From vulnerability **to resilience**

ANNUAL REPORT **2020**







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Introduction by our Chairman

Dear reader,

Over the past year the Caritas International team has done everything in its power, with a great deal of flexibility, creativity and in difficult working conditions, to cope with the challenges presented by the pandemic.

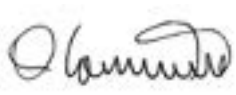
We had no choice but to change our way of working, but our ultimate goal has always remained the same: working with people in vulnerable situations to find solutions to acute problems, while creating opportunities to allow them to become more resilient and to take control of their own lives again.

The results are there for all to see, as evidenced by this report which includes a number of concrete examples and an overview of our activities in 2020. Results we achieved together with the people who asked for our help, despite the uncertainty, the anxiety and the high degree of restrictive circumstances they were also confronted with. Results which are certainly also thanks to the fruitful collaboration with the international Caritas network and local, national and international partnerships, the financial support provided by supporters and donors, as well as the enthusiasm of our volunteers and employees.

I address my sincere thanks to all of these people, both at home and abroad, who have made all of this possible.

Together we have ensured to improve the living conditions of many people and to allow them to feel a bit more at home in our world. At the same time, we must realise that the challenges for the years ahead are enormous! The United Nations' objective to end poverty by 2030 will have been hit hard by the coronavirus. According to the World Bank's figures, the pandemic has pushed an estimated 60 million more people below the poverty line of 1.9 dollar in 2020.

But we can truly make a difference together!



Frank De Coninck
Chairman



"The pandemic has pushed an estimated 60 million more people below the poverty line of 1.9 dollar in 2020, according to figures published by the World Bank. The challenges for the years ahead are therefore enormous. But we can truly make a difference together!"

Frank De Coninck, chairman

Our objective

"The world exists for everyone, because all of us were born with the same dignity. Differences of colour, religion, talent, place of birth or residence, and so many others, cannot be used to justify the privileges of some over the rights of all. As a community, we have an obligation to ensure that every person lives with dignity and has sufficient opportunities for his or her integral development. (118)"

Fratelli Tutti
Encyclical letter of the Holy Father Pope Francis
3 October 2020



Learn more about our vision and mission:
www.caritasinternational.be

What we do

Caritas International supports victims of violence, natural disasters and poverty, in their own country or on the run, in collaboration with its local, national and international networks.

Abroad

- Humanitarian assistance for vulnerable victims of disasters and conflicts;
- Reconstruction and development, with a particular focus on reducing the impact of humanitarian crises;
- Rural development with a focus on agro-ecology and 'off-farm' income generation;
- Providing support to civil society organisations.

In Belgium

- Providing shelter and social counselling for asylum seekers with a vulnerable profile;
- Assistance in integrating recognised refugees;
- Social support for migrants; accompanying family reunification; visiting detention centres;
- Guardianship of unaccompanied foreign minors (UFMs);
- Guidance for voluntary returns and sustainable reintegration in the country of origin;
- Awareness-raising, organising educational and advocacy activities.



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General Director: **Mr. François Cornet**

1/ Caritas International and the Covid-19 pandemic

Flexibility, creativity, solidarity

From 18 March to 3 May 2020, Belgium faced its first lockdown to contain the further spread of the coronavirus. Caritas International strived to continue providing its basic services while ensuring the safety of its volunteers, staff and audience. Three keywords: flexibility, creativity and solidarity. Here are a few concrete examples.

· Within its reception and social programmes, Caritas International switched to **telephone/video calls** to provide information to individuals and families, to advise them and to break their social isolation.



At the end of March, our social service, together with other organisations, set up a **free social emergency number** for the Brussels-Capital region. Anyone with a question or problem related to the pandemic could get information or be referred to the appropriate support service.



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· Caritas International launched an **appeal for masks, hand sanitizer and gloves**. There was quickly sufficient protective material for residents and staff at our reception centres, where everything was done to make daily life as safe and pleasant as possible. The Caritas logistics team provided, among other things, plexiglass screens and clear instructions for safe service provision when visits to the office were possible.

· It still remains difficult to reach unaccompanied foreign minors (UFMs) in transit in our country. Our team of guardians were in virtual contact with young people in emergency shelters. They published **a brochure and a video for UFMs** that could also be used by our partners in the field (SPS Jeunes, Vluchtelingenwerk Vlaanderen, Red Cross, etc....) and organised a telephone help desk for social workers.



© Caritas South Sudan

· At the start of the pandemic, some Caritas International staff members abroad returned to their home countries. **They ended up having to follow up the programmes with our partners from a distance**. By the summer, most of them were back at their posts. Unfortunately, we could not prevent delays in certain programmes due to local health measures and illnesses of those involved. Field visits from Brussels were also only possible in the first trimester of 2020.

· Caritas International is creative and flexible in how it accompanies migrants who voluntarily return to their country. The **closure of borders and the unpredictability of flights** made it difficult to properly discuss the situation after their return. Some migrants waited for months for a flight, while others were able to leave very quickly. Members of the reintegration team make it a point of honour to ensure they see each of them at least once in person, which is essential to building a relationship of trust. Caritas also develops webinars for our national partners and remains accessible through all possible digital channels.

· There have also been **changes in our projects abroad.** In Burundi, for example (see p. 18), meetings with the savings and loans groups resumed with an overview of the basic rules that must be observed. Where people used to sit close to each other, they now do so in concentric circles respecting the necessary distancing guidelines. The groups receive training on how to create and install a 'tippy tap' (a system which allows handwashing without touching surfaces or objects).





© Caritas Burundi

· **Caritas International requests financial support from its supporters.** Indeed, quarantine measures or cases of infection created extra costs and/or reduced income for families and for our partners. Today, people living in poverty face even more difficulties. The Consortium 12-12, of which Caritas International is a member, also decides to launch a joint COVID 12-12 campaign to address the needs of vulnerable partner countries.



· Together with other organisations, united under the hashtag #ikbensolidair (#Istandinsolidarity), we send several urgent requests to the Asylum and Migration cabinet, the Foreigners' Office, Fedasil (Federal agency for the reception of asylum seekers) and other competent authorities, asking for **additional protection measures for people in detention centres, the homeless and other people with a vulnerable profile**. When the 'Petit Château' closes its doors and asylum applications can no longer be registered, this also means that there is no reception for asylum seekers who will be forced to remain on the streets. Caritas repeatedly asks for a solution to this situation as well.

The difficult search for a home



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More than ever, we continue to defend the rights of refugees. Access to decent housing is a major problem. The pandemic has made things even more difficult. Recognised refugees cannot leave the reception facilities during the lockdown but as soon as the restrictions are lifted, they will have to find a house or a flat as soon as possible. Caritas is pleading their case with the relevant authorities and is launching a call for property owners – Immosolidair – to rent to refugees with our support.

"During the quarantine, we couldn't find a house because the danger from Covid-19 is too high and because the market is at a standstill," explains Haider, a recognised refugee with limited mobility, who is being assisted by Caritas. He has obtained his refugee status and must leave our reception facility. *"And it is already difficult to find a house adapted to my situation,"* he concludes.

· The Committee for Prevention and Protection at Work develops **procedures for teleworking and working from the office. The intranet is used to keep everyone informed**, especially about new social measures. The recruitment of staff is largely being done online. In order not to lose contact with colleagues, virtual 'happy hours' are being organised during which attention is not only given to the state of affairs within Caritas activities, but also to create a space to relax and exchange with colleagues. The social elections for a Committee for Prevention and Protection at Work and, for the first time, for a Works Council, were held completely online. This is also the case for our extensive welcome programme for new staff members that started in 2020.

· Our educational services are primarily aimed at secondary school teachers, with our main target audience being young people aged 15 and above. Due to the regular compulsory **distance learning**, we have had to adapt our provision of educational activities on the topic of migration and refugees. A number of the information sheets with background information and working methods, intended for our workshops "Between 2 Worlds", are now also available for distance learning. The training intended for teachers is partly able to continue as planned, but in the meantime a digital training project is being developed.

· Together with other organisations, we call on Belgian policymakers to support a European solution and to commit to the **relocation of the unaccompanied minors** who are living in particularly appalling conditions at the borders of Europe. In August, a group of unaccompanied minors arrived from Greece. This was a signal of hope from the Belgian government but we continue to call for the relocation of the remaining children and their families.

Staying in touch

"In Leuven, we are following 18 families. The biggest challenge, even after four weeks of quarantine, remains the contact between the families and the schools. Most of these families don't have access to laptops or tablets, which makes digital learning very difficult. For these children, it's a real challenge to follow the learning assignments. Our team facilitates contacts between families, social work centres, schools and the Leuven Learns platform."

Ella Buttiëns, integration project Leuven; refugee families with additional vulnerabilities receive integral counselling for one year with a view to greater autonomy.

Solidarity without borders

Confronted with the difficulties caused by #COVID19, Nofal did not rest on his laurels. A Palestinian living in Mechelen, he makes food parcels for the most vulnerable people.



"Each package is for a family," Nofal explains. He found sponsors to finance the project and volunteers to help him with the logistics. *"I stood to applaud the workers every evening at 8 p.m. I also wrote a letter of thanks to the nursing staff to give them some encouragement."*
A home we build together!
More info about our campaign *#whatishome - https://bit.ly/3idIt4Q*

Nofal's testimony, which we learned about through one of our projects, was included in our campaign #whatishome - a three-year social media campaign funded by the European Union for Development Education and Awareness Raising (DEAR) as part of the MIND project. 11 countries and 12 Caritas organisations participate in this campaign. The content of this article is solely the responsibility of Caritas International and does not necessarily reflect the opinion of the European Union.

2/ Asylum seekers/refugees with a vulnerable profile

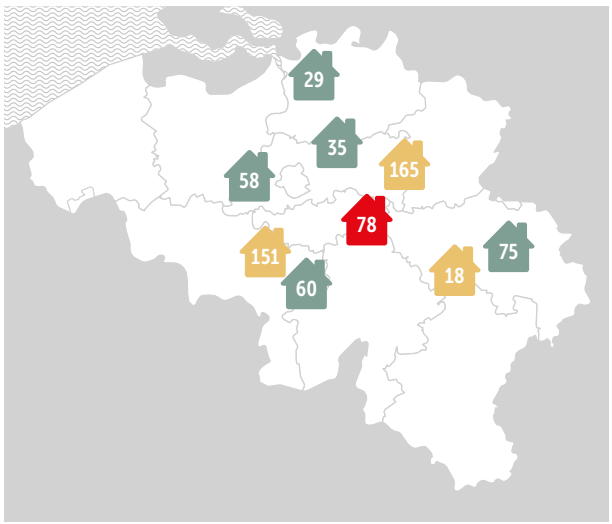
Personalised reception and/or integrated counselling

Caritas International signed an agreement with the federal authorities for the reception and guidance of people with a vulnerable profile who have applied for international protection (asylum seekers). This concerns unaccompanied foreign minors (UFMs), single women with or without children, people with medical or psychological problems or a disability.

Once they are officially recognised as refugees, the newcomers must make the transition from the reception centre, to living independently. Some need a transitional phase and extra support. Caritas assists them in transit housing and gives them the tools they need to find their rightful place in our society.

In Charleroi, we also make available a number of temporary accommodations for those who are poorly housed or homeless, or for migrants who face difficulties in finding decent housing.

Type and locations of Caritas International reception places in 2020



Total number of places: 679

- Places in individual dwellings
- Places in collective reception facilities
- Places in grouped apartments with individual and group supervision



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Gabriela is 10 years old and comes from El Salvador. She lives with her dad and grandmother in the Scherpenheuvel reception centre. As a consequence of her cerebral palsy, she requires a lot of extra support. Fortunately, since February 2020, she has been able to secure a place in special education, where she receives guidance from a speech therapist, as well as other adapted support. In the reception centre, she also follows physiotherapy sessions at the centre.



New: reception centre in Ransart

At the request of the government, Caritas International started looking for a new location and a suitable building to accommodate asylum seekers. In Ransart, we found a former retirement home for rent. Before the new residents moved in, the building was thoroughly refurbished with the necessary modifications and a multidisciplinary team of 25 employees was also hired. Not an easy feat in Covid-19 times. The centre opened its doors in October with 151 active reception places, including 26 reserved for unaccompanied foreign minors aged between 14 and 18 who have requested asylum.

"The skills of our staff are as varied as the needs of our residents. And the tasks are diverse: they range from helping children integrating at school, supporting the (re) building of a social network, searching for a good education or a job, etc. Due to their vulnerability, the residents have an important need for individual and high-quality legal assistance during the asylum procedure. This ensures that they better understand and actively participate in their procedure and that the final decision is more often accepted as legitimate. Everything is done on a case by case and tailor-made basis."

Marco Peltzer, manager of the centre in Ransart



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New: The Youth in Shelter reception centre in Liège

With a long and difficult migration journey behind them, it is in this new reception centre, 'Youth in Shelter', that young people arriving on their own in Belgium can count on individualised support. They are referred to us by Fedasil because of their particularly vulnerable profile, which makes placing them in large communal centres inappropriate. This project runs in cooperation with Caritas Wallonia and the Aide à la Jeunesse service of the Wallonia-Brussels Federation.

"We have a large house, which can accommodate up to 18 young people between the ages of 12 and 18," explains Jonas Gretry, manager of the facility in Liège. *"It's more than just a place to live. We want everyone to be able to put down their bags, both literally and figuratively. To this end, the young people can count on support 24 hours a day, as close as possible to their individual reality. We give them the opportunity to find peace and to build their future independent life in a caring and safe environment."*

The presence of Caritas in Liège does not limit itself to this reception facility. We also offer support in the transition to independent living to young people who have obtained a residence status but are not yet able to function in society on their own. The team also organises social and legal counselling, support in finding housing and intercultural projects. This support is also available to the young people in 'Youth in Shelter'.

"We want to create the safe and stable environment that every teenager needs to become an adult. It's a bit like living in a family here, albeit a very big one."

Jonas Gretry, manager of the Youth in Shelter centre.

← In Louvranges, Caritas has 21 apartments for women, with or without children, victims of violence leading in physical or psychological problems. Collective activities are also organised in addition to individual guidance.

3/ Social programmes for migrants

Support towards self-reliance

Reintegration support by Caritas International in voluntary returns from Belgium

In the absence of future prospects in Belgium, some migrants choose to return to their country of origin. Caritas International and local partner organisations support them, not only before their departure, but also after their return home. In this regard, not only are housing, education and employment important, but so is the process of social reintegration (supported by Fedasil). Despite the difficult working conditions due to the Covid-19 restrictions, Caritas International still enabled 424 people to leave with reintegration support in 2020. This was nineteen more than in 2019.

Ahmed's story



Ahmed applied for international protection in Belgium. While he awaited an answer to his application, he did various odd jobs in the construction industry. His asylum application was ultimately rejected. Then came the news that forced him to make a difficult decision: "I heard that my mother's health was deteriorating," Ahmed says. "It is at this moment that I decided to go back to Jordan to be with her." With the support of Caritas and Fedasil, he was able to prepare his departure to improve his reintegration and left Belgium.

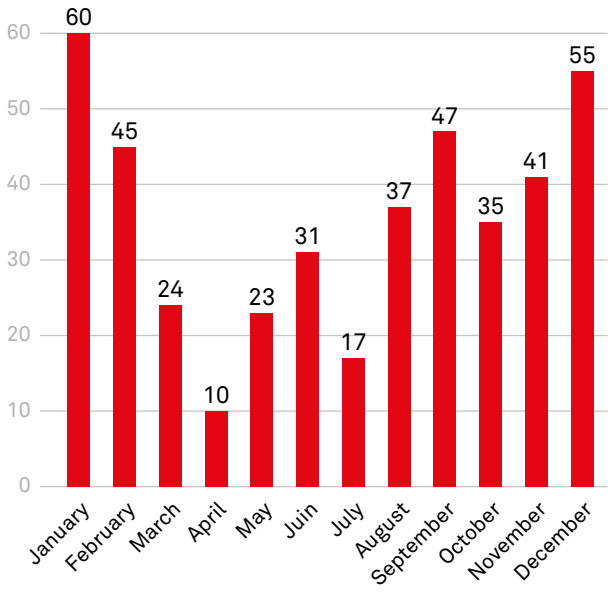
In Jordan, Ahmed had worked as a bus driver before leaving for Europe. A job he enjoyed doing, and one that he was happy to go back to after six years. His business plan is clear: he aims to buy a minibus to transport students and workers. But the coronavirus threw a spanner in the works: a few weeks after his arrival in Jordan, the country went into lockdown. His reintegration project had to be put on hold.

With no income, Ahmed and his mother's situation became increasingly desperate as the months passed. Thanks to Fedasil's flexibility during the difficult Covid-19 period, Caritas was able to use part of the budget meant for the purchase of the van to cover Ahmed's vital expenses.[1]

Fortunately, the lockdown soon ended and with the help of Caritas Jordan, our partner on the ground, Ahmed was finally able to buy his van. Part of the purchase was financed with the reintegration aid he received, while the other part is being paid off by Ahmed on a monthly basis.

[1] Returnees receive reintegration aid depending on their situation. This normally consists of some material assistance to start a small income-generating activity or to rent or renovate a house, cover medical expenses, etc.

Number of returnees provided with reintegration support by Caritas



Community Sponsorship

Most refugees worldwide stay within the region of their home country. For those who do not receive the necessary protection or integration opportunities there either, and are unable to return home, the resettlement programme of the United Nations High Commissioner for Refugees (UNHCR) offers a way out. Refugees are then transferred to a third country that has agreed to grant them a durable right of residence.

As part of this resettlement programme, Caritas International (in partnership with Fedasil) launched a **community sponsorship pilot project** in 2020. This innovative initiative allows resettled families to be hosted by a group of committed citizens. This reception group provides the family with housing and support in their insertion, for at least one year. In fact, finding a place to live is the first essential step in the integration process. This search is a big challenge and is the first obstacle that the group aims to tackle. The reception group sponsors the project by paying part of the rent. In addition, it also takes charge of everything else related to integration support: administrative guidance in various services, language learning, work, leisure, building a social network, etc.

Caritas International prepares the reception group before the refugee family arrives. Once the family has settled in, we make our expertise available through a helpdesk and training sessions.

By the end of 2020, three local networks of engaged citizens were active, each taking care of the reception, housing and integration of a Syrian refugee family with the support of Caritas International.



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4/ Humanitarian interventions

Ensuring basic needs

The fight against Covid-19

Together with the Caritas network

In the fight against Covid-19, Caritas International supports the interventions of Caritas partners in Palestine, Ethiopia, Haiti, Burundi, Niger and DR Congo. This includes raising awareness about sanitation measures, the purchase of protective equipment for healthcare workers, the distribution of sanitation kits and the installation of water points, as well as food aid.

Together with Caritas Kinshasa

Caritas Kinshasa has long supported 16 reception centres for street children, where they learn that poverty is not a fate and that violence is not the solution. They are motivated to return to school again. At times it is possible to reunite them with their families and to work towards their reintegration.

The health measures adopted in the fight against the epidemic have resulted in basic food and other products becoming considerably more expensive. This makes it very difficult for the centres to cope financially and to offer a high-quality shelter. Support that is essential for the future of these street children.

Thanks in part to the generous response to our September campaign, Caritas was able to provide the above-mentioned centres with extra food (rice, beans, oil, salt, sugar and tinned tomatoes), toiletries, disinfectant gel and extra bedding for the 720 children. They also received the necessary materials to make their own face masks (fabric, elastic, sewing thread, etc.). In the sewing workshops attached to some of the centres, they learned to make face masks which they sold and were able to earn some money from.

Together with BAHIA, a consortium of Belgian humanitarian organisations

At the end of November 2020, the DGD approved a project proposal from the Belgian Alliance for Humanitarian International Action (BAHIA), a newly formed consortium of 7 Belgian humanitarian organisations: Caritas International together with Croix Rouge de Belgique, Dokters van de Wereld, Humanity & Inclusion, Oxfam, Plan International, Rode Kruis Vlaanderen. This project has three objectives: to prevent the spread of Covid-19; to strengthen the resilience of the population in the face of growing food insecurity and poverty; and to ensure access to services and protection for groups at risk of crises and/or violence and abuse. The project is running for one year in 12 countries, where Caritas International is active in Lebanon and Palestine.



© Caritas Kinshasa

↑ Thanks in part to the generous response to our September campaign, Caritas was able to provide additional food, personal hygiene products, disinfectant gel and extra bedding for 720 children in 16 reception centres for street children.

Lebanon - Beirut explodes

On the 4th of August, an unprecedented explosion in the port of Beirut, capital of Lebanon, cost the lives of 200 people. There were 6,500 injured and 300,000 residents were left homeless or permanently homeless. Before the explosion, Lebanon was already in a deep economic and political crisis - an estimated 1 million Lebanese live below the poverty line. Covid-19 is also present in Lebanon along with all its economic consequences and a limited freedom of movement that hinders the delivery of aid.

Caritas International supported the Caritas network's large-scale relief operation that will run for 18 months. From day one, Caritas Lebanon has been able to count on many young volunteers who take to the streets to care for people, bring food and clothes, clean up the debris and find temporary shelter.



© Caritas Internationalis

↑ A devastating explosion in Beirut left 300,000 people homeless. Caritas focuses on medical care, basic needs such as food and water, temporary shelter and repairing homes.

Caritas helps the victims of the explosion in Beirut:

3,000	hot meals
2,400	parcels with basic necessities
1,200	solar panels
1,200	food parcels
420	students gain access to digital education
13,000	people gain access to medical care
40	small entrepreneurs return back to work
150	houses are habitable again

Malnutrition and poverty in Congo

Living conditions in the province of Central Kasai are extremely difficult: many Congolese people who have fled are returning to their home regions. Upon their return, they attempt to rebuild their lives in a tense climate, both between communities but also between the traditional chiefs and the government. The number of children suffering from acute and chronic malnutrition continues to rise. The United Nations estimates that almost 4 million people are in need of humanitarian aid.

In 2020, Caritas International starts a project in collaboration with Caritas Luiza (Congo) and Caritas Germany: 1,300 very vulnerable families (10,800 people) benefit from the support needed to consume sufficient, healthy food and to meet their basic needs. The target population included people displaced within the country, those returning from Angola, as well as local host communities in need. The project will run until the end of 2021.

Activities:

- Distribution of food aid.
- Organising nutrition workshops and cooking sessions in different regions in order to raise awareness about malnutrition, health issues and preparing nutritious meals.
- Monitoring the health status of malnourished children.
- Establishing savings and loan groups to increase the financial capacity of families and to ensure that basic services can be paid for.
- Developing a procedure for dealing with complaints from the community.

5/ Rebuilding and development

Better and safer conditions, greater social cohesion

Burundi: disaster risk reduction

In Gisuru, Ruyigi Province (Burundi), the population living along the Mpungwe mountain range is very poor. They are dependent on the local ecosystem which is currently in a state of decline, partly due to various political crises in the past. There are major ecological challenges: deforestation, forest fires, soil erosion and climate change. The Ministry of Water, Environment, Land Policy and Urbanism (MEEATU) has identified the area as one of its priorities in its Action Plan on Climate Change (PANA) and its Action Plan on Biodiversity (SPANB). The Nyabigozi River regularly overflows its banks. In 2016, floods destroyed 2 bridges and the Migende - Nyabigozi - Bugama and Ntendo - Busyana roads became unworkable over several kilometres.

Caritas International, with the support of the Belgian government (through the DGD) and together with its local Caritas partner and the inhabitants, is fighting the erosion of the Mpungwe mountain range and its agricultural land with the goal to reducing floodings and their consequences. Jobs are being created to serve the community, various sources of income are being generated and the road infrastructure is being renovated. The project started in 2019 and will run until 2021.

Extra income thanks to manual labour

"My name is Misago Domine, and I live on Ruyaga hill. During the month of June 2020, I was able to weave 3,000 baskets from banana tree bark, which earned me 150,000 BIF (65 euros). This money came in very handy: I have two children in secondary school and I was able to buy them clothes and school supplies. With the remaining money, I bought bean and maize seeds for the 2021 season and a goat."

Some figures at the end of 2020

7,115 families on 12 hills are currently involved in the risk reduction element.

1,724 very vulnerable families benefitted from compensation for their manual labour, either in the restauration of roads, canals, bridges or in the production of baskets made from dried banana leaves (to replace plastic) for plant nurseries. The compensation for manual labour within the project creates a financial injection into the local economy as does the purchase of local goods.

Each of the 12 hills has now formed a mitigation committee and developed a concrete plan (e.g. construction of terraces against erosion, starting a plant nursery for reforestation). Its practical implementation is currently in progress, while a common warning plan for all the hills has also been developed.

200 hectares of the Mpungwe mountain range have been reforested.

92 savings and loan groups have been created. Their members also received training and guidance in setting up an income-generating activity. Loans are always consented to in this context, otherwise reimbursement becomes very difficult.



© Caritas Burundi

← The Gisuru hill in Burundi has, just like the 11 other communities along the Mpungwe mountain range, formed a disaster risk reduction committee. It has drawn a map to identify the areas at risk and developed an action plan.

Uganda and South Sudan: self-sufficiency for refugees and host communities

Since 2015, Caritas International has received funding from the Swiss Agency for Development and Cooperation to support South Sudanese refugees, returnees and host communities in Uganda (Arua and Yumbe) and in South Sudan (Maridi State and Yei River State). In 2020, the third and final phase was completed.

Caritas works in and around the Imvepi and Bidi Bidi refugee camps in Uganda to make refugees and host communities self-sufficient so that they can produce their own food and earn a sustainable income. In Maridi State, the focus is on income from agriculture and agroforestry, while food security is prioritised in Yei River State. Caritas International believes it is important to not only support the refugees or returnees but also the host communities. They are also very poor and face similar problems to the refugees. Good cooperation between them all is essential for peaceful coexistence and sustainable development.

Margaret earns a contract to sew masks for UNHCR after completing her vocational training

Margaret is a young refugee mother living in Impeyi settlement (Uganda). Thanks to Caritas, she had the opportunity to enroll in sowing classes for 3 months at the Omugo Technical Institute in Terego district. Once she had obtained her certificate, she received a sewing machine, a pair of scissors, needles, spools of thread, a ruler and a tape measure so that she could work at her house, in the camp. When the pandemic broke out in March 2020, she was hired for the manufacturing of 887 masks by UNHCR, the UN organization managing the settlements. I was able to earn UGX 446,000 (EUR 102).

Her own restaurant thanks to group activities

Noma resides in Madebe Centre (South Sudan). She joined Namaku group; where she acquired the necessary knowledge and skills to work in agriculture. Today she grows peanuts, chickpeas, cassava and millet. The harvest is primarily intended for home consumption but she also sells the surplus to meet other needs, such as school supplies for her children. In the last harvest, she earned SSP 15,000 (96 euros) and decided to use this money as start-up capital for a roadside restaurant. Today this new project runs well and generates a daily income to meet her and her family's needs.

Some figures at the end of the project

60% of the Ugandan households involved in the programme now enjoy 3 meals a day. At the beginning, this percentage was only 13%.

93% of the refugees involved in the two host sites are now growing vegetables, compared to 69% at the beginning of the project.

28,372 households (refugees and host community in Uganda) received tools and drought-resistant seeds during the implementation of the programme (2019 and 2020) through a voucher.

"Today the farmers and other groups better understand their options after participating in the different activities of the programme. They have helped to bring about change in their lives and, thanks to the skills they have acquired, they have also developed more self-esteem and confidence so that they can now take on other roles, improve their income and become self-sufficient."

An external evaluation by **Henry Emoi Gidudu** & **Edmond Malilo Owor**, Consulting Team

Empowerment in a world on the move

The five-year programme, funded by DGD and implemented by Caritas International and its local partners, ends in 2021. As a reminder: it aims to improve food security by developing the organisational and technical capabilities of vulnerable families and communities in Burundi, Ethiopia, Haiti, Niger, DR Congo and Rwanda. The project in Belgium, focusing on raising awareness and mobilisation, is a collaboration between Caritas and Commission Justice & Paix (CJP).

Since its start in 2016, we have received a positive interim evaluation and in 2020 we have started to draw up a follow-up programme for 2022-2026, together with our Caritas partners and with CJP. Sustainable change will form an important part of this process.



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6/ By people for people

Working together in solidarity towards a more inclusive world

Personnel 31-12-2020

The following figures only relate to Caritas International Belgium employees. We work with local partners abroad and are only officially represented in a number of priority countries: Burundi (3 people), DR Congo (2), in Bosnia for the Balkans (1), and Uganda (1). External staff are also hired for certain projects, both in Belgium and abroad. In addition, we are also assisted by some 80 volunteers who are active in our reception centres, who support our integration projects, or who take on administrative tasks.

In 2020, a digital survey and risk analysis related to staff well-being were carried out among Caritas International staff in collaboration with the Committee for Prevention and Protection at Work (CPPW). A new action plan will be developed in 2021 based on this survey and analysis. The social elections were also organised online for the first time, electing a works council and the representatives of the CPPW.



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Personnel by age and gender

2020	MALE	FEMALE	TOTAL
≥ 60	4	5	9
55-59	8	10	18
50-54	4	5	9
45-49	5	5	10
35-44	10	25	35
25-34	17	26	43
≤ 24	0	1	1
TOTAL	**48**	**77**	**125**

Number of employees per department in Belgium



Members of the management committee:

François Cornet
Anne Dussart
Gilles Cnockaert
Françoise Dandoy
Florence Lobert
Bernadette van Raemdonck
Eliane Vastenavondt

Ethics and integrity

Anyone who has reason to doubt the integrity of Caritas is asked to report this to ombudsman@caritas.be or by phone at +32 476 47 23 23.

Our ethics charter, our standards in terms of ethics and protection and all the measures taken can be consulted at: www.caritasinternational.be/ethiek.

We also prioritise the development of a complaints mechanism for the communities we work with in the context of our international projects (see, for example, p 17 Congo).

2020 Complaints Register

The ombudsman@caritas.be email address was contacted by members of staff, volunteers and/or external people a total of 23 times. The increase in the number of reports is mainly due to the fact that we want to be accessible to everyone, making sure we can guarantee the quality of our services and procedures.

- **Complaints in relation to our reception facilities in Belgium: 3**
  Follow-up: investigation and clearance – state of affairs: resolved
- **Behaviour of volunteers in our reception facilities in Belgium: 2**
  Follow-up: prevention and end of collaboration – state of affairs: resolved
- **Requests from home owners: 2**
  Follow-up: intervention of our services – state of affairs: resolved
- **Incident between members of staff: 1**
  Follow-up: notification – state of affairs: resolved
- **Disputes with people who want to return to their country of origin: 3**
  Follow-up: clearing up of a number of misunderstandings – state of affairs: resolved
- **Donors' interventions: 2**
  Follow-up: clarification and treatment – state of affairs: resolved
- **Messages warning of certain situations with our partners: 4**
  Follow-up: thorough investigation and agreements with partners – state of affairs: resolved
- **Non-relevant messages: 6**
  Follow-up: answer – state of affairs: resolved

Awareness-raising campaigns

In 2020, we organised a mobile exhibition: "Diverse & fresh talent: How migration makes Belgium stronger." What is the role of migration in Belgium? In which sectors do we find the most migrants? Why are people born elsewhere more likely to become entrepreneurs? In this exhibition, we developed answers to all these questions and more. The exhibition was suitable for all audiences aged 14 and above and was aimed primarily at schools, universities, libraries, cultural centres, but also at associations and companies.

Throughout 2020, the crisis highlighted the key role that migrants play in so-called 'essential' sectors. Yet the difficulties they face are often ignored. Our advocacy activities have repeatedly reiterated this reality to policymakers and the general public.



Lokumo Fund

In September 2020, the founder of the Lokumo Fund asked Caritas International to manage the Fund and to provide its expertise.

The Fund aims to support global humanitarian projects focused on education and training, access to housing, water, food and medical care, for the underprivileged or people living in poverty and precarious conditions. The Fund can also contribute to social reintegration projects and the reinforcement of local income generating activities for these people.

The Lokumo Fund's management committee, managed by its founder, allocated almost 460,000 euro to 8 different projects in 2020.

Asylum and migration programmes in Belgium 2020

TITLE OF THE PROJECT	SPECIFIC SUBJECT	DONORS/FUNDERS
TAILOR-MADE RECEPTION AND ASSISTANCE - APPLICANTS FOR INTERNATIONAL PROTECTION		
Louvranges Logis	· Single women with or without children. Grouped apartments.	Fedasil Support from the Municipality of Wavre
Scherpenheuvel reception centre (1)	· Families, individuals, people with disabilities or psycho-medical problems.	Fedasil
Ransart reception centre (2)	· Families, individuals and unaccompanied minors.	Fedasil
Youth in Shelter Liège (2)	· Reception centre for unaccompanied foreign minors aged 14-18.	Aide à la Jeunesse
Healthcare Antwerpen	· Asylum seekers with medical problems. Family accommodation.	Fedasil
RECEPTION AND SUPPORT TOWARDS INDEPENDENCE FOR PEOPLE WITH A RESIDENCE STATUS		
TUV Brussels, Mechelen, Liège	· Vulnerable refugees.	Fedasil
Youth in Transit Liège - Brussels	· Unaccompanied foreign minors.	Fedasil, Ciré
High Care - Antwerp	· Refugees with serious medical problems.	Fedasil
INTEGRATION		
Local integration initiative Liège	· Literacy, socio-legal permanence, interculturalism.	Walloon region
APL Charleroi (2)	· Help in finding accommodation for those who are poorly housed or who have difficulty in finding a decent home.	Walloon region
SOCIAL PROGRAMMES		
Reintegration following voluntary return	· Counselling prior to departure. Supporting partners in reintegration project. ◦ From Belgium ◦ From other European countries (ERRIN)	Fedasil, AMIF Belgium AMIF Europe
Primary care (3)	· Psychosocial services, family reunification, assisted return, visiting detention centres	CAW Brabantia
Integral guidance for refugees in Leuven	· One-year trajectory of psychosocial counselling for refugee families with additional vulnerabilities	OCMW Leuven
Social services for foreign students and interns	· Support for students with a limited visa, enrolled in a university or college.	Orval and Scourmont Fund
Guardianship (3)	· Guardianship of unaccompanied foreign minors and support of guardians	Ministry of Justice Fedasil CAW Brabantia
Community sponsorship	· Counselling reception groups when receiving resettled Syrian refugees.	Fedasil
Resettlement: P2P (peer to peer)	· Collective activities for resettled refugees, training ambassadors, Facebook group.	Fedasil
Financial support	· In exceptional cases, a loan is allowed for family reunification and rent guarantees.	Own funds

In Belgium, some projects are implemented in collaboration with one of our privileged partners, Caritas Vlaanderen (1), Caritas Wallonie (2) and CAW Brabantia (3)

Map International Cooperation

DEVELOPMENT

Africa
Benin*
Burkina Faso *
Cameroon*
Kenya*
Mali*
Nigeria*
Rwanda
Senegal*
Tanzania*
Togo*
South Africa*

Asia
Cambodia*
Philippines

Middle East
Syria

South America
Brazil*
Haiti
Honduras*

EMERGENCY AID
RECONSTRUCTION

Africa
Mozambique
South Sudan

Asia
Indonesia

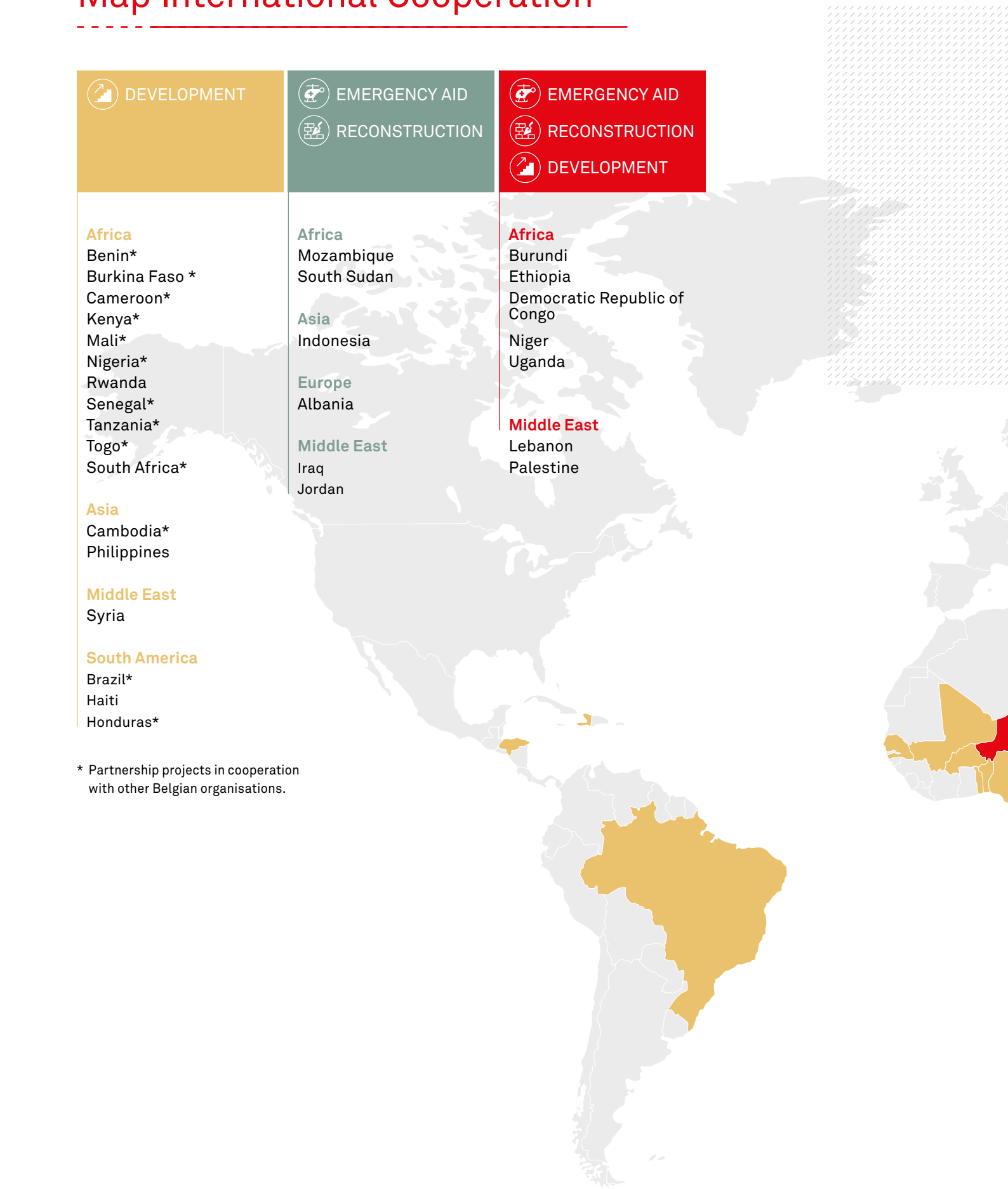
Europe
Albania

Middle East
Iraq
Jordan

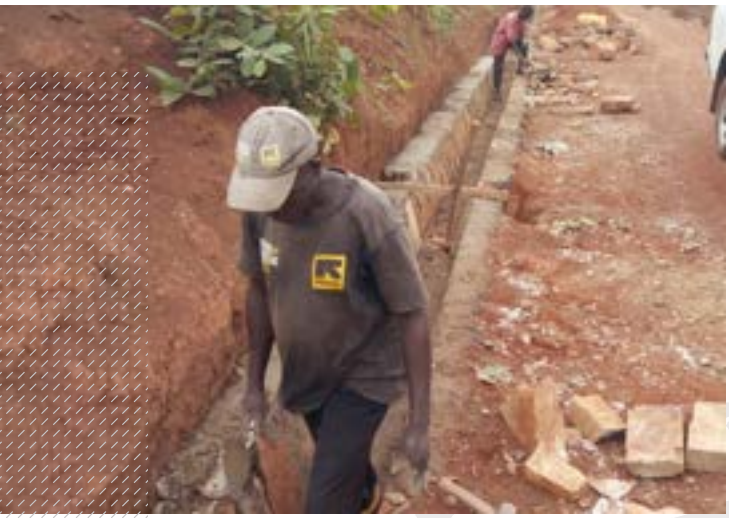
EMERGENCY AID
RECONSTRUCTION
DEVELOPMENT

Africa
Burundi
Ethiopia
Democratic Republic of Congo
Niger
Uganda

Middle East
Lebanon
Palestine



* Partnership projects in cooperation with other Belgian organisations.



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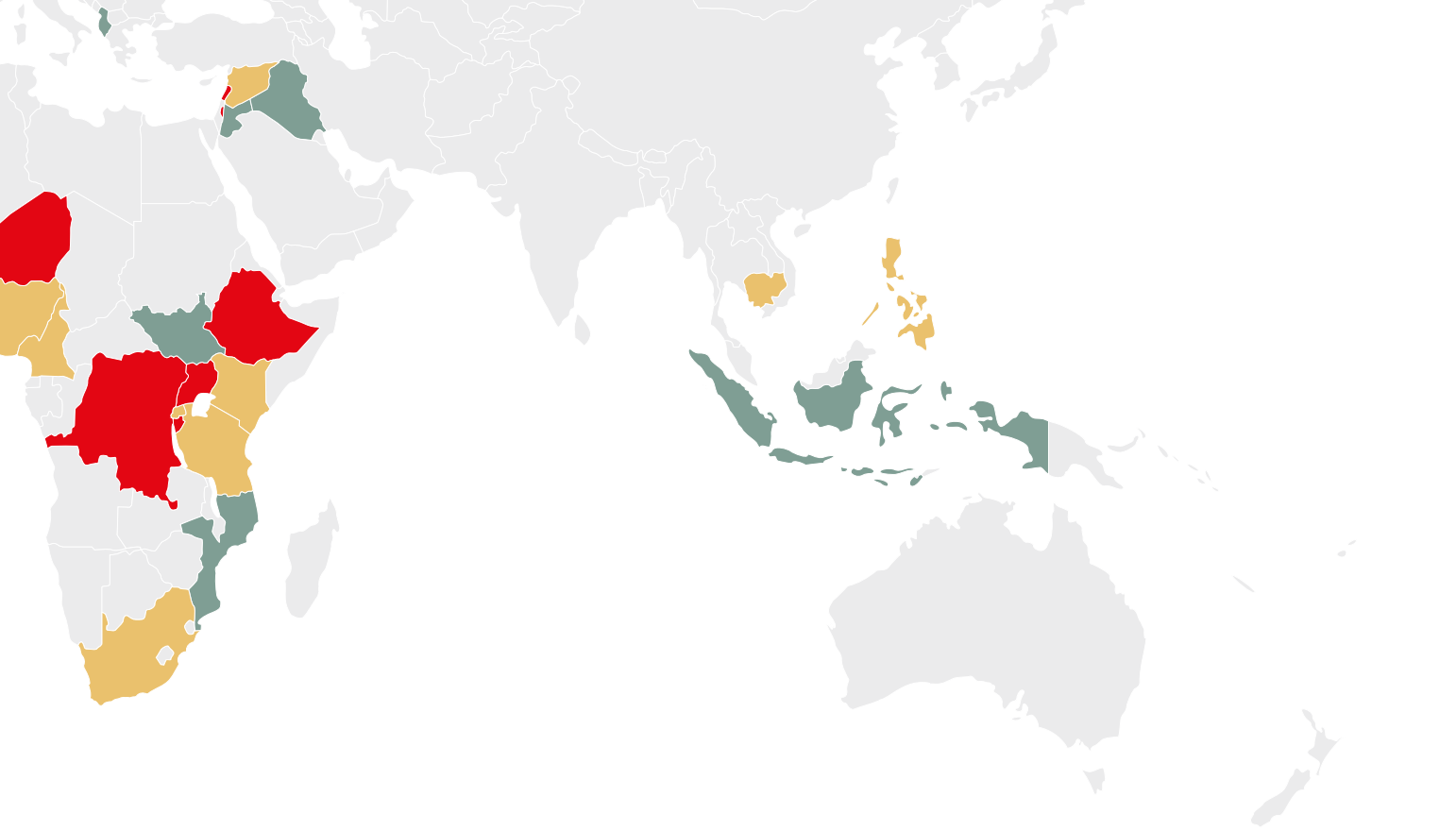


Emergency and development programmes

Our programmes abroad always run in cooperation with the national or local Caritas of the country concerned. The global Caritas network has 162 national Caritas organisations.

Co-financing programs (equity and institutional funds)

Emergency and rehabilitation

COUNTRY	PROJECT	TIME FRAME	BUDGET	SPONSOR	EXPENDITURE 2020 IN EUR	CONTRIBUTION OF CARITAS INTERNATIONAL
Burundi	Risk reduction - ERICA	2019-2021	1,475,559.00 EUR	DGD	845,357.17	-
Burundi	Reduction of vulnerabilty - Tugabanye	2020-2022	1,000,000.00 EUR	DGD	160,640.00	-
DR Congo	Monitoring and humanitarian response program in Equateur and Kasaï provinces	2019	417,537.18 USD	UNICEF	208,186.26	40,390.00 USD
DR Congo	Fight against chronic malnutrition in Kwango	2020-2021	572,245.00 USD	UNICEF	80,154.05	29,480.00 USD
DR Congo	Humanitarian aid for IDP in Kalehe - Kivu	2020	230,506.00 EUR	Swiss Confederation	196,715.07	100,138.28 EUR
DR Congo	Humanitaran aid for vulnerable communities in Kasaï - RéBHuN	2020-2021	1,185,000.00 EUR	German government	369,573.67	38,000.00 EUR
DR Congo	Monitoring humanitarian alarmsystem - GAH	2019		OCHA	30,902.16	
DR Congo - Niger - Uganda	Humanitarian aid en improved resilience for IDP - PAHRVID	2020-2022	3,000,000.00 EUR	DGD	456,839.00	-
Lebanon	Humanitarian intervention after the Beyrouth blast	2020	50,000.00 EUR	Vlaams Brabant	50,056.00	25,000.00 EUR
Niger	Access to basic needs and services for vulerable communities in Diffa region - PASBBE	2018-2020	1,286,541.00 EUR	DGD	221,488.14	-
South Sudan and Uganda	Foodsecurity and livelihood support for farmers and IDP from Yei and Maridi (South Sudan) and for refugees in Uganda	2019-2020	868,192.00 USD	Swiss Confederation	551,749.54	428,718.00 USD
				TOTAL	**3,171,661.06**	

Development

COUNTRY	PROJECT	TIME FRAME	BUDGET IN EUR	SPONSOR	EXPENDITURE 2020 IN EUR	CONTRIBUTION OF CARITAS INTERNATIONAL
Burundi	Initiatives to develop family farming in Mosso	2016-2019	778,000.00	Enabel	44,779.00	-
Burundi	Initiatives to develop family faming in Imbo	2017-2019	450,000.00	Enabel	45,941.00	-
Burundi	Enhance resilience of communities in Buyenzi - PRARECOM	2018-2021	1,715,000.00	EU	516,586.22	5%
Burundi	Local livelihood development program - PDLE	2018-2021	298,874.00	Worldbank	-	-
Burundi, DR Congo, Rwanda, Haiti, Niger, Ethiopia, Belgium	Empowerment in a world on the move - EMMO	2017-2021	12,839,807.99	DGD + 11.be + WBI	1,856,323.00	20% + 30,424 EUR
DR Congo	Support to 3 farming groups on the territory of Bagata in their efforts to transform and commercialise their agricultural products	2018-2019	77,215.00	Enabel	4,751.00	-
Ethiopia	Economical resilience and and income generating activities - REAL	2016-2019	1,474,814.00	EU Reset (5,499,160 EUR = total amount for consortium)	201,780.61	10%
Ethiopia	Better access to drinking water and hygiene in schools of Mulguba, Tigray	2019-2020	44,000.00	Fund Amélie & Elisabeth (King Baudouin Foundation)	12,903.84	4,000 EUR
Ethiopia	Better access to drinking water and hygiene in the Gombo district - VIVAQUA	2019-2021	106,258.00	Vivaqua, Région de Bruxelles Capitale, Bruxelles environnement (consortium of sponsors ; lead = vivaqua) for 72,922 EUR and King Baudouin Foundation (via fund Lokumo) for 33,335 EUR	34,775.75	-
Ethiopia	Better access to drinking water and sustainable water management for 60 families in the countryside, Irob district,Tigray	2020-2021	44,000.00	King Baudouin Foundation	17,486.40	4,000 EUR
Haiti	Reslience Pestel and Corail - RESPEC	2018-2021	50,047.00 (consortium of 3,000,000 with CD-Jérémie, CRS en CESVI)	Consultancy contract with CRS for a project financed by the EU - European Development Fund	9,214.34	-
				TOTAL	**2,744,541.16**	

Equity programs

Emergency programs with the Caritas network

COUNTRY	CRISIS	EXPENDITURE 2020 IN EUR
Albania	Earthquake	1,500.00
DR Congo	Covid streetchildren Kinshasa	49,202.00
Ethiopia	IDPs and drought	30,061.00
Indonesia	Rehabilitation Palu	60,000.00
Iraq	Support to families	4,337.00
Jordan	Humanitarian aid	8,673.00
Lebanon	Explosion Beyrouth	250,079.00
Lebanon	Syrian and Iraqi refugees	113,241.00
Mozambique	Rehabililtation cyclone Idai	158,000.00
Niger	Floods	25,000.00
Burundi- Niger - Ethiopia - Palestina	Covid crisis	50,060.00
	TOTAL	**750,153.00**

Socio-economic projects

Caritas International finances activities for which there is no institutional funding.

COUNTRY	PROJECT	EXPENDITURE 2020 IN EUR
Ethiopia	Empowerment Menja minority - Jimma	30,384.51
Haiti	Hurricane Matthew fase 3	91,359.00
Niger	Empowerment 4 communities Maradi / Zinder	11,836.31
Palestine	Sustainable rural economy	28,668.00
Philippines	Livelihood - Antique	44,987.00
Philppines	Risk reduction and empowerment - SEARCH	44,288.00
Syria	Humanitarian aid and livelihood	221,634.00
Uganda	Scholarships	31,028.00
	TOTAL	**504,184.82**

Capacity building Caritas partners

Caritas International strengthens Caritas partners by providing support for training and for the development of their structure. In 2020, we provided a total of EUR 101,678 in aid to Caritas Internationalis, the diocesan Caritassen Matadi, Kenge and Popokabaka (DR Congo) and the national Caritas organisations of DR Congo, Ethiopia and Niger.

Partnership programs

Caritas International has partnerships with Belgian organisations for projects that are in line with its vision and mission

COUNTRIES	EXPENDITURE 2020 IN EUR
Africa Benin, Burkina Faso, Burundi, Cameroon, DR Congo, Ethiopia, Kenya, Mali, Niger, Nigeria, Rwanda, Senegal, South Africa, Tanzania, Togo	327,119.22
Asia / Middle East Cambodia, Lebanon, Syria	51,730.25
South America Brazil, Haiti, Honduras	33,965.07
TOTAL	**412,814.54**

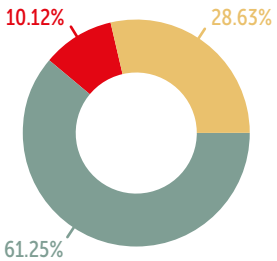
Financial report 2020*

Results Account 2020

REVENUE	IN €	%
Donations	4,737,236.83	18.91
Donations via Consortium 12-12	16,610.87	0.07
Legacies	2,416,648.43	9.65
Wallonie - Bruxelles International	397,966.38	1.59
Brussels Capital Region	5,000.00	0.02
Région Wallonne	32,500.00	0.13
Towns, provincies...	25,000.00	0.10
Multilateral institutions	788,908.69	3.15
Enabel	-28,791.46	-0.11
Belgian Government - DGD	3,497,491.24	13.96
Belgian Government - Fedasil	7,894,425.30	31.52
Coordination et Initiative pour Réfugiés et Etrangers	1,738,578.53	6.94
11.11.11	48,746.61	0.19
European Union	855,988.59	3.42
Foundations, other Caritas ...	104,467.05	0.42
European Reintegration Network	1,538,098.30	6.14
Subsidies for employment (Actiris, Maribel, ...)	338,862.36	1.35
Other operating income	317,025.23	1.27
Financial products	145,178.58	0.58
Total without exceptionnel	**24,869,941.53**	
Exceptionel products	179,323.60	0.72
Total with exceptional	**25,049,265.13**	**100**

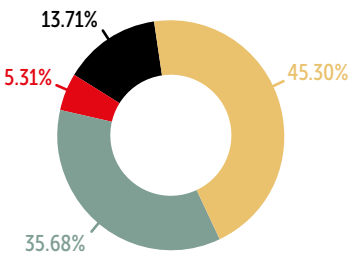
EXPENDITURE	IN €	%
Reception of asylum seekers	9,768,585.00	39.07
Programmes migrants (frontline - guardianship - integration)	411,807.00	1.65
Voluntary return	1,145,699.00	4.58
International cooperation	8,922,869.00	35.68
Communication and mobilisation	1,328,799.00	5.31
· Education	40,452.00	0.16
· Fundraising	639,672.00	2.56
· Advocacy	222,614.00	0.89
· External communcation	338,326.00	1.35
· Internal communication	87,734.00	0.35
Operating costs	3,427,483.24	13.71
· General operating costs	2,716,513.24	10.86
· Inheritance taxes	710,970.00	2.84
Total	**25,005,242.24**	**100**

RESULTS	44,022.89
Increase (-) / Decrease (+) of designated funds	-44,022.89
Result to be reported	**0.00**



Revenue 2020

- Donations and legacies: 7,170,496.13
- Public funding: 15,345,449.40
- Other: 2,533,319.60



Expenditure 2020

- Asylum and migration: 11,326,091.00
- International cooperation: 8,922,869.00
- Communication and mobilisation: 1,328,799.00
- Operating costs: 3,427,483.24

* Result approved at the general meeting in June 2020
More information: *www.caritasinternational.be*

Thank you!

Our work could not be possible without the valuable support of numerous individuals, associations and institutions.

In particular, we would like to thank:

- All our generous donors
- All our enthusiastic volunteers, our trainees, our 'Community Sponsorship' groups and our 'Propriétaires solidaires'
- Our employees at home and abroad who live up to our engagement every day
- Dioceses, parishes and religious congregations
- King Baudouin Foundation / Elisabeth and Amélie Fund / Lokumo Fund
- The umbrella organisations: 11.11.11 / CNCD-11.11.11 / Ngo-federatie / Acodev / Concord / Voice
- Caritas Internationalis / Caritas Europa / the members of the Caritas internationalis network / Caritas in Belgium / Commission Justice & Paix / Kruit / Annoncer la Couleur / Rechtvaardigheid en Vrede / CAW Brabantia / Casa Legal / the ERSO network / Consortium 12-12 / Croix-Rouge de Belgique and all our partners at home and abroad
- The media, and in particular: Cathobel (Dimanche and RCF) / Kerknet / Kerk & Leven
- The schools, students and teachers who have made use of our educational offer
- Our institutional partners
  - **The United Nations**
    UN Pooled Funds / UNICEF / World Bank
  - **European Union**
    Civil Protection and Humanitarian Operations (ECHO) / DG for International Cooperation & Development (DEVCO) / the European Refugee Fund / Asylum, Migration and Integration Fund (AMIF)
  - **Federal Government**
    Belgian Development Cooperation (DGD) / Belgian Development Agency (Enabel) / Federal Agency for the Reception of Asylum Seekers (Fedasil) / State Secretariat Asylum and Migration and Social Integration / FOD Employment, Labour and Social Dialogue - Social Maribel / POD Social Integration (article 60) / National Lottery
  - **The Flemish Government**
    Department of Education and Training / Flemish Partnership Water for Development
  - **Wallonia-Brussels and Walloon Region Federation**
    Wallonia–Bruxelles International (WBI) / Department of Public Works, Health, Social Action and Patrimonies
  - **Brussels Capital Region**
    Employment Agency (Actiris) / Brussels Environment
  - **Provinces, cities and municipalities**



"'Alone we go faster, together we go further', that is something we are profoundly convinced of. Whatever shape it takes, your support for migrants and communities in vulnerable situations is heart-warming. Thank you very much!"

François Cornet, director



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Caritas International asbl

Rue de la Charité 43
1210 Brussels
T + 32 2 229 36 11
IBAN BE88 0000 0000 4141 / BIC BPOTBEB1
www.caritasinternational.be

caritasintbe

Responsible editor:
François Cornet, director Caritas International
Rue de la Charité 43
1210 Brussels

caritas
international.be