

# ANNUAL REPORT *2018*



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DEPARTMENT OF SERVICE TO  
PALESTINIAN REFUGEES IN JORDAN



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IMPROVING  
THE LIVES  
*of Palestinians*  
ACROSS  
MIDDLE EAST



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# DEAR PARTNERS, COLLEAGUES, *brothers & sisters,*

*What* a great year 2018 has been! We have been blessed by many achievements and successes. Despite it not being an easy year, but God has been great to us. With the hard work of the team and the infinite love and support of our many partners we can say that we have achieved great successes and milestones.

*Our* teams have not stopped all year long, and our beneficiaries were very excited for the range of programs and services that we have been able to offer. We are very excited to reach a new target for our beneficiaries; this year we have been able to serve more than fortyfive thousand individuals across more than (13) refugees' camps and localities.

*This* year we have seen particular progress with the start your business program for both Palestinian and Syrian refugees across our target areas. Our clinic staff in Madaba camp have worked tirelessly to serve the neediest and marginalized through services but this year the awareness campaigns have had a significant impact! We were able to reach a new group of people in the relief response and disaster mitigation program mainly with capacity building and food and non food items distribution.

*We* put in your hands this report which highlights a summary of all programs and activities across DSPR Jordan during 2018. We dedicate this report to each of our beneficiaries who have shared with us in the last year. What we strive to do is to be with them, serve them and work closely towards a future

that is hopeful for them and for their families.

*Within* its strategic directions and based on its vision and mission that reflects the Christian core values in its witness and Diakonia DSPR Jordan continues to foster and advance socio-economic conditions of Palestinians and marginalized through active contribution to improve living conditions and realize basic human rights.

*This* would have never happen without your support that kept us moving towards achieving our goals in serving those who are in need.

*Yours*

*Fares Swais & Jabra Matta*

Executive Director

Chairman of the board

# CONTEXT & *Introduction*

*Jordan* is considered as a major refuge for most refugees whom fled their countries especially from Syrian (1.3) million and Iraq (750,000), in addition to in addition to almost (3) million Palestinian refugees already living in Jordan and have full citizenship.

*While* the Palestinian refugees continue to live in Jordan integrated in different communities across Jordan, some continue to live in the refugees camps where their ancestors moved in 1948 or 1967. As for the Syrian crisis, since the beginning of the crisis, almost a million refugees arrived from the different parts of the Syria to Jordan; some were placed in major refugees' camps while a large proportion moved to host communities.

*The* significant influx of refugees over the last eight years has had an impact on service delivery and generated the need for humanitarian assistance. The economic hardship which is affecting Jordan has significantly impeded the implementation of the Jordan Compact. Many barriers to economic opportunities, quality education and access to essential services prevent the fulfillment of refugee rights, exacerbate their vulnerability and raise major protection concerns.

# Introduction

**The** decline of funding to UNRWA is another major concern to Jordanian government, funding disruption had extremely dangerous humanitarian, political and security implications for refugees, adding to that the high rate of unemployment that reached to 18,3 % which one of the highest in the region.

**Despite** that there is a focus now on economic empowerment and resilience especially of Syrian refugees to prepare them for home return, DSPR Jordan continues to respond to the pressing needs of refugees and vulnerable local population despite the different challenges supporting them with the available resources and involve them in all work stages starting from planning, to implementing, and evaluating all the programs focusing on participatory approach that guaranteed best implementation of our programs.

**DSPR** Jordan continues to align itself with the DSPR strategic direction focusing on five strategic priorities: health, economic development, empowerment, relief response and improving internal systems and structures.

**During** 2018, DSPR Jordan has worked in (13) Palestinian refugee camps and gatherings in addition to host communities of Syrian refugees in (8) governorates of the Hashemite Kingdom of Jordan (East, South, North) that included Husn, Souf, Jerash, Talbiah, Madaba, Irbid, Marka, Kerak, Aqaba, Balqa, Hashemi, Zarqa, and Amman.

**The** health program included providing primary health services focusing on maternal child health and nutrition, psychosocial wellbeing support and workshops as well as awareness health sessions to the different communities reaching more than eleven thousand five hundred women and children in the program;

**Through** the economic empowerment program which includes vocational training at the DSPR centers, start your business training and skills development program where more than one thousand seven hundred women and young women have benefited through the different interventions

**As** for the relief program, almost fourteen thousand people have received food and non-food items in the different communities especially where large proportions of Syrian refugees as well as other vulnerable groups are present.

**We** would like to thank our generous funders and partners on their continued support and generous contribution to our programs: Church World Service New Zealand, Church of Scotland, ICCO for supporting the start your business program, Church of Sweden for supporting the psychosocial program, the different ACT Alliance Partners who have contributed to the refugees appeal DKH, ICCO..

**Thank you all!**





PALESTINIAN  
REFUGEES,  
NON-REFUGEES  
& DISPLACED  
GROUPS

*can live  
healthy lives*

*DSPR* Jordan continues to serve the poorest and the most vulnerable through its health program. In 2018, the health program has ranged through different services and reached more than eleven thousand five hundred people in the different parts of the target communities. This program includes medical health care, medical days, home visits, medical referrals, ante-natal and post natal care for women and children, psychosocial program, different awareness sessions (Mother support groups, Psychosocial, sexual and gender based violence) and environmental campaigns.

*A* large component of the health program focuses on providing primary health care through check-ups for women and children. More than eight thousand six hundred fifty-one women and children were part of the ante-natal care, pre-natal care, medicine program, treatment, home visits as well as referrals for further medical treatment. DSPR Jordan also reaches out to the beneficiaries through its “medical days” or a form of mobile clinic outreach where people are served in their own communities with sevenhundredeighty men, women, boys and girls taking part of this special activity.

*While* a large proportion of the DSPR Jordan’s psychosocial work is around the relief program and beneficiaries, however strategically, much of the psychosocial sessions and sex and gender based violence awareness sessions continue to be part of the larger health program. This year more than two thousand people have participated in the SGBV sessions, psychosocial workshops and the mother support groups.





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# SHARIFA'S JOURNEY FROM A CLINIC PATIENT *to a community health worker*

*Sharifah* lives in Madaba camp with her husband and children. Her husband suffers from health problems mainly related to hypertension, diabetes, and kidney problems. Sharifah is the breadwinner for her family and works in producing homemade food at Madaba camp. She receives daily wage that is barely enough for her daily basic and family needs. Sharifa also struggled with her health and her children's health mainly with malnutrition and anemia.

*"I* had such a hard time knowing what to do with my children. I went to the DSPR Madaba clinic to get the needed care". Few months later, Sharifa was invited by the DSPR Jordan volunteers to participate in an awareness and counselling project. She learned how to help her own family as well as those

who were in her community. As a result, when Sharifa was invited to become an active part of the health committee, she did not hesitate. She wanted to put in practice what she had learned and decided to join the committee that was formulated by DSPR as one of way to reach out the people who are not able to come to the clinic.

*"It* is amazing to see how Sharifa's transformation" said Dr. Nickolita, DSPR's health clinic director. I watched her participate in these sessions with so much passion. I was very pleased that she did agree to be part of the committee because that's where she felt she could give back to the community".

*Her* personality completely changed, how to deal with her children health

increased, and eventually she managed to generate more income for her family through conducting various workshops. "I am much stronger today because of the health program that I attended. Not only did my children's health improved but I am able to stand up among women and tell them about how important nutrition is for them and for the children"; concluded Sharifa.

PALESTINIAN  
REFUGEES &  
NON-REFUGEES  
CAN SUSTAIN

*themselves  
economically*

*This* program focuses on empowering target community especially those who are the most vulnerable among the breadwinners in achieving economic sustainability. DSPR Jordan does this mainly through providing them with skills especially vocational skills and access to resources.

*In* 2018 economic empowerment program has ranged through different initiatives and services reaching more than one thousand seven hundred twenty one people in the different parts of the target communities. Projects include special workshops helping women to learn how to “start your own business” skills as well as other productive projects; a nine months long vocational; training

program (in embroidery, sewing, folkloric productions etc); and providing loans, micro loans and educational loans

*A* significant component of the economic empowerment program focuses on providing special skills for “starting a business” graduating two hundred women each year. Classes of twenty five women participate in a two-week program that covering many topics and skills for these women. The program also focuses on providing fifty women every year across four vocational centers a nine months vocational program which trains women in embroidery, sewing, folkloric productions giving them new skills that they can use to make them more economically sustainable

with their families. As for the access to financial resources, DSPR Jordan has three different programs that reaches more than hundred fifty people ranging from providing special loans, to micro loans and educational loans to individuals as one way to help them improve their Small Medium Enterprise, micro-business or pursue an educational program that they would like to pursue universities tuition fees. The program also invests a lot in training women become a productive member of the family through allowing them to participate in “production community kitchens” and productive homes, home economics workshops. one thousand three hundred twenty women benefited from this program in 2018.





# THE STORY OF FATIMA LEARNS *how to start her own business!*

*Fatima* is Syrian Refugee, married and have five children. She and her family fled from Syria in 2015 and resided in one of host communities in a refugee camp in Northern Jordan. As soon as she arrived she faced very harsh conditions since her husband did not come with her to Jordan and she was forced to leave her house looking for a job in the near farms on daily bases.

*She* heard about DSPR vocational training center at the camp that provides training for refugee women since the seventies. She decided to join sowing and embroidery training course and later join an intensive training workshop to learn how to “Start Your Business”. A few months later, Fatima was able to establish a small business producing blankets and quilts for children and later on started a cheese processing unit at home.

*“First* of all, DSPR cares for the dignity of any human being, build my self-confidence, today I am standing tall on my own, and can protect my children and myself against being hungry and poor while keeping my dignity”. Fatima said

NATIONAL  
DUTY BEARERS  
ARE RESPONSIVE  
TO THE RIGHTS  
& NEEDS OF

*refugees &  
displaced  
groups*

*Relief* Response and Disaster Mitigation is one of the largest programs at DSPR Jordan and the program interventions varies from distribution of food and non-food items to building the capacity of CBOs and CROs on many different issues and topics such as sexual gender-based violence, promotion of girls' education, psychosocial sessions and trainings on PSS support, protection (child and women), development of community lead forums for youth and women, general life skills development.

*In* 2018, the program has reached more than (14,000 individuals representing 2412 households) most of whom were part of the different parcel's distributions. Food parcels, Non-food items, such as hygiene kits, school and baby kits, winterization kits awareness. Furthermore, more than (2800) people were reached through the capacity building programs in rights and protection in awareness primarily around education of girls and children





# Visitors

**DSPR** Jordan received during the year 2018 some guests and partners whom are directly involved in the work of DSPR Jordan:

**Karen McKrath**

**Jessy Xveir**

ACT for Peace- Australia

**Karin Axelsson**

Church of Sweden

**Wendy Gichuru**

United Church of Canada

**Peter Makari**

Global Ministries

**Amanda Rives**

World Vision

**Jaap Jaan**

ICCO- Netherland

**Trish Murray**

Christian World Service

## BENEFICIARY TOTALS *per program*

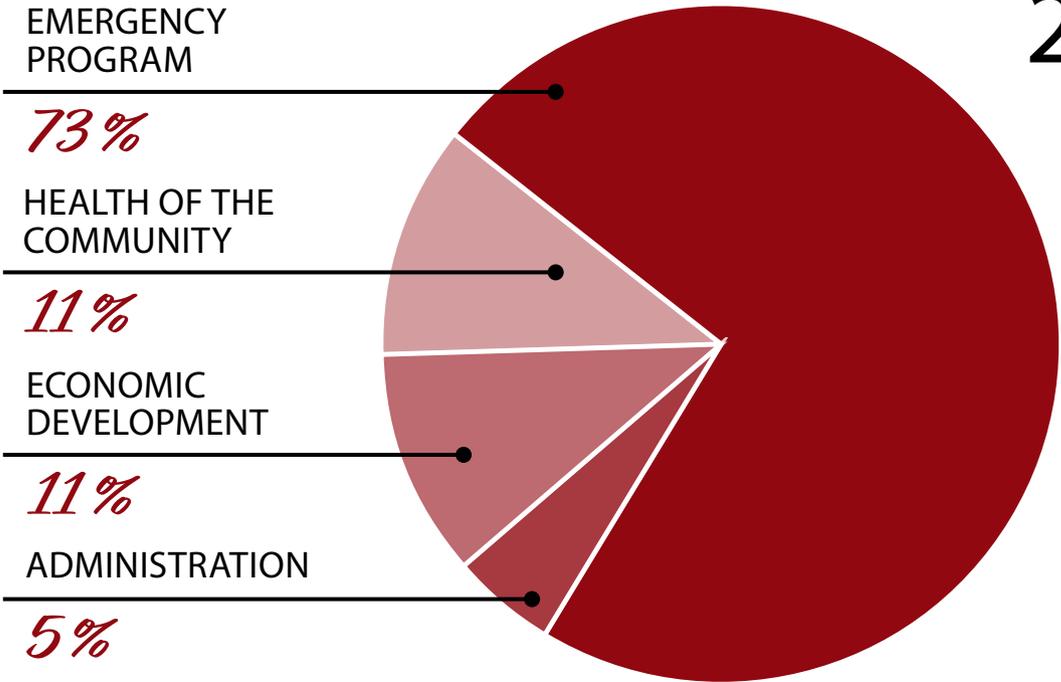
<i>PROGRAM Program</i>	<i>NUMBER OF Beneficiaries</i>	<i>INDIRECT Beneficiaries</i>
<b>Mother and Child</b>	<b>11.591</b>	<b>5.000</b>
<b>Women &amp; Youth Empowerment</b>	<b>1.721</b>	<b>1.920</b>
<b>Emergency</b>	<b>17.250</b>	<b>9.000</b>
<b>Total</b>	<b>30.570</b>	<b>15.920</b>



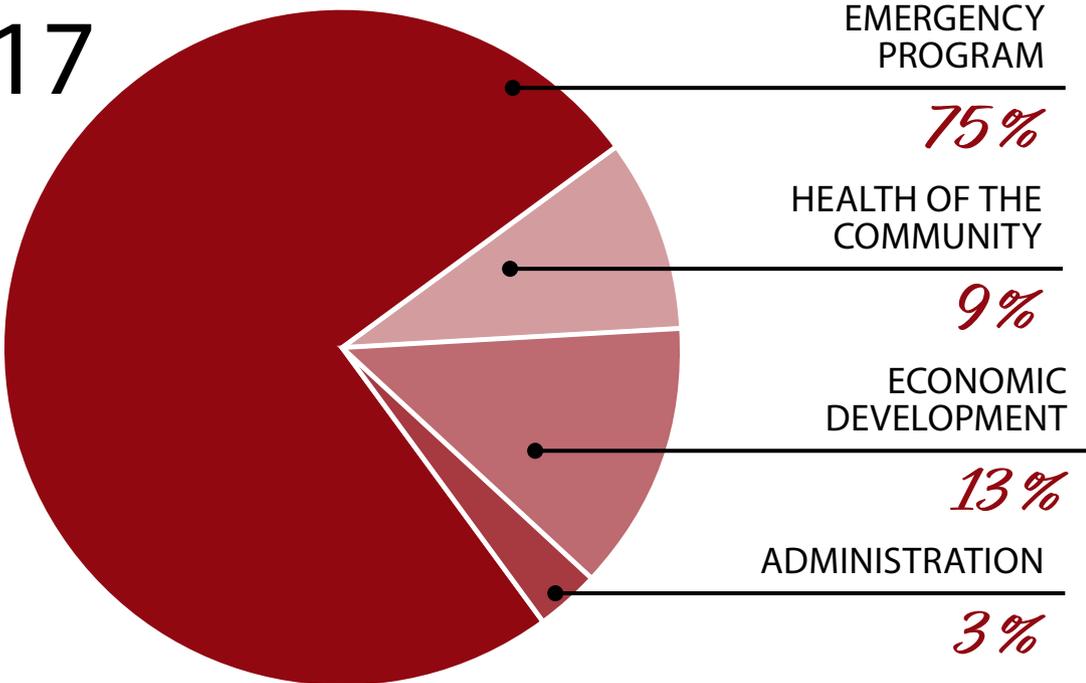
FINANCIAL

*Review*

2018



2017



DSPR/NECCCRW  
*Jordan*

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