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

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

Giovanni

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

Luigi

HOUSING E COHOUSING
PER PERSONE SENZA DIMORA

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

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

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

In 2022, the following will also be built:
• canteen for people in need
• social market for poor families in the region
Progetto Arca activates, in Milan, the “Spesa del Giorno” for families hardest hit by the crisis.

<table>
<thead>
<tr>
<th>food well-being</th>
<th>inclusion</th>
</tr>
</thead>
</table>

**input**

- 99% capacity through fundraising revenues
- 1% capacity through institutional revenues
- 3 social market locations
- 6 locations logistics and warehousing
- 4,997 paid staff hours
- 9,513 volunteer hours
- 219 tons of food received as donations

**activities**

- 17,578 food parcels distributed
- 1,190,621 meals provided

**output**

- 8,967 beneficiaries
- 3,960 aid interventions

**effects**

- € 695,918 economic value incurred
- € 6,615,636 economic value generated
- Economic valorization of social impact = 9,51

**Additional Data**

- 17,578 food parcels distributed
- 1,190,621 meals provided
- 8,967 beneficiaries
- 3,960 aid interventions
- € 695,918 economic value incurred
- € 6,615,636 economic value generated
- Economic valorization of social impact = 9,51
THE VALUE OF OUR FOOD SUPPORT ACTIVITIES

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

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

**Total 8,967**

SOUP KITCHENS AND SOCIAL MARKET

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

**People**

<table>
<thead>
<tr>
<th>Social Market</th>
<th>People</th>
<th>Meals</th>
<th>Aid Interventions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bacoli (NA)</td>
<td>180</td>
<td>43,200</td>
<td>720</td>
</tr>
<tr>
<td>Rozzano (MI)</td>
<td>810</td>
<td>194,400</td>
<td>3,240</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>990</td>
<td>237,600</td>
<td>3,960</td>
</tr>
<tr>
<td>Ragusa Canteen</td>
<td>294</td>
<td>15,846</td>
<td></td>
</tr>
<tr>
<td>Pavia Canteen</td>
<td>200</td>
<td>30,125</td>
<td></td>
</tr>
<tr>
<td>Naples Canteen</td>
<td>286</td>
<td>18,614</td>
<td></td>
</tr>
<tr>
<td>Monza Canteen</td>
<td>60</td>
<td>7,366</td>
<td></td>
</tr>
<tr>
<td>Bacoli (NA) Canteen</td>
<td>60</td>
<td>3,990</td>
<td></td>
</tr>
<tr>
<td>Turin Canteen</td>
<td>170</td>
<td>60,000</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>1,070</td>
<td>135,941</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>2,060</td>
<td>373,541</td>
<td></td>
</tr>
</tbody>
</table>

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

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

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

The activities aimed at families were:
- delivery of a monthly basket containing basic necessities (food and hygiene products);
- delivery of shopping vouchers;
- support and orientation to services in the area.

Anna, mother of two children aged 2 and 6
EDUCATIONAL SUPPORT AND THE RIGHT TO CARE

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

<table>
<thead>
<tr>
<th>AVSI</th>
<th>IVORY COAST SCHOOL EXPENSE SUPPORT</th>
<th>20</th>
<th>123</th>
</tr>
</thead>
<tbody>
<tr>
<td>SOLETERRE</td>
<td>IVORY COAST “GRANDE CONTRO IL CANCRO” SUPPORT FOR THE DEPARTMENT OF PEDIATRIC ONCOLOGY</td>
<td>49</td>
<td>301</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>69</td>
<td>424</td>
</tr>
</tbody>
</table>

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

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

Soriya, Klang Leu, Cambodia

NUTRITIONAL SUPPORT

<table>
<thead>
<tr>
<th></th>
<th>recipients</th>
<th>meals distributed</th>
</tr>
</thead>
<tbody>
<tr>
<td>REMAR GREECE FOOD AID REFUGEE CAMPS</td>
<td>2,400</td>
<td>8,047</td>
</tr>
<tr>
<td>LET US FUTURES CAMBODIA MEALS FOR CHILDREN AND FAMILIES</td>
<td>2,520</td>
<td>151,704</td>
</tr>
<tr>
<td>CIVIL AIME NEDIVE ARGENTINA COMMUNITY CANTEEN SUPPORT</td>
<td>1,017</td>
<td>196,200</td>
</tr>
<tr>
<td>TRABAJO Y PERSONA VENEZUELA CHILDREN AT RISK OF MALNUTRITION</td>
<td>1,200</td>
<td>216,000</td>
</tr>
<tr>
<td>MISSIONE CALCUTTA INDIA CHILDREN’S FOOD DAY</td>
<td>500</td>
<td>100,000</td>
</tr>
<tr>
<td>TOTAL</td>
<td>7,637</td>
<td>671,951</td>
</tr>
</tbody>
</table>

© Simone Durante / Soleterre
WORK PROGRAM, NETWORKING WITH PROGETTO MIRASOLE IMPRESA SOCIALE

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

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

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

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

Therefore, in 2021, the collaboration between the two entities has become even closer around the common goal of building pathways to job placement, including through specific funding. This is how the Social Enterprise became, for the Foundation, the first interlocutor to combine the need for income of many guests with the job offer, coming from the Enterprise itself and other companies in the area. This, for Progetto Arca, is accompanied by the opportunity to offer employment directly to people on a path to autonomy, being discharged from shelter services.

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

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

- Total job placements: 62
- Hired by Progetto Arca: 18
- Hired by Progetto Mirasole Impresa Sociale: 44
- Total: 62

EVALUATIONS OF APPLICATIONS WITH INITIAL CONTACT: 123
- In-depth interviews with skills assessment: 63
- Vocational training paths and education & guidance paths to employment: 28
- Internships within social enterprises: 12
- Networking with companies in the area for direct placements: 12

Tasks: 15% Janitors Operators, 25% Kitchen Help Room, 21% Cleaning Worker, 18% Maintenance Worker, 10% Worker, 10% Warehousing Attendant.
THE KITCHEN
Progetto Arca believes that even through the vehicle of the meal, curated from the culinary traditions of the residents and respecting the special diets necessary for medical considerations or ethical-religious choices, it is possible to transmit all attention that people in need require to feel welcomed and protected. That is why the kitchen, in 2021, has equipped itself with professional staff members, who are increasingly experienced and attentive to the needs of customers, and who are able to involve disadvantaged staff.

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

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

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

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

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

THE WAREHOUSE
Hub of collection, storage and sorting - at the warehouse all purchases and donations of goods intended for the smooth operation of Progetto Arca’s facilities converge. Each month it is here that food parcels and hygiene kits distributed in Street Units and to residents upon placement are prepared. The warehouse is also the nerve center for shipments organized in response to humanitarian emergencies.
People, companies and disbursing entities represent a vital resource for the work of Progetto Arca. It is thanks to their support that the Foundation has been able to consolidate its services and extend its intervention nationwide, both in terms of street assistance, with the activation of mobile kitchens in new cities, and on the food support front, reaching 19 regions of Italy. In particular, the contribution of individual donors has recorded significant growth: in 2021, 231,978 people have placed their trust in the work of Progetto Arca with small and large donations, one-time and regular, with the 5x1000 of the tax return, responding to television appeals with text messages or even with a legacy gift in their wills. Street aid interventions, food support to vulnerable families and social and healthcare are confirmed as the projects toward which the propensity to donate is greatest, and which identify the Foundation as an entity capable of offering concrete and timely responses to the most urgent social needs.

**WHY PROGETTO ARCA FOUNDATION RAISES FUNDS**

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

**SIDEWALK TALKERS**

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

**WHY ARE REGULAR DONORS SO IMPORTANT?**

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

**BULLETIN LETTERS**

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

**DONOR CHARACTERISTICS**

- 58% North
- 22% Central
- 20% South
- 54% Men
- 46% Women

- 151,000 donors in 2019
- 169,000 donors in 2020
- 231,978 donors in 2021

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

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

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

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

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

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

5X1000 AT PROGETTO ARCA
The 5x1000 is a portion of income taxes waived by the state that citizens can choose to donate to Progetto Arca without incurring any cost. To donate 5x1000 to Progetto Arca, simply enter tax code 11183570156 and sign in the appropriate box of the 730 or Income tax form. Proceeds from the 5x1000 help ensure the Foundation’s statutory activities: meals, shelter and medical care for thousands of poor people.

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

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

NEWSLETTER

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

FACEBOOK

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

PRESS OFFICE

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

SPECIAL INITIATIVES:

THE 12 MONTHS OF PROGETTO ARCA IN THE COVID EMERGENCY

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

CASCINA VITA NOVA OPENS ITS DOORS

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

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

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

CHRISTMAS GOSPEL, THE TICKET IS A BLANKET

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

IN THE SQUARE WITH THE GLOBES

WEPLANET’S ARTIST

From August 27 to November 7, 2021, the group exhibition “WePlanet: 100 globes for a sustainable future” colored Milan with artwork, created by young designers. Progetto Arca told its vision of a sustainable future through two globes, “Humans in Milan for Progetto Arca” and “The Third Paradise”, displayed in Corso Vittorio Emanuele and Piazza Duca d’Aosta. The Foundation was one of the beneficiaries of the proceeds from the auction, which was auctioned off by Sotheby’s at the end of the exhibition.
In this Social Report, we present the new financial statement format, with opposing sections, in application of Art. 13, paragraphs 1 and 3 of the Third Sector Code and OIC 35, which suggests a direct comparison of revenues and costs with respect to: general interest (institutional) activities, fundraising activities, financial and capital activities, and general support activities. As this is the first year of application of the new scheme, values referable to the previous year are not shown in this year, according to the provisions art. 33 of OIC 35.

**BALANCE SHEET 2021**

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>LIABILITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>B) NET FIXED ASSETS € 8.931.405</td>
<td>A) NET WORTH € 3.730.710</td>
</tr>
<tr>
<td>C) CURRENT ASSETS € 7.510.364</td>
<td>B) PROVISION FOR RISKS AND LIABILITIES € 1.604.575</td>
</tr>
<tr>
<td>D) ACCRUED INCOME AND PREPAID EXPENSES € 205.675</td>
<td>C) SEVERANCE PAY € 1.166.558</td>
</tr>
<tr>
<td>D) DEBTS € 8.175.729</td>
<td>D) ACCRUED EXPENSES AND DEFERRED INCOME € 1.969.872</td>
</tr>
<tr>
<td>TOTAL ASSETS € 16.647.444</td>
<td>TOTAL LIABILITIES € 16.647.444</td>
</tr>
</tbody>
</table>

**MANAGEMENT 2021**

**CHARGE AND COSTS**

**INCOME AND REVENUE**

<table>
<thead>
<tr>
<th>(A) COSTS AND CHARGES FROM GENERAL INTEREST ACTIVITIES</th>
<th>(A) REVENUES, RENTS AND INCOME FROM GENERAL INTEREST ACTIVITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) RAW MAT., ANCILLARY, CONSUMABLES, GOODS € 1.076.764</td>
<td>1) RAW MAT., ANCILLARY, CONSUMABLES, GOODS € 1.575.764</td>
</tr>
<tr>
<td>2) SERVICES € 7.046.319</td>
<td>2) SERVICES € 7.046.319</td>
</tr>
<tr>
<td>3) USE OF THIRD PARTY ASSETS € 517.448</td>
<td>3) USE OF THIRD PARTY ASSETS € 517.448</td>
</tr>
<tr>
<td>4) PERSONNEL € 4.592.962</td>
<td>4) PERSONNEL € 4.592.962</td>
</tr>
<tr>
<td>5) DEPRECIATION € 270.618</td>
<td>5) DEPRECIATION € 270.618</td>
</tr>
<tr>
<td>6) PROVISIONS FOR RISKS AND CHARGES € 800.000</td>
<td>6) PROVISIONS FOR RISKS AND CHARGES € 800.000</td>
</tr>
<tr>
<td>7) MISCELLANEOUS OPERATING EXPENSES € 594.269</td>
<td>7) MISCELLANEOUS OPERATING EXPENSES € 594.269</td>
</tr>
<tr>
<td>9) ATTACHMENTS TO RESTRICTED RESERVE BY DECISION OF INSTITUTIONAL BODIES € 1.300.000</td>
<td>9) ATTACHMENTS TO RESTRICTED RESERVE BY DECISION OF INSTITUTIONAL BODIES € 1.300.000</td>
</tr>
<tr>
<td>TOTAL GENERAL INTEREST COSTS € 16.697.378</td>
<td>TOTAL GENERAL INTEREST INCOME € 12.187.760</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>(C) COSTS AND CHARGES FROM FUNDRAISING ACTIVITIES</th>
<th>(C) INCOME, REVENUES AND PROCEEDS FROM FUNDRAISING ACTIVITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) CHARGES FOR USUAL FUND RAISING € 3.452.572</td>
<td>1) INCOME FROM USUAL FUNDS RAISING € 10.827.282</td>
</tr>
<tr>
<td>2) CHARGES FOR OCCASIONAL FUNDRAISING € 70.461</td>
<td>2) INCOME FOR OCCASIONAL FUNDS RAISING € 251.277</td>
</tr>
<tr>
<td>3) OTHER CHARGES OTHER COMMITMENTS € 349.294</td>
<td>3) OTHER INCOME € 102.406</td>
</tr>
<tr>
<td>TOTAL FUNDRAISING COSTS € 3.872.327</td>
<td>TOTAL FUNDRAISING INCOME € 11.180.964</td>
</tr>
</tbody>
</table>

**ADVANCED ACTIVITIES OF GENERAL INTEREST**

<table>
<thead>
<tr>
<th>(D) COSTS AND EXPENSES FROM CAPITAL FINANCIAL ASSETS</th>
<th>(D) REVENUE, INCOME AND INCOME FROM FINANCIAL AND CAPITAL ASSETS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) ON BANKING RELATIONSHIPS € 24.795</td>
<td>1) FROM BANKING RELATIONSHIPS € 78</td>
</tr>
<tr>
<td>2) ON LOANS € 32.420</td>
<td>2) OTHER REVENUE € 90.000</td>
</tr>
<tr>
<td>5) OTHER CHARGES € 11</td>
<td>5) OTHER CHARGES € 11</td>
</tr>
<tr>
<td>TOTAL COSTS FINANCIAL PATRIMONIAL ASSETS € 57.237</td>
<td>TOTAL REVENUE FINANCIAL ASSETS € 106.076</td>
</tr>
</tbody>
</table>

**SURPLUS FINANCIAL AND CAPITAL ASSETS**

| € 2.851 |

<table>
<thead>
<tr>
<th>(E) GENERAL SUPPORT COSTS AND CHARGES</th>
<th>(E) GENERAL SUPPORT INCOME</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) RAW MATERIALS, ANCILLARY, CONSUMABLES, GOODS € 37.535</td>
<td>1) FROM PERSONNEL EXTERNAL POSTING € 16.256</td>
</tr>
<tr>
<td>2) SERVICES € 889.515</td>
<td>2) OTHER GENERAL SUPPORT INCOME € 344.333</td>
</tr>
<tr>
<td>3) USE OF THIRD PARTY ASSETS € 39.750</td>
<td>3) USE OF THIRD PARTY ASSETS € 39.750</td>
</tr>
<tr>
<td>4) PERSONNEL € 1.509.116</td>
<td>4) PERSONNEL € 1.509.116</td>
</tr>
<tr>
<td>5) DEPRECIATION € 58.200</td>
<td>5) DEPRECIATION € 58.200</td>
</tr>
<tr>
<td>6) PROVISIONS FOR RISKS AND CHARGES € 300.000</td>
<td>6) PROVISIONS FOR RISKS AND CHARGES € 300.000</td>
</tr>
<tr>
<td>7) OTHER CHARGES € 136.311</td>
<td>7) OTHER CHARGES € 136.311</td>
</tr>
<tr>
<td>TOTAL GENERAL SUPPORT COSTS AND CHARGES € 3.970.426</td>
<td>TOTAL GENERAL SUPPORT REVENUE € 306.368</td>
</tr>
</tbody>
</table>

**TOTAL COSTS AND CHARGES**

| € 23.597.358 |

**TOTAL INCOME AND REVENUE**

| € 23.789.190 |

**SURPLUS FOR THE YEAR BEFORE TAXES**

| € 191.833 |

**OPERATING SURPLUS**

| € 168.845 |

**NOTE:** Item numbers in the financial statements correspond to those in the OIC 35 financial statement formats for ETSs. Only changed values are shown in this schedule. All values are rounded to the nearest whole number.
Relazione sulla revisione contabile del bilancio d’esercizio

Giudizio

Abbiamo svolto la revisione contabile del bilancio d’esercizio della Fondazione Progetto Arca Onlus (nei seguito anche “Ente”), istituita dalla stessa per un periodo di 21 anni e stato preparato per la prima volta in conformità alle norme italiane che disciplinano i criteri di revisione.

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

Elementi a base del giudizio

Abbiamo svolto la revisione contabile in conformità ai principi di revisione internazionali (Sal Italia). Le nostre responsabilità ai sensi di tali principi sono ulteriormente descritte nel paragrafo “Responsabilità della società di revisione per la revisione contabile del bilancio d’esercizio” del presente relazione. Siamo indipendenti rispetto alla Fondazione Progetto Arca Onlus in conformità a norme fortemente applicate nel settore italiano alla revisione contabile del bilancio.

Rieccamo di informativa

Riassumiamo le informazioni che abbiamo ottenuto dagli amministratori nei “principi di revisione del bilancio e criteri di valutazione” della relazione di revisione al bilancio d’esercizio al 31 dicembre 2021, in relazione alla scelta di non esporsi i dati comparativi del bilancio 2020, come consentito dal principio DIC 15.31 a.)

Il nostro giudizio non contiene rilievi con riferimento a tal punto.

Responsabilità degli amministratori e del collega dei revisori per il bilancio d’esercizio

Gli amministratori sono responsabili per la redazione del bilancio d’esercizio che fornisce una rappresentazione veritiera e corretta in conformità alle norme italiane che disciplinano i criteri di revisione e, nei termini previsti dalla legge, per quanto parte del controllo interno della stessa stessa ritenuta necessaria per conoscere la realtà dinamica bilancio che non contenga errori significativi dovuti a dati o comportamenti o eventi non intenzionali.

Gli amministratori hanno certificato la valutazione della capacità dell’Ente di assicurarsi a operare come un’entità in funzionamento e, nella redazione del bilancio d’esercizio, per l’appropriata utilizzo del presupposto della continuità aggiungere le immagini informative in materia. Gli amministratori non utilizzano il presupposto della continuità aggiungere alla redazione del bilancio d’esercizio a meno che non rilevano l’esistenza di cause di uscita o scissione e conseguente liquidazione dell’Ente o condizioni per l’interruzione dell’attività e non ablative alternative realistiche a tali uniti.

Il collega dei revisori ha la responsabilità della vigilanza, nei termini previsti dalla legge, sul procedimento di predisposizione dell’informatica finanziaria dell’Ente.

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

I nostri obiettivi sono di acquisire una ragionevole sicurezza che il bilancio d’esercizio del suo complesso non contenga errori significativi, dovuti a dati o comportamenti o eventi non intenzionali, e l’esistenza di una relazione di revisione che includa il nostro giudizio. Per ragioni di sicurezza si intende un livello di rischio di sicurezza che, tuttavia, non fornisca la garanzia che una revisione completa sia in conformità ai principi di revisione internazionali (Sal Italia) indicati come necessari per la valutazione del bilancio d’esercizio, e che il bilancio d’esercizio sia conforme alla legge e alla normativa in materia. Gli amministratori hanno utilizzato il presupposto della continuità aggiungere alla redazione del bilancio d’esercizio a meno che non rilevano l’esistenza di cause di uscita, scissione e conseguente liquidazione dell’Ente o condizioni per l’interruzione della attività e non ablative alternative realistiche a tali uniti.

Nell’attuale osservazione contabile si rilevano le conformità ai principi direttivi internazionali (Sal Italia), abbiamo esercitato il giudizio professionale e abbiamo mantenuto la scrittura professionale per tutta la durata della revisione contabile.

Bart, Sergio Pioletto, Sergio, Giancarlo, Alviti, Nadeu, Palma, Palma, Raimo, Torno, Varona

BDO Italia S.p.A. - 00193 Roma - Capitale Sociale Euro 300.000,00 i.v.

Vincenzo Capacece
Sede
**INCOME**

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

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

<table>
<thead>
<tr>
<th>Source</th>
<th>Income 2021</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>INCOME FROM INSTITUTIONAL ACTIVITIES</strong></td>
<td>€12,187,760</td>
<td>51%</td>
</tr>
<tr>
<td><strong>REVENUES FROM FUNDRAISING ACTIVITIES</strong></td>
<td>€11,180,964</td>
<td>47%</td>
</tr>
<tr>
<td><strong>TOTAL REVENUES</strong></td>
<td>€23,789,190</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL COSTS WITH TAXES</strong></td>
<td>€23,620,346</td>
<td></td>
</tr>
</tbody>
</table>

**CHARGES**

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

<table>
<thead>
<tr>
<th>LIGHT</th>
<th>GAS</th>
<th>WATER</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MQ</td>
<td>21,184</td>
<td>23,353</td>
</tr>
<tr>
<td>KWH</td>
<td>1,252,431</td>
<td>1,357,750</td>
</tr>
<tr>
<td>COST</td>
<td>€ 359.072</td>
<td>€ 397.844</td>
</tr>
<tr>
<td>ANNUAL COST PER MQ</td>
<td>€ 18.84</td>
<td>€ 12.75</td>
</tr>
<tr>
<td>MQ</td>
<td>21,184</td>
<td>23,353</td>
</tr>
<tr>
<td>SMC</td>
<td>179.314</td>
<td>172.829</td>
</tr>
<tr>
<td>COST</td>
<td>€ 167.588</td>
<td>€ 116.710</td>
</tr>
<tr>
<td>ANNUAL COST PER MQ</td>
<td>€ 7.91</td>
<td>€ 5.00</td>
</tr>
<tr>
<td>MQ</td>
<td>21,184</td>
<td>23,353</td>
</tr>
<tr>
<td>KWH</td>
<td>65,064,000</td>
<td>58,000,000</td>
</tr>
<tr>
<td>COST</td>
<td>€ 56,970</td>
<td>€ 64,939</td>
</tr>
<tr>
<td>ANNUAL COST PER MQ</td>
<td>€ 2.69</td>
<td>€ 2.78</td>
</tr>
</tbody>
</table>

THE PHOTOVOLTAIC SYSTEM

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

OTHER ENVIRONMENTALLY FRIENDLY CHOICES

In 2021, Progetto Arca’s focus on the environment materialized on several fronts:
- progressive replacement (also thanks to the 110% Superbonus) of boilers in favor of electric or condensing systems, which guarantee lower consumption, lower emissions and greater safety;
- progressive replacement of the regular lamps with LED ones, which can guarantee a 40% decrease in energy consumption for lighting;
- renewal of means of transport when old and polluting, in favor of hybrid models electric-petrol;
- phasing out all plastic products in favor of consumable materials that are compostables;
- installation of purified water fountains that, enjoyed with water bottles, enabling the disuse of plastic bottles.

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

WASTE DISPOSAL

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

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

OTHER INFORMATION OF A NON-FINANCIAL NATURE

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

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

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

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

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

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

WHAT WE DID

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

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

YOUR HELP MATTERS!

You can support our efforts in many ways:

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

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

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

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

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

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

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

www.progettoarca.org
Dove va a finire il tuo 5x1000?

LORO LO SANNO

DAI IL TUO 5X1000 A PROGETTO ARCA

Firma e inserisci il nostro CODICE FISCALE nell’area “Sostegno del volontariato” della tua dichiarazione dei redditi. Grazie.

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

5x1000.progettoarca.org  #LoroLoSanno