



Department of Service to Palestinian Refugees (DSPR)

دائرة الخدمة للاجئين الفلسطينيين



ANNUAL REPORT

2017



**Department of Service
to Palestinian Refugees (DSPR)**

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Improving the lives of Palestinians across the Middle East

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FOREWORD

It is our pleasure in the Department of Service to Palestinian Refugees to present you with our Annual Report 2017. The report is impact-indicator oriented and covers the various accomplishments in the five areas of operation of the Department from Galilee in the North to Gaza in the South and to Jerusalem and West Bank in the Center with Lebanon to the North and Jordan to the East. The new format of the report is based on the Strategic Planning Process that we underwent in the Department in 2016 and 2017 which resulted in a Strategic and Activity Plan for the years 2018-2022. We hope that by going through this report and the impact of our activities you would appreciate the network of partners, international and local stakeholders, our Area Committees and Central Committee (Boards) and each member of our Staff who worked diligently in order to extend a helping hand to refugees and needy in the diaconal and ecumenical spirit that touches base with the most deprived and those who cling to hope for a better future in their world and ours.

Dr. Audeh Quawas
Chairperson
Central Committee

Dr. Bernard Sabella
Executive Secretary
Central Office

AN AD-HOC ECUMENICAL GROUP

The Start of the Department of Service to Palestinian Refugees (DSPR)

The Department of Service to Palestinian Refugees "DSPR" of the Middle East Council of Churches "MECC" started in 1948 as an ad-hoc ecumenical group with both international and local spirited clergy and lay people to tend to the trauma of the over 726,000 Palestinian refugees from the first Arab-Israeli war. DSPR eventually evolved into five Area Committees one each in Jerusalem and West Bank; Jordan; Lebanon; Galilee and the Gaza

Strip coordinated through a Central Office located in East Jerusalem. DSPR is an Ecumenical Church Related Organization. It reflects the core values in its witness and diakonia in partnership with local and global actors. Its aim is to foster and advance socio-economic conditions of Palestinians and marginalized communities through provision of health care, education, social programming and empowerment.



Acre Girls Together Working to Go Back to School



DSPR Covers Five Geographic Areas with Different Contexts

DSPR operates in five different geographic areas each with its own context: In Jordan, Palestinian refugees, numbering at 2.1 million in 2016,(1) were granted Jordanian citizenship which translated into relative stability and economic and social rights, including access to the employment market. The ongoing conflict in Syria since 2011 has resulted in yet another round of displacement for Palestinian refugees there, with over 15,000 ended up coming to Jordan and over 70,000 went to Lebanon. The Palestinian refugees in Lebanon numbering at 460,000 were restricted to the refugee camps and various employment and civil rights, construction within camps and other restrictions were imposed on them for fear of integration into Lebanon. In the Occupied Palestinian Territory, a majority of the 1.3 million refugees in the Gaza Strip live in eight refugee camps that are densely populated and suffering from adverse living and social conditions.

The siege on Gaza imposed by Israel has led to high unemployment rates, reaching over 50% of the labor force including that of the refugees and the spread of man-made poverty touching the majority of the population. In the West Bank a minority of the 800,000 refugees reside in the 19 refugee camps dotting the landscape. With the Separation Wall or Barrier and the multiple control and checkpoint system imposed by Israel on the population, employment and other opportunities for economic development remain constrained which result in relatively high unemployment rate of 26% and also contribute to a rising level of poverty. In Israel where DSPR also serves out of its Nazareth office the growing polarization between the Israeli Jewish and Israeli Arab populations, Arab citizens of Israel constitute 20% of the entire population, leaves its impact on the quality of life and inter-group relations, among other negative effects.

What DSPR Beneficiaries say about their Conditions of Life

DSPR beneficiaries in Palestinian refugee communities and those displaced or threatened with displacement who were consulted in the preparation of our 2017-2021 strategy considered poverty, low income and unemployment as key issues in their lives and of those of refugees and other marginalized groups in their localities. Bad health and stress were often mentioned as accompanying the grim living and economic conditions. Antisocial behaviors with addiction and violence, and increased numbers of youth suicides, were often cited by beneficiaries in Gaza, Jordan and Lebanon. Health was a major concern with psychosocial problems, nutrition, sanitary related problems, stress related problems and inability to secure the prescribed medications were of worry to many of our beneficiaries. Faithful to the principle 'Do No Harm' and our Christian ethics, DSPR does extend its services to vulnerable groups, such as the Syrian refugees in Jordan and Lebanon, who are living nearby or hosted by Palestinian refugee camp communities.

Based on our Strategic Plan, we strive to accomplish through our activity plans the following objectives:

- Beneficiaries can live healthy lives.
- Refugees and vulnerable communities can sustain themselves economically.
- Embracing communities that are empowered to care for the needs and promote the rights of members.
- Emergency relief is provided in a timely manner and sufficiently in accordance with SPHERE standards. (2)
- DSPR is financially sustainable.

1. https://www.unrwa.org/sites/default/files/content/resources/unrwa_in_figures_2016.pdf
 2. <http://www.spherehandbook.org/en/the-code-of-conduct-for-the-international-red-cross-and-red-crescent-movement-and-ngos-in-disaster-relief/>

MAKING LIFE HEALTHY TO REFUGEES AND MARGINALIZED

Objective: Beneficiaries can live healthy lives.

DSPR reaches out to well over 90,000 beneficiaries in provision of health and medical services. Almost one third of the beneficiaries are expecting mothers with antenatal and postnatal care who are attended to in our five Primary Health Care Clinics in the Gaza Strip and Jordan. Babies and children make up the other one-third of health

beneficiaries with baby clinics addressing anemia, conducting anthropometric measurements and screening growth. Important part of our health work involves offering medicines at reduced cost; providing dental care and dermatology services. We also do care about hundreds of malnourished and anemic children.

Impact of DSPR Health Work

Overall, DSPR Gaza reached to 38,335 children in the three primary health clinics. Of the 1557 Gaza babies and children under 6 years of age tested positive for anemia, malnourishment, wasting, underweight and stunting, the average recovery rates within 120 days of treatment were as follows: 70% for anemia; 87% for wasting; 67% for underweight and 54% for stunting. DSPR medical and social services staff members saw to it that the affected children received the needed treatment



Visiting Mothers Being Introduced to DSPR Gaza Services



Following up on a Gaza baby with caring hands

for each ailment together with follow up visits to families and talks with parents.

Anemia is prevalent in densely populated and impoverished refugee camps – DSPR outreach affects positively its reduction in the affected areas. Of the 3305 anemic children and women treated in the two DSPR Jordan clinics, 1650 of them or 50% have returned to normal within one year of the beginning of the medical intervention.

DSPR Primary Health Clinics in Gaza reached out to 2155 newly registered expecting mothers; most of these mothers were accompanied through safe delivery through hundreds of ongoing antenatal and postnatal visits by our dedicated medical



If she has to do it, she has to do it

staff members. The quality medical services given by DSPR in both Gaza and Jordan are lauded by women recipients who become advocates for the use of DSPR Primary Health Clinics throughout the community and in their own families.

Psycho Social intervention is another of our health activity as we reach out in Gaza, Jordan and Lebanon to over 9 thousand traumatized children

and adults through provision of psychosocial support following assessment and screening with referrals and follow ups as needed. We help with individual and group therapy particularly to women refugees who appreciate their being together and the solidarity that they express to each other as they relate their various concerns, problems and challenges within the family and in the public sphere.



Impact of Psycho Social Support

Psycho Social Support was made part of the services offered in the Primary Health Clinics in Gaza. Standardized measures and assessment tools of psychosocial wellbeing, mental health and beneficiary satisfaction with services and service providers in Gaza were administered to determine the impact of intervention. The 9300 children, women and adults receiving Psycho Social Support in Gaza, Jordan and Lebanon, as part of the ACT

Alliance Forums Emergency Relief one-third of the beneficiaries were children and the overwhelming two-thirds were women. Over 60% of the participants in the PSS activities reported less signs of aggression, feelings of isolation and depression. Over 80% of Psycho Social Support participants asked for more learning and self and group reinforcement activities following the psycho social activities in which they were involved.

SUCCESS STORY

PSYCHO SOCIAL SUPPORT



Khawla first on the right together with the other voluntary team members

Khawla is a 45-year old Syrian refugee woman living with her 3 young children in Souf Palestinian Refugee Camp in Northern Jordan. In 2014 she had to leave her home in Hamah, Syria and to find her way by herself with her children under difficult and dangerous conditions to Souf Camp. Her husband

“Khawla relates that her participation in the Voluntary Team made her more self-confident”

was killed in front of her in the midst of the Syria war which was reason for her to seek refuge and safety

in Jordan for her children and herself. She tended to feel “lonely and depressed” and she frequented a psychiatric clinic before being advised by a lady acquaintance who frequented the DSPR vocational training center in the camp and was a member of a Voluntary Team to join a Voluntary Team which she did. Together with other 7 women, Syrian and Jordanian in equal numbers, Khawla received training and counseling by DSPR staff members on how to deal with the basics as a refugee woman, to promote self-respect and esteem, to have some skills such as helping in data collection that can be useful in helping others, to participate regularly in the Voluntary Team and other Psycho Social Support meetings and to assume different roles and

Health Education Sessions

Together with extending immediate medical care, DSPR undertakes hundreds of health education sessions in Jordan, Lebanon and Gaza that reach out to one-third of all the 90,000 beneficiaries of our health programs. Some of the health education sessions focus on hygienic ways of caring for one's health and those of the children at home as well as visits by DSPR staff members to hundreds of homes to ensure that what is learned in the educational sessions is practiced on the ground. Other sessions dwell on the importance of transforming our living environments in the refugee camps and neighborhoods into healthy ones that can make a difference in the lives of each and every one of the community.

Effects of Health Education Sessions on Individuals and Communities

70% of those who attended the hundreds of health awareness sessions throughout DSPR areas reported that they have adopted healthy measures and practices aimed at enhancing their own health and that of their family members. 20% of participants in these sessions contributed to health campaigns in their communities and volunteered to promote healthy practices and a cleaner environment in their refugee camp neighborhoods. 60% of families whose members took part in these sessions and were later visited by DSPR health workers reported that they have adopted healthy measures in washing hands, proper garbage disposal, cleaning within and outside house, safeguarding perishable food items, ensuring safe and clean utensils for nourishing infants and babies and arranging home appliances and pieces of furniture in a manner that would prevent home accidents.



responsibilities as the head of household. Khawla relates that her participation in the Voluntary Team made her more self-confident and that the interactions and exchanges with other women participants helped her to become an active person and to rely on the new friendships and the activities of the Psycho Social Support program. She felt determined to ensure that her children go on with their education and to make her small household a warm and secure one to them. She found employment as she opened up to the world around her through the support received from DSPR Jordan. In her own words, Khawla reflected that she "has learned a lot" since joining the Voluntary Team and that her life "was completely changed."

EMPOWERING REFUGEES AND VULNERABLE GROUPS TO HAVE A SECURE INCOME

Objective - Refugees and vulnerable communities can sustain themselves economically



DSPR Gaza Women at Design Coaching in the Dressmaking Vocational Training

Given the dismal economic, employment prospects and the difficulty in accessing resources by refugees and vulnerable groups, DSPR work by our teams in Jordan, Gaza, Lebanon, Galilee and the West Bank at providing hundreds of women and men beneficiaries with appropriate vocational training (Gaza, Jordan, Lebanon), skills to start own business (Jordan), loans to promote running businesses or to start new ones (Gaza, Nazareth, West Bank, Jordan), marketing skills and techniques for rural women (West Bank), access to arable land and dry land farming (West Bank), increased women's capacities in herbal and honey production (West Bank), farming skills and tending to a farm (Lebanon).

In DSPR Gaza our vocational training covers carpentry, metal and aluminum works, electricity, heating and air conditioning which benefit more than 200 young

men yearly. over 50 women benefit from secretarial studies and advanced dressmaking.

Herbal production by a farmers' community in the northern West Bank in the seam zone adjoining the Separation Wall has benefitted some 120 farmers with both male and female farmers joining a cooperative to produce 12 types of herbs, marketing them and negotiating viable contractual terms with the small factory in their vicinity that caters to packaging for local and export purposes. Of note is that the land used for herbal production is in danger as it lies close to training grounds of the army. The herbal production program together with the involvement of other civil society organizations generated hope and enthusiasm in the local population which encouraged many of those who left their village to venture back and to make it into a viable community.



Tilling the ground for herbal planting – Always a work of love and identification



The Field in northern West Bank with herbal sprouts – Community empowered with its herbal production

In Jordan the traditional folklore clothing women training have contributed to employment of at least 15 women who otherwise would have remained idle. With skills gained at Start Your Own Business courses tailored to refugee women, scores of these women have become economically active, either by practicing the skills learned or joining hands with other family members to start a family-owned small business.

The political and social situation and conditions could become a great obstacle for achieving results particularly for women economic empowerment. But in spite of these obstacles and constraints, DSPR has worked diligently to ensure that women would be a priority for our activities. Our staff members showed exceptional commitment in contacting women's community based organizations, facilitating training, overseeing in concert with the communities the

infrastructure for herbal and honey production. Education remains of concern to us in DSPR as it is seen as empowerment to eventual economic and social security. Hundreds of educational loans for pursuance of university degrees are issued annually (Galilee, Jordan, Gaza and West Bank). Enabling young couples to seek employment by offering a pre-school program (Lebanon), tending to the needs and tribulations of a score of school dropout girls (Galilee), development and use by adults and youth of a refugee camp community library (Lebanon), schooling of hundreds of youth that otherwise would remain without education (Lebanon), workshops and special training sessions to hundreds of women and young girls in home economics, production kitchens and sensitization to hindering environmental factors among other empowering tools. (Gaza, Lebanon and Jordan).



Syrian and Jordanian Refugee Women in Start Your Own Business Workshop at DSPR Husn Refugee Camp in Jordan

SUCCESS STORIES

OVERCOMING THE HOPELESSNESS OF OMAR

Success Story from the DSPR Lebanon Electronics and Computer Program

Omar Mughrabi is 15-year old enrolled at the JCC Electronics program. He is part of a family of seven from the Shatilla camp in difficult housing conditions. They are very poor as the father is a daily paid laborer and is often out of work. Omar has often attempted suicide, even after he had registered at the JCC. His model of success was a cousin of 17 who had succeeded in securing employment. Because of his suicidal thoughts, professional advice was sought. A special program for Omar was prepared by the psychologist counselor whose help we had sought. The director of the center, his teachers as well as his own family were all involved in the plan of making Omar stand on his own two feet. Slowly but surely Omar started on more positive thoughts about himself, his vocational

schooling and his future. He is determined to get the vocational training diploma and to find work in order to help out his father. Omar has succeeded, thanks to so many, in seeing that the future could be promising if there is determination and positive outlook.

60 children are enrolled in the Sabra refugee camp Pre-School in Lebanon. All toddlers are given individual attention. Those screened for special needs are given additional attention and followed up closely on their progress. The Sabra Pre-School kindergarten has been operating since four decades and generations of families have used its premises as a basis for going on with schooling and helping parents, both Moms and Dads, to seek employment. Success story from the JCC Kindergarten



Omar Lebanon Overcoming

BABY ADAM JOINS OTHER TODDLERS

Success Story of the DSPR Lebanon Pre-School



Children Learning Together at the DSPR Lebanon Kindergarten

Adam Hussein is 4-year old. He is from a family of 4 siblings from Sabra/Shatilla refugee camp. His mother is in charge of the family as his father works out of the country. When Adam joined the Kindergarten, his speech was not developed. He would make sounds and utter some words in classical Arabic. The teachers could not communicate with him and the children refused to play with him. Adam was miserable and cried all the time. A child psychologist was contacted to find out the reason for his inability to speak and for his lack of communication skills. After a while it was discovered that his mother never spoke to him. Since infancy, his mother would switch on the TV animal channel in order for him to watch it without disturbing her. Given Adam's situation, an intervention plan was devised to save him from his isolation and to help him feel part of the Kindergarten. The intervention plan prepared and supervised by a specialist worked as the mother was sensitized to the need to communicate with Adam; teachers were briefed on how to help; even the other children learned how to accept Adam as one of them. A lot of hard work, patience and

perseverance went into the plan by so many; Adam could now speak intelligently, he would play and laugh like other children and enjoy his childhood.

Of the 250+ enrollees in DSPR Vocational Training Programs, over 60% of the trainees have found appropriate employment or started their own small business. Our graduates undertake training in computer and electronics; (Lebanon) carpentry, welding, aluminum work, electrical skills, air conditioning and heating as well as in sewing, dressmaking (Gaza) and folkloric traditional dressmaking (Jordan).

30 to 40 school dropouts, mostly girls in Galilee but also some 10 to 15 boys in Lebanon do eventually go back on track because of DSPR work and intervention in education and vocational training. Most of the girls eventually go back to school but some, in work with their mothers, gain vocational skills such as hairdressing or dressmaking, that would enable them to either seek employment or to develop their own small enterprises. Young Girls in a DSPR Jordan Workshop Pondering Role of Churches and Faith Based Organizations in Society.

NATALIE AND NADA

Success Story of Going back to School in Acre Galilee

Both Natalie (15-year old) and Nada (13-year old) come from difficult family backgrounds. Natalie lives in an impoverished family that cannot afford tuition fees of a private school. She moved to a public school but she had problems with her own self-image as an overweight and Christian girl. Through personal sessions of counseling and other activities Natalie says that she “accepts herself as she is” and that she does “not need to change because of others.” Natalie prides herself that she is now open about both herself and her religious background. She thinks that it is “more important to keep your personality and to make others love and accept you as you are.” She is back to school and happy about it in spite of the difficulties, with her mother suffering from a chronic illness.

Nada lives in a small family with her mother and brother. Of late Nada lost her mother and she lives in a small flat with her domineering and authoritarian brother. Their father has passed on. Nada used to miss school regularly. She clearly lived in a traumatizing and unstable environment and she needed help. The Acre Center for Dropout School Girls offered her both personal and group therapy sessions. As she lost her mother she had to cope with the difficult situation and the Centre Professional staff were there to support her. She is followed up as she is determined, in spite of difficult odds, to go to school regularly and she hopes to develop her own fashion business in the future.

Of note is that DSPR in the effort at empowering individuals and their families extends in Galilee, Gaza, Jordan and West Bank hundreds of university educational loans. The difficulty of ensuring the sustainability of a rotating loan fund is compounded in both the West Bank and Gaza by the political situation. Of those who receive educational loans many always remember the push that DSPR gave them and their families. When successful and prosperous these old recipients of educational loans pay back fully what they have received initially from DSPR.

SUCCESS STORY

MOHAMMED AL-JU’AIDI: Vocational Training Gaza



Mohammed (pointed by arrow) is receiving training on transformers

Mohammed hails from a large 11-member family in El Buraij Refugee Camp in the Southern part of the Gaza Strip. Following in the footsteps of his father, a part time free lance electrician who is the sole breadwinner for the large family, Mohammed wanted so badly to join the Electricity course at DSPR Gaza. He applied four times to enroll in the course and finally in 2014 he was thrilled to be accepted to the program. Idle and unemployed before joining the electricity two-year course, Mohammed cannot stop from heaping praise on his teachers and on the new things and skills he acquires. For him joining DSPR Gaza Vocational Training made a tremendous push for fulfilling his career dreams of joining the work of his father and in advancing his own prospects and those of his family. Mohammed is ever thankful for the comradery provided in Al Qararah Vocational Training Center where he is in his second year of studies. He is confident that with the quality skills he received at DSPR he can chart a successful course of life that would be beneficial not only to himself and the family but also to the Gaza community engaged in reconstruction and seeking to live a normal life.

NEEDS AND RIGHTS OF COMMUNITIES

Objective - Embracing communities that are empowered to care for the needs and promote the rights of its members

DSPR aims at developing the skills of community members to speak out on issues of interest to them and to the wider society. A unique program for the promotion of interreligious and intergroup relations between Palestinians and Israelis engages scores of school principals and brings together in annual two-day conference Palestinian and Israeli professionals on specific themes (Galilee); youth leadership among Arab students in Israel is also undertaken (Galilee).

80% of students who take part in the youth leadership program say that they have an increased understanding of Human Rights, Democracy and Tolerance towards Others. Some of those trained in the youth program spearhead efforts at community volunteering and organization to deal with various pressing issues of interest to the community at large. Most of the participants of 30 youth annually are ready to explore exchanging with other groups, mutual visits and activities that bond across religious, national and ethnic lines.

DSPR also helps in the establishment of grass-root committees in the geographic areas of its service that reach out to the wider community on issues such as safe and affordable access to water (West Bank), sensitization of leaders of community based organizations on the special needs and mechanisms of working with refugees (Jordan), training of refugee activists on community wide issues and concerns (Lebanon), afternoon sessions for mutual discussion and psychosocial support among mothers who benefit from the Primary Health Clinics (Gaza).

Formation of a number of active women groups that seek solutions to joint problems and reflect on

the community and its challenges. This promotes sensitization of women to their role as active participants in the social, economic and spatial concerns of their own community. Issues such as access to safe and affordable potable water and that for agricultural use (West Bank); family concerns with children facing special challenges due to physical and other disabilities become focus of group exchange and search for shared solutions; women's concerns and stress provoking situations at home and in the community are discussed and ways to cope with them explored (Gaza and Jordan); refugee activists trained on intergroup and community wide issues in Lebanon exchange with Lebanese and other community based activists on ways and means to promote intercommunity peace and the rights of individuals and groups.

DSPR enables community members to engage with a variety of stakeholders in order to promote solutions to pressing issues and concerns. Specific issues are identified such as need for potable and agricultural water, maintenance of road and sewage infrastructure in the public sphere, provision of needed health, sports and educational opportunities, unemployment among youth, violence and addiction, family concerns and the role of women among others. DSPR in all of its Areas helps community members to work on resolving these issues with the participation of the community. Awareness of rights of refugees and skills for advocating changes and addressing pressing issues and concerns with national and other relevant authorities is promoted among hundreds of refugees and others (Jordan, Lebanon, Gaza, West Bank and Galilee).

EMERGENCY SUPPORT INDIVIDUALS AND FAMILIES

Objective - Emergency relief is provided in a timely manner and sufficiently in accordance with SPHERE standards.

Given the man-made continuous emergency situation in the Occupied Palestinian Territory and the conflict raging on in Syria since 2011, DSPR as a member of the Palestine and JordanSyriaLebanon ACT ALLIANCE Forums had been engaged in emergency relief in Palestine, Jordan and Lebanon. over 2000 patients and 50 vocational training students were subsidized (Gaza) while over 4200 individuals received psycho social support (Gaza, Jordan and Lebanon).

Food parcels and winter blankets for infants and children were distributed to over 10,000 families (Jordan and Lebanon), stationary kits for school were offered to over 4000 students (Jordan), where 32 forums focusing on hundreds of children were established. Over 962 Syrian students not absorbed in the official public Lebanese schools were provided with the appropriate education that would see them sit successfully for the official exams in Damascus (Lebanon).



ACT Alliance Food Relief Package Carried by Jordan Volunteer and the Executive Director to a Syrian Refugee Family.

DSPR IS A LEARNING AND FINANCIALLY SUSTAINABLE ORGANIZATION

Objective: DSPR is financially sustainable



Young Girls in a DSPR Jordan Workshop Addressing the Role of Churches in Society's Challenges

DSPR is an old organization that is almost 70 years old. The need to learn becomes even more pressing as an organization is faced with new realities and challenges. In the last two years we have been engaged in an intensive process of Strategic Planning side by side with assessing our strengths and weaknesses as an organization in light of changes in the different environments where we operate. This learning process with the difficult contexts in which we live has motivated us to link up even more closely with each other and to see our work in the five different geographic areas as one to enable us to learn from each other as well. Funds are becoming scarcer as competition for funds makes it harder for partners and donors to decide between funding emergency relief, ongoing programs or to focus on development. The intricate relationship between what is going on in the Middle East and Europe where most of our partners and donors are found makes it even more crucial to

think of new ways that would make partnerships more impact oriented and geared to practical solutions in terms of employment of youth and creating viable communities that can promote their own economic, social, cultural and educational welfare.

DSPR seeks to be financially sustainable in order to participate actively in the challenges facing all of us and those of our refugee and marginalized communities in specific. Since we are a regional ecumenical organization across five different geographic areas and being aware of the unemployment situation in the region of refugee and other youth, DSPR wants to be able to work with our partners to promote the employment and economic development of young people who otherwise would be prone to despair and to seek ways to emigrate out of their societies. There is a pilot project in Jordan between DSPR and Icco-KirkinActie partners to promote self-employment and economic stability of young people. We are

following up on this effort to see how we can learn from the results of this pilot project and its applicability to other DSPR Areas. We are also aware that DSPR needs to be a voice to the voiceless. Hence we have been working on developing a regional advocacy program that would address issues and concerns of Palestinian refugees and also those of the displaced, marginalized and in need of being heard. This would strengthen the contextualization of our experience and work as a faith-based organization that seeks to see justice and fairness together with respect of basic human rights as a basis for a peaceful resolution of outstanding conflicts.

We want to see new partners joining the DSPR Round Table. This also depends on our learning as an organization from our ongoing projects and activities

and also from new activities that address the changing realities in our societies and elsewhere. We seek to continue to be accountable and transparent to ourselves and to our partners and to report consciously on our activities, both successes and letdowns. We are working to update our website and to make it accessible to all of our partners, local stakeholders and others.

The Department of Service to Palestinian refugees remains optimistic that we cannot succumb to hopelessness nor let our spirits down as the challenges facing all of us in our societies and region require strength and courage. Often we learn from the refugees, the displaced and the marginalized how to overcome. Indeed learning from them puts a special responsibility on our shoulders: not to let down and to keep going in spite of the difficulties and obstacles.

“ A WORD OF APPRECIATION AND THANKS

Dr. Audeh Quawas, the Chairperson of the Central Committee (Board) of the Department of Service to Palestinian Refugees and Dr. Bernard Sabella, the Executive Secretary of its Central Office wish to express their thanks to all Colleagues, Local and International Stakeholders, our Churches, our partners from New Zealand to Canada passing by Europe and Scandinavia and the hundreds of volunteers for making it possible for our Department to reach out to thousands of individuals and to scores of communities in service and witness to our commitment as Arab Christians to our societies of the Middle East. We pray and hope for better times to the millions of refugees in our region and for peace and stability to our societies and countries. Thank you each and every one.

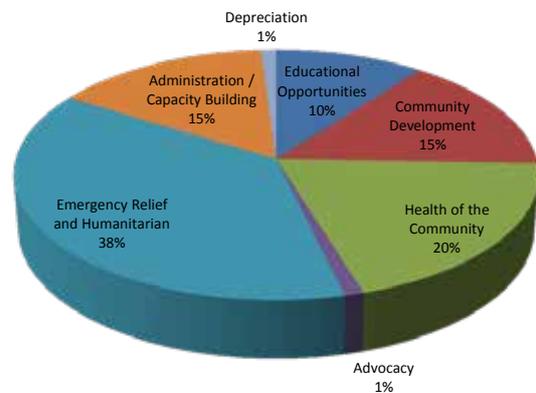
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DSPR FINANCIAL OVERVIEW

MECC/DSPR - Program Expenses by Sector / Year Ended December 31, 2017

Program Expenses			Total 2017 USD
Educational Opportunities	DSPR-Gaza	280,505	485,079
	DSPR-Jordan	37,630	
	DSPR-Lebanon	166,944	
Community Development	DSPR-Gaza	28,861	713,277
	DSPR-West Bank	98,377	
	DSPR-Jordan	56,594	
	DSPR-Lebanon	456,353	
	DSPR-Nazareth	73,092	
Health of the Community	DSPR-Gaza	897,636	920,688
	DSPR-Jordan	23,052	
Advocacy	DSPR-Gaza	3,340	49,683
	DSPR-Nazareth	46,343	
Emergency Relief and Humanitarian	DSPR-Gaza	765,678	1,763,803
	DSPR-Jordan	763,417	
	DSPR-Lebanon	234,708	
General and Administration / Capacity Building	DSPR-Gaza	165,952	703,523
	DSPR-West Bank	105,477	
	DSPR-Jordan	34,576	
	DSPR-Lebanon	35,397	
	DSPR-Nazareth	59,270	
	DSPR-Central Office	302,851	
Depreciation	DSPR-Gaza	45,479	50,075
	DSPR-Lebanon	1,677	
	DSPR-Central Office	2,919	
Total Program Expenses			4,686,128

MECC/DSPR
Program Expenses by Sector
2017



**(DSPR) Department of Service to Palestine Refugees
Analysed Income 2016/2017**

Area Earmarked											
Donor		General	Gaza	Galilee	West	Jordan	Lebanon	Total	Central	2017	2016
	Activity	Budget	Area	Area	Bank	Area	Area	Areas	Office	Total	Total
		USD	USD	USD	USD	USD	USD	USD	USD	USD	USD
Contributions Received at Central Office:											
Church of Sweden	GG	139,895	-	-	-	-	-	-	33,555	173,450	157,703
Church of Scotland	GG/CD	6,524	-	-	8,866	-	-	8,866	-	15,390	12,782
The Finish Evangelical Lutheran Mission (FELM)	GG	-	-	32,473	-	-	-	32,473	-	32,473	37,497
Bread for the World	AD/CD/EP	-	-	13,560	30,143	-	30,100	73,803	1,597	75,400	75,980
Christian World Service - New Zealand	CD/HP/EP	-	-	-	-	90,074	36,011	126,085	(126,085)	-	401,217
Christian World Service - New Zealand	GG/CD	-	-	-	-	-	-	-	5,068	5,068	-
Global Ministries - United church of Christ and Christian Church (Disciples of Christ)	GG/CD/EP	38,962	-	-	20,000	-	-	20,000	4,977	63,939	48,929
Embrace the Middle East	GG/HP/CD	-	142,152	29,985	-	-	-	172,137	-	172,137	110,984
ICCO / Kerk in Actie	GG	-	-	-	-	-	-	-	23,305	23,305	-
NCCA / Act for Peace Australia	HP/EP	-	239,810	-	11,559	-	-	251,369	-	251,369	208,359
United Church of Canada	CD/GG	-	34,002	8,120	22,553	-	1,000	65,675	-	65,675	30,215
Kairos	CD	-	-	-	13,413	-	-	13,413	-	13,413	-
Presbyterian Church in Canada	GG	11,965	-	-	-	-	-	-	-	11,965	14,555
Norwegian Church Aid	HP/VTC	-	227,802	-	-	-	-	227,802	-	227,802	-
General Board of Global Ministries	GG	-	-	10,000	-	-	-	10,000	-	10,000	3,277
The CCFD - Terre Solidaire	GG	28,495	-	-	-	-	-	-	-	28,495	29,291
Pontifical Mission	EP	-	-	10,000	-	-	-	10,000	-	10,000	13,750
Lutheran World Relief	E&H	-	-	-	-	136,437	-	136,437	-	136,437	153,559
Subtotal		225,841	643,766	104,138	106,534	226,511	67,111	1,148,060	57,583	1,316,318	1,298,098

Area Earmarked											
Donor		General	Gaza	Galilee	West	Jordan	Lebanon	Total	Central	2017	2016
	Activity	Budget	Area	Area	Bank	Area	Area	Areas	Office	Total	Total
		USD	USD	USD	USD	USD	USD	USD	USD	USD	USD
Contributions Received Directly at Areas:											
Pontifical Mission	EP	-	45,000	-	-	-	-	45,000	-	45,000	45,000
Pontifical Mission/Humanitarian	E&H	-	27,350	-	-	-	-	27,350	-	27,350	49,331
Pontifical Mission/ Psychosocial support & protection for children & their mothers		-	19,200	-	-	-	-	19,200	-	19,200	-
Pontifical Mission - Lebanon Office	EP	-	-	-	-	-	352,610	352,610	-	352,610	284,085
Umcor		-	-	-	52,667	-	-	52,667	-	52,667	-

Bread for the World	HP/EP/CD	-	337,613	-	-	-	-	337,613	-	337,613	318,089
Church of Scotland	CD	-	13,179	-	-	-	-	13,179	-	13,179	22,377
Global Ministries - United church of Christ and Christian Church (Disciples of Christ)	GG/CD/EP	-	-	-	-	-	2,890	2,890	-	2,890	1,274
Mennonite Central Committee (MCC)	E&H	-	25,000	-	-	-	-	25,000	-	25,000	25,000
Save the Children International - donations in kind	E&H	-	-	-	-	-	-	-	-	-	8,682
Embrace the Middle East	HP	-	-	-	-	-	50,908	50,908	-	50,908	97,430
German Speaking Evangelical Church in Beirut	GG	-	-	-	-	-	-	-	-	-	23,808
Individual donors	E&H	-	-	-	-	-	-	-	-	-	3,500
Presbyterian Church in Canada	CD	-	-	-	-	-	9,968	9,968	-	9,968	4,973
Anera - donations in kind	E&H	-	26,276	-	-	-	-	26,276	-	26,276	41,218
Church of Wales	GG	-	19,388	-	-	-	-	19,388	-	19,388	10,939
United Palestinian Appeal \ UPA	CD	-	20,000	-	-	-	-	20,000	-	20,000	50,000
UNICEF	E&H	-	48,266	-	-	-	-	48,266	-	48,266	252,870
UNICEF - donations in kind	E&H	-	6,588	-	-	-	-	6,588	-	6,588	14,743
Ministry of Health - donations in kind	E&H	-	6,458	-	-	-	-	6,458	-	6,458	15,557
GIZ - donations in kind	E&H	-	77,883	-	-	-	-	77,883	-	77,883	12,853
PORTICUS	E&H	-	81,600	-	-	-	-	81,600	-	81,600	16,868
Amos Trust	E&H	-	10,000	-	-	-	-	10,000	-	10,000	-
DanChurchAid (DCA) - Norwegian Church Aid (NCA) (1010306 - 22)	HP	-	-	-	-	-	-	-	-	-	134,707
DanChurchAid (DCA) - Norwegian Church Aid (NCA) (1010306 - 18)	ED	-	-	-	-	-	-	-	-	-	130,346
Medical Relief International	HP	-	-	-	-	-	-	-	-	-	19,400
International Medical Corps (IMC) - donation in kind		-	54,693	-	-	-	-	54,693	-	54,693	-
International Medical Corps (IMC)	HP	-	57,777	-	-	-	-	57,777	-	57,777	1,496
Secours Catholique Caritas France PI60063		-	170,700	-	-	-	-	170,700	-	170,700	-
Secours Catholique Caritas France PI60117	E&H	-	13,641	-	-	-	-	13,641	-	13,641	84,320
Christian Aid	CD	-	-	-	-	-	76,560	76,560	-	76,560	70,579
Educans	ED	-	-	-	-	-	48,507	48,507	-	48,507	22,010
Others	GG	-	1,256	-	-	-	-	1,256	-	1,256	452
Total contributions received directly by areas		-	1,061,868	-	52,667	-	541,443	1,655,978	-	1,655,978	1,761,907

Area Earmarked											
Donor		General	Gaza	Galilee	West	Jordan	Lebanon	Total	Central	2017	2016
	Activity	Budget	Area	Area	Bank	Area	Area	Areas	Office	Total	Total
		USD	USD	USD	USD	USD	USD	USD	USD	USD	USD
Emergency Appeal Contributions (E&H)											
Actions by Churches Together - Act Alliance (PSE151)		-	-	-	-	-	-	-	-	-	20,816
Actions by Churches Together - Act Alliance (PSE161)		-	-	-	-	-	-	-	-	-	161,740
Actions by Churches Together - Act Alliance (PSE161)		-	-	-	9,980	-	-	9,980	(9,980)	-	38,808
Actions by Churches Together - Act Alliance (SYR161)		-	-	-	-	-	-	-	-	-	1,507,498
Actions by Churches Together - Act Alliance (SYR171)		-	-	-	-	562,492	136,000	698,492	84,059	782,551	-
Actions by Churches Together - Act Alliance (SYR171) Not Transferred		-	-	-	-	-	-	-	329,685	329,685	-
Actions by Churches Together - Act Alliance (PSE171)		-	86,991	-	-	-	-	86,991	14,461	101,452	-
(summary of grants below)											
Total of Actions by Churches Together		-	86,991	-	9,980	562,492	136,000	795,463	418,225	1,213,688	1,728,862
Total Contributions		225,841	1,792,625	104,138	169,181	789,003	744,554	3,599,501	360,642	4,185,984	4,788,867
Program and other revenues (including difference of currency)		-	168,951	12,506	(8,056)	97,757	73,872	345,030	53,327	398,357	276,563
Total by area		225,841	1,961,576	116,644	161,125	886,760	818,426	3,944,531	413,969	4,584,341	5,065,430
Activity Legend: GG: General Grant CD: Community Development HP: Health Program EP: Education Program AD: Advocacy and Capacity Building E&H: Emergency and Humanitarian VTC: Vocational Training Centers											

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