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Front cover image:

Vulnerable Syrian refugees in Jordan

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Three Central African Republic refugees with their babies in Betou, Republic of Congo, after fleeing violence across the border in their village.

© UNHCR / L. Culot / December 2013



# Statement from leadership



The world today faces an ever growing and challenging contradiction: while many processes aim to achieve better standards of living and well-being for many more people of all nations, inhumane violence of all kinds is growing in so many countries.

At times it looks as if the concepts of multicultural communities and global humanity are reaching their limits. This not only appears in the violence driving people from their homes but also in the growingly negative attitude towards the arrival of migrants, refugees and displaced. While the many intergovernmental bodies and civil society organizations continue to interact and invest in protection and human dignity the reality of mixing populations remains insufficiently regarded as a potential for the future.

The ICMC voice in the debate is one of operational quality and visionary commitment: people are assisted in their need and suffering;

communities are supported through the development of durable programs and political proposals, social cohesion is promoted through increasing interaction with global networks and the resettlement of thousands of refugees; interaction with intergovernmental partners is developed through deployment of staff and the search for political coherence between all actors. ICMC may just be another voice amongst the many; yet it is itself a message of commitment to fraternity and solidarity, the expression of a living and caring Church.

**Johan Ketelers** Secretary General

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Pope Francis' leadership on migration issues has brought a new focus to the global challenges facing migrants.

From the Boat People embarking on the shores of Lampedusa to the thousands of South Sudanese unaccompanied minors crossing the Kenyan border, to the thousands of victims of Typhoon Haiyan in the Philippines, to the millions of Syrian refugees fleeing to neighboring countries such as Lebanon, Jordan and Turkey ICMC continues its efforts on their behalf.

ICMC has been privileged to assist in bringing the Pope's calls-to-action to a concrete reality, reinforcing the international recognition of the right of all people on the move to human dignity, protection, and the harmonization of the contributions they and their families make to global society.

In addition to its work as the Coordinator for Civil Society for the Global Forum on Migration, bringing together more than 300 non governmental organizations, ICMC has

continued its active partnerships with other Church actors around the globe in caring for the most vulnerable of refugees in the Middle East, and in helping to bring together the Church's vast and unique grass roots presence in favor of Pope Francis' goal of eliminating human trafficking as a global crime against humanity.

In all of these activities ICMC can only act with the vital collaboration of its donors whose support is integral to its global efforts in bringing the face of Christ to those in need. Our efforts are lifted by those who share their spiritual wealth through prayer and their material blessings through their financial contributions. We invite all to join us in our efforts as we give thanks and pray for ICMC's generous donors and their families who make our work possible. Thank you.

**John M Klink** President

# Mission and Values

ICMC serves and protects uprooted people – refugees, internally displaced persons and migrants – regardless of faith, race, ethnicity, or nationality. We respond to the challenges of people on the move and their communities, implementing and advocating for rights-based policies and durable solutions through our worldwide network of Catholic Bishops Conferences, governmental and non-governmental partners.

- **As an operational entity:** ICMC works on the ground to provide protection and humanitarian assistance to vulnerable people on the move.
- **As a policy-building body:** ICMC advocates for protection of the most vulnerable and works to uphold the human rights of all migrants and refugees, regardless of status. Specifically, ICMC coordinates Civil Society in the Global Forum on Migration and Development (GFMD) and in the High Level Dialogue for International Migration and Development (HLD) to ensure that migrants and migration are integrated into rights, development, and governance agendas at international and national levels.
- **As a platform:** ICMC helps voice Church Members' concerns and networks with a wide range of partners to advocate and increase capacity on migrant and refugee related issues.



Burmese Refugee Students participate in a play in Malaysia



Refugees arrive at RSC-TuME © ICMC/Guido Dingemas/2014

# What brings ICMC together:

## Helping the most vulnerable lead lives of dignity



ICMC staff and Church Members work on restoring lives of dignity, which translates into concrete action in refugee resettlement, humanitarian assistance, and networking for change. The variety of projects, initiatives, and networks come together to protect vulnerable people on the move, labour migrants, and communities.

### Protecting Vulnerable People on the Move

ICMC advocates for reliable, multi-actor processes to address the protection needs of migrants stranded in distress. Dangerous journeys across sea and land borders leave migrants – especially women and children – in danger of rape, starvation, drowning, and human trafficking.

Standards must be developed with multiple stakeholders – including national and local governments, civil society organizations, regional networks, and international organizations – to consolidate relevant principles and practices under existing refugee, humanitarian, and human rights law.

Furthermore, ICMC networks aim to create more resettlement places, guarantee safer migration channels, and provide better integration services upon arrival.

### Protecting Labour Migrants

ICMC works toward the identification, implementation, of effective standards and mechanisms to regulate the migrant labour recruitment industry.

These mechanisms should guarantee migrant workers the same equal rights as national workers – including the right to equal pay, working conditions, and the capacity to form and organize trade unions, ensure transfer of pensions, and paths to citizenship for migrant workers and their families.

### Protecting Communities and Families

ICMC members believe in the importance of decent and sustainable employment at home so that migration can be a well informed decision made by the individual and the individual's family. They advocate for policies that make migration a choice rather than a necessity.

On the ground, ICMC promotes community-based programming and livelihood training to build self-sufficient and healthy societies.



ICMC Staff reaches out to Syrian Refugee in Jordan  
© ICMC/2014

# Refugee Resettlement

Refugee family awaits resettlement in the US with RSC-TuME  
© ICMC/Guido Dingemas/2014



In conjunction with their protection needs, refugees also need access to durable solutions. This could be either integration into the host country, voluntary return to the refugee's country of origin, or resettlement to a third country.

When integration and return are not possible, as is often the case, resettlement can be the only viable solution for the most vulnerable refugees. Indeed, of the 10.4 million refugees at the beginning of 2013, UNHCR predicted that around 691,000 were in need of resettlement. Only 1%, however, can actually obtain resettlement due to the limited number of resettlement places made available by governments.

Since 1951, ICMC has identified and accompanied hundreds of thousands of refugees as they prepare to rebuild their lives in countries that have agreed to welcome them on a permanent basis. Together with the important role that ICMC deployees play in referring refugees for resettlement, ICMC continues to support global resettlement efforts in close cooperation with its Resettlement

Support Centre (RSC) in Turkey, ICMC Inc. in Washington D.C., and ICMC Europe in Brussels. ICMC Europe is actively involved in developing networks to foster stronger integration and reception services for newly-arrived refugees, while ICMC's Resettlement Support Centre for Turkey and the Middle East prepares refugees for resettlement in the US. ICMC Inc. then builds support for a more robust resettlement pipeline to the US, working closely with host agencies and communities to facilitate refugees' reception and integration.

ICMC is thus involved in the entire resettlement spectrum, from the identification and referral of cases, to processing for departure, the promotion of good integration practices in countries of resettlement, and advocacy for more resettlement space through active promotion with governments and civil society.



ICMC Employee Sandra Tamrat working in Kenya  
© ICMC/Kevin Urban/2014

# UNHCR-ICMC Resettlement Deployment Scheme

ICMC resettlement experts, commonly known as ‘deployees’, play a key role in identifying the most vulnerable refugees – including victims of torture or unaccompanied minors – and referring them for resettlement to a third country such as the US, Canada, or European countries.

The ICMC deployees work in UNHCR offices in Africa, Asia, the Middle East and Central America where vulnerabilities are highest.

ICMC also fields Child Protection experts where there is a need to provide specialized services and counselling to unaccompanied minor refugee children. Further, ICMC deploys experts in Refugee Status Determination to fill gaps in field operations.

ICMC draws upon its roster of nearly 400 qualified refugee resettlement and child protection experts, enabling UNHCR to meet its annual targets. Timothy Odera, an ICMC deployee working in Tanzania, explained, “A friend once asked me what my job actually entailed – and I gave a very simple answer: My job involves lending an ear to those who have been displaced from their countries and come to the UN refugee agency and its implementing partners for solutions.”

## Programme Spotlight: Jason Bell helps children build new futures in third countries

In my role as a deployee, I conduct Best Interest Determinations (BIDs), a process where I interview unaccompanied and separated children, relatives, and others close to the child in order to identify short and long-term care arrangements based on the principle of ensuring the best interest of the child.

My work took on a new meaning in December 2013, while en route to the US to visit my family. While checking in at the airport in Addis Ababa, I unexpectedly met 5 children who I had conducted BID’s for when I first started working at Mai Aini Camp, Ethiopia. They were on their way to the US to be resettled through the Unaccompanied Refugee Minor Foster Care program. As it turned out, we were on the same flight, which gave me several hours to provide an impromptu cultural orientation to life in the US. The children had many questions, such as “How far will I have to walk to my school?” and “Is Boston close to Fargo?”

Yet beyond their intense curiosity, they had a sense of excitement and optimism regarding their futures that I had never seen in my earlier conversations with them in the camp. They spoke of their aspirations in completing their education and having the opportunity to trace their families. And personally, being able to see some of the children I first spoke to in their group care homes beginning a new journey has helped provide me with a renewed sense of motivation and fulfilment that I will carry with me throughout my work.



## 2013 Highlights

- ICMC expanded the Deployment Scheme to **include 375 qualified professionals**, ready to be deployed to UNHCR operations at a moment’s notice.
- In 2013, 125 deployees **submitted 45,390 refugees** for resettlement.
- ICMC resettlement experts interviewed **5,337 unaccompanied minors**, separated children and their caregivers to determine whether it was in the best interest of the child to resettle.

# The SHARE Project – Building regional and local resettlement capacity

Although refugee resettlement has grown steadily in Europe, European countries only offer around 5,500 resettlement places each year, an incredibly small proportion of the 80,000 resettlement places offered globally.

Established in early 2012, the SHARE Project aims to build a European resettlement network of municipalities, cities and regions and their civil society partners. Through sharing information and best practices, SHARE helps European local and regional actors to provide places and create welcoming environments for resettled refugees.

The SHARE network includes Sheffield, UK, a leading SHARE city, as well as UNHCR, EUROcities and a group of NGOs and regional and local authorities in 15 countries. Coordinated by ICMC Europe, these various groups work together to ensure the visibility of local and regional aspects of resettlement in both European and global resettlement discussions and developments.

## 2013 SHARE Network highlights:

- **72 participants** from municipalities, cities and regions – including nine new, emerging and experienced resettlement countries – joined in on the SHARE City Exchange Visit Programme. Participants discussed such topics as housing, reception planning, volunteering and language-learning.
- **12 NGO Press Officers and journalists** from six countries participated in a specialist resettlement visit to the UK to gather material for stories and features on resettled refugees for their national media outlets. Participants conducted one-to-one interviews with resettled refugees; attended tours of the city guided by refugees, and met resettled refugee community groups.
- Together with the Committee of the Regions, the SHARE Network co-hosted 'A City Says Yes!' Campaign, an event attended by 90 delegates. Chaired by the Mayor of Lisbon, the campaign explored the role of regional and local actors in creating welcoming local communities for refugees in Europe.
- The SHARE Network publication, entitled 'A City Says Yes! Reflections on the experiences of the 'Save Me' campaign to promote refugee resettlement in Germany', documented the growth and impact of the grassroots 'Save Me!' movement for refugee resettlement in Germany. The piece was co-published by the leading German NGO, ProAsyl and a network of local groups operating in German towns and cities.
- In October 2013, the **SHARE Network Conference brought together some 100 SHARE partners, participants and stakeholders** to review the activities and achievements of SHARE to date, discuss priorities for 2014–2015, and develop strategies for a sustainable future network.



The Austria & Poland delegation of the SHARE City Exchange Visit Programme in the UK city of Bradford (July 2013)

## Project Spotlight: Extending the European Resettlement Network ([www.resettlement.eu](http://www.resettlement.eu))

More emergency resettlement places are needed in Europe to provide lifesaving protection and urgent medical care for refugees. In 2013, the network entered a new phase of development under the joint ICMC, IOM, UNHCR project, 'Strengthening the response to emergency resettlement needs,' with a new focus on mobilising support, conducting research and facilitating mutual learning on emergency resettlement.

Sixteen National Network Focal Points were drawn from civil society, national authorities, international organisations, NGOs and faith-based organisations in 14 European countries to provide stakeholders with higher levels of ownership.



An Ethiopian Oromo refugee resettled to the city of Hull takes questions from local stakeholders (visit of the North Rhine-Westphalia delegation, SHARE City Exchange Visit Programme, October 2012)

# Resettlement Support Centre for Turkey and the Middle East (RSC-TuME)

ICMC's Resettlement Support Centre in Turkey and the Middle East (RSC-TuME) accompanies refugees through the resettlement processes, enabling thousands to begin their lives anew as permanent residents of the US.

Based in Istanbul with a sub-office in Lebanon, RSC-TuME also carries out case processing in Kuwait, Yemen, and the United Arab Emirates via regular missions.

During the initial interview, ICMC caseworkers focus on creating a safe space for the refugee to share his/her story. ICMC's caseworkers collect biographical data on each individual, review identity documents, and gather other relevant information. Conditionally-approved refugees are then given medical screening appointments. Any cases with urgent medical needs are recommended for 'expedited processing' – meaning that the refugee can be resettled quickly to access urgent medical care.

Once a refugee is approved for resettlement, RSC-TuME provides up to 21 hours of cultural

orientation on a variety of aspects of life in the US, including a youth orientation for 8–14 year olds in Turkey.

Interactive and creative classes are offered, addressing expectations, cultural differences, attitude and practical life skills such as transportation, education, employment, laws and responsibilities and budgeting. Classes are administered in English, Arabic, Farsi and Somali.

Linda Samardzic, the RSC TuME Director, looked back on the history of the centre and credited the original staff, "(In 1962) the office was tiny but the work a small group of dedicated people did was great. They had very little resources and managed to achieve so much. I realize how important they were for the refugees they worked with."

## Programme Spotlight:

**Noushig Ghazarian, Beirut Cultural Orientation Trainer, speaks of her own experience:**

In March, I started helping an older couple get ready for their move to the US. In their seventies, the couple had no ties to the US. Yet they were still excited to start their new life: the husband described how he learned Basic English from an Arabic-English pocket dictionary. He even started a short conversation with me!



Refugees during Cultural Orientation



## 2013 Highlights

- **7,725 refugees were interviewed** by ICMC RSC-TuME caseworkers.
- **7,252 refugees departed** for the US.
- **5,023 adults and children** participated in cultural orientation classes.
- **New facilities in Beirut and Istanbul** allow RSC to tailor space for refugees in a convenient and accessible neighborhood. In addition, the new building in Istanbul improved interviewing space.

# Humanitarian Assistance

Syrian refugees in Zaatari © ICMC



The consequences of conflict, war and natural disasters force people from their homes, separate families, and compromise people's ability to care for themselves and their loved ones.

ICMC steps in to provide basic necessities, health care referrals, rental assistance, and other social services to help families get back on their feet.

## Jordan: Humanitarian Assistance for Vulnerable Syrian Refugees

2.3 million Syrian refugees fled their homes by the end of 2013, and the crisis shows little signs of abating. Many refugees staying in camps receive aid from international organizations, but Syrian families living in urban areas sometimes fall through the cracks.

Within the framework of the coordinated response of international and national agencies under the Syria Regional Response Plan (RRP), ICMC addressed these gaps and sought to complement ongoing humanitarian efforts. Responding to the needs of vulnerable Syrians in host communities of Jordan, ICMC continued to identify the most vulnerable among the refugees and host community families in need throughout the humanitarian crisis in Syria.

**In Jordan, ICMC administered the following assistance:**

- Provided vulnerable mothers with hygiene packages for their infants and young children
- Secured adequate housing for extremely vulnerable families through the provision of rental subsidies
- Referred urgent cases to appropriate service providers
- Distributed winterization assistance
- Established a protection centre for women and children

Nesreen, a Syrian refugee woman, spoke with ICMC's volunteers after receiving a baby-care hygiene package: "Normally, I have to borrow money just to order diapers, which cost at least 25 Jordanian dinars a month (35.37 USD)... sometimes I just use old clothes as diapers because I don't have enough money to buy them."



## 2013 Highlights

- A total of **737 extremely vulnerable households** (including Syrian and host Jordanian families), representing 4,242 people, received winterization assistance; including gas heater, gas cylinder and vouchers for gas re-fills.
- **577 vulnerable mothers**, including Syrians and Jordanians, received hygiene packages for infants and young children.
- A total of 732 extremely vulnerable Syrian and Jordanian households, representing 4,841 people, **received rent assistance**.
- **170 refugee women** attended focus group sessions and 1,541 children received recreational kits.
- 202 refugee women participated in eight **information-sharing special forums** and 258 refugee children participated in recreational activities.

## Programme Spotlight: ICMC in Jordan helps Syrian refugee women and children fight isolation

As part of its humanitarian assistance programme for Syrian refugees in Northern Jordan, ICMC began weekly group meetings with Syrian women at its Protection Centre in the city of Mafraq, Jordan near the border with Syria.

Discussions range from how to register children for school, to dealing with tensions between parents and children, and addressing domestic violence.

The isolation of Syrian women and girls is recognized as one of their biggest challenges in Jordan, home to more than half a million Syrian refugees in 2013. In a foreign country without family or social network for support, the women must fend for themselves. This exposes them to repeated verbal and sexual, psychological and physical abuse. Many vulnerable mothers struggle, yet remain unaware of services available to them.

During the meetings, the participants' children are offered much needed playtime and toy boxes containing crayons, colouring books and stuffed animals.

"The children are really excited to go. Last night they did not sleep, they kept asking if we were going to the ICMC playroom tomorrow," said Mouna, a Syrian mother of six, after attending four group sessions. "It is useful for me to hear other people's opinions and stories that I've never heard before. This helps me deal with the challenges I face. When I have finished a focus group I feel stronger."

On average the Protection Centre received around 20 women a day. ICMC also supported the UNHCR-led '16 Days of Activism against Gender-Based Violence 2013' through the facilitation of a focus group for vulnerable women, and a drawing competition for children.



ICMC Protection Centre  
© ICMC/Sinead McGrath/2014

## Syria: Emergency Humanitarian Assistance for Vulnerable Internally Displaced Persons (IDPs) and Refugees

With the civil conflict continuing unabated and violence intensifying across the country, Syria has shifted into a situation of complex humanitarian emergency over the course of 2013. Millions of Syrians have been displaced from their homes to elsewhere in the country, and many more have sought refuge in neighboring countries. Amid insecurity and access constraints, ICMC and its local partner, Terre des Hommes Syria (TdHS), have continued to provide life-saving emergency assistance to vulnerable populations living in Damascus and the surrounding area. Programme beneficiaries include internally displaced persons, extremely vulnerable Iraqi and non-Iraqi refugees.

"Every week there are mortar shells falling near our office in the old Damascus. But our local teams keep on working tirelessly, despite all the danger and frequent electricity cuts" says Walter Brill, ICMC's Director of Operations in Geneva.

Throughout 2013 more than 13,000 people inside Syria have been assisted by ICMC and TdHS. Services offered included access to primary and emergency health care; antenatal and postnatal care for mothers and their newborns; distribution of medical devices; provision of relief commodities and essential Non Food Items (NFIs) and emergency rent assistance.



A young Pakistani girl whose family was displaced by the flood © UNHCR/S.Phelps/September 2011

## 2013 Highlights

- In a project targeting Afghan refugees, **120 people, including 60 women, received training** on refrigerator maintenance, tailoring, plumbing, and electrical skills. Each participant received a toolkit relevant to their skill set within the first five months after receiving skills training. Indeed.
- **Over 72% of youths** gain employment after receiving training.
- **Created 15 Women Business Interest Groups** that received grants to initiate their business.
- After joining cooperatives, home-based women workers experienced a **218% increase in income**.
- **More than 1,200 home-based women workers** received social benefits, and health and education services through ICMC referral and advocacy.

# Pakistan: Empowering Vulnerable Pakistani Communities

ICMC's work in Pakistan focuses on vulnerable communities, including Afghan refugees, survivors of natural disaster, and women living in urban slums.

ICMC builds community capacity to prevent future displacement and reduce the impact of natural disasters. Preventative measures include disaster response training, building dams and walls, and the development of mitigation plans.

ICMC also works with impoverished communities to help them achieve economic independence. The intervention goes beyond vocational skills training to ensure beneficiaries have durable access to employment. The livelihood programme teaches basic numeric and literacy skills, as well as a wide-variety of different job trainings that the needs of local job markets.

Once the training is completed, ICMC provides trainees with a toolkit and small grants to help them start their own business.

ICMC has established fully-equipped cooperatives and community based centres for home-based women workers, where participants can work collectively and market their products.

Finally, ICMC invests in children's education. It refurbishes primary schools destroyed in the floods, creates computer labs for students and teachers, and sets up parent teacher associations to strengthen the bond between schools and communities.



Pakistan women sews clothing item

## Programme Spotlight: Cooperatives bring hope and financial security to home-based women workers in Pakistan:

In the Punjab province of Pakistan, the country's most populated region, ICMC helps vulnerable women earn better wages and access decent work opportunities by joining cooperative centres.

Rukhsana, her husband, and their three young children were living in a rented one-room home and struggling to afford basic necessities in Jhang, Punjab. She looked for a solution to

her family's financial difficulties and joined the more than 12.5 million women in Pakistan who are home-based workers, and started embroidering clothing.

Home-based or casual women workers make up more than two-thirds of Pakistan's urban informal workforce, according to the International Labour Organization. They are among the poorest of the already vulnerable

informal workers; they lack bargaining power due to their isolation and the small quantities of material they produce, and are often at the mercy of unscrupulous middlemen. Yet, their work can help keep a family out of poverty.

To strengthen the women's ability to bargain, ICMC established 10 cooperatives where home-based workers can work together, benefit from vocational training,



access specialized tools, and engage in collective action.

Rukhsana's life has changed since she joined the Umeed Home-Based Women Workers Cooperative Centre, established in February 2012 by ICMC and its local partner the Sarsabz Foundation. Rukhsana used to earn between 1500–2000 Pakistani rupees a month (24–32 USD), which was hardly enough to live on. Now that she has become a supervisor of the cooperative, her monthly wage has quadrupled to 8000 rupees (128 USD).

"I get regular and well-paid work – I can now afford to pay for my children's English school," said Rukhsana. "I have learned a lot and my confidence has grown."

Rukhsana's cooperative represents only one of the ten cooperatives established by ICMC. Members within these cooperatives have successfully saved PKR 579,776 (5,867.33 USD), which can buy additional equipment and sustain the cooperatives during the low season.

The programme helped 2,504 cooperative members. Workers and family members were able to increase their income, access social services, receive national identity cards, education, vocational training, health care, micro credit loans and legal aid.

## Combating Gender Based Violence amongst Burmese Refugees Women and Youth in Malaysia

Sexual and Gender Based Violence (SGBV) is exacerbated during forced migration and displacement. ICMC works to combat the causes and consequences of SGBV amongst Burmese refugees in Kuala Lumpur, the Klang Valley and Penang where program interventions are twofold: first, to raise awareness within the refugee communities and then provide survivor-centred care.

ICMC forges relationships within the Burmese refugee communities and continues to pursue a strong community-based approach. The ICMC's Refugee Women's Protection Corps (RWPC) has remained the core and centre of ICMC program activities. **The Corps is composed of trained Burmese refugee volunteers who play a leading role in many different key program activities:**

- Outreach and SGBV awareness raising
- Peer counselling
- Transportation escort and interpretation for SGBV survivors in hospitals, shelters, counselling centres
- Specialized SGBV training for adolescents 13–17 years of age in youth centres, refugee learning centres and community groups
- Children's safety training in refugee learning centres and community groups
- Operation of the emergency / disclosure hot line

ICMC further provided trainings on proposal design and preparation for refugee organizations considered for the mini-grant program. ICMC reviews, selects, funds and monitors grant applications from refugee groups and communities on projects that either raise awareness on SGBV or assist SGBV survivors.

ICMC and its partners secured emergency shelter for SGBV survivors and their children; and facilitated access to medical care, psycho-social support, counselling, emergency cash assistance, and transportation.



## 2013 Highlights

- **ICMC recruited and trained 20 refugee volunteers** who conducted outreach and SGBV awareness trainings at refugee community organizations to more than 4000 refugees in the Klang Valley and surrounding areas.
- **ICMC provided secure shelter for 30 survivors** and their accompanying children.
- ICMC registered a **steady increase in SGBV disclosures** since the start of the program in 2010, with over 80 SGBV disclosures received.
- The RWPC conducted the Children's Safety Programme training in some **30 refugee schools** with over 500 refugee children participating.
- Thirty-two leaders of 19 refugee community organizations **received capacity-building training** on SGBV awareness and response.

## Programme Spotlight: The Refugee Women's Protection Corps

"A lot of women suffer from SGBV but they don't know how to ask for help. People don't always understand that survivors should be helped instead of blamed. We must change what we can now, only then will women gain equality and respect," said Iang Chin Par, a Burmese refugee living in Malaysia and a member of the ICMC Refugee Women's Protection Corps.

The Refugee Women's Protection Corps was formed by ICMC more than four years ago and has since served as the foundation of ICMC work and community-based approach to prevent and respond to SGBV amongst Burmese refugees in Malaysia. ICMC staff mentors, supervises and coordinates a group of around twenty RWPC volunteers from the Burmese refugee community to better address harmful gender inequalities.

The volunteers – all from different ethnic communities within the Burmese refugee population – conduct outreach and SGBV awareness raising sessions for adults in homes, religious institutions, and refugee community centres.

This type of community based approach puts the capacity, rights and dignity of persons of concern at the centre of programming. It generates more effective and sustainable initiatives

by working with refugees to identify gaps in protection and thus strengthen local resources and infrastructure.

"The way ICMC operates – engaging directly the refugees in the program work and treating staff and refugee volunteers equally – made me feel like a human being again and helped me regain confidence in myself," shared Khua Tin Cer.



## Fighting Human Trafficking in Indonesia

In partnership with the American Center for International Labor Solidarity, ICMC contributes to building the capacity of local organizations, government agencies, service providers and NGOs to reduce internal and external trafficking, increase prosecution of trafficking cases and enhance the protection of trafficking victims.

### Program interventions are three-fold:

- Enforcement of laws to deter traffickers and protect vulnerable populations
- Improving and expanding services to safeguard trafficking victims
- Empowering civil society groups to advocate for greater implementation of established trafficking policies on a local level



## 2013 Highlights

- **More than 150 trafficking victims**, including children, in Batam, Pontianak, Makassar, Sukabumi and Jakarta were provided with legal counseling and survivor-centred care including shelter, healthcare assistance, mental health services and assistance with safe return home.
- Thirty-six trafficking victims participated and cooperated with law enforcement agencies in the criminal justice investigation of their cases.
- Through **targeted trainings and advocacy efforts**, ICMC and The American Center for International Labor Solidarity contributed to the successful establishment of a new counter-trafficking task force in Makassar which further resulted in the government establishing a shelter for trafficking survivors (specifically women and children) in September 2013.

## Working Toward an Effective Asylum System in Greece

As a gateway to Europe, Greece receives thousands of migrants and refugees every year. Some lack regular immigration status or papers, including an estimated 24,000 migrants and refugees caught entering Greece via land or sea borders in 2013.

These border crossings are extremely dangerous, and at least a third of all boats heading to Greece need to be rescued. Migrants and asylum seekers arrive in poor conditions and require numerous social and medical services.

To support reform efforts of both asylum and first reception systems in Greece, ICMC aided UNHCR through the deployment of qualified experts. These employees have helped implement both the “Greek Action Plan on Asylum and Migration Management” as well as the First Reception Service.

ICMC successfully responded to the challenge of identifying, selecting and appointing qualified staff to fill 25 newly created positions in 2013.

Furthermore, ICMC continues to manage a pool of 36 ICMC Affiliate Experts who help UNHCR Greece in areas of refugee status information, developing a database on country of origin information, registration and training for authorities and local staff, and improving reception conditions for new arrivals.



Rescued Syrian refugees are taken from the port of Augusta on Sicily, southern Italy, to a reception centre © UNHCR / A. D'Amato / March 2014

## 2013 Highlights

- In its effort to strengthen the first reception response to new arrivals, through **April to December 2013, a total of 8,592 new arrivals** (including 6,828 men and 1,764 women) received information on rights and obligations by a team of 10 ICMC Associate Information Officers deployed to UNHCR.
- The Associate Information Officers **conducted over 2,000 information sessions**, including group and individual sessions, for new arrivals.
- Two Documentation Officers and one translator continued to update country of origin information to help asylum caseworkers. Since 2011, **more than 400 requests for country of origin information were responded to**, covering 53 countries of origin including Pakistan, Afghanistan, Iran, Syria, Georgia, Nigeria, Iraq and Sudan.

# Networking for Change

ICMC draws and improves upon the expertise, partnerships, and tools of numerous governments, NGOs, church members, international organizations, and civil society to protect migrants, refugees and displaced persons.

## 2013 Partnerships

### 17 Church Members

ICMC directly engages with ICMC Church members and Catholic organizations at national and regional levels. ICMC Inc., in particular, works to combat trafficking as part of the US Catholic Coalition Against Human Trafficking, and leverages expertise of US Catholic network partners to ensure stronger child protection safeguards for vulnerable migrant minors.

### 18 International Coordinator for Global Civil Society

ICMC served as international coordinator of civil society for the Global Forum for International Migration and Development (GFMD), and the High Level Dialogue for International Migration and Development (HLD).

### 19 Public Private Partnerships protect Labour Migrants in Eastern Europe

ICMC works with public employment administrations, regional authorities and hospitals in Eastern Europe to better monitor labour needs in the home-care sector, and develop skills training for hospice workers wishing to move to Western Europe.

### 19 Partnering for Resettlement

ICMC Europe collaborates with various networks and partners to promote resettlement in Europe.



An Ethiopian Oromo refugee resettled to the city of Hull presents his home region (visit of the North Rhine-Westphalia delegation, SHARE City Exchange Visit Programme, October 2012)

# ICMC Members

Church representatives and Bishops conferences have an on-the-ground view of the struggles migrants, IDPs, and refugees face on a daily basis. ICMC uses this expertise to amplify members' concerns on migrant and migrant related issues.

- **ICMC and the Asian Working Group protects family unity**

In 2013, ICMC and the Asia Working Group – including representatives of all Catholic Bishops Conferences of Asia and the Office of Human Development of the Federation of Asian Bishops Conferences (FABC) – analysed the effect of migrant labour on family unity. They then prepared a series of recommendations for all ICMC members within South Asia.

As one Asian member stated, “Families affected by migration should be an ordinary concern for the Church... focus needs to be given to ease the emotional suffering and protection of families and homes.”

- **ICMC and US Bishops Conference protect unaccompanied minors**

An estimated 60,000 unaccompanied minors crossed the US / Mexico border in 2013. Fleeing gangs and high levels of generalized violence, the majority of children come from Central America. The dangers follow them on their perilous journey through Mexico; by the time they reach the US, many have suffered beatings, rapes, starvation, kidnapping and trafficking.

ICMC joined the delegation of the US Conference of Catholic Bishops' Migration and Refugee Services (MRS) to Mexico, El Salvador, Guatemala, and Honduras in November 2013 to call attention to

the situation and to examine options to increase their protection at each step in their journey: whether at home, in transit through Mexico, upon arrival in the US, and after deportation / return.

Jane Bloom, ICMC's US Head of Office, explains, “The mission really demonstrated the importance of identification and assessment for vulnerable children in mixed migrant flows. It can be truly lifesaving, perhaps the single most important intervention to assure their protection in a dangerous journey”.

- **ICMC and the Catholic Bishops Conference of the Philippines promote safe labour migration and combat human trafficking**

In 2013, ICMC and Church Members in the Philippines developed a strategy to aid human trafficking survivors in the region, including supporting local social services and helping survivors to return home.

ICMC launched a programme to conduct legal analysis of migrants' employment contracts, providing a first step to increase measures and regulate employment agencies in the region.

ICMC intends to develop training modules to support Catholic communities and religious congregations develop adequate response mechanisms for trafficking victims.



ICMC President Mr. John M. Klink  
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Las Scalabrinas at ICMC Council Meeting  
© ICMC/Florence Joigneault/2014

“Families affected by migration should be an ordinary concern for the Church... focus needs to be given to ease the emotional suffering and protection of families and homes.”

“The declaration stresses the need to deepen the interaction between Governments and civil society to find responses to the challenges and the opportunities posed by international migration”

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## International Coordinator for Global Civil Society

2013 was a landmark year for the global civil society's advocacy around migration and development. For only the second time in history, the United Nations General Assembly brought together governments and civil society during the High-Level Dialogue on International Migration and Development (HLD) on 3–4 October in New York. With 232 million migrants and many more family members across the world, migration greatly impacts societies and economies around the world.

Building upon ICMC's standing role as civil society coordinator for the Global Forum on Migration and Development (GFMD), and invited by civil society partners and the United Nations, ICMC coordinated civil society's participation in the 2013 HLD. A centrepiece and starting point for ICMC was civil society's milestone proposal for a 5-year 8-point plan for the HLD.

The 5-year 8-point plan came out of the GFMD Civil Society Days and the subsequent World Social Forum on Migration (WSFM) in late 2012. Over 100 lead civil society organizations signed the document, which puts forward a set of eight key issues for governments and civil society to work on together in the next five years (see spotlight).

Framing and connecting global civil society's advocacy around this 5-year 8-point plan, ICMC organized eight global civil society working groups and preparatory meetings of civil society leaders in July. Over 300 representatives from grassroots, regional, and international civil society organizations met in New York with 100 governments, UN and other international agencies, to present and advocate for the eight priorities of the 5-year plan.

The HLD on 3–4 October resulted in Member States unanimously adopting a landmark declaration with principles and

recommendations on international migration and development. The declaration “stresses the need to deepen the interaction between Governments and civil society to find responses to the challenges and the opportunities posed by international migration, and recognize the contribution of civil society... to promote the well-being of migrants and their integration into societies, especially at times of extreme vulnerable conditions...”

Sir Peter Sutherland, The UN Secretary General's Special Representative for International Migration, marked the importance of the 5-year 8-point plan: “Today, civil society is becoming a true partner. Civil society has upped its game, offering a focused, smart and practical agenda, identifying many of the most urgent challenges we need to face... We are on the threshold of a new era of international cooperation on migration and the HLD is our chance to crossover.”

### **Spotlight: the 5-year 8-point action plan for collaboration between civil society and governments to protect and empower migrants**

The 8-point plan created by ICMC and civil society partners outlines policy priorities for the next five years. The plan focuses on creating sustainable policies and standards to protect and empower migrants and communities to lead lives of dignity.

Asked about the key questions that the HLD, governments, civil society and the private sectors should address together, John K. Bingham, Head of Policy for ICMC referred directly to the 5-year action agenda: “Questions like how to regulate private agencies that recruit and often abuse foreign workers; how to better respond to boat people and other migrants hurt or traumatized migration journeys; how to set and achieve global goals for development that provide countries and people with decent work at home and opportunities to migrate safely, legally and affordably; how to build and strengthen rights-based systems for legal labour migration; how to create options for citizenship in countries of destination; and finally, how to further promote the positive engagement of migrants and diaspora communities in countries to and from.”

### **On Human Development and Migration:**

- To ensure integration of migrants and migration into the global post-2015 development agenda to reflect the contributions that migrants make to human and economic development, ensuring policies that make migration a choice rather than a necessity.
- To engage migrants and diaspora as entrepreneurs, social investors and policy advocates in development.

#### On Migrant Rights and Protection:

- To create reliable multi-actor mechanisms to protect migrants stranded in distress and in transit, beginning with those trapped in situations of war, conflict or disaster. This should include specific attention to protection and assistance gaps for migrant women who are raped and the thousands of unaccompanied children that are abused throughout the migration journey.

#### On Migration Governance and Partnerships:

- To promote creation and implementation of national legislation that complies with international conventions to provide migrants, regardless of status, access to basic services, social protection, justice systems and protection against all forms of violence.
- To engage civil society and migrants in redefining international mechanisms and processes for the protection of the rights of migrants.

#### On Labour and Mobility:

- To regulate the migrant labour recruitment industry, including creating standards to ban abuses and exploitation experienced by labour migrants.
- To guarantee labour rights for migrant workers, equal to the rights of nationals, including the rights to equal pay and working conditions, to form and organize in trade unions, and to have paths to citizenship for migrants' workers and their families.

## Public Private Partnerships protect Labour Migrants in Eastern Europe

Aging societies mean that many countries will soon need to increase their labour force. Yet many labour migrants face discrimination, workforce abuses, and a lack of social services.

The ICMC pilot programme in Eastern Europe presents a model for safe labour migration and recruitment in order to provide decent work for labour migrants as well as fill employment needs in the domestic care sector. It links demographic challenges with labour needs, while contributing to a more efficient and sustainable cooperation between countries of origin and countries of work.

In 2013, ICMC registered ICMC Cares to select, train and provide transnational certification for Eastern European migrants planning to work in elderly care.

The programme collaborates with public employment administrations and regional authorities in the Carpathian region.

## Partnering for Resettlement

The European migration and asylum system must respond to this rapidly expanding crisis.

In cooperation with other networks and partners, ICMC Europe focused its advocacy work on promoting more safe

channels for access to Europe, ensuring the respect of human rights of migrants at borders, safeguarding access to asylums and in extending the number of resettlement places in Europe, and participating in the Resettlement Saves Lives Campaign.



Resettled Refugees in the UK Refugee Action  
© Sarah Filbey

“In 2013 alone, almost 60,000 migrants crossed the Mediterranean sea in an attempt to reach safer shores – the largest arrival in more than a decade!”

# Our Donors

ICMC is grateful to the many supporters who have helped ICMC protect and assist those in need.



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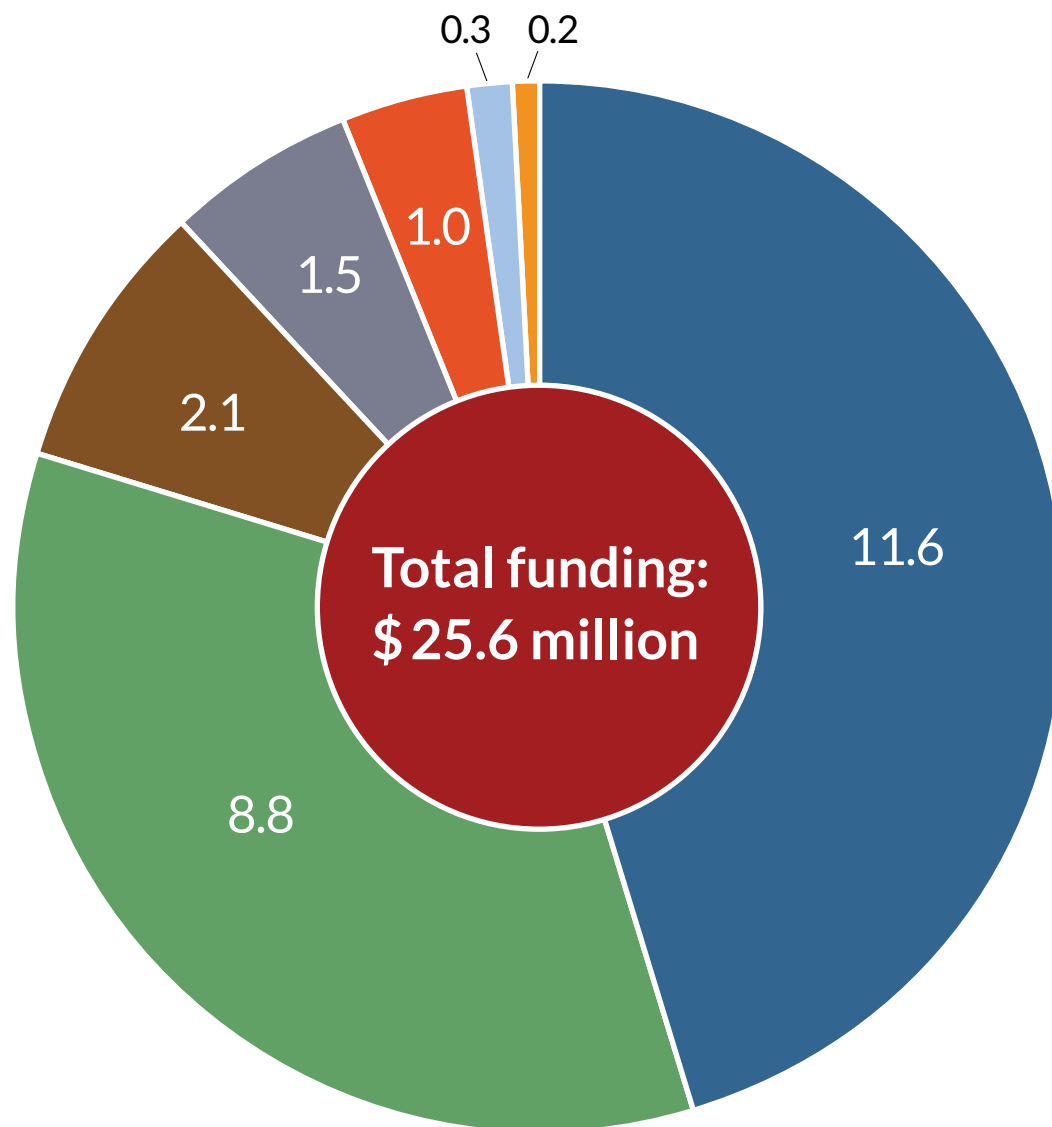
- United States Conference Of Catholic Bishops (USCCB)
- Italian Bishops Conference (CEI)
- Belgian Bishops Conference
- Australian Catholic Bishops Conference

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# ICMC funding in 2013

Audited accounts in millions of US\$

- US Government agencies grants (BPRM, DRHL-G / Tip-USAid)
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- EU (ECHO, DG, EIDHR)
- Other donors / grants
- Private donors
- Member contributions
- Miscellaneous



# ICMC expenditure

in 2013: US\$ 26 million

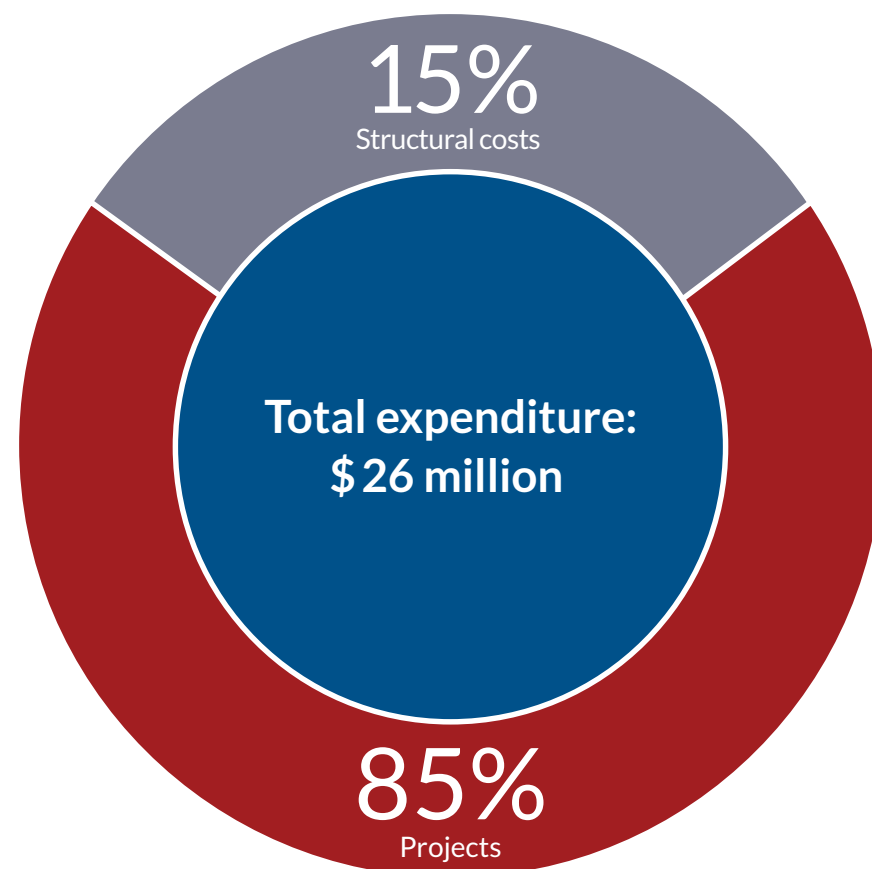
## ICMC quality standards

ICMC spends almost 85 per cent of the funds it receives on projects, keeping structural costs, to only 15 per cent.

Deloitte audits ICMC financial data annually and, additionally, donor-specific financial auditors control and/or audit each project separately.

### ICMC conforms to:

- The Sphere Project's Humanitarian Charter and Minimum Standards in Humanitarian Response.
- The Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in disaster relief.
- The Statement of Commitment on Eliminating Sexual Exploitation and Abuse by UN and Non-UN Personnel.
- Welcoming the Stranger: Affirmations for Faith Leaders.
- GHP Principles of Partnership.



### Breakdown of the 15% structural costs:

- |                                    |                                  |
|------------------------------------|----------------------------------|
| - Communication (0.91%)            | - Fund raising (3.00%)           |
| - Policy (0.27%)                   | - Operations (3.24%)             |
| - Support to field offices (0.26%) | - General administration (6.03%) |
| - Liaison offices (1.29%)          |                                  |

# Our Staff

All around the world, our staff works to help vulnerable people on the move.

This publication recognizes their dedication.

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- H.E. Archbishop Simon Ntamwana (Burundi)

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- H.E. Archbishop Kalathiparambil (Pontifical Council for the Pastoral Care of Migrants and Itinerant People)

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