

DEPARTMENT OF SERVICE TO
PALESTINIAN REFUGEES- DSPR
JORDAN

Annual Report 2022



DSPR- JORDAN

- Achievements 2022
- Achievements First Quarter 2023
- Challenges

Programme/project staff	Men	Women	Total
Full-time employees	7	11	18
Part-time employees	0	0	0
Others(Volunteers)	0	80	80
Total staff	7	91	98

STAFF STATS 2022

DSPR JORDAN



Provided services through primary health care clinics and home visits

Provided follow-up to mothers and pregnant women in the targeted areas in preconception care, antenatal care, postnatal care, and family planning.

Care of infants and children under five, growth and development screening and provision of supplements such as vitamins and iron for children and groups suffering from anemia and malnutrition.

Targeted reached: 7250 women, and children

HEALTH: PHYSICAL AND MENTAL



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Provided psychosocial support through diagnose anxiety and depression and dealing with mild and moderate cases in the health care centers.

Provided health education with a focus on how beneficiaries can care for themselves and their children through intensive educational sessions on basic health practices.

Conducted awareness workshops and training sessions on topics such as importance of breastfeeding, SRHR, anemia in women and its treatment, gynecological care after birth, woman and child nutrition

Target reach: 3750 women, and young girls

Partners: Church of Sweden, Christian World Service, United Church of Canada, UMCOR,



ECONOMIC EMPOWERMENT

Trained and sensitized marginalized groups of young men and women in specializations that result in income generation through small and medium projects, e.g home economics tracks, productive kitchens, small workshops, digitalization skills etc. towards best fits its context, graduation out of poverty programs.

Target reach: 3750 women, and young girls

Partners: Church of Sweden, Christian World Service, United Church of Canada, UMCOR,



ECONOMIC EMPOWERMENT

Conducted specialized vocational training of refugees and marginalized groups especially young women and men on vocational skills; these skills that aim at helping them enter the labor market or how to establish a microbusiness and small-medium enterprises.

Supported 6 Entrepreneurs to start or scale up their own business within the Business Recovery Services and Funds program

Established 4 cooperatives for 100 women that guaranteed income generation projects

Partners: Kerk In Actie, Church of Sweden, ACT for Peace Australia, United Church of Canada, Disciples of Christ, United Palestinian Appeal, Irish Embassy

Target reach: 700 women, and young girls



EMERGENCY, PROTECTION, AND EARLY RECOVERY

Lifesaving and Early Recovery interventions:

Distributions of food and nonfood items (NFIs)

Provided emergency medical, health, awareness sessions and referral services

Supported restore livelihood

Provided awareness session on psychosocial support, GBV, early marriage, and children programs

Built the capacity of individuals, groups and CBOs in communities in disaster response and risk reduction.

Partners: Church of Sweden, ACT for Peace Australia, United Church of Canada, Disciples of Christ, United Palestinian Appeal, Irish Embassy

Target reached: 12000 men, women, and children

Key details about the “Forsa / Opportunity” project

This program focuses on livelihoods that include refugee empowerment and protection to enhance the self-reliance and living conditions of Syrian and Palestinian refugees.

The project employs the Graduation Approach, which includes coaching, consumption support, soft and life skills training, technical and vocational training, livelihoods business startup grants, job/internship placement, social inclusion and linkages, and savings support (financial literacy, savings, and loan groups).

Forsa program will provide a package of Community-based Protection support and mentorship to ensure participants also have referrals, advice, and support regarding how to access their rights to health care (physical and psychological), access to education for their children, work permits, and advice on how to avoid forced evictions.

فُرْصَة
FORSA

- Pilot initiative in Gaza camp, Jerash
- 50 households - 25 Syrian and 25 host community members (in Gaza camp, this means Palestinian families)
- Average family size - 6 people
- Started in June 2022, finishing October 2023

Australian Aid 

ACT FOR PEACE
CONFRONTING INJUSTICE TOGETHER
THROUGH THE **actalliance**



Middle East Council of Churches (MECC)
Department of Service to Palestinian Refugees (DSPR)

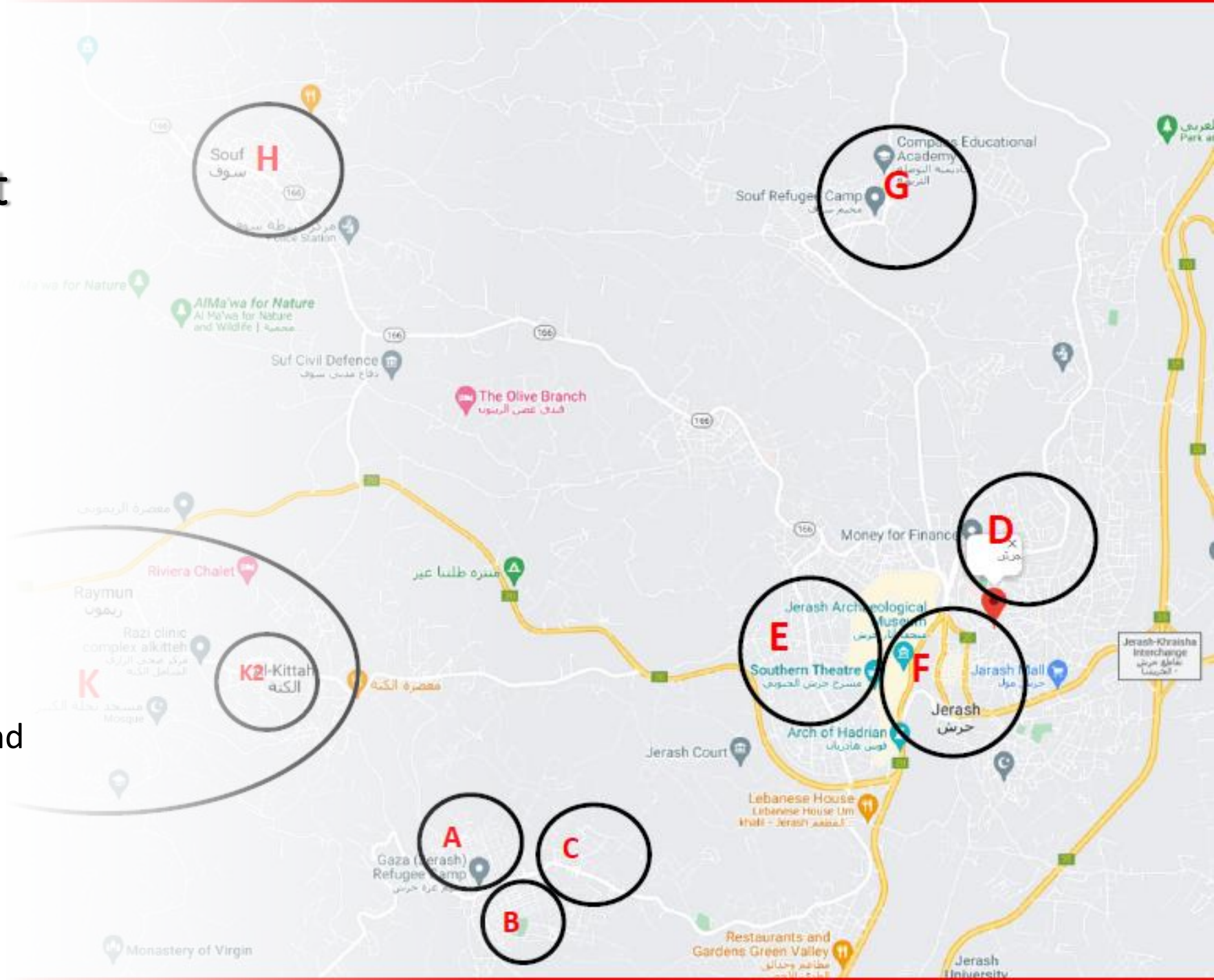
The Graduation Approach in Gaza Camp in Jerash

The Forsa Project identified 50 Palestinian and Syrian refugee households that are living in extreme poverty in the Gaza Camp, through a participatory approach based on a multidimensional assessment of their level of poverty and underlying vulnerabilities. DSPR has conducted comprehensive market and socioeconomic assessments in the Gaza camp to understand the context of the refugee demographic, barriers to accessing opportunities and map services and stakeholders in the Jerash Governorate.



Who is the target group

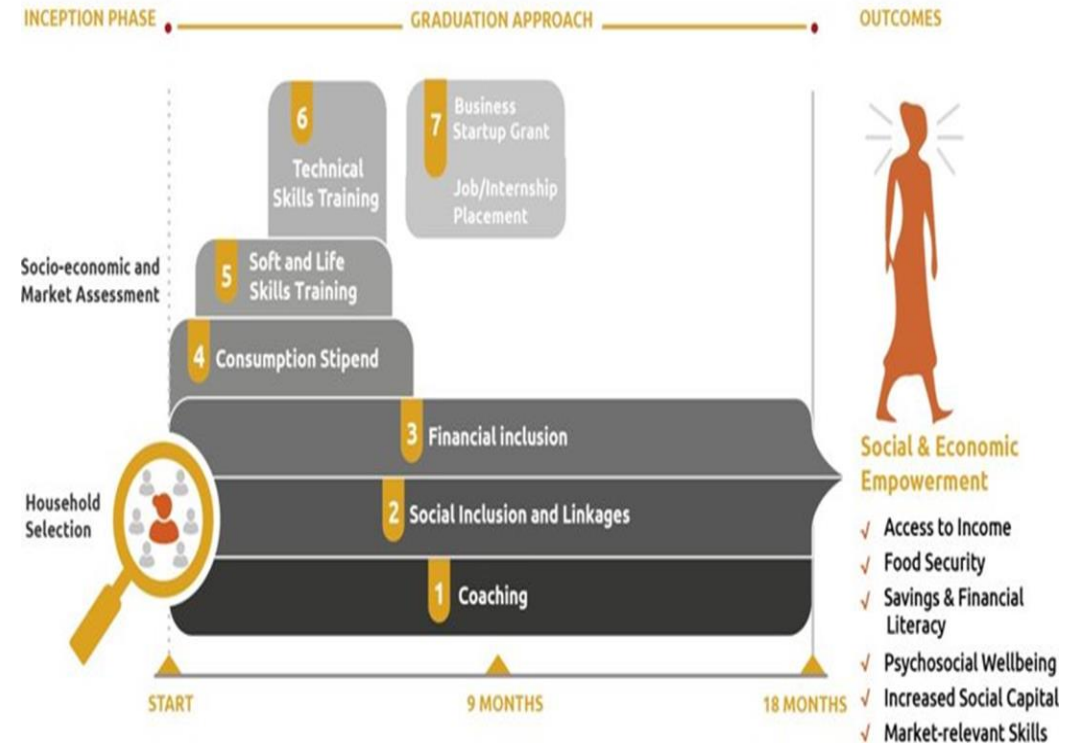
- The target group are:
 - Refugees (Palestinian and Syrian refugees) in Jerash governorate, specifically in Gaza camp of Jerash governorate.
 - 50% Palestinian refugees and 50% Syrian refugees.



Program services

1. **Coaching** – An assigned team of coaches will routinely visit each participating household to tailor the various interventions based on the individual needs of the household
2. **Social Inclusion and Linkages** – Households will be linked with services both within and beyond their community, including training centers, markets, psychosocial support and social protection
3. **Financial Inclusion** – The project will provide financial literacy training and promote a culture of savings through Savings Groups to build financial resiliency to shocks.
4. **Consumption Support** – Each participating household will be provided with monthly cash stipend to enable them to meet their basic needs.
5. **Soft and Life Skills Training** – Through group meetings, DSPR will provide all project participants with a core set of soft and life skills, including stress management, career planning, labor rights, goal setting, time management, gender, etc.
6. **Technical Skills Training** – One or two members of each household will be provided with vocational or technical skills training in economic sectors identified through the market assessment.
7. **Business Startup Grants and/or Job placement** – Following the technical skills training, each household will either receive a business startup grant or job placement support to facilitate their entry in the labor market.

The DSPR Graduation Approach





Participants improved their **access to income**, with **52%** improving their access to income as during the 10 months the income was increased or equal to the baseline. **66%** got indirect Job matching. Through the Forsa project, **26%** received direct Job Matching.



All participants improved their **food security**, **100%** improved their food quality, **100%** increased the number of their meals to 2-3 meals per day, and **6%** of them can provide healthy foods for the elderly and children.



The participants improved their **psychosocial well-being**, with **93%** improving their confidence and self-esteem. **85%** reported an increase in well-being, and **87%** reported an improvement in family relationships. Overall, **88%** increase in reported safety and well-being among beneficiaries .



Participants have made progress in terms of **social capital**, with **100%** reporting improvements in asking/receiving advice from others and vice versa, as well as improved social networks.



Participants have reported that the Financial literacy training was helpful and now **60%** of the households have begun regularly saving money utilizing the financial literacy training provided and **66%** report decreased in debt



Project participants reported that the information and knowledge they received from mentors was greatly useful, and 100% improved their **market-relevant skills**.



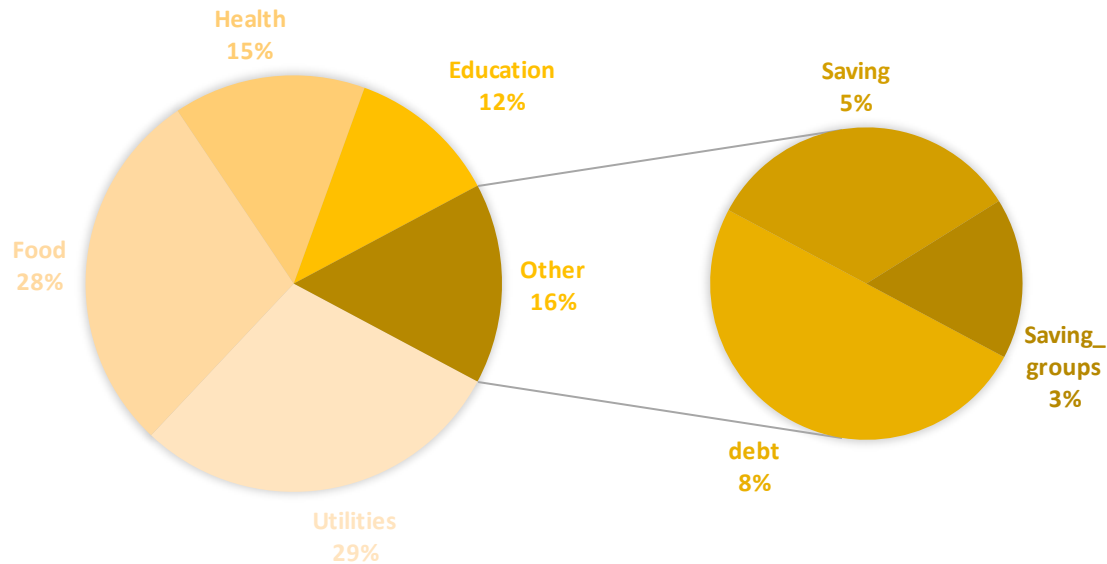
Participants have made progress in terms of **access to services**, with **100%** receiving information, referral, and cash for protection services.



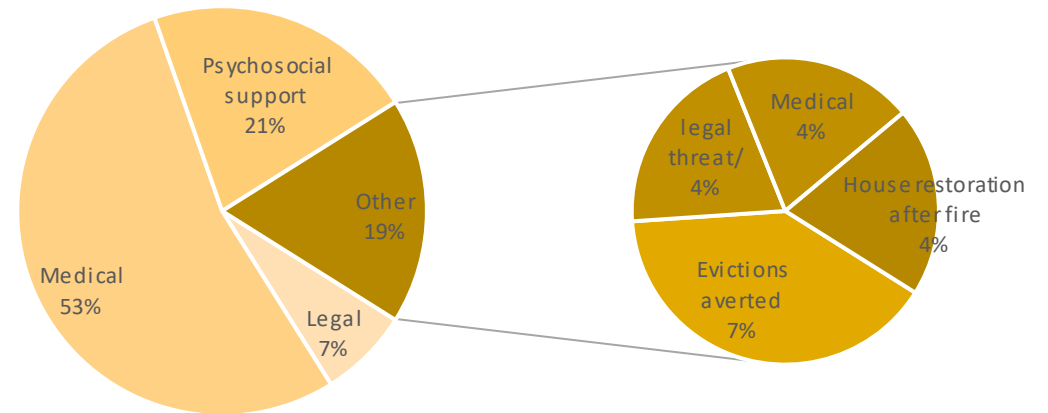
Participants have progress related to **education** as 88% of the out-of-school children returned to school.



The project participants are pleased with the project's **consumption support** service. The seventh stipend of consumption support was given to project participants, who used it for rent, food, education, utilities/housing, debt repayment, and health care. They used the bookkeeping tool to keep track of their expenses.



There have been 23 **successful referrals** so far – evictions averted, legal, healthcare to assist families in reaching the services they require, and the Forsa program supports 5 cases through the program cash for protection services as an action to protect families from harm.





COVID -19 Business Recovery Services & Fund Program In Jordan

Business Recovery Program is all about creating value in social and economic inclusion and community cohesion through refugee and host community entrepreneurship after and prior to COVID-19 pandemic

Department of Services to Palestinian Refugees (DSPR)

This is an info deck shows the objectives , Value and Millstones for QUEST program in Jordan .

Our Story


KIA as a donor and **DSPR** as an implementer have established **QUEST Recovering Businesses** in 2018 targeting the refugees entrepreneurs and local host entrepreneurs to restart and boost their SME's businesses .



QUEST since 2018, funded pre-growth and operational SMEs in Jordan for economic growth, to maximize social impact between refugees and the hosting community, and to increase business maturity.

QUEST is not only about money. QUEST is about creating opportunities.

Program Objectives

- Increase technical skills of Refugees and local host community youth
 - Refugees and host community youth increased their access to employment and entrepreneurship by enabling Jordanian host and refugee entrepreneurs to (re-)start, legalize, and expand their business in Jordan.
 - Refugees and local host youth improved the level of social cohesion and inclusion by Stimulate partnerships between Syrians and Jordanian entrepreneurs, through regularly organizing social cohesion workshops and training sessions.
 - Women Empowerment (at least 60% of total beneficiaries)
 - Support entrepreneurs in designing their business in such a way they can relocate it back to their country of origin whenever desired
- 

What Do We Offer to Refugees and Host Community Entrepreneurs



Financing

We offer financing in the form of small loans or grants to cover investment capital



Business Development Services

- ✓ Business Diagnostics
- ✓ Mentorships
- ✓ Key Staff Coaching & Training
- ✓ Entrepreneurship induction training programs (strategy module, Commercial and marketing module, financial management , Investment plan)
- ✓ B2B networking and matching
- ✓ Market Awareness (Cooperates Tax law, related Policy & Regulations, Export Laws).
- ✓ Social Cohesion and Inclusion workshops

Highlights of 4 GROW Companies



Jeron Co. for Training- Syria

Established in 2015

15+ products handmade and skincare products that are natural ingredients

Investment

Setup a natural Ingredient production line .

JOD 23 k Investment



Impact Metrics

19 Job created (2021)

Export to Iraq, KSA, Canada, Germany, and Sweden



DO-Marketing- Syria

Established 2016

Photo shooting agency in Jordan specialized in food and beverage .

Investment

Setup photo-shooting studio and professional equipment

JOD 22 k Investment



Impact Metrics

9 Job created (2019-2021)

Local Customers : Top FMCG industrial companies & top notch restaurants

International customers: KSA, Dubai, Kuwait, Palestine, Turkey, and France.

Highlights of 4 GROW Companies



SitatByoot- Jordan

Established in 2016

online recruitment and training website to help employers and corporates to connect with women who can provide their services and products from home.

1,500 job placements since 2016.



TAMGRAM-Syria

Established 2016

Innovate and manufacture of toys and educational aids compatible with the educational curricula in Jordan.

Investment

Financing the Operational Expenditure for the project

JOD 22 k Investment



Investment

Setup production equipment

JOD 17 k Investment



Impact Metrics

9 Job created (2019-2021)

Local Key Customers: Etihad Bank, Nuqul Group, Shoman Foundation, Micro-fund for Women



Impact Metrics

2 Job created (2019-2021)

Local Customers : Education Ministry , teachers and mothers that need tools that facilitate the educational process.