2022 SOCIAL REPORT
25 novembre 2021

FINALISTA PREMIO DI CATEGORIA
IMPRESE SOCIALI E ASSOCIAZIONI NON PROFIT

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For two years, Progetto Arca has been a finalist in the Oscar di Bilancio sponsored by FERPI.
Letter from the President

“The man (...) who of many men saw the cities and knew the mind, and many sorrows he in the sea suffered in his own soul, seeking to secure his own life and the return of his companions.”

So begins Homer’s Odyssey, of which we all know at least a few verses, learned at school but even more so in the common experience of our lives, which though distinct in an infinite variety of paths, meet in the same journey of Odysseus, in the same storms and the same yearning to return home. For Progetto Arca, too, the past 2022 and the current 2023, as indeed all of its nearly 30 years of activity, are an attempt to bring as many people as possible home, and to return there ourselves, in the turmoil of all that history brings us, educating us to keep a steady course and a soft heart ready for anything.

But what is the home to which we would like to return, together with the people who seek in Progetto Arca an answer to what they experience as lack? Certainly the tearing away from loneliness, understanding, listening and protection allow our guests to feel that they are in a newly built home in which there is care for the beauty of the environment and the harmony of living together. Recovering an awareness of one’s worth will make it easier to get back on the path toward a future in which personal aspirations can be realized.

Like Odysseus, despite fearsome storms and resistance, Progetto Arca does not stop because there- with the poor, the migrants, families on the streets, Ukrainian women fleeing war and, today, the people deprived of everything because of an earthquake of gigantic dimensions - right there, we look for that home in which we can all stop together to regenerate, before starting again. May it be for all of us a new time of gratitude and courage.

Alberto Sinigallia
President of Fondazione Progetto Arca

Preface

Always respond to the expectation of good

“He does not interest me. A man cannot address these words to another man without committing cruelty and injuring justice.” Thus begins “The Person and the Sacred,” an extreme moment in Simone Weil’s religious and philosophical reflection, which continues later: “Something deep in the heart of every human being, despite the experience of crimes committed, suffered and observed, invincibly expects good to be done to it and not evil. It is this, first of all, that is sacred in every human being.”

What is sacred, says Simone Weil, a woman of thought but also of action, is her expectation of good, always, in every circumstance, in every condition, be it even the most complicated and tragic. Here, this reflection of Weil came back to my mind as I thought about the daily commitment of Fondazione Progetto Arca, a commitment that this Social Report recounts and details action by action. Every day, in every circumstance, the most common or the most exceptional (aggression on Ukraine or earthquake in Syria and Turkey), the volunteers and professionals of Progetto Arca make themselves meet the concrete need of each person, which is, Weil reminds us, need for good, need for an experience of good.

In 2022 I happened to accompany the President and volunteers of Progetto Arca to Ukraine, a few days after the outbreak of war. What promptness, what courage, what professionalism, what attentive care for people and things, what ability to innovate even the tools of aid (I think of the hot soup machine), what ability to field partnerships capable of being multipliers of solidarity and intervention on the ground. “First help, always” reads the Foundation’s claim, and these are not words in the wind, but a true commitment to oneself, to those most in need, to donors. Grateful to be able to tell you and share your actions of solidarity.

Riccardo Bonacina
Journalist, founder of Vita non profit
Methodological note

The Social Report is a public reporting document, required by Article 14 of Legislative Decree 117/2017, which meets the need for transparency and adequate disclosure to stakeholders and conveys the value generated by the work as it changes over time. Progetto Arca experiences the compelling process of drafting the Social Report as an opportunity of internal reflection, value communication and representation of how we played our responsibility in the continuous renewal of mission adherence.

The Social Report allows us to track and to reclaim the treasures veiled by hectic daily social action by handing them back, as a value gift, to the community.

With this Social Report, Fondazione Progetto Arca reports on the activities carried out in the year 2022 - This document adheres to the requirements of the Guidelines for Drafting of the Social Report of Third Sector Entities, Decree of July 4, 2019, and adopts the statement to represent activities through the value chain: inputs, activities, outputs, effects.
- To ensure that the identity of the Foundation is fully represented, the drafting of the Social Report starts from a participatory planning table, which involves all functions of the entity and is an opportunity for knowledge, training and common growth.
- The Scientific Committee validated the drafting approach of the Social Report as well as the methodology of data collection and evaluation of results and impact.
- The data presented in this report are collected through a widespread information system, to which information from each individual offering unit converges.
- Where possible, the Budget provides data for the year 2022 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 offered.
- The Foundation represents its activities with categories of intervention (street, health, shelter, housing and food) rather than users, as it wants to start from the value of the person never defined by the temporary circumstances in which they find themselves.
- The 2022 fiscal year budget includes the financial statements (Balance Sheet, Statement of Cash Flows Management and Mission Report) approved by the Board of Directors on 26 April 2023 and supplemented by this document, the report of the Controlling Body and the legal certification produced by the Company BDO S.p.A.

What’s new in the Social Report 2022:
- Preface by distinguished stakeholder;
- 2022 history in pictures;
- Extension of customer analysis to principals and funding bodies;
- How Progetto Arca cares about staff, wide space for their testimonies;
- Mission value extraction in each section;
- Use of the QR Code in addition to videos for insights.
EVERY PERSON HAS AN IRREDIUCIBLE VALUE TO ANY SCHEME

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 each individual, creating the necessary conditions for them to realize their aspirations.

Mission
- Intervene where answers are lacking;
- Always offer a chance;
- Awakening resilient responses;
- Educating for responsibility;
- Producing change;
- Listening without prejudice.
General information about the association

Statutory activities

“In 2022 the following activities were carried out: social and social welfare, charity, civil rights protection.

Links With third sector entities

- **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 “Progetto III” aimed at the social-work autonomy of fragile individuals.
- **Temporary Purpose Association** with Italian Red Cross for the integration of Milan Street Units.
- **Temporary Association of Purpose** with Fond. Enis, Italian Red Cross Milan and Galdis for the management of “Progetto Integrazione” addiction sphere.
- **Temporary Purpose Association** with Fond. Casa della Carità A. Abrini, Ass. San Fedele, Fond. Caritas Ambrosiana, Coop. Farsi Próspero, Opera San Francesco per i poveri, Italian Red Cross, Consorzio SIR, Order of Malta Italian Relief Corps, Italian Volunteer Doctors for the management of “Experimentation of outreach facility for severe marginality in Milan.”
In 2008 Progetto Arca became a Foundation. It started: Street Unit in Milan, apartment reception for homeless people and the response to the North Africa Emergency.

On March 25, 1994, the Progetto Arca Association was established by a group of volunteers who have become friends through their service at the Fratel Ettore Boschini Shelter in Milan, and opens the first reception center for homeless drug addicts, with the help of the Ambrosian Solidarity Center.

Post Acute for Homeless opens: the Foundation participates in the first Cold Plan of the Municipality of Milan. The following are created: housing for drug addicts; reception of Syrian refugees; Street Units in Rome and Naples; Housing in Rome; reception for unaccompanied minors; Housing First experimentation and initial support for projects abroad, in India.

The following services were born: social housing project, refugee reception, food support program.

The Association is recognized as a non-profit organization of social utility (non-profit organization) and new services are created in the addictions area.


The first mobile kitchen project on the street is launched. Response to the Covid-19 health emergency through: health surveillance, opening of temporary structures, intensification of street units, increase in food parcels.

They start: direct management of the refugee hub in the Central Station, awareness campaign The soup of goodness, support for projects in Eritrea, Libya and Lebanon. In 2016 Progetto Arca participated in the establishment of Progetto Mirasole Impresa Sociale.

The first multifunctional center for poverty is born with reception of homeless people with dogs. The Mobile Kitchen, after Milan, reaches four other Italian cities. The following are developed: Vaccination hub on the street, four health clinics, new reception service for unaccompanied minors, homes for reintegrating prisoners, humanitarian reception of Afghan families, expansion of the food parcel distribution network with specific attention to products for children.

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Our 2022 in pictures

MOBILE KITCHENS IN 8 CITIES
Progetto Arca boosts Mobile Kitchen service to distribute hot dinners and breakfasts to homeless people. Eight Italian cities reached: Milan, Varese, Turin and from 2022 also Padua, Rome, Naples, Bacoli (NA) and Bari.

ON THE FRONT LINES OF THE UKRAINIAN EMERGENCY
Four days after the outbreak of the conflict, a Progetto Arca humanitarian convoy left for Siret, on the Romanian-Ukrainian border, to bring assistance to thousands of refugees fleeing the bombs. Over the course of the year, aid also multiplied through drop-in centers in Milan.

SOLIDARITY WITHOUT BORDERS
Together with Fondazione Fiera Milano and thanks to the immense generosity of citizens, companies and foundations, 25 trucks loaded with basic necessities were sent to the border with Ukraine and to the initial reception centers in Poland.

CANTEEN, SOCIAL MARKET AND SOCIAL WARDROBE
Cascina Vita Nova, in Milan, grows and becomes a citadel of solidarity. Three new help spaces open to the community: canteen, social market and cloakroom, add to the accommodation of homeless people with their dogs in apartments.

PROGETTO ARCA IS ON AIR WITH COSÌ VICINI
A podcast series is launched, in four episodes, starring the voices and faces of Progetto Arca: stories of those who make “first help, always” a reason for living and of those who receive that first help every day.

HUB 126 FOR SOCIAL EMERGENCIES
Hub 126 is inaugurated near the Central Station of Milan. Emergency center for social emergencies and hub for contact and services for people living in conditions of serious marginalization.
Structure, governance and administration

The composition of the supervisory bodies

**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 bylaws. The present Board of Directors will serve for the current fiscal year. It is responsible for all the powers of ordinary and extraordinary administration.

The total compensation allocated to board members for the year 2022 was €102,000.

2022 board meetings: 18
Average participation: 93%
Main resolutions: final budget, Social Budget, budget, purchase of real estate, major contracts, amendments to bylaws, powers of attorney, acceptance of large donations, activation of new operational headquarters.
Other topics covered: quarterly forecasts, financial situation updates, supplementary collective agreement, plans of investment, strategy and goals, planning real estate purchases and renovations.

The BoD approved this Balance Sheet as of May 31, 2023

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**THE CONTROLLING BODY**

The Control Body was reappointed, on April 26, 2023, by the three organs stipulated in the Statute, serves for three years.

![Image of board members]

The total compensation allocated to the members of the Board of Auditors for the year 2022 was €18,000.

In 2022, the Board of Control, in addition to fourteen appearances at the Boards of Directors, met five times for quarterly audits related to the proper management of accounting and financial data and the preparation of the report to the 2022 budget. In addition, the Body met three more times to review issues related to management aspects of the Entity in addition to two other meetings for audits of reporting activities.

The Audit Board acknowledges that the Foundation has prepared this Social Report 2022 in accordance with the guidelines issued by the Ministry of Labor and Social Policy (Ministerial Decree July 4, 2019) and the provisions of Accounting Standard 35.

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**THE SUPERVISORY BODY**

The Supervisory Board was reappointed on April 26, 2023, serving a term of three years.

![Image of board members]

The total compensation allocated to the members of the Supervisory Board for the year 2022 was €18,000.

In 2022, the SB met six times and carried out constant verification and monitoring activities on the following issues:
- Procedures stipulated in the Organizational Model and updating;
- Purchasing procedures and supplier register;
- Information flows;
- Training to employees.

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The stakeholder map

Stakeholders are all persons or entities that are directly or indirectly related to the work of Progetto Arca. Direct stakeholders are those who have a close relationship of dependence with the Foundation, for example, beneficiaries of services or staff employed, while stakeholders indirect are involved in the work at different levels of involvement, e.g. patronage, donors, suppliers, etc. Identify who the stakeholders are and their relationships with the Foundation’s activities has allowed for a greater awareness of the scale of its outreach.

The map on the opposite page expresses the centrality of the beneficiaries of Progetto Arca’s activities and how all other stakeholders act as a protective ring through sharing the mission, in fact, they enable and support the interventions for those at the center.

The customer-facing

In 2022, for the first time, Progetto Arca conducted customer satisfaction research aimed at principals who support social interventions, including financially, through conventions and partnership agreements.

This has strengthened relations with individual officials by exchanging views on questionnaire topics, obtaining the information needed to trigger improvement actions to raise the quality of services. Institutional commissioning, also in 2022, involved the Foundation in co-design and co-programming. The values shown in the histogram correspond to the average satisfaction response, On a scale of 1 (not at all) to 10 (very much).
The organization chart of institutional activities
Updated to June 30, 2023

SERVICES MANAGEMENT
COSTANTINA REGAZZO

HOME CONTROL BODY
MILAN

35 APARTMENTS FOR HOMELESS PEOPLE
1 PERCENT RECEPTION FOR UNACCOMPANIED FOREIGN MINORS
3 SOCIAL MARKETS
2 RECEPTION CENTERS FOR HOMELESS PEOPLE
1 SOCIAL HEALTH DEPARTMENT
2 LISTENING AND ORIENTATION CENTRES
1 DAY CENTRE
1 TEMPORARY SHELTER
4 CLINICS
7 EXTRAORDINARY RECEPTION CENTERS FOR MIGRANTS
7 CANTEENS

STREET

5 FOOD ASSISTANCE PROJECTS
5 HUMANITARIAN EMERGENCY PROJECTS IN UKRAINE
1 MONTHLY PARCEL DISTRIBUTION SERVICE
8 SOCIAL MARKETS
8 MOBILE KITCHENS
7 CANTEENS

8 SOCIAL MARKETS
8 MOBILE KITCHENS
7 CANTEENS
Three-year strategy and annual objectives

In compliance with the vision, mission and objectives for sustainable development Agenda 2030, the Progetto Arca Board of Directors has issued, starting from March 2021, the strategic objectives 2021-24, necessary to guide the development paths of the interventions and the processes of planning of the three-year period. From this medium-term strategy, which is implemented every year based on constantly changing social needs, the annual operational objectives and the related implementation actions are generated, which are reflected every year in the Social Report.

The 2023 annual objectives were approved by the Board of Directors on 29 March 2023.
**FEEDBACK OF OBJECTIVES EXPECTED FOR 2022**

Identification of a manager for projects in Italy and abroad. A new manager has been appointed from December 2022.

Development of networking projects with organizations active in various territories. New collaborations have been activated with institutions in the cities of: Varese, Turin, Padua, Venice, Bari, Rome, Naples, Ragusa.

Creation of regional committees in some Italian regions. The feasibility study found the creation of networks with local partners to be more advantageous.

Application of the results evaluation system and impact on the addiction area. The evaluation system was implemented on all services in the addictions area.

Publication on social evaluation, with Fio.PSD and a well-known publishing house. The publication was not finalized in 2022 and will be done in 2023.

Redesign of the organizational model of institutional activity. Training continues in compliance with the changes in social needs to which the Foundation wants to respond.

Continuation of training for managers and operators relating to all company functions. Training for managers and staff continued with good results.

**OBJECTIVES 2023**

Further increase in partnerships across all lines of the Foundation, with non-profit organizations and local authorities.

Application of the standard service evaluation system in the Housing area.

Construction of indicators on the ‘social inclusion’ impact area.

Publication on social evaluation, with Fio.PSD and a well-known publishing house.

Implementation of a management platform for the collection and free consultation of the Foundation’s educational and cultural heritage.

Furthermore, two new strategic objectives were identified at the Board of Directors’ meeting on 29 March 2023.

**FEEDBACK OF OBJECTIVES EXPECTED FOR 2022**

Launch of a multi-channel fundraising campaign in favor of the intervention in Ukraine. The campaign made it possible to support interventions in favor of the Ukrainian population.

Search for new external partners to strengthen the face-to-face channel. Although the face-to-face channel works with internal staff, the search for external partners is always active to boost donations.

Introduction of a communications area manager. The manager was hired in March 2022.

Finalization of the Foundation’s new website. The scouting for the search for a supplier has been completed. The new site will be online in 2023.

Systematization of fundraising activities in airports.

Creation of an acquisition campaign using digital tools.

Registration in the register of ‘Civil Society Organisations’ of the AICS agency.

Missions for the development of the foreign network.

Improvements on existing buildings.
Progetto Arca staff

940 people at work in 2022

**PAID STAFF**

<table>
<thead>
<tr>
<th>Category</th>
<th>N. of People</th>
<th>N. of Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMPLOYEES</td>
<td>2529</td>
<td>5,646</td>
</tr>
<tr>
<td>COLLABORATORS</td>
<td>84</td>
<td>50,302</td>
</tr>
<tr>
<td>PROFESSIONALS</td>
<td>18</td>
<td>11,579</td>
</tr>
<tr>
<td>TEMP WORKERS</td>
<td>5</td>
<td>2,014</td>
</tr>
<tr>
<td>THIRD-PARTY WORKERS</td>
<td>8</td>
<td>2,540</td>
</tr>
<tr>
<td>EXTRACURRICULAR TRAINEES</td>
<td>3</td>
<td>1,260</td>
</tr>
<tr>
<td>TOTAL</td>
<td>263</td>
<td>363,341</td>
</tr>
</tbody>
</table>

All employees, with the exception of managers (CCNL Commerce), are employed with the UNEBA National Collective Labor Agreement, prepared for the social welfare, social health and educational sectors.

**Paid staff**

Data on the 263 workers active as of 12.31.2022, of which 198 employees

**WHO ARE THE PROGETTO ARCA WORKERS**

**AGE**

- 16% 18-29 years old
- 28% 30-39 years old
- 28% 40-49 years old
- 28% 50+ years old

**NATIONALITY**

- 76% Italy
- 16% Africa
- 8% Other

**EDUCATIONAL QUALIFICATION**

- 7% Secondary school diploma
- 37% High school diploma
- 46% Master or Bachelor degree
- 10% Not-recognized diploma

**TYPES OF CONTRACT**

- 57% PERMANENT TIME
- 16% PERMANENT EMPLOYEES
- 20% FROM 6TH TO 1ST S
- 50% FROM 4TH TO 3RD S
- 3% LEVEL BOARD
- 4% LEVEL DIRECTOR
- 44% FROM 1 TO 5 YEARS
- 52% FROM 4 TO 10 YEARS
- 4% OVER 10 YEARS

**EMPLOYEES’ TURNOVER**

- IN FORCE AS OF 01/2022: 191
- HIRED IN 2022: 61
- TERMINATED IN 2022: 54
- IN FORCE AS OF 31/12/2022: 198

**DISPUTES**

In 2022, Progetto Arca faced three disputes

- contesting dismissal for just cause, contesting non-renewal of a fixed-term contract and claiming salary differences at the time of voluntary dismissal. All proceedings were closed with a good outcome for the Foundation.

Of all employees active in 2022, sick hours were a total of 3.9% of workable hours while accident hours were 0.27%

**GENDER EQUALITY**

Progetto Arca carries out personnel selections always keeping the ideal of equality at heart rights and duties between men and women which also regulate the assignment of roles and remuneration. The histogram shows how the contractual levels and the related responsibilities, including top management, are distributed across workers of both genders.

In selecting personnel, Progetto Arca does not pose any obstacles related to ethnicity, language, religion or political ideology which, precisely due to the nature of the services offered and its recipients, represent an unimaginable wealth.

**OUR WORKERS’ SKILLS**

- 48% Educational
- 13% Healthcare
- 9% Logistics
- 13% Administrative
- 17% Fundraising and communication

**IN FORCE AS OF 01/2022**

<table>
<thead>
<tr>
<th>Category</th>
<th>N. of People</th>
<th>N. of Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>CURRICULAR TRAINEES</td>
<td>17</td>
<td>4,284</td>
</tr>
<tr>
<td>VOLUNTEERS: UNIVERSAL CIVIL SERVICE CIVIC LEVERAGE</td>
<td>27</td>
<td>18,000</td>
</tr>
<tr>
<td>INDIVIDUAL OR COMPANY VOLUNTEERS</td>
<td>522</td>
<td>39,077</td>
</tr>
<tr>
<td>PUBLIC utility work volunteers</td>
<td>4</td>
<td>200</td>
</tr>
<tr>
<td>TOTAL</td>
<td>570</td>
<td>61,561</td>
</tr>
</tbody>
</table>
We report in the table the main tools that intervene positively on improving the worker’s well-being within the working context as well as on reconciling time between private life and work.

### HOW PROGETTO ARCA HAS TAKEN CARE OF ITS WORKERS

<table>
<thead>
<tr>
<th>BENEFITS</th>
<th>% WORKERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>WORK FOR HOME</td>
<td>30%</td>
</tr>
<tr>
<td>PUBLIC TRANSPORT</td>
<td>20%</td>
</tr>
<tr>
<td>MEAL TICKETS</td>
<td>100%</td>
</tr>
<tr>
<td>COMPANY CAR</td>
<td>5%</td>
</tr>
<tr>
<td>SUPPLEMENTARY HEALTH POLICY ALSO FOR FAMILY MEMBERS</td>
<td>100%</td>
</tr>
<tr>
<td>WELFARE PAYMENTS IN THE FORM OF SPENDING VOUCHERS</td>
<td>100%</td>
</tr>
</tbody>
</table>

Having fulfilled mandatory training consistently in past years, in 2022 the Foundation expanded its range of offerings with increasingly specific contents to offer to different professional roles, dedicating more space to specialist and transversal training opportunities. Training needs find increasingly focused responses to strengthen and deepen the skills necessary to respond to constantly evolving social needs.

The main proposals for 2022 were:
- **fundraising area**: improvement in staff recruitment processes, refinement of communication techniques on social media, techniques for legacy campaigns, participation in the Fundraising Festival;
- **administration area**: impacts of the Third Sector reform on ETS reports, budgets and taxation, insights into reporting processes with ad hoc laboratories, updates on new regulations;
- **institutional activity area**: residential courses on Housing First methodology and insights into the approach to trauma in the helping relationship;
- **for all staff**: training sessions on delegation, time management, project management, improvement of IT knowledge.

The training activity aimed at volunteers was interesting and on the one hand filled the needs relating to legal certifications (HACCP), necessary for food support interventions and on the other it allowed the volunteers to enter the world of the Foundation’s services, including the nature of the needs to which it offers answers.

### Training

<table>
<thead>
<tr>
<th>BENEFITS</th>
<th>% WORKERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLEXIBILITÀ ORARIA IN TIME FLEXIBILITY IN ENTRY/EXIT AND LUNCH BREAK</td>
<td>20%</td>
</tr>
<tr>
<td>PSYCHOLOGICAL COUNSELING TO THOSE WHO HAVE REQUESTED IT</td>
<td>100%</td>
</tr>
<tr>
<td>GRANT OF LEAVE TO THOSE WHO HAVE REQUESTED IT</td>
<td>100%</td>
</tr>
<tr>
<td>GRANT OF STUDY PERMITS TO THOSE WHO HAVE REQUESTED IT</td>
<td>100%</td>
</tr>
<tr>
<td>SPECIFIC TRAINING BY COMPETENCE</td>
<td>75%</td>
</tr>
<tr>
<td>ADMINISTRATION OF COVID SWABS DELIVERY OF HEALTH EQUIPMENT ON REQUEST</td>
<td>100%</td>
</tr>
</tbody>
</table>

### SPECIAL PROJECTS

- Consolidation of partnership with Fio.PSD and registration in the Italian Housing First Community - courses structured on the Housing First model and its operational variations in different national and European contexts. Participation in the Consensus Conference was significant;
- managerial paths: Masters with the Sole 24 Ore Business School and SDA Bocconi (Finance for non Finance Mgr, Leadership, Empowerment, Change Management);
- collaboration with ESAE: internal path dedicated to the help relationship;
- training course - coaching, with a tutorship, in the administrative field on reporting issues;
- managerial training of managers: strategies and organizational analyses.
The worker customer

Progetto Arca has been carrying out customer satisfaction surveys for many years, with the aim of knowing the opinion of its workers on the organization’s work and the desired changes. The analysis is enriched in the dynamic dimension of comparison with the previous two years. The customer results, represented here as unified data across the entire Foundation, are presented, in the specific version for each individual service, to all Foundation workers during the summer plenary meeting and become the subject of working groups aimed at continuous improvement. There is evidence of a revival of workers’ well-being, put to the test in recent years by the emotional and organizational fatigue caused by the pandemic.

### The values reported in the histogram correspond to the average satisfaction response, on a scale between 1 (not at all) and 10 (very much).

<table>
<thead>
<tr>
<th></th>
<th>2022</th>
<th>2021</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FOUNDATION ORGANIZATION</strong></td>
<td>7.3</td>
<td>6.9</td>
<td>7.3</td>
</tr>
<tr>
<td><strong>INDIVIDUAL WORK ORGANIZATION</strong></td>
<td>7.3</td>
<td>7.0</td>
<td>7.5</td>
</tr>
<tr>
<td><strong>INTERNAL RELATIONS</strong></td>
<td>7.4</td>
<td>7.2</td>
<td>7.6</td>
</tr>
<tr>
<td><strong>PERSONAL PATH</strong></td>
<td>7.4</td>
<td>7.2</td>
<td>7.5</td>
</tr>
<tr>
<td><strong>SURVEYS DISTRIBUTED</strong></td>
<td>298</td>
<td>235</td>
<td>235</td>
</tr>
<tr>
<td><strong>% OF ANSWERS</strong></td>
<td>82%</td>
<td>83%</td>
<td>84%</td>
</tr>
</tbody>
</table>

### WORKERS’ VOICE

Anonymous responses to the open question “Describe how working at Progetto Arca has made you grow professionally and personally”, included in the customer questionnaire addressed to workers.

I grow together with the stories I encounter every day, going beyond appearance to discover the beauty behind all the rubble of a life... and in the midst of the rubble a flower always blooms.

Progetto Arca allowed me to grow with the freedom to find my place, developing the role that I felt was most similar to me: my ideal dimension is fully valorised.

I share the mission and the “madness” necessary to take action starting from a need. I have witnessed growth and change that have involved me greatly but which, at times, require reflection on what we are willing to lose in the name of the emergency response.

I have developed the desire to dare, I have understood the importance of timeliness and interconnection between even apparently distant projects, I am improving in managing complexity.

Helping others is the job I love and I would like to grow while ensuring the dynamism of responding and the quality of action.

I have always worked in the social sector but with Progetto Arca I discovered effective, innovative and dynamic solutions.

Working with Progetto Arca has exponentially highlighted my sensitivity towards others, making me a better person.

The utmost trust placed in my work was an incentive to always do the best possible. Being immersed in fragility and trying, all together, to ignite sparks of change has made my sense of social responsibility grow.

Working with Progetto Arca has allowed me to go beyond stereotypes and prejudices, to enhance the dignity and freedom of people while always respecting their beliefs and culture.

In reacting to emergencies, subsequently building work processes, there is a lot to learn and a lot of margin for error.

I’m bringing out the best in myself by helping people without any interest.

Getting to know people on the margins helped me remember who I am.
Volunteering

2022 saw the commitment of the many volunteers grow and strengthen in all the Foundation’s sectors of intervention: from reception centers to the streets, from social markets to European borders. Their commitment is the strength of Progetto Arca: thank you!

VOLUNTEERS AND THE WAR IN UKRAINE

The first aid to the Ukrainian refugees took place in the first hours of the conflict thanks to employees and volunteers who, on the Romanian-Ukrainian border of Siret, offered basic necessities, help and human warmth. In Milan, one of the first Italian transit cities, volunteers guaranteed the opening of a Hub, always open, which placed hundreds of disoriented and confused people in reception centers, seeking protection.

ONE YEAR OF CIVIL SERVICE

In 2022, young people engaged in the Civil Service were able to experience themselves alongside the staff and volunteers of Progetto Arca, working every day to provide first aid and experiencing firsthand an experience that will accompany them on their life journey.

THE COMPARISON TABLES

2022 saw a revival of in-person meeting opportunities: parties, meetings and debates. The working method of discussion tables was adopted on the three thematic areas that most involve volunteers: the street, food support, proximity to the guests of the reception centres. These tables, promoted by volunteer representatives, reinforce good practices and promote moments of reflection on the complexities of the services and their relative fragilities. The discussion between volunteers thus becomes the greatest opportunity for human and relational exchange, starting from their emotions and their experiences in the meeting with the beneficiaries.

“By distributing dinners to homeless people I learned empathy and compassion towards others, without falling into fake rhetoric of convenience. This changed me. Thank you, Giovanni”
Progetto Arca believes that any experience cannot be defined as such if it does not involve its evaluation. Free judgment on the work completed produces awareness of the impact of actions: the first commitment of our responsibility.

Evaluation allows us to compare the results achieved and the objectives conceived, developing intelligence on the meaning of the things we do.

The data culture helps us to be serious in using the common assets entrusted to us (donations, volunteering, lives, hopes), allowing us to identify areas for improvement and to always add new value to our work.

DOWNLOAD THE VOLUME "VALORI DATI" - THE CARE EVALUATION FOR PROGETTO ARCA
Our Scientific Committee

The Scientific Committee was reappointed by the Board of Directors on 26 April 2023, holds office for three years and is responsible for supporting and developing data culture and evaluation processes.

In 2022, in addition to continuous support on the evaluation processes, the Committee carried out the following activities:
- identification of quality indicators by extending the work already carried out on the Post Acute for Homeless department, also for the chain of services aimed at drug addicts;
- writing of texts for the volume “Dati di valore – la sostenibilità tra impatto e valore sociale”, to be hosted in the Fio.PSD series edited by Franco Angeli, on the theme of data culture as a development factor for the Third Sector and, in particular, for those who operate in the context of extreme poverty;
- contribution to the creation of the publication "Valori dati. La valutazione della cura per Progetto Arca", in its second edition;
- contribution to the impact research on the presence of Progetto Arca reception centers in some Milanese neighborhoods.

Stefano Gheno
Coordinator of the Scientific Committee
community psychologist, President of CdO Opere Sociali, effective member of the National Council of the Third Sector

Irene Bengo
professor of economics
at the School of Management of the Polytechnic of Milan

Giuseppe Guerini
former national President of Federsolidarietà, President of Confcooperative Bergamo, member of the European Economic and Social Committee (EESC)

Laura Nurzia
control and planning director
of Fondazione Progetto Arca

Luca Pesenti
professor of sociology
at the Faculty of Political and Social Sciences of the Catholic University of the Sacred Heart of Milan

Also participating in the Committee are Massimo Salvatore, head of management control and evaluation area, and Daniela Taneggi, manager of training area.

The evaluation of service standards

The analysis of service standards allows the Foundation to verify the deviations between expected and achieved objectives, understanding the reasons, to trigger continuous improvement processes in the daily management of field activities. The work of building this system started from a discussion table, led by the Scientific Committee, which saw the operational staff, the service management and the management control and evaluation area dialogue on the individual objectives of the offering units. We then shared, on the basis of historical data, the potential for achieving the objectives in relation to the characteristics of the users, the institutional demands and the current socio-economic situation. The system of objectives and the indicators suitable for measuring them have been inserted into the information system which is fed daily by the operational staff. The evaluation of service standards was applied, in 2022, to the social and healthcare area: Post Acute department and addiction area service chain.

The method, starting from the objectives shared in the working group:
- sorts the objectives into areas (reception, taking charge, quality of project support, discharge outcomes);
- identifies multiple investigation factors for each area (example on the reception area: times between reporting and admission, compliance of the guest profile with the eligibility criteria, saturation of places, etc.);
- identifies a measurable indicator and objective intervals of results, classifying them as "good", "acceptable" and "unacceptable" (example for the "time between reporting and admission" factor: good if admission occurs within 3 days of discharge, acceptable if it occurs between 3 and 6 days, unacceptable if it occurs after 6 days);
- reports the result in a target graph positioning it in one of the three bands corresponding to "good" (in the center), "acceptable" (intermediate ring) and "unacceptable" (outer ring), thus highlighting the distance of the various results with respect to the expected one.

We report, only as an example, the first item of the evaluation system relating to the Post Acute social and health service and its exemplary representation using the target graph.
The social impact

Social impact poster

The social impact manifesto reports the relationships between outputs, outcomes and the lines on which the Foundation wishes to produce impact and which it has begun to evaluate starting from 2021. It develops the strategic perspectives of the Board of Directors with respect to the highest purpose of the work which is at the service of the person, the family and the entire community.

Empowerment of the person and the family

ANALYSIS OF CHANGE ON VARIABLES RELATED TO: SELF-CARE, AUTONOMY, SUBSISTENCE

Below we report the details of the questionnaires administered to individuals or members of families living in social housing apartments. Given that the integration paths for guests in the Housing area last from six to eighteen months, the first results of the evaluation process will be available starting from 2024.

In 2022 Progetto Arca set up the data collection structure and consequently implemented specific modules of the information system, starting from the area of empowerment of the person, family and community. The evaluation is conducted on the guests of the Housing area, as they are involved in a path towards autonomy and are certainly available after some time. Since January 2023, the survey has been conducted at the time of reception, discharge and after 6 months, in order to record the movement of the data in the time variable and how the Progetto Arca intervention has been able to impact on these changes. Training moments were organized to involve staff in this survey and to allow operators to carry out assessments on the levels of achievement of the beneficiaries’ objectives starting from criteria also shared with the Scientific Committee.
Empowerment of the person and the family
THE ANALYSIS OF THE CHANGE PERCEIVED IN THE HOSTS

Thanks to the methodological support of ALTIS - Alta Scuola Impresa e Società of the Università Cattolica del Sacro Cuore, Progetto Arca has been detecting the changes generated in the perceptions of beneficiaries since 2020. The methodology adopted mainly refers to the stakeholder driven approach thanks to which the map of the impact dimensions was defined, detailed in indicators and items which were then integrated into the satisfaction questionnaires submitted to users. Guests of accommodation facilities or apartments were asked the question: “How much has the experience you are living with Progetto Arca given you the opportunity to...?” The questionnaires, different by type of service, were discussed and validated by the focus groups and by the Scientific Committee. The results, detailed in the publication “Valori dati. La valutazione della cura per Progetto Arca” referred to in the QR Code on page 35, tend to reflect the distinctive objectives of the offering units, which embrace the entire spectrum of social needs: from the solution of emergency and health problems to accompaniment towards living and working autonomy, with all the intermediate steps along the way.

The questions were asked in closed form, on a scale of 1-10 (1 = not at all, 10 = totally). We report in the histograms the average response value between 1 and 10 of the entire battery of questions that make up the three areas of investigation: personal development, psychophysical well-being and relationships with others. In representing the results of the “Reception facilities” and “Home” areas, the results of the various services involved were combined into a single average data.

872 questionnaires distributed, response rate 49%

RECEPTION STRUCTURES
Reception centers for homeless people, drug addicts and migrants
HOW MUCH THE EXPERIENCE YOU ARE LIVING WITH PROGETTO ARCA HAS GIVEN YOU THE POSSIBILITY TO...

PERSONAL DEVELOPMENT
- WANT A CHANGE OF LIFE?
  7,6
- PLAN YOUR FUTURE?
  7,1
- FIND NORMALITY AND BALANCE AGAIN?
  7,0
- UNDERSTAND THE IMPORTANCE OF A REGULAR WORK?
  8,2
- UNDERSTAND THE IMPORTANCE OF SCHOOL AND WORK?
  8,3

PSYCHOSOCIAL WELLBEING
- FEEL WELCOMED AND SUPPORTED?
  7,1
- LEARN TO TAKE CARE OF YOURSELF PHYSICALLY AND PSYCHOLOGICALLY?
  7,5
- RECOVERING CLEARNESS WHILE MAINTAINING ABstinence?
  7,6
- IMPROVE YOUR KNOWLEDGE OF OUR COUNTRY LANGUAGE, RULES, VALUES, CUSTOMS, HABITS?
  8,3
- HAVE A RELATIONSHIP WITH PEOPLE IMPORTANT IN YOUR LIFE (FRIENDS, FAMILY)?
  7,0
- BE ATTENTIVE TO THE NEEDS OF OTHERS?
  7,6

RELATIONSHIP WITH OTHERS
- CREATE NEW FRIENDSHIPS IN THE TERRITORY?
  7,3
- RELY ON THE EDUCATIONAL TEAM IN YOUR TREATMENT PROCESS?
  8,0
- EXPERIENCE A NEW RELATIONAL MODE COMPARED TO THE PEER GROUP?
  6,7
- UNDERSTAND THE DIFFERENCES IN THE RULES BETWEEN YOUR COUNTRY AND THE ONE HOSTING YOU?
  8,3

HEALTH
Post Acute Department for Homeless
HOW MUCH THE EXPERIENCE YOU ARE LIVING WITH PROGETTO ARCA HAS GIVEN YOU THE POSSIBILITY TO...

PERSONAL DEVELOPMENT
- WANT A CHANGE OF LIFE?
  7,1
- THINK ABOUT YOUR FUTURE?
  6,9
- UNDERSTAND YOUR ILLNESS BETTER AND THE TREATMENT NECESSARY?
  6,5
- FEEL SUPPORTED IN YOUR ILLNESS AND TREATMENT?
  6,8
- LEARN TO TAKE CARE OF YOURSELF MORE AND BETTER?
  6,4
- IMPROVE YOUR INTEGRATION INTO SOCIETY?
  6,0

PSYCHOSOCIAL WELLBEING
- HAVE A RELATIONSHIP WITH PEOPLE AGAIN?
  6,9
- MOST IMPORTANT IN YOUR LIFE (FRIENDS, FAMILY)?
  6,1

RELATIONSHIP WITH OTHERS
- SHARE YOUR EXPERIENCES WITH OTHERS, WITH THE PEOPLE YOU MEET?
  6,8
- FIND A BALANCE WITH THE PEOPLE YOU MEET?
  7,7
- WANT A CHANGE OF LIFE?
  8,0
- BE ATTENTIVE TO THE NEEDS OF OTHERS?
  7,1

HOME
Housing and cohousing for individuals and families
HOW MUCH THE EXPERIENCE YOU ARE LIVING WITH PROGETTO ARCA HAS GIVEN YOU THE POSSIBILITY TO...

PERSONAL DEVELOPMENT
- ORGANIZE YOUR TIME BETTER, YOUR COMMITMENTS AND WHERE YOU LIVE?
  7,2
- PLAN YOUR FUTURE BY SEEING THE STIMULUS FOR CHANGE FROM EVERYDAY OPPORTUNITIES?
  8,8
- FEEL ABLE TO CONTROL ANGER AND THINKING BEFORE ACTING?
  7,3
- FEEL MORE CONFIDENT OF YOURSELF?
  7,7
- FACE WITH ENERGY THE PROBLEMS YOU ENCOUNTER?
  7,5
- UNDERSTAND THAT YOUR CHOICES INFLUENCE WHAT HAPPENS TO YOU?
  7,7
- WANT A CHANGE OF LIFE?
  7,4
- DEVOTE TIME TO SELF-CARE?
  7,6

PSYCHOSOCIAL WELLBEING
- HAVE A RELATIONSHIP AGAIN WITH THE MOST IMPORTANT PEOPLE IN YOUR LIFE (FRIENDS, FAMILY)?
  7,3
- CREATE NEW POINT OF REFERENCE IN THE TERRITORY?
  6,9
- HAVE A RELATIONSHIP AGAIN WITH THE MOST IMPORTANT PEOPLE IN YOUR LIFE (FRIENDS, FAMILY)?
  8,0
- CREATE NEW FRIENDSHIPS IN THE TERRITORY?
  7,3
- CREATE NEW POINT OF REFERENCE IN THE TERRITORY?
  6,9
- FIND A BALANCE WITH THE PEOPLE YOU MEET?
  7,7
- SHARE YOUR EXPERIENCES WITH OTHERS, SUPPORTING EACH OTHER?
  7,1
# Community empowerment

## SOCIAL IMPACT ANALYSIS ON THE CULTURE OF GIFT AND SOCIALITY

Thinking about what impact Progetto Arca wishes to produce on the territory, in addition to that relating to reception and integration paths, everyone found agreement on the word **education**. The Foundation moves towards the beneficiaries to improve the quality of their lives and towards other stakeholders and the territory to produce the culture of solidarity, volunteering, respect for diversity and giving. This is the intuition behind the impact analysis work of which we report an extreme summary below.

The subsequent histograms show the % of response on a scale of four values (negative, not at all, a little, a lot).

### WORKERS (245 RESPONSES) AND VOLUNTEERS (218 RESPONSES)

**LEARNING ABOUT PROGETTO ARCA HAS INCREASED YOUR SENSITIVITY TOWARDS...**

<table>
<thead>
<tr>
<th>Category</th>
<th>Workers</th>
<th>Volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td>News about social topics</td>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>3K/100 donations, 8K/100, Charity SMS</td>
<td>7%</td>
<td>8%</td>
</tr>
<tr>
<td>In-kind donations</td>
<td>6%</td>
<td>7%</td>
</tr>
<tr>
<td>Good neighbor actions and mutual help</td>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>Volunteer activities in non-profit organizations</td>
<td>6%</td>
<td>6%</td>
</tr>
</tbody>
</table>

### CITIZENS OF THE AREAS THAT HOST OUR RECEPTION CENTERS

For the first time, in 2022, Progetto Arca extended the impact assessment also to the neighborhoods affected by the presence of reception centres, to which questions were asked both to find out how well the Foundation is known from non-loyal stakeholders, and to understand the impact in terms of sensitivity to solidarity. The 310 citizens were intercepted on the street, in the area’s recreational centers, in the parishes and also by telephone.

**LEARNING ABOUT PROGETTO ARCA HAS INCREASED YOUR SENSITIVITY TOWARDS...**

<table>
<thead>
<tr>
<th>Category</th>
<th>Not at all</th>
<th>A little</th>
<th>A lot</th>
</tr>
</thead>
<tbody>
<tr>
<td>News on social topics</td>
<td>40%</td>
<td>38%</td>
<td>35%</td>
</tr>
<tr>
<td>The needs of the neighborhood</td>
<td>35%</td>
<td>38%</td>
<td>40%</td>
</tr>
<tr>
<td>Donations in kind</td>
<td>27%</td>
<td>31%</td>
<td>30%</td>
</tr>
<tr>
<td>Volunteer actions and mutual help</td>
<td>14%</td>
<td>16%</td>
<td>15%</td>
</tr>
</tbody>
</table>

### SOCIAL IMPACT ON SYNERGIES WITH THE TERRITORY

This analysis is based on the data collected through the previous questionnaires, which were submitted to the citizens themselves and aims to record how the Foundation’s presence has impacted on the life of the neighbourhood and its inhabitants.

The histogram represents the responses, on a scale of five values (impact not detected, minimal, medium, significant, very strong).

### SOCIAL IMPACT ON THE FOUNDATION’S POSITIONING

In 2022, the Foundation investigated on its positioning in terms of recognisability, taking into considering the indicators shown in the histogram, photographed over 5-year intervals.

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**EVALUATION \ THE SOCIAL IMPACT**

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The economic valorisation of social impact

Progetto Arca is a non-profit, socially useful organisation, and as such, enjoys benefits such as tax breaks, in-kind and monetary donations, availability of voluntary work, agreements for services at reduced prices. Its nature also makes it careful to make the best use of the resources made available to it such as real estate and disused goods, surplus food or any kind of good, and to avoid any kind of waste, optimising every possible resource with gratitude.

Applying this attitude to the economic sphere we can state that the economic value sustained by Progetto Arca, passing through this filter of benefits and optimisations, sees its multiply its value, returning a higher economic value to the community. Let us see how this happens in the three areas of activity characteristic of the Foundation’s interventions: the reception in accommodation facilities, the response to basic needs and rehabilitation activities. We will see that for each sector the economic value sustained is multiplied by an index, which we will call the social return multiplier.

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>NUMBER</th>
<th>SUSTAINED VALUE</th>
<th>VALUE</th>
<th>GENERATE VALUE</th>
<th>MULTIPLIER</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOSPITALITY DAYS IN RECEPTION CENTRES</td>
<td>238,930</td>
<td>€ 4,945,633</td>
<td></td>
<td>€ 6,690,040</td>
<td>1.4</td>
</tr>
<tr>
<td>DAYS IN MEDICAL WARDS</td>
<td>6,753</td>
<td>€ 211,171</td>
<td></td>
<td>€ 1,012,950</td>
<td>4.8</td>
</tr>
<tr>
<td>DAYS OF HOSPITALITY IN FLATS</td>
<td>108,599</td>
<td>€ 1,922,891</td>
<td></td>
<td>€ 2,606,376</td>
<td>1.4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>NUMBER</th>
<th>SUSTAINED VALUE</th>
<th>VALUE</th>
<th>GENERATE VALUE</th>
<th>MULTIPLIER</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITALY MEALS</td>
<td>2,153,293</td>
<td>€ 5,089,218</td>
<td></td>
<td>€ 17,226,344</td>
<td>3.4</td>
</tr>
<tr>
<td>UKRAINE MEALS</td>
<td>611,609</td>
<td>€ 437,944</td>
<td></td>
<td>€ 1,834,827</td>
<td>4.2</td>
</tr>
<tr>
<td>ASIA AND SOUTH AMERICA MEALS</td>
<td>894,600</td>
<td>€ 219,161</td>
<td></td>
<td>€ 1,341,900</td>
<td>6.1</td>
</tr>
<tr>
<td>CLOTHING</td>
<td>65,704</td>
<td>€ 286,890</td>
<td></td>
<td>€ 985,560</td>
<td>3.4</td>
</tr>
<tr>
<td>HYGIENE KITS</td>
<td>27,164</td>
<td>€ 38,030</td>
<td></td>
<td>€ 325,968</td>
<td>8.6</td>
</tr>
<tr>
<td>VOLUNTEER HOURS</td>
<td>43,708</td>
<td>€ 139,511</td>
<td></td>
<td>€ 786,744</td>
<td>5.6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>NUMBER</th>
<th>SUSTAINED VALUE</th>
<th>VALUE</th>
<th>GENERATE VALUE</th>
<th>MULTIPLIER</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEDICAL ASSISTANCE AND HEALTH CARE</td>
<td>48,431</td>
<td>€ 850,093</td>
<td></td>
<td>€ 2,421,550</td>
<td>2.8</td>
</tr>
<tr>
<td>SOCIAL EDUCATIONAL ASSISTANCE, CULTURAL MEDIATION</td>
<td>29,833</td>
<td>€ 567,771</td>
<td></td>
<td>€ 656,326</td>
<td>1.2</td>
</tr>
<tr>
<td>PSYCHOLOGICAL SUPPORT</td>
<td>4,210</td>
<td>€ 92,236</td>
<td></td>
<td>€ 252,600</td>
<td>2.7</td>
</tr>
<tr>
<td>LEGAL COUNSELING</td>
<td>759</td>
<td>€ 38,374</td>
<td></td>
<td>€ 60,720</td>
<td>1.6</td>
</tr>
<tr>
<td>VOLUNTEER HOURS</td>
<td>17,853</td>
<td>€ 56,983</td>
<td></td>
<td>€ 321,354</td>
<td>5.6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SUSTAINED ECONOMIC VALUE</th>
<th>GENERATED ECONOMIC VALUE</th>
<th>MULTIPLIER</th>
</tr>
</thead>
<tbody>
<tr>
<td>€ 14,895,906</td>
<td>€ 36,523,259</td>
<td>2.5</td>
</tr>
</tbody>
</table>
Each intervention aims at objectives that respond to the needs of the territory, the nation and of the entire world.

In 2015, 193 countries of the United Nations, including Italy, signed the Agenda 2030, which defines 17 goals aimed at Sustainable Development to be achieved by 2030. Thanks to its activity of taking in poor people, food support, hygienic personal care, the management of socio-medical wards, the hospitality of women with minors aimed at social reintegration, the commitment on the front of reintegration housing and employment, rapid intervention in cases of humanitarian emergencies, Progetto Arca operates with these objectives:
Homeless people

The condition of those living on the street is to be considered as one of the most severe forms of material deprivation and social exclusion. Separation from a spouse, loss of a stable job, health-related factors, denial of political asylum or loss of the requirements for retention of a residence permit are among the events, often combined with each other, that contribute to the occurrence of homelessness, and the consequent sudden loss of civil and social rights. Fio.PSD (Federation Italian Federation of Organisations for Homeless People) estimates at approximately 70,000 people in condition of extreme poverty in Italy.

Families in poverty

Family poverty worsens in Italy. The pandemic first and, now, the soaring of energy and food prices (inflation rate never so high in over 35 years) fatigue those already living in conditions of precariousness. According to the 2022 Istat report, absolute poverty is confirmed at an all-time high reached in 2020 with almost 2 million households, (5.6 million individuals) unable to meet the minimum expenses to lead an acceptable life. It is also a housing emergency for 150,000 families facing evictions, 90% of which are due to incolpeable delinquency.

Migrants

After the collapse in the number of landings in the last four years, in 2022 immigration to Italy resumed. Egypt, Tunisia, Bangladesh, Syria and Afghanistan are the main countries of origin of more than 105,000 refugees (data from the Ministry of the Interior), more than twice as many as in 2021. Compared to more than 77,000 requests for international on the other hand, Italy is last in the reception of asylum seekers among the large EU countries, after Germany, France and Spain (Eurostat). These figures do not include the 173,000 Ukrainian refugees in our country (+64% compared 2021), of which 25% are Ukrainian.

Foreign minors unaccompanied

The term foreign minor defines a young person, under the age of 18, without European citizenship, arrived in Italy or in one of the Member States without parents or adults legally responsible for him or her. Given the particularly vulnerable condition of these children, the Italian law (L. 47/2017) establishes that they have the right to access a protection system dedicated to them. According to data from the Viminale, as of 31 December 2022 there are 20,089 foreign unaccompanied minors present in our country (+64% compared 2021), of which 25% are Ukrainian.

People with problems of addiction

The latest Report on drug addiction of the Ministry of Health notes that the 123,871 drug addicts assisted in Italy, by 574 Ser. D, are, in prevalence, men (86%) of Italian nationality (91%), with increasingly younger age. Heroin remains the most widely used drug, however, cocaine is the primary substance of abuse among new users. Very young people are in treatment for the use of cannabinoids. To the use of narcotics should be added other forms of addiction, alcohol and pathological gambling, which in many cases lead to a condition of social marginality social marginalisation without access to care services.

Prisoners in alternative measure

In 2022 the number of detainees in Italy is increasing, after falling in previous years as a result of the pandemic, with almost 57,000 people compared to 51,000 places. Suicides are also increasing: 84 in the last year, 20 times more than in the in the free world (Report by the Antigone Association). The positive fact is the constant growth in the number of people, approximately 34,000, who are serving their sentence thanks to an alternative to detention (probation to social services, home detention social services, home detention and semi-release) that, by facilitating social reintegration, fights recidivism.
Customer satisfaction addressed to people received

Within the evaluation actions aimed at continuous improvement, Progetto Arca administers customer questionnaires to the guests of the residential reception services, at the time of discharge or, in any case, once a year.

We report the results of the comparative customer analysis on the three-year period (2020-2022) which shows a minimal fluctuation in the degree of satisfaction. The questionnaires, circulated during the summer plenary of the Foundation, are then the subject of in-depth discussion within the education staff.

The values shown in the histogram correspond to the average response of satisfaction, on a scale of 1 (not at all) to 10 (very much).

<table>
<thead>
<tr>
<th>Category</th>
<th>2022</th>
<th>2021</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reception Management</td>
<td>6,7</td>
<td>6,8</td>
<td>7,3</td>
</tr>
<tr>
<td>Environment</td>
<td>6,5</td>
<td>6,4</td>
<td>6,4</td>
</tr>
<tr>
<td>Relationship with Operators</td>
<td>7,5</td>
<td>7,5</td>
<td>7,6</td>
</tr>
<tr>
<td>Health Services</td>
<td>7,3</td>
<td>7,2</td>
<td>7,2</td>
</tr>
<tr>
<td>Individual and Group Interviews</td>
<td>6,8</td>
<td>6,5</td>
<td>7,7</td>
</tr>
<tr>
<td>Integration Services</td>
<td>7,0</td>
<td>6,6</td>
<td>6,9</td>
</tr>
<tr>
<td>Canteen Service</td>
<td>6,4</td>
<td>6,1</td>
<td>5,4</td>
</tr>
</tbody>
</table>

The values shown in the histogram correspond to the average response of satisfaction, on a scale of 1 (not at all) to 10 (very much).
The Work Programme

For almost 30 years, Progetto Arca has been working in the field of reception, responding to basic needs and assisting in the process of social and housing reintegration, but never before its work became the pivot around which every yearning for autonomy and personal development revolves. It is, in fact, an inalienable human need that, in addition to responding to the primary need for subsistence, drives him to realise himself, making his aspirations blossom and enhancing his supreme dignity. Work, as a collective necessity in which everyone can invariably recognise themselves, is a unique opportunity for social recognition, as it allows the creation of an identity through the professional role.

Being distinguished for the use of personal resources and skills in the service of the community, enables a continuous process of learning, individual enhancement, growth of self-esteem and self-respect, the basis for autonomy. For these reasons, in 2022, the Foundation opened a real area that, transversally to the reception services, is responsible for intercepting the needs of the guests, preparing them for the world of production through work education, basic training and professionalisation courses and wrapping them in a network of support services for the job placement.

A partner in this activity is Progetto Mirasole Impresa Sociale, in the constitution of which Progetto Arca participated in 2016 precisely with the aim of creating an entity, with the correct legal status, that could respond to work needs through commercial and productive activities. The cases followed up directly by the enterprise in 2022 were 53, the beneficiaries directly employed 4.

The reception of the 194 job applications from the guests of the reception centres was followed by orientation interviews and relations with local companies that hired 158 people. 15 guests continued their existing work activities or were hired during the year, directly by Progetto Arca. The Foundation, in relation to the number and characteristics of available jobs, gives priority to the employment of disadvantaged people.

When my boss said ‘bravo’ to me for the first time I released all the tension and realised that I can give and receive like every other person in the world. What pride I felt!
THE VALUE OF OUR INTERVENTION

The first help is here
Taking to the streets allows us to reach out to those who, spontaneously would not present themselves to the social services in the area, thus remaining on the margins and without help.

The person at the centre
The heart of our intervention in the street is to establish relationships of listening, trust and human warmth where normally there is only mistrust and social distance.

We are bridges and social antennae
As a true social observatory, we intercept the needs of the most vulnerable citizens and bring them to our attention and to the institutions.

On the street beyond the street
The meeting in the street, with the delivery of basic products, is the pretext and opportunity to propose paths of social labour and housing inclusion, to restore security, well-being and dignity.
**Input**

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coverage thanks to institutional revenues</td>
<td>69%</td>
</tr>
<tr>
<td>Coverage thanks to revenues from fundraising</td>
<td>31%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>€ 45,427</strong></td>
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**Activities**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of educational assistance</td>
<td>470</td>
</tr>
<tr>
<td>Clothes</td>
<td>5,211</td>
</tr>
<tr>
<td>Hygienic kits</td>
<td>21,250</td>
</tr>
<tr>
<td>Meals</td>
<td>9,128</td>
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</table>

**Output**

<table>
<thead>
<tr>
<th>Category</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beneficiaries</td>
<td>2,512</td>
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<tr>
<td>Days of accommodation</td>
<td>2,939</td>
</tr>
<tr>
<td>Interventions of help on the street</td>
<td>37,783</td>
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<tr>
<td>Outputs of the street units</td>
<td>649</td>
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</tbody>
</table>

**Effects**

<table>
<thead>
<tr>
<th>Category</th>
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</tr>
</thead>
<tbody>
<tr>
<td>House in temporary shelters</td>
<td>32%</td>
</tr>
<tr>
<td>Oriented to services of the territory</td>
<td>68%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>€ 638,584</strong></td>
</tr>
</tbody>
</table>

**Streets units**

Going out to meet people where the need is most urgent: this is the principle that guides Progetto Arca's Street Units, supported, where possible, by the Mobile Kitchen service. The distribution of hot meals and basic necessities is an essential part of aid that is never just material. Offering a response to basic needs not only alleviates the discomfort of those living on the street but opens up the possibility of a relationship of listening and trust, the first indispensable step towards orientation and approach to social and health services. Also in 2022, thanks to the 'Integration' project, a specialist street unit worked on actions aimed at harm reduction and engaging homeless people with alcohol and substance addiction problems.

“On the street, without friends, one dies of loneliness. If one person takes an interest in you, everything already changes. Paolo
Temporary shelters

Sociality and protection: two essential needs for homeless people. Progetto Arca supports the activities of the Il Viandante day centre in Varese, a place for listening and socialising, and manages the Piccolo Rifugio in Milan, an emergency night shelter in support of the Street Units, open all year round and with greater intensity in the winter months, the most dramatic for those who live below zero, without shelter. The services are both spaces of respite from life on the street, which also fulfil the role fundamental role as a bridge to more structured care and shelter.

<table>
<thead>
<tr>
<th>BENEFICIARIES</th>
<th>798</th>
</tr>
</thead>
<tbody>
<tr>
<td>AID INTERVENTIONS</td>
<td>14,824</td>
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<tr>
<td>TAKEN IN FOR THE NIGHT</td>
<td>88%</td>
</tr>
<tr>
<td>HOSTED IN DAY CENTRE</td>
<td>12%</td>
</tr>
<tr>
<td>HOUSED IN LOCAL SERVICES</td>
<td>100%</td>
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</tbody>
</table>

Temporary shelters

Hub 126 for social emergencies

On 23 November 2022, in one of the tunnels under the Milan Central Station, the Hub 126 was inaugurated for social emergencies. Versatility is the watchword: intended, in the first months of the year and in another place, to activities of orientation and reception of Ukrainian refugees, in the emergency it has become a pole of engagement for homeless people who here can have, in addition to the listening desk, a hairdresser and a social wardrobe.

The idea that every path of inclusion has the care of oneself as a starting point, fundamental element for self-esteem and social relations, has generated this experimentation. From November 2022 in Via Sammartini 126 the space, of 336 sqm., was made available and renovated thanks to Fondazione Fiera Milano.

"I have been a hairdresser for 40 years but due to a health problem I could not stand and had to close the shop. Then the savings ran out and the eviction notice came. I slept in my car, in the dormitory, but I never threw myself out. Here at the Hub I went back to my job, which I do with the satisfaction of giving moments of beauty that help people feel better and love each themselves better. While I cut hair, I often tell my story. I hope it can help those who are in a difficult time to find some strength not to stop looking forward.

Emilio"
Health is a right for all
Homelessness often precludes access to health care. Our daily commitment is to restore the right to health to the most vulnerable citizens, guaranteeing shelter, care, rehabilitation and prevention paths.

Relationship professionals
We are never alone in our illness or the difficulty we are going through. Listening, support, empathy are an integral part of the work of our medical and nursing teams.

The value of self-care
The Post Acute Department for Homeless is much more than a therapeutic place, it is a home where people, once again feeling protected, begin to take care of themselves after a long time.

Never on the street again
The care of the guest is global and the health care stay is part of a broader project aimed at guaranteeing the continuation of the rehabilitation process after discharge.
The Social and Health Care Selection Units

The complexity of the living conditions of homeless people, often addicted to alcohol and substances and suffering from serious pathologies, requires a dedicated time and place of attention and accompaniment. Within an active listening relationship, which puts the person in the position of feeling welcomed and being able to trust, the Reception Selection Unit identifies the intervention solution that best corresponds to the specific needs of the individual. Orientation to specialist services and reception in protected facilities are the starting point for building health, rights and social inclusion pathways.
The health of women and their children

Women and children are the most vulnerable in emergencies and conflicts. That is why, in the Centres of Extraordinary Reception of the Foundation, special attention is dedicated to their well-being. Mothers are cared for by midwives, both in-house and from local health advisory centres, throughout the pregnancy and the puerperium period. The health programme also focuses on prevention, with screening activities and vaccination awareness, sexuality education, aware motherhood and parenting support, thanks to involvement of cultural mediators and psychologists. The objective is spreading the value of prevention and protection, support guests in protecting their health and that of their children, promote their health and that of their children, promote knowledge of the services of the health system and facilitate autonomous access to them.

Progetto Arca responds to one of the main fragilities of homeless people, the health one, through the outpatient clinics of its reception centres and the Post Acute for Homeless Department that welcomes those who, having been discharged from hospital, have no home and need a protected and therapeutic place where they can convalesce. If in-patients, often with multiple and chronic illnesses, were to return directly to the street, they would be exposed to inevitable relapses and new hospitalisations. The medical and nursing staff work in teams with the social component of the staff and the territorial services to guarantee, after discharge, the continuity of the rehabilitation pathway in the most suitable facility.

BENEFICIARIES
91
6,753
DISCHARGED
71
HOUSING AUTONOMY
7%
CONTINUING REHABILITATION
83%
ORIENTED TOWARDS COMMUNITY SERVICES
10%

My name is Confort, June saw the birth of my baby girl, Jessica. During my pregnancy the centre workers always accompanied me to the health advisory centre where I used to meet the midwife who explained how the baby was growing inside me, what would happen during delivery and how I should behave afterwards. The nice thing about these meetings was that with me there were also other girls and an operator who translated everything to me. After childbirth, in addition to the fact that I could always confront myself with the in-house medical staff, we had lessons on infant massage. I understood, in this way, how to take care of Jessica by entering into a relationship with her. Even though my family is so far away I never felt lonely.

Confort
THE VALUE OF OUR INTERVENTION

New rhythms of life
The *return to rhythms of life* marked by sleeping, waking, eating proper nutrition, time for self-care, moments of recreation, time to plan for the future, is the first step to *rebirth*.

The person is an indispensable value
Valuing the resources and also the limitations of people, rededicating them to their own *aspirations in life*, is the look with which we welcome our guests.

The quality of the environment
Beauty opens and broadens the horizons of human consciousness. Living in a comfortable, clean and harmonious way produces a beneficial shock with respect to street life that helps guests feel *deserving of beauty* and, therefore of a *new chance*. 

WHERE IS HOME?
LISTEN TO OUR PODCAST "COSÌ VICINI!" EPISODE 1
Progetto Arca accommodates homeless due to eviction, loss of work, family break-up, addiction, psychiatric fragility. In the highly receptive residential centre receptivity, in addition to the satisfaction of primary and health needs, the assistance of a multidisciplinary team is guaranteed and ensures specific accompaniment to each person or family unit.

The micro-communities host people further along the path to autonomy, already able to actively participate in the management of spaces and living together and, often, engaged in working activities or training for work. The centres emergency reception centres accommodate, for a few nights, people waiting for a stable housing solution.

"On the street I was so emaciated and dirty that when I looked in the mirror after my first shower in the reception centre, I no longer recognised myself. It was shocking to feel accepted even as I was before.  Marcello"

On the street I was so emaciated and dirty that when I looked in the mirror after my first shower in the reception centre, I no longer recognised myself. It was shocking to feel accepted even as I was before.  Marcello
The reception of people with addiction problems

The history of Progetto Arca began with services for drug addicts and has evolved over time, giving chain responses to all related problems. The night centre accommodates people still active in the problem while the two residential services accommodate people who choose to embark on a course of treatment supported by interviews, support for de-addiction and the construction of a rehabilitation project. The entire pathway is supported by the educational team in continuous collaboration with the local addiction services (Ser.D, NOA, SMI public and private social services) and aims to allow the continuation of the project for the purposes of the person’s overall rehabilitation.

The reception of migrants and lone minors

In 2022, Progetto Arca managed, in continuity with past years, one Extraordinary Reception Centre for men only and one for women with children. In response to the humanitarian emergency caused by the war in Ukraine, three new reception services were also opened dedicated mostly to mothers with children. The centres offer, in addition to meeting basic needs, assistance health care, socio-psychological and parenting support, legal orientation, support bureaucratic support, Italian language teaching up to vocational training courses. In 2022 the Foundation also structured the reception service for foreign adolescents that was launched, in emergency, in 2021. The service allows the continuation of studies, Italian schooling, psychological support, if necessary, and accompaniment to placement in communities for minors.

I will never be able to hug my mother again, my brothers have been killed. My hunger for life has brought me here and with your help I can rebuild my lost home. Ismail

2 RESIDENTIAL RECEPTION CENTRES - MILAN
1 OVERNIGHT RECEPTION CENTRE - MILAN

7 EDUCATORS
9 SOCIAL WORKERS
5 VOLUNTEERS

LOMBARDY REGION
ATS MILAN

1 EXTRAORDINARY RECEPTION CENTRE MIGRANTS WOMEN AND CHILDREN - MILAN
1 EXTRAORDINARY RECEPTION CENTRE MALE MIGRANTS - MILAN
3 EXTRAORDINARY RECEPTION CENTRES MIGRANT FAMILIES - MILAN
1 RECEPTION CENTRE FOR UNACCOMPANIED MINORS - MILAN

2 SOCIAL WORKERS
2 EDUCATORS
6 DOCTORS/NURSES
29 SOCIAL WORKERS
2 ITALIAN TEACHERS
1 CULTURAL MEDIATOR
1 PSYCHOLOGIST
1 LEGAL ADVISER
70 VOLUNTEERS

PREFECTURE OF MILAN
MUNICIPALITY OF MILAN
The Reception and Integration System

The Reception and Integration System (SAI), reserved for holders of international protection, is a second reception route that aims to achieve social, economic and housing autonomy within 6 to 12 months of entry. Italian language courses, legal counselling, psychological support, vocational guidance and support in the search for work and autonomous housing solutions are the main services that make up the educational project, defined with each guest. In 2022 we abandoned reception in collective facilities by switching to widespread accommodation in flats. This has allowed an even more effective educational accompaniment oriented towards autonomy and integration.

Ukraine emergency: reception in Milan

Since the first days after the outbreak of war, in February 2022, Progetto Arca, together with the Milanese institutions, provided initial orientation for refugees who arrived in the city. Through the special Hub near Milan’s Central Station, 7,673 refugees were listened to, oriented and accompanied to the reception services for 7,673 people, mainly women and children. In agreement with the Prefecture and municipal administrations, in Milan, Opera and Corsico, three extraordinary accommodation had been requalified and open. Ukrainian-speaking operators helped the guests to regularise their legal position, access healthcare or psychological support. In addition to the minors’ school inclusion and courses to learn Italian, those who chose to stay in our country were offered support in finding employment and housing solutions.

In Mariupol I saw hell. Violence, blood, mountains of rubble everywhere. The bombs were falling every five minutes. We were without food, water and light. We drank snow. Before the city was completely surrounded, I managed to escape in time. My mother, however, did not want to come with me and for two months I had no news of her. Her house was gutted by bombs and I wonder how she will resist there next winter. Today Mariupol no longer exists. It’s a pain I have to deal with every day. But now it is not the time to cry, I have to think about how to rebuild my life.

Anna
Home is an inalienable right of every person as it defines their identity and generates the protection necessary for the quality and stability of life. This is the generative idea of the Housing First model, which has been applied for years.

Autonomy, freedom and responsibility
Living in a house allows the guest to regain his or her own intimacy in the management of space and time, and the lost freedom. Dwelling trains to empowerment and to care of oneself and one’s environment.

Design
The stability offered by living one’s own space, generating wellbeing and health, facilitates the introspective dimension and planning, generating readiness for change and new behaviours.

Work
Home is the pillar on which to build the path towards labour integration, which is impossible to addressed by living in the street.
Martin arrived in Italy, and was hosted by Progetto Arca, found work and had the courage to take out a mortgage to buy the house where he now lives with his reunited family. This first story has been an inspiration to many other young people who, after having managed to rise upstream from war, poverty from the contempt of others, have experienced the pride of a home of their own. In order to help multiply these stories, we support those who are facing economic autonomy, in the search for the best housing solution, supporting those in the conditions to buy a house, in the choice of a mortgage and notary fees. The urgency of increasing every year the number of flats to be allocated to housing led us to seize the opportunity of the Superbonus 110% to renovate new properties that will help us to return to the community people and families able to take charge of their lives and bring good fruits.

Laura Nurzia, Vicepresidente
Housing for families in difficulty

Social housing intended for families is designed to respond to different housing needs: co-housing for mother-child families, temporary hospitality for families evicted for innocent arrears, housing education for Roma families leaving camps, independent housing projects for low-income families who are unable to access housing solutions on the free market. The reception, from 6 to 18 months, free of charge or, if possible, with a contribution to expenses, is integrated into a broader project of support towards autonomy implemented by a multidisciplinary team: starting a savings plan, job search or professional courses, building positive relationships with the neighbourhood.

“
My family had broken up; my mother was living with an uncle, my brother at an acquaintance’s, my father on the street and me in a foster home. Never has there been such joy to find us all together at the dinner table in the evening. Sabrina

Housing for homeless people

Progetto Arca accommodates people in individual or shared flats, with the aim of to support them in the valorisation of their own resources in a process of progressive regaining of autonomy and psychophysical well-being. Some flats are dedicated to welcoming people who, living on the street with their dogs, had given up their place in the dormitories in order not to be separated from them. The reference model is Housing First which, by breaking down the idea of the long between street life and the flat (pavement-dormitory-community-home), sees the home as the starting point, and not the end point, towards social inclusion. A multidisciplinary team defines an individualised project with each guest: management of the home, access to services in the territory, savings plan, training and work.
THE VALUE OF OUR INTERVENTION

Well-being
By solving the primary urge to survive, we create the conditions so that people can take charge of their own lives (home, work, care of children) by listening to their deepest aspirations.

Relationship
In the choice and delivery of food, especially in social market and canteens, a valuable opportunity for relationship, on which to build subsequent paths of integration.

Food education
Dietary support is a primary tool of education to consider food not only as filling but as an opportunity to take care of oneself and of one’s family, choosing the most appropriate nourishment.
The eight Social Markets and the Shopping of the Day service are relevant opportunities to fight food poverty and provide proximity for families in need who are facing socioeconomic difficulties. Social markets materially help families who do their shopping for free, choosing dry and fresh products on the shelf. This method, restoring the dignity of the gesture, allows operators and volunteers to establish a relationship of trust, accompanying the groups in food education and guiding them to the most appropriate services. The Shopping of the Day service, created in Milan to strengthen food support for the most fragile families, delivers a weekly bag of fresh food, coming from the system for collecting and distributing surpluses.

The beneficiaries include 825 families who receive 11,203 food bags and 363,922 meals (including breakfast). The economic valorisation of social impact is €1,748,882, with the economic value sustained at €9,146,789. The employment generated includes 18 educators, 2 social workers, and 15 volunteers, with a multiplier of social return of 5.2.

---

**Input**

- **34%** coverage thanks to institutional revenues
- **66%** coverage thanks to revenues from fundraising

**Activities**

- 18,438 food parcels
- 1,310,260 meals
- 11,203 food bags

**Output**

- 13,551 beneficiaries
- 2,967 families supported with food parcels or food bags

**Effects**

- **Economic valorisation of social impact**: €1,748,882
- **Economic value sustained**: €9,146,789

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"I had the problem of what to feed my children and I found much higher answers: I am now being looked after by social services and am attending a course to become a cook’s helper. I’ve discovered that I’m very good at it! Luisa"

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**Type of service**, **staff**, and **commission**

<table>
<thead>
<tr>
<th>Type of Service</th>
<th>Staff</th>
<th>Commission</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Market</td>
<td>1 educator</td>
<td>partnerships with local companies</td>
</tr>
<tr>
<td>Milan</td>
<td>2 social workers</td>
<td></td>
</tr>
<tr>
<td>Varese</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Bari</td>
<td>1 bari</td>
<td></td>
</tr>
</tbody>
</table>
Food parcels

To face the Covid-19 social emergency, since 2021 Progetto Arca has intensified its support towards families in need, through the monthly supply of food parcels. Thanks to the solidarity of citizens, companies and foundations, the help of volunteers and partnerships with local authorities, the Foundation has reached the most vulnerable families in the country by supporting them with primary goods. The parcels contain food and household hygiene products. In eight cities early childhood kits were also distributed.

The canteens

With food packages, the Foundation reaches families in poverty at home. With financial support to non-profit organizations or ecclesiastical institutes, which manage public canteens, Progetto Arca reaches people on the street on the national territory. 2022 was dedicated to strengthening interregional networks, choosing the entities closest to the mission of Progetto Arca and more reliable with respect to the proper use of the contributions provided.

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"We need the support of Progetto Arca to respond energetically to the many people I let them in, smile and give thanks for not being alone in facing so much poverty." Padre Claudio
Mobile Kitchens

Responding to the most urgent social needs is the guiding principle of Progetto Arca’s Street Units and which generated the idea of the Mobile Kitchen. The service was tested in 2020 in Milan, as an experimental project to counter the closure of soup kitchens due to the pandemic. In 2021, the Mobile Kitchen also reached Turin and Varese, in 2022 it arrived in Padua, Rome, Naples, Bacoli (NA) and Bari.

The distribution of breakfasts and hot meals, by operators and volunteers, is supported by a network of companies and foundations. The intervention not only guarantees the fundamental human right to a complete, hot meal but also a relationship and listening service. Indispensable to intercept hidden needs.

For five years I have been volunteering with Progetto Arca, in Rome. First in Street Unit and now with the Mobile Day Kitchen in Piazza di Prima Porta, on the Cassia. I live nearby and when I arrive I already find many people in the queue, some unsuspected who had never asked for help before. We volunteers never ask anything, but if someone wants to tell us about their difficulties, we are ready to listen. By now we all know each other, the atmosphere is friendly and there is also time to joke, as with a man who calls me ‘doctor’. With the Mobile Kitchen we don’t just offer a meal, we meet those in need with all the delicacy and dignity they need.

Marcella
International
Projects
Fighting poverty
Reducing inequalities
Sustainable development

THE VALUE OF
OUR INTERVENTION

First aid has no borders
The mission of Progetto Arca is to respond to social need promptly and in any territory. In 2022 we have intensified our intervention in international development contexts and humanitarian emergencies.

Zero Hunger
Through food support we contribute to fighting world hunger, malnutrition and worsening social isolation. Food is a means to promote the inclusion of people in a condition of conditions of extreme marginality.

Reciprocity with the rest of the world
Networking and project exchange with local project exchange with local partners makes it possible to offer support to the needs of fragile communities around the world, ensuring a continuous and proximity presence.

Sustainability
Drawing on the expertise of local partners, rooted in the territories, we guarantee an intervention sustainable impact in the long sustainable impact, triggering processes of growth and continuous improvement in the entities and the community.

UKRAINE, OUR AID TO DISPLACED PERSONS OF WAR. WATCH THE VIDEO
Food support abroad

Also in 2022, food support will be at the heart of international projects, in collaboration with local humanitarian organizations. In Argentina, with Asociación ame nendive, a soup kitchen was a soup kitchen was supported. In Venezuela, with Asociación trabajo y persona and in Brazil, with the Escola agrícola rainha dos apóstolos, Progetto Arca contributed to food days of students at risk of malnutrition. In India, with the Seva Kendra Calcutta Association, food parcels were distributed to families and a bakery was opened to feed homeless people in one of the the city’s poorest slums. In Cambodia, with the NGO Let us create futures, 14,640 food aid was offered to vulnerable families and children.
Support for Ukraine at war

On 28 February 2022, in partnership with REMAR Romania Asociatia Nisi, and REMAR Italy, the Progetto Arca left from Milan with the first convoy formed by five vans, to bring food and humanitarian aid to Ukrainians citizens fleeing the war. In 2022 we responded to the Ukraine emergency with:

- setting up a reception camp in Siret, Romania, close to the Ukrainian border, for refugee women and children, where food and life-saving goods were distributed and where 500 beds were also set in a gym, granted by the municipal authorities;
- logistical procedures to facilitate travel and family reunification of refugees in other European countries;
- opening of three canteens in Chernivtsi, Oradea, and Mostyska, for war evacuees;
- opening, in Chernivtsi, of a social wardrobe, a health clinic, and a space for mothers with children;
- distribution of weekly food parcels in several places;
- sending 25 trucks of humanitarian aids to refugee camps in Warsaw and Poznan, Poland;
- launch of the “Emergency Initiative to support the Ukrainian population” project, funded by the Italian Agency for Development Cooperation - food assistance and protection of the health of minors.

The border soon became our second home: it welcomed us in the morning in the bitter cold, and it greeted us in the evening illuminated by the headlights. I remember how, in those days, I received so many messages from Italy: they were relatives and friends of refugees who were trying to leave Ukraine and wanted someone to help them once they crossed the border. I had downloaded the Progetto Arca logo onto my phone and was sending it to these people, still stuck in the long queues at borders, with the message: “when you pass, look for this symbol. We’re here waiting for you”. I cannot say how many people ran up to us to thanking and hugging us. They didn’t know us yet, but the mere fact of being there, ready to welcome them, had for them an inestimable value.

Simone
Cross services

The transversal services are all services through which the Foundation can ensure the proper functioning of its reception facilities, the quality of living of its guests, and prompt intervention in case of emergencies.

THE WAREHOUSES
The Progetto Arca warehouses are the core of various ordinary and extraordinary activities of the Foundation. Collection, storage, and sorting hubs, where they all collect purchases and donations of goods intended for the proper functioning of reception facilities and care of guests. Every month this is where food parcels are prepared for families in need and hygiene kits are distributed by the Road Units. In recent years warehouses have also become the logistical and operational base for the aid shipments that the Foundation organizes, drawing on its Emergency Fund, in response to humanitarian crises.

THE KITCHEN
Attention to guest also passes through the care of a meal that makes them feel welcomed. Respect for food traditions and ethical-religious choices, and the nutritional needs of those in need of personalized diets (pregnant women, elderly people suffering from particular diseases, people with allergies or intolerances) are the main ingredients of breakfasts, lunches, and dinners served by the Foundation in its facilities. The Progetto Arca kitchen also promotes the social and occupational inclusion of disadvantaged people through the training and support of qualified personnel.

THE LAUNDRY
The laundry allows weekly change of guests’ bed linen and towels, as well as, the seasonal renewal of blankets, duvets, and bedspreads and the washing of clothes donated to the wardrobe. Organized with professional washing machines, tumble dryers, and ironing machines, this service allows us to offer each guest, everything they need to feel welcomed and respected in primary needs, an essential condition to return to take care of yourself.

THE WARDROBE
Every year the wardrobe guarantees three complete changes of dress per season for every guest welcomed by the Foundation. Thanks to the solidarity of citizens and companies, about 80% of the clothing are the result of donations, while shoes and underwear are purchased directly by Progetto Arca. The wardrobe also provides for extraordinary requests from reception centers: birth bags, nursery school sets, suitcases with everything needed for hospital admissions.

CLEANING
The quality of living in the Foundation’s reception facilities is guaranteed by daily cleaning services carried out by staff, often in work reintegration and involved in specific training. The sanitation protocols, introduced with the pandemic, have become a consolidated practice in all areas, focusing on those of greater use, such as toilets, canteens, and infirmaries.

MAINTENANCE AND RENOVATIONS
The frequent rotation of spaces and the implementation of new structures, used for the different services, require the Foundation to carry out constant ordinary maintenance work, to keep the reception areas decent. It is also necessary to renovate apartments and buildings for new use to adapt them to the housing needs of the various offering units. In particular, to cope with the Ukraine emergency, two structures in Milan and one in Corsica have been entirely renovated and used to welcome women and children who are war refugees.
WHY PROGETTO ARCA RAISES FUNDS

The donations collected from people, companies, and distributors support the mission and work of Progetto Arca allowing:

- **the continuity of projects and services** whose costs are not fully covered by institutions;
- financial support for **start-ups and innovative projects** for which the Foundation identifies the needs thanks to its field observatory;
- the creation of an **Emergency Fund**, essential to ensure a timely humanitarian response to dramatic, non-programmable events such as wars, earthquakes, and disasters.

Having **continuous donations** allows us to plan long-term interventions and manage them in the most effective and sustainable way.

You can find out about all the ways of support for Progetto Arca on page 113 of this Social Report.
Who our donors are

People, companies and provision entities are the vital force of Progetto Arca, the essential resources for its work. Thanks to their support, the Foundation is able to give continuity to its services, start new projects, expand its intervention area and answer to humanitarian disaster with timely actions, drawing from Fondo Emergenze.

Individual donors

In 2022, over 180,000 people supported Progetto Arca with little and large donations, one-off and regular, with the 5x1000 of the tax return, answering with and SMS at the television appeal or even with a bequest. The humanitarian action of Progetto Arca for the Ukrainian emergency ignited solidarity of many donors and approached new categories of supporters. At Italian level, street assistance and food support projects were the most supported by donors that identify the Foundation as a reality capable of offering concrete responses to the most urgent social needs.

Customer Satisfaction

For the first time, in 2022, a customer satisfaction survey was issued to the companies and provision entities, in order to test the quality of the relationship of trust and to trigger profitable exchanges for continuous improvement of the relationship. The values reported in the histogram correspond to the average satisfaction response, on a scale between 1 (not at all) and 10 (very much).

Major Donors and bequests

Between the individual’s donors, there are 206 people who contributed to Progetto Arca activities with major donations, renewing their support several times during the year. Hospitality, food support and healthcare are the projects closer to the hearts of major donors, prompt in responding with great solidarity also at international emergencies. In 2022 there were 160 people who have asked to receive the information guide on bequests and there was an increase in life insurance policies in favor of Progetto Arca.

Foundations

In 2022 Progetto Arca was able to count on the indispensable contribution of 18 important banking, business and religious foundations. Extraordinary was the momentum in supporting the help response in favor of Ukrainian population, but also have attracted interest in projects aimed to face the social consequences of the pandemic and the economic repercussions of the war, first of all food support interventions. Compared to 2021, the fundraising activity from foundations recorded a growth of 30%.

Companies

2022 also saw an interesting growth in the number of companies that supported Progetto Arca. Opposite of 51 in 2022, 79 medium and large companies have significantly supported the work of the Foundation in response to the Ukraine emergency, in the opening of new social markets and in launching mobile kitchens in new cities. 21 companies also participated in corporate volunteering initiatives involving more than 490 employees. Also, donations of good grew strongly, many of which were aimed to convey humanitarian aid for Ukraine and for the facilities for the reception of refugees.

Customer Satisfaction

For the first time, in 2022, a customer satisfaction survey was issued to the companies and provision entities, in order to test the quality of the relationship of trust and to trigger profitable exchanges for continuous improvement of the relationship. The values reported in the histogram correspond to the average satisfaction response, on a scale between 1 (not at all) and 10 (very much).

The values shown in the histogram correspond to the average response of satisfaction, on a scale of 1 (not at all) to 10 (very much):
Fundraising tools

Face to face fundraisers
Recognizable from badge and white and blue vest, the fundraisers are the face of Progetto Arca in the main Italian cities: they spread the mission, they raise awareness on the issues in which it is involved and motivate new people to became regular donators. Fundraising face to face stations were hosted at Milan Linate and Malpensa airports. Today, the fundraiser team are present in Lombardy, Liguria, Piedmont, Veneto, Tuscany, Latium, Abruzzo, Campania, Puglia and Sicily.

Direct Mailing
There are over 110,000 updates and fundraiser letters sent to loyal donators. In fact, direct mailing, represents one of the main channels used by Progetto Arca to communicate with supporters and reach new ones. Every letter is accompanied by postal order that, also in 2022, confirm itself as one of the preferred donation methods, increasingly supported by bank transfers. Fundraising letters also remain an excellent channel for the acquisition of one-time donators.

Digital fundraising
The membership of those who chose to become a Progetto Arca donor are also collected through campaigns of digital fundraising that integrate donation landing pages, automated demo cycles and social advertising campaigns. The main collection campaign funds conveyed via digital channels of 2022 was #EmergenzaUcraina which raised funds for humanitarian assistance interventions, on field and in Italy, in support of Ukrainian refugees.

Donor Care
The objective of Donor Care is to cultivate long-lasting relationships with donors through telemarketing activities aimed at updating, involving, reactivating and, of course, thanking them. Every donor is unique and getting to know them better is essential to keep the relationship alive and the involvement high. For these reasons, in 2022, a new database was implemented that allows the collection and management of donors’ profiles and donation history information. An important step towards in cultivating the relationship with ever greater care.

Solidarity SMS
Every winter, Progetto Arca runs a solidarity numbering campaign to raise funds to support homeless people assisted on the streets and in its shelters. In 2022 the Foundation collected 53,765 euro thanks to 10,682 donations between SMS and phone calls from landlines. The decrease compared to the previous year is a consequence of fewer broadcasters television stations that provided free spaces to promote the campaign.

5x1000
Proceeds from the 5x1000 contribute to guaranteeing the Foundation’s statutory activities: meals shelter and medical care for thousands of poor people assisted. In 2022 Progetto Arco received the funds for the 2021 tax return, amounting to 364,590 euros collected thanks to the preferences of 8,878 people, 1,482 more than the previous year.
Communication tools

**Website**
Progetto Arca’s website, [progettoarca.org](http://progettoarca.org), is one of the main communication channels the Foundation uses to inform about its daily work, raise funds for projects and services, open up the possibility of new collaborations and recruit new volunteers. 

In 2022, 232,000 users visited the website (+30% compared to 2021). The diary of Progetto Arca’s humanitarian mission in Ukraine is among the most read contents of the year.

**Social network**
With 27,700 followers, [Facebook](https://www.facebook.com) confirms itself as the main social network for Progetto Arca to inform, raise awareness, raise funds and interact with its audience. 

The presence on Instagram is growing: the account reached 7,800 followers (+47% compared to 2021). The reports of volunteers and beneficiaries are the posts with the highest interactions. Confirming the increasingly crucial importance of social networks, in 2022 we added a Social Media Manager in the communication and fundraising area.

**Newsletter**
Newsletters, both paper and digital, are indispensable tools with which Progetto Arca keeps its supporters updated on the progress of ongoing projects, promotes initiatives and campaigns, shares the stories of change of its beneficiaries and the reports of volunteers and staff.

In particular, [the magazine L’Arca](http://larcha.it) has a circulation of 105,000 copies per year and we share the online good news column [Con Te](http://conte.it) every month with about 28,000 donors and subscribers to the mail lists.

**Press office**
The Foundation’s commitment is communicated to the public also through constant press office activity both on the institutional front as well as covering events and campaigns. With 1,800 notes and 20 press conferences, the voice of Progetto Arca in 2022 spread strongly through the Italian media. Overall, there was an increase in visibility in all types of newspapers, print and online news outlets, local and national.

Above all, the volume of television reports grew, more than doubled compared to 2021.

Mobile kitchens and the Ukraine emergency were the topics that received the higher attention. Among the main peaks of media coverage, there was the departure of the first Progetto Arca humanitarian convoy headed to the Ukrainian border.

**Events and testimonials**
In 2022, Progetto Arca returned to the squares with [la zuppa della Bontà](http://laczuppadellabonta.it), an awareness-raising and fundraising event in support of homeless people. Some news from the eighth edition: the presence of mobile kitchens which, in Milan, Turin, Rome, Naples and Bari, continued online on Rete of Giving. Raised funds for 35,000 hot soups served on the streets during winter season. The appeal to help people in need during the most difficult months of the year without shelter was relaunched and amplified by the long-term friend and testimonial Enzo Iacchetti, protagonist of the campaign “*Si muore di freddo, non essere freddo*”.

**Podcast “Così vicini”**
In 2022, Progetto Arca chose the immersive power of the voice by producing the podcast series “*Così vicini*”. Four episodes that recount “the first help, always” through stories of hope and future in which everyone can recognize himself. The narrator is the author and television presenter Marco Berry. *Così Vicini* ranked first place in the Mediestars award in the ‘Social non-profit’ category and was awarded with the “Special Star prize for Copy”.

**Special initiatives for the Ukraine emergency**
Communication and fundraising initiatives took place throughout 2022 to report and support the humanitarian mission of Progetto Arco on the Ukrainian border:
- [charity auction Un’Arca per l’Ucraina](http://unarcaiperlucraina.it) with an exceptional hitter, Fabio Fazio,
- [photo exhibition Qui Odessa: cronache di una città che trattiene il respiro](http://quiodessea.it) realized by leading Italian foundations,
- [prestigious exhibition of the Sony World Photography Awards](http://sonyworldphoto.org) in favor of Progetto Arca,
- [video spot in support of soup kitchens for war refugees](http://www.chevogliemangere.it) made by six big names of Italian comedy, Enrico Bertolino, Raul Cremona, Elio, Andrea Pisani, Giacomo Poretti and Andrea Pucci.

**Publications**
*[Il primo aiuto non ha confini](http://www.progettoarca.org)* is the title of the photo-story on Progetto Arca’s humanitarian mission to support the war-stricken Ukrainian population. The publication, through images and reports of operators and volunteers, traces the first aid operations in the aftermath of the outbreak of the conflict, on the border between Ukraine, Poland and Romania, and the reception services set up in Italy to give protection to women and children.

---

**ECONOMIC RESOURCES**

| **TOTAL VIEWS** | 465,000 |
| **UNIQUE VISITS TO THE SITE** | 232,000 |

**Social media**

| **FOLLOWER ON INSTAGRAM** | 7,800 |
| **FOLLOWER ON FACEBOOK** | 27,700 |

**Newsletter**

| **COPIES DISTRIBUTED** | 105,000 |
| **DOANS REACHED MONTHLY** | 28,000 |

**Press office**

| **PRESS RELEASES** | 1,800 |
### 2022 budget

As of 2021, the balance sheet is drawn up in accordance with Article 13, paragraphs 1 and 3 of the Third Sector Code and ETS Accounting Standard No. 35. Both the balance sheet document, which expresses the financial situation and financial situation as at December 31, 2022, as well as the Management Report, which highlights income and expenses and reports on the results achieved by the management, have been drawn up according to a format with contrasting sections, compared with the previous financial year. The diagram only shows the values that have changed. All values are rounded to the nearest whole number.

### BALANCE SHEET

<table>
<thead>
<tr>
<th>ASSETS 2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>B) Fixed assets</td>
<td>12,468,641</td>
</tr>
<tr>
<td>C) Current assets</td>
<td>8,572,554</td>
</tr>
<tr>
<td>D) Accrued income and prepaid expenses</td>
<td>169,671</td>
</tr>
<tr>
<td>TOTAL ASSETS</td>
<td>21,210,866</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LIABILITIES 2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>A) Net worth</td>
<td>3,901,266</td>
</tr>
<tr>
<td>B) provision for risks and charges</td>
<td>1,992,684</td>
</tr>
<tr>
<td>C) Severance pay</td>
<td>1,340,456</td>
</tr>
<tr>
<td>D) Debts</td>
<td>11,587,618</td>
</tr>
<tr>
<td>E) Accrued expenses and deferred income</td>
<td>2,388,842</td>
</tr>
<tr>
<td>TOTAL LIABILITIES</td>
<td>21,210,866</td>
</tr>
</tbody>
</table>

### MANAGEMENT REPORT

#### A) LIABILITIES GENERAL INTEREST ACTIVITIES

<table>
<thead>
<tr>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Raw materials, subsidiary, consumption, goods</td>
<td>1,516,434</td>
</tr>
<tr>
<td>2) Services</td>
<td>6,872,831</td>
</tr>
<tr>
<td>3) Use of property of third parties</td>
<td>493,136</td>
</tr>
<tr>
<td>4) Liberal supplies</td>
<td>977,712</td>
</tr>
<tr>
<td>5) Proceeds of 5 per thousand</td>
<td>364,590</td>
</tr>
<tr>
<td>6) Contributions from private parties</td>
<td>1,444,144</td>
</tr>
<tr>
<td>7) Miscellaneous operating costs</td>
<td>1,110,356</td>
</tr>
<tr>
<td>8) Contributions from public bodies</td>
<td>897,419</td>
</tr>
<tr>
<td>9) Proceeds from public contracts</td>
<td>8.412.257</td>
</tr>
<tr>
<td>10) Other income and income</td>
<td>205,895</td>
</tr>
<tr>
<td>TOTAL</td>
<td>17,074,061</td>
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</tbody>
</table>

#### C) FUNDRAISING CHARGES

<table>
<thead>
<tr>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Usual fundraising charges</td>
<td>3,893,263</td>
</tr>
<tr>
<td>2) Charges for occasional fundraising</td>
<td>-</td>
</tr>
<tr>
<td>3) Other charges</td>
<td>1,769,124</td>
</tr>
<tr>
<td>TOTAL</td>
<td>5,662,387</td>
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</tbody>
</table>

#### D) CHARGES FOR FINANCIAL ASSETS

<table>
<thead>
<tr>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) On banking relationship</td>
<td>38.698</td>
</tr>
<tr>
<td>2) On loans</td>
<td>58.671</td>
</tr>
<tr>
<td>4) From other assets</td>
<td>72,000</td>
</tr>
<tr>
<td>6) Other charges</td>
<td>-</td>
</tr>
<tr>
<td>TOTAL</td>
<td>97.369</td>
</tr>
</tbody>
</table>

#### E) GENERAL SUPPORT CHARGES

<table>
<thead>
<tr>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) Raw materials, subsidiary, consumption, goods</td>
<td>25.442</td>
</tr>
<tr>
<td>2) Services</td>
<td>486.371</td>
</tr>
<tr>
<td>3) Use of third-party assets</td>
<td>45.143</td>
</tr>
<tr>
<td>4) Staff</td>
<td>1,023.377</td>
</tr>
<tr>
<td>5) Amortization costs</td>
<td>7.303</td>
</tr>
<tr>
<td>7) Other charges</td>
<td>19.118</td>
</tr>
<tr>
<td>8) Provision for a special reserve</td>
<td>300,000</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1,606,754</td>
</tr>
</tbody>
</table>

#### ANNUAL SURPLUS BEFORE TAX

<table>
<thead>
<tr>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>193,992</td>
<td>191,832</td>
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</table>

#### SURPLUS OF EXERCISE

<table>
<thead>
<tr>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>170,537</td>
<td>168,845</td>
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Relazione della società di revisione indipendente

ai sensi dell’art. 14 del D.Lgs. 27 gennaio 2010, n. 39

Alla Consiglio di Amministrazione della Fondazione Progetto Arca Onlus

Relazione sulla revisione contabile del bilancio d’esercizio

Giudizio

Abbiamo svolto la revisione contabile del bilancio d’esercizio della Fondazione Progetto Arca Onlus (nel seguito anche “Ente”), costituito dallo stato patrimoniale al 31 dicembre 2022 e dal rendiconto gestionale per l’esercizio chiuso a tale data e dalle sezioni “Parte generale” e “Illustrazione delle poste di bilancio” incluse nella relazione di missione. A nostro giudizio, il bilancio d’esercizio fornisce una rappresentazione veritiera e corretta della situazione patrimoniale e finanziaria della Fondazione Progetto Arca Onlus al 31 dicembre 2022 e del risultato economico per l’esercizio chiuso a tale data in conformità alle norme italiane che ne disciplinano i criteri di redazione.

Elementi alla base del giudizio

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

Responsabilità degli Amministratori e del Collegio dei revisori per il bilancio d’esercizio

Gli Amministratori sono responsabili per la redazione del bilancio d’esercizio che fornisca una rappresentazione veritiera e corretta alle norme italiane che ne disciplinano i criteri di redazione e, nei termini previsti dalla legge, per quella parte del controllo interno dallo stesso ritenuta necessaria per consentire la redazione di un bilancio che non contenga errori significativi dovuti a frodi o a comportamenti o eventi non intenzionali. Gli Amministratori sono responsabili per la valutazione della capacità dell’Ente di continuare a operare come un’ente in funzionamento e, nella redazione del bilancio d’esercizio, per l’approvatezza dell’utilizzo del presupposto della continuità aziendale, nonché per una adeguata informativa in materia. Gli Amministratori utilizzano il presupposto della continuità aziendale nella redazione del bilancio d’esercizio a meno che abbiano rilevato l’esistenza di cause di estinzione o scioglimento e conseguente liquidazione dell’Ente o condizioni per l’interruzione dell’attività o non abbiano alternative realistiche a tali scelte.

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

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

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

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

Inoltre:

• abbiamo identificato e valutato i rischi di errori significativi nel bilancio d’esercizio, dovuti a frodi o a comportamenti o eventi non intenzionali; abbiamo acquisito elementi probativi sufficienti e appropriati su cui basare il nostro giudizio. Il rischio di non individuare un errore significativo dovuto a frodi è più elevato rispetto al rischio di non individuare un errore significativo derivante da comportamenti o eventi non intenzionali, poiché la frode può implicare la mancanza di un’incertezza significativa riguardo a eventi o circostanze che possono far sorgere dubbi significativi sulla capacità dell’Ente di continuare a operare come un’entità in funzionamento. In presenza di un’incertezza significativa, sono tenuti a richiamare l’attenzione nella relazione di revisione sulla relativa informativa di bilancio ovvero, qualora tale informativa sia inadeguata, a riflettere tale circostanza nella formulazione del nostro giudizio. Le nostre conclusioni sono basate sugli elementi probativi acquisiti fino alla data della presente relazione. Tuttavia, eventi o circostanze successivi possono comportare che l’Ente cessi di operare come un’entità in funzionamento;

• abbiamo acquisito una comprensione del controllo interno relativamente ai fini della revisione contabile allo scopo di definire procedure di revisione appropriate nelle circostanze e non per esprimere un giudizio sull’efficacia del controllo interno dell’Ente;

• abbiamo valutato l’appropriatezza dei principi contabili utilizzati nonché la ragionevolezza delle stime contabili effettuate dal Consiglio Direttivo, includendo la relativa informativa;

• siamo giunti a una conclusione sull’appropriatezza dell’utilizzo da parte del Consiglio di Amministrazione del presupposto della continuità aziendale e, in base agli elementi probativi acquisiti, sull’eventuale esistenza di un’incertezza significativa riguardo a eventi o circostanze che possono far sorgere dubbi significativi sulla capacità dell’Ente di continuare a operare come un’entità in funzionamento;

• abbiamo valutato la presentazione, la struttura e il contenuto del bilancio d’esercizio nel suo complesso, inclusa l’informativa, e se il bilancio d’esercizio rappresenta le operazioni e gli eventi sottostanti in modo da fornire una corretta rappresentazione.

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

Relazione su altre disposizioni di legge e regolamenti

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

Gli Amministratori della Fondazione Progetto Arca Onlus sono responsabili per la predisposizione della sezione “Illustrazione dell’andamento economico e finanziario dell’ente e delle modalità di perseguimento delle finalità statutarie” inclusa nella relazione di missione della Fondazione Progetto Arca Onlus al 31 dicembre 2022 e sulla conformità della stessa alle norme di legge, nonché di rilasciare una dichiarazione su eventuali errori significativi.

Abbiamo svolto le procedure indicate nel principio di revisione (ISA Italia) 7208 al fine di esprimere un giudizio sulla coerenza della sezione “Illustrazione dell’andamento economico e finanziario dell’ente e delle modalità di perseguimento delle finalità statutarie” inclusa nella relazione di missione con il bilancio d’esercizio della Fondazione Progetto Arca Onlus al 31 dicembre 2022 e sulla conformità della stessa alle norme di legge, nonché di rilasciare una dichiarazione sugli eventuali errori significativi.

A nostro giudizio, la sezione “Illustrazione dell’andamento economico e finanziario dell’ente e delle modalità di perseguimento delle finalità statutarie” inclusa nella relazione di missione è coerente con il bilancio d’esercizio della Fondazione Progetto Arca Onlus al 31 dicembre 2022 ed è redatta in conformità alle norme di legge.

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

Milano, 26 aprile 2023

BDO Italia S.p.A.

Vincenzo Capaccio
Socio
The economic value generated and distributed

The economic value generated in 2022
Through budget data, the Foundation expresses its ability to generate value and to distribute it for purposes statutory. The full economic value generated by Progetto Arca is used to support the interventions of mission, both directly covering social activities, both indirectly allowing the development of activities that raise funds essential to support projects that are not fully funded by the institutions.

The operating surplus It is a value that the Foundation retains and replaces for the pursuit of social goals.
The total revenues for the year 2022 were equal to €24,634,563, of which 50% relates to income from activity of assistance and reception, which carry out the mission, the 49% concerns fundraising proceeds, necessary for support social interventions, where not covered by funds institutional and the remaining 1% from other income.

Compared to the year 2021, revenues increased by more than one million euros, because fundraising activities contributions from private individuals, linked to specific projects, have been reclassified as income from activities of general interest.

These revenues are increasing significantly, both for continuity of services only partially started in the past operation, such as the reception of foreign minors unaccompanied, both because of the growth of contributions from individuals described above. Also significant is the activity of directly managed international cooperation in Ukraine.

Distribution of the economic value generated in 2022
The total charges for 2022, after taxes, amounted to €24,440,571 up commensurate with the increase in income. Assistance and reception services have absorbed 70% of the economic value generated, in line with the trends of previous years. The value Economic cost used to carry out the fundraising activity is equal to 22% of the total and has allowed to find the resources necessary to support the deficit of the activity of general interest ensuring that all interventions are carried out and respond, with promptness and quality, to constantly changing social needs.

Transversely to general interest and fundraising activities, the revenues generated are returned, as a highly impactful value, to the community to support its development and well-being. In fact, 36% of the value generated makes it possible to sustain the lives of others 200 families of employed workers, helping to generate employment and income in favor of daily serenity and well-being in the relationship within the family. Other shares of the economic value generated are used for:
- Staff training, which by developing skills impacts on the quality of the services provided but even more so on individual learning processes and personal growth. This, in addition to building awareness paths, increases the level of affordability of professional requirements.
- The renovation, maintenance and management of buildings and apartments often converted for the purpose of receiving them from situations of degradation or misuse.
- The creation of support services for reception activities (cleaning, cooking, maintenance, logistics) that, in addition to raising the quality of hospitality, employ disadvantaged personnel in vocational training and job placement.

REVENUE TREND IN THE YEARS 2017-2022
Other informations

Progetto Arca and the environment

CONSUMPTION 2022

<table>
<thead>
<tr>
<th>LIGHT</th>
<th>2022</th>
<th>2021</th>
<th>2020</th>
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<tbody>
<tr>
<td>SQUARE METERS</td>
<td>29,023</td>
<td>21,184</td>
<td>23,353</td>
</tr>
<tr>
<td>KWH</td>
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<td>1,252,491</td>
<td>1,357,750</td>
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<td>SM</td>
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<th>WATER</th>
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<th>2021</th>
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<td>SQUARE METERS</td>
<td>29,023</td>
<td>21,184</td>
<td>23,353</td>
</tr>
<tr>
<td>LITERS</td>
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<td>AVERAGE COST LITER</td>
<td>€ 0,00121</td>
<td>€ 0,00088</td>
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</tbody>
</table>

THE PHOTOVOLTAIC SYSTEM
On the roof of the building in Via degli Artigianelli (headquarters of the administrative and collection offices) funds and a reception center for people with addiction problems) in July 2013, a structure of photovoltaic panels was built, which contributes to the production of the electricity needs of the entire building, thanks to a mixed, thermal/elecric system. During the day, all the domestic hot water, destined for the reception center, is produced by the sun’s heat recovery system, which heats the water and accumulates it in a 500 liter tank.

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OTHER CHOICES FOR THE ENVIRONMENT
Even in 2022, through small gestures of direction, the Foundation maintains the defense course of the environment by increasing best practices at every step of business operation. Attention to the environment has materialized on several fronts:
- progressive replacement of gas cookers in apartments, in favor of electrical household appliances,
- in order to increase their safety by reducing CO2 emissions,
- progressive replacement of boilers (thanks to Superbonus 110%) to electrical systems or to condensation, which guarantee lower consumption, lower emissions and greater safety;
- renewal of old and polluting means of transport, in favor of hybrid electric models-gasoline;
- elimination of all plastic products in favor of compostable consumables;
- installation of purified water fountains that, when used with bottles, avoid the use of bottles made of plastic.

SPECIAL WASTE DISPOSAL
Progetto Arca has activated, for the department Post Acute, as well for surgeries, the waste disposal procedure special with a specialized company, who picks up sharp waste every 15 days (syringes, needles, scalpels, etc.) and infectious (swabs, gauze, band-aids, gloves, lowers tongue, catheters) and expired medications. All information related to disposal are collected in a special register.

Insights
From 2020, Progetto Arca adopts the new Organizational Model (Legislative Decree 231/2011), which includes a series of principles and procedures that govern all activities in the field of respect for human rights and struggle to corruption. In particular:
- the Code of Ethics, which declares the principles of inspiration (transparency, fairness, loyalty, solidarity);
- the internal control system, aimed at providing the guarantee of compliance with laws and regulations;
- the lines of conduct, to guarantee the good governance of the Foundation;
- internal control procedures on administrative-management processes at risk.

On www.progettoarca.org/trasparenza it is possible to view these and the other main documents of utility and public interest related to the Foundation’s activities:
- the articles of association and the statute;
- certified financial statements;
- this 2022 Social Report and those of previous years;
- the organizational model;
- contributions from public administration;
- the protocols for accredited administration and the related service cards.
YOUR HELP IS VALUABLE
YOU CAN SUPPORT US IN MANY DIFFERENT WAYS

In 2022, Progetto Arca has:

- supported the independence and rehabilitation of 1,800 people equal to the audience of the Scala Theater in Milan
- met over 53,000 people equal to the inhabitants of the city of Trapani
- released almost 3,000 people from shelters equal to the number of passengers on 7 Freccia Rossa trains
- offered over 354,000 nights equal to 12 lives
- distributed 3,659,000 meals that could feed all the inhabitants of Milan for an entire day
- used 29,000 sqm of properties equal to 4 regulation-sized football fields

To implement the activities, Progetto Arca needed:

- 363,000 hours of paid personnel equal to 242 full-time employees
- 39,000 hours of voluntary work equal to 26 people working full-time
- 22,400 hours of civil volunteer service and internships equal to 15 people working full-time
- 44,000 hours of medical assistance equal to 29 doctors working full-time
- Every day we offered on average:
  - 14 medical examinations
  - 14 psychological therapy sessions
  - 3 sessions of legal advice

Since 23rd May 2023, Progetto Arca started sending staple goods to the people affected by the floods in Emilia Romagna.

Stop by and talk with our dialoguers/fundraisers. They will explain how to activate a regular donation.

Donate on the account of Fondazione Progetto Arca: IBAN IT07 A030 6909 6061 0000 0014 086

Donate your 5x1000. You just need to sign and indicate our tax code 11183570156

Go on our website progettoarca.org: just a few clicks and you will be able to donate once or regularly to your favourite project

Engage your company: from direct support to collective business volunteering, there are different options. Write to fundraising@progettoarca.org

Leave a charitable bequest: To know more, write to lasciti@progettoarca.org

Become a volunteer: enroll on progettoarca.org and join us!

www.progettoarca.org
DAI IL TUO 5X1000 A PROGETTO ARCA

1 1 1 8 3 5 7 0 1 5 6

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

Dove va a finire il tuo 5x1000? Con Progetto Arca diventa pasti caldi e spese alimentari indispensabili per migliaia di persone povere. Ci prendiamo cura di loro ogni giorno, anche grazie a te.

5x1000.progettoarca.org  #LoroLoSanno