

The Middle East Council of Churches



مجلس كنائس الشرق الأوسط

Department of Service to Palestinian Refugees (DSPR)



ANNUAL REPORT

2011

Improving the lives of Palestinians across the Middle East

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Foreward

“DSPR is pleased to submit its Annual Report in 2011 in a new format. With this new format we can report not only on achievements and accomplishments with numbers but more importantly with the faces and stories of our stakeholders. DSPR as is customary every four years after the General Assembly of MECC and the election of a new General Secretary is accepting nominations from Heads of Churches to its Central Committee and its various local Area Committees. We do pray that the new Committees will continue with guiding the important work we do with your support and friendship”. **George Hazou, Chairperson DSPR.**

“It is a pleasure indeed to see DSPR represented in a new format that touches base with our local stakeholders in all Areas where we work. I wish to take this opportunity to thank all of you for your partnership, friendship and support. May our joint undertakings of service speed up the day when justice for refugees and peace for all of us cometh”. **Bernard Sabella, Executive Secretary, DSPR Central Office.**

DSPR is an ecumenical and Church-related organisation which is an integral part of the Middle East Council of Churches (MECC). It was founded following the 1948 Arab-Israeli War and the creation of the Palestine refugee problem. Christians living in the Middle East have initiated activities and programmes to support Palestinian refugees in the region. These ecumenical responses have evolved into five independent and autonomous

Organizations or Area Committees linked together into the Department of Service to Palestinian Refugees and communities in the West Bank, Gaza, Jordan, Lebanon and Galilee.

These Area Committees are:

- The International Christian Committee (ICC – **West Bank**)
- International Christian Committee in Israel (ICCI - **Galilee**)
- The Joint Christian Committee for Social Service in Lebanon (JCC - **Lebanon**)
- The Near East Council of Churches Committee for Refugee Work (NECCCRW - **Gaza**)
- The Near East Council of Churches Committee for Refugee Work (NECCCRW - **Jordan**)

Today, in an expression of solidarity and with the desire for mutual support, these Area Committees are linked in their governance, management and administration through DSPR which serves as a regional umbrella for its five member Area Committees in different geographical areas.

DSPR believes that the right of return is a basic human right of all Palestinian refugees and that they should be part of the decision-making and peace process to resolve their refugee status, in line with United Nations resolutions. Until a just political solution is found, the dignity of Palestinian refugees in their host societies and reconciliation within the wider communities in which they live are essential to their eventual exercise of their right of return and self-determination.

*DSPR's vision is of a pluralist Palestinian society which guarantees equal opportunities for all its citizens, based on the ideals of justice, equality of rights, opportunities and freedoms.
DSPR's mission is to promote the socio-economic development and just rights of Palestinian refugees and communities in the Middle East.*

Strategic aim 1: Enhance the wellbeing of Palestinian mothers and children

The Israeli blockade of Gaza continues to cause a prolonged humanitarian crisis. Gaza is one of the most densely populated regions in the world (5,000 inhabitants per km²). Only 5-10% of the extracted water is safe; there is very limited/intermittent running water; there is over 40% water loss due to leakages and between 50 and 80 million litres of untreated or partially treated sewage are discharged into the environment daily (OCHA Fact Sheet, October 2011). Under such conditions it is no surprise that the health system in Gaza remains extremely challenged.

Established in 1952, the main objective of DSPR/NECC Gaza's health program is to provide primary health care services in poor, overpopulated and remote areas that have little or no health services available. DSPR Gaza offers a comprehensive package which covers essential maternal and child health services including antenatal, postnatal, health education, well baby clinic, family planning, lab testing, medication, home visiting, nutrition education, dental services, psychosocial support programme and nutrition and anemia projects among others.

There are two family health care centres in Shija'a and Darraj areas, each of them potentially serving a poor community of nearly 80,000 people where existing provision of medical services are at low level. The third centre is located in Rafah in Kherbet El Adas rural area, serving a population of nearly 12,000 people where provision of medical services is non-existent. The number of patients examined by doctors was 38,356 including children, pregnant women and other adults.



In 2011, a total of 34 community workers completed comprehensive training which covered a wide range of health, social and psychosocial issues. Many of these community workers will provide volunteer assistance at the 2012 children's summer camps that form part of the psychosocial support programme.



In 2011, DSPR/NECC Gaza had 24,307 families registered at its three clinics. The number of newly registered pregnant women in 2011 was higher than anticipated at 1,592, and the number of antenatal care visits has doubled in the last six years from 6,587 in 2005 to 12,591 in 2011. This increase indicates increased awareness of the importance of antenatal care and early registration as well as reflecting the high quality of services and the significance of providing services free of charge. DSPR/NECC is also the only provider in Gaza who systematically provides post natal care visits with a total of 1,868 post natal visits in 2011.

While the political and security situation in Gaza in 2011 affected the capacity of other health providers to maintain their routine services, DSPR/NECC Gaza continued and increased its service provision and this led to more patients accessing our services. There was a noticeable shortage of medicines at governmental health institutions during 2011 and by the end of December 2011, 165 drugs out of 480 and 144 disposables out of 700 were at zero stock level. (*Drug shortages in Gaza, background note to HC –WHO, Feb 2011*). Thanks to effective commodity management and the invaluable support of our partners, DSPR/NECC Gaza did not face any drug shortage throughout 2011 and was able to provide services without interruption. Unlike other health organizations in Gaza, we were also able to maintain a strategic storage of laboratory kits needed for the lab services and so we were able to continue providing lab services despite the blockade. Routinely conducted satisfaction assessments showed that patients were very satisfied with the services and with the availability of medicines at the dispensary.

Strategic aim 1: Enhance the wellbeing of Palestinian mothers and children

All three DSPR/NECC Gaza clinics are equipped with fixed dental units and, due to increased demand, the dental services are now provided 4 days a week. During 2011, 5,135 patients were examined by a dentist at the clinics.

Our computerized database was further developed in 2011 allowing us to better follow up cases and improve our monitoring. Two health education brochures were printed (one about anaemia and another about malnutrition) and 60,000 copies were produced and distributed during the house to house field visits and also during health education sessions at the DSPR/NECC clinics and the community based organizations.



2011 saw the implementation of a new project to address malnutrition and anaemia in children under five in Rafah. 8,058 households were visited and 7,914 children were screened. Over a quarter of the children screened were shown to be anaemic and over 11% were malnourished. Of those treated for anaemia and malnutrition 97% were recovered, improved or prevented from further deterioration after 90 days.

As a response to the increase in malnutrition and anemia cases, five study days were organized for the DSPR/NECC medical and paramedical staff and to community workers working on this field. The nutrition related training focused on screening, management of anemia and malnutrition, project management and monitoring.

Jannat

Jannat Walid Alareer is four years old and lives with 10 other members of her family in Shijaia, Gaza. Her father is unemployed and her 18 year old brother works in the local market to help provide for his family. On her first appointment at the clinic in March 2011 Jannat weighed



10.1 kg, was 94 cm tall and had a haemoglobin count of 10. The data showed that Jannat was suffering from anemia. The nurse and the community worker explained the health status of Jannat to her mother and gave her some advice about nutrition and iron rich foods and also they gave her two brochures about anemia and malnutrition. Jannat was given a follow-up appointment for one month later, but the mother did not attend due to family circumstances. So the community worker called the mother again to encourage her to come to the clinic again. "I got a second dose of the iron, and the nurse told me that Jannat was still suffering from anaemia and she encouraged me to attend a further appointment. When I came for the third appointment, the haemoglobin count was improved to 11.5. They gave me 3 prophylactic doses of Iron syrup. After 3 months, Jannat was completely recovered and is now in good health."



A lab technician at Rafah Clinic takes a blood sample. In 2011, 28,464 lab tests were conducted at the three clinics in Gaza and the strategic storage of lab kits enabled DSPR/NECC to continue providing this service in spite of the continuing blockade of Gaza.

Strategic aim 1: **Enhance the wellbeing of Palestinian mothers and children**

More than 2 million registered refugees live in Jordan. All Palestine refugees have full Jordanian citizenship, with the exception of almost 140,000 refugees originally from the Gaza Strip. There are 10 official refugee camps in Jordan, accommodating more than 346,000 Palestinian refugees. Socio economic conditions in the camps are generally poor, with high population density, cramped living conditions and inadequate basic infrastructure such as roads and sewers. (www.UNRWA.org).

DSPR/NECCCRW Jordan continued to run Madaba camp Health Clinic which served 5,984 patients during 2011. One of the notable accomplishments of the clinic was the 64% cost recovery. Patients have thus contributed close to two thirds of the costs of medical treatment. DSPR/NECCCRW Jordan also supervises the Jerash clinic which continues to function well and receives approximately 450 patients a month.

DSPR/NECCCRW Jordan conducted 10 free medical days in the refugee camps which included medical checkups, referrals and distribution of medications free of charge. Local doctors from the camps voluntarily presented their services free of charge.

Awareness sessions on health, child protection and family relations were held through networking with different doctors in the field of health care for children, mother, and family planning. These sessions benefited hundreds of families with up to 50 mothers, youth and elderly participating in each session.



Medicines are prepared for distribution during a free medical day in Zarqa camp in Jordan.



Medical checkup during free medical day in Madaba refugee camp in Jordan.

With a grant from Finn Church Aid and the United Church of Christ, DSPR/NECCCRW Jordan started establishing a new medical laboratory which will generate more income for the clinic and enable more clients to benefit from supplementary medical care. The major challenge facing this project has been getting the license for the official practice of the medical lab and we are still waiting the authorization from the Ministry of Health.

10	free medical days in Jordan refugee camps
44,340	patients examined in Gaza and Jordan
3,500	patients received medicine free of charge in Jordan
2,533	awareness sessions on health, child protection and family relations held in Jordan and Gaza
5,135	patients examined by a dentist in Gaza
1,047	expectant mothers screened in Gaza
2,494	women attended the family planning clinic in Gaza
28,464	lab tests carried out in Gaza

Strategic aim 2: Empower marginalized Palestinian youth to improve their own economic conditions

“Despite their longstanding presence in Lebanon Palestine refugees remain excluded from key aspects of social, political and economic life in the country. Indeed they are barred from owning property or practicing in more than 30 professions, among which all liberal professions. (...) In addition the Lebanese army controls access to Palestine refugee camps, restricting refugees’ mobility.” Socio-economic survey of Palestinian Refugees in Lebanon, American University of Beirut, Dec.2010.

DSPR/JCC in Lebanon has learned that vocational programmes need to move with the times. Sewing and embroidery classes that are no longer in demand in Lebanon have been replaced by hairdressing, beauty skills and barber skills. The trainee barbers get invaluable practice by offering free haircuts at an orphanage, while the young women training in hairdressing practice their skills at a home for the elderly. Equally, the electronics training programme that began in 1964 has also kept up with the times, now including a course on repairing mobile phones and training in erecting satellite dishes on roofs.

In 2011, DSPR/JCC started offering training through which participants receive the International Computer Driving Licence (ICDL), a globally recognized IT qualification.



Working with International Organisations to deliver effective projects

Towards the end of 2010, DSPR/JCC in partnership with the International Labour Organisation (ILO) established the Employment Service Centre for Palestinian Refugees in Lebanon. This project, which continued under JCC/DSPR leadership until October 2011, offers an invaluable service to Palestinians seeking employment. Job-seekers attend the project centre to fill out applications, receive counseling and have their qualifications assessed. Accordingly they are either sent to improve their skills or undergo job interviews. Project staff also visited companies to research their needs, familiarize them with the project and find vacancies for job-seekers. By the end of 2011, a total of 960 people had registered with the project, 951 had received employment counseling and 359 had received training in job-hunting skills such as CV writing and interview tips. 350 of these were referred to interviews and 75 people successfully gained employment while those who were not successful were referred to vocational trainings or internships to gain experience.

The Study Station:

DSPR/JCC Lebanon runs an after-school tutoring service at Dbayeh camp which helps children with their school home work and provides specialized care and support to those with learning problems. Five tutors, a speech therapist, a psychologist and a social worker provide help and guidance to the students with special learning needs.

The study station has recently relocated to the first floor of the library premises where they are encouraged to use and benefit from the various programs the library offers. The study station itself has been equipped with computers and soft ware programs to help the students in their learning process.

Sixteen year old Jennifer Ghantous was a student at the Study Station for two years. She credits the Study Station with her success in the standardized government exam of the Brevet which allowed her to go into her high school studies. Jennifer was not only happy with the tutoring she received, but also very glad that the program included individual follow-up, as well as other activities to help her connect with her classmates. She admired the way the teachers brought together students from different schools and helped them all to achieve their goal of improving their exam scores.

To show her gratitude, Jennifer now volunteers at the Study Station, providing practical help and an inspiring example to the students.



Studying in the library at JCC/DSPR Dbayeh Centre.

Strategic aim 2: **Empower marginalized Palestinian youth to improve their own economic conditions**

In Lebanon, Palestinians are barred from working in many professions but are allowed to work in agriculture. The work at Tyre Farm in the South of Lebanon is therefore a practical and effective approach to addressing unemployment among Palestinian Refugees. Offering short introductory courses in agriculture to men and women of all ages, Tyre Farm lies adjacent to three refugee camps and a number of informal gatherings.

A particularly successful course teaching the basics of agriculture to children and youth began at the end of 2010 and continued through 2011. The project targeted 12—14 year olds attending UNRWA schools in the Southern Palestinian Camps. The first two courses ran successfully and a total of 70 children participated. The third session began in May when students were busy taking their final exams so the course was offered instead to school teachers. The syllabus was adapted to suit the new participants, and bee-keeping was included. The group proved to be extremely motivated and productive, expressing their wish to attend more such courses.

In the West Bank, DSPR/ICC effectively addressed the issue of inappropriate sanitation facilities in schools which affect the children's performance at school, personal hygiene and well being and even jeopardize their access to education. Girls are particularly vulnerable and surveys of school children have shown that teenage girls will tend to be absent from school during their menstrual period if hygiene facilities are not appropriate. The school targeted is in Qaffine and serves 498 students in 12 classrooms. A new sanitation block and cesspit was completed in December 2011 which has dramatically improved the schools sanitation facilities.



Teachers learn agricultural skills at Tyre Farm.

A children's committee, guided and supervised by the school's health and environment instructor, assumed responsibility for maintaining the block. Each of the 11 cubicles is kept clean by one classroom. Children expressed appreciation and at the same time demonstrated a high sense of responsibility through their contribution to maintain the school and its facilities.



Strategic aim 2: Empower marginalized Palestinian youth to improve their own economic conditions

In Jordan in 2011, the Ministry of Tourism granted DSPR/NECCRW Jordan a free bazaar location in the tourist area of Jerash, known for its Greco-Roman ruins, where we are now able to sell the products of our training centres, particularly traditional and folklore products. In 2011, the total income generated from selling our products was \$918. 70% of the income generated went to the trainees and 30% covered some of the running costs of the centres.



Thanks to a Finn Church Aid grant, three new computer centres were established in Madaba, Hiteen and Irbid refugee camps and were fully equipped, operating and generating income by November 2011.

This was a major achievement for DSPR/NECCRW Jordan which will help us be more sustainable and productive as well as having a greater impact for the benefit of the people we serve within refugee camps.



ICDL students at Zarqa camp in Jordan

Loans give opportunities

Most DSPR Area Committees provide interest free loans to students to pay university or college fees. Business loans are also provided in Jordan and Nazareth, allowing people to establish a small business or renovate an existing one. Recovery of these loans was particularly high in 2011 averaging over 95%.

Area Committee	Type of loan	No. of loans	Amount each loan	Period of loan	% Recovery
Nazareth	To pay university or college fees	161	\$650	3 yrs	
Gaza	To pay university or college fees	23			
Jordan	To pay university or college fees	127	\$550		
West Bank	To pay university or college fees				
Nazareth	Business loan	6	\$1,000 - \$3,000		
Jordan	Business loan	6	\$1,700		

Empowering partner organizations

In 2011, DSPR/NECCRW in Jordan started to support the women's organization Anwar Al Rahman which was founded in 2009 by women working in Hiteen Refugee Camp. The organization initially focused on distributing food and clothing and was struggling to pay the rent on the building where most of their activities took place. With the guidance of DSPR/NECCRW, and financial support made available through Finn Church Aid, Anwar Al Rahman has shifted its focus to more sustainable and empowering forms of development. It has established and is successfully managing a computer training centre for women in the camp which also generates income for the organisation. This success has inspired Anwar Al Rahman to network with other local organizations to implement empowering projects that equip women and girls with the necessary skills to enter the labour market.

Strategic aim 2: Empower marginalized Palestinian youth to improve their own economic conditions

The continuing blockade of Gaza has caused not only an economic crisis but also a desperate lack of hope for the future. With youth unemployment at 38% and movement so restricted that working in Israel is impossible, many young Gazans struggle to see a way out of poverty and marginalization.

Impact of 2010 vocational training in Gaza

DSPR in Gaza runs four training centers. The Gaza City Vocational Training Center for carpentry and furniture making, metal and aluminum works and welding offers a three-year course targeted at boys aged 14-16 who have dropped out of school.

The Vocational Training Center in Qararah conducts a two-year course in general electrical skills and motor and transformer rewinding that is offered to young men aged 16-23 and who finished grade ten.

The Secretarial studies and English Center offers a one year intensive course to young women who have finished their secondary studies (Tawjihi) to prepare them for secretarial positions.

The Advanced Dress Making Center offers a one year course to young women, promoting their participation in the Palestinian community, helping them to support their families and to become financially independent.

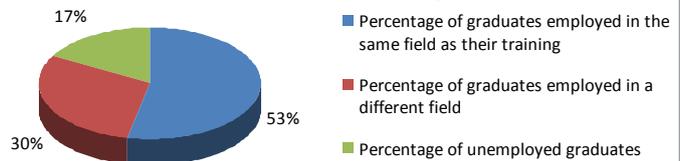
The graph shows the impact of these courses by detailing the number of 2010 graduates of all the above courses who are successfully employed according to data collected throughout 2011.

“My name is Kholoud Salman Mesleh. I am 25 years old and live in Gaza City with 13 other members of my family. My father has two wives now. We are facing a very difficult situation, socially and financially, especially since he is unemployed, and we have no other income to cover our basic needs. I am divorced and have a baby girl, and I came back to live with my family. It was too hard for me to continue my university education under these critical financial circumstances. I joined the NECC secretarial center on the advice of my relatives and friends. I pay nominal fees and the certificate is recognized by the Ministry of Labor. I look forward to being an active woman; raising my daughter, and helping my family.



Before joining the center, I lacked self confidence but now I have friends and hope for the future. I feel grateful to my teachers and NECC for everything and I hope I will pass this year and get a decent job to support myself and my daughter.”

2010 Gaza Vocational Training Graduates



21 year old Mahrous Abu Nasira who graduated in 2010 from the general electrical skills and motor and transformer rewinding course is now working for an electricity company and is able to support his family.

Strategic aim 3: **Support vulnerable Palestinian communities to better manage and preserve available natural resources**

At present, and mainly due to political constraints, water needs exceed the available water supply in the West Bank. The gap between the need and the supply is growing, emphasizing the need for the adoption of the integrated water resources management approach and the mobilization of any additional conventional and non-conventional water resources. Following occupation, Israel established control over water resources in the occupied Palestinian territories and all Palestinian water resources were declared Israeli State property. Israeli commanders were given complete authority over all water resources in the West Bank and Palestinians are still prohibited from developing water resources and infrastructure without an Israeli permit, including drilling wells, maintaining springs, cisterns and reservoirs.

The West Bank town of Beit Ummar has a population of 14,150 people. The Israeli occupation has confiscated thousands of dunums of Beit Ummar's land, especially in the last few months in order to construct the separation wall. The town is surrounded by settlements on three sides and with settlement expansion more farmlands may well be confiscated. Beit Ummar receives its water supply from the Herodion wells near Bethlehem, which extracts from the eastern aquifer. The available water networks were very old and some 45% of water was lost through leakage. Average per capita water consumption in Beit Ummar was just 34 litres a day, way below the WHO recommended minimum of 100 litres.

The municipality of Beit Ummar played a fundamental role in implementing the project and a mutual work plan was drawn up whereby the DSPR/ICC West Bank role was to supply the 3.5 km 3 inch wide pipes with valves and fittings and the municipality undertook to install the pipes within a set time frame as well as to supervise the installation. The partnership was very fruitful and productive. The municipality ensured that all the machinery and workforce would be made available thus enhancing the local labor market. DSPR/ICC West Bank contribution was 46% and the local municipality share reached 54 %.

The available network of 2 km of pipes was replaced and extended by 1.5 km to reach 100 households not previously connected with the network. Water loss through leakage was dramatically reduced. Average daily consumption was boosted from 34 to at least 92 litres per capita per day for all purposes. 10 % of the overall municipal network was rehabilitated. Sustainability is ensured since the new network life span is at least 15 years with proper maintenance which is guaranteed by the very efficient team at the municipality.



Advocacy and determination achieve results

Faqu'a village in the Jenin district of the West Bank has 4000 inhabitants, and unemployment is at 70%. The sole source of income is livestock which has been depleted by 60%. 70% of the space area of the village was confiscated between 1948 and 2007 and all water sources and springs were controlled by Israelis. The village was dependent upon rainfall harvesting and purchasing water and the population survived on an average of 20 litres per capita per day, dramatically lower than the WHO recommended minimum of 100 litres.

Two years ago DSPR/ICC signed a memorandum of understanding with Faqu'a village council and together they started to enhance the village's capacity to carry out advocacy work. Awareness raising campaigns were conducted sensitizing people to their right to water. Applications were filed to the Joint Water Committee for access to a nearby location 50 meters away from the village. While there was approval to provide water from the nearest point in Ma'ale Gilboa which is 450 meters away from the village, this has never been carried out due to obstacles instigated by many Israeli decision-makers.

Finally, in October 2011, a filling point was approved from the main water

source in area "C" at a distance of 7 km from the village. The Palestinian Water Authority provided a 1 km connection pipe to the nearest point in area "B". Since the village council does not need a permit to extend the pipes from area "B" to area "A", they managed to find funding for a further 4.3 km of pipes and were able to purchase a total of 1.7 km of pipes which are to be installed when weather conditions permit.

"What has been accomplished is an effort that is highly appreciated and will be fulfilled by the extension of pipes from area "B" to area "A". This will bring tremendous returns and savings of not less than USD 90,000 a year since we will no longer have to buy our water".

Dr. Abufarha, director of Faqu'a village council, 26 October 2011.

As with so many advocacy initiatives in the West Bank, the process was long and arduous and the outcome not exactly as desired, but the village can certainly claim a real success in the face of many obstacles. They are no longer worried about the upcoming summer of 2012 as they will have a consistent supply of clean, potable water.

For further information regarding Areas A,B and C in the occupied Palestinian territories please visit www.settlerwatch.com

Strategic aim 3: **Support vulnerable Palestinian communities to better manage and preserve available natural resources**

In the West Bank, the humanitarian situation is greatly affected by the construction of the Separation Wall and population movement restrictions. DSPR's food security work in the West Bank engages households in domestic farming in a sustainable way within their capacities and agricultural knowledge enhanced towards increasing their productivity.

The governorates of Qalqilya, Tulkarm and Jenin were chosen as the project locations for our food security work because 37 percent of all the agricultural land in the West Bank is located in these areas.

In 2011, Baqa Al Sharqiya & Nazlet Issa villages were selected since more than 37 % of the population are below the poverty line, unemployment reaches 20% and there has been intensified confiscation of agricultural land in the seam zone area of 310 dunums which is isolated by the separation barrier. Extensive training manuals were designed for both livestock and fruit/vegetable farming, and easy reference booklets were produced. Extensive theoretical training was carried out with the 32 beneficiaries for each type of farming. Pilot projects served to train and test out theory and practice. Having received either livestock or green houses and seedlings, the 64 beneficiaries then received a series of home visits to offer technical support and guidance and ensure continued sustainability.

As a direct result of this project 6,400 m² of land was reclaimed and became fit for agriculture. 32 greenhouses with drip irrigation system were erected and 180 diverse seedlings distributed and planted in 32 households. 320 chicken and 64 sheep were distributed to 32 households. Four of the beneficiaries were temporarily employed during the installation of the 32 greenhouses for the duration of 100 days with a monthly earning of USD 260 each.



The direct impact of the separation wall in Baqa Al Sharqiya and Nazlet Issa:

3,200 olive trees and 800 fruit trees uprooted. **760** shops in Nazlet Issa demolished. **60** families denied permits and access to their land. **40** marble workshops, **18** carpentries, **2** cement block workshops and **1** cement and plastic factory closed

Leila Ahmad Sadek Janem is a 47 year old single mother of seven children. Two of her daughters are at university and the rest attend public schools. They were dependent on welfare support, and the children worked at farms after school hours to earn as much as they could to assist their mother. Laila's farm is a model of resilience and determination for a better future. Laila explains "It was an unused abandoned area, full of dirt and rocks. I always dreamt of such a project but I never had the means to do it. Now I can attend to family's needs and at the same time work at the farm. My children now help on our own farm instead of working elsewhere. We have bought additional seasonal seeds and seedlings and have a variety of vegetables in the plastic house. We've made use of every available space. We have saved money by not having to buy vegetables. The two sheep we received have reproduced and we now have four. In two years we should have 10 and we will be able to use the milk and make cheese. As the holy month of Ramadan approaches I intend to focus on producing parsley and mint which will be in high demand at that time and I can make a good income to be able to buy new clothes for my children."



Strategic aim 4: **Seek just and equal social and economic rights for Palestinians**

Arab-Palestinian citizens consistently rank in the lowest socio-economic echelons of Israeli society, with more than half of the Arab families falling below poverty line. Arab localities continue to be characterized by high unemployment rates, inadequate infrastructure and the absence of significant economic development. Discrimination is regularly apparent in state resource allocation particularly in land, education, housing, and social services, and Arab-Palestinians continue to be excluded from the centers of power and underrepresented in government institutions, as well in the general public sphere.

(Rebbeka Vilkomerson, Public Policy in Divided Society, 2008– Derasat).

In 2011, DSPR/ICCI in Nazareth carried out a number of workshops and conferences to sensitize the larger society to the inequities challenging the Arab population living in Galilee. Many of the programmes focus on promoting tolerance and understanding amongst young people which is particularly important given the very high levels of unemployment and the potential for violence between youths living in mixed villages.

In 2011, 42 teachers and five principals representing seven high schools from five mixed villages in Western Galilee took part in two month long Interfaith workshop. The workshop aimed to inform educators of the differences and similarities between Christianity, Islam and Druze as a means of promoting understanding and tolerance between communities. The holy sites of each religion were visited and in-depth lectures were presented. The participants were encouraged to convey the knowledge and experience they gained to their students and communities.



DSPR/ICCI Nazareth has been working for a number of years on a project to guide and empower young girls in the city of Acre who have dropped out of school. As is the case in other mixed cities in Israel, the Arab minority is systematically marginalized and a high proportion of students drop out of school at a young age. The project aims to enhance education and employment opportunities for girls aged 13–18, encouraging them to continue their studies at school, empowering them to take academic courses or vocational training and to be less financially dependent on their families and husbands in the future. The project also involves mothers, helping to strengthen the bond and create mutual support between mothers and daughters. The project helps to reduce the likelihood of early marriage and allows the girls to develop their personal identity at their own pace. By the end of 2011, over 60 girls had formed mutual support groups where they share their hopes and dreams for the future and encourage each other to continue their education and training.

In November 2011, over 100 influential Arab and Jewish journalists and media experts from local, national and international TV, radio stations and newspapers came together in Nazareth for a two-day conference aimed at promoting a culture of tolerance and understanding between Arabs and Jews in the Holy Land. The conference discussed how the media can be used to improve the image and attitudes towards Palestinians living in Israel and contribute to a change in relations between the Jewish majority and Arab minority. Due to its location DSPR/ICCI Nazareth is the only Area Committee that can engage in such binational outreach activities.



Strategic aim 5: **Alleviate the impact of emergency situations**

In 2011, DSPR's Emergency Support work focused on supplementing our projects in Gaza and the West Bank to help people cope in situations of crisis. In 2011, DSPR/NECCRW in Gaza provided 3,655 poor families with cash support averaging \$75 per family. We also created . . . Working days for individuals who are unemployed in the fields of mental health, psychosocial support, counseling and social work on a part time basis.

There are 12 women at the self-help and six seamstresses at the self-support sewing co-operative in Gaza city who continued to produce garments of all kinds and earned an average monthly income of NIS 500-700.

Her beautiful eyes are full of sadness, oppression and pain. Amira is 9 years old and a student at Shija'ia school in Gaza. "I lost my father in an Israeli air strike when he was on his way to home. Then my mother left me and married someone else and now my brother and I live with my grandfather and my grandmother. I miss my father too much. I miss his voice, his smile. Now I and my brother feel alone. Since my father's death I am very scared. I always think of death and my father." Amira suffered from nocturnal enuresis. Staff from the Shija'ia Primary Health Care Centre visited her at home and worked with her grandparents to explain the importance of communication with Amira and her brother. Both children now attend the recreational activities of the psychosocial programme at the Shija'ia centre. We have also followed the guidelines for nocturnal enuresis by encouraging and motivating her through words, awards and gifts from the center. Now Amira has become more interested in herself and is improving gradually. She is making her way in life but she still needs support to be able to move towards a better future.



Young boys dance during a psychosocial recreation activity in Gaza.

Psychosocial support:

As a consequence of the continued bombardment and blockade, the Gaza Strip has witnessed a terrifying growth in psychological problems with victims suffering from stress related conditions including post-traumatic stress disorder. Psychosocial Support has now become one of the core elements of DSPR/NECCRW's work in Gaza. Ongoing activities include: Psychological support sessions, home visits, awareness sessions, recreational and educational activities, implementing community based interventions projects, individual counseling, group guiding, emotional discharge courses for the staff, capacity building, referral mechanism and the exchange of knowledge and experiences. In 2011:

- 36 NECC family care centre staff participated in a full psychosocial support day in cooperation with Gaza Community Mental Health.
- 4 courses were implemented in cooperation with the ACT included (Men and Disaster, Life Skills, Problem assessment and project management, MHPSS ISAC Guideline)
- 6 training courses were implemented in cooperation with MHPSS related organizations with the participation of 27 staff members.
- 2 extra meetings were conducted due to the emergency need to activate the evening activities program, and due to the urgent need to enhance and develop our MHSSP monitoring and evaluation tools.
- 11 internal training courses were implemented.
- 1 external training course was implemented.
- 2 employees participated in an " Emergency Preparedness Workshop" in Turkey.

Facts and figures: **Our work in numbers**

	Gaza	Jordan	Lebanon	Total
Families registered at Primary Health Clinics	24,307	3,770		28,077
Patients examined by doctor	38,356	5,984		44,340
Patients examined by dentist	5,135			5,135
Medicines distributed free of charge	\$ 350,000	\$10,000		\$360,000
Children screened for anemia and malnutrition	21,500			21,500
Children treated for anemia and malnutrition	8,324			8,324
Children recovered or improved after 90 days	69% (approx)			69%
Women attended vocational training courses	32	996	99	1,127
Men attended vocational training courses	66	874	44	984
Psychosocial support sessions provided	1,008			1,008
Beneficiaries of psychosocial support sessions	21,650			21,650
Families receiving emergency cash support	3,655			3,655
Health education sessions delivered	2,476	57		2,533
Participants in health education sessions	55,660	2,850		58,510

	Nazareth	West Bank
Youth from Cana, Ramleh, and Rama engaged in youth activities	100	
Journalists who attended the two day Conference «Media for Peace».	130	
Teachers who attended interfaith lectures and workshops in Yarka, Joles, Kofr Yasif, Abu-Snan, Jdaydeh-Maker	45 teachers 5 head teachers	
Partners and delegations who visited the ICCI as part of its advocacy & awareness raising program	2 delegations (40 participants)	
Greenhouses with drip irrigation system erected		32
Seedlings distributed		180
Chickens and sheep distributed		384
Land reclaimed for agricultural use		6,400m2



Boys study at an UNRWA school in a refugee camp in Jordan. In 2011, DSPR/NECCCRW Jordan completed its fifth year of support to improve the teaching skills, parent/school relationships, infrastructure and resources of 10 UNRWA schools in Jordan, benefiting some 9,000 students.

DSPR Organisational development: Progress in 2011

DSPR appreciates the support, partnership and friendship of our partners. Our joint vision for a future of justice and peace is reflected in their various commitments to our work, that of ACT Palestine Forum (APF) and of standing by our people in times of emergency. The MECC General Assembly, just concluded, elected Fr. Paul Rouhana as the new General Secretary of MECC. As we wish him all the best in carrying out the challenges of this important position, we like to thank the exiting General Secretary Mr Girguis Saleh for the support he has shown to DSPR throughout his tenure years. We also wish to thank the Presidents of MECC from the four Church families for their continued support and for their caring for issues of peace and justice in our region.

The DSPR Central Office Finance Manager continues to provide support to DSPR Area Committees in terms of finances and internal auditing. The Internal Auditor is responsible for giving consultation and assurance to DSPR managements on control arrangements. It also assists management by evaluating and reporting to them the effectiveness of the controls for which they are responsible. We are pleased to provide you below with an overview of finances for 2011. The consolidated financial statements and external audit by Deloitte and Touche will be forwarded separately.

In addition to the challenges of working in a highly unstable political context, we have undoubtedly faced difficulties during 2011 due to a decline in funding. We have managed to ensure that our work continued without interruption, particularly during crisis periods in Gaza, but as

a result we are now facing a deficit which we hope to overcome in the next few years. Delays in transferring pledges have also caused problems with our cash flow and we are currently considering various alternative ways of addressing this issue.

Self-assessment and strategic planning:

In late 2010, we conducted a vigorous self assessment exercise, the results of which were shared with all of our partners. The self-assessment highlighted both our achievements and areas that we need to further examine and improve. Based on the self-assessment results we undertook in 2011 an extensive strategic planning process which resulted in a strategic plan for the years 2012-2015. The strategic plan has been shared with all of our partners and is available from our Central Office. Based on the strategic plan the Central Office and each of our five Area Committees are to develop their own Plans of Action with implementations schedules. DSPR hopes that the self assessment report, the strategic plan and the plans of action and implementation will be shared with our partners during the Round Table to be held in November 2012.

ACT Palestine Forum (APF):

DSPR continues to prioritize working in coordination with other like-minded organizations believing that together we are stronger. From March 2012, DSPR Central Office will take over the coordination of the ACT Palestine Forum (APF) which brings together many local and international organizations, including DSPR Gaza and West Bank, in representation of the global Action Churches Together (ACT) Alliance.



Mustafa Jaber is an unemployed teacher and beneficiary of DSPR/ICC West Bank's food security program. "When I watch my children helping me and their mother working in the farm I feel very happy because it teaches them the love of the land and that life requires effort. The land is generous because it gives you more than you give it".

Department of Service to Palestinian Refugees (DSPR)

DSPR CENTRAL COMMITTEE

Mr. George Hazou

Consultant with Planned Family Association of Jordan

Chairman – Central Committee
Member at Large
(Oriental Orthodox)

Dr. Jean Slamania

Prof. of Arabic at Haigazian University, Beirut

Alternate -Member at Large
(Oriental Orthodox)

Mrs. Claudette Habesch

Secretary General – Caritas Jerusalem

Member at Large
(Catholic)

Mrs. Suheir Nshewat

Retired – School Principal Jordan

Alternate- Member at Large
(Catholic)

Rev. Fr. Ibrahim Dabbour

Greek Orthodox Parish Priest Jordan

Member at Large
(Orthodox)

Mr. Hazem Tarazi

Civil Engineer – Gaza Municipality

Alternate Member at Large
(Orthodox)

Ms. Rima Khleif

School Principal, Nazareth

Member at Large
(Lutheran)

Mr. Zahi Abu El Assal

Nazareth

Alternate-Member at Large
(Evangelical)

Judge Khalil Abboud

Retired – Central Court/Nazareth

Chairman – Nazareth Area

Committee
ICCI Delegate
(Orthodox)

Mr. Jeries Hashoul

Retired -- Educator, Nazareth

ICCI Alternate
(Catholic)

Dr. Sohail El Madbak

Medical Director – UN Hospital Gaza

NECCCRW/Gaza Delegate

Dr. Emad Hanna Borbara

Dentist – Senior UNRWA

Employee, Gaza
NECCCRW/Gaza Alternate

Mr. Salim Khalilieh

Retired – Senior Government Employee

NECCCRW/Jordan Delegate
(Orthodox)

Mrs. Leila Dagher

LAU Alumni Chairperson /Beirut

JCC/Lebanon Delegate
(Evangelical)

Mr. George Afram

Retired –Bank Manager/HSBC Jordan

NECCCRW/Jordan Alternate
(Oriental Orthodox)

Mr. Edward Asmar

Businessman

Chairman – JCC/Lebanon Area Committee

JCC/Lebanon Alternate
(Orthodox)

Ms. Elham Salameh

Program Manager

ICC- Alternate
(Oriental Orthodox)

Ms. Naela Rabah

School Principal

ICC_Delegate
(Oriental Orthodox)

MECC/DSPR EX-OFFICIO

Mr. Guirges Saleh

Middle East Council of Churches
General Secretary

Ms. Vivian Lorenzo

Middle East Council of churches
Finance Secretary

Dr. Bernard Sabella

MECC/DSPR

Executive Secretary

Mr. George Stephan

MECC/DSPR

Finance Manager CO

Internal Auditor AC's

AREA EXECUTIVE SECRETARIES

Mr. Ramzi Zananiri

ICC – West Bank

Dr. Issa Tarazi

NECCCRW – Gaza

Mr. Fares Swais

NECCCRW – Jordan

Mr. Husam Elias

ICCI – Israel (Galilee)

Mrs. Sylvia Haddad

JCC – Lebanon

AREA COMMITTEE MEMBERS

NECC/ICC WEST BANK

Dr. Simon Kuttub

(Greek Orthodox)

Acting Chairman

Mr. George Sahhar

(Greek Orthodox) Treasurer

Mr. Rene Zambil

(Assyrian) Secretary

Rev. Fr. Afraim El Orashalmi

(Coptic Orthodox)

Rev. Ramez Ansara

(Lutheran)

Mr. Sobhi Makhoul

(Maronite)

Ms. Na'ila Rabah

(Roman Catholic)

Mrs. Sandra Khoury

(Catholic)

Dr. Mary Qumsiyyeh

(Greek Orthodox)

ICCI GALILEE

Judge Khalil Aboud

(Orthodox) Chairman

Dr. Saleem Nakhleh

(Catholic)

Mr. Jeries Hashoul

(Catholic)

Mr. Samir Abu Nassar

(Catholic)

Fr. Sidrak Al-Anthony

(Coptic- Orthodox)

Mr. Adnan Kopty

(Coptic- Orthodox)

Mrs. Maha Hazzan

(Orthodox)

Ms. Sajedah Afram

(Syrian)

Mr. Farah Geraisy

(Orthodox)

Rev. Fouad Dagher

(Protestant)

Mr. Wajih Awad

(Protestant)

Mr. Hanna Abu El-Assal

(Protestant)

NECCCRW GAZA

Mr. Elias Abed Manneh

Chairman

Dr. Araxi Muneer Waheed

Vice-Chairman

Dr. Issa Saleem Tarazi

Treasurer

Mrs. Mary George Haddad

Mr. Antoine Michael Franjeh

Dr. Sohail Anton Madbak

Mr. Dawoud Khader Tarazi

Mr. Hazem Fahmi Tarazi

Ms. Shaila Shawqi Tarazi

Mr. Maher Essa Ayyad

Dr. Imad Hanna Borbara

Mr. Nazeeh Lamei Habashi

NECCCRW JORDAN

Mr. Yousef Abu Dayyeh

(Catholic) Chairman

Mr. Ghazi Msharbash

(Epiiscopal) Vice-Chairman

Rev. Fr. Ibrahim Dabbour

(Orthodox) Treasurer

Mr. George Hazou

(Assyrian Orthodox) Secretary

Dr. Farah Atallah

(Lutheran)

Rev. Fr. Bajes Kfouf

(Orthodox)

Mr. Salim Khalilieh

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Mr. George Afram

(Assyrian Orthodox)

Rev. Fr. Antonios Subhi

(Coptic- Orthodox)

Rev. Lo'ae Haddad

(Epiiscopal)

Mrs. Suhair Nshaiwat

(Catholic)

Mr. Elias Abu Yaghi

(Moronite)

JCC LEBANON

Mr. Edward Asmar

(Orthodox) Chairman

Rev. George Copti

(Evangelical) Vice-Chairman

Ms. Leila Dagher

(Evangelical) Treasurer

Dr. Arda Ekmekji

(Evangelical) Secretary

Dr. May Abboud

(Orthodox)

Dr. Tareq Niwas

(Orthodox)

Dr. Leila Khoury

(Orthodox)

Mr. Jack Tachejian

(Eastern Orthodox)

Dr. Suleiman Suleiman

(Eastern Orthodox)

Rev. Fr. George Baliki

(Catholic)

Department of Service to Palestinian Refugees (DSPR)

Total Revenues:													
Donor	Activity	General Budget	Area Earmarked						Total	Confirmed	Pledged	Expected	Euros
			Gaza	Nazareth	West Bank	Jordan	Lebanon	Central Office					
		USD	USD	USD	USD	USD	USD	USD	USD				
Contributions via World Council of Churches:													
Church of Sweden	GG	-	51,446	6,302	25,767	-	13,123	6,302	102,940			103	
Finchurcaid	GG	43,881	-	-	-	-	-	-	43,881			60	50
Subtotal		43,881	51,446	6,302	25,767	-	13,123	6,302	146,821				

Contributions Received at Central Office:													
Bread for the World	GG	149,799	-	-	-	-	-	-	149,799	150			
Christian Aid	GG	-	104,950	-	-	-	-	9,954	114,904				
Christian World Service NZ	GG	22,381	-	-	-	-	-	-	22,381				
Church of Scotland	GG	-	-	-	-	-	-	3,311	3,311				
ICCO	GG	-	105,125	-	-	-	71,359	11,304	187,788				
KAIROS	GG	-	-	-	-	-	-	20,781	20,781				
KAIROS	LR	-	-	-	24,245	-	-	-	24,245				
KAIROS	WD	-	27,745	-	-	-	-	-	27,745				
CGMB - UCC	GG	38,545	-	-	-	-	-	-	38,545				
Global Ministries of the United Church of the NL	GG	123,481	26,845	-	-	-	-	-	150,326				
Global Ministries of the United Church of the NL	HP		5,370	-	-	-	-	-	5,370				
NCC - Australia	GG	21,927	-	-	-	-	-	-	21,927				
NCC - Australia	HP	-	31,000	-	-	-	-	-	31,000				
Norwegian Church Aid	GG	71,065	-	-	-	-	-	-	71,065				
Lutheran World Relief	GG	-	50,000	-	-	25,000	-	6,022	81,022				
Subtotal		427,198	351,035	-	24,245	25,000	71,359	51,372	950,209				

Department of Service to Palestinian Refugees (DSPR)

Contributions Received Directly at Areas:												
DCA / Danida	HP		112,277						112,277			
EU / Christian Aid	HP/CD		435,852						435,852			
Pontifical Mission	HP		50,000						50,000			
Pontifical Mission / Spanish	HP		43,633						43,633			
Church of Scotland	GG		13,240						13,240			
British Embassy - Lebanon (in kind donation)					-		15,371		15,371			
		-	655,002	-	-	-	15,371	-	670,373			
Total Core Contributions		471,079	1,057,483	6,302	50,012	25,000	99,853	57,674	1,767,403			

Emergency Appeal Contributions:												
Actions by Churches Together	EA5	-	70,225	-	70,225	-	-	7,403	147,853			
Actions by Churches Together	EA4		111,870		111,870			11,994	235,734			
CCFD	SW	-	10,800	-	10,800	-	-	1,127	22,727			
		-	192,895	-	192,895	-	-	20,524	406,314			
Total Contributions		471,079	1,250,378	6,302	242,907	25,000	99,853	78,198	2,173,717			
Local Revenues and currency differences		-	165,464	(172)	4,989	21,760	8,260	454	200,755			
Total Contributions and Revenues		471,079	1,415,842	6,130	247,896	46,760	108,113	78,652	2,374,472			

Activity Legend:	
GG	General Grant
CD	Community Development
EA	Emergency Appeal
SW	Social Work
LR	Land Reclamation
HP	Health Program
WD	Women Development



A member of
actalliance

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