

ANNUAL REPORT 2018

Department of Service to
Palestinian Refugees (DSPR)
دائرة الخدمة للاجئين الفلسطينيين

The Middle East Council of Churches



مجلس كنائس الشرق الأوسط

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SOURCE *Information*

DATA

www.unrwa.org
www.bbc.com
www.indexmundi.com
www.statistictimes.com

PICTURES

by DSPR areas



Bashar is 17-years syrian boy and lives in the Al-Yarmouk Camp in Beirut. He is currently finishing up his first year studying with the JCC. He would like to study 12th grade literary, then study Law to become a lawyer who defends the poor and the oppressed.



5,15 million
REGISTERED PALESTINIAN REFUGEES



23 Camps
WHERE DSPR PALESTINIAN REFUGEES
HELPED



1.000 students
IN SCHOOLS AND VOCATIONAL
TRAININGS



5 health clinics
WITH OVER 70.000 PATIENTS



35.000 baby visits
FOR CHILD PRIMARY CARE



100 microcredits
FOR EDUCATION AND BUSINESS



7000 Beneficiaries
WHO GET DRINKING WATER THROUGH
NEW WATER PIPES

HUMAN DIGNITY & *Right to Return*

It gives me great pleasure to write this brief introduction to the Annual Report of the Department of Service to Palestinian Refugees (DSPR) which is a Department of the Middle East Council of Churches (MECC). The Palestinian Refugees cause is one that needs continued attention particularly at this historical juncture. MECC through DSPR Central Office which works with the Five Area Committees in Gaza, Jerusalem and the West Bank, Galilee, Jordan and Lebanon to offer hope for the Refugees and to maintain their human dignity. MECC needs all to advocate for the rights of the Palestinian refugees, including their right to return. Until such time MECC through DSPR will do everything possible to ensure that the refugees are not forgotten. It is time to put an end for a decades of tragedy and to pave the way for a sustainable peace in Justice. Thank you DSPR for all your work and may you continue strong.



Dr. Souraya Bechealany

Secretary General
Middle East Council of Churches

Vision

THE DEPARTMENT OF SERVICE FOR PALESTINIAN REFUGEES OF THE MIDDLE EAST COUNCIL OF CHURCHES' VISION IS OF A PLURALIST PALESTINIAN SOCIETY WHICH GUARANTEES EQUAL OPPORTUNITIES FOR ALL ITS MEMBERS, BASED ON THE IDEALS OF JUSTICE, EQUALITY OF RIGHTS, OPPORTUNITIES AND FREEDOMS.

Mission

THE DEPARTMENT OF SERVICE FOR PALESTINIAN REFUGEES' (DSPR) MISSION IS TO PROMOTE THE SOCIO-ECONOMIC DEVELOPMENT AND JUST RIGHTS OF PALESTINIAN REFUGEES AND COMMUNITIES IN THE MIDDLE EAST.

FORE*Word*

It is our pleasure in the Department of service to Palestinian Refugees of the Middle East Council of Churches to present you with our annual Report 2018. The report is impact-indicator oriented and based on the recommendations of the strategic Plan 2017 - 2021. We hope that this report reflects as well the fruits of our Round Table partnerships, the hard work undertaken by colleagues, area committees and staff members of the five different areas of DSPR as well as by the Central Committee Members and Central Office Team. Our Mandate in DSPR remains Palestinian Refugees. The recent policy developments that attempt to sideline the question of Palestinian refugees and their rights make our work even more important. Particular as these developments affect the overall living, educational, health and economic conditions of the refugees, we are concerned that frustration and despair will take hold at a time when we need hope and dignity. We remain committed to a diaconal and ecumenical, as well as an interfaith approach to carry out our Mandate. Togetherness will in the end make a difference.



*Dr. Audeh
Quawas*

Chairperson
Central Committee



*Dr. Bernard
Sabella*

Executive Secretary
Central Office



BEGINNINGS
in Faith

EXTENDING A HELPING HAND TO *Palestinian Refugees and Displaced*

In 1948, following the first Arab-Israeli war, over three quarters of a million Palestinian became refugees. Spirited by the difficult conditions experienced by these refugees, a number of expatriate clergy together with community elders decided to extend a helping hand. From this initiative which started in Jerusalem, the Department of service to Palestinian Refugees “DSPR” of the Middle East Council of Churches “MECC” was born in five different geographic areas where refugees and displaced found shelter. DSPR operates in Jerusalem & West Bank, Gaza Strip, Galilee, Jordan and Lebanon, with a Central Office located in East Jerusalem.

The DSPR Strategic Plan 2017 – 2021 kept to the original mandate. In order to do so, four programmatic objectives and one organizational objective were highlighted in the Strategic Plan:

One

Palestinian Refugees and displaced groups can live healthy lives.

Two

Palestinian Refugees can sustain themselves economically.

Three

Embracing Palestinian communities capable to address needs and rights of their members.

Four

National duty bearers are responsive to the rights and needs of refugees and displaced groups. In order to accomplish these objectives, a fifth objective was highlighted:

Five

DSPR is a robust learning organization financially sustainable.

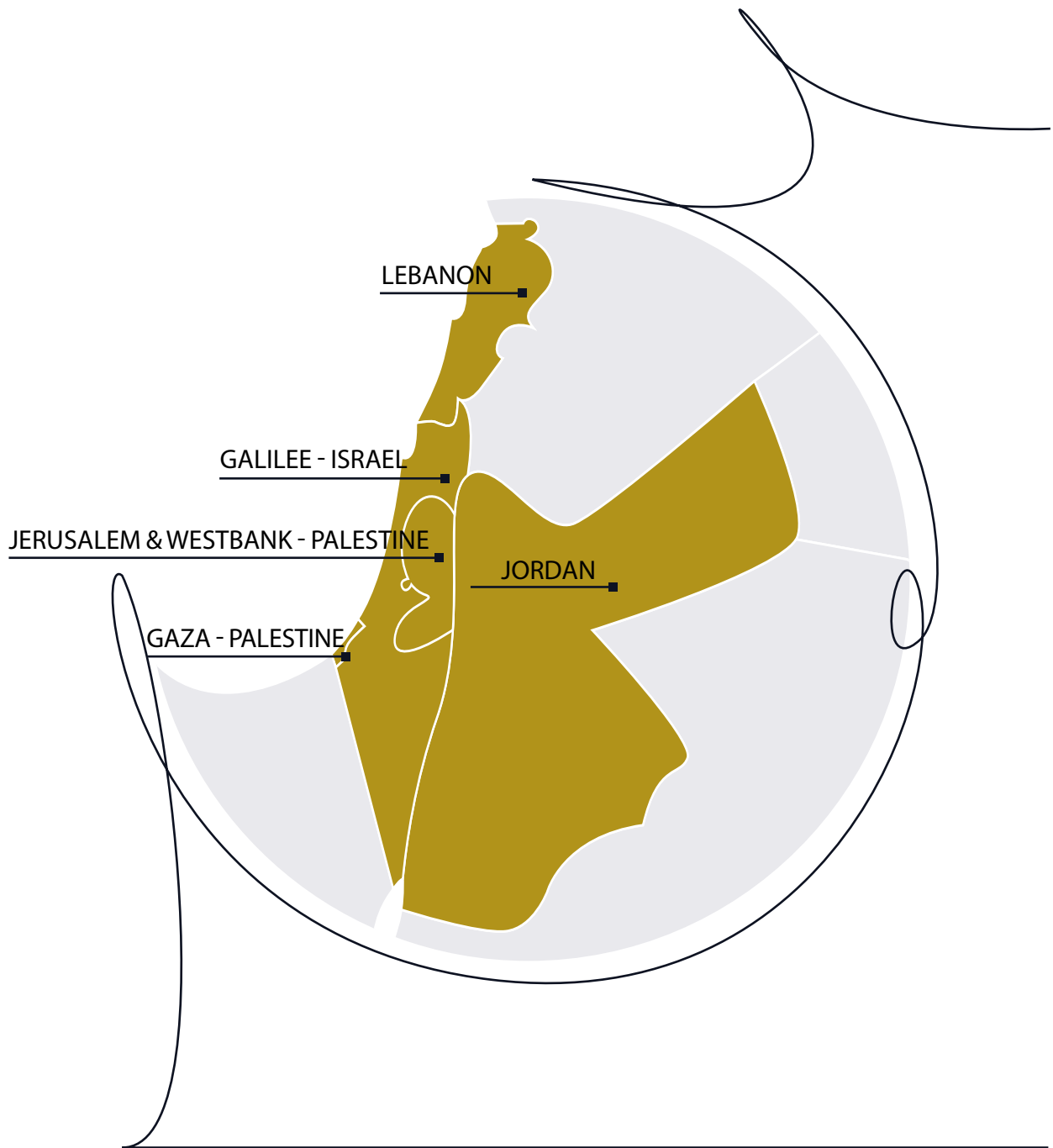
DSPR Round Table, which gathers every eighteen months our ecumenical and faith based partners, is the major

support for the work done in all the five areas and reaches out to thousands of Palestinian refugees, displaced and the more recent waves of refugees from neighboring countries experiencing civil strife.

A primary challenge nowadays is not simply to go on with our development work, emergency relief and community advancement, but also to impress on local, regional and international duty bearers the urgency of keeping the Palestinian refugee issue on their agendas. As a faith-based organization, DSPR seeks to ensure a dignified way of life to the refugees, displaced and needy communities that would definitely make a world of difference to themselves and to the prospects of genuine peace and stability throughout the region.



A little girl is painting with a psychosocial aid nurse at the Health Center of the DSPR Gaza.



**DSPR IN ITS FIVE DIFFERENT
GEOPOLITICAL,
*Social & Economic Contexts***

THE GAZA *Strip*

The Big Open Air Prison is how people refer to the Gaza Strip. Under siege since 2005, freedom of movement is highly restricted for the population of 1.9 million, 1.4 million of them refugees, fifty percent of whom are under the age of 18 years. Unemployment reaches close to 44% while poverty touches almost 8 out of 10 persons living on the 212 square miles territory, with the overwhelming population depended on some form of aid. Occasionally there are martial confrontations with Israel with heavy costs to the civilian population.

Since March 30, 2018 the Great March of Return rallies had spirited thousands of Gazans, a majority of whom refugees, to join the March towards the fence bordering on Israel to demand the exercise of the right of return to their homes and lands. It is estimated that until mid-November 2018, some 210 people were killed and over 18,000 of the marchers were injured by gunfire from Israeli soldiers at the fence. There were heart wrenching stories about killings and injuries that took the lives of medical and media personnel; even a quadriplegic who marched towards

the fence on his wheelchair while carrying a Palestinian flag.

DSPR Gaza tends to the wounds of some of those injured and offers also psychosocial support to them and their families, in addition to emergency relief and temporary economic support in the form of temporary employment. Our presence in Gaza continues with high quality preventive primary care to thousands of expecting mothers, infants and children. The stamp of quality of our vocational training centers for young men and women is acknowledged both locally and internationally. Community and family support given by our dedicated professional staff members is appreciated. We continue to strive to optimal delivery of needed health, vocational, communal and personal services through arranging for our staff members opportunities for in training in the various specializations.

*Come visit us
in Gaza.*



Area Information

Population: 1.9 million

Refugees: 1,4 million

Unemployment: 43,9 %

Average Age: 17,9 years

GDP per Capita: \$ 1,822



Two young men work together on an electronic device in the Vocational Training Center of the DSPR in Gaza.



A group of young girls, who are at risk of dropping out of school, enjoy the safety of the DSPR's Young Women Empowerment Program in Nazareth.

GALILEE *Israel*



Area Information

Population: 8.5 million

Refugees: 25,000

Unemployment: 4,3 %

Average Age: 29,7 years

GDP per Capita: \$ 40,258

In Galilee, Northern Israel, where most Arab citizens of Israel live, relations with the Jewish majority have not been easy as polarization between the two communities has become the norm. Among the Arabs there are also emerging sensitivities that need to be addressed such as religious ethnocentrism, violence and unwillingness of some to put the common good over the family and individual good.

The population density in Nazareth and other Arab towns and villages affects adversely the quality of life and the discrimination in offering the needed services equally to all citizens disadvantages the Arab citizens and their communities. Unemployment rate among youth in Nazareth and throughout Galilee is one of the highest in the country which pushes some young people to ways unbecoming with the traditions and mores of a conservative society. Gangs and other phenomena of lawlessness have become rampant as the society searches for solutions to keep communities together.

DSPR Nazareth, aware of the challenges posed across the political, social and communal spectrums, seeks to address the gap between the national groups and to work towards rapprochement across the different religious communities. Its target groups are educators and young people. By promoting cultures of understanding and reaching to others, DSPR Nazareth is hoping that its efforts would contribute to more cohesiveness across the communities. Of note is the continuing work of DSPR Nazareth with young dropout girls as they cope with finding their way forward either through returning to school or receiving vocational education that would allow them to start on their own small businesses. DSPR Nazareth helps these girls with loans as well as university students through a loan fund that had been in operation for years.

Galilee of the Nations calls on you.

JERUSALEM & *the West Bank*

The continuing illegal settlement activities in the West Bank are making life for the 100,000 Palestinians in Area "C" – 61% of the West Bank – very difficult. Most illegal settlements are found in this Area which is under full Israeli control. Scores of Palestinian villages are affected as their lands had been expropriated and as they are in the proximity of the separation wall. Besides having to deal with the effects of expanding illegal settlement activity, the Palestinian farmers have to cope with water problems as the water carrier infrastructure remains inefficient or in many cases nonexistent.

DSPR Jerusalem and West Bank has had ongoing cooperation with local village communities, especially in the vicinity of the separation wall, to help them with agricultural activities and to ensure that their villages are eventually connected to potable water and to water for agricultural purposes.

Jerusalem has its own problems

as out of an approximately one million population, forty percent are Palestinians. The poverty level accentuates the fact that eight out of every ten Palestinians living in Jerusalem are under the poverty line, as defined by Israel. There is almost a complete dependence on the Israeli labor market for Jerusalemites and the Israeli economic dominance limits the economic prospects for Palestinians, particularly the youth, in the city. With the separation wall cutting off Jerusalem from its Palestinian hinterland, trade gets affected as well as freedom of movement, family cohesion, economic opportunities or simply keeping the right to continue residing in the city. Housing is becoming inaccessible to young couples as it is three or four times as expensive as similar housing found in the West Bank.

*Pray for the peace
of Jerusalem.*



Area Information

Population: 2.7 million

Refugees: 800,000

Unemployment: 17,9 %

Average Age: 19,2 years

GDP per Capita: \$3,689



Moringa plants, that are good for healthplanted in the Westbank - Palestine.



A group of women in Jordan discover together the joy of affirming themselves.

JORDAN



Area Information

Population: 9.5 million

Refugees: 700,000

Unemployment: 18,5 %

Average Age: 22,3 years

GDP per Capita: \$ 5,678

Jordan has been at the forefront of hosting waves of refugees, starting with Palestinian refugees followed by Iraqi refugees and presently by Syrian refugees. The number of Syrian refugees is estimated by UNHCR at 700,000 while Jordanian officials place their numbers at twice this estimate or 20% of the total population of 9.5 million. Fifty percent of the population are below 22 years of age, which adds to the burdens of education, health care, housing and social services on the society. Jordan does not have natural resources to fall on which makes it highly dependent on international aid.

Official unemployment rate at 18..4% is one of the highest across the region while two out of every ten citizens. are under the poverty level. The annual growth rate of the economy stands at around 2% which reflects a weak economy highly susceptible to the instability in neighboring countries and failing to attract the needed investments.

With these challenges, DSPR Jordan has worked in refugee camps since its inception back in the early fifties. It has reached out to young women through

vocational training and used two primary health clinics to see thousands of refugee families to healthy lives. It has also offered needed loans to hundreds of university students and to scores of small business enterprises. Nowadays, DSPR Jordan continues with its efforts as it also extends help to Syrian refugees who were hosted in Palestinian and Jordanian refugee camps and needy communities.

With continuing reach out through emergency relief in food and non-food items, psychosocial support, training courses and health care for mother and child, DSPR Jordan touches base with whoever is in need in the localities where we serve. DSPR synchronizes its activities and ongoing programs and services in the refugee communities with public social service and welfare institutions. The overall objective of this concerted effort is to better the conditions of life to all residents of the country, irrespective of status.

Hospitable Jordan challenges you.

LEBANON

Lebanon is in difficult straits as the country hosts over a million Syrian refugees. The official unemployment rate stands at 6.8% but the unofficial rate stands at 25%. Economic growth in 2018 was a mere 1 percent, which is one of the lowest in the region. Palestinian refugees estimated at around half a million live in precarious conditions that affect their quality of life adversely. Within the Palestinian refugee camps there are questions pertaining to security as even civil society organizations come under attack by political and other groups given the lawlessness prevailing. Poverty is rampant with religious fanaticism among some segments of the camp population. Idleness among youth introduces them to smoking and other lawless pursuits and addictions that affect their predisposition to move forward.

DSPR Lebanon seeks to give hope as it extends help with various educational, vocational and community development programs. From a kindergarten that has seen several generations of the same families benefiting from its pedagogical attention to toddlers, to community

work in refugee camps side by side with vocational training for young women and men, to organizing fun days to refugee communities to get their members out of the bleak daily routine, to advocating for the rights of refugees with various duty bearers. DSPR Lebanon is also devoting part of its efforts to bringing Palestinian and Lebanese youth together to discuss various issues and concerns of mutual interest. With the Syrian refugees seeking shelter, DSPR Lebanon concentrates on making sure that hundreds of Syrian students many of whom are of Palestinian origin receive adequate education to enable them to sit for the official exams in Damascus. As DSPR Lebanon strives to give hope to refugees and to help ensure their human dignity, it also embarks on new programs such as one on Forgiveness and Reconciliation, another on Children on the Go and a third a Bee Keeping project which sees scores of adults becoming beekeepers and honey producers.

Promote Hope & Dignity in Lebanon.



Area Information

Population: 6.5 million

Refugees: 1 million

Unemployment: 6,8 %

Average Age: 29,9 years

GDP per Capita: \$ 11,408



A little boy is overcome with joy as he attempts to write his first Arabic letters in the kindergarten in Lebanon.



Young women preparing to study at university at the DSPR Lebanon Center.



OBJECTIVE

One

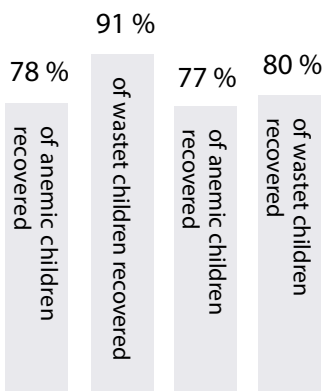
PALESTINIAN
REFUGEES AND
DISPLACED
GROUPS CAN LIVE
HEALTHY LIVES.

HEALTH IN *Gaza & Jordan*

Primary health clinics: 2
Patients: 66.256
Pregnant women: 12.187
Patients less than 6 years old: 42.392
Dermatology patients: 1.723
Postnatal care visits: 3.835
Antenatal care visits: 14.058
Well baby visits: 35.739
Children get psychosocial support: 3.784
Women get in psychosocial support: 6.152
Anemic Children: 14.098

DSPR has a long history of offering needed medical and health care to refugee communities in Gaza and Jordan. With five clinics (three in Gaza and two in Jordan) we annually reach out to over one hundred thousand beneficiaries, many of whom are expecting mothers, babies, infants and children. We conduct free medical days in Jordan; offer subsidized dental care in Gaza with our mobile dental clinic; follow up on anemic and malnourished children in Gaza and provide dermatology services. We pride ourselves for an excellent rate of recovery for children with anemia and other developmental problems. Hundreds of new patients, mostly expecting mothers, register annually in our automated clinics. With the quality services they receive they become advocates for DSPR health services in their communities inviting their neighbors to make use of the offered medical services.

Given the distressing conditions of life, DSPR has embarked, with the partnerships and Forums of ACT Alliance on a Psychosocial support program in Jordan, Gaza and Lebanon which reaches out to close to ten thousand children and adults with assessments, group work and individual counseling. The impact of the Psychosocial interventions has been noted by less depression and better outreach to others in the community in a majority of participants. Part of DSPR health services is the organizing of Health Education Sessions which cover a wide range of topics from hygiene at home to healthy environments. Follow up visits are undertaken by DSPR staff to offer support for health-promoting practices at home.



A nurse gives a smiling mother the needed medication for her family at the DSPR Health Clinic in Gaza.

PSYCHOLOGICAL HELP

for Fatima



The mother of little Fatima Ar'eer lives with her five children in a caravan in Al-Shejaiya Gaza near the border with Israel. Her house used to be there and she lived there with her husband, but this was burned down by a mortar shell after the war of 2014 and the wife did not want to live there anymore. Oppression and pain, summer heat and winter cold, fear and panic about injuries and death have determined her life since the shelling.

Her daughter Fatima has bad grades at school and for the most trivial reasons she has rage attacks against her brothers. Therefore Fatima's mother used the NECCCRW DSPR Gaza Psychological Service. There Fatima was integrated into the psychosocial support programme and the mother also received instructions on how to deal well with Fatima and how to behave in emergency situations. She was happy when after some time Fatima's school performance improved and her behaviour changed. Fatima's mother is sick herself, has heart problems and is heartily grateful for the support, the school bags she received and the fact that joy and light have returned to her life and that of her children.



HASSAN DEVELOP

his talents



Hassan Ahmed Yousef Al Akhras is 14 years old and a ninth grade student. He lives in the town of Rafah in the Gaza Strip. Hassan lives with his family and was injured during the return march (shrapnel and gas inhalation). Despite the worries of his parents, he continued to attend the psychosocial retreats conducted every Friday by DSPR Gaza.

DSPR has given Hassan psychological care and Hassan's parents have agreed that Hassan will be sent to a health service clinic. In the psychological talks, it became clear that Hassan would attend the retreat that catered to his health and nutritional needs because his father could not feed the family. The father was a Palestinian authority employee and received only fifty percent of his basic salary.

Hassan is committed to psychosocial structured activities. He is a child who loves to play and participate. He has a strong personality and is loved by everyone who loves relationships and communication with others. His Hobbies are group games, drawing, playing ball and practicing different activities like coloring. DSPR has encouraged these talents and taught him to pursue his hobbies in his spare time. Hassan doesn't go to the return marches and borders, but rather uses the time to further develop his talents.

OBJECTIVE *Two*

PALESTINIAN REFUGEES
CAN SUSTAIN THEMSELVES
ECONOMICALLY

VOCATIONAL *Trainings*

Beneficiaries in 2018	953
On Job Training	250
Business Management	150
Carpentry & Furniture Making (63% Employment Rate)	120
Electronics, Motor Rewinding & Computers (63% Employ. Rate)	111
Entrepreneurial Workshop	88
Barber & Hairdressing	65
Agriculture	52
Aluminium Work (53% Employment Rate)	37
Beauty Skills	35
Advance Dress Making (88% Employment Rate)	21

In all of the Areas of DSPR work, unemployment is rampant particularly among the youth and in the refugee communities. The bad economic situation in the region is often man-induced and is linked to absence of prospects for political and social stability. Given this situation, DSPR works with youth and women in various vocational training programs in Gaza, Jordan and Lebanon; the quality and variety of the Gaza TVET which caters to hundreds of young men and women is a source of pride not only to DSPR but to the whole civil society in the Gaza x; a specialized course for women on how to start their own business is offered in Jordan; a number of loans to start a new business or to advance an established business is given in Gaza, Jordan, West Bank and Galilee; farming skills in the West Bank coupled with training for women engaged in herbal tea and honey production are

promoted; a beekeeping enterprise in Lebanon saw the first jars of honey for the proud dozens who had become expert bee keepers. DSPR sees education as a means of empowering individual students and their families; accordingly hundreds of educational loans are offered annually in Gaza, Jordan, Galilee and the West Bank. The preschool program in Lebanon has as one of its objectives to enable young couples in the refugee community to pursue economic opportunities. In Galilee, DSPR tends to the anxieties and expectations of scores of school dropout girls who want to either go back to school or to stand on their own two feet financially. In Gaza, Jordan and Lebanon a flurry of workshops and special training sessions target women and young girls in home economics, environmental impediments and other related topics.

OBJECTIVE *Three*

EMBRACING PALESTINIAN
COMMUNITIES CAPABLE
TO ADDRESS NEEDS
AND RIGHTS OF THEIR
MEMBERS

SOCIAL & *Life skills*

Micro Credits for education & business: 100
Social & life skills report for: 100 girls
Leadership program: 215 young people
"Challenges facing Arab Christians" conferences : 146 participants

In Galilee, a pressing problem has been the relations among religious and national communities with polarization between Arabs and Jews and sensitivities among Christians, Muslims and Druze. DSPR Galilee undertakes to engage Palestinians and Israelis on common issues of concern and organizes an annual get together on a selected issue where hundreds of participants, media and interested people attend. Besides a strong interfaith group of young students is promoted in order to build leadership skills and to get participants to appreciate each other's religious, ethnic and historical narratives in addition to visits to the respective holy sites. In the West Bank attention is given to ensuring that communities have the skills to speak up to the need of ensuring safe and affordable access to water with women groups helped with skills to

know their rights and needs and to work on them within the broader community. In Jordan, DSPR sensitizes leaders of community based organizations on special needs and rights of refugee communities. DSPR Lebanon helps train refugee activists on community concerns and issues including on how to promote intercommunity peace and rights of individuals and groups in marginalized communities. In Gaza, women who frequent the Primary Health Clinics are invited in the afternoons for group discussions on needs and how to respond to them. Likewise in Jordan women groups are activated to consider the needs and rights of their communities and how to deal with issues such as special-need children, physical disabilities, constraints at home and ways to deal with limited resources.

START YOUR *Business*



Fatima Ahmed Ni'meh and her five children fled from Dara' in Syria to the Talbiah refugee camp in Jordan in 2015 alone. She faced very harsh conditions since her husband did not come with her to Jordan, where 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 Talbiah camp that provides vocational training for refugee women since the 70s.

Fatima joined sewing and embroidery training course and other skills, and joined an intensive training workshop called "Start Your Business" So she established a small business in producing blankets and quilts for children and later on cheese processing at home level.

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"



BEES IN *Lebanon*



Husam Ali, a Palestinian refugee, lives in the Buss Camp for Palestinian refugees in the South of Lebanon where farming is one of the main sources of income. Husam got a degree in accounting from the Arab University and opened his own stationary store. But the store did not do well and he was forced to close, turning to the only alternative he had. He started to work on a number of farms to earn enough wages to raise his four children.

With the increasing needs of the family which included his responsibility for his elderly parents, Husam was always on the lookout for more work. The project of Bee-Keeping that JCC was about to run on its nearby Farm caught his interest and he was one of the first to register. Husam found out that bee life was very interesting and that honey making could be an additional source of income for him. The course offered, included 3 cycles which he fully attended. At the end of the course, he was very happy that he as well as the others received a protective costume worn by beekeepers, a bee smoker gadget and three frames covered with bees within their wooden hives. Under the supervision of JCC and its help, he was able to set up his boxes on a small rented plot of land, implementing what he had learned. Husam now has his own business which has grown to include 13 boxes of honey producing bees. Husam is now selling his honey and is happy to have his much needed extra income.

OBJECTIVE

Four

NATIONAL DUTY BEARERS
ARE RESPONSIVE TO
THE RIGHTS AND NEEDS
OF REFUGEES AND
DISPLACED GROUPS

Objectives

- one:** Palestinian Refugees and displaced groups can live healthy lives.
- two:** Palestinian Refugees can sustain themselves economically.
- three:** Embracing Palestinian communities capable to address needs and rights of their members.
- four:** National duty bearers are responsive to the rights and needs of refugees and displaced groups.
- five:** DSPR is a robust learning organization financially sustainable.

Based on DSPR Strategic Plan 2017 -2021 the West Bank and the Central Office worked on preparing drafts for an advocacy strategy that would bring to our partners and to national and international duty bearers the stories and conditions of life of our refugee communities. The Advocacy Strategy has been reviewed, discussed and approved in our November 2018 Central Committee and Partner Round Table Meetings. DSPR advocacy strategy seeks to empower the refugee communities themselves to speak up and to develop the tools to reach out to local, national and international duty bearers. We remain concerned that unless policy makers, faith based organizations, partners and their back donors listen to the stories of the refugees, their conditions and their

aspirations, there could be a tendency to forget about them. Besides, with all the good work that DSPR and similar faith based organizations are doing with the refugee and displaced communities, there is a need for this work to become reflected in advocacy efforts that touch base in a timely manner with the developments, needs and rights of the refugees and their communities. DSPR West Bank has been entrusted to work as the lead on implementing the DSPR Advocacy Strategy together with all Areas of DSPR. Partners have expressed willingness to have a working group that would support DSPR advocacy and to follow up on the implementation of the various objectives of the Strategic Plan.

OBJECTIVE

Five

DSPR IS A ROBUST
LEARNING
ORGANIZATION
FINANCIALLY
SUSTAINABLE

Given the history of DSPR and its service to Palestinian Refugees and others displaced, the Strategic Plan 2017-2021 emphasizes the need for a learning environment. This would keep DSPR connected with timely developments affecting its refugee work, funding possibilities, changes in strategic directions of partners' organizations and national and international shifts on refugee policies that have an impact on our work. It would also contribute to DSPR financial sustainability in the long run. DSPR Central Office is the dynamo for DSPR-wide activities as it undertakes the normal office work of carrying out in an accountable and transparent manner the decisions and recommendations of the Central Committee, which is DSPR highest governing body. A strong 5-member that includes, besides the

Executive Secretary, the Financial Manager, the Program Manager, a Bread for the World seconded communication and design strategist and an Administrative Assistant ensures that the performance and impact reporting of the various activities are consistent with DSPR Strategic Plan. DSPR Central Office also follows up in our work on the application of adopted SPHERE standards and Codes of Conduct. Open door policy and a team spirit make DSPR Central Office accessible on all matters related to DSPR. It is to be noted that our relationships with the Central Committee are excellent through continued cooperation with its Chairperson.

A SAFE PLACE *for Murad*



Murad Jameel Saloumi, 11 years Syrian refugee boy who fled with his family from Hamah to Jordan in 2014 and resided at Husn refugee camp, Murad has 8 brothers and sisters

He along with his mother, brothers, and sisters faced a lot of problems going back to school to continue their education, meeting new friends and play with, even some time he was hit by other boys from the camp.

Murad knew about DSPR program of establishing children forums at its vocational training center in the camp to serve Syrian refugee children and came for registration. He attended all counseling and educational sessions that the forum organized in the fields of health, education, and various life skills.

Now I am spending my time in safe place, my mother is not afraid any more of me being hurt, every day I learn something new, have many good friends, and able to protect myself against illiteracy. Thank you DSPR.



HAMZA IS *full of life*



The young boy of 12, Hamza Khalaf. Hamza came with his parents and 5 siblings from the Syrian village of Deir el Zour in Syria escaping the fighting in that area. Hamza had never been to school and so was completely illiterate. His mother heard of the DSPR Lebanon JCC as a center where her son could learn a skill. His young age, his illiteracy and his sultry attitude did not qualify him for any studies or vocation. The mother was only too happy to have her son join the new program. As Hamza goes into his second year of being at the JCC, his whole life has changed. He can now read, write and is proving good in arithmetic. He is also learning English and participates whole heartedly in the class of the folkloric dance- the dabkeh.

Hamzeh is now a completely different boy as he has become polite, friendly and is full of life. His ambition is to study hard, become a business man and go back to Syria to help in rebuilding it.



Arej is a refugee. She was depressed and lost hope because she has passion for learning and could not continue her studies. Than she joined the DSPR course. Now she studies political science at the Lebanese University.



EMERGENCY RELIEF *and Support*

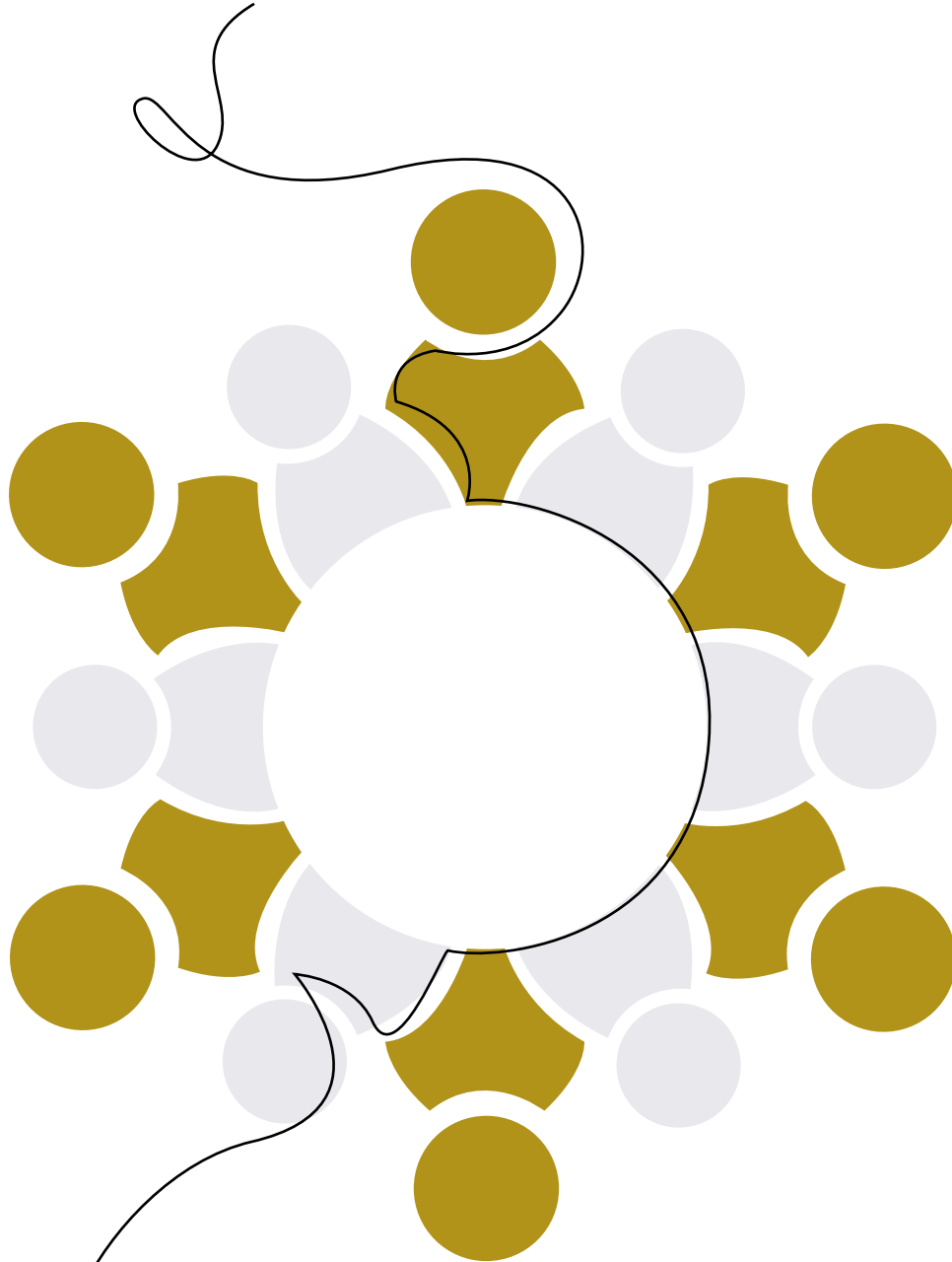
DSPR has been a Member of the ACT Alliance since its inception in the late nineties. We are active in the ACT Forums both in Palestine and in Jordan, Syria and Lebanon. Because of the chronic emergency situation in the Palestinian Occupied Territory, we have issued ACT Appeals for Relief and Emergency Work since 2000 that cover both the Gaza Strip and Jerusalem and the West Bank. The relief work in the Gaza Strip includes beside subsidized medical care, distribution of food and nonfood parcels, cash remittances to needy families, cash for work to unemployed professionals together with ongoing psychosocial activities to women and children. Support for

communities close to the Separation Wall in the West Bank is destined to help these impoverished communities to engage in gainful agricultural pursuits.

The Jordan, Syria and Lebanon Forum ACT Appeals that started in 2011 with the start of the Syrian civil war had sought to reach out to Syrian refugees and students that have arrived in Jordan and Lebanon and made their homes in Palestinian refugee camps. In Jordan, the activities supported by the ACT Alliance members included distribution of needed food and nonfood items, psychosocial activities for women, courses to encourage women to start their own businesses, children's activities and helping host communities

to better relate and prepare for joint work with Syrian newcomers.

In Lebanon, DSPR work focuses, beside needed relief intervention, with offering hundreds of Syrian students, most from Palestinian refugee origin, the opportunity to go on with their high school study and seeing to it that they receive the appropriate certificates from the educational authorities in Damascus. The work with the students had been exemplary as many of those who earned their certificates joined universities and went on with their lives.



QUOTES DSPR
Executive Directors



CENTRAL OFFICE

Dr. Bernard Sabella

“DSPR reflects our belief that we are an integral part of our societies. We seek to play a constructive role in overcoming the various challenges! Central Office is there to smooth the process.”



GAZA

Dr. Issa Tarazi

“We remain steadfast in Gaza serving fellow refugees and needy and opening our doors to all including partners, friends and other visitors who seek to touch base with our people and challenges facing all of us.”



JERUSALEM & WEST BANK

Mr. Ramzi Zananiri

„We believe that the Peace of Jerusalem starts with little steps. We are optimistic that eventually there will be peace!”



JORDAN

Mr. Fares Swais

“We serve in the spirit of togetherness with the refugees and needy that they may have life and have it better!”



LEBANON

Mrs. Sylvia Haddad

“We work to make sure that dignity and hope go together. With a positive approach to the complex realities in which we live, we will ensure a better future to all!”



GALILLEE ISRAEL

Mr. Hussam Elias

“We remain motivated that our role as Christians calls on us to meet others and help understand them!”



FINANCIAL *Overview*

PROGRAM EXPENSES 2018 / 2017

KINDERGARDEN *in Lebanon*



WELL BABY VISIT *in Gaza*



WORKSHOP *in Nazareth*

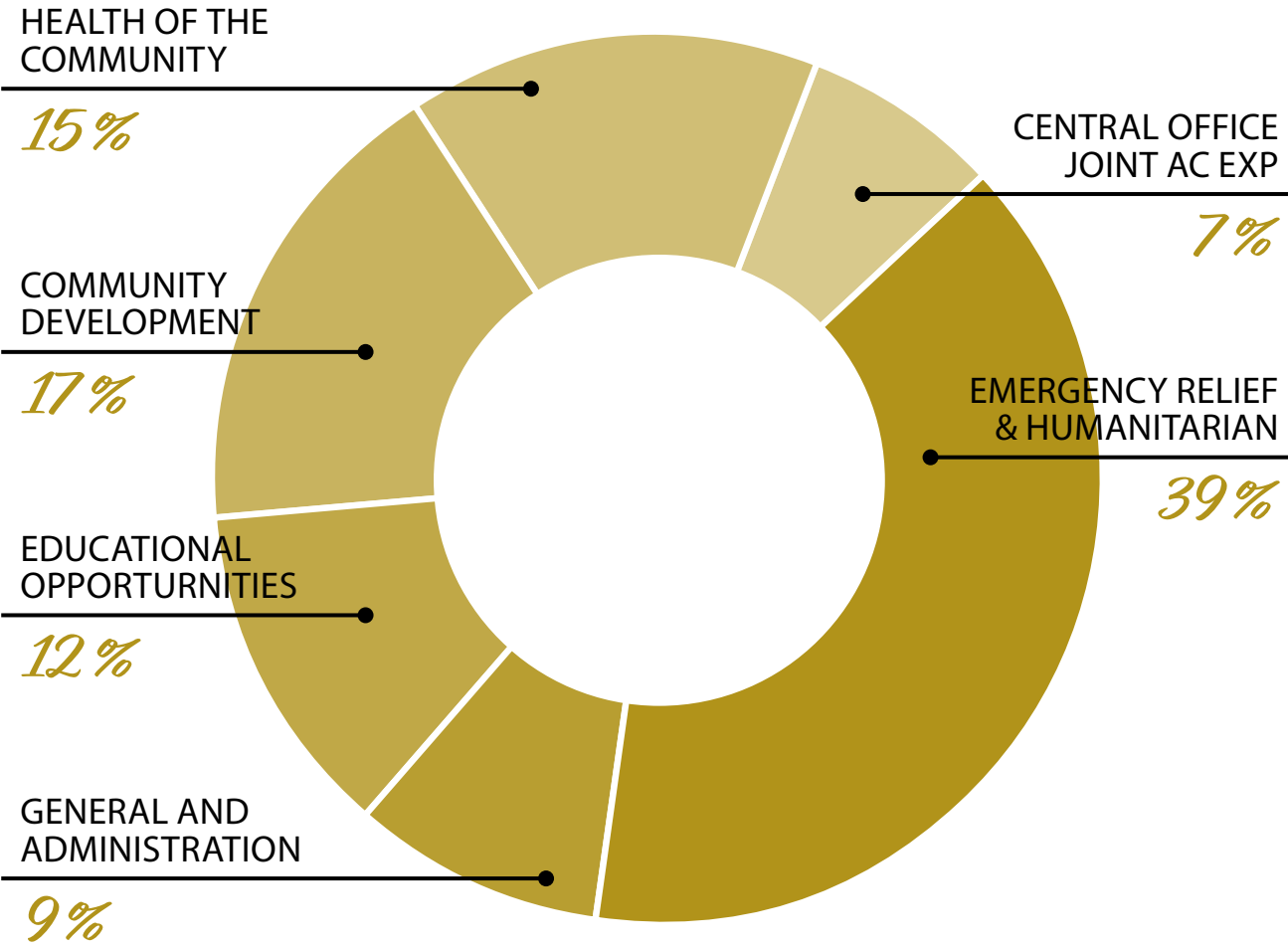


4,483,009 USD
Project Expenses

In 2018, the Department of Service to Palestinian Refugees spent over 4.5 million USD on its projects in the Middle East to improve the lives of Palestinian people.

	2018 in USD	2017 in USD
<i>Educational Opportunities</i>	538,964	485,079
DSPR Gaza	307,386	280,505
DSPR Jordan	47,362	37,630
DSPR Lebanon	184,216	166,944
<i>Community Development</i>	768,703	713,277
DSPR Gaza	22,112	28,861
DSPR West-Bank	152,235	98,377
DSPR Jordan	70,056	56,594
DSPR Lebanon	415,953	456,353
DSPR Nazareth	108,347	73,092
<i>Health of the Community</i>	681,149	920,688
DSPR Gaza	652,734	897,636
DSPR Jordan	28,415	23,052
<i>Advocacy and Capacity Building</i>	55,192	49,683
DSPR Gaza	13,131	3,340
DSPR Nazareth	42,061	46,343
<i>Emergency Relief and Humanitarian</i>	1,761,793	1,763,803
DSPR Gaza	1,143,303	765,678
DSPR Jordan	420,076	763,417
DSPR Lebanon	198,414	234,708
<i>General and Administration</i>	677,208	703,523
DSPR Gaza	150,643	165,952
DSPR West-Bank	102,050	105,477
DSPR Jordan	43,290	34,576
DSPR Lebanon	60,433	35,397
DSPR Nazareth	31,055	59,270
DSPR Central Office	289,737	302,851
<i>Total Expenses</i>	4,483,009	4,686,128

PROGRAM EXPENSES *by Sector 2018*



CONTRIBUTIONS RECEIVED

at Central Office

1/3

<i>Donor</i>	Activity	General <i>Budget</i>	Gaza <i>Area</i>	Galilee <i>Area</i>	West Bank <i>Area</i>	Jordan <i>Area</i>	Lebanon <i>Area</i>	Total <i>Areas</i>	Central <i>Office</i>	Total <i>2018</i>	Total <i>2017</i>
		USD	USD	USD	USD	USD	USD	USD	USD	USD	USD
Church of Sweden	GG	-	11,426	34,279	-	56,205	22,852	124,762	45,729	170,491	173,450
Church of Scotland	GG/CD	6,534	-	6,429	-	6,429	-	12,858	-	19,392	15,390
The Finish Evangelical Lutheran Mission (FELM)	GG	-	-	34,212	-	-	-	34,212	-	34,212	32,473
Bread for the World	AD/CD/EP	-	-	16,310	34,450	-	59,237	109,997	8,610	118,607	75,400
Christian World Service - New Zealand	GG/CD	32,338	1,635	-	4,035	8,872	-	14,542	-	46,880	5,068
Global Ministries - United church of Christ & Christian Church (Disciples of Christ)	GG/CD/EP	41,222	-	-	16,235	-	-	16,235	-	57,457	63,939
Embrace the Middle East	GG/HP/CD	-	107,374	30,207	-	-	-	137,581	-	137,581	172,137
ICCO / Kerk in Actie	GG	-	-	-	-	-	-	-	24,149	24,149	23,305
NCCA / Act for Peace Australia	HP/EP	-	259,764	-	18,268	-	-	278,032	-	278,032	251,369
United Church of Canada	CD/GG	-	35,990	-	23,073	4,416	-	63,479	-	63,479	65,675
Kairos	CD	-	-	-	-	-	-	-	-	-	13,413
Presbyterian Church in Canada	GG	11,965	-	-	-	-	-	-	-	11,965	11,965
NCA/DCA	HP/VTC	-	278,849	7,000	-	-	-	285,849	-	285,849	227,802
General Board of Global Ministries	GG	21,031	-	-	-	-	-	-	3,000	24,031	10,000
The CCFD - Terre Solidaire	GG	23,158	-	-	-	-	-	-	-	23,158	28,495
Pontifical Mission	EP	-	-	10,500	-	-	-	10,500	-	10,500	10,000
Lutheran World Relief	E&H	-	-	-	-	-	-	-	-	-	136,437
<i>Subtotal</i>		136,248	695,038	138,937	96,061	75,922	82,089	1,008,047	81,488	1,305,783	1,316,318



ACTIVITY *Legend*

- GG General Grant
- CD Community Development
- AD Advocay and Capacity Building
- EP Educational Program
- HP Health Program
- E&H Emergency and Humanitarian
- VTC Vocational Training

CONTRIBUTIONS RECEIVED

Directly at Areas

2/3

<i>Donor</i>	Activity	General <i>Budgeted</i>	Gaza <i>Area</i>	Galilee <i>Area</i>	West Bank <i>Area</i>	Jordan <i>Area</i>	Lebanon <i>Area</i>	Total <i>Areas</i>	Total <i>2018</i>	Total <i>2017</i>
		USD	USD	USD	USD	USD	USD	USD	USD	USD
Pontifical Mission	EP	-	45,000	-	-	-	-	45,000	45,000	45,00
Pontifical Mission/ Humanitarian	E&H	-	-	-	-	-	-	-	-	27,350
Pontifical Mission/ Rehabilitate the Brotherhood Park in Gaza	E&H	-	11,700	-	-	-	-	11,700	11,700	-
Pontifical Mission/ Psychosocial support & protection for children & their mothers	E&H	-	44,800	-	-	-	-	44,800	44,800	19,200
Pontifical Mission - Lebanon Office	EP	-	-	-	-	-	343,878	343,878	343,878	352,610
Welfare Association	HP/CD/EO	-	-	-	-	-	6,000	6,000	6,000	-
Bread for the World	HP/CD/EO	-	275,451	-	-	-	-	275,451	275,451	337,613
Church of Scotland	CD	-	8,972	-	-	-	6,302	15,274	15,274	13,179
Global Ministries - United church of Christ & Chris- tian Church (Disciples of Christ)	GG/CD/EP	-	-	-	-	-	2,620	2,620	2,620	2,890
Mennonite Central Committee (MICC)	E&H	-	35,000	-	-	-	-	35,000	35,000	25,000
Embrace the Middle East	HP	-	-	-	-	-	110,695	110,695	110,695	50,908
Presbyterian Church in Canada	CD	-	-	-	-	-	10,000	10,000	10,000	9,968
Anera - donations in kind	E&H	-	34,488	-	-	-	-	34,488	34,488	26,276
Church of Wales	GG	-	-	-	-	-	-	-	-	19,388
United Palestinian Appeal	CD	-	48,000	-	-	-	-	48,000	48,000	20,000
UNICEF	E&H	-	168,248	-	-	-	-	168,248	168,248	48,266
UNICEF - donations in kind	E&H	-	4,196	-	-	-	-	4,196	4,196	6,588
Ministry of Health - donation in kind	E&H	-	5,835	-	-	-	-	5,835	5,835	6,458
GIZ - donations in kind	E&H	-	90,093	-	-	-	-	90,093	90,093	77,883
PORTICUS	E&H	-	9,673	-	-	-	-	9,673	9,673	81,600
Amos Trust	E&H	-	12,000	-	-	-	-	12,000	12,000	10,000
Tere Des Hommes (TDH)		-	25,700	-	-	-	-	25,700	25,700	-
Secours Catholique Caritas France PI60063		-	275,615	-	-	-	-	275,615	275,615	170,700
Secours Catholique Caritas France PI60117	E&H	-	-	-	-	-	-	-	-	13,641
Christian Aid	CD	-	-	-	-	-	-	-	-	76,560
Educans	ED	-	-	-	-	-	48,109	48,109	48,109	48,507
Others	GG	-	948	-	-	-	-	948	948	1,256
<i>Total</i>		-	1,095,719	-	-	-	527,604	1,648,323	1,623,323	1,655,978

EMERGENCY APPEAL

Contributions (E & H)

3/3

<i>Donor</i>	<i>General Budget</i>	<i>Gaza Area</i>	<i>Galilee Area</i>	<i>WestBank Area</i>	<i>Jordan Area</i>	<i>Lebanon Area</i>	<i>Release-CO Restriction to Areas</i>	<i>Total Areas</i>	<i>Central Office</i>	<i>Total 2018</i>	<i>Total 2017</i>
		USD	USD	USD	USD	USD	USD	USD	USD	USD	USD
Actions by Churches Together Act Alliance (SYR 171)	-	-	-	-	-	-	-	-	-	-	782,551
Actions by Churches Together Act Alliance (PSE 171)	-	-	-	-	-	-	-	-	-	-	101,452
Actions by Churches Together Act Alliance (SYR 171 & 181)	-	-	-	-	609,891	122,212	(144,494)	587,609	-	587,609	329,685
Actions by Churches Together Act Alliance (PSE 181)	-	192,213	-	79,000	-	-	-	271,213	20,171	291,384	-
(summary of grants below)											
Total of Actions by Churches Together	-	192,213	-	79,000	609,891	122,212	(144,494)	858,822	20,171	878,993	1,213,688
<i>Total Contributions</i>	136,248	1,982,970	138,937	175,061	685,813	731,905	(144,494)	3,570,192	101,659	3,808,099	4,185,984
Program & other revenues (including difference of currency)	-	151,856	(1,786)	11,022	59,373	90,560	-	311,025	23,919	334,944	398,357
<i>Total by Area</i>	136,248	2,134,826	137,151	186,083	745,186	822,465	(144,494)	3,881,219	125,578	4,143,043	4,584,341

EMPLOYEES AT DEPARTMENT OF

Service to Palestinian Refugees

	<i>Gaza Area</i>	<i>Galilee Area</i>	<i>West Bank Area</i>	<i>Jordan Area</i>	<i>Lebanon Area</i>	<i>Central Office to Areas</i>	<i>All Areas</i>
fulltime	86	1	2	15	30	3	137
parttime	24	3	4	1	54	1	87
men	63	2	2	5	30	3	105
women	47	2	4	11	54	1	119
<i>Employees total</i>	110	4	6	16	84	4	224



Young Palestinian women in Lebanon who remain hopeful about the future.

CENTRAL *Committee*

Dr. Audeh Quawas

Chairman - Central Committee
Member at Large
(Greek Orthodox)

Mr. Ghassan Mustaklem

ICC - West Bank
Alternate - Member at Large
(Greek Orthodox)

Mr. George Hazou

Member at Large
(Oriental Orthodox)

Dr. Jean Shamanian

Alternate - Member alt Large
(Oriental Orthodox)

Mrs. Claudette Habesch

Member at Large
(Roman Catholic)

Mr. Sami Manneh

Alternate - Member at Large
(Roman Catholic)

Bishop Sani Azar

Member at Large
(Lutheran)

Ms. Rima Khleif

Alternate - Member at Large
(Lutheran)

Mr. Farah Geraisy

Chairman - Nazareth Area Committee
ICCI Delegate
(Greek Orthodox)

Dr. Suahil Madbak

NECCRW/Gaza Delegate
(Greek Orthodox)

Mr. Suhail Tarazi

NECCRW/Gaza Alternate Delegate
(Greek Orthodox)

Dr. Ghazi Msharbash

NECCRW/Jordan Delegate
(Anglican)

Mr. Jabra Matta

NECCRW/Jordan Alternative
Delegate
(Oriental Orthodox)

Mrs. Leila Dagher

JCC/Lebanon Delegate
(Anglican)

Mr. Edward Asmar

Chairman - JCC/Lebanon Area
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(Oriental Orthodox)

Mrs. Sandra Khoury

ICC-Delegate
(Roman Catholic)

Ms. Elham Salameh

Program Manager
(Oriental Orthodox)

DSPR
EX-OFFICO

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Executive Secretary

Mr. George Stephan
Finance Manager CO
Internal Auditor Ac's

Mr. Sami Khoury
Program Manager CO

Ms. Damaris Plarre
Communication Officer CO

Ms. Hanan Turjman
Administrative Assistant CO

AREA EXECUTIVE SECRETARIES

Mr. Husam Elias
DSPRx- Nazareth ICCI

Dr. Issa Tarazi
DSPR - Gaza - NECCRW

Mr. Fares Swais
DSPR - Jordan - NECCRW

Mrs. Sylvia Haddad
DSPR - Lebanon - JCC

Mr. Ramzi Zananiri
DSPR - West Bank - ICC

*Supporting
the lives of palestinians across the Middle East*

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