

جفرا
Jafra

للإغاثة والتنمية الشبابية
For Relief and Youth Development

ANNUAL REPORT 2017



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Dear Friends,

It is with great pleasure that the Jafra Foundation for Relief and Youth Development shares with you our 2017 Annual Report. The Annual Report is a welcome opportunity to reflect on the previous year, and take pride in our dedication and hard work to serving those in need. Our work is made possible only through the commitment of our loyal staff, volunteers and partners. Jafra's programming in 2017 spanned multiple sectors to meet the essential needs of the most vulnerable and, moving into 2018, will continue to do so.

Our impact is growing. While our priority has always been, and will continue to be the needs of Palestinians, we recognize that crises affect all people and new projects in Greece and Sweden clearly demonstrate this spirit. A common theme of self-determination and empowerment is found in all those we serve: people who have found themselves in a new country, immersed in new communities and required to adapt to a new way of life. The Jafra Foundation will continue to be where people in need are, continue to develop our Refugee to Refugee network and above all else, listen. Their fight is our fight.

With the Syrian crisis entering its eighth year, the humanitarian situation needs remain dire. Our Palestinian community continues to suffer, yet it also demonstrates admirable resilience in the face of challenges and conflict. Our approach emphasizes community understanding and the building of solid relationships, that allows us to do our work more effectively. We have an ongoing commitment to work in partnership with communities so that we may serve our people better and pave the way for better futures and constructive livelihoods.

In 2017, several trusted partners and donors began to cut essential funding to Palestinian camps and gatherings in Syria. These funding cuts have severely affected those in need, particularly in the education sector. The international community has an ongoing responsibility to provide education to Palestinian youth and enable them to reach their full potential. The Jafra Foundation continues to put children and youth first, like all children, they deserve a brighter future, a life without violence, and safe spaces to grow and express themselves.

Much of our programming this year has focused on long-established Palestinian camps in Yarmouk and South Damascus. With 2017 witnessing intense fighting and mass displacement, raising awareness has never been more crucial. Through pertinent programming, campaigning, advocacy and cultural sustainability, we will continue to lobby the international community for the rights, peace and security of Palestinians.

As we enter 2018 the Jafra Foundation is confident and optimistic. Our increasing access and expertise is complemented by an ever-growing network of passionate and dedicated volunteers. The challenges that lie ahead mean that this year strategic planning is more important than ever for the organization. We continue to refine our programming and look to the future for our people. As always, we look to new and current partners for support in delivering our valuable work.

Finally, we would like to take this opportunity to thank our volunteers and staff, and recognize those martyrs and prisoners who have tolerated unimaginable situations throughout this crisis.

We hope you enjoy reading our Annual Report and the snapshot of our successful 2017 programming in Syria, Greece and Sweden.

Wesam Sabaaneh
Executive Director
Jafra Foundation for Relief and Youth Development



WHO WE ARE



JAFRA VISION

Refugees empowered to lead positive and sustainable change in their communities.

The Jafra Foundation for Relief and Youth Development is an, international non-governmental, non-partisan, secular organization working to serve vulnerable groups in Palestinian Refugee Camps and gatherings in Syria, Lebanon, Greece and Sweden. The Foundation was officially established in 2002 by a cross-section of young Palestinian activists from Yarmouk Camp in Damascus City. Jafra is officially registered in Belgium, Greece, Sweden and Lebanon. Jafra's mandate was re-imagined as the Foundation's scope of work was expanded in response to the urgent needs as a result of the ongoing war in Syria. The Foundation is currently one of the largest and most active foundations working within the Palestinian refugee camps and gatherings inside Syria.

2017 has seen the Jafra Foundation expand its operations beyond Syria. Volunteers established humanitarian and relief projects in Thessaloniki

and Athens in Greece in response to restrictions preventing them crossing the border. Jafra also began initiating operations inside Lebanon, where more than 50,000 Palestinian Syrians are in need of support and relief, and their Palestinian Lebanese counterparts continue to suffer the effects of poor services, failing infrastructure and ongoing hardship.

Across all locations, the Jafra Foundation for Relief and Youth Development targets children and youth of both genders. Through its different programs it works to empower youth, enhance their capacities to face prevailing challenges, and improve their opportunities to actively participate in leading their communities through a sustainable development process that meets real needs on the ground.

JAFRA MISSION

Using local experience to understand and meet the needs, building better futures together.

ORGANIZATIONAL STRUCTURE

In 2017, the Jafra Foundation experienced significant growth, expanding into new sectors and locations with new donors and partners. With growth comes a valuable opportunity to examine Jafra's own internal structure and future strategic planning. Moving forward, Jafra is committed to updating its steering policies, restructuring key departments, and investing in training and development. This continued professionalization has positioned the Jafra Foundation as the local partner of choice for large NGOs and INGOs. Our long-term strategic goals signal our intention to continue providing outstanding support and meet needs to the most vulnerable well into the future.

With its expansion, many of Jafra's current policies and procedures required updating to ensure compliance with the demands of larger INGOs. As such, Jafra worked closely

with consultants and partners to make the organization ever more professional, effective, transparent, and accountable.

The Jafra Foundation has long recognized that it is only as strong as its staff and volunteers. Operating in an often volatile sector requires an acknowledgment that the foundations for growth and future stability rely on the ongoing support, expertise and professionalism of our staff and volunteers. All volunteers and staff are scrupulously screened before they represent Jafra and enter the field. We regularly provide updated training to our staff and volunteers in areas such as safety and security, psycho-social support and child protection.

In 2017

Jafra implemented
61 successful projects activities
in 3 countries



Jafra aided 206,082 individuals



Across 10 programming sectors



EMERGENCY RESPONSE



EDUCATION



SHELTER



CHILD PROTECTION



YOUTH



HEALTH



WASH



FOOD SECURITY AND LIVELIHOODS



CULTURAL SUSTAINABILITY



SOCIAL COHESION

PROGRAM SECTORS AND ACTIVITIES

Food Security and Livelihoods

Food Security is achieved *“when all people, at all times, have physical, social and economic access to sufficient, safe and nutritious food that meets their dietary needs and food preferences for an active and healthy life”* (FAO).

Livelihood encompasses *“people’s capabilities, assets and activities required to secure basic living necessities. It is sustainable only when it enables people to cope with and recover from shocks and stresses and enhance their well-being and that of future generations without undermining the natural environment or resource base”* (IFRC).

Through Jafra’s diverse programs, our aim is to relieve poverty, improve economic well-being and build people’s capacities to restore their livelihoods and strengthen their resilience.

Programs

Regular Food Basket Distribution

In areas that are highly contested and where markets and income generating activities are yet to be restored, Jafra provides the most vulnerable households with regular food baskets, meeting their nutrition and dietary needs.

Agriculture

Jafra invests in farmlands through nurturing and planting them, yielding crops that are distributed to the most vulnerable households. Jafra also supports smallholder farmers develop

their production capacities through provision of agricultural inputs, water, seeds, fertilizers and a series of trainings. Farmers are further reintegrated in the market system, supplying food items and generating income.

Livestock

Jafra provisions food-producing animals accompanied with health services, feed, water supply and shelter.

Cash Based Intervention

In areas where markets are functioning and accessible, Jafra provides vulnerable households with cash, enabling them to fulfil their needs in a dignified manner and contribute to the local economy.

Households lacking income from the absence of job opportunities are selected to participate in Jafra’s Cash for Work program, sustaining a monthly income and learning a new skill which enhances their employment opportunities.

In vulnerable households where none of the members are able to work, (especially female-headed holds, and with the absence of the bread-winner), Jafra provides them with Unconditional Cash Transfers.

Vocational Trainings and Economic Well-Being

In times of crisis, markets are affected and education is interrupted, causing a substantial increase in unemployment rates. Jafra aims to provide youth with technical skills and employment opportunities, improving livelihoods for long-term economic well-being. Jafra offers an array of vocational trainings for both females and males with topics pertaining to the market needs. Trainees are then either



linked to job opportunities, or provided with small grants under a financial expert guidance to establish income generating businesses.

Child Protection

The Jafra Foundation is committed to safeguarding children from harm by striving to create safe, supportive and positive environments for children. Having Child Protection instilled as our core strategy, we offer a Child Protection program in all our areas of operation through provisioning several related services.

Jafra secures Child Friendly Spaces (CFS) in which children can play, learn and develop positive coping mechanisms.

Programs

Structured and Semi-structured Psychosocial Support

We offer structured psychosocial support using the DEAL Methodology (adopted from our partners), which is a 16-week life skills course that is focused on strengthening the healthy development of children and young people living in areas affected by conflict.

A semi-structured psychosocial support with the objective of allowing children to play, learn and have fun whilst endorsing stability and routine in a disruptive environment. Activities include clubs (gymnastics, football, painting, drawing, dancing, handcraft, chess, karate, origami, theatre, cinema, puppetry, singing, poetry, science, story-telling...) and Open Days (organized with the participation of parents and community members to celebrate their children's development and achievements).

Awareness Raising Sessions

Awareness Raising Sessions and activities on Child Protection (Child Abuse, Child Labor, Forced Recruitment to Armed Groups, Physical Exploitation, Health & Safety, Child Marriage, and Children's Rights & Obligations) is another essential part of Jafra's Child Protection programming. Sessions are also provided to parents and key community actors with the aim of adopting a holistic approach towards child protection.

With the help of our partners, Jafra developed interactive and educating awareness raising materials.

Case management

Where possible, Jafra does Case Management; we link with actors on the ground offering specialized psychological services to whom identified children are referred to.

Staff Training

Jafra and its partners provide several trainings to all Child Protection program staff, including but not limited to: Structured Psychosocial Program, Structured Recreational Activities, Safe Identification and Referral, Monitoring & Evaluation.



Education

In times of war and crisis, education is all too often interrupted or denied, leaving the most vulnerable children and youths including refugees, migrants and internally displaced people (IDPs) – without access to education. Our goal is to provide children and youths with access to quality education so they can pave their way to a better future. Education protects children and youth, empowering them and

their households and communities to recover from crises by increasing their resilience.

Education is a basic human right that has been widely proclaimed by several international normative instruments such as the “Universal Declaration on Human Rights”, the “Convention on the Rights of the Child” and the “Convention Relating to the Status of Refugees”.

Programs

Non-formal education

In all the targeted areas, Jafra provides non-formal educational opportunities for children and youth aged 4 to 22 years old. Furthermore Our inclusive learning approaches value all students with special attention to children with disabilities.

The Jafra Foundation students are guided in their preparation to sit for official government exams and are provided with the logistics to reach the exam centers.

Jafra provides safe and supportive learning spaces equipped with necessary materials. Jafra center supports staff and their families.



Distribution of books and school kits

Jafra oversees the provision of school books, stationery and uniforms for students. With the aim of implementing a holistic approach, Jafra frequently conducts “Back to Learning” campaigns to raise awareness to both children and caregivers on the importance and right to education.

Teachers and staff training

The Jafra Foundation staff are qualified and well-trained using best pedagogical instruction. While the primary role of teachers is to facilitate knowledge, they are also responsible in building a warm environment, mentoring and nurturing students in turn and becoming role models for students.

Qualified teachers provide students with interactive, student-centered learning opportunities and approaches. To provide children and youth with a quality educational experience, Jafra provides its teachers with a diverse set of trainings, including but not limited to: Education in Emergencies, Positive Discipline, Behavioral Management, Learning Diversities and Disabilities, Up-to-date Pedagogy Trainings.

Risk Education

Countries with active armed conflict are always left contaminated with Explosive Remnants of War (ERWs) which often hinders reconstruction and livelihood processes as well as access to humanitarian aid. To help reduce possible harm and raise awareness, Jafra conducts Risk Education sessions with children and youth, introducing them to different types of dangerous ordnance and advising safe action. Outreach sessions are also conducted with adults in contaminated communities.

Youth

As a foundation founded by youth, we believe that youth are the backbone of any society and hence direct its future. Jafra's aim is to support affected youth through building their capacities, developing their skills and enhancing their knowledge; empowering them to build their tomorrow, today.

Programs

Capacity Building

Management & Strategic Planning, Project Cycle Management, Human Resource Development and Financial Management are just a few of the trainings Jafra provides for youth.

Soft Skills

Foreign languages, such as English & French, and computer courses are accessible to youth throughout all our centers. They can for example learn the ICDL (International Computer Driving License) recognized worldwide.

Life Skills

To ensure a holistic developmental approach, Jafra provides youth with trainings related to communication skills, behavior modification and leadership skills, allowing them to instill the change they want to see in their communities.

WASH

Water and sanitation are among the urgent needs in an emergency. Interrupted access to clean water and sanitation services, in addition to absence of good hygiene practices, can often lead to disease outbreak, endangering the population's health and survival.

Jafra's WASH program aims to ensure the delivery of water and sanitation services to the most vulnerable communities, improving living conditions. Jafra ensures that water provisioned to households adhere with international SPHERE standards.

Programs

Water

Provision of safe and clean water for drinking, cooking, personal hygiene and household cleaning, is met through water trucking from a safe source or through groundwater sources, following and its testing and relevant treatment measures. With the help of our partners, we ensure that each targeted individual has access to a minimum of 15 liters of clean water per day. Rehabilitation of wells is conducted under the guidance of technical experts. Jafra coordinates then with local authorities to ensure proper management and maintenance of the wells post their rehabilitation.

Sanitation

Solid Waste Management through collection, transportation and disposal of waste in identified dumpsites, located in remote locations away from households.

Construction of sanitation facilities, primarily latrines, in collective shelters with careful consideration to age and gender segregation.

Rehabilitation of Sanitation facilities in schools, households and public facilities.

Hygiene

Jafra conducts Hygiene Awareness campaigns in all its areas of operation targeting children in specific and the wider community in general.

Our campaigns aim to promote behavioral change and good hygiene practices.

Health

Poor health weakens the population's resilience and their ability to rebuild and develop their communities. With the help of our partners, we established our Health Program to respond to the urgent emerging needs.

Programs

Pharmacy

Jafra establishes and supports existing pharmacies through drug provision and financial support.

Primary Health Care Center

Jafra provides preventive and curative services including general health, communicable diseases, reproductive health, well-child checkups and adult physical examinations. Other services include counselling, health education and promotion, drug provision and case management.

First Aid Training

With the aim of providing effective and prompt response in times of crisis, reducing injuries and improving chances of survival, Jafra provides First Aid training to volunteers and youth.

People with disabilities: as "no one should be left behind" even in most acute emergencies, Jafra conducts distribution of mobility aids for people with disabilities enabling them to better meet their needs.

Emergency Response

"Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, old age or other lack of livelihood in circumstances beyond his control".

In accordance with the Universal Declaration of Human Rights (UDHR) Article 25(1), In 2012, the Jafra Foundation initiated its Emergency Response program providing lifesaving assistance to the most vulnerable population impacted by crisis.

The absence of basic needs impedes socioeconomic recovery and hinders resilience in affected populations. As such, Jafra's Emergency Response program is designed to respond to various needs.

Programs

Food Items

- Food Baskets: adhering to minimum required nutritional values per individual (WHO).
- Communal Kitchen: serving daily cooked meals for households.

Non-Food Items

- Hygiene Kits: containing items that maintain an individual's hygiene and dignity; in many cases, the distribution is supported with a brief emergency hygiene awareness to the households.



- Household Essential Items: providing mattresses, plastic sheets, water containers and essential cooking utensils.
- Winterization Kits: providing blankets, sleeping mats, winter clothes and Sobia heaters to protect vulnerable population against harsh winter conditions
- Energy Requirements: provision of fuel and wood for electricity and heating purposes
- First Aid Kits: in areas that are susceptible to daily armed conflict and where medical services are almost absent, Jafra provisions First Aid Kits allowing thereby initial attentiveness to urgent medical cases.

Shelter

Providing shelter in crises is an essential part of the humanitarian response; it ensures privacy, dignity and safety, strengthening the resilience of individuals and communities.

Programs

- Provision of tents and shelter kits and materials such as plastic sheets that can be used to build a simple shelter
- Rehabilitation of communal shelters
- Rehabilitation of Education Spaces and Community Spaces.

Social Cohesion

With conflict, societies are torn apart and communication amongst parties and individuals is obstructed.

Jafra's work aims to promote social cohesion on one hand and the civil society and local public actors on the other hand.

Cultural Sustainability

The increase of crises and conflict around the world is causing more people to seek refuge in foreign countries; leaving behind their societies, memories and traditions. As refugees struggle to integrate in their new societies, the development of mutual understanding, respect and open dialogue amongst cultures is deemed imperative.

Jafra thus works with refugees and host communities to promote cultural cohesion through photography and art exhibitions, musical and poetic symposiums, lectures and workshops.



The violent conflict in Syria continues to take a heavy toll on the life of Palestinian and Syrian people. The United Nations estimates that more than 250,000 people have died, while other sources place the death toll at almost 500,000 (470,000) with 1.2 million people injured. More than 6.3 million people are internally displaced and 4.9 million are officially registered as refugees.

The social and economic impacts of the conflict are also large—and growing. The lack of sustained access to health care, education, housing, and food have exacerbated the impact of the conflict and pushed millions of people into unemployment and poverty. Despite the challenges, the Jafra Foundation have continued to implement projects to meet the needs of the people and communities who have been severely impacted by the crisis.



SYRIA

YARMOUK CAMP



In 2017, Yarmouk camp in Damascus district remained largely under the control of ISIS (80%), with the GoS (Government of Syria) controlling the northern sector (20%); notably, the camp had been under a strict siege and total blockade since 2013, leading to more than 137 deaths in mid-2014 caused by starvation. Armed clashes continuously took place between ISIS and OAGs (Opposition Armed Groups) on the southern outskirts of the camp, between ISIS and GoS and between ISIS and HTS (Hay'at Tahreer Al Sham) who were besieged by ISIS in Al Rijeh square. The camp witnessed elevated conflict levels in October 2017 following the deal brokered by Cairo and Russia; nearby Hajar Al Aswad was targeted with at least 22 airstrikes which caused dozens of displacements to Yarmouk camp and adjacent Yalda town.

The remaining 10,000 individuals in the camp, of nearly 1,000,000 residents prior to the crisis, continued to suffer dire living conditions. The "Orouba" checkpoint located between the camp and Yalda town, being the only corridor for civilians to access their basic needs, was

closed 5 times throughout the year, with one closure lasting 1 month. This caused severe shortages in food, hygiene and other basic needs; with absence of health services in the camp, the closure has prevented civilians from accessing health services in nearby Yalda causing the death of tens of critical health cases, particularly infants. Yarmouk camp has been deprived of electricity since 2013 and water since 2014; while the Jafra Foundation was the only organization providing drinking water and water for external use, services were obstructed on several occasions leading to severe shortages of water and deteriorating hygienic conditions. Additionally, ISIS had persisted in preventing students from accessing adjacent Yalda, Babeila and Beit Sahem towns to attend school, noting that schools are non-existent in Yarmouk camp as ISIS considers any form of teaching other than "Sharia" as blasphemous; more than 1,100 students were impacted by missing on their education for days at a time. ISIS had even confiscated books of students with UNICEF logo, considering it an infidel curriculum.

WHAT WE ACHIEVED



WASH

The Jafra Foundation was the sole actor in the camp to provide water and waste management services.

Solid Waste Management

- Cleaning of streets and public sites on a daily basis.
- 8 waste collection points set and marked for residents to dispose of their household waste.
- Waste transferred via trucks to the dumpsite, remotely located from residents' houses.

Water

- Provision of water via water points: 11 points, 5 of which are common for both external water use and drinking water. Points are clearly marked for beneficiary guidance on type of water and WASH monitors are available for assistance.
- Rehabilitation of 5 wells, with 5 rehabilitated in 2016, for provision of water for external use.
- Trucking of drinking water from Al Qadam neighborhood.
- Bi-weekly water testing for chlorine, alkalinity, calcium hardness & pH levels.
- Adhering to SPHERE standards with a minimum of 15 liters of water per person per day.

EMERGENCY RESPONSE: Northern Yarmouk

- 1000 Food Baskets through 2 distributions.
- 1000 Hygiene Kits through 2 distributions.
- 500 Winterization Kits.

500
households

SOUTH DAMASCUS



Throughout 2017, Yalda, Babiela and Beit Sahm towns, in Rural Damascus governorate, remained under the truce reached between OAGs (Opposition Armed Groups) and the GoS (Government of Syria) in February 2014. However, the truce which stipulated access of humanitarian aid was frequently violated either by intensifying the siege, allowing food and goods to access only 2 times a week, or by imposing a total blockade, lasting 20 days on one occasion, by closing the Babiela-Sidi Miqdad checkpoint which is the sole supply route to the area. The area also witnessed internal unrest as members of governing authority were split between those advocating for a reconciliation with GoS and those opposing it; civilians had also protested several times against any agreement that would lead to a forced displacement. Clashes between OAGs in Yalda and ISIS in Yarmouk camp frequently took place causing casualties on both sides, impacting one of Jafra's volunteers with critical injuries; tensions among the two groups

also caused the frequent closure of "Orouba" checkpoint, entrapping 10,000 civilians in Yarmouk camp and cutting them off access to their basic needs.

The humanitarian situation in the 3 towns remained dire for around 50,000 civilians, 4,500 households of which are Palestinians; with the area being classified as "Hard-to-Reach" by UNOCHA, access to basic items and humanitarian assistance was limited. Severe shortages of medicines and health care services caused the death of 10 infants. Palestinians were mostly affected as they required approvals to evacuate critical health cases to Damascus for proper treatment; however, they either took a long time to secure approvals or were denied approvals which caused the death of several patients. Palestinian students struggled to gain access to Damascus to sit for official examinations. Notably, the area suffered from water-borne diseases as contaminated water in the area remained the only source for residents.

WHAT WE ACHIEVED



Food Security and Livelihoods

Agriculture

- Cultivation and harvest of 50 dunum of land (rented by the Jafra Foundation).
- Access to water via rehabilitation of 2 wells and placement of 50 water tanks.
- Provision of seeds, fertilizers, agricultural tools and truck rental to plow the lands.
- Guidance of agricultural expert.
- 5 technical agricultural trainings.

50
farmer
beneficiaries

As a holistic
approach

24

Nutrition Awareness
Raising sessions to

776
beneficiaries

24,000
Food Baskets to

2,000
households

Regular Food Distribution

To residents of Yarmouk camp and displaced persons from Yarmouk camp to South Damascus towns.

650 chickens

Distributed to
130 households
(5 each)

Guidance of
a veterinarian

4

Technical chicken
related trainings
+
Provision of chicken
coops and monthly
feed

Household
benefited from
egg produce and
poultry



Success Story

Livelihood Program
Marwan A.

"I have a large family, ten in total. During the crisis I began to recognize the impact displacement, dwindling employment opportunities and general challenges were going to start having on our family. It wasn't long before the immediate circumstances began to have an impact on our lives. In 2017 my family and I were displaced from Yarmouk into Yalda in South Damascus. Left with almost nothing and a big family to support, I started looking for other means of providing for and sustaining our livelihoods. It was a year earlier that I participated in an introductory livestock and agricultural training course with the Jafra Foundation. From this, I was then registered to participate in another course focusing on poultry farming. The Jafra Foundation provided some chickens and training on poultry farming. I raised the chickens and tended to them on a daily basis. Not long after, they began to yield a daily supply of eggs that were helping to feed my family. To some people it may just seem like 'a few eggs' but to our family it was a lifeline, like all the other training Jafra as provided me. I am very keen to get involved in similar projects in the future."

Cash for Work

- 60 households benefited from temporary employment via rehabilitating public sites.
- Guidance of technical architecture.

**9,000 USD
transferred**

**33,000 USD
transferred**

Unconditional Cash Transfers

- 110 of the most vulnerable households received unconditional cash transfers.



Success Story

Vocational Training
Ahmad M.

"I had been living in Beit Sahem in South Damascus during 2017 but was becoming disheartened about my future there with a lack of employment opportunities. I had a family to support and debts that had been growing over time. My family was largely becoming reliant on humanitarian assistance but I knew this wasn't what I wanted for my family's future. I saw an advertisement for a general electrical training course that was being run by the Jafra Foundation. After I enrolled in the course, I made sure I really committed to the training and was so happy to pass the theory and practical components.

After the training, Jafra continued to support me by providing me a small grant to open an electrical service business with 4 others who also took the training course with me. I can't tell you the sense of achievement this has given me. The store has been a huge success and allowed me to repay long-standing debts as well as begin to provide a stable income for my family in these very difficult times. My family and I are so grateful."

A Career Service Desk was established to map employment opportunities and link them to youth; 11 youth were linked to job opportunities despite 80% unemployment rate.

Vocational Training & Business Grants

59

beneficiaries
received

4

vocational
trainings

- Plumbing (16 males), electricity (16 males), carpentry (14 males), food production (13 females). Topics chosen based on a youth-led market assessment.
- Beneficiaries received a 1-month small business training and formulated their business plans.
- Grants: 12 plumbing kits were distributed to 12 plumbing trainees and 4 electricity shops were established as 13 electricity trainees grouped themselves.
- 45 of the trainees benefited from English courses and 10 from Arabic (illiteracy eradication) courses.
- Trainees benefited from recreational activities.
- A Day Care was established to care for the female trainee children as they attended the courses.

Total Grants: 12,860 USD

Child Protection



5,039

children
impacted

- Structured Psychosocial Support using the DEAL curriculum.
- Structured Recreational Activities: clubs and open days.
- Awareness raising sessions: children rights, importance of education, sexual abuse etc.

5,802 children & youth benefited from 564 Risk Education sessions, gaining knowledge and awareness about ERW (Explosive Remnants of War) and safe behaviors and practices in contaminated areas.

Education



- Two Shifts: morning and afternoon.
- Provision of books and stationery.

Twice
a year

Back to Learning
Campaigns

793

students were enrolled
in grades 1-6 and a 12th
grade section
in Jafra schools

WASH



Health



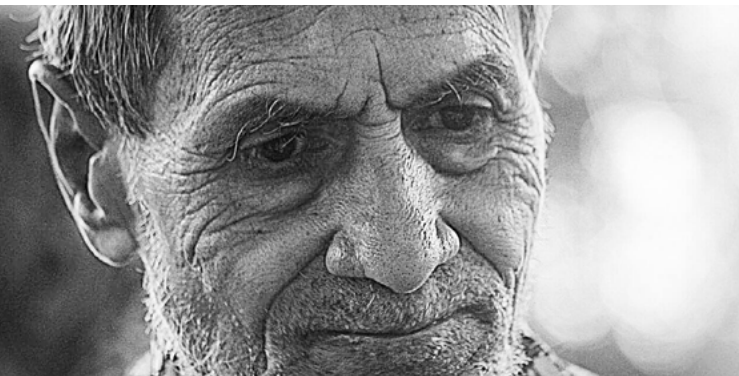
Establishment of a Primary Health Clinic

Allowing access to general consultation, eye care, dental care, pediatric care and reproductive health care. Provision of medicines as prescribed by doctors.

Emergency Response



Cultural Sustainability



40
individuals
interviewed
in Jafra's Oral History
Project

- An "Oral History" project documented the effect of the crisis on Yarmouk residents.
- 40 individuals were interviewed, each having the chance to tell his/her story and share the impact the crisis had on their lives.

KHAN ESHIEH CAMP



Khan Eshieh camp is in Rural Damascus governorate, located southwest of Damascus. Its current population is approximately 25,000 individuals, compared to 100,000 before the Syrian crisis. Having been under OAGs (opposition armed groups) control since 2013 and besieged consequently by the GoS (Government of Syria), the camp underwent a military offensive in October 2016 with intense ground and aerial bombardment leading to large scale destruction and damage

of infrastructure. Though a reconciliation agreement was eventually reached in November 2016, the camp is still classified by UNOCHA as “Hard-to-Reach”.

In 2017 civilians suffered from tedious daily procedures to enter and exit the camp and arrest campaigns were conducted on a monthly basis. Restriction on and shortages of basic supplies were reported with prices around 15% higher than nearby not “Hard to Reach” areas. Severe shortage of water was reported in the camp with almost half of the residents without access to water for 4 to 5 days a week. While UNRWA provided waste management services for only 60% of the camp, waste was piled in the other 40% of the camp causing spread of insects, rodents and related infectious diseases. Hospitals were non-existent in the area; critical health cases were transported outside the area which was costly and required approval to pass through the checkpoint. Notably, local NGOs, CBOs and CSOs were yet to gain approval to operate in the camp and provide much needed services.

WHAT WE ACHIEVED



Food Security & Livelihoods

Establishment of a Women's Empowerment Workshop

- 30 female youth received a sewing training under the project: "Women Empowerment Workshop".
- Trainees also received a 1-month small business training and formulated their business plans.
- Grants will be provisioned in 2018.



Success Story

Women's Empowerment Workshop
Abir S.

"In 2014 I lost my husband in the crisis and assumed sole responsibility for my five children, becoming the head of our household. This was a burden I wasn't prepared for - up until this point, my husband provided the income and support for our family. During this time I faced many personal challenges and felt like I didn't even get an opportunity to grieve for my husband. Our family became reliant on humanitarian aid and there was a feeling of helplessness. I was forced to look for other opportunities to support my family and it was at this time I found the women's empowerment project run by the Jafra Foundation. For the first time in a long time, it gave me some hope and allowed me to learn some skills that I know will assist me in finding stable employment and provide a much needed income for my family. On top of this, the sense of achievement I felt as well as being in a safe and supportive environment allowed me to gain some confidence and begin to heal and move forward."

30

women
beneficiaries



**Twice
a year**

**Back to Learning
Campaigns**

Child Protection

- **Structured Recreational Activities:** clubs and open days.
- **Awareness raising sessions:** children rights, importance of education, sexual abuse etc.

1,000

**children
impacted**

Education

- 640 students
- Kindergarten, ages 3 to 5
- Two Shifts: morning and afternoon
- Provision of materials and stationery

975 children & youth benefited from 65 Risk Education sessions, gaining knowledge and awareness about ERW (Explosive Remnants of War) and safe behaviors and practices in contaminated areas.

Youth

- **Soft Skills:** beginner & intermediate English, ICDL courses.
- **Cultural Club:** poetry, theatre, Dabke, rap.

925
youth
beneficiaries

WASH

Hygiene
Awareness
Sessions to

1,300
children

30,000 residents benefited from Solid Waste Management. Cleaning and rubble removal from Al A'waj river was conducted.

Emergency Response

- **2,000 Food Baskets** to 2,000 households (Kamh W Hannoun emergency campaign).
- **2,000 blankets** to 1,000 households.

3,000
beneficiaries

QUDSAYA GATHERING



Qudsaya gathering is located north west of Damascus and is administratively under Rural Damascus governorate, with a population of approximately 200,000 individuals, of which 35,000 are Palestinians. Having been under OAGs (opposition armed groups) control since 2012 and besieged consequently by the GoS (Government of Syria), the gathering underwent a reconciliation agreement in October 2016.

Despite the reconciliation, services were yet to be reinstated in the area in 2017. Electricity cuts reached up to 15 hours per day while most households couldn't afford the price of fuel. The municipality managed the waste on an ad hoc basis, depending on availability of financial means, causing waste to pile up and spread communicable diseases. Overcrowding in schools was noted with classes having up to 70 students at a time, and less than half of the teaching staff didn't have the required knowledge and skills for teaching. Children out of school were estimated at 15%, mainly amongst IDPs in the area. Child labor was estimated at 35% and early marriage at 8%, due to high unemployment rates and poverty. Hospitals were unavailable in the area, with the nearest being 50 minutes outside the gathering; shortage of several drug types were widely reported with the available ones being unaffordable for more than 70% of the residents. Notably, minimal NGOs, CBOs, CSOs operated in the gathering.

WHAT WE ACHIEVED



Food Security and Livelihoods

Vocational Trainings

3 vocational training courses reached 107 women

- 45 hairdressing
- 32 sewing
- 30 crochet



Cash For Work

- 200 male youth benefited from temporary employment via rehabilitating sites.
- Guidance of technical architecture.
- 51 private & public sites rehabilitated.
- 12 female youth benefited from temporary employment via delivering awareness raising sessions.
- 48 awareness raising sessions delivered to 960 children & youth.

Total: 31,800 USD transferred

Child Protection

8,421
children
impacted

- Structured Psychosocial Support using the DEAL curriculum.
- Structured Recreational Activities: clubs and open days.
- Awareness raising sessions: children rights, importance of education, sexual abuse etc.

Education

- 968 students.
- Two centers: Qudsaya Al Balad & Qudsaya Naziheen.
- Kindergarten– and grades 1-9 and 12.
- Two Shifts: morning and afternoon.
- Provision of books and stationery.

**Twice
a year**

**Back to Learning
Campaigns**



A Success Story

Working Together for a Better Future
Ahmed

"My son Ahmed had always faced difficulties in school and socializing. He found it hard to work with other children and concentrate in a classroom. I felt at a loss when several schools rejected our application for registration due in part to his poor behaviour, but I have determined to help him and find a solution - I just needed people to take the time with him. Ahmed's behavior difficulties stemmed from hypoxia and slowed his cognitive development.

I had enrolled Ahmed and his sister in some recreational activities at the Jafra Foundation Center. It was here that teachers recognized that despite his behavioral challenges, Ahmed had a thirst for knowledge and education. The teachers here really cared and worked with me to develop a plan to help Ahmed integrate into a school. We worked closely together and Ahmed showed great determination. Now I am happy to say Ahmed is enrolled in the first grade at a government school and each day I can see an improvement in his personality and his self-discipline. I cannot thank the Jafra Foundation enough for the way their skilled teachers showed great care and compassion. I am so proud of my son."

Youth

- Soft Skills: 925 youth benefited from beginner & intermediate English and ICDL courses.
- Cultural Club: poetry, theatre, Dabke, rap.

WASH

Hygiene
Awareness
sessions to

1,300
children

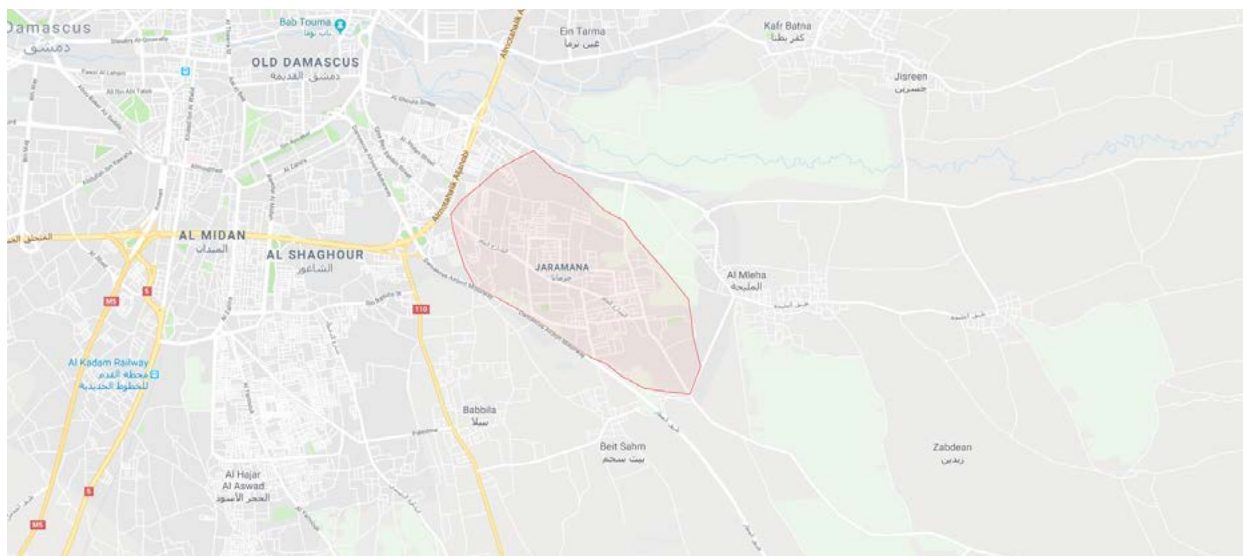
Emergency Response

- 800 Hygiene Kits to 800 households.
- 400 vouchers provisioned to 400 households for purchase of Hygiene Kits.



1,200
households
beneficiaries

JARAMANA CAMP



Jaramana Camp is located southeast Damascus city, 6km, on an area of 8 km², and falls under Rural Damascus district. Prior the armed conflict, 8,000 persons resided in the camp. Due to city planning, about 8,722 camp residents were forced to relocate to other areas in Rural Damascus. Throughout the Syrian crisis, the camp remained under GoS control; since 2011, residents have sought shelter inside the camp, with the IDP population almost doubling the total population, estimated currently at 30,000 individuals. The need for service provision in the area is especially essential for IDP families to include electricity, water and educational services.

Throughout the conflict, Jaramana has remained under the control of GoS forces. However, given its proximity to opposition held Eastern Ghouta, Jaramana and its residents have been widely affected by indirect fire, and

the large numbers of IDPs. This resulted in 2 civilian deaths and 20 civilian injuries. While the town of Jaramana has tried to absorb the influx of IDPs, activists suggested that the town with a capacity for only 400,000 people is now home to more than 1.5 million people.

Overpopulation and mass unemployment -both a direct result of the conflict- have caused a breakdown in services and infrastructure in Jaramana, with many residents and IDPs living in poverty unable to meet their basic needs. Compounding the issue is an all-time high in housing demand, forcing rents to increase sharply. While aid distribution to Jaramana remained possible in 2017 and largely free of the restrictions faced elsewhere in the country, its relative stability has been deceptive; many residents have called for more humanitarian assistance to improve access to basic needs.

WHAT WE ACHIEVED



Food Security and Livelihoods

92 youth received 3 vocational trainings:

- 40 hairdressing for females.
- 22 hairdressing for males.
- 30 sewing for females.



Child Protection

- Structured Psychosocial Support using the DEAL curriculum
- Structured Recreational Activities: clubs and open days
- Awareness raising sessions: children rights, importance of education, sexual abuse etc.

5,915
children
impacted



Education

- 719 students
 - Grades 1-9 and 12
 - Two Shifts: morning and afternoon.
 - Provision of books and stationery.
-
- 1,302 children & Youth benefited from 84 Risk Education sessions, gaining knowledge and awareness about ERW (explosive remnants of war) and safe behaviors and practices in contaminated areas.

**Twice
a year**

**Back to Learning
Campaigns**



Youth

Soft Skills: 887 youth benefited from French, beginner, pre-intermediate & intermediate English courses and ICDL.



WASH

**Hygiene
Awareness
sessions to**

**1,300
children**

HOMS CAMP



Homs Camp has been an established Palestinian refugee camp since 1949, located 160km from Damascus city. The arrival of IDPs into the camp throughout the crisis has meant the humanitarian need in Homs Camp has increased significantly. The camp has just 1 entry and exit checkpoint and, while under continuous GoS (Government of Syria) control, it has been subject to heightened security measures and movement restrictions imposed upon its residents. In 2017, civilian arrest campaigns were conducted on a monthly basis and high rates of male conscription were noted.

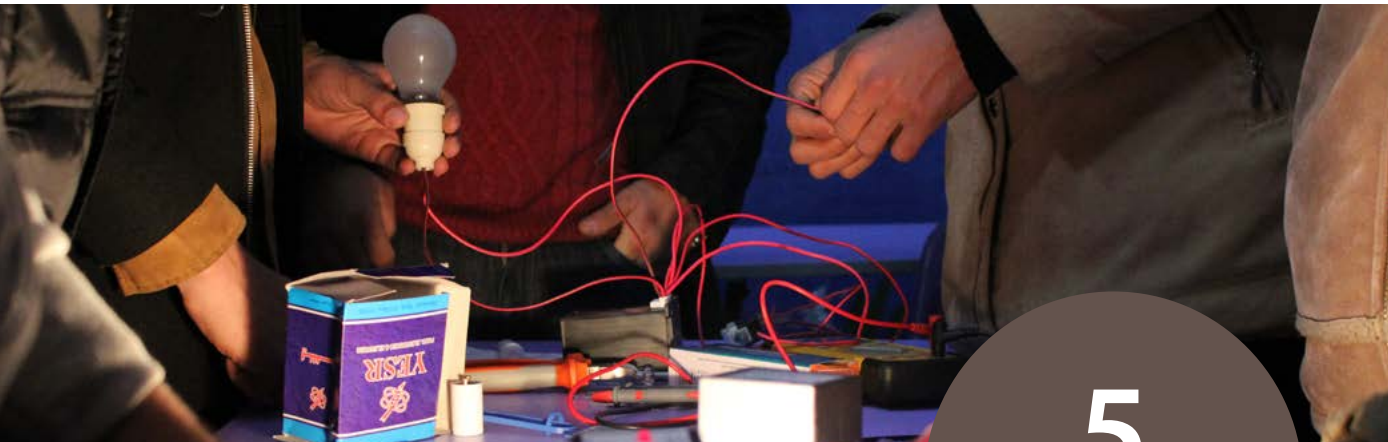
All the while, residents inside Homs Camp remained subjected to poor infrastructure, poor services, increased unemployment and an increased humanitarian need for basic needs. Residents had access to only 4 hours of electricity per day and the existing sewage

network was not sufficient for the growing population of the camp. In addition, the cost of gas for cooking and diesel for other uses rose sharply and families were no longer able to purchase as easily. Health facilities in the camp were largely non-existent or minimally operational due to a lack of equipment.

The spread of disease and infection was an ever-present threat for households and made more concerning due to a lack of medical equipment, physicians and medicine available to those requiring health services.

The rise in unemployment, up to 70% in some instances in 2017, was largely attributed to an ongoing exploitation of the labor market and a decrease in salaries. Jafra programming in 2017 in Homs Camp was a continuation of a commitment in stabilizing education and livelihoods with the help of our partners.

WHAT WE ACHIEVED



5
vocational
trainings

Food Security and Livelihoods

Vocational Training, Business Training & Grants:

- 141 females received 5 vocational trainings: 17 embroidery, 19 crochet, 24 makeup, 37 sewing and 44 hairdressing. Topics chosen based on a market assessment. Selected trainees will receive grants in 2018.
- 60 beneficiaries received a 1-month small business training and formulated business plans under the guidance of a marketing and financial expert. Selected trainees will receive grants in 2018.

Child Protection

- Structured Psychosocial Support using the DEAL curriculum
- Structured Recreational Activities: clubs and open days
- Awareness raising sessions: children rights, importance of education, sexual abuse etc.

5,915
children
impacted

Education



**Twice
a year**

**Back to Learning
Campaigns**



Success Story

*Gaining independence
Laith*

"I am a psycho-social support specialist for children volunteering with Jafra at one of their non-formal education centers. I really enjoy my work and the success stories that come out of such difficult situations. In 2017 I worked very closely with a young boy called Laith. In times of war and crisis, children are often the worst affected. The psychological trauma of the environment can have a severe impact on their socialization, learning and growth. When I first met Laith he couldn't face being away from his older brother. He would continually cry if left alone and wasn't able to interact with any other children. He had become emotionally reliant on his brother and it was affecting the both of them. With other skilled teachers at the school we began working more closely with Laith to gain his trust and help him to express himself independently. Laith needed constant reassurance, understanding and empathy. Slowly he started to come out of his shell and find his voice. Over time he was able to sustain longer periods playing and learning away from his brother's side - allowing his brother to also gain some independence. Though we still have a long way to go, Laith has come so far and it has also provided a great opportunity for his peers to learn about the differences between each other and show caring and compassion towards one another".

- 780 students.
- Grades 1-9 and 12.
- Two Shifts: morning and afternoon.
- Provision of books and stationery.

WASH

**Hygiene
Awareness
sessions to**

**1,300
children**

HUSAINEYE GATHERING



Husaineye Gathering is located in southwest Damascus and is administratively under Rural Damascus governorate. Though reconciled in 2015, only 3,000 households managed to return to the gathering of an original population of 125,000; the rest have applied for approval to return but were either rejected for “security reasons” or have their files pending for months. Several GoS (Government of Syria) checkpoints are positioned in the area causing tedious security checks and long waiting hours. Only residents are allowed to enter and exit the area; notably, the excessive security checks are related to the geographical location of the camp, being near “Sayeda Zeinab” (a distance of 3km away) a prominent religious site for Shia Muslims.

Despite reconciliation, the humanitarian situation inside the gathering remained desperate in 2017. Residents faced daily challenges ranging from lack of utilities and services to very high levels of unemployment – last recorded at 70%. Electricity was only available for 4 hours per day, with a knock-

on effect to the accessibility of water. With frequent electricity outages, residents could not pump water; leading to an increased fuel cost in the gathering in order to pump water via generators. Due to numerous checkpoints, the area had become increasingly difficult to reach which impacted all basic needs being made available in the gathering. Additionally, a severe lack of health care and insufficient supplies meant urgent and more involved cases regarding health, required treatment in other areas outside the gathering. The gathering also suffered from severe shortages in health services and medicines.

High unemployment rates, dysfunctional markets, and poverty have led to an estimated rate of child labor at 15% (increasing to 35% for age ranges 15-17), a rate of 60% for early marriage amongst girls and 10% of children out of school. Child protection services were non-existent in the area and schools were overcrowded, suffered from shortages in equipment and overall poor quality of education.

WHAT WE ACHIEVED



Child Protection

- Structured Psychosocial Support using the DEAL curriculum
- Structured Recreational Activities: clubs and open days
- Awareness raising sessions: children rights, importance of education, sexual abuse etc.

515
children
impacted

Education

A new Child Friendly Space was established

- Grades 1-6, 9 and 12.
- Two Shifts: morning and afternoon.
- Provision of books, stationery and uniforms.
- Bus transportaton for 100 children.
- 3 Parent & Teacher Association meetings.
- Back to Learning campaign twice a year.

BARZEH



Barzeh, near the opposition-held Eastern Ghouta pocket, has been the site of intense fighting between opposition and the Syrian army in 2017, prior to reconciliation in May, 2016. In the time since reconciliation, civilians have struggled to rebuild, lacking in their most basic needs. Access to food, water and utilities presented significant challenges for households. With continued fighting and conflict surrounding Barzeh, residents reported feeling trapped and helpless. Employment opportunities were almost non-existent and substantial changes in head-of-household gender roles ensued. Many challenges existed in establishing substantial programming in Barzeh in 2017, but fortunately we were able to carry out timely emergency response.

WHAT WE ACHIEVED



Emergency Response

900
Food Parcels and
Winterization Kits
distributed to

300
households

DAMASCUS



WHAT WE ACHIEVED

Youth

As the youth element is the core of our foundation and programming, 631 Jafra staff, volunteers and youth from Palestinian camps and gatherings benefited from 22 trainings:

- Learning Difficulties
- Behavioral Modification
- Fundamentals of NGO Management
- Needs Assessment
- PCM and Proposal Writing
- Leadership Skills
- Conflict Management
- HR Management
- Financial Management
- Forced Migration
- Life Skills
- Presentation Skills
- ToT
- Change Management
- M&E
- Strategic Planning
- Finance and JF Policies
- Child Protection
- Livelihoods (Project Cycle Management)
- Education in Emergencies
- Livelihoods (Needs Assessment)
- HR

Health

203 Mobility Aids were distributed to 203 individuals with disabilities, helping them with functioning in their daily lives, thereby supporting their inclusion in society.

In Greece, in early 2016, Jafra volunteers found themselves blocked in Idomeni camp on the Macedonian-Greek border. Having experience in working with youths, through capacity development, and children, through education and psychosocial support, the six volunteers initiated a “Refugee to Refugee” support network. Having more than 20 volunteers and transferring the network to Athens. Greece program is currently operational in five sectors: Emergency Response, Shelter, Child Protection, Capacity Building and Livelihoods. 2017 was a continuation of our programming and commitment to Palestinians wherever they find themselves, highlighting the need to settle new arrivals and support them in integrating into their new communities.



GREECE

WHAT WE ACHIEVED

Food Security and Livelihoods

- Regular food baskets distribution to 102 beneficiaries.
- Vocational Training (sewing, hair dressing , make-up) to 42 women.

Child Protection

- Awareness raising campaigns and recreational activities to 102 beneficiaries.
- Non-structured Psychosocial Support to 85 children.
- Childcare for 20 toddlers.



Education

- Non-formal education to 35 children.
- Educational Kits distribution to 300 students.

Youth

- Capacity building (leadership, proposal writing etc.) , soft skills, trainings (theater, photography etc.), workshops (stress management), well-being activities (yoga, zumba) to 219 youth.

Health

- General, orthopedic, pediatric, dental, gynecologic examinations to a total of 2,900 beneficiaries.
- Medicine distribution to 40 children with disabilities.

Emergency Response

- Food baskets to 6,600 households,
- 8,642 Hygiene Kits distributed.
- Baby milk and diapers to 40 babies.



Shelter

- Provision of shelter to 102 women and children.

Cultural Sustainability

- Film and documentary about Palestine to 21 youth.

In Sweden, at the beginning of 2015, and in cooperation with “Bab Al Shams” NGO & Cultural Center, Jafra launched its first refugee response in Europe. The response was initiated with a Child Protection program providing psycho-social support and recreational activities to the vulnerable children of refugees. A Cultural Sustainability program was further established with activities related to the persistence of the Palestinian Identity through photography and art exhibitions, music and poetic symposiums and lectures and workshops focusing on the Palestinian history and identity. Having more than 35 volunteers, Jafra is in the process of expanding its program in Sweden to enhance the coordination with other European based programs. In 2017 our programming continued to promote Cultural Sustainability and Youth projects.



SWEDEN

WHAT WE ACHIEVED

Youth



109
beneficiaries

- Trainings to reconnect youth to their culture after forced migration.
- Language exchange program for 55 youth.
- Music and journalism trainings.
- Photography course level 1, level 2 and level 3.
- Art exhibitions & lectures.



Cultural Sustainability

172 beneficiaries took part in cultural sustainability projects:

- 5 art exhibitions.
- 3 music symposiums open to the public.
- Open workshop bringing together prominent business people and Palestinian youth to develop relationships and partnerships.

3 COUNTRIES

23 CENTERS

61 PROJECTS ACTIVITIES

406 EMPLOYEES

160 VOLUNTEERS

200 PRIVATE DONORS

5 MIO.USD BUDGET

206,082 BENEFICIARIES

1 AIM
TO IMPROVE
REFUGEES
LIVELIHOODS

جفرا
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