

# Restoring Dignity, Inspiring Change

Together with those  
who need it most

# 2011



International Catholic  
Migration Commission

# MIGRATION

## A message of hope

2011 was a year of transformation, turmoil and new opportunities. As economic strains continued to weigh heavily on migrants and families worldwide, dramatic change swept across the Middle East and North Africa. Unprecedented in its fervor, and intensified by ready access to global communication and social media platforms, the Arab Spring movement ushered in a new global awareness of political power mechanisms, human well-being, and the ever-increasing interdependency of our societies.

*"Migration becomes a test for the respect and implementation of human rights especially when policies are centered on control and national security, forgetting the equally important security of the persons on the move across the planet."*

H.E. Archbishop  
Silvano M. Tomasi

Never before has it been so clear that people from all countries and political systems want to be heard and positively responded to in their personal quests for freedom, growth and well-being.

Though it lacks, perhaps, the limelight of the Arab Spring movement, migration is but one more way of expressing that same fundamental and age-old hope for a better world: the hope of a way forward in life even despite life threatening risks and the potential for violence, abuse and exploitation. Indeed, this hope explains, in part, why people will continue to migrate until the day that more human-worthy balances are achieved.

As a front-line international actor and representative network of Catholic Bishops' Conferences worldwide, ICMC accompanied and supported thousands of people in over 43 countries in 2011, whose individual suffering remained all too often ignored. While the media helped us to understand the magnitude of the disasters they faced, fully comprehending the intensity of pain and suffering that people experience, the complexity of hope that prevails, and the unquenchable yearning for a better life remains far more difficult for those who have not experienced it themselves. It is for and with these migrants, these refugees, these asylum seekers, these displaced, trafficked and vulnerable people, that ICMC continually works to develop improved models of response.

In 2011, as in decades past, the ultimate goal of all of ICMC's work was the same: to protect and assist uprooted people—people uprooted from their place of birth, uprooted in their hearts, uprooted in their hope. Sixty years of ICMC commitment in this field carries the same message through current history, through progress and change: a message of deliverance and redemptive hope that reaches out to all.

John M. KLINK  
President

Johan KETELERS  
Secretary General





# CHANGING LIVES

## through refugee resettlement and asylum

Resettlement is a vital solution for many refugees around the world who hope to regain a sense of long-term normalcy in their lives. A tangible sign of responsibility-sharing by states, resettlement offers protection and a new beginning to people who have suffered from persecution in their countries of origin—and who make innumerable contributions to the societies that welcome them.

### Resettlement Support Center

For more than 30 years, the ICMC Resettlement Support Center (RSC) for Turkey and the Middle East, formerly called the Overseas Processing Entity (OPE), has helped to provide hundreds of thousands of refugees with the chance to begin rebuilding their lives in safety and in dignity as permanent residents of the United States.

As a leading actor in refugee resettlement to the U.S., ICMC and its staff continued in 2011 to serve as a welcome resource to refugees being considered for resettlement through the RSC. Hailing from countries including Iraq, Iran, Afghanistan and Somalia, refugees and their families received ready support from ICMC staff in Turkey, Lebanon, Yemen, United Arab Emirates and Kuwait. ICMC screened and prepared their cases for adjudication by the U.S. immigration authorities, facilitated pre-departure requirements such as medical examinations, and helped to prepare them for a successful life in the United States by offering both children and adults cultural orientation classes.

A tribute to the long-standing partnership between ICMC and the U.S. Department of State Bureau of Population, Refugees, and Migration (BPRM), the program in Turkey has grown substantially in recent years, largely due to the arrival of many Iraqis and Iranians who have sought safety by fleeing across the Turkish border. In 2011, ICMC welcomed the U.S. government's approval of more than 7,000 refugees that ICMC had assisted for resettlement, and the successful departure of more than 3,500 people to the United States.

*The International Catholic Migration Commission serves and protects uprooted people: refugees, internally displaced persons and migrants, regardless of faith, race, ethnicity or nationality.*



## ICMC-UNHCR Resettlement Deployment Scheme

The early part of 2011 was deeply marked by uprisings that swept through much of the Arab world. By February, unrest in Libya erupted into violence and thousands of people of all nationalities fled to safety, notably to neighboring Tunisia.

Unable to respond alone to the crisis, the Tunisian government quickly requested international assistance. Within days, the United Nations High Commissioner for Refugees (UNHCR) established the Shousha transit camp along the Libyan-Tunisian border, and launched an appeal to the international community to substantially increase resettlement places for refugees.

For the first time, UNHCR called for urgent resettlement processing at the early stage of an emergency operation. ICMC was among the first partners to receive a direct request for assistance and by March, expert staff from the ICMC-UNHCR Deployment Scheme was already on the ground in both Egypt and Tunisia. There, ICMC worked with UNHCR to identify refugees caught in the turmoil and to expedite their urgent resettlement, serving as an essential “backbone” to the emergency resettlement operation.

In close partnership with UNHCR, ICMC sent 121 resettlement experts in 2011 to 32 countries throughout Africa, Asia, Europe, Latin America and the Middle East, for a total of 138 deployments in the course of the year. Over 65,000 refugees worldwide were interviewed by ICMC experts, who assessed their eligibility to be considered for resettlement based on their individual vulnerabilities and protection risks. Of these refugees, nearly 45,500 were referred by ICMC for future resettlement, contributing significantly to the total of 92,000 persons submitted by UNHCR to resettlement countries over the course of the year.

In addition, more than 300 ICMC resettlement experts from diverse backgrounds were identified and prepared to be ready for deployment to UNHCR field offices on short notice and whenever crucial support would be needed.

ICMC staff specialists also lent their legal expertise to refugee status determination processes carried out by UNHCR, and were regularly engaged in working with victims of violence and torture, women at risk and other especially vulnerable refugees, including children.

ICMC Best Interest Determination (BID) experts provided critical outreach and protection to unaccompanied children in 2011, ensuring that children at risk were prioritized, and that BIDs were carried out for all resettlement cases. Numerous other ICMC deployees also addressed key child protection issues in countries including Egypt, Ethiopia, Kenya, Lebanon, Pakistan, Rwanda, Senegal and Thailand.





## Refugee Resettlement in Europe

In 2011, UNHCR projected that resettlement would be the only feasible long-term solution for more than 800,000 refugees around the world—a record high. Sadly, the annual quotas that governments set for the admission of refugees for resettlement contrast sharply with this need, with only 80,000 resettlement places offered globally in 2011.

In Europe, ICMC intensified its efforts to promote the potential of more extended resettlement programs by working with partners, governments and practitioners to transform current resettlement efforts on the local level into a vibrant and effective culture of resettlement across the whole of the European Union (EU).

Together with the International Organization for Migration (IOM) and UNHCR, ICMC continued to lead efforts to promote resettlement within the EU by linking European actors across a burgeoning network for practical cooperation and the exchange of best practices.

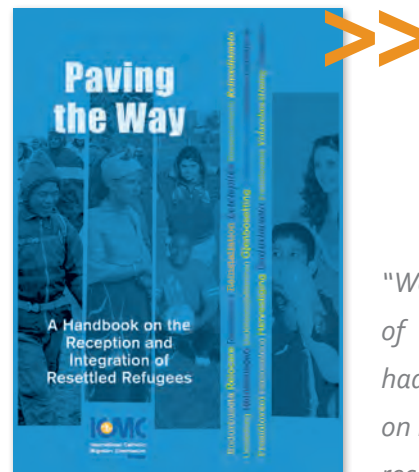
Made possible with financial support of the European Refugee Fund (ERF), European resettlement actors were convened in a series of workshops and consultations held throughout Europe in 2010 and 2011. As a result of this fruitful venture, ICMC launched a new publication entitled “Paving the Way: A Handbook on the Reception and Integration of Resettled Refugees”, which offers a wealth of resources on practical ways to create welcoming communities.

Heading into 2012, ICMC’s work to make resettlement in Europe more successful is far from finished. In September, ICMC again joined with IOM and UNHCR in launching the “Linking-In EU Resettlement” project, which expands upon efforts to better connect European resettlement practitioners, and especially those centrally engaged in the pre-departure and post-arrival experiences of refugees who are resettled in Europe. With the continued financial support of the ERF, key resettlement practitioners and actors are sharpening their expertise and collective approaches through an innovative online network and resettlement web portal developed under the leadership of ICMC, as well as through practitioners’ trainings and stakeholder meetings at local and national levels.

## Envisioning Effective Asylum in Greece

Under pressure from the international community, the Greek government began implementing a new asylum reform process in late 2010, inviting the UNHCR to provide support during the crucial transition period towards better protection for refugees. Despite receiving over 25,000 asylum claims annually, the country’s approval rate has been extremely low, and the reception conditions of asylum seekers remained below European standards.

Due to its global experience and particular competence with refugees, ICMC engaged with the UNHCR Regional Representation for Southern Europe in a partnership to enhance legal protection in Greece and develop activities geared at capacity building and training in the asylum area. ICMC recruited and monitored qualified experts to reinforce UNHCR’s capacities in support of the Greek authorities to establish legal and operational structures to implement fair and efficient procedures.



*“We, the municipality of Hudiksvall, already had a lot of knowledge on how to work with the reception of refugees...*

*we wanted to find a model for getting more involved in the pre-arrival planning and to improve cultural orientation methods.”*

*Lars Blomqvist,  
Municipality of Hudiksvall.  
Paving the way: A Handbook on the Reception  
and Integration of Resettled Refugees*

# PROTECTING MIGRANTS

## in the face of exploitation

In homes and communities around the world, exploitation and abuse strip countless of people of their human dignity, especially amongst women and girls. For migrant workers, tens of thousands return home each year with unpaid salaries and physical injuries. Some are caught up in human trafficking or prostitution rings. Some do not come home at all as suicides and accidents claim the lives of many workers.

### Defending Migrant Workers

Madhavi was 17 when she left India to work as housemaid for a Lebanese family. She stayed with them for 23 years, without even having contact with her own family, but that was not her choice.

When she came to Lebanon, her employer confiscated her passport and residence permit, which were never renewed during her employment. For 14 of her 23 years of service, Madhavi received no salary and later was even forced to lend her employer's family a sum of 2,500 USD—money that was never repaid.

When Madhavi was fired by her employer, she received help from Caritas Lebanon. After being absent for 23 years, she was finally able to return to her family and parents in India.

Tragically, Madhavi's experience is not uncommon. In 2011, ICMC and its worldwide membership network of Catholic Bishops Conferences remained committed to protecting women like Madhavi, and to promoting dignified migration choices. Advocacy for family unity, protection for children, and the importance of attention to specific vulnerabilities and exploitation of women and girls in migration policies and practices regarding migrant workers and their families remained central.

Following the late-2010 adoption by the UN Committee on Migrant Workers of the first-of-its-kind General Comment on the protection of migrant domestic workers, ICMC together with other NGOs and Catholic-inspired organizations actively advocated to keep the issue in the public eye.

June brought more encouraging signs of hope and progress when the landmark International Labour Organization (ILO) Convention on Decent Work for Domestic Workers was adopted at the 100th International Labour Conference in Geneva. A critical step towards greater dignity for an enormous number of migrants, the Convention details labor standards for domestic workers who have long been especially vulnerable to abuse and maltreatment because of their exclusion from most traditional labor law rights and protections.

ICMC, its members and its partners anticipated this achievement. Working together with the Catholic Center of Geneva and other Catholic organizations worldwide, ICMC convened a large group of Catholic-inspired NGOs, labor organizations, migrants and global partners from six continents to identify, share and plan the advocacy strategies needed to encourage states to ratify and implement the Convention in the months and years ahead.

In addition to concerted action to defend migrant workers and their families at the international level, ICMC worked to combat illegal labor recruitment practices, debt bondage and human trafficking in Indonesia and Malaysia.

Even though many migrants receive their full wages, large numbers see substantial portions or all of their earnings shaved away by interest owed on loans and debt, by the high fees charged on remittance money sent home or simply by poor financial management. All too often, migrants and their families opt to borrow money from lenders in order to fund migration attempts filled with risks.





# AND THEIR FAMILIES

*"Back home, my child depends on me for money for food and for school.  
He and my husband need me to work here, and I send the money."*

*A migrant worker*

Identified as a priority area of work by ICMC members, ICMC worked to better the economic security of migrant workers and their families by providing technical support to local micro-finance institutions and migrant worker cooperatives in Indonesia and to develop sustainable financial services to meet the needs of migrant workers and their families. Funded by the Ford Foundation, the project aims at ensuring a better flow and use of remittances to improve the economic stability of migrant worker families in Indonesia and Malaysia thereby protecting other family members from the need to move abroad where they are at risk of exploitation and trafficking.

By the end of the year, promising signs of progress could already be seen. With the support of ICMC and its local partners, existing financial institutions began developing financial products and services specifically for migrant worker communities, and a new migrant worker Credit Union was established in Bone, Indonesia.

ICMC also continued to take a firm stand against human trafficking in South East Asia, where millions of men, women and children suffer terrible violations of their human dignity at the hands of traffickers and unscrupulous recruiters each year.

With funding from the U.S. Department of State's Office to Monitor and Combat Trafficking in Persons (J/TIP), 2011 saw the successful conclusion of ICMC's innovative cross-border initiative to curb trafficking and debt bondage of Indonesian women and girls to Sabah, Malaysia.

Involving a combination of activities in prevention, protection, prosecution of traffickers and the development of partnerships, nearly 7,000 migrants reached through the ICMC program are now better informed on the dangers of trafficking, the modus operandi of traffickers and on services available for trafficking survivors.

A well-known radio personality with Suria FM in Sabah, DJ Othoe, offered his time and skills as Sabah's "Champion Against Human Trafficking" for one of the campaigns carried out by ICMC and its local partners under the project.

Today, ICMC continues its cooperation with J/TIP in the commitment to combat human trafficking and protect the most vulnerable in different parts of the world.



# OPENING DOORS FOR MIGRANT WORKERS

## at a turning point in Global Governance

In a year marked by unprecedented economic imbalances, widespread (youth) unemployment, and a continuous lack of sustainable development opportunities for people in their home communities, global debate and policy making on issues relating to both migration and development were paramount. In today's interconnected world, the word 'global' in discussions about rights-based governance is key.

### Global Forum on Migration and Development (GFMD)

For nearly a decade, ICMC has been a driving force in advocacy and network-building towards global migration governance that is ethical, practical and complementary to the national and regional management of migration. This commitment has been taken up at the request of ICMC members worldwide, and with determined dedication to improving the lives, options, and well-being of the migrants and their families that the global Church accompanies on a daily basis.

In 2011, this engagement took on new dimensions. ICMC's appointment by the government of Switzerland as Civil Society Coordinator for the Global Forum on Migration and Development (GFMD) marked the first time since the founding of the Forum that a civil society practitioner was designated for this important role.

The four-day annual meeting of the GFMD is the world's premier opportunity for migrants rights, diaspora, trade union, academic and private sector organizations to engage amongst themselves and with governments at an international level on issues that affect the world's 214 million international migrants, their families, and the countries to and from which they migrate.

With guidance from a diverse International Advisory Committee of civil society, and in consultation with a wide network of actors from around the globe, ICMC defined a civil society agenda focusing on practical, sustainable solutions in the fields of labor mobility, protection of migrant workers and their families, and diaspora impact on development. Specific, unprecedented focus was given to the regularization of undocumented migrants, family unity and reunification, and operational mechanisms for labor migration, including labor matching, job creation in countries of origin as an alternative to forced migration, and improved facilitation of legal migration channels.

Under ICMC's leadership and with principal funding from the Swiss federal and cantonal governments and the MacArthur and Bancomer Foundations, the Civil Society Days of the 2011 GFMD brought together nearly 200 civil society delegates and more than 150 government officials, observers and guests. For the first time in the five years since the Forum's founding, the largest group of civil society delegates were migrants themselves, hailing from more than 60 countries worldwide, and representing primarily diaspora or migrant-led organizations involved in the development and migrants rights fields.



*"Human mobility is happening, is unstoppable and affects us all," opened William Gois, Chair of the 2011 GFMD Civil Society Days, as he presented the final statement and recommendations of civil society directly to representatives of 134 countries on the first day of the governments' GFMD convening. "Evidence is overwhelming that irregular migration is fueled by an absence of regular channels for labor migration and family migration."*

The series of seventeen targeted recommendations were born of in-depth exchanges by civil society on its experiences with concrete practices, partnerships and policies relating to migration and development. Time and time again, civil society emphasized the dignity of migrant workers, their families, and their labor within globalized markets. Delegates underscored the many contributions of migrant workers and their families to both their native and adopted societies, and the urgency of addressing the challenges and opportunities found within human and economic mobility, integration, solidarity and development.

At the invitation of the 2012 GFMD Chair (the Republic of Mauritius), and beginning with funding renewed from the principal 2011 donors, ICMC will continue to serve in its capacity as GFMD Civil Society Coordinating Office for 2012, and through the period of the related High Level Dialogue on International Migration and Development that will be held at the UN General Assembly in 2013.



# REDUCING VULNERABILITY

in situations of violence and trauma

Each year, thousands of people worldwide set out on migration journeys riddled with risks. Lacking economic opportunities at home and desperate to help themselves and their families secure more dignified lives, their dream of a better future all too often turns into a nightmare in the face of rape, kidnapping, exploitation, abuse and/or prolonged separation from loved ones.

## ICMC Members speak out

When Abba Hagos Hayish spoke at the UN Human Rights Council in Geneva last June, world leaders listened.

As Secretary General of the Ethiopian Bishops Conference, Fr. Hagos understands better than most the personal stories of suffering and resilience among those fleeing war and violence in Africa—including especially the growing numbers who are stranded, trapped and brutalized in the Sinai desert.

*"As I speak to you now, some 400 African migrants and refugees are being held hostage in Rafah, near the border of Israel and the Gaza strip,"* declared Fr. Hagos at one of numerous events organized by ICMC at the UN over the course of the year. The event shed light on the need to confront kidnapping, the often related demand for ransom money and sexual assault of migrants in transit.

*"We know that many will be held for months—some underground or in containers. Many will be beaten, burned, whipped and raped repeatedly, often while their relatives are forced to listen on the telephone."*

Rev. Fr. Hagos Hayish

Similar reports of kidnappings, ransom and abuse of migrants were also raised by ICMC members in South and South East Asia, by Scalabrinian missionaries working with migrants throughout Mexico, and by the Mexican Bishops Conference. At the beginning of last year, the Conference asked ICMC to boost its efforts to draw international attention to the dramatic increase in the number of migrants and refugees who were kidnapped and assaulted as they moved through Latin America to the United States, and to Church staff and migrant defenders also being threatened and assaulted for offering humanitarian assistance and protection to these migrants.

ICMC responded to this call by redoubling its regular engagement with the UN Committee on Migrant Workers, meeting directly with the government of Mexico, convening key actors for a special event at the UN Human Rights Council, and bringing the worldwide challenge of protecting migrants in transit to the top of the agenda at the Global Forum on Migration and Development (GFMD).



## “Boat people” in the Mediterranean

If 2011 was an exceptional year for the degree and frequency of brutalities experienced by migrants crossing land borders, so too was it tragic for thousands of people risking their lives to reach Europe by sea.

More than 1,500 people drowned or went missing while attempting to cross the Mediterranean in small, overcrowded and often unseaworthy boats, making 2011 the deadliest year ever for such crossings in the region. Most were organized by increasingly sophisticated human smugglers or traffickers. Of the migrants and refugees who succeeded in making the crossing alive, more than 2,500 were unaccompanied children that arrived along Italian coastlines alone.

For ICMC, its members and its partners, these alarming, chronic figures proved yet again the urgency of putting into place practical, international standards and procedures that guarantee rescue and first aid, recovery and referral services from the very moment of a person's arrival.

Building on work already begun in 2010, ICMC stepped up its work as lead partner in the “DRIVE Referral project” (Differentiation for Refugee Identification and Vulnerability Evaluation), interviewing more than 500 migrants about their experience when they first arrived to European shores. Funded substantially by the European Refugee Fund (ERF) and carried out in close partnership with seven NGO partners across the Mediterranean region, the innovative 2-year project strengthened the network and response skills of NGOs, local service providers, international organizations and national institutions in Greece, Italy, Malta and Spain in assisting and protecting those arriving in traumatic conditions.

The publication “Mayday! Strengthening responses of assistance and protection to boat people and other migrants in Europe” illustrated existing gaps and good practices in response to Europe’s “boat people”. It sets forth numerous recommendations on how to better identify, adequately protect and refer all “boat people” and other migrants upon their arrival with specific attention to asylum seekers, children, victims of trafficking and torture, and traumatized.

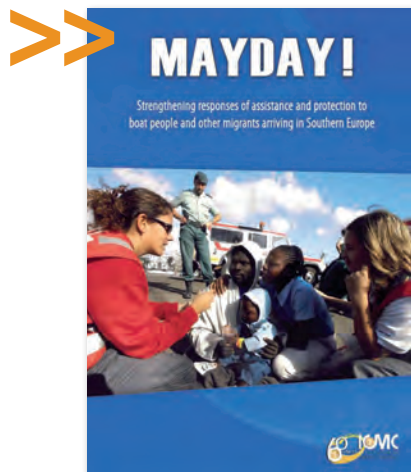
## Protection throughout the Caribbean

The challenge of identifying and responding to those most vulnerable had similar features in the Caribbean. The entire region is a source, destination and transit gateway for tens of thousands of people migrating by land, sea and air each year. Deaths at sea are common, as are maritime interceptions, roundups and mass expulsions. Many countries within the region lack asylum systems and protection safeguards.

More than one year after the devastating earthquake that struck Haiti in January 2010, nearly half a million Haitians are still displaced, crowded into “temporary” camps and settlements where Gender-Based Violence (GBV) against women and girls is especially poignant. Many Haitian children, who were orphaned or separated from their families, remained in shelters in the Dominican Republic, awaiting decisions about their best long-term interests.







*"When Europeans, North Americans, and Australians see images of ragged and thirsty refugees crossing deserts and seas, it must be hard to see us as individuals, each with our unique life histories."*

*Tarek, a refugee from Eritrea*

*Mayday! Strengthening responses of assistance and protection to boat people and other migrants arriving in Southern Europe*

With the support of the United Nations High Commissioner for Refugees (UNHCR), and in collaboration with the U.S. Conference of Catholic Bishops (USCCB), ICMC worked closely with the government of the Dominican Republic to resolve some of these cases.

*"Some of these kids were abandoned or abused by their caretakers," reported ICMC child expert Rebecca Trego. "Others became separated from their parents during the disaster and were too young to remember their home phone numbers or address."*

Working with Dominican child protection authorities, ICMC helped to successfully reunite families and uncover cases of abuse at a major care home, proving again the importance of quickly identifying, assessing and protecting vulnerable children when they are forced to flee across borders.

Furthermore, ICMC joined forces with the regional UNHCR office in Washington, D.C. at the end of 2011, signing an important partnership agreement that bolsters team efforts to better reach vulnerable people throughout the Caribbean region, and address their protection needs in a variety of important and creative ways. Specifically, ICMC and UNHCR joined forces with a view to identify persons of concern, including refugees, stateless persons and victims of trafficking.



Going forward, ICMC will work with UNHCR on joint advocacy efforts to call attention to protection gaps in the region, while also engaging in direct, solutions-oriented programming on behalf of those most vulnerable, including continued work with unaccompanied and separated children, identification and referral mechanisms in the context of mixed migration flows, and training activities to strengthen the protection skills of key actors in the region.

### Putting an End to Gender-Based Violence

In Malaysia, Burmese refugee women and girls are particularly vulnerable to violence and abuse. Lacking legal status and living under constant threat of arrest, detention or expulsion from the country, leaving home puts them at risk of rape and/or sexual harassment. At the same time, extreme poverty relegates them to a life in squalid, overcrowded housing where domestic violence remains frequent and hidden.

With funding from the U.S. Department of State Bureau of Population, Refugees, and Migration (BPRM), ICMC redoubled its efforts to empower refugee women and youth in Kuala Lumpur, and to bring an end to the largely hidden crisis of Gender-Based Violence (GBV).

Alongside local partners including the Sisters of the Good Shepherd and the Women's Aid Organization, ICMC worked with the Burmese refugee community to raise awareness of GBV abuse, and to ensure that victims have access to emergency safety, protection and medical care. In 2011, the strongest and most effective of these programs was the continued expansion of the Refugee Women's Protection Corps (RWPC) that had been established by ICMC and local community members in 2010.

The RWPC is composed of Burmese refugee women from the local Burmese communities, and has proven effective in raising awareness on GBV amongst more than 2000 refugees living in Kuala Lumpur.

*"We are starting to break the taboos," shared one RWPC leader. "Many people have been interested to learn about what constitutes harassment and child abuse. People want to know how to handle these situations—they are asking us for more information."*

Since the RWPC's founding in 2010, the Corps has given hundreds of refugee children, parents and teachers in more than 30 community schools and youth centers the tools needed to ensure personal safety through an innovative ICMC child abuse prevention training program.

# TAILORED RESPONSE

## in periods of displacement

Resilience, resourcefulness and determination are all words that come to mind with the refugees and their families that ICMC and the greater Church serve. Even so, people in protracted exile, including large number of Iraqis, face uncertain futures and agonizing choices about how to earn a living or allocate their diminishing resources to cover the cost of their immediate needs, beginning with housing and medical care.

### Supporting Iraqi Refugees and those most Vulnerable

When Gazi and his family fled Baghdad on November 6, 2010, they had no idea what the future might have in store for them. But with the family's small supermarket destroyed by a suicide bomb, and specific threats on their lives by insurgents becoming ever more menacing, they knew that it was no longer safe for them to stay.

Struggling to live in Jordan on the \$1,400 worth of savings that they had brought with them from Iraq one year earlier, the family of eight received an ICMC assistance package containing essential household items ranging from blankets and stoves to heaters, mattresses and other basic supplies. The women in the family, including his wife, daughter, mother, and two sisters with chronic health problems, also received medical support through the program.

"We have now been accepted for resettlement to the U.S.," said Gazi. "We are so grateful for the assistance."

In 2011, with the financial support of the U.S. Department of State Bureau of Population, Refugees, and Migration (BPRM), and in close collaboration with Caritas and other local partners, ICMC provided

tertiary health care in Jordan in coordination with the United Nations High Commissioner for Refugees' (UNCHR) Exceptional Care Committee. ICMC's activities, including chronic disease support as well as breast cancer training and screening, prepared 3,000 displaced women with the skills to perform self-exams and recognize possible breast cancer symptoms.

Similar support programs were carried out by ICMC in Syria, where the needs of refugee and other extremely vulnerable families continued to be acute amidst a security situation that steadily deteriorated throughout the year.

With funding from the European Commission Humanitarian Aid and Civil Protection Department (ECHO), in addition to that provided by BPRM, thousands of families in and around the greater Damascus area received support to help meet their psychological, medical, educational and basic living needs.

In one of the central aspects of its work in the Middle East, ICMC-trained Iraqi volunteers provided door-to-door outreach to individuals and families who would not otherwise have been able to access needed assistance.

In 2011, the most vulnerable of those identified by the volunteers received tailored support that improved their general living conditions and prevented them from feeling forced to resort to risky coping mechanisms that could compromise their personal dignity and well-being.

*"Before Khamou received hearing aids from ICMC, he would sit alone in his room because he could not hear or talk to anyone. Today, he opened the door to welcome the caseworkers into his home and says that his life has been changed. He now feels safe leaving the house."*

Khamou was one of the thousands of individuals who received needed medical equipment through the program over the course of the year, ranging from wheelchairs and crutches to eyeglasses, hearing aids and equipment for monitoring diabetes. Others received specialized medical treatment at local hospitals and/or participated in ICMC's diverse offering of community health awareness sessions.

In similar outreach, ICMC came to the aid of more than 250 extremely vulnerable families who were homeless or at risk of being evicted, providing them with rent assistance for up to six months. This initiative was considered crucial by local partners including UNHCR, who referred over 50 households to ICMC for rent assistance in Syria alone.

In Turkey, as elsewhere, the challenges and difficulties that face refugees and asylum seekers also seem nearly unbearable at times, with families suffering greatly from financial hardship and isolation. The added difficulty of not knowing the local language and bureaucratic processes make it especially difficult for even the most resourceful families to find the support that they need.

In 2011, with funding from BPRM, ICMC worked closely with its local partner in Turkey to reach out to these individuals. The focus was on increasing access to social services, psychological support, language classes and educational activities for more than 1,000 refugees in the cities of Afyon and Corum.





# REBUILDING COMMUNITY LIFE

in the aftermath of disaster

In the summer of 2010, the heaviest monsoon rains in Pakistan's history left one-fifth of the country under water, thousands of people dead and over 20 million residents with their lives turned upside down. All across the country, critical agricultural lands were lost, vital roads and supply lines cut, and livelihoods of those who could least afford it washed away overnight.

## Emergency Response

In response to the deadly floods in Pakistan, thousands of flood victims in the hard-hit Khyber Pakhtunkhwa province received immediate medical and humanitarian assistance from ICMC's emergency response teams.

For ICMC, the health and physical well-being of refugees, internally displaced people and extremely vulnerable individuals (EVIs) was the immediate priority. With funding from Caritas Germany and the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA/ERF), ICMC provided primary health care consultations, free essential medicines and basic necessities to those most sorely affected, including food, cooking utensils, clothing, bedding and personal hygiene items.

As time passed and the waters slowly began to recede, people were anxious to get back on their feet by rebuilding their homes, schools, villages and personal livelihoods.

## Shelter and Sanitation

Getting a solid roof back over people's heads was a fundamental objective for ICMC in the early recovery period. With support from Caritas Germany and UNHCR, hundreds of families received help in building both transitional and permanent shelters that protect them from the often harsh weather conditions.

With more than 12 million homes completely washed away, ICMC engineers set to work with local communities to rebuild needed shelters and a local community center, beginning with training provided to 400 local workers on how to build and maintain such structures independently in the future.

*"We lost everything," recalls Azra Mai. "For me, it was a dream to build this kind of house. This will protect us against the heavy rain and winds—our old house, made of mud, would not."*

In addition to shelter and protection concerns, a major worry also arose with the threat of malaria and other diseases caused by contaminated water in the area. To reduce these risks, ICMC worked with local community members to install more than 200 water pumps, including flood resistant ones, within the villages to build new culverts, and to restore thousands of feet of heavy silt-blocked drains.





## Livelihoods

The heavy mud and silt deposited by the floods not only wreaked havoc on the region's water supply systems, it also rendered some of the country's richest agricultural lands unusable and irrigation through existing water channels impossible.

For thousands of farmers and their families dependent upon agriculture, the situation was disastrous. People with small local businesses also suffered greatly, with little or no access to their regular suppliers and markets and severe damage to their shops and offices.

Thanks to the financial support of Caritas Italy, Caritas Germany, the German Federal Ministry for Economic Cooperation and Development (BMZ) and private donors, ICMC stepped up its efforts to mobilize the local community to take charge of the situation, and to connect the most marginalized individuals with skills-related trainings, small-business grants, agriculture cash vouchers and programs designed to ensure their long-term access to food.

Imran's home and barbershop were badly damaged in the July 2010 floods. Thanks to ICMC's Cash-for-Work scheme, Imran earned enough money in two months to be able to rebuild his house and re-establish his business, buying mirrors, scissors and chairs.

Amongst farmers, ICMC helped some 14 villages to each establish Farmers' Groups and Agricultural Support Committees that, in 2011, collectively leveled and de-silted valuable agricultural land belonging to over 400 families.

ICMC also placed special focus on supporting the self-sufficiency and decent work opportunities of women working from home in the Punjab province. With funding from the U.S. Department of State Office for Democracy, Human Rights, and Labor (DRL), ICMC joined with local partners in rolling out a new project that provides advocacy for the rights and dignity of female home-based workers, established important local women's cooperatives and increased opportunities for women to become financially independent through their own sustainable business activities.

*"I have started a normal life again. My house is up, and my shop is running well. Not only this, but it has also helped me to be able to send my children to school."*

*Imran, barber from Charsadda*

## Disaster Risk Reduction

For ICMC, supporting the ability of rural communities to cope with and recover from disasters could not be more important. With years of experience working in disaster-prone areas such as Pakistan, ICMC has developed an integrated approach that encompasses the whole cycle of Disaster Risk Reduction (DRR) (e.g. preparedness, mitigation, response and recovery) and aims to help local communities minimize the negative impact of future catastrophes.

In 2011, hundreds of community leaders and residents participated in DRR training offered by ICMC and its partners, including first-aid training and realistic mock drill exercises. With a focus on key skills ranging from local preparedness and emergency response to safety awareness, disaster prevention, and the importance of health and nutrition during and after disaster, participants are now significantly more prepared to prevent and cope with emergency situations.

By the end of the year, many of the villages that attended DRR trainings offered by ICMC and its partners had established Disaster Management and Rescue Communities, made formal disaster kits available to local communities, and developed flash flood contingency plans.

In the Mansehra District, ICMC also joined local residents and partners in working to further mitigate future risks by renovating physical infrastructures that posed risks to more than 10,700 households in the community. Critical retaining walls were restored, essential drinking water sources repaired, and nearly 23,000 tree saplings planted in areas otherwise vulnerable to disastrous land erosion.



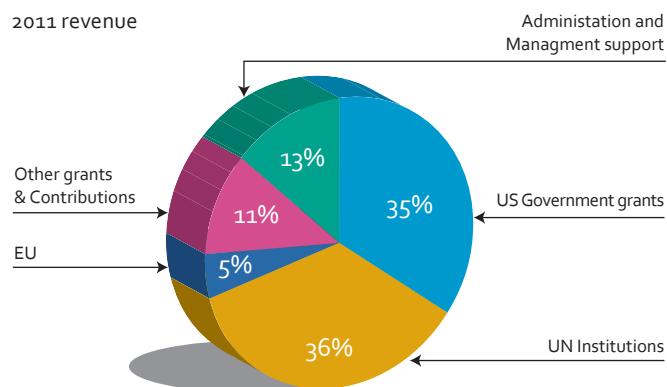


# GOOD STEWARDSHIP

in an era of economic uncertainty

## ICMC: A solid investment

2011 revenue

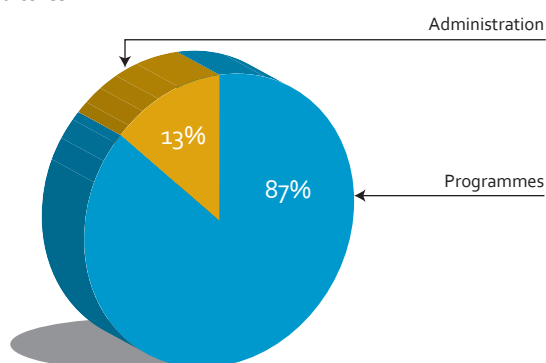


Revenue in US dollars	2010	2011
US Government grants	10,559,000	8,999,000
UN Institutions	5,224,000	9,320,000
EU	1,771,000	1,334,000
Other grants & Contributions	1,125,000	2,662,000
Administration and Management support	3,196,000	3,359,000
<b>TOTAL REVENUE</b>	<b>21,875,000</b>	<b>25,674,000</b>

Expenditures	2010	2011
Programmes	18,679,000	22,315,000
Administration	3,200,000	3,387,000
<b>TOTAL EXPENDITURES</b>	<b>21,879,000</b>	<b>25,702,000</b>

## Good stewardship in action

2011 expenditures

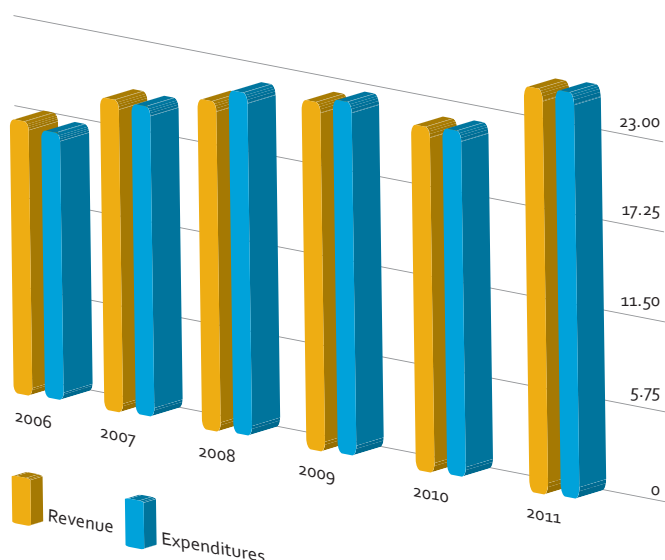


## Special thanks to our major donors, including:

- Australian Catholic Bishops Conference
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- European Commission - DG Home Affairs (European Refugee Fund)
- European Commission - Humanitarian Aid and Civil Protection Department (ECHO)
- Ford Foundation
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- German Federal Ministry of Economic Cooperation and Development (BMZ)
- The Government of Switzerland – Swiss Agency for Development and Cooperation (SDC)
- The John D. and Catherine T. MacArthur Foundation
- The Republic and Canton of Geneva
- United Nations High Commissioner for Refugees (UNHCR)
- United States Conference of Catholic Bishops (USCCB)
- UN Office for the Coordination of Humanitarian Affairs (UNOCHA/ERF)
- US Department of State - Bureau of Democracy, Human Rights, and Labor (DRL)
- US Department of State - Office to Monitor and Combat Trafficking in Persons (J/TIP)
- US Department of State - Bureau for Population, Refugees, Migration (BPRM)

## Growing in response to need

(Independently audited by Deloitte, S.A., as of 31 December 2011. All figures in USD millions.)



# WORKING TOGETHER

around the world

Over the course of the last 60 years, millions of the world's most vulnerable and marginalized migrants and refugees have experienced newfound hope and restored dignity with ICMC by their side. This is a tribute to the commitment, dedication

and perseverance of current and former ICMC staff, interns, volunteers and members. It is also a tradition that ICMC is proud to build upon—together with the greater Church, and community leaders around the globe.



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Mr. Walter Brill, *Director of Operations*

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[www.icmc.net](http://www.icmc.net)

ICMC Headquarters | 1, rue de Varembe | Case postale 96 | 1211 Geneva 20 | SWITZERLAND  
Phone: +41 22 919 10 20 | Fax: +41 22 919 10 48 | Email: [info@icmc.net](mailto:info@icmc.net)